

**OWLSnet  
Administrative Advisory Committee Meeting  
Outagamie Waupaca Library System  
November 9, 2012**

**Present:** Rita Schiesser, Algoma; Brian Kopetsky, Michael Nitz, Paula Wright, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Stephanie Weber, Florence; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Tony Wieczorek, Kaukauna; Susan Grosshuesch, Kewaunee; Pam Ellingson, Lakewood; Becky DeCloux, Lena; Lyn Hokenstad, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Mark Merrifield, NFLS; Joan Denis, Oconto Falls; Evan Bend, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, Bradley Shipps, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Becca Berger, Linda Streyle, Tracy Vreeke, Sturgeon Bay; Amanda Burns, 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 September 21, 2012 meeting](#)

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

- Please return your completed 2013 calendars marked with your library closed days to the OWLS office by November 14.
- Mark from NFLS announced that the Menominee Tribal Library (Keshena) will be merging with the College of Menominee Nation Library. Gerri, Rick and Mark met with the library directory at the college. They discussed the possibility of the college library joining OWLSnet, and also the process of Keshena withdrawing from OWLSnet. The director of the college library decided that it would be too difficult for the library to move to OWLSnet with such short notice. The college plans to heavily weed Keshena's collection and merge the remaining materials with their collection. While Keshena's materials will be removed from OWLSnet, they will still be available for InfoSoup patrons to borrow through ILL. The current Keshena patrons will be moved to Shawano as their home agency. Many of these patrons are already using the Shawano library. While the combined library will not be a member of OWLSnet, they will still be an NFLS member. The college is excited about the merger. It will increase the services they offer and bring children into their library. Keshena's last day as an OWLSnet member will be November 30, 2012. They will reopen, merged with the college on December 1, 2012.
- Waupaca has hired a new teen librarian, Rebecca Wisniewski. Welcome, Rebecca!

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

- Sierra Transition
  - Sierra is now in general release, and so the non-disclosure agreement no longer applies.
  - Innovative has fixed the previous issues with patron reading history. None of the data was lost, and all patrons should now be able to access their reading history.
  - There is a problem with preferred searches. As far as we can tell, preferred searches emails are not currently being sent. The release of upgrade 54B should fix this issue. If you continue to receive complaints about this issue from patrons, please let OWLS know.
  - Staff can now capture patron digital signatures once again; however, overwriting a previous digital signature doesn't work. If there is an existing signature in the patron's record, staff will have to delete the previous signature before entering a new one. Innovative is working on fixing this so that it works properly.
  - We are expecting display changes in the near future as Innovative has placed a high priority on the patron record display. Until then, we can still adjust the list of fields that display in the patron record. If the current patron record display doesn't list the fields you would like to see at the top, contact the OWLS office.
  - Some libraries are experiencing slowness with Sierra. This has been difficult to troubleshoot, as it could be caused by different things at different libraries, and even different PCs in the same library. Some staff PCs may not have enough RAM to run Sierra well. While Innovative recommends 2GB of RAM to run Sierra, this recommendation assumes a Windows XP PC with no other software running. Many software programs such as Excel, Dreamweaver and the SAM Activity Manager use up a lot of memory. OWLS recommends 4 GB of RAM and will post an updated list of the specifications required to run Sierra. Several libraries have also reported slowness while printing the first transit or holdshelf slip of the day. These printing issues may be related to older printers or printer settings. One thing that seems to be causing slowness at several locations is a conflict of sorts between ESET and Sierra. The symptom is that ESET is scanning the computer during the day, and Sierra slows to a crawl. There are currently a lot of different versions of ESET on staff computers and there may be a problem on computers with the oldest version of ESET. Dave has placed updating ESET on the library computers as a top priority and will begin updating OWLS office computers on Monday. Oldest versions of ESET will be updated first and be done remotely. Dave will most likely get the NFLS office involved and libraries may be asked to help with rebooting computers after the application is upgraded. For any slowness issues, please contact OWLS when it happens, and tell us which computer is affected and what activity was being done on the computer. Please be very specific and offer lots of details.
  - Other libraries have been experiencing a freezing issue with Sierra, where the client stops working and must be restarted. We don't currently have a theory about what's causing the problem, although we don't think this is related to ESET. Gerri has been working with Innovative who suggested installing additional software on a couple of problem PCs in order to troubleshoot more efficiently. OWLS will plan to work with the Appleton library on some intensive troubleshooting of one or two of the problem PCs.
  - Serials issues have been an ongoing problem in Sierra. Anne reported that the magazine boxes have missing information, which causes ongoing problems with extrapolation. Libraries can fix these but may have to go into each item record and correct them. If you would like OWLS to help with your serial records, please contact Anne.
  - There has been an ongoing problem with discarding items. Many items are being accidentally scanned into Discard Item. The Count Use-Discard Item screen looks similar to

