OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
November 21, 2014

Present: Michael Nitz, Paula Wright, Appleton; Stephanie Weber, Florence; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Tony Wieczorek, Kaukauna; Beth Carpenter, Kimberly/Little Chute; Nicole Lowery, Lakewood; Amy Peterson, Lena; Ellen Connor, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Becky Bartell, Oconto; Joan Denis, Oconto Falls; Wanda Boivin, Oneida; Dave Bacon, Evan Bend, Walter Burkhalter, Patty Hankey, Laura Jandacek, Gerri Moeller, Anne Paterson, Bradley Shipps, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Becca Berger, Linda Streyle, Tracy Vreeke, Sturgeon Bay; Amanda Burns, Suring; Kristi Pennebecker, Weyauwega; Leslie Hill, Wittenberg

1. Call to order
    The meeting came to order at 9:40am at the new Hortonville Public Library.

1. [Minutes of the September 19, 2014](#)
    The minutes of the meeting were accepted as distributed.

2. AAC ground rules
    The group was reminded that it can be difficult to hear and follow the discussion with such a large group. Everyone was asked to help the meeting function more effectively by remembering the AAC ground rules:
    - Only one person speaks at a time
    - Please wait until you are recognized to speak
    - If you've spoken to the issue already, please let others speak

3. Announcements
    - Bradley reminded the group of the Black Belt Librarians and Wild Wisconsin Winter Web workshops coming up soon.
    - Amy Peterson is the new director at Lena and Becky Bartell has accepted the directorship at Oconto. Congratulations, Amy and Becky!
    - Kay from Gillett announced the many good things that are happening in Gillett. The municipality has purchased the building next door to the library and is in the process of converting this to public meeting space, and creating a community square in the space between the two buildings. They have a few grants for library and municipal improvements.
    - Stephanie from Florence announced that the library recently received a grant for collection development and an award: Standing up for Rural Schools and Libraries in Wisconsin.
    - Does anyone have a Hoot award submission today? There were no nominations prior to the meeting, so we will remove it from the agenda for the next meeting. Libraries are encouraged to submit nominations in the future if they wish.

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

   Sierra/Circulation
   - Gerri thanked everyone for their patience during the recent Sierra upgrade. The slowness/ freezing problem was related to a setting in the system used for Course Reserves. The system was using all of its resources to update the Course Reserve index. One library is still experiencing some slowness but it does not seem to be related to the Sierra upgrade. The upgrade also broke some things in Create Lists but OWLS staff have created workarounds so we can run our reports as usual. Innovative is working on fixing the broken things in Create Lists and there are no long term problems expected. We now have access to the transaction file which includes circulation information. OWLS staff would like to find a way to store the raw data so we could use it when necessary.

   - Sierra in the Wild requires a secure VPN (Virtual Private Network.) A VPN is a secure tunnel used for safe network communication across a public network. While we have a VPN service, it is outdated, and our consultant recommended that we add a VPN appliance. The cost to upgrade is not currently in our budget. OWLS staff shared a preliminary estimate on the cost for purchase and installation of a VPN appliance with 10 licenses – it would allow us access for ten simultaneous users. We could then add extra user licenses for an additional cost, if necessary. Is this something that the libraries want to invest in? The group agreed this is a worthwhile project; we will follow up with information in the next couple of weeks.

   - Evan shared information about enhanced content. As we move forward with the discovery layer, if you see a feature elsewhere that you really like, please share it with Evan or Gerri. We may lose some features in our current catalog but will have some options in the new catalog that we may want to implement.

     We will be staying with the InfoSoup name, but are considering redesigning the logo, and possibly changing the color scheme, which seems somewhat dated. We will know more about the constraints when the serve is purchased and Encore installed. Someone commented that people don't tend to like sudden remakes, which we will definitely keep in mind. Some of the elements of our current catalog design will carry through to the new interface, but it's likely that others will change. Our pages have been static for approximately ten years and are in need of revamping. There will be a lot of opportunity for staff to see the catalog as it develops.

     We currently use BookLetters for cover art, and it's possible that we could continue to use them with Encore. Evan showed some of the features available from BookLetters. Some libraries have developed BookLetters newsletters that are updated with new materials monthly. They are easy to create and we would have the capacity to make an unlimited number of newsletters. BookLetters is working with Innovative to test out the product in the Encore interface.

     Novelist is another option for enhanced content. We get NoveList through the state for our books in series information so we may get a better price if we choose to upgrade to NoveList Select for Encore. If we were to choose NoveList Select, additional enhancements may be available for us. For cover art, the NoveList Select product offers a similar titles and plus more feature. They offer professional reviews as an option but an additional cost is involved, which is not in our current budget. The vendor is pushing to sell NoveList for nonfiction titles which is a pricey feature but may be a good deal. If the group is interested in previewing this, Evan can try to get us a trial.

