

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
May 13, 2011**

Present: Rita Schiesser, Algoma; Kris Kipping, Vicki Lenz, Michael Nitz, Tasha Saecker, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Stephanie Weber, Florence; Susan O’Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Maggie Waggoner, Kaukauna; Kathy Decker, Sue Grosshuesch, Kewaunee; Beth Carpenter, Kimberly/Little Chute; Pam Ellingson, Lakewood; Lyn Hokenstad, Manawa; Trinitie Wilke, Marion; Jennifer Thiele, Marinette; Ann Hunt, New London; Mark Merrifield, NFLS; Peg Murphy, Heidi Reed, Oconto; Joan Denis, Oconto Falls; Evan Bend, Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, Bradley Shipps, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmons, Seymour; Kristie Wilson, Shawano; Becca Berger, Chris Milton, Linda Streyle, Sturgeon Bay; Dominic Frandrup, 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 March 18, 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

- Rick talked about the Joint Finance Committee’s review of library issues in the proposed state budget. No change was made to the 10% cut in library system aids. The maintenance of effort (MOE) requirement is on track to be repealed. BadgerLink funding has been restored, but it still may not be enough for Learning Express Library and the WI Newspaper Index. Funding for state resource contracts has not been restored. WLA is still working on amendments to the budget.
- In response to these cuts, the South Central delivery service will run 3 or 4 days a week, reduced from a 5 day/week service. The Wisconsin Reference and Loan Library has discontinued referring out of state loans for newer and high demand items, a change that follows general ILL guidelines.

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

- Ecommerce Updates
 - Ecommerce bookmarks have been created. The bookmarks will have a list of libraries on the back and text will be added to the front stating “VISA, MasterCard or Discover Only” to make it clear to patrons that debit only cards will not work. After the changes are made, OWLS will print out and distribute to any libraries that are interested.

- Gerri presented an analysis of Ecommerce activity over the last 9 months. Ecommerce transactions made up 7% of all fines paid in April. Online transactions have continued to increase since we first implemented Ecommerce. The average amount of fines being paid online is increasing and older fines are getting paid. In 2010, 428 patrons paid, and the average amount paid was \$7.97. So far in 2011, 478 patrons have paid, and the average amount paid was \$12.27.

OWLS currently reimburses libraries when the total Ecommerce payments due reach \$10.00. Due to the costs of cutting checks, OWLS is proposing we cut reimbursement checks when the total Ecommerce reimbursement for a library reaches \$50.00. A monthly report will still be created so libraries can monitor their reimbursement amounts. **The group agreed OWLS will cut checks for Ecommerce transactions when library reimbursement amounts reach \$50.00.**

- Once again, Ecommerce payments for older bills and fines have exceeded the credit cards fees for the month, resulting in an overage for April Ecommerce disbursements. Gerri queried the group about how they would like to handle the excess money collected on older bills. We could roll over the excess money and use it to pay down credit card fees incurred from month to month. We have no way of knowing how many older bills exist and how much money could potentially be collected. The group agreed to pay down credit card fees and roll the excess money over and then decide at a later date where to apply the extra dollars (if there are any.)
- Circulation update
 - A lot of the big books in our system still have a status of Lib Use Only. At this point, we're not sure if that's intentional, or if libraries haven't gotten around to making the changes. If you would like your big books to circulate, please let OWLS know and we can change the status for you. At the OWLS Children's Librarian meeting in September, we will distribute the system collection and update the records to reflect the new owning library. The Kimberly/Little Chute library asked how other libraries shelve their big books. Kaukauna uses a moveable cart and Clintonville keeps their big books in bags with a hook and then hangs them on a rack. Seymour has started trapping holds on big books and are in need of big bags. OWLS will order 1 or 2 bags for each library. OWLS will look into distributing the existing big bags at Clintonville as well.
 - OWLS recommends some changes to our existing I-types. Within the current I-types, there are some categories that are empty or contain very few items. Gerri reviewed the documents [Current Itype Usage](#) and [Proposed Itype changes](#). **The group agreed to the following Itype changes:**
 - Combine all Adult, YA and Child fiction Audiobooks CD MP3 into one I-type called Audiobook CD MP3 – all fiction
 - Combine all Adult, YA and Child nonfiction Audiobooks CD MP3 into one I-type called Audiobook CD MP3 – all nonfiction.
 - Audiobook on Playaway will be split into three I-types, Audiobook Playaway-adult, Audiobook Playaway-YA and Audiobook Playaway-child
 - Remove all music CD MP3 categories, there no items in our system.
 - Combine all music tape I-types into one I-type called Music tape-all
 - Remove Video DVD-YA nonfiction and Video VHS- YA nonfiction I-types, moving them into corresponding adult I-types
 - Remove Child Poster I-type, moving them into Child game/toy if necessary.

