OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
September 20, 2013

Present: Rita Schiesser, Algoma; Michael Nitz, Paula Wright, Appleton; Rebecca Buchmann, Black Creek; Ashley Borman, Jamie Hein, Clintonville; Stephanie Weber, Florence; Susan O'Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Beth Carpenter, Kimberly/Little Chute; Susan Grosshuesch, Kewaunee; Nicole Lowery, Lakewood; Becky Bartell, Lena; Ellen Connor, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Kristin Stoeger, Oconto; Kim Meyers, Oconto Falls; Wanda Boivin, Oneida; Evan Bend, Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, Bradley Shipps, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmons, Seymour; Penny Habeck, Shawano; Becca Berger, Tracy Vreeke, Sturgeon Bay; Amanda Burns, Suring; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega; Leslie Hill, Wittenberg

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

2. [Minutes of the May 17, 2013](#)
   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 having only one person speak at a time and remembering to use the microphone.

4. Announcements
   - Nicole Lowery is the new director at Lakewood. Welcome, Nicole!
   - Michael Nitz from Appleton brought in a cart of extra library cataloging supplies to give away. Feel free take some.
   - Evan brought bookmarks. Please take what you need.
   - After a brief discussion, the group agreed to the following 2014 AAC meeting dates:
     January 17, March 28, May 16, July 18, and September 19 at the Appleton Public Library.
     The November 21 meeting will take place in the new Hortonville Public Library meeting space.
   - There will be a WISCAT presentation immediately following the AAC meeting today.
   - We are in the process of moving the OWLSnet website from the old server; in addition, Evan will be redesigning the OWLSnet website in fall.
   - On October 13 there will be a shared CE workshop sponsored by DPI, Winnefox, NFLS and OWLS. The program will focus on children and early literacy. Reimbursement for mileage is available.
   - This is Rick's last AAC meeting as he will retire on October 18. Many AAC attendees wore ties to honor his 36 years of his dedicated leadership and a photo presentation was shown during the lunch break. Congratulations, Rick!

5. Information – to be presented by OWLS and OWLSnet member library staff
   - Sierra/ Circulation

- This summer, OWLS staff planned to move the circulation notices to the new print template system.   The new templates would allow us to modernize the notices and have different information on the print and email notices. While we were able to redesign the hold pickup and overdue notices, and they looked great, the system failed to generate them automatically – a feature that we rely on to save staff time. The move is now on hold until Innovative fixes the problem.

  In preparation for this planned move, Gerri sent out a survey asking the OWLSnet libraries about how they use all their notices. The results of the survey were shared at the meeting. Many libraries are not using the hold cancellation notices, and may want to consider viewing and/or printing them. Library staff can look at the hold cancellation notices to determine if they would like to purchase an item for a patron. If a hold has been canceled and there are no other items available to fill the hold, staff could replace the hold on an equivalent item. Since these notices are generated automatically, they are a relatively simple way that libraries can provide service to their patrons.

- In June, US Bank increased our monthly banking fee significantly. Our credit card fees with US Bank vary based on the type of credit card used by patrons. On average, the total credit card fees are about 4% of our transaction amounts. Pay Pal remains a good value. If any library would like more information on our banking fees for their board, please let Gerri know.

- On August 15, several buildings in downtown Appleton (including the OWLS office and the Appleton Public Library) experienced a power outage. The outage lasted about 1 ½ hours, and it took almost another hour to get everything back up and running properly. Dave had previously installed the Net Support Notify program on a computer with a UPS backup so OWLS staff were able to send messages to all of the libraries with information about the power outage. The servers were shut down gracefully, which means that there was very little likelihood of data corruption. Since then, Dave has put the office wireless network on a UPS as well, which should allow more staff members to work on shutdown procedures in the case of a future power outage. If you have any suggestions to offer in case of future power outages, please contact the OWLS office.

