OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
September 16, 2016

Present: Amanda Burns, Algoma; Michael Nitz, Tasha Saecker, Beth Carpenter, Appleton; Eva Kozerski, Black Creek; Ashley Borman, Jamie Hein, Clintonville; Becca Berger, Tracy Vreeke, Door County; Stephanie Weber, Florence; Susan O'Leary-Frick, Fremont; Carolyn Habeck, Hortonville; Lisa Bauer, Robyn Grove, Iola; Angela Schneider, Kimberly/Little Chute; Nicole Lowery, Lakewood; Lyn Hokenstad, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Mark Merrifield, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Evan Bend, Patty Hankey, Molly Lawlor, Gerri Moeller, Amanda Lee, Bradley Shipps, Debbie White, OWLS; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Angie Jandourek, Shiocton; Dominic Frandrup, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to Order and Introductions
   The meeting came to order at 9:30am at the Appleton Public Library.

2. Minutes of the July 15, 2016 Meeting were approved.

3. AAC ground rules were reviewed.

4. Announcements
   - Bradley announced four upcoming webinars:
     - 9/21 at 10am - Down and Dirty with Social Media
     - 10/12 at 1pm – YSS Powerhouse Presents: All in the Family
     - 11/2 at 1pm - Asking the Right Questions: User Experience Design for Libraries
     - 12/1 at 9am – Rethinking Adult Programming and Displays
   - Welcome new Circulation Specialist, Molly Lawlor and the new Cataloger, Amanda Lee.
   - The November AAC meeting will be held in Kaukauna.
   - This is Carolyn Habeck's last AAC meeting.

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

Sierra/Circulation

- Sierra 2.3 has been released. Because of some problems with the new release, the upgrade will be delayed until at least fall of 2016.

- Expired Patron Reports
  To make the annual patron purge run more smoothly, libraries are asked to review the lists of expired patrons with manual blocks that were sent to them in July and August. Patron records can be deleted, or the blocks can be removed. To help prevent large numbers of exceptions in the future, if possible, do not place a manual block when a message will do, particularly if the patron account is expired or has fines or fees that would prevent them from checking items out anyway. Libraries are asked to complete this by the end of the year.

- Municipalities Spot Check
  OWLS has initiated a spot-check of patron records to see if the patron's address and municipality code match up. For now, OWLS is checking 10% of the patrons (a randomized list) against county parcel records and other resources, making note of errors or questions. Then those lists are sent to libraries to make corrections and train staff to avoid any common errors. This procedure is a work in progress, and OWLS staff appreciate any feedback as library staff work on the corrections. If your library would like a full patron list for address checking, please contact OWLS.

- Closing a Library on Short Notice
  If your library or branch needs to close temporarily, please notify OWLS as far ahead as possible. If a sudden closure is unavoidable, please call OWLS or send an email to OWLSnetHelp immediately, to minimize the impact on interlibrary lending. The following changes can be made:
    - Collections set to Temp Closed so that they are not available in the catalog.
    - Library closed dates changed in Sierra.
    - OWLSnet directory updates.
    - Library label changed in InfoSoup hold pick-up location list to indicate the location is temporarily closed, so patrons won't choose it.
  Unfortunately, existing transactions can't be stopped. Additionally, library staff will be responsible for the following:
    - Contacting system office about handling deliveries.
    - Developing a plan for patrons to return items currently checked out.
    - Resolving outstanding holds – items currently on the shelf, items in transit, and bib holds that will be filled while you are closed. This may involve a lot of contacting patrons, changing pick-up locations, and freezing holds.
  The goal is to avoid is having other libraries' items, or items that have long lists of patrons waiting for them, sitting on hold shelves and in tubs for long periods of time. Please stay in contact with OWLS during the closure, and if possible, give us as much notice as possible before re-opening.

