

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
November 2, 2018

Present: Cathy Kolbeck, Algoma; Beth Carpenter, Michael Nitz, Tasha Saecker, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Linda Streyle, Door County; Stephanie Weber, Florence; Susan O’Leary-Frick, Fremont; Kay Rankel (online), Gillett; Allie Krause, Hortonville; Robyn Grove (online), Iola; Carol Petrina, Kewaunee; Steve Thiry, Kimberly/Little Chute; Nicole Lowery (online), Lakewood; Amy Peterson (online), Lena; Ellen Connor, Manawa; Jennifer Thiele, Marinette; Le Ann Hopp, Marion; Ann Hunt, New London; Tracy Vreeke, John Kronenburg, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Dave Bacon, Evan Bend, Molly Lawlor, Amanda Lee, Chad Glamann, Bradley Shipps, Liz Kauth, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Peg Burington, Waupaca; Kelly Kneisler (online), Weyauwega

1. Call to Order and Introductions

The meeting came to order at 9:32am at the Appleton Public Library

2. Minutes of the July 20th, 2018 AAC and PLSR meeting were approved.

3. AAC ground rules were reviewed

Introductions were made by those present and online.

4. Announcements.

Amanda presented the 2019 proposed AAC dates. There were no conflicts reported so they are scheduled for: Jan 18, Mar 15, May 17, Jul 19, Sep 20, Nov 8

Elizabeth Timmins mentioned Seymour’s 16th annual wine event at Doxbee’s on 11/2/18

5. Information

PLSR

Beth updated that the steering committee is working on a report for DPI, all content is in draft form. Beth demonstrated how to view drafts on the PLSR website.

Beth listed Consensus Items; recommendations are in detail in the report

- CE portal is very important to keep track of certifications and hours
- funding distribution for support systems needs to be reevaluated
- delivery hub system
- discovery layer, allow access to materials across the state
- reduce the number of systems

- establish incentives for change
- development system standards like best practice

Goal is to have a final draft by mid-November, a survey will be sent out for input. A final report will be sent to DPI by mid-December.

Tracy NFLS – thanked the committee for their work.

Sierra/Circulation

Offline Circ

With all the outages lately, Molly encourages going over offline circ. She highly recommends installing the client as a backup. The client absolutely cannot be installed during an outage. When using offline circ please do the following.

- a. Make sure the client is installed BEFORE you need it
- b. Call Molly or notify OWLS BEFORE you use it
- c. Check all your settings and preferences before using. This includes, printer, stat group number and computer date and time.
- d. Call Molly when you done using, you should not be uploading files unless you are on the phone with Molly!

Molly can do training over the phone that takes only 5-15 minutes (depending on if it's installed already). Peg mentioned that Molly had her staff just practice with it, which was very helpful. Molly added that the more you practice the more comfortable you will be with it.

John K. asked what libraries do if it's after OWLS office is closed. Dave responded to call the after-hours numbers. John wondered who handles installation. Molly is fine doing it for NFLS libraries as well as OWLS. Molly has a list of who she has gone through the process with already and will share with John.

Bradley brought up what caused the outage on Wednesday. Dave shared that the *previous* outage was rodent damage. *This* outage was due to AT&T doing upgrade work. There was an intermittent configuration glitch. It's resolved, and the upgrade is complete.

Encore/InfoSoup Update

Review of subscription services and database trials

Evan shared that there are handouts/posters/bookmarks to promote the Self-Publish tools available. These can be paired with NaNoWriMo. They are on the "What's Cooking" page of InfoSoup.

New Badgerlink resources include:

US Newstream, which has some major resources such as the New York Times, and Wall Street Journal that are not included in the EBSCO magazine product.

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Newspapers.com world collection is now online. Its historical papers cover much of the country, international as well.

The last 7-8 years we haven't had the money to make changes to our database subscriptions. This year there is some money we can put towards databases. If we spend this money in 2018, we will have it in 2019 as well. No budget for 2020 yet, so only a guaranteed for 2018-2019.

