OWLSnet Administrative Advisory Committee Meeting
Online via GoToMeeting – March 15, 2024

Present: Cathy Kolbeck, Algoma; Tasha Saecker, Owen Anderson, Nicole Casner, Appleton; Rachel Hitt, Black Creek; Jamie Hein, Clintonville; Rebecca Buchmann, Dawn Taylor, Shauwn Rosendale, Morgan Mann, Dominic Frandrup, Door County; Steph Weber, Florence; Melissa Krause, Fremont; Shannon Stoner, Gillett; Allie Krause, Hortonville; Robyn Grove, Iola; Ashley Thiem-Menning, James Berven, Kaukauna; Carol Petrina, Kewaunee; Holly Selwitschka, Kimberly; Megan Kloeckner, Little Chute; April de La Ruelle, Lena; Sue Vater Olsen, Manawa; Amy Commers, Marinette County; Le Ann Hopp, Marion; Ann Hunt, New London; Holly Handt, Lori Baumgart, John Kronenburg, Tracy Vreeke, Maryssa Paulsen, Dawn Taylor, NFLS; Amy Peterson, Oconto; Eliza Skenandore, Oneida; Amanda Lee, Bradley Shipps, Molly Komp, Chad Glamann, Bryan Durkee, Debbie White, Kristin Laufenberg, Julie Leopold Brecken, Danielle Kramer, OWLS; Meredith Miller, Scandinavia; Elizabeth Timmins, Seymour; Nancy Bell, Shawano County; Michaela Woodward, Shiocton; Jill Trochta, Suring; Eric Bailey, Waupaca; Kelly Kneisler, Weyauwega

1. **Call to Order and Introductions**

   The meeting was called to order at 9:30 AM and Amanda went through roll call.

2. **AAC Ground Rules & online meeting etiquette**
3. **Minutes of the January 19, 2023, AAC meeting were approved.**
4. **Announcements**
   1. Welcome Danielle Kramer to OWLS as the new Circulation Specialist!
   2. The stamp book for the InfoSoup Road Trip 2024 is finished and will be sent out for proofing in the next day or so. If there are any necessary edits, please let Kristin know by Wednesday, March 27th. Library staff can now participate with separate entry forms and prizes. Changes to how patrons get a stamp include:
      - new phone call option for those who can't travel,
      - checkout an item or participate in a program or event,
      - take a picture and post it to their socials,
      - or sign into the public computers.

      Kristin will create a short video on the changes and post it to Niche Academy. Kits with all the materials will be sent out at the end of April. This will kick off Memorial Day weekend!

   3. Holly talked about Fox City Festival coming up. They tried to get better known authors for the event, and they are also looking for volunteers. Please contact Holly if you'd like to volunteer.

5. **Network Updates**

Bryan went over all current cyber security updates. OWLS is taking all the necessary steps needed to make sure the system and libraries are compliant with all requirements.

Cisco Router

The Cisco Router has one job: to send traffic to the OWLS core network, and then OWLS sends it out from there. OWLS is looking to replace the Cisco Router with the next generation of firewall protection, FortiGate. This should be 1/3 to 1/2 the cost and give us additional capabilities we wouldn't be able to do with the current equipment, like optionally utilizing a different ISP than TEACH. Filtering is a requirement for e-rate and we hope by the end of the year to offer it as a cost-free option. The FCC has changed their definition for broadband, which TEACH has previously ignored. Everyone will have to decide what is the best fit for them.

Multifactor Authentication (MFA)

Another piece that is required by cyber insurance and is the new normal. All new accounts being created will have MFA on them unless there is a good reason not to. OWLS will be backfilling and going through all existing accounts and adding MFA. Shared accounts can have some issues, but OWLS will contact those folks when it comes up. OWLS doesn't currently have a deployment plan for the backfill accounts but would like to contact staff and libraries by summer/end of summer. Most staff should already have MFA on their work phone, or they can do this via Microsoft 365 and checking the Outlook app on their phone. Is there an industry standard for cell phone reimbursement? If libraries require staff to use their personal phone, there isn't one standard. It is extremely rare for cell phone reimbursement but there are alternatives like calling a landline or keychain tokens. Bryan can go over options when it comes time to update individual staff.

A question was asked about password managers. Bryan recommended LastPass or Keeper. There is currently no plan to offer a system-wide password manager.

Microsoft's Endpoint Detection and Response (EDR)

The ESET antivirus product we currently use is a good one, however, it is no longer enough; EDR is the new standard, and we must meet this level to maintain our cyber insurance. The product is a little pricey, but it is far more advanced. We are in the very early stages of this, but Julie and Joe are working hard on implementing it.

<u>Remote CARL-X Pilot</u>

OWLS is currently piloting a program that would allow staff to use CARL-X off-site. This would be for staff like catalogers who may work off hours off-site and need access to CARL. When this rolls out, staff will need to be using a library owned laptop that has the new EDR and MFA installed on it. The cost right now is $0 and includes 16 FortiTokens. If we need more down the road then we will look at the cost of additional tokens and eat that cost. Tokens are purchased by device.

