

**OWLSnet**  
**Administrative Advisory Committee Meeting**  
**Outagamie Waupaca Library System**  
**January 18, 2019**

**Present:** Beth Carpenter, Colleen Rortvedt, Michael Nitz, Tasha Saecker, Owen Anderson, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Tina Kakuske, Linda Streyle, Rebecca Buchmann (online), Rebecca Lin (online), Door County; Stephanie Weber (online), Florence; Susan O’Leary-Frick, Fremont; Kay Rankel, Gillett; Allie Krause, Hortonville; Robyn Grove (online), Iola; Ashley Thiem-Menning, Kaukauna; Carol Petrina, Kewaunee; Steve Thiry, Kimberly/Little Chute; Nicole Lowery, Lakewood; Amy Peterson, Lena; Ellen Connor, Manawa; Jennifer Thiele, Joanne Finnell, Marinette; Le Ann Hopp, Marion; Ann Hunt, New London; Tracy Vreeke, Lori Baumgart, John Kronenburg (online), NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Dave Bacon, Evan Bend, Molly Komp, Amanda Lee, Chad Glamann, Bradley Shipps, Liz Kauth, OWLS; Elizabeth Timmins, Seymour; Kristie Hauer (online), Shawano; Shay Foxenberg, Shiocton; Jill Trochta (online), Suring; Peg Burington (online), Waupaca; Kelly Kneisler (online), Weyauwega

1. Call to Order and Introductions

The meeting came to order at 9:34am at the Appleton Public Library

2. Minutes of the November 2nd, 2018 AAC were approved.

3. AAC ground rules were reviewed

Introductions were made by those present and online.

4. Announcements.

Ashley Thiem-Menning is the new Director at Kaukauna. Tony will be retiring at the end of March.

Kelly Kneisler has been promoted to Director at Weyauwega.

Sue O’Leary-Frick will be retiring at the end of this summer.

We want to welcome Lori Baumgart as the new Marketing & Communications Coordinator at NFLS.

Continuing Education: Wild Wisconsin Winter Web Conference starts January 23<sup>rd</sup>. And Library Legislative Day is February 12<sup>th</sup>.

5. Information

**PLSR**

Kristie was unable to attend in person so Amanda read through her updated PLSR statement. The report is being finalized and includes 7 recommendations: a learning management system for professional development; evaluate system funding distribution; explore delivery pilots; investigate a discovery layer;

reduce the number of systems; standards, best practices and accountability; use incentives to drive system mergers.

### **Pay it Forward**

Beth informed the group on how APL has been looking at PDSA, “Plan. Do. Study. Act.”, for some time and how they can improve customer service. Last year they worked on 13 projects on how they could remove “friction” between staff and patrons. This past October, APL began a project called “Pay it Forward.” This is where an initial \$50 donation from a patron went towards leaves each worth \$1, that were displayed on the main floor. As patrons came in and couldn’t pay down their fines, they were able to grab a leaf (up to \$5) and put it towards their fines. This only works towards fines, not bills. But patrons have continued to add additional funds to this project allowing for APL to move from leaves to snowflakes for the winter time. Beth shared some stories as examples of how this program has helped their patrons. They initially had a \$50 donation that ended up helping 26 patrons check out. People keep donating so their funds haven’t run out yet. If any libraries are interested or would like more information, you may contact Beth.

### **Annual Reports**

Annual report data has been submitted. Data can also be found on the OWLSnet website. This year, there is a new field in Section III for Website Visits. Evan has filled those in for the OWLS libraries he maintains. If you have any questions regarding annual reports, please contact Bradley (OWLS) or Tracy (NFLS).

