

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
May 15, 2015**

Present: Rita Schiesser, Algoma; Tasha Saecker, Paula Wright, Appleton; Jacqueline Rammer, Black Creek; Jamie Hein, Clintonville; Stephanie Weber, Florence; Susan O’Leary-Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Lisa Bauer, Robyn Grove, Iola; Beth Carpenter, Kimberly/Little Chute; Susan Grosshuesch, Kewaunee; Nicole Lowery, Lakewood; Amy Peterson, Lena; Ellen Connor, Manawa; Trinitie Wilke, Marion; Jennifer Thiele, Marinette; Ann Hunt, New London; Joan Denis, Oconto Falls; Wanda Boivin, Oneida; Dave Bacon, Evan Bend, Patty Hankey, Laura Jandacek, Gerri Moeller, Anne Paterson, Bradley Shipp, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Becca Berger, Linda Streyle, 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 March 20, 2015](#)

The minutes of the meeting were accepted as distributed.

3. AAC ground rules

Evan 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

- Gerri reminded the group to not forget to sign-in at our meetings. The minutes reflect the sign-in sheets.
- Bradley announced upcoming CE events in summer. There is a college readiness workshop on June 23. There will be an Encore webinar in July and a 5-part library trustee training workshop August 17 - 21.
- Beth from Kimberly/Little Chute announced the windmill in Little Chute is officially open tomorrow. Stop on by to celebrate!
- Joan from Oconto Falls announced there will be a new roof installed at their library.
- Kay from Gillett announced their community center building is now completed. There will be an open house celebration on June 13.

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

Sierra/Circulation

- Sierra 2.0 is in general release but we will be waiting to upgrade because of some things that are broken in the new release. There is a problem in acquisitions for libraries that use multiple accounting units. Also, there seems to be a slow response time while loading files. We don’t

want to introduce new problems so we will push the upgrade down the road a bit until the bugs are worked out. We currently have no estimated time planned for the upgrade but will keep you posted.

- The VPN appliance is now configured to access the network in order to use Sierra in the Wild. Dave demonstrated the steps staff will use to connect their laptop to the network securely. The Network Connect software ensures a secure tunnel connection from the offsite laptop location to the OWLS network server. Laptops will have to be running Windows 10 which includes the encryption software, BitLocker. Windows 10 Pro comes with BitLocker but we don't yet know if all Windows 10 versions offer BitLocker. All computers with Windows 7 and 8 can be upgraded for free to Windows 10 when it is released. Windows 10 is due to be released in late July so we will have more information then. For a short time, staff may encounter some additional security messages when they connect to Network Connect. If this happens, please just click through the messages. In early fall, a security certificate will be in place that will prevent the message display. Library laptops will require additional set-up configurations. OWLS will ask libraries to send their laptops in to our office or we may be able to configure staff laptops remotely. NFLS libraries can contact John for help in setting up their laptops also. Gerri expressed her appreciation for Dave's hard work on this project. It was a complex configuration and Dave received good support from the manufacturer. If staff are unsure whether their laptops will be able to run Network Connection, they can use the Windows Compatibility software checker to check. The software checker will check for processing power, RAM and other necessary specifications. If you have any questions regarding choosing the proper laptop to use, please email Gerri. Joan from Oconto Falls asked if libraries could possibly share a laptop, maybe purchasing one laptop for all of the Oconto libraries to use. Gerri will look into it.
- Are any libraries interested in OWLS staff creating a new slip for media damage? There was some discussion about the slips at the OWLSnet users group last November. Some libraries are using their own version of a damage slip and attaching it to DVD and audiobook materials. Patrons fill out the slips when they find damage to a library item. Waupaca has a really good form and some libraries used Waupaca's form as a template. Should OWLS consider creating a standard slip to be used system-wide? Someone asked how effective the use of the slips has been. Beth from Kimberly /Little Chute commented that their patrons fill out the slips and it is very effective. If they weren't using the slips, patrons may fail to let the library know about a damaged item. For smaller libraries that manually check their items, it can be effective. Appleton commented that if they used the slips, it might increase their staff time because they use the materials handler to check in items. Please send your home grown versions of the damaged material slip to Gerri. We will develop something that libraries can choose to use if they wish.
- At the IUG session in April, an expert was brought in to discuss PCI (Payment Card Industry) compliance. In order to be certified PCI compliant; an organization needs to follow PCI council standards. PCI compliance ensures that secure transactions are made from start to finish. When a patron pays a fine in InfoSoup, they leave our site and are redirected to Payflow Pro to perform the transaction. We don't store any credit card information on our server. However, the PCI compliance program has changed in 2015. We don't believe that our current server will allow us to be compliant under the new rules, so we are waiting to update the new certificate until November when we are on the new server. We received a quote for the new server and Innovative is working on their PCI compliance part. We should have it all completed by November. If you are considering accepting credit card payments in any other form at your

library, please talk to Gerri about PCI compliance.