Ancestry.com continues to go up in price, as usage goes down. Most likely due to that it's in library use only. Evan is planning to get a trial of MyHeritage set up soon, because unlike Ancestry, patrons can access it outside the library. Things to consider are; is it worth spending the more money to offer access from home, and do we need to continue to offer a genealogy resource at all.

Recorded Books price is consistent, and we have pretty good usage. Recorded Books doesn't give per library stats, we may be able to pull that data out by zip code. The data is self-reported, Evan would prefer the stats come from Recorded Books, but he will investigate it.

OWLS shares the cost of e-magazine subscriptions (RBdigital) with APL. OWLS pays the platform fee, APL pays for the content. We are going to increase marketing. We have brochures/posters/bookmarks to send out to promote the digital usage in general. Soon there will be a video promoting magazines.

Joan asked if they can include the video on their social media.

Chad said he'll post the video on YouTube and Facebook and encourages libraries to share them.

Evan would like to continue the usage of TumbleBooks. Usage is about the same. When we blocked schools, usage initially dropped, but now they are staying the same. He still sees it as a valuable resource.

Bookletters are book lists on InfoSoup that can be created to promote new materials. There are some competitors with offer cover art, but they haven't been able to do series lists as well.

We have \$30,000 in 2018 (and then again in 2019) that we can put to electronic resources. The state gave us the option to promote lifelong learning, which we can use these funds for.

Evan shared options for lifelong learning options. Gale courses (APL already subscribes) is a more vigorous and formal database for online learning. It's more expensive and would most likely use up all \$30,000 budgeted. There is also Universal Class, which is less formal, email based, but much more affordable.

Transparent Languages is another option. Tracy remembers Mango had low usage, but very committed users. Transparent Languages is comparable.

Evan added other possibilities would be to spend some of the funds on Overdrive for titles. If we are interested, we can ask Winnefox to share their statistics with us. This would help to compare the holds lists to see how much we would have to spend to bring down our waits. Another option is to spend

money on RBDigital. A few libraries have already purchased combos from RBDigital, where they get a physical and an e-copy for a reduced rate.

Evan mentioned Creativebug, which is mostly crafty DIY videos. He will have pricing and a trial set up soon.

Kanopy, is a streaming video service, similar to what Hoopla offers. They have fiction and more instructional than he initially realized. It has a very wide range, including kids, languages, and the Great Courses collection. The down side is, like Hoopla, it is cost per use. Evan is meeting next week to go over costs with Kanopy.

Tasha encourages libraries to look at Hoopla. APL has had an incredible response and is not looking to switch to a different streaming service.

Ellen asked if there was access to public performances.

Evan said there are showing rights in Kanopy.

Steve shared that you have control with Hoopla with how many checkouts per user. KIM-LIT allows 5 checkouts per user per month. It's lower than their cost per circulation. And he thinks it's worthwhile for libraries to consider. Bradley added that Kelly (online) thinks Kanopy looks cool but the cost per usage terrifies her.

Evan asked for any comments on trials and then offered that we can try it for a year to see if it would be worthwhile long term. We could do this either for Hoopla, Kanopy or something similar. It would be difficult to get everyone on board for a cost per use, and we don't want to start something and then stop it. So those are some options.

Peg shared she thought Universal Class had broad variety, and with proper promotion, we'd have use. Evan then added that if you go through their website, you can see their costs. Tracy asked if we could choose a few of these options not just one.

Bradley stated that it depends on the package of choices we can put together. We want feedback to do so. If we spend up to \$30,000 on one or in combination in 2018, we can sustain that in 2019's budget. If we swap MyHeritage for Ancestry it's only costing us approximately \$6,000 more. Overdrive would be more of an "either or" situation. We need to see how much our circ increases to consider putting more money into that collection. We have the system development line in the budget available now, because of staffing changes at OWLS.

Steve stated that the state dropped Wisconsin newspaper resource. He is of the mindset to maintain the services we have and if the state drops a service, we should look at picking it up. Evan said WPLC is looking to pick up the newspaper archive resource but the price is rather high. Evan can work to get an OWLSnet newspaper archive if it doesn't go through with WPLC. He will get a quote.