### **Sierra/Circulation**

#### **Automatic Renewals**

Amanda went over the new automatic renewals feature available with the Sierra upgrade. She contacted many library systems including IFLS, WVLS and Winnefox. None of them have enabled this feature due to county funding concerns and anticipated patron confusion. Amanda also contacted DPI and they said county funding is a hot topic right now and highly advised OWLSnet against automatic renewals, especially if the renewals are not patron initiated. Ellen (MAN) asked what other options there are and why would we do this? Amanda replied that automatic renewals could help circ but ultimately falsely inflate counts according to DPI. It also would attempt to relieve fines for those patrons who are a few days late. Bradley added that using the collection agency also adds a level of difficulty to the feature by creating stale items even after one autorenewal. If anyone REALLY wants this feature, they were encouraged to talk about why. She concluded that if reasoning is fine or loan rule related, we can talk about other options. Customer service was the driving force behind the questions, but after hearing about county funding concerns many in the room see how automatic renewals could be problematic.

## **Going Fine Free**

Amanda informed the group that going fine free is possible, but it does take some time to configure the loan rules and each library situation is different. She asks to keep in mind that anything checked out under old loan rules will keep that loan rule and waiving fines will be up to the library going fine-free. Joanne (MRT) asked about those libraries who have gone fine-free, how does it work for collections? Amanda answered that those libraries who have gone fine-free, still collect bills. Joan added that she's been thinking about this but has a hang up with DVD's not being watched in seven days. Tracy mentioned that DPI recently compiled a list of fine-free libraries. Amanda added that it is possible to keep fines on certain items; loan rules can be changed to meet the needs of certain items. Kristin (OCO) wanted to add that they have a 10 DVD limit that helps as a motivator for bringing back DVD's so that they can check out more.

## **Sierra in the Wild**

OWLS has recently received some requests from libraries to allow staff to use Sierra in the Wild to work remotely while they are absent for an extended period of time. OWLS believes this is fine, but would like to remind everyone that you need to adhere to the terms you agreed upon, including using the VPN, memorizing passwords, using a library owned computer running on Windows 10, and shutting down the laptop when not in use, to protect patron data. Remember to let OWLS know if you are using SITW since there are a limited number of licenses. Amanda opened it up to hear what thoughts the group had on the idea of working remotely. Steve (KIM-LIT) doesn't think that staff should be working remotely. Joanne uses SITW for registration when away from the library and finds it very helpful. Steph (FLO) much appreciated having the access when she was out for her surgery and others have used it when away at conferences.

## **Encore/InfoSoup Update**

### **Database Spending Recap**

Evan updated everyone on the database decisions from last AAC and the survey that followed. It was decided, after surveying library staff, to bring back the Wisconsin portion of NewspaperArchives, which is no longer available via BadgerLink. This was added into the Research Tools page of resources on InfoSoup. Transparent Language was also added as part of a WPLC project. This database will go live in February. Transparent Language will be hosting 2 webinars which will be recorded in case anyone can't participate. Any library can log onto the site and sign up. Some of the OWLSnet database budget will also be put aside to buy OverDrive Advantage titles. Evan is currently working with Brown County to try and split the uses so that there is more accurate data for determining costs. Additional titles have also been added to Recorded Books.

OWLSnet has decided to move forward with MyHeritage. It is very similar to Ancestry, which will still be available within the libraries until February. Door County has decided to keep their subscription of

Ancestry, along with Appleton. Kelly (WEY) expressed some confusion as to if MyHeritage can be used outside the library. It was answered that yes it can be used outside with a library card number.

### **Promotional Materials**

Evan informed the group that there are posters and brochures that libraries can look at in the back of the room and let OWLS know which design they'd like and what sizes. There are also bookmarks that Chad worked on that promote popular series that are now complete in RBDigital. Feel free to take any you like and more will be sent out to libraries in early February.

### **Instant Digital Card**

Jamie (CPL) presented to the group the most recent information on this the WPLC OverDrive Instant Digital Card program. There is a Fact Sheet out now that Jamie went over. This is an idea that was talked about last year in which anyone with a phone number could get a library card. The idea is to have area code recognition when signing up. The issue is for those people with out of state phone numbers, even if they live in WI, or those who are on the borders of counties wouldn't be able to use this. There are concerns over the usage of materials and lack of data. There are no statistics from OverDrive showing that "IDC" lead to physical cards. There are other concerns over draining the already overburdened digital library. But there is support for the program because it reduces the barriers to access. The overall consensus is still mixed, but the next meeting is February 21<sup>st</sup>, where there will be further discussion and a possible vote on implementing. The stipulations for these cards would be no holds, only 3 check-outs, no renewals, and it's only good for 30 days. These stipulations are also under further discussion.

