

**OWLSnet  
Administrative Advisory Committee Meeting  
Outagamie Waupaca Library System  
(Online – GoToMeeting) May 15<sup>th</sup>, 2020**

Present: Cathy Kolbeck, Algoma; Michael Nitz, Tasha Saecker, Owen Anderson, Colleen Rortvedt, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Tina Kakuske, Rebecca Buchmann, Linda Streyle, Door County; Stephanie Weber, Florence; Natalie Snyder, Fremont; Kim Meyers, Gillette; Allie Krause, Hortonville; Robyn Grove, Iola; Ashley Thiem-Menning, Angela Schneider, Kaukauna; Steve Thiry, Kimberly-Little Chute; Nicole Lowery, Lakewood; Amy Peterson, Lena; Ellen Connor, Lyn Hokenstad, Manawa; Jen Thiele, Joanne Finnell, Marinette County; LeAnn Hopp, Marion; Ann Hunt, New London; Lori Baumgart, John Kronenburg, Tracy Vreeke, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Amanda Lee, Bradley Shipp, Liz Kauth, Molly Komp, Evan Bend, Dave Bacon, John Wisneski, Debbie White, Chad Glamann, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano County; Shay Foxenberg; Shiocton; Jill Trochta, Suring; Peg Burington, Waupaca; Kelly Kneisler, Weyauwega

**1. Call to Order and Introductions**

The meeting was called to order at 9:32 AM and Amanda went through roll call.

**2. Minutes of the January 17<sup>th</sup>, 2020 and April 22<sup>nd</sup>, 2020AAC meetings.**

Minutes from the January and April meetings were approved.

**3. Announcements**

Welcome to Kim Meyers as the new director of Gillett.

**4. Staff Report**

Sue asked if New Patron reports were being sent to libraries for online registrations. Amanda let the group know that Liz has not been sending them out automatically, but they can request regular reports by emailing OWLSnet Help.

**5. CARL Library Staff Training Plan**

OWLS plans to contract with TLC to provide database training in both the CARL-X and CARL Connect platforms. Initially two in-person trainings were scheduled—in June and August; however, due to COVID-19 that is no longer reasonable. Amanda has been working closely with TLC on an alternative. Each library can send a representative to webinar-style training sessions and weekly Q&As with TLC. Recordings of these training sessions will also be available for staff who cannot make the live sessions.

Training will begin in late June. OWLS asks that each library has a point person who will be responsible for training the rest of the library's staff, and who will complete a minimum number of modules. While there will be a point person, there is no limit to how many people can participate or view these trainings. Amanda will send out a registration form for the trainings. These virtual trainings and recordings will take the place of all previously

scheduled in-person trainings. When registration goes out, please let OWLS know who will be attending each session so arrangements can be made with technology and access.

No one in the group opposed the training plans.

## **6. Restarting Patron-Initiated Holds**

Currently, OWLS does not recommend turning patron initiated holds back on in InfoSoup until libraries can meet the listed criteria:

- a. The IMLS-initiated study with Batelle Labs and OCLC evaluating the life span of the virus on resources is completed and indicates that resource sharing can be managed safely.
- b. OWLS and NFLS can provide delivery at least three days per week while quarantining materials for the recommended time and maintaining safety for sorting staff.
- c. Library staff can run pick lists and pull holds on all days when the library is open or providing curbside while maintaining safe distancing in the library.
- d. Wisconsin enters Phase One of the Badger Bounce Back Plan.

OWLS has been working with other Sierra users in the state and cannot find a solid solution that would make the curbside pickup process easier with local items only. A majority of the group feels that they are ready for resource sharing. Some concerns included when the IMLS study would be completed, how frequently delivery would occur, and how long items would need to be quarantined. Some are saying 72 hours while others have heard one week.

Libraries feel that they could fill more holds if delivery was reinstated, indicating social distancing for curbside pickup and pulling holds could be done safely and regularly. Bradley informed the group that there are limitations OWLS currently has with space, quarantining for 72 hours, sorting by hand instead of the AMH, social distancing with staff and additional sanitizing protocols. This all takes additional time and would likely cause gridlock with the movement of materials. Delivery is being evaluated on a weekly basis and will be increased gradually once OWLS, NFLS and libraries have the capacity to manage these materials safely. OWLS could probably go up to delivery twice a week. Current weekly deliveries seem manageable right now. Tracy let the group know that NFLS does have the space to move forward with resource sharing at any point. Bradley's concern is having patrons show up if they don't have an appointment, but libraries will also see more returns if OWLS stops extending due dates, which will happen if resource sharing is reinstated and more holds are being filled.

