OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
January 20th, 2017

Present: Amanda Burns, Algoma; Michael Nitz, Melody Hansen, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Linda Streyle, Tracy Vreeke, Laura Kayacan, Door County; Stephanie Weber, Florence; Susan O'Leary-Frick, Fremont; Rachel Martens, Hortonville; Ashley Thiem-Menning, Kaukauna; Angela Schneider, Kimberly/Little Chute; Amy Peterson, Lena; Jennifer Thiele, Marinette; Ann Hunt, New London; Mark Merrifield, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Wanda Boivin, Oneida; Dave Bacon, Evan Bend, Patty Hankey, Molly Lawlor, Gerri Moeller, Bradley Shipps, Amanda Lee, OWLS; Elizabeth Timmins, Seymour; Penny Habeck, Shawano; Angie Jandourek, Shiocton; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to Order and Introductions
    The meeting came to order at 9:33am at the Appleton Public Library.

2. Minutes of the Nov 18th, 2016 Meeting were approved.

3. AAC ground rules were reviewed.

4. Announcements
    - No PLSR update but looking for participants for survey panel.
    - Wild Wisconsin Winter Web Conference is next week.
    - Bradley announced SLP workshops coming up.

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

Sierra/Circulation

- Sierra 2.4
    We will not be upgrading to 2.4 due to 3.0 being available. There are new helpful features and we most likely will be upgrading mid to late February or March, depending upon if any issues are reported from other libraries upgrading to 3.0.

- Clearing Holds
    Please continue to pay attention to your clear holdshelf reports, and notify OWLS if there are any problems, providing specific examples when possible. Per Innovative's recommendation, OWLS has been clearing the holdshelf for all OWLSnet libraries every Wednesday at 3:30pm. Doing so may reduce the number of errors in daily reports. Remember to clear your holdshelf every day the library is open, and before 3:30pm on Wednesday (if open). A more stable holds architecture within Sierra 3.1 may provide better data integrity and more data access.

- Adult patrons with juvenile Ptype procedure

Beginning in February, OWLS will implement a mid-month procedure of running a list of patrons who have turned 18 but still have a juvenile ptype, excluding expired accounts and accounts in Collection or TRIP. OWLS will run a global update to add manual block N for Need patron info and adding a message saying, "Please have patron register as an adult, get signature, and change Ptype to 0."

- Collection agency update
  Ten libraries are sending weekly reports to Unique management, with more in the queue. The Collection Agency procedure will continue to be updated as more is learned about the process. The floor was opened up to questions for libraries to ask those already using Unique. Overall, libraries gave a positive reaction to using Unique. Libraries are having items returned, patrons coming back after resolving their debt, and Unique gives libraries current patron address to update records. When items are marked "LOST" they do not go to collections. It is best to let items go through the overdue and billing process. Remind staff to NOT apply or remove a C-block. It corrupts the collection agency data. Never change the home agency of a patron with a manual block C. And mail returned procedure requires changing the zip code to 99999, to automatically trigger skip tracing at Unique.

- Checkout receipt template update
  Evan has fixed the issue with creating templates and is working with Clintonville and Appleton to work out any kinks. Majority of group showed interest in creating their own custom checkout receipt. Libraries do need to be using the EPSON TM-T88IV or TM-T88V receipt printer to do so.

- Reminder: Do not waive other libraries replacement fees, or mark their items as claims returned. If libraries do notice on the Lost and Paid report that another library has done this, please contact that library directly.

Encore/InfoSoup update

- Tumble Books
  Schools using public library subscriptions have been blocked from using TumbleBooks. We will monitor how this affects our usage.