Evan created a page on the OWLSnet website called [Enhanced Content](#), a list with links to libraries using the various vendor products we are discussing today.

Gerri and Evan have been looking at the new materials database. How important is it to have the ability to limit a search of the new materials database to your library only? Libraries expressed that it is an important feature. Select Reads is another product that is similar to BookLetters. It is more modern and similar to NoveList. However, it wouldn't allow us to search the new material database this way; only a catalog-wide search of new materials is available in Select Reads.

Cataloging

- The rebound books video was recently posted. It has a lot of information about bibliographic records for rebound books. There is also an accompanying handout.   Both are available on the OWLSnet Cataloging page. If you have any ideas for the next training video, please let us know.

WPLC/Overdrive update

- The WPLC steering committee group met yesterday. There is an open position for the NFLS representative; if you are interested, please talk to Mark at the NFLS office. The committee meets four times a year and they are responsible for deciding what to do with the digital collection. Beth joined Evan in discussing WPLC updates. A new committee called the Digital Magazine Workgroup is investigating purchasing a digital magazine subscription service similar to Appleton's Zinio. They have been looking at Flipster, an Ebsco magazine subscription service. The quote they received was higher than expected. Zinio may be an option in the future but they are not currently configured to work at a state-wide level. Overdrive is working with Barnes and Noble to make magazines available; however, it requires a Barnes and Noble app to use the service. The decision will need to be made early next year in order to implement in 2016. There is also a new workgroup called Collection Development and Policy. Their focus is to prioritize how money is spent. The Vendor Selection Committee makes decisions more specific to digital services and platforms. There is also a new workgroup for digitized newspapers. This committee is looking at working with the Wisconsin Newspaper Association in order to offer historical and current news all in one location. We will know more soon about this project.

- At the last AAC meeting, the group discussed if the 'Buy It Now' feature should be added to Overdrive titles. Adding the feature would allow patrons access to Simon and Schuster ebooks. While the group wasn't excited about adding the feature, they asked Beth to recommend to WPLC that the feature be added in order to gain access to Simon and Schuster books. Overdrive now allows us access to Simon and Schuster titles without adding the 'Buy It Now' feature. Beth asked the group if they still wanted the 'Buy It Now' button added. The group asked that Beth recommend to WPLC that the feature not be added. Kids and teens now have their own sections in Overdrive. OWLS' graphic arts specialist, Bradd designed the webpages.

- At the last AAC meeting, the group discussed how to best manage the high hold levels on Overdrive titles. The group asked Beth to recommend to WPLC that they implement a short loan period of 14 days on the titles with a high volume of holds. The Selection committee investigated and determined that a 14 day hold will be applied to titles with the following criteria:

- There is more than 100 holds on a title.
- Patrons with holds are patrons to 15 or more different libraries
- There are 20 copies owned by the consortium.
- There is a 5 to 1 hold ratio by consortium.
- Fifteen titles met these criteria the last time a report was run. A report will be run every three months to determine which titles need to be set to short loan and which items are no longer short loan. Starting in December 2014 or January 2015, the loan time will be adjusted accordingly on titles meeting the criteria. WPLC will monitor and evaluate how well it works.
- On Monday, patrons will see an option to view the Overdrive catalog in Spanish. There is a toggle on the home page and that will change the interface only. It won't affect the content of materials but will help Spanish reading patrons navigate throughout the catalog.
- If staff receive a request from local authors asking for their published materials to be added to the digital databases, this can be done. There is some paperwork that will need to be filled out before the materials can be added to the collection. Please contact Evan if you encounter this request.
- In the absence of a NFLS representative, Beth is available to answer any questions about WPLC or Overdrive.

OWLSnet website update

- The google calendar in the owlsweb.org website is temporarily broken, after an update by google. Staff can no longer see if OWLS staff are in or out of the office. We're hoping to be able to fix this feature. If it cannot be fixed, Evan will find another way to let member library staff know where OWLS staff are.

- There was a recent Drupal 7 security vulnerability that raised a lot of concern in the Drupal community. We applied the necessary patch and are investigating additional security features. We are regularly monitoring the server and taking actions to keep it secure.

- As part of the security review we will be evaluating how we login to the OWLSnet website. We understand that passwords can be frustrating but it is very helpful to have the cataloging page and supply forms password protected to prevent spam. We also post materials on the CE page that require passwords for copyright protection. Individual logins will also help us customize pages for staff, building individual homepages that would display the resource links that individual staff use the most. If you have questions, concerns, or suggestions about logins or using the OWLSnet web site please contact Evan. This may be a good topic for a training video

5. Decision – consensus decision or vote

- No decisions at this time.