Tracy (NFLS) asked if there was more information on how specifically the system would get billed for the program. Jamie answered that it would be as it's used and then the system would be billed, but this hasn't really been communicated to WPLC. Kelly (WEY) wondered if there would be digital card limits, as to how many times a patron could sign up for these. Or if they can get them over and over again once the 30 days is up. Jamie said that yes, patrons could get them repeatedly.

### **Technology Update**

#### **Print Management**

Based on the survey results, OWLS is focusing their efforts on finding a solution on wireless printing from inside the library. Amanda is hoping to come back with a proposal in March.

#### **SAM/PC Time Management**

One of OWLS' goals this year is to evaluate Time Management platforms. To help OWLS get this process started, the floor was opened to let libraries speak on how the current SAM solution is working for them. Linda (STR) feels as though it is too hard to manage and set up, plus support isn't quick to respond when there are questions. Jamie (CPL) added that there are issues with adding new browsers, with IE (Internet Explorer) not being fully supported by some URLs. Dave answered that browsers can be added

but IE needs to remain on computers. Peg (WAU) informed the group that she's had no complaints since Dave fixed the issues last time. Ellen (MAN) has been rebooting after each session and this has been working, but then it's an issue for her with signing in and out before the computer has fully rebooted. Dave acknowledged these comments and advised that there will be issues no matter what route we take. Joan (OCF) added that she's been having a printer issue with always having to select the printer when printing a pass for guests. Dave mentioned that the maximum computer use time per day can be increased and can be configured for all day use. Joanne (MRT) wanted to know if Edge would work for this? Dave wasn't entirely sure due to Microsoft doing a complete redesign of Edge, so it's hard to say at this time. Kelly (WEY) had a concern about renewing time for computer sessions. Dave said he would contact her. Eva wanted to clarify that time limits could be extended on the computers. Dave said he could change the maximum per day time limit but advised in keeping the 30 minutes per session time limit.

Kristin (OCO) added that the activity manager doesn't work when they start it up in the morning and typically must close and restart the computers. Ashley (KAU) included that it confuses their patrons when the pop-ups come up with their time remaining; the number of pop-ups is excessive. There are 3 pop-up messages and Dave mentioned to the group that he could try to find a balance by globally changing the text of the messages but also maybe cut back to 2 pop-up messages instead of 3. Dave will work with Comprise to look at this further. Bradley wanted to add that the group should think about what we can do now to improve SAM, and what we should be looking at for a future potential new time management software.

BREAK

Amanda made a few announcements. OWLS received a book from Love WI that OWLS can't use. It is available for anyone who wants it. Just give it to John to catalog if you want to add it to your collection. Also, Michael (APL) will show anyone who is interested in materials that APL is weeding. Libraries are free to take what they want from the collection. There was also what looks like a kit holder found at OWLS. There are no identifiers on, so if it is yours please take it.

### **ILS Platform Search Committee**

OWLS has their search committee and feel there is good representation for all aspects. It's a big committee. There are 13 members from OWLS and 14 from Winnefox. Amanda still has to talk to Karla from Winnefox about meeting logistics, but she's hoping the committee can do something similar to AAC or have most meetings online to allow as many people as possible to participate. Time and distance are concerns for many people and OWLSnet wants to remove that barrier if they can. Amanda is hoping to have the first committee meeting in February.

6. Decisions – consensus decision or vote

5 January 18, 2019

## 7. Ideas submitted for discussion

### **Spaces in names in patron records**

Appleton has proposed to change the Patron Registration Procedures to allow for spaces in names. This is particularly important to Hispanic and Hmong (and even Dutch) populations who commonly have multiple words in their first and last names. To respect their culture and identity the following procedural change is proposed: Last names with spaces should be entered with the spaces.