- At least one library in OWLS, the Waupaca library, has begun charging patrons for postage when sending out bills. While, in the past, DPI has advised that it is not legal to charge for postage on hold notifications or other mail related to regular patron services, charging for bills is different. Because bills are a result of an item not being returned on time, it's DPI's opinion that it is legal to charge a patron for postage. There was discussion about whether OWLSnet libraries should establish a consortium-wide practice. However, libraries seemed to agree that since our patrons already understand that libraries in our system have different fine structures, having some libraries charge for postage will not be confusing. If OWLSnet did institute a consortium-wide charge, the process could be automated, but as it is, libraries that choose to do this will need to manually add the charge. Other libraries should know that when they collect money for a Waupaca billed item, they do not need to reimburse Waupaca for the postage charge.
- While the old Geac system automatically created Alt IDs for patron records, the Innovative system doesn't do this. OWLSnet libraries chose to continue having an Alt ID in the system that was manually created by staff. However, a recent check of patron records shows that ten percent of the Alt IDs in the patron records are incorrect. The ALT ID consists of the first four letters of the last name and the patron's birthdate in mmddyy format (example: TEST092879.) The ALT ID field is supposed to serve as a duplicate checking tool, letting staff know when the same ALT ID already exists in the system. However, with such a high percent of inaccuracy, it isn't working as well as it could. Some libraries already don't use this field, and entering the data is extra work for them. Should we consider discontinuing entering ALT IDs? The system currently checks for duplicates in the name, barcode and AltID fields. [Note from Gerri: Unfortunately, the system can't be configured to check for a duplicate on the birthdate field.] Libraries agreed to talk with their staff and decide if it's worth continuing to use this field.
- After OWLS received paper "Check for _____ items" labels by mistake, libraries were asked if they'd like to try the different format. Many stated that they much preferred the vinyl, so we will continue to stock the vinyl labels. However, we still have some of the paper labels, and libraries are encouraged to take them if they find them useful. [Note: there are more paper labels still available. Libraries can pick them up at the July AAC meeting.]
- The new [Stale Holds report](#) lists items that have holds that have fallen through the cracks. An updated report will be posted every Thursday on the OWLSnet website. Items may appear for multiple libraries; therefore, you may find that when you check an item in to trap the hold, it may have already been trapped by another library. A number of libraries commented that they found the list useful. If you have difficulties trapping items for holds, but the hold still exists, there might be a problem with the hold. Please contact the OWLS office, and staff can check into it.
- InfoSoup Development update
 - Door County has been hard at work on a local digitization project, and Evan will be placing a short blurb about the Door County Memory Project on the home page of InfoSoup.

Bradley spoke about the InfoSoup Memory project and had some suggestions for choosing items for submission. Items published before 1923 are good because they are in the public domain and copyright isn't an issue. If the item was published after 1923, it is best to contact the owner and ask for permission. If a copyright is unobtainable, OWLS can help to craft a rights statement to be posted with the submitted item. Items with pictures and less text add a "wow" factor, and are great choices. The OCR (optical character recognition) doesn't have to be perfect with these, but the documents are full text searchable.