- Known Issue with Clearing Hold Shelf
  OWLS has received several reports lately that when libraries are clearing their holdshelves, they discover that the dates on the clear holdshelf report do not match up with the dates on the item hold slips. This is a known issue in Sierra. Occasionally, Sierra loses the hold pick-up date and recalculates it incorrectly. This has been happening for a long time, but we have been getting more reports recently. Please share this workaround with staff:
    - If the item is on the clear holdshelf report, but the date on the item hold slip is in the future, do not check the item in. Put the item aside with a note to check it in and put it in transit on the date on the slip.

- o If the item hold slip has today's date, but the item isn't on the clear holdshelf report, leave it on the shelf. It will most likely be on the next day's report.

When you clear the holdshelf in Sierra, the item status changes to "in transit." However, the items do not get trapped for the next hold until they are checked in, so keeping the items an extra day will not cause difficulties for the next patron or library.

- Adult Patrons with Juvenile PType

    There are currently 1000 patrons with a Juvenile P-type, who are over 18, whose cards are not expired, and whose last circulation activity was within the past 12 months. Some are errors (ex. Patron born in 1939, Ptype entered incorrectly). In some, it is clear from the notes that someone entered the parent's date of birth in the child's account. Those need to be corrected because the name and birthdate must be for the same person. Some have notes indicating that staff had re-registered the patron as an Adult, but had apparently forgotten to change the P-Type when they did so. OWLS will send a list of patrons to each library for clean-up and likely make this an annual process.

Encore/InfoSoup update

- DPLA demo

    Evan demonstrated how to use and find DPLA and Recollection Wisconsin through InfoSoup. Under the "Articles" tab in Encore, we can now search the Digital Public Library of America (DPLA) collection, which now also includes local digital collections that were formerly part of the InfoSoup Memory Project.

- Hoopla update

    The Appleton Public Library will be moving forward with Hoopla in 2016. Clintonville is also looking closely at Hoopla. Few other libraries expressed interest in offering Hoopla. Because Hoopla's cost is "per transaction" any library interested should work directly with Hoopla to set up a library account. Hoopla will only be available to patrons of the subscribing library.

Cataloging update

Starting on Monday, September 19, 2016, we will have a new email list cathlep@mail.owls.lib.wi.us for cataloging related questions and emails that previously were sent to the OWLSnet Help email. The list will be monitored by Anne, Katie, and Michael from Appleton and Amanda, Debbie, and Evan from OWLS. The OWLSnet help list will continue to be used for all other OWLSnet issues.

OWLSnet Fees Committee update

In September, the committee worked on developing a fees formula. The next committee meeting will be October 21. We hope to have a proposal ready for the Nov. AAC meeting.

E-rate update

In order to apply for E-rate discounts for Internet related costs, libraries need to be CIPA compliant, which requires Internet filtering. OWLS is not planning to apply for 2017, but is starting the research and discussion to prepare for applying next fall if that ends up making sense. SCLS has developed a consortium-level filtering solution that allows member libraries to set their own parameters. They are willing to share their experience and answer some of our questions in an online meeting. If all libraries decided to filter, then we could apply for funding for network level expenses. If a large percentage of libraries choose to opt out of filtering, then it won't make sense to pursue it. The cost of filtering is not included in E-rate discounts. E-rate discounts are based on the poverty rate of your school district. Questions included:

- o Would it be possible to set broad filtering parameters or turn filtering off?
- o How much money would this cost the libraries? We need more information to estimate costs.
- o Would a library pay a surcharge to OWLSnet for opting out of filtering? No.
- o Should libraries bring this up with their boards or hold off? That's up to the library director. Boards often favor filtering.

WPLC/OverDrive update

The Steering committee will be discussing a number of issues at their September 22nd meeting.

- o Should Advantage Library purchases that meet specific criteria (such as not being on hold, and having been in the collection for a certain amount of time) be made available statewide?
- o Should we roll out the new OverDrive App and web site at the end of September (finishing in early November) or start after the holidays? Whatever the decision, libraries will have the opportunity to access the new site a couple of weeks before it goes live.

OverDrive Periodicals will be going away on October 1st. There is currently a banner on the Digital Library site informing patrons of this. A message will also be placed on InfoSoup.