- Innovative incentive points were used to acquire Quick Click Ordering, an acquisitions product. While testing this product, we found a complication with ftp'ing through our firewall. There is call opened with Innovative and we hope it will get fixed shortly. Beth from Kimberly/ Little Chute will be testing it when it gets fixed. We should have more information for you at the next AAC meeting.

- OWLS staff have been working on a new and improved format for the title paging list. Examples of the new paging lists were handed out. The new format will include the barcode of the first item at the library that will fill the hold. The group made some changes to the report and discussed a number of possible additions. Some libraries print the current title paging list on the receipt printer. It's unlikely that this list would print properly on a receipt printer. However, receipt printer paper is more expensive, so it might be worthwhile to move to printing the paging list on a standard printer. Appleton commented that their lists are long and they would like to eliminate information that is not useful. A number of libraries volunteered to test the new paging list. OWLS staff will start working with

volunteers after the AAC meeting to continue developing the new list.

- Sierra update to R1.1.2 was installed. The main upgrade of the new update is that it allows us to accommodate the OCLC number expansion, which is likely to happen some time in 2013. We would be unable to import OCLC numbers if we didn't install this update. While it seemed to have fixed a problem that a few libraries were having with paying fines, it didn't fix many of the things. Gerri is working with our Library Relations Manager to escalate some of our open calls in hopes that we'll have resolution sooner. We are still unable to discard items and the offline circ program is still broken when checking some items in. Gerri has created a top ten list of issues with Innovative and will keep the libraries updated on the progress. Just because we can't currently delete the items from the system doesn't mean that we won't be able to do it in the future. If you have items that are marked for discard, it is okay to physically remove these items from your library.

- We've discovered that the real problem underlying the problem with Java and Sierra is the version of the Sierra clients installed on staff computers. Because of this, Sierra needs to be uninstalled on all of our computers. We will be uninstalling the old Sierra client, updating to a new Java version and finally reinstalling the 'No Web Start' version of Sierra. Dave, Julie, John, and Appleton technical service staff have already started work on the project, which will take some time. If your library is in a hurry to have this done, a savvy tech staff person at an individual library could update the computers at their library – contact Gerri if you're interested.   Please note: it is time consuming and there may be some small obstacles during the process. The new version of Java will allow Web Management Reports and Sierra to successfully run on the same computer. Not all staff computers will be updated, only those with the Sierra client installed on them. Library staff should feel free to update Java on any computers that aren't running Sierra.

- We have received a few requests to add the barcode information to the Lost and Paid/Lost report. Does anyone object to the addition of barcodes to this report? There were no objections, so OWLS will update the report with the item barcode information.

- Cataloging
  - There is a time frame for adding new items to the catalog. Once a library brings in a bib record, they have approximately two months to attach their item. Because there is no way for OWLS to determine if a bib is a new request or an old bib remaining after the last item has been deleted, we regularly delete bib records with no items attached after two months. This is a reminder to the libraries that request bib records to attach their item to the bib record in a timely manner.

  - We have no current process to delete requests from the cataloging tool, and there are a lot of very old requests listed. While it's possible for technical services staff to delete items, we have no way of knowing if the item has been added. It would be a good idea to delete requests right after adding the new item to the catalog. However, if it turns out that this doesn't work, OWLS can set up a process to regularly delete items after a certain period of time. There was an inquiry as to whether the cataloging tool was working correctly. As far as we know, there are no current problems with it, although there were some problems the week after the power outage. If you have submitted a request two or more times and have not received a record, please send a message to the owlsnethelp list. Cataloging was behind and is working towards a two week turnaround time for records requested through the

cataloging tool. If you have an item that requires original cataloging, the turnaround time is approximately four to six weeks. If you have an item with patrons holds, please let cataloging know. If it is an item that needs to be sent in for original cataloging, place a note on the item in a prominent place indicating there are holds on it. Cataloging will prioritize items with holds.

