OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
March 18, 2016

Present: Amanda Burns, Algoma; Paula Wright, Appleton; Jamie Hein, Clintonville; Stephanie Weber, Florence; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Angela Schneider, Kimberly/Little Chute; Nicole Lowery, Lakewood; Amy Peterson, Lena; Ellen Connor, Manawa; Joanne Finnell, Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Mark Merrifield, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Wanda Boivin, Oneida; Patty Hankey, Laura Jandacek, Gerri Moeller, Anne Paterson, Bradley Shipps, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Angie Jandourek, Shiocton; Becca Berger, Linda Streyle, Sturgeon Bay; Jill Trochta, Suring; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to order
    The meeting came to order at 9:30am at the Suring Area Public Library. Bradley thanked Jill for hosting the meeting today.

2. [Minutes of the January 15, 2016](#)
    The minutes of the meeting were accepted as distributed.

3. AAC ground rules
    The group was reminded that with such a large group it can be difficult to hear and follow the discussion. 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

4. Introductions and Announcements
    - Please don't forget to sign-in on the AAC Sign-In sheet to have your attendance recorded in the meeting minutes.
    - Bradley announced upcoming CE events. You can find more information on [OWLS CE page](#) and the [NFLS CE page](#).
    - The new Kaukauna Public Library is now open.

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

    Sierra/Circulation

    - We still have not changed the link on the overdue notices because the direct link to My Account causes problems for some mobile users. The next release of Encore may resolve some of these issues; however, the release has been delayed. Evan will try to learn more about the new release at IUG. If Evan learns the new release is further delayed or won't fix the issue, we will work on finding an alternative link that will work for both desktop and mobile users. We should know more at the next meeting.

- A new feature in the last release of Sierra has made it possible for us to allow libraries to delete their own items, but not delete items from other libraries. We are still researching exactly how to make this work. If we can develop an effective way to implement this feature, we may be able to overhaul the current process for deleting items which involves library staff emailing OWLS a list of items to discard. One drawback we have discovered so far is the deleted item titles wouldn't appear on the Discard report sent weekly from the OWLS office. We will continue to investigate and report on this at the next AAC meeting.

- There is a feature that we can ask Innovative to enable that allows us to mark items damaged in Sierra. We cannot test it until it is enabled at which point it will be "live" for everyone. The feature works very much like adding manual charges. When an item is marked damaged, staff will have two options: they can mark the item damaged without adding a charge or mark the item damaged and add a charge for damage. Both options allow staff to mark the item status as damaged. It will leave the item checked out to the patron though. It is nice for staff to be able to identify items that are damaged. Damage notes are automatically inserted into the charge reason field when the item is marked damaged with charges added so staff won't have to add the reasons manually. If there are common standard charges we would like to add, such as broken binding, torn labels, etc., we should be able to set-up predefined charges. This feature does not insert notes into the item and patron record when an item is marked damaged. Also, staff will have to manage the items after marking them damaged. They will remain checked out to the patron. So, staff will have to check the item in, and mark it as discard if it isn't circable. It is not possible to mark multiple items as damaged. Staff can only select one item at a time. Are libraries interested in implementing this feature? The group is interested in having this feature set-up.

- The Appleton, Waupaca, and Scandinavia libraries are currently using library card expiration notifications. There have been no complaints so far, only compliments. The notifications are sent out to patrons who have cards that are about to expire. We have been sending the notifications out to approximately 500 patrons every Tuesday. When sending, we will insert a delay in between each email, in order to stretch out the email process to avoid being blacklisted by ISPs. Since this is not an automatic mailing list, there are no options for patrons to unsubscribe. Patrons will just receive one email about their soon to be expired card. Libraries may receive bounced emails; we suggest staff ignore these. The emails are identifiable by the subject line. We will let you know before we implement this for all of the libraries.

Encore/InfoSoup update

- While working on the InfoSoup handout, Evan discovered some issues regarding the login/logout on the home page. Patrons using the library cataloging stations in most libraries start on the Encore home page and not on the InfoSoup home page. Evan is trying to make the InfoSoup and Encore logins match more closely. While discussing this with the Encore group, there was concern about the patron's name displaying on the InfoSoup home page. It already displays on the Encore page. Additionally, there was concern about patrons not logging out on the library cataloging stations. Evan has modified InfoSoup so a red X displays next to the logout. We are hoping this will prompt patrons to log out after using the catalog. The current change was an attempt to address both of these concerns. We will review this again at the next AAC meeting.

- The InfoSoup handout for patrons has been delayed. It was delayed while working on possible changes to the login screens. We wanted to make some changes before publishing the guide. The handout is currently in production.

Cataloging update

- There have been changes in the cataloging request process because we have lost the ability to scrape metadata from Amazon. We have asked library staff to look in WISCAT for matching records. Library staff can do a search in WISCAT and add items into their library folder when they find a match. Debbie and Anne can then look in the records in a library's folder and add a record into InfoSoup for them. OWLS offered a webinar on this new process, and a recording has been posted on the [OWLSnet Cataloging Requests and WISCAT page](#).