Zinio

With OverDrive magazines going away, OWLS proposes an OWLSnet subscription to Zinio in 2017. OWLS, in conjunction with NFLS, Brown County, and Appleton have been working with

Zinio on set-up issues and pricing. Nothing official has been agreed upon or decided, but our tentative proposal is that OWLSnet cover the platform fee for all OWLSnet member libraries and that Brown County and Appleton share the cost of content. To cover the cost of the Zinio platform fee, OWLSnet would cancel its subscription to Novelist Select. This tentative proposal was agreed on by general consensus, with no objections. OWLS will report back as soon as all the details can be worked out.

Technology update

- Bandwidth
  OWLS is increasing the head end bandwidth from 400mg to 1,000mg (1G). When prompted to update to Windows 10th Anniversary on staff computers, do not do it. It consumes a lot of bandwidth. If this does happen, please call John at Nicolet or Julie at OWLS. Dominic asked how you would know if your computer has the update or not. Dave explained that the Start menu icons would only be icons; there would be no text descriptors next to them.

- External IP addresses
  Aside from Appleton, all of the libraries in the system have had the same external IP address. We're working on moving to individual external IP addresses for each library, which will make it possible to track use of online subscription services.

- SAM changes
  To protect patron data, SAM will be set up to reboot the computer every time a patron logs off. This is time consuming for older computers and it applies to all public computers at a location. There is a short time in which the computer would reboot, SAM prompt would appear and THEN the next patron would be notified that the computer is available. Joan asked if this would solve the problem of patrons not logging off properly. It wouldn't; patrons still need to end their SAM session. Dave will notify a library before implementing the change; and will try to do when the libraries are closed. There were no objections to this.

- Public Library System Redesign (PLSR) update
  Beth directed the group to the website, plsr.info to find the most up-to-date information. There is a list of webinars on the website and the steering committee will be meeting Wednesday, Sept. 21st. There will be information shared at the WLA conference in October.

6. Decisions – consensus decision or vote

Collection Agency

Since we last met, all OWLSnet member library boards have passed the resolution allowing other member libraries to use the collection agency. The new language on bills went live on

8/22. Unique has extended the deadline for the discount until Monday, 9/19. To qualify, libraries must send the agreement to Jonathan by Monday. Becca suggested changing the decision statement to reflect the language in the first sentence of the procedure. The group agreed to the change, and the decision item was presented as follows:

With the passage of Act 169 on Feb 29, 2016, Wisconsin public libraries are authorized to use the services of a collection agency to assist in the recovery of long overdue library materials. Accordingly, OWLS will facilitate the use of a collection agency in OWLSnet.

There were no objections and there was a decision by consensus.

At least 14 libraries have already signed the Unique agreement. Oconto and Clintonville volunteered to go first as beta testers for set up and implementation. After signing the Unique agreement, libraries will be assigned a customer service agent at Unique and OWLS will facilitate technical set up.

Joan asked how far back this process will go for gathering patrons for collections. DPI has shared their interpretation of the law that you can't go prior to March 2, 2016. Unique offers a "cleanup agreement" option if you wish to send older accounts at start up.

For everyone, regardless of whether you will implement collections at your library:

- Please train staff on new Mail Returned procedure for the collection agency. Zip code 99999.
- Please train staff on Home Agency procedure – Do not change home agency for a patron in collection

7. Ideas submitted for discussion

8. Discussion

- Adding a resource sharing exception for items with many pieces
  Most of the libraries agreed that it would be reasonable to restrict lending for items with many pieces, not including multi-DVD or multi-CD sets. Sierra cannot handle local-only holds. But, you could put things aside for patrons. The libraries would prefer wording such as "lots of pieces" rather than defining a specific number. It appears that most libraries like the number 10 but, again, a simple phrase and leaving it up to the discretion of the library staff is preferable. This will be a decision item on the November AAC agenda.

- The group agreed on the following dates for 2017 AAC meetings: January 20, March 17, May 19, July 21, September 15, November 10

9. Adjournment - Meeting adjourned at 11:45 am.