Kaukauna has recently added a post card collection – take a look when you have a chance. One library inquired about video materials, so Bradley will investigate to determine if video material can be added. If your library has projects you'd love to get to, but don't have the time to scan the items, OWLS may be able to help you get the items scanned. If you have larger items that need to be outsourced for digitizing, such as newspapers, please contact Bradley as a group rate may be available. OWLS will be having another training class in the near future. Any questions, you guessed it, please contact Bradley.

- The SLP (Summer Library Program) pages are up and online registration is posted on InfoSoup. Evan is requesting feedback from participating libraries that still want to be included in the SLP list. Please email Evan if you wish to be included. If you have staff or patrons that would like to add reviews to the book blogs, please call Evan or Bradley. The results of the doodle poll about Adult Summer Reading Programs (ASRP) revealed that 20 libraries are participating in an ASRP this year and 12 are using online registration. Evan would like to post a page including links to and/or information about your library Adult Summer Reading Program. Please send Evan a short blurb about your ASRP and/or a link to information on your website. For those interested in Online Registration, please send include the email address where registrations should be sent. Evan will build the form and place it on InfoSoup.

- Ebooks

The work with Overdrive appears complete, and OWLS is planning to post Overdrive statistics in June for the month of May – it's the first full month that correct stats will be available. Per library request, ebook and audiobook stats will be listed separately. While these statistics are useful, we would need more detailed statistics if the state were to allow these to be counted towards circulation. Currently, Overdrive doesn't provide that level of detail, and they also won't release the circulation data by barcode, which would allow us to create stats at the level of detail we need.

Rick recently attended the state E-book Summit that addresses e-book issues and public libraries. Discussions at the summit focused on developing purchasing power using bigger buying pools, possibly forming state, multi-state or nationwide collections. The Wisconsin Public Library Consortium (WPLC) would like to move quickly to increase the e-book collection. LSTA grants were given to increase the current e-book content in WPLC in the amounts of \$100,000 in 2011 and \$300,000 in 2012. They are also looking for increased contributions from individual libraries. How do we get all libraries to contribute? It may mean looking at system requirements and possibly modifying those requirements. There should be same service support for all libraries, but at the same time, libraries that can do more shouldn't be hindered by those who cannot. There are currently no recommended guidelines available for giving for individual libraries. If you base your budget on your own present circs, it may not be an accurate indication of usage because there isn't much content in the collection to circulate. While the collection is good, there are not enough copies available for circulation. There will be a committee formed soon to develop guidelines for funding the WPLC collection. Rick is open to any feedback our member libraries may have. You can also get on the WPLC mailing list to voice your opinion. Any library can purchase e-books through the state collection. As Overdrive becomes available for Kindle, and Ebsco joins the e-book arena, it is likely new issues will arise. Read more about the E-book Summit on the [DPI website](#).

If you're looking to give feedback on the collection itself, please note that Anne Paterson from OWLS and Diana Sandberg from Appleton are on the WPLC selection committee. Feel free to contact them with questions or suggestions.

- Project Updates

- Because of the funding shortfall, it looks like all LSTA grants will be funded at 90% of the total requested. Because of this, and because of the current financial situation, we'd like to revisit the OWLS and NFLS projects: Online Patron Registration and Text Messaging Notices with Shoutbomb. Do we still want to proceed with these projects? The group reviewed the 2011 Project Analysis, which lists current and ongoing costs for both projects.