6. Ideas submitted for discussion

- The wireless bandwidth project is complete except for two libraries. Dave thanked everyone for their involvement: it was a fantastic project.

- Dave talked about a proposal that would limit bandwidth for the wireless connection in all of the libraries. As things are now, a single wireless user can upload or download files and max out the full 10 MB of available bandwidth in a library. While it doesn't affect Sierra, it does affect all other internet functions. When this occurs, it makes it impossible for staff and patrons to perform basic tasks, such as checking email and web-surfing. Settings in Meraki allow us to prevent this from happening. Limiting wireless bandwidth is a more cost effective solution than purchasing more bandwidth. OWLS would like to limit wireless connections to 50% of the maximum bandwidth, or 5 MB. Are there any concerns about this proposal? Someone commented that libraries are moving towards wireless services and this proposal seems contrary to that. When this happens, it isn't easy for staff to identify whose device is causing the problem. Also, currently, there's isn't any way for patrons to fix the problem without completely stopping their current activity. With bandwidth limiting, patrons will still be able to perform the task, it will just take longer for patrons to download the file. We'd like to start by making the change system-wide, but if it causes problems for libraries, it can be adjusted. In some ways, this is analogous to SAM. With SAM, staff can limit a patron's length of time on wired devices but with the wireless patron there is currently nothing in place. The proposal would split the available bandwidth between wireless and wired patrons. Someone asked it smaller libraries would be impacted more than larger libraries. We don't think so, but will know more when the adjustment is in place. This may help resolve the issue when libraries call about the network being slow. The libraries agreed to have this proposal implemented and to re-evaluate at the next meeting. Dave will implement it next week and send out an instructional document so staff can view up-to-date wireless information on the Meraki dashboard for their library.

7. Discussion – discussion of issues that may be up for decision at future meetings

   - None

8. Adjournment

   - Meeting adjourned at 12:08 pm.

Notes from the Users Group Meeting

- What should we do when library has checked in a damaged or missing part item? How do we accept payment from other libraries? Procedures are listed on the [Circulation page](), pertaining to billing procedures.
- Some damaged materials are moving on and circulating instead of being sent home. Can we create a training video on damaged materials? Some libraries may be checking materials in without looking for damaged and missing parts. Some libraries may have different standards regarding what should be circulated and what shouldn't.
- Suggestion: Some libraries have a slip attached to their media asking patrons to mark it if they notice damage. This sounds like a great idea. Please send samples of your slips to Gerri, and we'll see if we can adopt a slip system-wide.
- Joan Denis from Oconto Falls stressed the importance of thoroughly checking materials for damage or missing parts before they are checked in at the library. Gerri added that coming soon in Sierra….we should be able to mark items as damaged in Sierra, which might help.
- Amanda from Suring asked if we could participate in a Chrome extension for libraries. The Chrome browser extension lets you search InfoSoup when you search Amazon. Gerri will see if we can add InfoSoup to the list of participating libraries.
- Linda from Sturgeon Bay asked if OWLS could send out an report asking libraries to physically check their holdshelves regularly, maybe on a monthly basis. This process would catch items with expired holds that are sitting on holdshelves. Gerri can prepare a trial report of these items and send it out to the libraries.
- Someone asked if we could have a billing meeting? The purpose of the meeting is to brainstorm with other libraries and get ideas regarding billing and collection. Should we make it an AAC proposal to hold a meeting?
- Delivery continues to be an ongoing issue for some libraries. Some libraries experience a very erratic Waltco schedule. We have been using Waltco a long time and they were our only option for a long time. OWLS and NFLS have had discussions about delivery vendors. Someone said the value of consistency should be a consideration when looking at delivery vendors. The Coland committee has also been looking at regional hub delivery at a statewide level.
- Beth from Kimberly/Little Chute asked if any libraries have good tips to simplify processing materials. Is anyone doing anything different? Staff at the Kimberly/Little Chute libraries remove library jackets on some items. With the recent upgrade in Sierra, the data palette for our spine labels has changed so we may be able to make some changes to spine labels.
- Someone asked about notifying patrons when their cards are about to expire. This was announced as an upcoming feature at a previous IUG, but it has not yet made it into the software.
- Has anyone implemented wireless printing yet? Door County and Waupaca are doing it.
- How are people ordering media? Midwest Tapes and some shop locally, using Target and Walmart.
- Can we revisit hold limits? Can we bring it back to AAC? Any library can suggest any topic for an AAC meeting. Just send an email to Gerri.
- Some libraries are not working their short loan reports. Libraries should be changing items to short loan Itype in order to move high demand titles through the system in a timely manner.