WPLC/OverDrive update

- The WPLC Digital Collection Workgroup will be meeting April 4th. The group goes over the results of the public/staff surveys that were posted earlier this year. The group evaluates digital library statistics and looks at other digital products. The group will make a recommendation to the Digital Library Steering Committee regarding any changes to the state-wide buying pool. They consider issues such as maintaining or increasing the buying pool and adding new resources. In 2015, the addition of OverDrive magazines was a pilot project funded by WPLC (Wisconsin Public Library Consortium) reserve funds and through the buying pool. Current OverDrive magazine subscriptions are up for renewal in September. The committee will have to consider several options in order to make a recommendation. The options to be considered are: discontinuing the magazines, increasing the buying pool to pay for the cost of the magazines, and lastly, should the magazines be bought from buying pool funds without increasing the fund. Evan will send out some magazine statistics when he returns from IUG. If you have any thoughts about this, please contact Evan by April 4. If you would like to contact your steering committee representative to express your opinion before any action is taken on April 21, Beth is the representative for OWLS and Kristie is the representative for NFLS. Peg from Waupaca commented that she has found the Nook application for magazines problematic and not easy to use.

- The IOS application problem is supposed to be resolved by the recent app update. If patrons still have problems, the recommendation is to uninstall the app, power down the device and then reinstall the app.

- The Wisconsin Public Library Consortium (WPLC), Wisconsin Historical Society (WHS), Wisconsin Newspaper Association (WNA) and Recollection Wisconsin are working together to provide digital access to Wisconsin's historical newspapers. A pilot set of content from eleven communities across the state will be available through the Wisconsin Newspaper Association Digital Research site in BadgerLink in early 2016. For more information, [see the handout](#). If you are interested in digitizing your community's newspapers, you can fill out a form. You probably won't get a response back right away.

SAM 10 and Windows 10 upgrades

- After installing SAM 10 at several sites, Dave discovered some security problems that could leave patron data exposed. Dave wrote a script to correct the problems. Julie and John have been working on installing the script at all of the current SAM 10 sites. Once this is completed, they will resume scheduling SAM 10 upgrades at the remaining SAM sites. Joanne from MRT expressed concern over their public computers being unavailable for a long period of time during the SAM 10 upgrade. John will work with the NFLS libraries to find a good time and date to upgrade to SAM 10.

- After testing quite a bit with the computers at the new Kaukauna library, OWLS has decided not to upgrade most existing public computers to Windows 10. It is not working well with our security software programs. We will upgrade public computers purchased in 2016 since they are likely to be in use when Microsoft support ends for Windows 7 in 2020. New public computers will now be purchased with downgraded licenses. They will run Windows 7 but will be able to be upgraded to Windows 10 without an additional charge. When we are confident that the OS is working well on public computers, we will be able to upgrade the computers with downgraded licenses. We plan on upgrading some staff computers to Windows 10. OWLS staff and Waupaca staff have been using Windows 10 with few problems. However, upgrading older computers has been problematic. We will only upgrade computers that are less than 2 years old and have more than 2GB of RAM. Dave is running a script to help identify these computers. Upgrades will be done by library staff with support from Dave, John, or Julie as needed. We will provide thumb drives and documentation. We plan on scheduling the upgrades to keep support calls at a manageable volume. Please don't start upgrading your staff computers until we contact you. Specialized software running on a computer may be problematic. If there are any questions or concerns as to whether a computer should or should not be upgraded, please contact Dave.

- ESET will be updated on all computers by the end of year.

OWLSnet fees committee

- Gerri thanked those that volunteered to be on the committee. They have met twice already and will meet again in May. We will email the committee charter to you after this meeting. The committee is charged with developing a fee structure that is fair, equitable, and easy to explain and understand. The group plans to meet through 2016 and into 2017 if necessary. They would like to implement a new fee structure for 2018 before or at the May 2017 AAC meeting. They are looking at a variety of data points and formulas to best represent all of the libraries. Appleton will require special attention because they heavily contribute to cataloging and do not participate in some OWLSnet services.

InfoSoup Memory Project migration

- All of our collections have been successfully migrated to Milwaukee Public Library's server. They are currently live and you can see them. Bradley is working on compiling the sub-collection links for the landing pages. Once these are updated, Bradley will notify the libraries to update their links to the new server. Each participating library will need to update any links to the memory project from their websites. Our collection will remain available on the OCLS website until the end of the month. Bradley thanked the libraries for their responsiveness.

Wisconsin Public Library System Redesign Steering Committee

- Kristie from Shawano spoke to the group about the Wisconsin Public Library System Redesign Project. The project has been in place for approximately 8 - 9 months. WiLS is the project manager and there are nine workgroups being formed. They are looking at delivery, ILL, ILS, technology, electronic resources, relevancy and cost effectiveness. They have been brainstorming ideas and selecting workgroup members. There is a good representation of both small and large libraries. All workgroup members have been notified of their assignments. Bradley is the communication liaison for OWLS and Jamie is for NFLS. They forward emails to the directors. We will be asking directors to share information with their boards. The goal of redesign is to improve service and create more cost effective solutions.

