

## OWLSnet Administrative Advisory Committee Meeting

Waupaca Area Public Library

May 18, 2001

Present: Ann Schmitz, Algoma; Vicki Lenz, Michael Nitz, Tony Wieczorek, Appleton; Karen Dickman, Birnamwood; Kathy Mitchell, Clintonville; Mary Seggelink, Florence; Carolyn Habeck, Hortonville; Robyn Grove, Iola; Sue Grosshuesch, Kewaunee; Sheryl Pendleton, Karen Vandenberg, Kimberly/Little Chute; Ellen Connor, Manawa; Nancy Krei, Marinette; Lisa Hein, Marion; Ann Hunt, Gloria Wolfram, New London; Glenice Klestinski, Mark Merrifield, NFLS; Peg Murphy, Oconto; Jeanne Waschbisch, Oconto Falls; Dorothy Youngblood, Scandinavia; Phyllis Habeck, Shawano; Becca Berger, Joe Clabots, Cheryl Wilson, Sturgeon Bay; Jerry Brown, Peg Burington, Stephanie Thomas, Waupaca; Lucie Erickson, Weyauwega; Alene Newcomb, Wittenberg; Patty Hankey, Kathy Houlihan, Rick Krumwiede, Barbara Strauss, OWLS.

### 1. Call to order and introductions

The meeting came to order at 9:35 a.m. Jerry Brown, Waupaca, reported that Stephanie Thomas will be leaving June 1 to take a position at Oshkosh. Her replacement as Assistant Director will be Peg Burington, who is just completing her MLS. There is still a vacant reference position at Waupaca.

### 2. Minutes of the March 16, 2001 meeting

Brief reports, b. Status of Internet Filtering, was corrected to read: Filtering is required by public libraries if discounts are received on internal connections or Internet service. Because OWLSnet only receives discounts on telecommunications services, OWLSnet libraries do not need to filter Internet connections.

### 3. Brief reports

#### o a. Brief report about our unscheduled downtime at the end of March/beginning of April:

The system was brought down for unscheduled maintenance, and to repair holes in the system that could allow hackers into the system. Just prior to the downtime, it was discovered that the system had been hacked. It is believed the hacker intended to use the system for email spam although there is no evidence that this was done. No damage was done to the system or to the database. In addition to repairing the holes in the system, a new firewall will be installed soon.

#### o b. Implementation update: MAT, COL, NIA, WAS:

WAS and COL are now online. NIA will start soon. Equipment is being installed at MAT in June, which will facilitate the training there.

#### o c. Other

**Lost in delivery:** A report listing items with "Going Home", "In Transit", and "Awaiting Pickup" status, overdue earlier than April 1, 2001, was distributed. All libraries are asked to search their shelves for these items. ***It is recommended that unfound "lost in delivery" items stay on the list for one year so libraries can continue to search for them. Items overdue with "Going Home", "In Transit" and "Awaiting Pickup" status for one year or more should be changed to "Missing" status or deleted. When changing the status to "Missing" the item should have "On Shelf" status so it will not continue to appear on the ILL Overdue Borrower/Lender Reports. If your item has "In Transit" or "Awaiting Pickup" status at another library, work with that library to change the status.***

### WISCAT

Another copy of the OWLSnet database was sent to WISCAT on May 11, 2001 to be included in the next update of WISCAT. The database extraction included only monographic records for 549,988 titles and 1,570,750 items. It did NOT

include any titles that had volume records, that is, periodicals, serials, encyclopedias, multi-volume video or audiocassettes, or any multi-volume books. All agencies in OWLSnet, except OWL and NIC, were included. Items for all agencies will appear in WISCAT under the name of the agency.

From the WULS (Wisconsin Union List of Serials), any bibliographic records with local data records (LDR holdings) will be added for the following agencies in OWLS. NFLS libraries do not have LDRs.

- Clintonville Public Library
- Kaukauna Public Library
- Kimberly Public Library
- New London Public Library
- Waupaca Public Library
- Appleton Public Library (as OWL)

Rick reported on WISCAT changes-different look and different vendor-possibly one vendor for database and a different vendor for the ILL package. The ILL component will be better than QUILL. The software used for WISCAT ILL will probably have the same functions as the software used for the linked system project. The new version of WISCAT may be available by the end of 2001.

#### **Resource Sharing**

Through April, resource sharing is up 16%. Last year's total was 196,000 items and this year is projected to be around 232,000, an estimated 18% rise.

#### **Patron key tag cards**

OWLS furnish patron registration materials to members for no charge. OWLS checked on key tags because there has been interest expressed. Vanguard has a nice product that combines a card and a key tag. The barcode is preprinted on both cards. Vanguard's product includes an attached barcode label, which can be placed on the patron registration card. This new product would require charging the libraries 5¢ to 6¢ per card. OWLS will survey members about this available product.

#### **OWLSnet Partnership Report**

Rick had some copies of the April 17, 2001 OWLSnet Partnership Report available at the meeting. If you didn't pick one up, but would like a copy, contact Kathy Houlihan.

4. **Recommendations from the Fee Structure Committee.** Should these recommendations be forwarded to the OWLS Board?