Eva commented on databases that have courses. When she was a patron at APL she liked Gale Courses. When Great Courses came out, she was impressed with how flashy and user friendly it was. She would like to have one of these. We need to focus on lifelong learning, and we can easily market this to our patrons. Bradley added she would prefer the system use the money for one online course subscription and we want to be able to specifically say what measures we took to promote lifelong learning.

Michael added Great Courses are in Hoopla. Therefore, you only pay for the ones you want instead of the subscription cost. Steve shared he is hesitant to subscribe to courses that are “crafty,” because so much of that can be done through YouTube. Also, we need to consider the value when we add a course. Tracy reiterated that some of the pricing is rather reasonable for database content.

Evan asked for input on spending money on OverDrive Advantage titles. At the system level we usually don't buy content, more the platform. There won't be an increase to statewide OverDrive content. Joan is for putting more money into Advantage titles in OverDrive. Several titles are extremely far out, and feels it discourages patrons when it's going to take months to get it. Steve is also interested in putting more money into Advantage as well. Kristin is hesitant in throwing money at OverDrive. If we keep throwing money at it, each new book will be the same situation over and over; unreasonable hold lists will never end.

Evan added, that as a WPLC collection development committee member, that this is something they are looking at. They tried to address this last time by looking at bestsellers. The problem is with the older popular titles. One (1) Advantage title would cut the wait time significantly. The committee is working with publishers for a different model with spending the same money, so that the patrons get the titles faster. Joan agreed that a difference would really be made with series, in that everyone starts with the 1st book and over time those paper copies deteriorated, and you have to go to the e-copy. Evan shared that it's hard to identify all the titles that need to be addressed. Older e-books are inexpensive. We need to work on a communication level to identify this. Any library can be set up for Advantage titles.

Michael responded to Joan that if you pay for the Advantage title, it goes to the system queue. Joan added that they buy a lot from Recorded Books and wondered how she could get a digital copy. Ann mentioned that she can work through Recorded Books to get digital copies. Evan said he can have a rep call her. Michael added that most Recorded Book titles are exclusive, and you usually end up ordering through them anyways. Ann asked, if we put money in for Overdrive Advantage, who chooses the content? Evan said you can choose your own content; you can get your own account and add content to the collection the next day. You can monitor what titles your patrons have requested and purchase them. Evan can provide those statistics if libraries would like.

Stephanie asked what about splitting the funds among multiple subscriptions such as Ancestry, Universal Class, and Advantage. Bradley agreed in that she had a similar list. Evan concluded that based on usage, only a handful of libraries are getting much value from Ancestry.

Cataloging Update

BadgerLink records

Evan informed the group that there are many very old e-magazine records in the catalog that need to be updated. Many of the BadgerLink journal titles are relatively esoteric, so he asked the group if they would prefer everything we have access to in the catalog or if they would prefer the main databases. The group prefers more. John will work on it shortly.

Encore/InfoSoup Update

Bootleg DVDs

Currently we've been seeing items show up on Amazon that are bootleg copies. It is mainly seen with materials from streaming services, such as Netflix. Products look like a legitimate copy but are being sold on Amazon from a third-party vendor. Amanda has a lot of information, so please let her know if you or anyone on your technical services team would like this information. Thank you for those who have provided input on this issue. Ellen asked what Amazon was doing about this.

Amanda informed the group that initially Amazon was not helpful. OWLS also contacted Netflix, and they are going after those third-party vendors on Amazon. One library in the system did contact Amazon after Amanda, and they got the impression Amazon was going to look into it.

Print Management

Bradley began this portion by informing the group that OWLS has been exploring print management options and has been in the 5-year system plan to explore. She asked if this would be a service that would add value to the OWLSnet membership? Dave has been doing research into different vendors and looking to possibly implement this as a system service if there is enough interest. Amanda put together a comparison matrix, based off the informational document Dave created. Those in the room expressed the importance of availability on public computers and for mobile users so patrons can print from their own devices. There needs to be a self-release print option and most likely a money aspect; a coin box so staff assistance isn't needed. There are big differences in costs across the board for each product and the main goal is to talk about and hear from everybody if this is an appropriate service for the system to provide. And if OWLS does, what aspects would you need included and are you willing to share the costs. OWLS is looking for any and all feedback.