6. Decision – consensus decision or vote

    No decisions at this time.

7. Ideas submitted for discussion

    Should we purge Geac fines and bills?

    Paula spoke to the group about purging Geac fines and bills. Appleton has been waiving Geac fines and bills from patrons with Appleton home agency. These charges are ten years old or older and lack some of the documentation of current charges. In many cases, these older charges were assessed when patrons were children and now prevent them from using the library as adults. Appleton would like to purge all of the GEAC charges entirely. Waiving these charges is unlikely to have any effect on the amount of money collected by the library; less than 1% of the Geac charges have been paid or waived during the last seven months.

    The safest way for OWLS to do this is to purge all charges incurred before the migration to Millennium in 2006. To minimize the risk of errors, we would prefer to do this with all of the charges as a one-time project. This does fall in line with previous AAC decisions, as even though we may not know where the charges were incurred, libraries can treat them as their own and waive these charges when a patron comes to the library. A secondary benefit to this project would be to clean up the database. Many of these patrons with old Geac charges may have moved away, but even though they don't have current activity, we can't delete patron accounts with fines or fees. It may make it easier to move to using a collection agency if we clean up old charges and delete unused patron records. Kristin at Oconto was told if they aren't actively collecting on old charges, law enforcement cannot pursue these old charges either. We thought we would open up the discussion today. If anyone has objections to this project and is not comfortable sharing their objections during the meeting, please let us know afterwards. There are no objections noted. This issue will be added to the May AAC agenda as a decision.

    Changing Teacher Cards

Paula from Appleton spoke to the group about changing the teacher card procedure and allowing CDs to be eligible materials for check out on teacher cards. They would only allow their own CDs to be checked out to their teachers and holds be placed on local CD materials only. Our current ILS cannot enforce holds on local CDs.

Appleton would also like to allow licensed daycare providers to participate in the teacher card program. The Appleton school district offers 4K classes and per the current Teacher card procedures, approximately 83% of Appleton daycare teachers are not eligible because their names aren't in the approved teacher list at DPI. There seemed to be no concern about lending CDs to teachers. Several people expressed that they would like to further widen the scope of teacher cards. Should DVDs be made eligible? There has been some abuse noted in the past. There was a long term committee that put the teacher cards program into place. Marinette is open to allowing more things to be circulated. Sue from Scandinavia suggested we may want to look at hold limits instead of teacher cards and daycare providers. We will put Teacher cards on the discussion section for our next meeting. In the meantime, talk to your staff. As far as daycare licensing, there are some odd scenarios distinguishing daycare providers and babysitters. Institution cards can be used for daycares.

Eliminating the triplicate form for paying for items from another library

Peg from Waupaca proposed that we eliminate the triplicate form libraries use for reimbursing other libraries for payments made at their library. There is a fines paid slip staff can print out in Sierra and include with payment to other libraries. The fines paid slip displays most of the information listed on the triplicate form, except for the library address and patron barcode. Eliminating the use of this form would save paper costs and staff time. It would also simplify the process. Please remember that there are also reports on the stats pages to help reconcile payments made on other library materials. Appleton uses the form internally and may need a different internal process if we eliminated the forms. A concern was brought regarding the lifetime of the receipt form. If libraries choose to retain the information longer than 5 years they may want to scan to save it internally, since the text on receipts fades rather quickly. Seymour uses the reports on the stats page and follows up with the libraries that they haven't paid. There was general agreement that we no longer need to use the triplicate form to send payments between libraries. Libraries using the form internally should look for alternatives. If you won't be using your triplicate forms, send them to Patty. We will continue to fill orders for as long as supplies last.

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

- There have been some reports of damage to media cases. Just a reminder to put media on top and be careful not to overfill your tubs. Overfilling the tubs puts weight on the items inside when the tubs are stacked. Please review the procedures with your staff.

- There is general agreement that libraries should be able to set their own fine blocking levels for SAM computers. This will be brought up for decision at the May meeting.

- There is general interest in contracting with a collection agency to recover lost materials. Is it possible to send only bills to collection, not fines? How and when will patrons be notified that they will be sent to collection? Can a library intervene on behalf of a patron? Unique recommends accounts be sent to collection at 60 days. It may not be cost effective to send older accounts. OWLS will schedule a webinar with Jonathan from Unique to go over their services. OWLS staff will continue researching how this would work and put it on the May AAC agenda.

- Angela from Kimberly/Little Chute asked that libraries be careful about setting other libraries materials to Claims Returned and trapping damaged materials for holds. Libraries should be contacting libraries directly about materials that aren't theirs. Gerri reminded the group that OWLS can get involved if direct contact with the owning library doesn't resolve these issues.

9. Adjournment

- Meeting adjourned at 1:20 pm.