

**OWLSnet**  
**Administrative Advisory Committee Meeting**  
**Outagamie Waupaca Library System**  
**November 13, 2015**

**Present:** Colleen Rortvedt, Tasha Saecker, Paula Wright, Appleton; Jackie Rammer, Black Creek; Jamie Hein, Clintonville; Stephanie Weber, Florence; Susan O’Leary-Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Beth Carpenter, Kimberly/Little Chute; Nicole Lowery, Lakewood; Amy Peterson, Lena; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Mark Merrifield, NFLS; Kristin Laufenberg, Oconto; 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; Kristie Hauer, Shawano; Angie Jandourek, Shiocton; Becca Berger, Tracy Vreeke, Sturgeon Bay; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to order

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

2. [Minutes of the September 18, 2015](#)

The minutes of the meeting were accepted as distributed.

3. AAC ground rules

Bradley reminded everyone that with such a large group it can be difficult to hear and follow the discussion. She 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.
- Please use the microphone.

4. Announcements

- Please don’t forget to sign-in on the AAC Sign-In sheet to have your attendance recorded in the meeting minutes.
- Bradley announced some upcoming CE workshops. On November 18, there is a hearing loop webinar, with the focus on libraries that have hearing loops. On December 10, the Content Marketing & Strategy webinar will take place. On December 18, there is a maker box workshop at Appleton. The Wild Wisconsin Winter Web conference 2016 will be held January 20 - 21.
- Beth announced that she and Kristie Hauer are on the Wisconsin Library System Redesign Steering Committee. WILS has been selected to provide project management services. If there are any concerns, Beth is available to answer questions. If anyone else is interested in serving, please do.
- Gerri announced that the group will be reviewing bylaws at the next AAC meeting in January 2016. We will go over the existing bylaws and also take a look at the OWLSnet budget.

- The OWLS office has been receiving phone calls from telecommunication providers selling WIFI hotspots. Is there any interest among our libraries to purchase and circulate WIFI hotspots? Door County and Marinette expressed interest. Should OWLS investigate this topic further and share with the group? Someone asked if there is a way to assess how well WIFI hotspots would work, especially in rural areas. It most likely varies based on the vendor. It was suggested that staff talk to patrons and other staff members to assess how well current telecommunication vendors work in their areas. Appleton commented that they use WIFI hotspots for Sierra in the Wild. They work with their municipality to get a price break. Dave reminded the group that WIFI hotspots are not connected to the library network and they work through cellular service. OWLS will investigate further and send an email out to everyone before the meeting.
- Mark at NFLS commented that libraries may be receiving calls from their telephone providers asking if they are interested in switching their telephone service to voice over I.P. This is not an option for us. It is bandwidth intensive and cannot be done within our network. Mark also informed the group that there will be a reduction in the e-rate reimbursements because telephone services are phasing out.

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

### Sierra/Circulation

- The Sierra server migration is scheduled for Tuesday, November 17 at 8am. It should be an easy process and beneficial for us. The migration consists of moving data from the old server (SUN) to a new server (UNIX.) After the migration, we will send out an ‘all clear’ message through Net Support notify letting you know you can start using Sierra. Since a short downtime is anticipated, it shouldn’t be necessary to use offline circ. If you do plan to use offline circ, please review the [Offline Circ Procedures document](#) so you are prepared. Contact Laura if you have any questions. You can scan patron and item barcodes into Notepad or an Excel document. Peg from Waupaca added it is easy to scan the barcodes into an Excel document, using two separate columns, one for patron barcode and one for item barcode. Evan asked if there are any other tips the group would like to share. There were no additional comments.
- We would like to schedule the first Sierra upgrade, to 2.0 in early December. We haven’t installed any major upgrades since moving to Sierra. In order to receive support from Innovative on some of our open calls, we need to upgrade to 2.0. We are not sure how long it will take, possibly two hours or less. We are looking at scheduling this on a Tuesday in the beginning of December, either the 8<sup>th</sup> or the 15<sup>th</sup>. The group preferred the 15<sup>th</sup> for the first choice and the 8<sup>th</sup> for the second. Evan will contact Innovative to see if we can schedule our upgrade for the 15<sup>th</sup>. He will notify the group when it is set-up.
- Five libraries have laptops enabled to use Sierra in the Wild. When your laptop is returned to you with Sierra in the Wild configured, you will receive an agreement outlining the policy. Please sign the agreement and make a copy. Keep the copy with the laptop and send the original agreement back to Bradley at the OWLS office. When you have a date you intend to use Sierra in the Wild, please send an email to the owlsnethelp list so we can add the information to our calendar. We have a limited number of licenses and would like to avoid exceeding our licenses and would also like to track usage.
- In the past, our group has expressed interest in emailing patrons when their cards are about to expire. On the IUG site, there is an Innovative library that is doing this with a specific tool. We also have the tool to help us accomplish this. What would staff like the email to say? Where

should it look like the email is coming from? Gerri is looking for volunteers to help answer these questions and more. Paula Wright from Appleton, Sue Vater Olsen from Scandinavia and Peg Burington from Waupaca volunteered to help. Paula from Appleton commented that they use the term 'reactivate' in reference to updating a card. Gerri hopes to have something to share at the next AAC meeting.