- The patron display in Encore does not include expiration dates. Innovative was working on developing a way to email patron expiration courtesy notices but this enhancement doesn't seem to be a high priority for them. OWLS could create expiration courtesy notices on our own with the use of SQL. We now use SQL to create lists for NovelList, BookLetters and Shoutbomb. Paula from Appleton commented that we already send patrons all other types of notices and she believes their patrons would appreciate an expiration courtesy notice as well. Becca from Door County commented that Brown County allows their patrons to renew their accounts online and asked if this something we should consider. If we were to implement online card renewals, this is something the libraries in our system would have to agree on. Someone commented that it may be helpful to allow patrons to renew their account online for one or two weeks so they would have the ability to renew items and check out Overdrive materials. Another option is to send out the courtesy notice one month prior to expiration so patrons will have sufficient notice to renew their account before their Overdrive holds expire or their items become overdue. Gerri will investigate this. Someone asked if a patron could opt out of receiving an expiration courtesy email. Since, it doesn't seem to fall into the spam category, an opt-out option may not be necessary. How high of a priority is this for the libraries? This project will take some time to complete. We have never sent mass emails outside of the Innovative system, so this will require some new tools. OWLS staff will begin work on this project.
- There was a proposal that checkout time for ILL be increased. Delivery time is taking longer and patrons at the borrowing library are finding they don't have enough time to use materials. Most systems have a longer transit time than we do. More library staff time is involved and additional work is required to renew and/or lengthen the checkout time of our items. Are libraries interested in increase the lending period of all materials by one week? Books would increase from 35 days to 42 days, music and magazines would increase from 21 days to 28 days and DVDs would increase from 14 days to 21 days. **The group agreed by consensus to increase the lending period of all ILL checkouts by one week.** OWLS staff will make the change today or sometime early next week. We will send out an email when the lending periods are adjusted. Someone asked about changing the lending information in WISCAT. It was recommended that we start in Sierra first. Everyone has the ability to change in WISCAT but may not want to do that just yet.
- OWLS would like to delete items that have been Claims Returned for over a year. It is a similar process to what we now do with the Lost and Paid over a year items. Do we have the group's permission to delete items with a claims Returned status over a year? **The group agreed.**
- OWLS would like to create a 5-year no circ item list that libraries could use to weed or get an idea of items that aren't circulating. This is a good list for libraries that don't regularly request weeding lists. Some of the items on the report may not even be in the libraries any longer. The general purpose of this list is to know what things in your collections are not circulating. Becca from Door County commented that she would like to look at the list. Milwaukee Public Library has created the list for their items and has found it useful. We will create the list in an Excel format, sorted on location and call number. Libraries can then decide to sort however they want. If you aren't familiar with excel, and need the list in a pdf format, please let us know. Also, if any crucial information is missing, please let us know.

- There was a larger than usual group that went to IUG this year. Catalogers from Appleton and OWLS attended IUG in Minnesota in April. Innovative has been working on a web-based client. It should be released by the end of the year. Our current client has been problematic because of increasing security settings within Java. The session at IUG was somewhat heated because it is unclear whether there will be a cost associated for the new web based client. More to follow.
- Anne has been busy making many, many global changes to the OverDrive records in Sierra. This will make OverDrive checkouts work seamlessly in Encore.
- There was some discussion at IUG about linked data and BIBFRAME. BIBFRAME is a data model for bibliographic information that will eventually replace MARC records. The Library of Congress worked with Zepheira to create BIBFRAME to enable information to be shared and read by computers. Zepheira is looking for libraries in each state to work with. It is a year-long project and the subscription is somewhat expensive. Are we interested in investigating a pursuing a partnership with Zepheira? It is not financially feasible in the middle of our budget year but perhaps next year. Please let Gerri know if you are interested. It may not help with circulation numbers but it would expose our materials to the world. A simple Google search for a title would send the patron directly to a public library catalog. The data model most likely uses the IP address of the searching computer to determine what results to display. Someone asked how this is similar to the Digital Public Library of America. The Digital Public Library is comprised of digitized records which are readily available and easily accessible. It is a national source for digital collection works and works independently on making digital collections readily accessible. BIBFRAME is a means of sharing data about our local collections. Someone asked if OWLS staff can create a webinar in order to learn more about BIBFRAME. Yes, we will work on that. Please send any additional questions you may have to Gerri.

OWLS website update

- Just a reminder, when staff are making an email account request for a new employee, please include as much detail as possible in the request form. It is helpful for OWLS staff if you can fill the form in completely, remembering title and directory information and also selecting the emails lists you would like your new employee to be signed up for.