If this is passed, we will have to do more training on proper registration. Please let us (Molly) know if your staff would like a refresher on Circ Training.

There are no technical reasons as to why this can't be done. Ann (NLP) asked if this would be retroactive to remove all that from the past? Bradley reiterated that OWLS has no technical requirements to keep it this way so OWLS can change the procedure, but we will not apply the change retroactively. Joanne asked about the "St.'s", "Mc's", etc. Amanda said she didn't want to change all these procedures on her own. She limited the change to spaces since that was what was brought up, but acknowledged that those and other procedures may need to be looked at as well. Shay expressed concern about her hold slips and whether there would be room to show the whole name. Amanda will look into this. Beth added that APL is the one who asked for this due to many of their families having 2 names and wanted to be more inclusive. Those who adopt this practice will have to train their staff to search for names more than one way. Bradley did add that the ALTID will still catch duplicates and if libraries want to change names as they go, they are welcome to. There was consensus in the room for moving forward and changing the patron registration procedure.

### **Padded envelopes in delivery**

These envelopes are being used for ILL items only. NFLS started using these to cut back on damage to DVD's, CD's, etc., after WVLS had success with a similar initiative.

The Pink NFLS transit slip should be taped with removable tape to the outside of the envelope. The library can determine if they want to hold the envelope back and send the item only to the patron. The envelopes are not sealed. Tracy wanted to clarify that NFLS is ONLY doing this with ILL items. It shouldn't be affecting OWLS libraries. There was some confusion in the beginning with the new procedure and a couple of libraries were using envelopes for circ within OWLSnet. Bradley wanted to ask the question that she's been getting a lot from OWLS libraries. If an OWLS library receives one of these envelopes, what should they do? Tracy told the group that the envelope follows the item. NFLS knows that if it can't stay with the item then just send the envelope back to NFLS. Kelly (WEY) asked how the envelopes are labeled. Tracy answered that they have slips taped to the front of the envelope.

## 8. Discussion

### **ILS Merger**

Bradley addressed the group to give some background information on how the merger exploration came to be and who is involved. The committee has been meeting for almost a year, and this past November they contracted with a facilitator. The ILS Platform Search will still be launched even if there is no

merger. There has been a lot of push and pull, and while the committee isn't in a huge rush they also don't want to drag this out longer than needed. They are looking at early April to be the earliest all 3 systems agree on a solution. A statement of purpose has been produced and hopefully everyone had an opportunity to look it over. If there are any issues or comments, please contact Bradley. Currently, the new consortium name would be "NOW" (NFLS, OWLS, Winnefox).

Bradley went over what has been done so far for the bylaws; they aren't completed yet. There will be a directors council that will meet 4 times a year, and all decisions will go to them. There will also be an executive committee with system staff representation that will act like a board and be responsible for overseeing the ILS Director and other administrative duties related to the NOW Consortium. Any bylaw change would need to be approved by the 3 system boards. Bradley asked if anyone had any comments on the bylaws. Colleen (APL) mentioned Article 1F (Voting Shares) and how in theory it sounds great but was wondering how it would play out in practice. Bradley informed the group that there will be library voting shares that was figured out by a spreadsheet with formulas that basically determines how many libraries it should take to block something. This came out to a minimum of 4 libraries at the 60% threshold. Bradley added that consensus with 58 libraries isn't likely to happen so a solution needed to be found and there will be a lot to vote on early on.

Joan asked to explain the role of the ILS Director. Bradley compared the role to Amanda's position and Karla's position but with a little more power. The ILS, cataloging, discovery layer, and enhanced content would all be in scope of the Consortium. What wouldn't be in scope is the network. Ellen wanted to know if it would be expected to see the costs separated out. Bradley replied that budgets would be separated out, but there hasn't been a lot of number crunching yet. Each library would still pay one fee but over time that could change.