Ann asked to hear from libraries who are using a print management software. Steve shared KIM-LIT uses Envisionware. He likes that it's self-serve; that patrons can use it from home and pick up their printing when they are at the library. He prefers to avoid handling cash, which is a big reason why they chose that product. Print costs are low, and not worth credit card fees. They currently don't have a credit card option, due to system requirements. Ann inquired what type of machine was used to print. Steve replied they have it hooked up to their copy machine. After patrons submit their payment, they can release their print job via code.

Peg mentioned that having to create an account seems like a lot of work, for a simple copy and she doesn't want to add an additional complexity for patrons. Waupaca has a wireless system set up, it's complicated, but it's there if needed.

Dave said his research was based on printing documents from library public computers or personal devices while in the library. He didn't look at it for copying purposes, just printing. Not all services need accounts, many have it as an option. Joan wanted to talk more about printing from personal mobile devices. Dave said that all these services have an app that can be installed, or a URL users can access quickly. Details are in his Print Management document.

John K. has learned a great advantage of managing your printing is you're not wasting paper, due to patrons printing and tossing what they don't need. Another great feature is the security; the printing isn't released until the patron authorizes it.

Bradley feels that Princh is the best option if everyone in the system wanted it. There is no annual fee and costs 15 cents per copy, but everyone in the system would have to be interested in doing this for that pricing to be put into place. Pricing is widely varied between vendor options. Envisionware doesn't price per consortia but would work for individual libraries.

Eva shared her experience from participating in the Princh trial. It was easy for staff to learn and walks patrons through every step. It tells you exactly how much you will spend before you print. Print preview is readily accessible, so you know exactly how it will print out. Having the PayPal and credit card option is a good alternative for patrons without cash. The wireless feature is very important. The only thing that concerned her was having patrons put in their name to identify their print job. Eva felt this was a security concern. But to avoid that, any identifier would work—Eva suggested computer number to her patrons.

Bradley added the downside to Princh is that it doesn't have coin box option. Libraries should speak up if that is an important feature for them to have. Papercut has the option, but it's the more expensive option. Keep in mind there is a compliance issue with credit cards. If it is credit card *swipe* payments, then the library must be PCI compliant. But if they are *online* credit card payments, OWLSnet is the merchant and we are already compliant.

Stephanie feels we really need to do this, as her current process is having her patrons emailing it to her, and print from her email. She feels this process seems ridiculous and that we should have done this a long time ago.

Amanda asked for a show of hands, if the ability to print from mobile device was the most important feature. Approximately 60% of the room agreed. Amanda also requested a show of hands if a coin box option was important, so patrons can self-release. Five people agreed.

Kristin asked for clarification on if you don't have a coin box option, patrons won't be able to self-release? Amanda answered that Princh has an app to self-release if you're not charging. Dave added that Princh has the option to pay staff and then staff would release the job. The library could provide a tablet at the printing station, so after paying staff they could authorize a self-print. Libraries could purchase a release kiosk and get a coin box involved if needed. Ann asked if her copier is a printer, if that would work. Dave answered yes, so long as it's on the network. Ann then asked if it can be done with copies. Dave wasn't sure about this due to not investigating the copy option.

Evan asked if you could just use the online aspect for Princh and not have it tied to your public computers. Use for just personal devices only? Dave said yes, the app can just be used separately, but can't think of a good reason why to split it. Kristin added that it sounds like a good idea in that having an app would be nice, as they currently only have the one "staff" printer behind the desk. Dave said that there is no additional cost for all the services together from Princh, but other vendors do. Kristin's only concern is about helping those that come in with their own devices

Tracy feels that as a patron, she would appreciate this service and that it is worth looking into. She often thinks of those who don't have that option. Dave added that many allow access from anywhere in the world and it can be stored in the queue for up to days.