The Fee Structure Committee had its final meeting in April. The recommendations for freezing membership fees at the end of 2001 were reviewed. The committee recommended that starting in 2002, libraries will receive the same percentage increase in annual membership fees.

OWLS and NFLS have determined that if their state aid is not increased in 2002 it would be necessary to increase annual membership fees by 9.5% for the same level of service. The committee believes that it would be unreasonable to ask member libraries to bear the entire burden of no aid increase and recommends that OWLS and NFLS exercise "belt-tightening". It is recommended that annual membership fees be increased by 5% in 2002.

It is recommended that the "annual membership fee shares" replace user licenses as the element of the voting system that reflects each library's level of participation in the network. A bylaws committee will review this part of the bylaws.

It was the consensus of the AAC that these recommendations be forwarded to the OWLS Board for approval.

**5. Demonstration of using online forms to order supplies and request email accounts.**

Patty Hankey demonstrated the online forms and encouraged their use.

**To order supplies** go to the OWLSweb page (<http://www.owls.lib.wi.us/>)

- Under OWLSnet, click on Ordering Supplies.
- NFLS libraries should check list to see if what they need is available at the NFLS office.
- If not, then contact OWLS.
- This list shows supplies, current costs, and whom to contact.

**To make email account requests** go to the OWLSweb page.

- Under OWLSnet, click on Forms and then Email Account Request Form.
- Email account requests should be filled out completely and submitted by the director.

**6. Geac upgrade to version 3.1 - some features**

Circulation fixes:

- At Checkin, the "not at home" alert will appear.
- At Checkout, going to Patron Accounting, paying a patron's bill and exiting back to Checkout, no longer causes that item to be checked out to the next patron.
- At Checkout, going to the Circulation Summary for a patron with overdues, listing their checked out items, displaying an item, and existing back to Checkout, no longer causes the overdue item to be checked out to the next patron.
- Patrons and staff can place "area" holds. (Do we want it?)

Hold Messaging:

- Can select more than one item on the Message History Summary Screen.

NEWCat

- Item scoping will work in individual databases.
- Title scoping will work in browse searching.
- Patrons will not be able to cancel "trapped holds".
- Stopped, expired and delinquent patrons can no longer place holds.
- New patrons must wait until the next day to place holds, when their catalog account is created.

Reports

- In Daily Circulation Statistics Report, NEWCat holds are now correctly included as OPAC holds.

The libraries present indicated that they would like the upgrade to be scheduled from mid- to late August.

#### 7. **Other business**

Mark Merrifield talked about ALA Legislative Day in Washington D.C. He reviewed major legislative activities at the state and federal level. The news is not getting any better. Member librarians are encouraged to contact legislators to avoid cuts in system aides. Folks should work with congressional representatives membership to continue LSTA funding. LSTA funding is needed for many of the automation projects that are done by the systems.

To keep up-to-date on legislative matters, view:  
Wisconsin: <http://www.wla.lib.wi.us/legis/legis.html>  
National: <http://www.ala.org/washoff/>

#### 8. **Next meeting:**

July 20, 2001 at 9:30 a.m. at the Door County Library in Sturgeon Bay.

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### **OWLSnet Users Group Meeting**

May 18, 2001

#### **What to do with items lost "In Transit", "Awaiting Pickup" or "Going Home"**

Items not found should remain in this status for one year. A systemwide report will be run periodically for libraries to search for these items. After one year, the owning libraries may change the status to "Missing" or delete the item.

#### **Questions on reimbursement for Claims Returned items**

OWLSnet's current procedure of the owning library absorbing the lost of Claims Returned items was discussed. It was pointed out that the borrowing library is responsible for material, until it is returned to the owning library, according to standard interlibrary loan rules. ***The consensus of those present was to continue with the practice of the owning OWLSnet libraries absorbing the lost of all items, including Claims Returned, that are not billed to patrons.***

#### **Awaiting Pickup at the wrong location**

If an item is "Awaiting Pickup" at the wrong location because the patron didn't change the pickup point, place an item hold on the item at the wrong location. Have the wrong location check the item in and remove the Awaiting Pickup patron and it will trap for the same patron with the correct pickup point.

#### **How do items get Discard status**

Items that have Discard status have gone into billing and the bills were paid, waived, or canceled by staff in Patron Accounting or Checkin. At the Checkin Pay Options screen, "Pay all outstanding fines/charges" is highlighted. Pressing <Enter> will clear everything on the patron's record. If there were any billed items, the bills will be paid and the items will have Discard status.

**Title records with no holdings**

Records with no holdings are deleted after four months. If any of the titles have holds, the requesting library is notified.

**Hold Messaging**

Instead of changing the time-out to 24 hours, the closing time was changed so everyone has the same closing time. The Old Holds Report is being sent more frequently. Some are getting it every 15 days and some every 30 days. It was reported that some holds are dropping out of Hold Messaging. Please send live examples to Barbara. The number of holds a patron can place is agency controlled. If your library wants to allow patrons to be able to place more holds, contact Barbara.

**Email notification**

There is interest in email notification, so it will be explored.

**Processing fee**

Not all of the libraries that charge a processing fee have the amount included in the price of the material. Some of the libraries send a bill with the processing fee as a separate charge.

The meeting adjourned at 12:30 p.m.