OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
March 18, 2011

Present: Rita Schiesser, Algoma; Elizabeth Eisen, Kris Kipping, Brian Kopetsky, Vicki Lenz, Michael Nitz, Colleen Rortvedt, Tasha Saecker, Catie Wylie, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Susan O'Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Maggie Waggoner, Kaukauna; Beth Carpenter, Kimberly/Little Chute; Kathy Decker, Sue Grosshuesch, Kewaunee; Pam Ellingson, Lakewood; Becky DeCloux, Lena; Ellen Connor, Manawa; Trinitie Wilke, Marion; Sandra Hipke, Jennifer Thiele, Marinette; Ann Hunt, New London; Mark Merrifield, NFLS; Cherie Bartha, Joan Denis, Oconto Falls; Evan Bend, Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmons, Seymour; Kristie Wilson, Shawano; Becca Berger, Linda Streyle, Tracy Vreeke, Sturgeon Bay; Ann Ammerman, Suring; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

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

2. [Minutes of the January 21, 2011](#)
   The minutes of the meeting were accepted as distributed.

3. AAC ground rules
   Rick reminded everyone that with such a large group it can be difficult to hear and follow the discussion. He asked everyone 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. Announcements
   - InfoSoup bags have arrived. The six libraries that ordered bags can pick up their bags today.
   - The IUG enhancement ballot voting is quickly approaching. There will be an IUG Enhancement meeting on Monday, March 21 at OWLS.

5. Information from OWLS and OWLSnet staff
   - The governor's biennial budget has been released and is likely to have a significant impact on our libraries. The proposed state budget contains a 10% cut in system aids along with a 10% cut for BadgerLink, Newsline for the Blind and other library service contracts. Also, the budget repeals the maintenance of effort requirement which protects public libraries from wide fluctuations in local funding. At this time, it is too early to say what impact the new budget will have on our system. These are only proposals and are likely to change before the budget bill passes through state legislature. OWLS will be tightening up their budget, and OWLSnet may possibly reduce database spending and most likely will not be adding anything new. There have been a few reports published indicating the total amount of aid being cut and the proposed amount of money saved using the tools provided within the budget repair bill. [The Wheeler Report](#), the [WI state legislature website](#) and the UW system are good resources for state budget information.

- We were notified recently that, at this time, OWLS and NFLS will be receiving only 25% of the LSTA grant money approved for our projects: online Patron Registration and SMS notification. Because these projects cost significantly more, we won't be pursuing them until we receive all of the funding. It is important to note that state funding for databases is also problematic at this time. The state is waiting until LSTA funding is resolved at the federal level before making final allocations of LSTA grant money. We will keep you updated.

- Evan prepared a document outlining the costs of OWLSnet database subscriptions and reviewed it with the group. The OWLSnet budget for databases has gone down over the years as more offerings have been added to BadgerLink and some subscriptions have been dropped. The purpose of this discussion was to make a short term decision regarding the current subscription to Mango Languages and to begin to prioritize OWLSnet database subscriptions. We have renewed all of our database contracts for 2011 except for Mango Languages. Mango is set to expire at the end of March, and, based on its low patron usage, we may not to renew it. Mango was to be paid primarily with LSTA money, of which we've currently only received 25% of our allocation. Evan contacted the vendor and negotiated a reduced subscription fee; however OWLSnet still does not have the funds to continue the subscription, without diverting funds from other areas of the budget. Should we discontinue Mango languages at this time? Due to increasing subscription costs and the likelihood of reduced funding for databases, even if we locate the funds for 2011 we might not be able to continue this subscription in 2012. Some members expressed concern about the lack of language learning resources available for patrons if we discontinue Mango. When Mango was first implemented, the main purpose was for ESL, but it's not used so much for ESL anymore. It is simple to use and the product has improved since we first implemented, but usage numbers are still low. It would be a loss to discontinue Mango, but there are other good resources available to learn languages such as free podcasts and overdrive materials. With the ever-growing supply and demand of E-books, we may want to consider purchasing language learning e-books. Given that we will most likely not be able to support Mango Languages in the future, would it make sense to promote and fund Mango this year only to discontinue it next year? In this difficult economic climate, it may be less controversial to cancel the subscription now because patrons understand the difficulties that libraries face. Many libraries commented that Learn a Test is very helpful for patrons, and it is a subscription that we should maintain, even if the state cuts it. Learn a Test is a valuable tool to offer in the library for patrons who don't have technological access at home due to the difficult economic conditions. **The group agreed to discontinue the OWLSnet subscription to Mango Languages.** Evan will leave the link to Mango Languages open with an explanation page for patrons and additional links to other language learning resources. OWLS will stay on top of the LSTA budget concerns. In fall, we will probably have to make more decisions about database subscriptions for 2012. The Gale databases may be a subscription we will want to discontinue next year.

- There are currently 95 people signed up to receive email notifications for Network News updates. If you have forgotten to send Gerri your name or a list of staff names to receive Network News updates, it is not too late! Please send Gerri an email if you wish to be added.