Online Patron Registration - We could go forward with online patron registration without purchasing the Digital Signature Product. The addition of this product does increase OWLSnet expense of the project in ongoing years in addition to the cost of the Signature Capture Units that will be required to capture the signatures. It only makes sense to purchase the digital signature product if at least some libraries plan to purchase the Signature Capture Units. The digital signature product stores the signature in the patron's record in order to minimize paperwork. Libraries will need to check with their own municipality to ensure that digital signatures are sufficient for legal purposes. Patrons will still have to come into library to complete the application. Many libraries indicated they were going to purchase the unit, so we agreed the Digital Signature Product should remain a part of the product. When the time comes, we'll be getting together a group purchase to keep the cost down. Since there are decisions to be made with implementation of Online Patron Registration, a committee will be formed to help make those decisions.

Text Messaging - ShoutBomb had some concerns that our volume may outstrip their ability to provide text messages in a cost-effective manner. However, they agreed to abide by their original quote, and we agreed that the price could be reconsidered if we have more than 10,000 patrons using the service on a regular basis. (For comparison purposes, about 36,000 OWLSnet patrons currently receive email notifications.) Innovative does provide a text messaging service with no limits on usage, but it is much more expensive. ShoutBomb works with almost all phones (doesn't require smartphones) and is set up to deliver text messages during business hours.

The group agreed to move forward with both projects.

[Please note that since the meeting we've been informed that all LSTA projects will be funded at 100%.]

- Dave has finished reconfiguring every library's bandwidth so a portion of it is dedicated to Millennium traffic only. Any slow response times you experience now are not due to network issues. Please contact OWLS if your library is still experiencing slow response times.
- It's time to set the 2012 OWLSnet membership fees. OWLSnet fees were increased 1% in 2011 but due to the uncertain financial climate, OWLSnet is looking for library feedback about what they could afford to pay for membership fees in 2012. NFLS and OWLS funding was cut by 10% in the new budget which affects what our systems will be able to do next year. A 0% increase in membership fees will allow us to do the proposed projects for this year, but more databases would have to be cut. Mango has already been eliminated and Gale will probably be the next database to cut. If our Internet fees changes, there will

probably be more cuts. With the uncertainties of next year's budget, a 0% increase is a safe position and will send a message to library boards that system services are a valuable service. **Member libraries in attendance agreed a 0% increase is reasonable.** Rick will recommend a 0% increase in 2012 fees to the OWLS Board.

- At the recent IUG conference, Innovative announced they are introducing a new ILS, called Sierra. Sierra is scheduled to be released and available for beta testing in late fall of 2011. Sierra uses lots of open source technology and modern software to deliver a product that should allow the company to eliminate the old code and data limitations that currently hinder us in Millennium. According to Innovative, Sierra will offer the all of the functionality of Millennium from the beginning. They've already put a lot of work into this project, so it seems likely that they will be able to support this claim. Millennium will not be going away. Innovative has a great track record for supporting legacy systems – they still have customers operating on Innopac, their text based ILS. However, while there will still be a few developments, it's likely that development work for Millennium will cease in the near future.

We are still waiting for a quote for Sierra. The company is planning to quote it as a service, so it will not be like purchasing a brand new ILS; rather the price will be for the management of our transition. There may also be additional cost benefits for being early adopters of Sierra. Ideally, we'd be able to run both systems until we decide to cut over to Sierra completely.

Also, a new version of Millennium is coming out this summer. The new release offers customizable checkout and payment slips and the ability to charge for an item that has not been picked up. There are many Express Lane enhancements also, including a keyboard display, renewals without the item in hand, and the option to email transaction receipts.

6. Decision – consensus decision or vote
 - Should we shorten the loan period on music to 14 days? Because many libraries were absent, the vote at the meeting was inconclusive. OWLS will poll the absent libraries and update member libraries. [Update since meeting: Absent libraries were polled and the **vote has passed. OWLS staff will change the music loans from 4 weeks to 2 weeks beginning July 1.**]
7. Ideas submitted for discussion
 - Door County may make a family card proposal at a future AAC meeting.
8. Discussion – discussion of issues that may be up for decision at future meetings
9. Adjournment
 - Meeting adjourned at 1:55pm.