

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
May 18th, 2018**

Present: Cathy Kolbeck, Algoma; Michael Nitz, Tasha Saecker, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Linda Streyle, Rebecca Buchmann, Rebecca Lin (online), Door County; Stephanie Weber (online), Florence; Susan O’Leary-Frick, Fremont; Kay Rankel, Gillett; Allie Krause, Hortonville; Robyn Grove (online), Iola; Tony Wieczorek (online), Kaukauna; Carol Petrina, Kewaunee; Steve Thiry, Kim/Lit; Nicole Lowery, Lakewood; Amy Peterson, Lena; Jennifer Thiele (online), Joanne Finnell, Marinette; Le Ann Hopp, Marion; Ann Hunt, New London; John Kronenburg, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Wanda Boivin, Oneida; Dave Bacon, Evan Bend, Molly Lawlor, Bradley Shipp, Amanda Lee, Chad Glamann, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Penny Habeck, Shawano; Shay Foxenberg, Shiocton; Peg Burington, Waupaca; Kelly Kneisler (online), Weyauwega

1. Call to Order and Introductions

The meeting came to order at 9:31am at the Appleton Public Library.

2. Minutes of the March 16th, 2018 meeting were approved.

3. AAC ground rules were reviewed with a new rule to state name before speaking for the online attendees.

4. Announcements

- Amanda introduced Kelly Kneisler as the interim director of Weyauwega.
- Bradley announced upcoming CE events
- Rebecca Buchmann announced an open house for the Egg Harbor branch
- Joan announced Oconto Falls hosted its first Memory Cafe

5. Information – to be presented by OWLS and OWLSnet member library staff

Delivery

- Library hours
Amanda asked the group to let us know if they will be closed, preferably by email to OWLSnet Help. If the closure is unexpected we need to let WALTCO know not to attempt delivery. For hour changes and scheduled days off changes need to be made in Sierra 4 weeks in advance.
- Damaged items
Amanda reminded the group that if an item is damaged in transit, do not fulfill the hold. If you have a question about the condition of an item, please contact the owning library. If the item is circulated then it cannot be claimed from WALTCO, so your library may be liable for charges. Damages commonly seen from transit include wet items that will warp and significant amounts of dirt. To check in a damaged item without fulfilling holds follow the Damaged/Missing Materials with Holds Procedures.

Sierra/Circulation

- Report from IUG
Amanda gave a report from the Innovative User's Group meeting. Innovative is currently working on security enhancements, driven by GDPR in the EU. They are currently updating contracts and making sure the vendors they work with are compliant.

She also reported Encore is no longer being developed. It's being supported with updates and bug fixes. Innovative is moving toward a new product called the Context Engine, starting with the discovery layer. The idea behind the Context Engine is that it will allow search engines to find more data from the catalog, will utilize responsive design, and create a more personalized experience. They hope to release it in 2019, which seems ambitious, but we will keep an eye on it as details emerge.

- Passwords for Sierra 4.0
Passwords will need to be changed on Sierra accounts that have 4 or 6 digit passwords to 8 digits. We'll be contacting libraries over the summer to make this change. All override and most Acquisitions/SkyRiver logins will be affected.

Encore/InfoSoup Update

- Missing links for additional authors
Evan informed the group that Innovative is aware additional authors are not linking in Encore and they are looking into it.
- OverDrive holds queue issue
The OverDrive records in Encore are displaying incorrect holds queue information. The problem seems to be coming from the data OverDrive is pulling from the API. Both OverDrive and Innovative are aware of the situation.

Cataloging update

- We appreciate all the eyes on the catalog and all the updates and feedback we get.

WPLC/OverDrive update

- BiblioBoard
BiblioBoard is up and running. There is an app available as well as promotional posters. If interested in posters, please let Evan know.
- Get a Library Card
Jamie noted there are more questions than answers at this point about the "Get a Library Card" so that is not moving forward yet.

Technology Update

- Network News
Network News has moved to an Office group called OWLSnet Updates. The benefit of this is that all emails are archived in the group so they can be accessed when needed, even for new hires. If anyone needs to be added to this group please call or email us.
- Skype
Office 365 has many tools we have not discovered or do not utilize. Skype for Business is included with Office 365 accounts. This could be helpful when troubleshooting as it allows easy

screen sharing. Evan asked if anyone was interested in turning on this feature. Joan mentioned sometimes a patron will ask to use Skype and asked if this would be an option for them. Evan responded saying a public computer would need a license not attached to a staff account, but we will research this. Peg asked about webinars or tutorials for Office 365 tools. Evan said Microsoft had some online tutorials and the tools are so broad it would be difficult to cover everything, so if there are specific tools of interest to let him know and he will try to find training materials.

6. Decisions – consensus decision or vote

- Recommend 0% increase in OWLSnet fees for 2019
Bradley proposed a 0% increase in total OWLSnet fees for 2019. An individual library's OWLSnet fee may still change due to changes in the 3-year average of fee structure variables and due to the ongoing phase-in of the fee structure adopted last year. The decision passed by consensus to present a 0% increase in OWLSnet fees to the OWLS board.