Lyn wanted to know if notifications could be turned on. Manawa is currently holding items for 3 days which could send a lot of overdues. Bradley let the group know that OWLS is not recommending turning notifications on and staff would need to contact patrons for holds.

OWLS cannot turn holds on library by library in InfoSoup. It is either all or none.

Amanda can contact ShoutBomb to see if there is a way to turn SMS notices on for some libraries but not others. Libraries would like to have their holds notices sent via email once they start resource sharing again because calling takes time and ties up phone lines. This can be done on a library-by-library basis. Language can be added to both SMS and email messages that encourages patrons to schedule a pickup time.

If libraries start resource sharing and a library closes due to an outbreak, what would the impact of sharing be? Currently, when libraries close, OWLS can set their collections to Temp Closed to make items not holdable and not paged for pick lists. One library closing is much easier for Sierra to deal with than all libraries closing.

Many feel that if resource sharing is reinstated and patrons are being notified by notices, then they will think the libraries are open. Amanda wanted to reiterate that OWLS is not in a position right now to open up resource sharing but wanted to know what would be needed to make it possible. Bradley mentioned Phase 1 of the Bounce Back plan and how each county is going to have varying limitations due to varying ordinances. Libraries could possibly have resource sharing with limits. Others mentioned doing local holds first—this setting is already enabled. Items that are currently checked out should have due dates extended based on a library by library basis, not system wide. If a library needs due dates extended, they should email OWLSnet Help.

Most libraries are accepting returns, but some aren't because they are still closed. The majority are in favor of getting resource sharing started again as soon as possible, but understand the capacity issues and that there are many complexities. Recommendations are evolving and will be rewritten every day. If a library owns the item and the hold is for their patron, they can fill the hold. If resource sharing resumes, libraries may put items in transit to fill a hold at other locations. This can be done without turning on the Request It button in InfoSoup. It is recommended filling as many current outstanding holds before enabling the Request It button on InfoSoup again. This idea seems more manageable to the group. Bradley said a proposal can be created for holds so that there is a plan in place, but also staff should recognize that at any point the plan may have to be backed up to an earlier position for changing circumstances. No decision needs to be made today due to the decision made at the last meeting under the Safer-at-Home order. A date can't be put on this now, OWLS is working toward delivery to start filling old holds and turning the Request It button is farther in the future. Right now, libraries should not be placing holds for patrons on other library's materials as we should fill what is currently in the system with as many local holds as possible. An interim step could be created that allows for staff to place holds on other libraries materials, but not for a while. A phased approach is coming together and will be written up and distributed to the group. The "InfoSoup Bounce Back Plan" will be drafted and shared for feedback.

### **Restarting notices (Email and Shoutbomb)**

This had been talked about in conjunction with resource sharing. Amanda reminded the group that notices are not turned off, they are just not being emailed out. All notices are on the OWLS Notices page for staff to view and/or manage. Notices will be addressed in the InfoSoup Bounce Back Plan as well.

### **Decisions**

#### **7. Lift the \$5 fine restriction to OverDrive permanently**

The group was not opposed to this and consensus was made on lifting the \$5 restriction to OverDrive permanently.

#### **8. Recommend OWLSnet fees for 2021**

In a normal year, OWLS would recommend a 1% fee increase for 2021. However, this is not a normal year and OWLS expects a lot of libraries to be facing possible financial hardship in the near future. After running numbers, Bradley is going to recommend to the board a 0% fee increase and pull from the fund balance to make up the difference. The ILS migration is not costing as much as OWLS previously estimated, and the 2021 budget shortfall can be addressed by using the fund balance. At some point in the next few years, OWLS will need to raise fees or cut services. If something drastically changes then OWLS may have to make unanticipated cuts in the near term. Right now, OWLS can hold fees flat for one more year without causing damage. Even though the fee total will remain flat, individual libraries' fees will change based on the fee formula and the 5-year phase-in of the new fee structure.

AAC decided by consensus to recommend a 0% fee increase for 2021.

### **Last Comments**

Tracy wanted to thank the OWLS staff for all they have done during this pandemic. There were many thanks given on both ends.

**Meeting Adjourned at 11:12 AM.**