- Zinio
  All OWLS libraries will now have access to not only Zinio, but additional Appleton Public Library subscriptions. Because Recorded Books could not create separate InfoSoup and Appleton accounts, they are allowing all OWLSnet libraries access to all of Appleton's subscriptions at no additional cost. Michael briefly discussed each service (Artistworks, ComicsPlus, InstantFlix, OnePlay) and what they offer users. Michael informed the group that items within OnePlay can be downloaded and that there are no limitations in using ArtistWorks. Patrons signing up for these services will select their home library. This should allow us to provide some library by library statistics for the use of these services. Because the home library is patron selected (and

will not change when a patron moves), they will not be as accurate as OverDrive stats, but they will be a lot better than what we have now, which is nothing. Evan will compile a list of the Zinio titles available in our collection as well as make available a list of additional titles that can be subscribed to if any library wants to contribute to the magazine collection.

- Hoopla
  Door County and Appleton are now live! Laura informed the group that patrons love Hoopla, and Michael added its ease of use. Clintonville will go live soon.

- Goodbye Novelist Select
  Novelist Select will end March 1st. Notify library staff of this in preparation for patron feedback. Patrons can still access Novelist directly through BadgerLink. Series information will now come from Book Letters. Evan demonstrated how to find this.

Cataloging update

- Continue to report SkyRiver issues to Amanda and Debbie. Libraries will be notified of issues through the techserv email.

WPLC/OverDrive update

- There is no new news to report. Mark discussed the short-term glitch within OverDrive where some patrons were allowed too many reserves on items. WPLC is working on a solution for these patrons.

Wireless security

- Dave has made changes to wireless settings at two libraries to prevent spoofing attacks. After testing, he will implement this security improvement for all libraries.

Exploring email options

- With the server getting old, OWLS is looking at options for email services. Evan went over some of the services under consideration, which all have pros and cons: replacing the server, switching to Office 365 for educators, or hosting on same server used for InfoSoup.

OWLS Technology Plan

- Gerri went over the additions made to the plan and asks for any and all input. The group discussed creating a dashboard for libraries that will allow them to access data/reports. Many people seemed interested in the idea and many nods showed agreement within the room. Those highlighted changes can be viewed here: https://www.owlsweb.org/sites/default/files/aac/OWLSnet%20Goals%20Jan%2012%202017.pdf. Scheduling of OWLSnet staff visits will be done in consultation with the site, so it may be possible to coordinate those visits with staff training days.

Annual Reports

- OWLSnet annual report data was submitted to DPI on January 12th and the LibPAS forms are now open. All of the data that's sent to DPI is also available on the OWLSnet statistics page.

6. Decisions – consensus decision or vote

7. Ideas submitted for discussion

- Increase number of renewals allowed
At the AAC meeting in November of 2007, we decided on a maximum of two renewals for all item types. At our last meeting, we addressed items with too many renewals, and it was suggested that we reconsider the 2 renewal limit. Peg believes it makes sense to increase renewals to 3 from 2; it would help out circ numbers. Joan suggested also increasing loan periods for DVDs but most of the room disagreed. The majority of the room seemed to support 3 renewals and it will be added to the March agenda for decision.

8. Discussion

- OWLSnet Fees Committee Proposal
Questions and concerns were raised by Jennifer at Marinette regarding the OWLSnet Fees Committee proposal. She is curious if Marinette could receive a catalog credit for providing services to OWLS, and Rachel from Hortonville wondered if in-house cataloging was an option for other libraries too. Jennifer wondered if there could be opt outs such as not using OWLS network services. Gerri informed that using an outside network could be more expensive. Jennifer also wanted to know if tiered membership could be an option and also, what would their fees look like if they did have to close a branch? Gerri felt that an email would provide a more detailed answer to all of Jennifer's concerns. Ashley from Kaukauna wondered how the ongoing PLSR process was factored into the fees committee's recommendation. Unfortunately, it's too early in the PLSR process to make useful predictions. Mark from NFLS mentioned an increase in system funding could possibly take effect if there are enough people behind it. It wouldn't happen in this round budget but the next. The group decided to discuss the fees proposal again at the March AAC meeting and put this on the May agenda for a decision.

9. Adjournment

- Meeting adjourned at 11:56 am.