- InfoSoup Development update

    - Overdrive

        o Overdrive is now using the patron record number instead of the patron barcode and it seems to be going well.

        o Read in your browser is now active and it works on any tablet, computer or smart phone. Most Overdrive titles no longer require additional software or Adobe ID software to view. Just click on the URL to open books in browser. You can then tap on the book and more options will open up. Patrons don't need a dedicated wireless connection to read in a browser as the title can be downloaded for offline reading. The only downside is there are a handful of books in Overdrive that cannot be used in the Overdrive Read format.

        o We are in the middle of the Big Read. Libraries can decide to promote it or not. As part of the Big Read, there are titles in Overdrive that are always available for checkout. The WPLC list serve is a good place to get information regarding Overdrive. You can receive the WPLC blog through the email list serve.

    - One Click recently had an upgrade and it is not going well. Books in the public domain are now listed in the books available for checkout. Evan has asked that those be removed from the list.

    - There are a couple of months remaining in the 2013 adult reading challenge. The November and January prizes will be a Nook choice. The 2014 adult reading challenge, Listening Dangerously will promote audiobooks. Next year, Elizabeth Timmins will head up the group, so if you have any ideas, please contact Elizabeth. OWLS may not be doing a large gift to the adult reading challenge next year so the prizes offered may be downsized, possibly books.

    - As we move to the new web server, there are a links that will be redirected to the new server.   This should help patrons who have bookmarked pages. Evan will send a list of page changes that contains old links and new links to the AAC list serve. He has offered to change the links for OWLS library websites. The redirection should be seamless however the homework help page may look a little different. The BadgerLink site is changing and should be easier to use. We will also be moving the OWLSnet directory to the new server. If there are suggestions for changing the OWLSnet directory, please let Evan know. Rebecca at Black Creek suggested using library names instead of abbreviations.

- OWLSnet planning

- The group reviewed the [Planning Process Report](). We started brainstorming at the May 2012 AAC meeting to develop priorities and actions for OWLSnet planning. OWLS staff were charged with creating background papers and presenting them at AAC meetings. While several papers were presented, the proposed process became delayed because of other priorities. In May 2013, a planning committee met and agreed on how the process should continue. The committee discussed creating a plan that would contain outcomes and suggested strategies rather than objectives. Rick drafted a plan; however, OWLS staff thought it would be more helpful in a different format, so the format was changed to include priorities and steps. The planning committee agreed that the planning document should be discussed at the September AAC meeting. The OWLSnet planning process report includes sections on ILS evaluation, Discovery Layer search, eContent, network and local infrastructure, finances and fees, OWLSnet competencies, Interlibrary loan, and ongoing planning.

ILS Evaluation
We moved to Sierra in September 2012. The move was not smooth and we are concerned about Sierra's lingering problems and lack of response from Innovative. We recommend considering an ILS search in February 2014. There are some upcoming decisions that will require a commitment to Sierra or to another ILS. Our original server will need to be replaced in 2015. The primary question should be "Is Sierra meeting our needs?" If the answer is yes, we should remain with Sierra, but if it isn't, we should look at other options. Becca from Sturgeon Bay commented that they don't notice any real problems. It doesn't make sense to move because of administration issues, we need to decide based on how it's working everywhere. It may be working well enough to not change. Rebecca at Black Creek commented that it doesn't hurt to look and investigate other ILS products. There may be vendors who offer better options and better support. Currently, we are spending premium money for a less than premium product.

Discovery Layer search
We have been talking a long time about discovery layers. Our OPAC was beautiful when it was created but it is aging and and it's virtually impossible to add the new features that libraries are looking for. There are no tag clouds or social media enhancement and ematerials aren't integrated well. Facets (or post limit searching) can't be added to our current OPAC. While a Discovery Layer is generally separate from the underlying ILS, it makes sense to decide if we're staying with Sierra before we investigate Discovery Layer options. Some products, like Innovative's Encore product , might be more attractive if used with Sierra rather than with another ILS. OWLSnet will offer a CE program in December about discovery layers. The expected target date to make a decision is the fall of 2014.

eContent
This continues to be a topic of importance for OWLSnet member libraries. Libraries should be aware of the various resources, new products available, and vendor costs. In the past, costs for eContent were paid out of the OWLSnet budget. Now with the state-wide buying pool, there is a different way to fund content. OWLS will be offering CE training for staff to help them keep up with changes. Black Creek suggested offering CE workshops more frequently because of ongoing changes in eContent.