<u>Information Security Policy</u>

Bryan has been reviewing and condensing the original 16-page document down to 2.

BiblioCommons Lists

It was brought to OWLS's attention that there are staff publishing multiple lists at a time on the BiblioCommons main page. The main page contains a carousel of 28 shared lists; however, the carousel only shows the 4 most recent lists unless you scroll through to see the others. When staff publish multiple lists at once, this bumps other lists off the front page quickly. We are wondering if there needs to be some standardization or rules to make publishing lists and displaying them on the InfoSoup landing page fairer.

Some staff publish their lists more so on their social media and library website rather than the BiblioCommons page. Lori encourages NFLS libraries post these on their websites and would be happy to assist in doing so. When it comes to standardization, it doesn't appear to be a priority as there are too many libraries and staff creating these, many for specific programs or events. Libraries feel for those who get their lists bumped but it all seems to be bad timing. Some annotate depending on the topic or content.

James wanted to discuss the expectations of the lists and their annotations. If most are not taking the time to annotate then Kaukauna staff will pull back on that as well. Annotating lists was never an OWLSnet policy, rather, it was part of the original BiblioCommons training. OWLS does not have any data from BiblioCommons that would tell us how often patrons read annotations or access specific lists. And they are not open to development requests from us, but we can ask. Also, keep in mind that depending on how your account was set up in BiblioCommons will determine if you can publish lists and how they are viewed. Amanda needs to go into the account and make it a "staff" account for staff to post lists to the staff carousel. For now, it doesn't appear that there will be any standards when creating lists. OWLS can retrain on how to make lists and make the information more accessible to those who are creating lists.

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6. **Removing Hoopla records from InfoSoup**

In 2017, APL and Door County went live with Hoopla, and APL started adding MARC records to the catalog that specifically mentioned those libraries who had access to Hoopla. As more libraries offered Hoopla, we stopped adding them to the MARC record and opted for a link to a website that listed all the libraries that offered the service. As costs for the service have increased, libraries have moved away from Hoopla entirely or reduced access to its offerings. Appleton is currently managing these records and it takes a significant amount of time to clean them up. OWLSnet supports removing the MARC records from the catalog since Hoopla is not available to all OWLSnet patrons.

Patrons get frustrated when they must go through many clicks to checkout in Hoopla only to have it tell them that their library does not provide the item. Items look like they are available, but this is dependent on the individual library's access.

There were many comments to remove the records as many patrons are using the app to pull up Hoopla titles. Current procedures require us to wait until a vote at the next meeting to remove the records, but OWLS can suppress the records in the meantime. The group would like Amanda to suppress the records immediately and the group will vote at the May meeting to remove them.

Break: 10:48AM – 10:53AM

7. **Managing privacy for teens**

When a child's account is created in the ILS, a parent or guardian needs to sign off on it, which then gives them access to the account, as patrons under the age of 18 are not financially responsible. However, when a juvenile patron turns 16, they gain privacy rights and parents and/or guardians no longer have a right to access to the teen's account. Bradley sent out a document to the group going over all the possible paths we could take and the pros and cons for each in terms of breaking access to parents but allowing the teen to keep their card and electronic holds/check-outs. Please look over this between now and the May AAC meeting.

Considerations we need to keep in mind when deciding on how to proceed:
- Billing
- Collection agency options
- OverDrive/Libby – the app was not on our radar when we initially set-up OverDrive
- Electronic cards and implied consent
- Grow-up age procedure – multiple grow-up ages?

CARL cannot automatically bump a juvenile card to an adult, staff would be prompted to do so in CARL-X. We could have two grow-up ages in which staff would be notified when a patron turns 16 to update the account and then another prompt when the patron turns 18. We need to choose the path that best fits and not allow staff to unknowingly break the law. Parents have no responsibility when it comes to breaking the law, the libraries do. We could work on educating our patrons more and create a handout for those 16-year-old patrons informing them of their rights. No matter which path we take, every library needs to be on the same page for this to work properly. As far as we know, the state is not currently discussing or coming up with recommendations, this is a system-initiated discussion.

We have a legal obligation to protect our patrons; privacy should take precedence over billing. OWLS would not be providing any legal interpretations, as we are not qualified to do so; however, each library is encouraged to speak with their city/local attorneys to gather more information. It is OWLS' responsibility to create a procedure or best practice to implement but ultimately it will be the local policy that takes precedence.

Bradley is going to add some notes from the discussion to the document "Managing Privacy for Teen Patrons". OWLS will update the Grow-Up age from 18 to 16 for the time being. OWLS will also generate a list of those patrons who are 16+ but have a juvenile card type and send it out to those libraries who would like to start working on editing and contacting patrons. OWLS can continue to run this report monthly to notify libraries of those patrons who are going to be turning 16 soon.

8. **Adjourn 11:14AM**

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