#### Encore/InfoSoup update

- The InfoSoup page has been updated. Please let Evan know if there are problems. In the right hand column under My Library, Evan added a link called 'Update Your Account/View Expiration Date'. Users click on the link and it directs patrons to an informational page instructing patrons to click on My Account (Classic) and log in if necessary to view their expiration date. The Modify My Info page includes patron information and is available only in classic view.

The Help page has been formatted to display a responsive design for mobile devices. If a patron is not getting the mobile display, you can advise them to click on the mobile site option at the bottom of the page.

In the catalog, Evan has changed the 'not available' text that displays in a brief record to read 'checked out'. Searches in Encore are performed on keyword. Previously, the search term in the record would highlight. Evan made an adjustment so the keyword search term is shaded. If the search term is in the title, it will not shade the text in the title. Please let Evan know if we need to revisit this change. Someone asked if other identifying descriptors from the marc record, such as number of pages can be added to the brief record display. Evan will work with Anne to see if we can add it.

At the last meeting, we talked about saved searches in patron accounts. Saved searches are not available in Encore. We surveyed the libraries to determine how many people use saved searches. There are 190 patrons using saved searches, approximately 30 - 40 of those patrons are staff. Adding saved searches to Encore has been on the enhancement request list since 2012 and there appears to be no developmental progress. We have been told that the next version of Encore will include upgraded patron functions but we are not sure if this will include saved searches. We have disabled the saved search tab in Encore so it is not visible. Since some patrons use and value the saved search feature, what would the group like us to do? We could add a link to the help instructions, calling it something like 'What happened to Saved Searches?' The patron would then be instructed to go to the classic view to use this feature. The group decided that was a good idea. Evan will work on creating a help page for saved searches and post it.

The My Lists feature in Encore has changed also. Users will have to move items into a cart, view the cart and then, they can save to a list.

#### OWLSweb update

- The calendar on OWLSweb has been updated and we are not entering everything into it as we have done in the past. Libraries should only see the bigger events and staff whereabouts. Is everyone okay with this display? The group was fine with this.
- We will be creating an online form for ordering miscellaneous supplies soon. While most of the supplies that libraries order from OWLS are done by filling out a form, libraries still contact Patty or Terri to order certain supplies. We are moving all supply ordering to an online form process.

#### WPLC/Overdrive update

- Magazines have been in OverDrive for a month now and it is going well. There have not been a lot of questions. According to the statistics, lifestyle magazines seem to be most popular among our patrons. We are able to track circulation numbers per library. They can be found on the [OWLSnet Statistics page](#). Anne recently attended an OverDrive meeting and learned that some titles may not be available because they are very popular and constantly checked out. We have no mechanism to internally track usage. If you become aware of any titles that are not available and think they should be, please email Anne.

OverDrive is planning to update our digital library site sometime early next year. Some of the new changes should improve how advantage titles are managed. We are not sure yet if any of these changes will affect how OverDrive titles display in Encore. We will report back when we know more.

Peg from Waupaca commented that loading the Nook app onto a Kindle Fire looks difficult. It is not a supported process but there are videos out there that can help staff teach patrons. Evan commented that it is easy to do but may be confusing. He will create a document for staff to help their patrons.

Peg also commented that Waupaca offers a tablet time session which has been popular, successful and an easy way to reach patrons. Patrons bring in their tablets with questions to the library and staff help them set-up and use their tablets.

OneClick digital audiobooks have been gaining popularity. There has been noted steady use and circulations are increasing. The calculated cost per audiobook is currently under \$3.00 per audiobook. We have had over 10,000 circulations which justifies our purchase. OverDrive is planning on adding titles from Recorded Books in the future so things may be changing with our OneClick digital audiobooks use.

#### SAM 10 Upgrade

- We will be pushing the SAM 10 upgrade further out. SAM 10 is not Windows 10 certified yet. Hopefully, we will start the SAM 10 upgrade before the end of the year. Dave recently had a request from a library that wanted to add a SAM location. We are unable to do that until after the upgrade to SAM 10.

## Windows 10

- We are still working through compatibility issues with Windows 10 and ESET upgrades. We plan on upgrading ESET before Windows 10. Dave is investigating the possibility of pushing out ESET upgrades remotely. This method will require staff to reboot their computer after the ESET upgrade. We should be starting this project at the test locations in a week or so.