7. Ideas submitted for discussion

8. Discussion

- Removing Drivers Licenses from Sierra
Amanda explained to the group she has been speaking with libraries since the beginning of the year about collecting driver's license numbers and storing them in Sierra. Last fall a library system in Wisconsin who used Sierra became aware of a possible data breach and could have had to send out a mass mailing due to a state law that says a person must be notified within 45 days if personally identifiable information has potentially been compromised, which includes state identification numbers. This library system had a dedicated field for driver's license numbers, which they have since taken out so we no longer feel like this is a viable option.

OWLSnet is recommending libraries not store this data in Sierra. We will add a step to the patron registration procedures that prohibits the storage of this information in a patron's record. Some libraries are storing the numbers on paper registration cards, which is more secure than in the shared database. Libraries should not give this information to police for collection purposes according to Wisconsin Statute Chapter 43.30 Section 6 and confirmed by DPI. OWLSnet will remove what they can from patron records, but since there was no standardized way of entering the information and no dedicated field it is unlikely we will find all of them. We ask when you are updating a patron record or renewing a patron account that you delete the driver's license number.

Peg asked about including the last 6 digits in an attempt to prevent duplicate records. OWLSnet recommends not keeping any part of the driver's license number in Sierra. Amy asked about juvenile cards with parents' fields and those driver's license numbers. Amanda recommended taking out the driver's license numbers and linking the accounts. Allie said Hortonville has been using the parents' date of birth and names to help identify parents. Wanda asked if the registration cards needed to have the ID numbers removed as well, and if this is only driver's license or other government issued identification number. Amanda said this will only apply to

Sierra and includes any and all state or government ID numbers. The numbers can stay on patron registration cards that kept on site locally. Joan noted that she won't be upset if another library takes out ID numbers from her patrons' accounts. It was agreed that libraries should take this out of any patron record and it is not necessary to send a patron update form.

- Raising the fine limit from \$5 to \$10

Amanda asked if anyone had any thoughts about raising the fine limit from \$5 to \$10 after talking to staff. Joanne said she is 50/50. \$5 is a good number for most people, but other like the \$10 limit because DVD fines are \$1/day and if they have 10 checked out they're at \$10 already. Joan wished to keep the limit at \$5. Kelly thought \$5 was more manageable for patrons. Jill asked what brought this issue up in the first place. Steve mentioned he was just throwing it out there. He also noted WALS' limit was \$5, so he's okay leaving it as is. It was agreed to leave the limit at \$5, which requires no action. Bradley also pointed out that you can remove the block from SAM so patrons can use public computers. Dave mentioned this is a change in the computer coding so it could take some time to reconfigure, but it is possible.

- Breaking up Blu-ray/DVD Combo Packs

Amanda asked for input from libraries regarding their thoughts on splitting up Blu-ray/DVD Combo Packs. AAC at one time agreed not to split up DVD sets, particularly television series where each disc had different content. When a library would ask if they could repack part of a combo pack that had the same movie on both discs because one was lost or broken, OWLSnet has been saying "no" because of the agreement not to split up "broken" sets. We don't think Blu-ray/DVD Combo Packs were in the spirit of that conversation, so we wanted to bring it to the group for clarification. Would this be confusing to patrons? Is anyone interested in doing this on a regular basis? Is this okay to do if one of the discs is damaged if it is repacked and not confusing to patrons? Linda noted that she's not in favor of splitting up series, and they already circulate the combo packs if one is damaged by just crossing off the format that isn't included. Ann didn't know it was against the rules to do this, so she has been doing it as well. Eva suggested that it could benefit the holds list if these items are split up by getting to more patrons. Evan noted that this was an area of ambiguity, so we wanted to make sure we were all on the same page. Joanne noted that Diane has difficulty finding records and asked if there would be support if the discs were split up. Amanda said John will create some procedures regarding this, but in the meantime anyone with questions should email CatHelp. Evan added that if you're already doing this, please email your local policy or practices to John or CatHelp so he can take that into account when creating this procedure. Amy asked about putting UPCs in the records so they came up when scanned. Amanda said the UPCs will have to be in the record or libraries will bring in new records. The UPC can be in the record for both the single item and the combo pack. Libraries will have to be careful to select their correct item. Bradley said that we recognize libraries have a perfectly good item to circulate, so we want to make this possible when the content for both things is the same. In summary: John will write up new procedures regarding Blu-ray/DVD Combo Packs, splitting up these DVD packs only applies to packs where there are two copies of the same movie in different formats, items will have to be repackaged and the item records moved to a more appropriate record to not confuse patrons, email CatHelp with questions.

- OWLSnet/WALS ILS merger exploration update

Bradley told the group that the Samarbeid committee met Wednesday to discuss the possibility of merging ILSs with WALs libraries (Winnefox). On the agenda for discussion was resource sharing, governance, and cost sharing. The committee's goal is to identify issues that would prevent us from moving forward and hope to make a recommendation to AAC to continue the conversations or not.