The Executive Committee will evaluate and hire the Director. Amy (LEN) asked if it was safe to assume that regarding cost sharing, each library would pay their fee but part of it won't stay with OWLS? NOW would have its own budget and employees would be leased from the systems to work for NOW. Tracy added that staff from all 3 systems will be utilized but over time will become unblurred and become more efficient in how funds are allocated. Carol (KEW) wanted to know how this would alter fees. Bradley assured that the fees over time could change but shouldn't go up just because of this merger/new ILS. OWLS specifically has a fund balance for a migration project.

Bradley moved on to the Resource Sharing aspect of the committee. It contains the same purpose statement as the by-laws, and the key areas of "stickiness" have not been resolved. The sticky issues for the committee are: Lucky Day collections (OWLS wants parameters), standardization with high demand items, and local holds (only available to local patrons). Winnefox started a trial run in November in which they removed everything from local hold status. This will continue for a 6-month period (May). Karla's initial thoughts are that it isn't going as well. Bradley asked the group where their compromise(s) would be when it came to the sticky situations. Steve responded that it's challenging to get through meetings at times because everyone has strong opinions but that he's leaning towards things working out in time. Tracy added that WALC has further to come with resource sharing than OWLSnet does. Some of their libraries have said they are liking the trial they've been doing. Eva reminded the group that the reason we started this was to provide better customer service, not decreasing it. If that isn't the case with this merger, then we shouldn't even be considering it. If we can bend on some things, we

should look at them. Ann doesn't see any of this as a benefit if OWLSnet is willing to share all items and they aren't. Bradley stated that Winnefox needs to propose a model for local holds that OWLSnet libraries can look at and discuss, but there hasn't been one yet. Ann also added that if both systems aren't going to resource share, then there should just be a card that can be used at all libraries in all three systems. The group seemed to all agree that without a Resource Sharing policy and a level of flexibility, this whole process should not move forward. Ashley (KAU) did add that everyone still needs to keep an open mind, especially if PLSR decides to cut down on systems. There would need to be compromises made in that situation anyway. Colleen contributed to Ashley's comment that both sides will have to compromise and that Winnefox feels they're compromising a lot. OWLS/NFLS would need to look at what can be done to get on the same side as Winnefox.

Bradley let the group know that the committee will go into the next meeting with resource sharing at the forefront. Laurie from NFLS asked if there are numbers to compare between holds titles and how they move between the two systems. Bradley informed her that there are too many variables to do so. Some of Winnefox's smaller libraries are concerned about their items coming back to them. And those smaller libraries that have nice budgets and collections, could lose a part of that by doing this. Bradley wrapped up the discussion on verifying 2 sticky points to discuss at the next ILS meeting: local holds – AAC would need to know the limits for it; and Lucky Day – AAC is okay with this as long as there are rules.

### **Lucky Day**

Lucky Day talk was tabled back in May to see how talks with Winnefox progressed. Appleton would like to bring this conversation back. There is a proposed Resource Sharing Policy draft that has been presented at Samarbeid that includes Lucky Day language. Amanda asked if this is a proposal the group would feel comfortable making in the OWLSnet Resource Sharing policy if we change some of the wording and change "Director's Council" to AAC? A proposed holds ratio is 5:1 local holds, but that would not be in the policy. Just a reminder, any policy changes must go through the OWLS board, so we could bring a proposed policy change to the March meeting.

Ann (NLP) asked if the group could just vote and not wait until March. Bradley asked if the group understood the proposal? OWLS would take the language from the ILS proposal and adapt it for OWLS. There would need to be a holds ratio agreement before anyone implements Lucky Day items. Joanne (MRT) asked if this is voluntary for libraries and not mandatory it be done. Amanda affirmed that yes, this is voluntary. Bradley added that there will be a revised policy in writing and a proposed procedure in March. Steve wanted to know if the holds ratio was going to be recommended or discussed. Amanda answered that there will be a general guideline but that she will do more research and see what kind of reports OWLS could run.

Michael reiterated that APL has been doing a lot of weeding and that there are many materials for anyone to go through and take. Ashley (KAU) added that KAU has boxes of Hmong materials and if anyone wants to look to contact her.

9. Adjournment was at 1PM

8 January 18, 2019