the Check In screen. OWLS staff have been regularly finding items scanned into discard that are checked out, on holdshelf or in transit. Libraries can easily accidentally discard their own materials as well as other libraries' items. We would like to put the override password on this function in order to create a barrier so it isn't too easy to discard. The group was amenable to the solution. [Update: unfortunately, this wasn't possible to implement, so instead, we've moved this option down in the list to make it a bit less accessible.]

- Shoutbomb Update

There are currently approximately 422 patrons using Shoutbomb. Shoutbomb usage continues to grow, as we're averaging about 100 new patrons a month signing up. The promotional cards seem to be helping. More cards have been printed and are available for libraries to take. Evan brought additional bookmarks to the meeting for libraries to take also. We have had reports that some patrons are no longer receiving Shoutbomb texts. Changing cell phone providers may affect this service. If patrons report this issue, please advise patrons to unsubscribe and re-subscribe to Shoutbomb. If this solution doesn't work, please send Gerri the patron's barcode for further troubleshooting.

- InfoSoup Update

Evan cannot currently approve community reviews that patrons post in InfoSoup. The reviews appear as if they are pending to the patron. Gerri is opening up a call with Innovative to get this fixed. We'll do everything we can to make sure this issue will be fixed by January 2013 in time for the Adult Reading Challenge. Libraries will be encouraging participating patrons to post their reviews in the Books R Us blog as well as in InfoSoup. [Update: this issue has been fixed.]

OWLS held a OneClick Digital webinar for library staff last month. It seems to have helped promote the product as more patrons are finding OneClick Digital and usage is ticking up slowly. OWLS can offer more staff training if necessary and create bookmarks to further promote it. There is video and phone support available, if patrons need additional help. Please send your OneClick Digital feedback to Evan. We will have to make a decision to continue or discontinue this service at the end of February.

We have a free trial to the Pronunciator language program. Evan will send an email with the link. If you are interested, please give it a try. While it is less expensive, there is no OWLSnet budget for any additional e-resources at this time. If there is enough interest in libraries contributing to the cost, we may be able to put together a subscription.

OWLS is working on the InfoSoup website to promote the Adult Reading Challenge. Mariel sent the guidelines to Evan. There was a question about whether patrons were required to be in good standing with the library. A patron must have a library card to participate. It was undecided if a patron not in good standing could win prizes.

The meeting dates are set for the 2013 AAC meetings. They are: January 18, March 15, May 17, July 19, September 20 and November 8.

## 6. OWLSnet planning update

- At the last AAC meeting we reviewed the background paper, [OWLSnet eContent Discussion Paper](#). Does anyone have any feedback to share about the paper? No one had any further thoughts at this time.
- Bradley reviewed the paper outlining [OWLSnet Competencies for Library Staff](#). While OWLSnet competencies and technology competencies are related, they are really two separate issues. It may be possible for OWLSnet to provide general technology training in the future; however, this background paper focuses on OWLSnet competencies. There are likely to be many challenges related to establishing a list of OWLSnet competencies. A competency list would require regular updating as OWLSnet policies, procedures and Sierra change. Staff structures vary library to library as do their training needs. It will be essential to get guidelines from the libraries so we can develop a list of OWLSnet competencies that isn't too broad or too specific for any library. One possible approach is to develop certification programs for all staff or maybe just key staff. If only key staff had a certification, others may not feel the need to know the information. Libraries should stress the importance of competency training, and staff should be made aware of training opportunities available. If it isn't a local library priority, it may not be well received. Three questions were asked of the group.
  - When it comes to using OWLSnet, what could your staff do better?
    - Better navigation within Sierra. Possibly a Sierra weekly tip could be offered, similar to the weekly weeding tip.
    - Better expertise with Infosoup.
    - Better communication with other libraries.
    - Use competencies for staff reviews, obtaining consistent levels across all staff.
    - Training manual for staff – procedures constantly changing.
    - Bring libraries together for training-synergy provides a better training environment.
    - Training for someone new. There is little library procedure documentation. Appleton suggested a competency checklist that staff could sign off on what they know. Waupaca commented that it is time consuming to train new staff.
    - Best practices.
    - OWLSnet knowledge.
  - Are there OWLSnet activities that could be simplified?
    - Maybe put remote meetings in place, a web connection to the AAC meetings.
    - While OWLS staff are helpful, train libraries how to use website to find answers.
  - How does your library intend on using any OWLSnet competencies that might be established?
    - Include training in their general practices and use for topics at staff meetings.
    - Use for training and performance evaluations.
    - Kaukauna would like to train key staff in different modules, such as Sierra and other circ functions who can pass on information to other staff.
    - Staff certification.

