

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
May 20, 2016**

Present: Melody Hanson, Tasha Saecker, Paula Wright, Appleton; Eva Kozerski, Black Creek; Jamie Hein Clintonville; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Lisa Bauer, Robyn Grove, Iola; Tony Wieczorek, Kaukauna; Beth Carpenter, Kimberly/Little Chute; Sue Grosshuesch, Kewaunee; Nicole Lowery, Lakewood; Amy Peterson, Lena; Jennifer Thiele, Marinette; Ann Hunt, New London; John Kronenburg, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Kymberley Pelkey, Oneida; Evan Bend, Patty Hankey, Laura Jandacek, Gerri Moeller, Bradley Shipps, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Mikki Moesch, Shawano; Angie Jandourek, Shiocton; Becca Berger, Linda Streyle, Tracy Vreeke, Sturgeon Bay; Jill Trochta, Suring; Peg Burington, Waupaca

1. Call to order

The meeting came to order at 9:30am at the Appleton Public Library.

2. [Minutes of the March 18, 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
- Please use the microphone

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 many upcoming CE events: Trustee Week is in August and Tech Day is in September. You can find more information about these workshops on the [OWLSnet CE webpage](#).
- Laura Jandacek, OWLS' Circulation Specialist is leaving in June. OWLS is currently accepting applications for her position.
- Paula Wright, Appleton's Public Services Supervisor is also leaving. Her last day is June 17.

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

Sierra/Circulation

- Evan shared some updates he learned at the recent IUG conference. Innovative has a new CEO and they are working to make their products better and keep the company moving forward. There is a push to move customers to the Cloud in the future. The next upgrade to Sierra will

provide us with a limited number of licenses to a web-based version of Sierra. More licenses should open up for us in future upgrades. We may find the web-based Sierra especially helpful for accessing Sierra off-site. Innovative is updating products more frequently as they try to get products into a regular quarterly update cycle. Innovative's enhancement process is also changing, hopefully making it more nimble, allowing for better communication between users group and engineers. There will be a move to Java 8 in the future which should improve overall software speed. Bibframe and linked data were big topics at IUG 2015 and were even bigger at IUG 2016. Bibframe stands for bibliographic framework. Google and other search engines do not read marc records, while our catalog does. Bibframe is the process of transforming catalog information into a format that search engines can read and linking the two. Innovative has partnered with a primary bibliographic framework provider and offers the service to their customers. It is somewhat expensive and currently beyond our budget. Much of the work around Bibframe, however, is open source so we may be able to explore more affordable options in the future.

- There has been an update on changes to the wording of overdue notices. We added a link directing the patron to their 'My Account' login. The patron can click on the link, login and renew their items. Patrons should be able to connect to their account with this link using their mobile phone. If not, please let Evan know.
- OWLS has set up a new process for deleting records. It is currently being tested in a few libraries and is going well. Beginning in July, we would like all of the libraries to move to this new process and delete their own materials when working on weeding projects and performing bulk item deletions. If staff have a small number of items to discard, the option to manually set the item record to discard still exists. Patty will continue to run the weekly discard process to catch these records. The new method seems to be more efficient and staff will no longer have to submit a list of barcodes to OWLS staff for processing. Libraries will be able to login to Sierra and delete their own materials immediately. If staff would like to create a list of the materials they are about to delete, they can copy and paste the information into an Excel sheet before deleting the items. We will contact you when your login is ready to use and give you the username, password and other important information.
- When viewing the checked-out items on a patron's account, you may have noticed the button called Mark Damaged Items. We have enabled a feature that allows staff to mark an item damaged while in the patron's account. Staff can choose to add a charge or damage or simply mark the item damaged. After testing with this feature, we are uncertain if it adds any value to the current procedure we have for handling damaged materials. The current procedure involves adding a manual charge for damage if it is owned by your library. If an item is not owned by your library, the procedure is to leave the item checked out on the patron's account, fill out a yellow problem slip and send the damaged item back to the owning library. The owning library then determines if any charges will be incurred. Since the new feature doesn't automatically check the item in when it is marked damaged, staff will have to manage the item after it has been marked damaged. If the item is not checked in, it will eventually accrue fines and a bill. Is anyone willing to test with this feature and offer feedback about whether it is something we can use? New London volunteered to test with it.
- We have had a few comments recently about libraries not following the procedure for damaged items owned by another library. Please review the procedure with your staff. When in doubt about whether something is damaged "enough," the best course of action is to call the owning

library directly.