<u>Network and local infrastructure</u>
This topic came up because Microsoft support for Windows XP will be ending in April 2014. Microsoft will no longer be creating security patches for Windows XP and eventually it will be beyond support. Many libraries don't have replacement policies in place for computers. Older computers require more staff time to fix and can involve developing software workarounds to get them to work. OWLS would like to develop computer replacement standards for OWLSnet libraries. We may want to consider something more formal.

<u>Finances and fees</u>
OWLSnet fee structures have not been looked at for many years. It's time to look again at the structure to see if something else might make more sense. Maybe there should be a variation of fees based on lending and borrowing activities. OWLSnet also has a budget for future capital projects, and information about this fund should be regularly disseminated to members.

<u>OWLSnet competencies</u>
Competency training is important for directors and staff to do their jobs and provide better service to patrons. Directors are required to do continuing education to maintain their certifications. General computer technology is too big of an area to tackle but OWLSnet will develop a list of OWLSnet competencies and continue to provide training. We will roll something out, using a trial and error method to evaluate it.

<u>Interlibrary loan</u>
While interlibrary loan is not an OWLSnet service, we are connected, as currently, the NFLS office does all of the interlibrary loans for OWLSnet libraries, and all OCLC interlibrary loans fees are paid out of the OWLSnet budget. When evaluating ILL service, it makes sense to evaluate it within the context of OWLSnet. The NFLS and OWLS system offices are both interested in moving from OCLC to WISCAT for cost savings and increased functionality. It's also possible that it no longer makes sense for the system offices to offer clearinghouse services. Most systems have already moved away from this, because it adds cost and may not improve service.

<u>Ongoing planning</u>
OWLSnet held an online meeting with the planning committee in August, and members agreed that it made sense for AAC to establish an ongoing planning committee. The committee would meet, set priorities and activities on an ongoing basis. As we plan priorities and steps, it is good to have a planning document because it can be easy to lose track of where to go next. The ongoing planning committee is important to keep the group on task, and the committee can decide to change things if necessary. Setting up the planning group will be on the agenda for the next AAC meeting.

In the planning document, event target dates have been staggered to make it more likely we'll actually be able to meet the dates. AAC agreed that it made sense to move forward with the plan as written.

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

7. Ideas submitted for discussion
   - Gerri reviewed the document [Suggested changes to mail returned procedures](). It was proposed because returned mail is not always clearly marked as such in the patron record. The group agreed to modify the Patron Registration Procedures to reflect the change outlined in the document. A macro will be added to the Sierra logins that will contain the text of the note to be inserted into the address field.

   - On October 1, patrons will be able to search for health insurance options on the Affordable Care Act website. Appleton has decided to set aside a few computers for patrons to search that don't require a login. Do other libraries have any plans in place? Visitor card passes could be used. Some libraries would like a written procedure on when and how to issue visitor passes. Libraries were encouraged to bring any procedures to the next AAC meeting. Oconto Falls has asked patrons to pay down a dollar on fines before issuing a visitor pass. Is this a topic that requires more discussion? We should know more at the November AAC meeting.

   - Are libraries interested in taking laptops out to their communities for use in checking out items to patrons? Some libraries already do this but using offline circ to check out, but this can be a difficult process. There are security concerns with taking a laptop installed with Sierra into the community. Yes, libraries are interested in doing this. OWLS will investigate further.

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

   - None.

9. Adjournment

   - Meeting adjourned at 12:40pm.