Is one competency more important than another? Some commented that e-resources competency was a high priority. There is a gap with database usage. We are losing databases because patrons don't know how to use them and staff don't know either. Appleton has established a training goal that requires staff to learn a database and share at staff meetings.

This would be difficult for smaller libraries to implement. Someone suggested a weekly email with a database tip may help bridge the gap. Within smaller libraries, it may be difficult to determine if one thing is more important than another. Larger libraries can assign specific competencies to specific people. Someone commented that technology competency is important when interviewing potential new employees. There are competency assessments online that employers use to help with hiring decisions. Minnesota has a state initiative, the [Northstar online digital literacy project](#) to help adults develop computer competency and assist in finding jobs. There may be a future discussion at the state level in developing similar assessments. There are lots of free basic computers skills tools and competency tools online. These can be used to hire and also to help existing staff learn basic technology skills. How much should patrons be expected to know? If a library offers a specific technology patrons expect library staff to support it. Most job applications are done online now so patrons are required to use computers, and they look to library staff for help. This is a different topic and a much bigger discussion.

7. Decision – consensus decision or vote

- None

8. Ideas submitted for discussion

- Is the SAM upgrade causing problems? We have no additional information regarding this issue and will put it on the agenda for discussion at the next meeting.

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

- OWLS staff proposed the notice schedule be changed so that notices for all items are generated on the same schedule. Currently, the schedule for 1<sup>st</sup> and 2<sup>nd</sup> overdues and bills is different for videos/DVDs than all other items. The difference in the notice schedule affects OWLS reports, Shoutbomb notices and system troubleshooting. It can also be confusing for staff to predict when an item will bill. OWLS proposes that we put all items on the same schedule. OWLS suggests generating the first overdue at 1 week, the second overdue at 2 weeks, items will appear on the Search Shelves report at 3 weeks before bill and items will bill at 4 weeks. This schedule is more consistent with our loan periods and may result in items being returned in a timelier manner. While it will improve consistency and predictability, it's possible there will be more printed notices and an increase in postage. Scandinavia suggested sending the first overdue at 3 days instead. The group preferred Scandinavia's suggestion. OWLS will draft a proposal for a decision at the next AAC meeting and send it to the AAC email list outlining the proposal.
- A press conference was held on November 1 regarding Brown County billing Outagamie County. The library boards of all four libraries involved (Kaukauna, KIM/LIT, APL and Seymour) agreed to discontinue services to Brown County residents if the bill is not withdrawn or they are not paid for the service they provided to Brown County residents. Representatives from the libraries attended the Brown County board meeting on October 18. Several of the board members in attendance received new information on this issue and asked for the topic to be put on the agenda for the November board meeting for further discussion. OWLS will be sending informational letters out today to Kaukauna, Appleton, Seymour, and KIM/LIT patrons residing in Brown County informing them of possible discontinuation of services. The amount of services Brown County provided to Outagamie patrons is equal to the service that Outagamie County provides to Brown County patrons; therefore no exchange of funds needs to occur. If we have to discontinue service to Brown County patrons, the processes are in place to accomplish this.

All Brown County patron accounts will be set to a different Ptype, which won't be able to check out at the four libraries (five locations) involved. Patrons will be allowed to check out at other libraries. Staff will have to register Brown County residents differently by assigning new patrons with the correct Ptype. If necessary, OWLS will work on a FAQ sheet to update library staff about the changes. Internet access will not be discontinued, as it would be difficult to administer and would have an impact on other OWLSnet libraries.

#### 10. Adjournment

- Meeting adjourned at 12:05pm.