- Library card expiration email notifications seem to be going well. We have been sending them out weekly for two months now and haven't received any complaints, but have received some compliments
- The 2016 annual patron purge is completed. The number of patron records removed from the system was higher than the usual number; approximately 18,000 patron accounts were removed in March. If we decide to purge GEAC charges, we may decide to do a second patron purge this year. We will discuss removing GEAC charges later in this meeting.

Ecommerce

- There have been a handful of instances of patrons overpaying in PayPal. This happens when patrons have a bill for an item on their account, return the item and then pay down their charges immediately. The patron pays before the item gets checked in, which lowers the bill to the maximum fine amount. The patron ends up overpaying in Paypal. Sierra displays the adjusted amount in the account, not what the patron actually paid. This has been happening infrequently, but it causes a lot of difficulty in reconciling accounts. So far, Laura has been catching the overpayments, not the patrons. When this happens, we can reimburse the patron via Paypal, but it may be better for the library to reimburse the patron and take the opportunity to have a conversation about returning billed items directly to staff. The group decided that libraries would be willing to talk to the patron.

Encore/InfoSoup update

- Earlier this month, we upgraded Encore to the latest release. The entire update didn't go through. We need to be on the next release of Sierra to have the series information appear correctly. Ideally, next week on Tuesday night, we would like to upgrade to Sierra 2.2. As a result of the upgrade, the mobile device display is much better than before and the genre facet has been added.
- We recently discovered a feature that wasn't working correctly in InfoSoup. Patrons were supposed to be able to renew materials with holds if there were enough available copies to fill the outstanding holds. Innovative technicians have been working on this and the feature is now working correctly.
- The InfoSoup handout for patrons is completed. Bradd has been designing the handout but summertime is his busy season! OWLS will soon send out a handful of handouts to each library and also post it online as a PDF, if anyone would like to print their own copies.

Cataloging update

- The new cataloging request process of looking in WISCAT for records is working well. Debbie says 'it is a timesaver!' Please continue to use this as your third place to look for records. Sierra and SkyRiver should be the first and second places staff look for records.

OWLSnet Budget

- Gerri looked at the OWLSnet budget and it looks good. Our telecommunications are not increasing and TEACH will be covering our library bandwidth costs. We have no plans to add any services but we may shift current services around. OWLS recommends a 0% increase in membership fees. We won't be making a decision today. Gerri is just looking for feedback today. There were no comments.