Bradley's interpretation of the meeting includes 3 sticking points where libraries aren't agreeing, but so far everyone is optimistic these issues can be overcome. Those sticky points are:

1. Standardization—OWLSnet has more standardization than WALs. Our philosophy for utilizing standardization is that we believe it improves customer service by giving patrons a consistent experience. The committee has agreed this might be beneficial for a larger consortium for things like loan periods and renewals, but not for fines. A larger consortium would most likely include less standardization than OWLSnet has now but more than WALs.
2. High Demand Materials: To handle high demand materials, OWLSnet has short loan and WALs has shorter loan periods, local item holds, and Lucky Day collections. The committee tentatively agreed that high demand materials could not be placed on local item holds and would be assigned to a short loan period that is standardized. If the library has met the purchasing guidelines that allow them to have a Lucky Day collection they can do that as well. Ann noted the local item holds would be a deal breaker for her. Joan was surprised there was so much focus on Lucky Day when so few libraries had it. Tasha mentioned "smart holds" which Bradley said was related to the next sticking point. Ann wondered if a library doesn't have any patron holds on an item if they'd have to buy a copy for the system circulation or could the only copy go in a Lucky Day collection? Steve thought they had to buy a copy for general circulation before Lucky Day. Joan noted that even though not many libraries have Lucky Day collections, a lot are holding back items in the local item holds so they have browsing collections.
3. Holds Queue Priority: the two systems have their software configured to fulfill holds differently. OWLSnet default is the next patron in line gets the next available item. WALs' default is local patrons' holds are filled before other libraries in the system, and if it is out in the system and the owning library's patron places a hold on it, then the item would come back to fulfill the hold regardless of where the patron is in the queue. There isn't a good way to test which method fulfills holds faster at this point since there are too many variables. Peg said one of the WALs directors would be more open to resource sharing if the OWLSnet default was implemented. Bradley said the plan for a draft resource sharing policy is that holds will be fulfilled based on when they are placed. Steve said he thinks we need to have some standard procedures regarding resource sharing and they don't have that right now. Ann said again that local item holds have to go. Amy asked how the local item holds worked. Joan explained that a library can keep their item but local patrons can place holds on it. Once those holds are fulfilled the item goes on the library's shelf, not into the general collection to fill other holds, unless the library releases it.

Tasha asked the group to please be kind to the WALs libraries; they have a different philosophy than OWLSnet. Eva said she didn't like the lack of resource sharing. Bradley said a new consortium would not look like OWLSnet or like WALs, it would be totally new. Peg thought it would be hard for WALs to standardize. Bradley said Winnefox staff say they trust their libraries.

Bradley said we may be able to find common ground on “trust and verify.” Steve was confident that the libraries could come together and overcome our differences. Amy wondered what Winnefox considered a small library. Bradley said she will gather some data, but she is certain some are comparable to OWLSnet’s small libraries. Thank you to the committee members for your input and your time and efforts!

- Locally Controlled Collections proposal

The OWLSnet Locally Controlled Collections Committee came up with some proposed language changes to the Resource Sharing Policy and some suggested procedures. Based on the talks with Winnefox, which involve Lucky Day Collections as well, the committee does not think it is appropriate to vote at this time. If a time comes when we are ready to vote, just a reminder that a policy change will have to go through the OWLS board and procedures will be determined through AAC.

Joanne asked about some of the jargon in the proposed policy and procedure. What is a Lucky Day Collection and what does the hold ratio mean? Amanda explained that patrons cannot place holds on Lucky Day items. They must go to the library to check them out. Steve said your patron’s holds should determine what you are purchasing for the Lucky Day Collections. Bradley noted the committee did not provide many details because of the parallel talks going on with Winnefox. Joan didn’t realize DVDs would be included in Lucky Day Collections. Ann thought everything was on the table. Wanda was wondering if this was required. Bradley assured her Lucky Day Collections are totally optional. Tasha had concerns with the limits and requested raising the percentage of the collection allowed in Lucky Day. Sue from Scandinavia said she is opposed to Lucky Day philosophically, but she would support other libraries who want to do it. Susan from Fremont said she is in favor because many of her patrons go to Neenah and love it. Bradley asked Susan if she would buy 2 copies of high demand items, because it is assumed high demand items would go in Lucky Day. Susan says yes, she would buy 2 of some things.

- Courtesy Notices Link

Evan forgot to ask the group their thoughts on adding another link in courtesy notices for mobile devices since the regular link is confusing to patrons using a mobile device. The group advised Evan to add the second link with the mobile link first. Joan suggested encouraging patrons to sign up for Shoutbomb.

- Remote users

Dave wanted to remind remote users that they have the capability to speak to the group if they wish and don’t have to rely on chat.

9. Adjournment

- Meeting adjourned at 11:40 am.