WPLC/OverDrive update

- WPLC has improved their mailing list and website. They have done a good job with website navigation and placing all pertinent documents on the appropriate committee page.
- There has been no request to increase the buying pool yet. Please let your representative know if you think it should be increased. WPLC Steering Committee voted to proceed with a small Spanish language collection focusing on popular material. The Steering Committee also voted to increase the holds ratio for best sellers. The Selection Committee currently tries to collect 1 copy for every 5 holds. Changing this ratio to 7-to-1 for the entire shared collection or introducing a two-tiered system with a higher ratio (such as 7-to-1) for most titles and a 5-to-1 ratio for the most popular titles would decrease the amount spent on added copies and allow WPLC to invest in some other areas and more unique content. Waupaca did a cost per digital download analysis for their annual reporting and determined that it cost \$0.28 cents per circ. When first implemented, Wisconsin was considered a leader in the country for purchasing OverDrive materials, but now we have fallen behind. WiLS is looking for systems that would be interested

in increasing their purchasing in the Advantage program within WPLC. They would like to monitor the library's circulation statistics and track trends. Tasha from Appleton commented if Brown County stepped forward, Appleton might be interested also. Evan will contact Brown County to start a conversation about adding more materials. From January to April 2015, Ephraim had the highest percentage of OverDrive checkouts in when compared to total circs (Sierra and OverDrive.) As a system, 7.75% of total checkouts occurred in OverDrive. Becca from Door County commented she may be willing to allocate more money towards e-materials after she reviews the 'No Circs in 5 Years' report. Some of the WMA titles will be replaced with an MP3 version, while some titles will not be replaced. WPLC will post a list of all non-replaceable titles that will be removed from the collection. Brilliance Audio stopped selling titles to OverDrive and we will be removing these from the catalog starting May 19. It may be a while before we get all of the titles out of the catalog. The music collection is disappearing also. The WPLC Steering committee is looking at OverDrive's magazine collection. OverDrive Magazines work in partnership with Barnes and Noble using the Nook app which is available on Android, Apple, and Windows 8+ devices. OverDrive Magazines are not viewable in a web browser. Once the issue is loaded, patrons get to keep it on their device. There are 100 titles: the title list is available at the WPLC website under the Steering Committee page. We have the trial through May 26. Please let Beth, Kristie or Evan know your feedback before the next steering committee meeting.

Encore/InfoSoup update

- The bug with NovelList is fixed and the Recommended Lists feature is working now.
- OWLS staff having been working with Innovative over the last couple of weeks setting up Encore. Evan demonstrated the Encore catalog. Staff can access it from the OWLSnet website under the [Enhanced Content page](#). Evan showed the group the new catalog display and some of the enhanced content in Encore. Patron accounts and advanced search are not working yet. There is a still lot of work to be done in Encore. Evan asked if anyone would like to volunteer to help make decisions about the display within Encore. **As of 6/2/15, Evan received volunteers for this project. We will post Network News announcements as we move forward. There should also be a plan for a timeline for going live soon.

SAM upgrade

- The next SAM upgrade, SAM 10 is ready to be released and installed. The last SAM upgrade was a long process and installs were done by Dave off hours. Unfortunately, that proved far too time-consuming, so we won't be able to do it again. Would libraries be willing to leave their computers down for one day in order to upgrade to SAM 10? It would be a different day for each library. We would start upgrading within the next two months. Dave would give staff more than one week's notice before installation. He would like to start the process as soon as possible and estimates it would take approximately 20- 25 minutes per computer. We plan on using multiple people to install in larger libraries. Branches can be done while they are closed. The only computers affected will be SAM and certain staff computers, those with the activity manager installed. We are not sure if some computers can be up during the process but most likely all will have to be down during the installation process. Dave will investigate further. He may be able to do some of the installs remotely. Comprise installs for some of their smaller clients remotely but we have security programs such as Deep Freeze, etc. which may complicate remote installations for us. We will do everything we can to minimize disruption at your library.

Someone asked if the upgrade addresses concerns we previously had with SAM. Comprise has made some significant changes to their flextime module which was problematic. It has been redesigned so it may even work with laptops. The cost to move to another product would be more expensive. It is unclear if the new SAM software will require staff retraining. It is possible the menu choices may be rearranged; however, we are not expecting any radical changes.

Seed libraries

- There are modifications being made by the legislature regarding the borrowing and loaning of seeds. Seed labeling rules are changing that would make seed exchanges easier through seed libraries. Does anyone circulate seeds in their library? Seeds are generally not something we would add to the catalog for circulation. Waupaca has a seed library and Peg commented that it is more complicated than just lending seeds. Peg said they have a staff member who is also an organic farmer and the process is quite involved.

July meeting

- Last year we canceled the July AAC meeting and hosted a Discovery Layer webinar instead. Is the group interested in doing the same thing this year? We could cancel the July AAC meeting and host an Encore webinar. Does anyone have any thoughts about the webinar, should it be interactive or not? Some people thought that an interactive would be better if it is done earlier in the morning, around 8am when staff aren't so busy with patrons. Others thought a non-interactive would be helpful so staff could view the webinar when they are available. **It was agreed that the July meeting would be canceled and OWLS will host an Encore webinar or webinars.**

6. Decision – consensus decision or vote

- No decisions at this time

7. Ideas submitted for discussion

- No ideas submitted for discussion.

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

- None

9. Adjournment

- Meeting adjourned at 1:10 pm.