Electronic resources and enhanced content

- Evan reviewed the document "[OWLSnet: Databases, eContent, & Catalog Enhancements](#)." The document contains cost and statistic information of our subscriptions. He asked the group to think about prioritizing the services we currently are subscribed to. Evan commented that Recorded Books circulations are increasing. While this subscription may be more expensive, it contains authors not available in the OverDrive collection and most Recorded Book titles are always available. We get our series information through BookLetters and NovelList Select. Some patrons have reported connectivity issues with OneClick Digital Audiobooks. It takes longer to download audiobooks than e-books. In many cases, an audiobook downloads but it may look like it didn't. Please let Evan know if patrons report any problems with OneClick Digital.
- We currently have a trial of the MyLibrary app. It is still very much a work in progress and not yet consortium ready. Some individual libraries have subscribed to it though. The app has a *Scan Book* feature that patrons could use while in a bookstore. The mobile app searches in SkyRiver looking for matching ISBN and will bring back results in multiple formats related to the title that are listed in the library's catalog. The *Search Catalog* function currently uses Encore mobile rather than a native app search. The *My Account* function includes a patron's library barcode on the phone. Most of our barcode scanners, however, are not able to read barcodes from a phone. OWLS will do some more research on this and report back later.
- Evan has asked for a trial of Mobile worklists but we are waiting for the paging list feature to be included before starting a trial. The cost is very similar to the MyLibrary app. We are not sure of applications for Mobile worklists yet: it seems to have limited resources for us. While it is an interesting product, it also is still a work in progress. Both My Library and Mobile worklists are only available for iPhone/iPad. Android versions are planned for the future but no release date is set. This is a big thing since many of our users are probably Android users. Are we interested in any of these products? Peg said Waupaca would like to explore and discuss possible applications for these products. Some of the features in future releases may contain self-check and notices, including alerts for due dates, hold pickups and overdue is planned. Maybe, it could replace ShoutBomb in the future? We will continue to provide updates as the products are further developed by Innovative.

E-rate update

- Deferred to July AAC agenda.

WPLC/OverDrive update

- The steering committee board recommended increasing funds for materials to help level out the OverDrive hold demands. Amy Peterson from Lena is the NFLS representative and she commented that the proposal will likely pass. The committee will be looking at funding on a system by system basis to determine amount increases. The steering committee is looking at

magazines also. If not all systems are interested in funding the statewide magazine collection, an Advantage collection can be formed among those that are interested. Until they know how many libraries will be participating, the cost is unknown. Tasha at Appleton commented that they will be keeping Zinio and it will be available for InfoSoup cardholders. Once we know the cost of the OverDrive collection, we can compare that with what it would cost for Zinio subscription for all of OWLSnet. We will also be looking at if the funding for magazines should be through the buying pool or through the OWLSnet budget.

- Please follow this procedure for patron support for Overdrive questions/problems: NFLS libraries should contact Amanda from Algoma. OWLS libraries should contact Evan. Please don't refer patrons directly to OWLS staff, as they aren't prepared to answer patron questions. Staff should gather as much information from their patron as possible and then contact Evan or Amanda.

SAM 10 and Windows 10 upgrades

- SAM reports

Report skipped for time. Please contact Bradley with questions.

- SAM and patron PIN

In SAM 9, you could see a patron's Pin/Password in clear text on the SAM Patron Record/Modify User page. One library used that Pin/Password field to help patrons who had forgotten their SAM Pin/Password. In SAM 10, the Pin/Password field displays only a row of dots (for added security). Dave contacted Comprise and found that we have the option to display the Pin/Password again. The change is a global change; so, all libraries will have to agree to change it back to the previous behavior. Does anyone object to displaying the Pin/Password again in the SAM Patron Record / Modify User page? Linda at Sturgeon Bay would like to revert back to displaying the PIN, but a few libraries objected. This topic will be moved to the July AAC agenda for a decision.

Lending wifi hotspots

- Gerri went over the email that was sent out to the AAC list regarding wifi hotspots. We would like to get loan rules in place so they are ready to circulate. OWLS proposed that wifi hotspots would circulate for one month, with no renewals. They will use a similar fine structure to OWLSnet equipment, \$1 a day with a maximum of \$10. Since they are likely too fragile to be sent in delivery, we recommend that they not be hold-able. Please let Gerri know if you want to circulate these. Tasha at Appleton commented that she would like the daily fine to be lower, such as \$.50 a day. The group consented.

Memory Project update

- Report skipped for time. Contact Bradley with questions.

Wisconsin Library System Redesign Steering Committee

- Report skipped for time. Contact Beth Carpenter (OWLS libraries) or Kristie Hauer (NFLS libraries) with questions.