- The posted E-commerce YTD Disbursement report for February shows no credit card fee charges. While we'd previously applied payments for old bills and fines (incurred before February 2006) to the credit card charges, the February old payments surpassed the credit card charges by $100.00. OWLS proposed that the February overage be applied to additional E-commerce charges incurred by OWLSnet. **The group agreed**. Update since meeting: The plan to apply the extra dollars to other Ecommerce charges incurred by OWLSnet didn't quite pan out. Instead, the extra $100 was credited to the libraries who took in Ecommerce dollars in February. The checks have already been approved, cut and sent out. The YTD disbursement

report on the stats page reflects the actual amount of each check.

- A the last AAC meeting, we were asked if there was anything in InfoSoup that explained to patrons that debit cards cannot be used with Ecommerce. Unfortunately, there wasn't, primarily because there are so few screens that we have control over. However, the OWLS staff got a bit creative, and added text next to the orange pay fees online button saying "*Credit Only- Debit Cards Not Accepted."

- Circulation update
  o All of the Big Book item records have been corrected and display a Big Book icon in InfoSoup. Libraries will receive a list of their big books today. Please review the list and make sure all of your big books are on this list. Gerri prepared a [Big Books in OWLSnet](#) document that outlines the delivery and circulation changes for big books. Please see the examples for coding your big book item records, and update your item records accordingly. The current collection housed at CPL has will be distributed in the future. The majority of big books will fit into our delivery tubs for circulation. Please don't refuse a hold because of the lack of a bag; just let OWLS know if you need a bag.
  o At the last AAC meeting, we also agreed to re-invoice libraries that had borrowed items from OWLSnet libraries, but not returned them. The bills will be sent out next week.

- InfoSoup Development update
  o Evan asked libraries to test the form for patrons to sign up to receive email notices. Almost everyone tested the form however there are some libraries who haven't responded yet. Evan will be contacting those libraries before we go live with this form. Update since meeting: The Sign Me up for Email Notices link is now under the My Library section in InfoSoup.
  o When a patron requests to change a PIN in InfoSoup and there is an invalid email address in the patron record, Evan receives the bounce. There is no easy way for Evan to go back and find the patron. If you have a patron who didn't receive an email after requesting a PIN change, verify that his email address is correct in Millennium.
  o Currently, there are very few Marc records available for e-books in Millennium, which means most of our e-books don't have records in InfoSoup. To get Marc records for these items we would have to make our own or ask Overdrive for records. We recommend searching for e-books on the Overdrive website, since most of the records won't be in InfoSoup.
  o Bradd has been working on designing E-commerce bookmarks. We should have a prototype available very soon.

- Project Updates
  o Millennium slowness continues to be a problem for some libraries. The problem seems to exist within the connection between the libraries and the server. Dave has been working with a consultant and was advised to dedicate a portion of each library's bandwidth for Millennium traffic only. This fix was applied to WAU bandwidth and since then WAU reports that traffic response times have improved. We are optimistic that this may be the solution. OWLS will continue to test and then eventually update all libraries.
  o Most of you will have heard by now that the state will not be implementing the fiber to libraries project. However, DPI is optimistic that there will be increased bandwidth for libraries in the future.

6. Decision – consensus decision or vote
   - No consensus decisions or votes to be made at this time.

7. Ideas submitted for discussion

   - Should we discuss getting rid of short loan at a future AAC meeting? This was brought up at the last meeting, and while some libraries indicated interest, it wasn't clear if OWLSnet staff should proceed with putting some information together for a full discussion. If we eliminated short loans, it would likely increase the waiting time for holds which would be frustrating for patrons. While the work involved in putting items on and taking them off of short loan can be time consuming, smaller libraries commented that they like short loan. If short loan were eliminated, some of the smaller libraries would never have copies of their popular titles on their shelves. The group agreed this is not worth discussing further at this time.

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

   - We reviewed the document Longer loan periods for DVD sets which contains several different solutions for extending the loan period on DVD sets. It's useful to know that currently in our system, most DVDs circulate as a set. There are still some individual DVD items that were broken apart before we decided to circulate all DVD sets together (as one item.) When the decision was made, it was not retroactive.

     After much discussion of the document and the various options, **the group agreed to keep the current system in place.**

     o Michael from APL commented about the database of missing items that APL maintains. If anyone would like to view, request from or add to this database, a link to the page is available from the Circulation page of the OWLSnet manual.

   - It has been over a year since we last discussed music loan periods. Do we want to a shorter loan period for music? Currently, we have a 4 week checkout period. Some librarians commented that most patrons don't need a four week checkout for music. If we shorten the loan period to two weeks, it would increase circ numbers. Many smaller libraries favor a 2 week checkout. Other libraries seemed to be OK with shortening the loan period for music CDs. Should we leave it as it is or vote on a shorter loan period at the next AAC meeting? Many libraries commented they would like to consult with their staff before voting. **We will put it on the next AAC agenda as a vote to shorten the loan period on music to 14 days.**

9. Other Business

   - KAU recently eliminated their security cases and Maggie from KAU asked member libraries about their security practices involving DVDs. Some libraries have moved their DVD collection closer to the circ desk, some use security cameras. Other libraries keep the DVD discs behind the desk and reunite the DVD and DVD case upon check out. WAU commented that items don't get stolen regularly at their location and that this type of theft occurs in spurts.

10. Adjournment

   - Meeting adjourned at 12:00pm.