## Dedicated catalog computers

- Dave has worked a lot on the dedicated catalogs creating a solid environment for Windows 7 computers to run Encore. All of the dedicated computers are up-to-date and have Encore as their homepage. Some Windows XP computers are having problems when they are directed outside of our catalog. We can't make Windows XP computers any more compatible with our catalog. There is limited support overall with Windows XP. Windows 10 now works with the catalog well. It is fine to use Windows 10 for your dedicated catalog as they don't require ESET or SAM. Someone asked about using a tablet for the dedicated catalog. Dave responded that using tablets for a dedicated catalog would require a lot of staff time in order to develop the catalog to run on a tablet, additionally, there may be a screen size issue with a tablet. Currently, OWLS staff aren't able to dedicate time to developing the catalog for a tablet. A while back, Dave started testing Android-based mini PC boxes that could be used for a dedicated catalog. Unfortunately, there was a hardware limitation issue. He likes the concept though. The mini PC box allows an external monitor, keyboard and mouse to be connected.

## Phasing out Windows XP computers

- Many OWLSnet libraries still have computers with a Windows XP OS. We are encouraging everyone to upgrade their Windows XP computers. Our plan is to get Windows XP computers off of our network by the end of 2016. Dave will be working with Julie and John to contact the libraries with Windows XP computers and make a plan to upgrade based on needs and budget. Some of the computers may have hardware that is modern enough to run Windows 7.

## OWLSnet fees committee

- The committee members of the OWLSnet fee committee have been finalized. The group is a good representation of our consortium. Serving on the committee are: Amanda Burns, Suring; Becca Berger, Door County; Carolyn Habeck, Hortonville; Tasha Saecker, Appleton; Ellen Connor, Manawa; Kristie Hauer, Shawano; Ann Hunt, New London; Stephanie Weber, Florence and Joan Denis, Oconto Falls. Gerri will send out an email to all members next week with meeting information. If possible, she would like everyone to meet in person at the first meeting.

## Tech services email list

- The last time SkyRiver was down we discovered a 'forgotten' technical services list serve. The Tech Services list serve may not contain all of the names of technical services support staff in the libraries. Please verify that the correct names are on the list. We also found a serials list serve that is going away but we plan on using the technical services list to communicate serial information.

## Return of materials legislation

- State Bill 265 was recently passed and signed into legislation. Bill 265 allows boards of trustee for federated public library systems with a territory in two or more counties to have a minimum of eleven board members instead of the previous fifteen board member minimum limit.

A Return of Library Materials (s. 43.30) bill will soon be circulated among both houses of the legislature for co-sponsors. This bill would enable the limited release of patron data to collection agencies and law enforcement to assist in retrieval of library materials. Co-authors Senator Sheila Harsdorf (R-River Falls) and Rep. Nancy VanderMeer (R-Tomah) agreed to advance the bill with a \$50 minimum “trigger” amount for libraries using law enforcement and no minimum for libraries using collection agencies. Information to be disclosed is limited to the borrower’s name, contact information, amount owed and the number and types of overdue materials (NOT the titles of the materials). Watch SRLAAW and WLA memberclicks, WISPUBLIB etc. for updates. A while back we purchased the collection agency product from Innovative and we were close to implementing it until the state attorney general ruled against using third party collectors for return of library materials. Are we still interested in using this product? If so, please let us know. We will follow the legislation closely and revisit the collection agency discussion if it passes. Someone asked if the decision to use the product is a system-wide decision. The product is based on the patron’s home agency and since patrons use multiple libraries, it is likely to be a system-wide decision. Mark at NFLS commented that we will have to participate as a consortium and the key will be in the wording of the bill. There was a lot of interest in this product seven years ago. We will have to look at the legislation closely before implementing.

#### WPLC Collaborative Digitization Work Group Recommendation

- Bradley and Mark are members of the WPLC Collaborative Digitization Work Group. The work group has submitted a recommendation to the WPLC board to consider at their Nov 18 mtg. Priorities identified by the workgroup include developing shared solutions for training, access to content, long term storage and preservation, and scanning. These shared solutions would build on existing infrastructure wherever possible. The InfoSoup Memory Project will be impacted positively. Bradley will be looking at new partnership possibilities since we are close to our limit for content. Wisconsin is the service hub for DPLA (Digital Public Library of America.) There is a statewide effort to standardize metadata and set scanning standards and enlarge this project statewide. While our metadata looks good and there isn’t a lot of re-work for us to do, we should gain a new understanding of the way things work.

#### 6. Decision – consensus decision or vote

- No decisions at this time.

#### 7. Ideas submitted for discussion

- Is there interest in changing the timing of when courtesy notices are sent out? OWLS implemented courtesy notices when we transitioned to Millennium from GEAC. Courtesy notices are sent out one day before an item is due. Would we like to change the timing of courtesy notices so they are sent two or three days before an item is due? There may be some concern because it may reduce the amount of fines that libraries may receive. On short loan period items, such as DVDs, patrons may become annoyed if they receive a courtesy notice shortly after they checked the item out. Peg at Waupaca recently introduced a patron to Shoutbomb text messages and it was received favorably. There was no interest from the group

to adjust the timing of the courtesy notices.

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

- Sue from Scandinavia asked if we could add a reminder to the Should be Short Loan report. She would like to add instructions reminding staff to check their shelves for the short loan item and if found, check it in in order to trap the hold.

9. Adjournment

- Meeting adjourned at 11:20 am.