Bradley said that if we choose to use online credit card payments, it will ultimately come to OWLS, and there would be a delay of when you get funds, such as Ecommerce. The discussion wrapped up with a few asking about credit card fees and if it has to be a system-wide decision or library by library. There are small fees and minimums per transaction, so it is assumed that charge would be the same no matter the vendor. But libraries would have the ability to turn this function on or off. Amanda ended with the next step of looking more into the options identified as important by those present. A survey will be created to gather more information on the options that libraries would like included in a print management service. Sue asked if the survey could include library's estimation on how many copies/prints they do in a year.

OWLSnet/WALS ILS merger exploration update

Bradley informed the group that at the last Samarbeid meeting in September, the group decided to hire an outside facilitator. The next meeting is November 28th and this facilitator will be present. The topic of the November meeting will be governance and ownership.

OWLSnet budget for 2019

Bradley explained the system development line in the budget has been zeroed out for years. Now that there are funds available, OWLS is looking at opportunities for use of this line. Options include ILS, print management, alternatives to SAM or new databases. There has been a bit of a standstill with Sierra options because of Samarbeid.

Ann asked what Appleton has done with their filtering compliance? Bradley responded that APL is now CIPA compliant and that if you are building or renovating it is a good idea to opt into filtering. Ann furthered her question by asking if an estimate can be done before committing. Bradley replied that we can try to do that. Please let her know if you have any more budget related questions.

6. Decisions – consensus decision or vote

None

7. Ideas submitted for discussion

- Online cards for homebound patrons

An inquiry was made about providing homebound patrons with cards, so they can use the library's online resources. Amanda is looking for some feedback on those libraries that already provide this. What is the process? How do you go about registering the patron if they are homebound?

Jennifer's feedback was that they [MRT] hasn't had a lot of questions about this in the past, but suddenly there is a small e-Book need for homebound/elderly patrons. Those patrons in question can't physically get to the library to get a card, and they only want e-resources anyway. Jennifer is just looking for feedback on best practices or recommendations regarding these patrons.

Ann suggested to just give them a card. Have them fill out the application and mail them back the card.

Jennifer had the thought that with Sierra in the Wild, you could go to the patron to register them. But it would be nice if they could just do it themselves online. Eva inquired, which was the big issue, that if the patron can't get to the library, we don't have a signature on file. Bradley replied that this is not a concern now, but at some point, it could be, should the state decide that online circs count.

Linda had the idea that a caregiver could take home the registration and bring it back. Or, if you have walking books, they could do that too. Jennifer brought up her concern of how it could be just a "random" person filling out the form. The general consensus is to just go ahead, it's more important to get the patron the access they need.

Kristin suggested to treat it like children's cards as they do, by adding a message to the account indicating that the child can use the internet but can't check out any materials without a parent. Amanda mentioned that OWLSnet does have an internet only card, which does allow for checkouts of e-materials.

Beth said the manual block message works great if you don't have self-check machines. But in good faith you could issue a card, and if we see issues arise, we can address them later. It's more important to provide that access. Joan said they [OCF] has community cards, for those addresses that seem suspicious, so that those patrons can check out 3 items and access the internet, but she is unsure if e-books work. Amanda believes they should work, and we can check so we know for sure.

- Mailing overdue notices

A question was brought up asking how many libraries are printing and mailing 1st overdue notices. If you are, do you think there are fewer second overdue notices generated? Are any of you only sending second overdues? Across the group it appeared that there weren't many who were mailing the first notice.

Beth shared that once they started using the collection agency, they mail first notice and not the second. Then it goes to a bill. Nicole said Lakewood only sends the second notice and then the bill. The first

notice tends to cross in the mail with the return of the item anyways. Eva shared BCL sends the 1st notice and bills. The items either come back within a couple days of sending the notice out or not at all.

8. Discussion

9. Adjournment

Evan reminded everyone to take their RBDigital handouts. Those not present will have them sent. The meeting adjourned at 12:15 PM.