6. Decision – consensus decision or vote

- There was no further discussion. **The group agreed to waive all outstanding patron fines and bills that were incurred prior to February 21, 2006, and authorize OWLS to permanently delete all data related to those fines and bills.** This passed by consensus.
- There was no further discussion. **The group agreed that each OWLSnet member library may choose the dollar amount owed at which SAM will block a patron's access to public computers at their library.** This passed by consensus.

7. Ideas submitted for discussion

- No ideas submitted for discussion.

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

- Review Resource Sharing: List of Exceptions
Discussion deferred to the July agenda.
- Changing Teacher Card Procedure
Discussion deferred to the July agenda.
- Implementing collections in OWLSnet

Gerri reviewed the document containing the proposed board language authorizing the use of a collection agency in OWLSnet. Appleton currently uses a state collection method, TRIP to collect overdue charges from patrons. The criteria they use to send patrons for TRIP collection is one billed item that was checked out at Appleton and the patron's total amount owed is \$50.00 or more. Gerri indicated that our software could handle this scenario. After discussion of the proposed \$25.00 threshold, the group agreed to change the board resolution proposal to reflect that patrons referred to a collection agency will have at least one billed item and owe more than \$50.

Tony at Kaukauna has been looking at using a state debt collection agency. He asked that if the OWLSnet proposal passes, do all of the libraries have to be committed to using Unique or can they use a different collection agency? Gerri responded that Unique's process has to go through first and then additional collection processes could be used. Someone asked if everyone has to participate? Since patrons are sent to collection based on their home agency, everyone does not have to agree to send their patrons to collection. Every library that uses Unique will have their own contract with Unique. Libraries will be billed for every patron they sent to collection. Angie at Shiocton indicated that their operating costs are limited and they won't be sending their patrons to collection. We may have a few libraries sign on at first and then slowly add more libraries as time goes by. Someone asked what Unique's success rate is? Gerri responded it is approximately a 5-1 return on investment. Gerri also commented that Unique does not report to credit agencies.

In order to protect relationships with other libraries and their board members, OWLS strongly recommends that libraries have their board sign the resolution. Unique staff will direct patrons back to the library in order to settle their account. Tony at Kaukauna asked if more staff time will be involved with the process. Gerri responded it should be just as it is now; the owning library will get reimbursed for payments made on their materials. The library that collects the fine payment keeps the money. We may want to ask Unique to encourage patrons to make ecommerce payments.

OWLSnet recommends sending accounts to collection at 45 days after the due date. Our billing times vary greatly, from 28 – 36 days after the due date, based on library open days. Does this date seem too soon or should we consider taking it out to 50 days? Waupaca thought 45 days was fine. All agreed on referring patrons to collection 45 days after the due date. We ask that libraries work their Search Shelves before Billing report to ensure that patrons are not wrongly billed for materials they may have returned. Staff should also work the report to make sure the price is entered correctly in the item record. Joan at Oconto Falls asked what happens if a patron returns an item in bad condition in response to a collection effort. Gerri will investigate further but she suggested that staff could check the item in and then manually add the bill.

Tony questioned the urgency of implementing this process. Peg from Waupaca commented that they are no longer able to use police intervention to collect on these because they are unable to supply item information to the police. Ten years ago, OWLSnet tried to implement collection agency. The Attorney General's opinion put the process on hold. If anyone would like Gerri to talk to their board regarding the collection process, please let her know. Sue from Scandinavia commented it is important that library staff implement this process. Gerri showed the group what the report looks like in Sierra. It will be likely a weekly process for staff and they will have the ability to flag patrons they do not want sent to collection before they send the report. There is temporary way to turn off patrons they don't want to send to collection, OWLS will investigate this further. We will continue to test the Sierra feature and have more to share at the next meeting and as we talk about proceeding. We will also work on updating the language on bills to include a warning about collection. It may say something like, "Unpaid balances above \$50 may be referred to a collection agency." If anyone is interested in signing up early, Unique is offering a discount for libraries that sign up in May.

9. Adjournment

- Meeting adjourned at 2:15 pm.