

OWLSnet Administrative Advisory Committee Meeting

Nicolet Federated Library System

January 21, 2000

Present: Ann Schmitz, Algoma; Terry Dawson, Vicki Lenz, Michael Nitz, Tony Wiczorek, Appleton; Carol Luepke, Bonduel; Kathy Mitchell, Clintonville; Kathy Coppock, Mary Seggelink, Florence; Carol Toepke, Fremont; Carolyn Habeck, Hortonville; Robyn Grove, Iola; Giovanna Feller, Craig Lahm, Kaukauna; Sue Grosshuesch, Kewaunee; Karen Vandenberg, Barbara Wentzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Lea Ann Pillath, Lena; Ellen Connor, Manawa; Nancy Krei, Marinette; Kathy Prestidge, New London; Terrie Howe, Glenice Klestinski, Mark Merrifield, Anne Miller, Jody Parworth, NFLS; Peg Murphy, Oconto; Jeanne Waschbisch, Oconto Falls; Kathy Whitt, Seymour; Mike Hille, Shawano; Becca Berger, Joe Clabots, Judy Ellenbecker, Sturgeon Bay; Peggy Slicer, Tigerton; Sue Abrahamson, Waupaca; Lucie Erickson, Weyauwega; Alene Newcomb, Wittenberg; Beth Carpenter, Patty Hankey, Kathy Houlihan, Rick Krumwiede, Holly Otts, Barbara Strauss, OWLS.

1. **Call to order**

The meeting came to order at 9:40 a.m.

2. **Minutes**

The minutes of the November 12, 1999 meeting were accepted as distributed.

3. **Brief reports**

o **a. Implementation update:**

Gillette started circulating on December 2.

Lena started holds/picklist on January 19, and is in the homestretch with barcoding. Lena is planning to start circulating mid February.

Biramwood has completed barcode training.

Scandinavia has had orientation and patron registration training. Scandinavia will checkin items being returned to OWLSnet libraries. Scandinavia is on the fast track and will receive help from Carolyn Habeck with barcoding.

Marinette County Libraries (Coleman-Pound, Wausaukee, Crivitz, Niagara), and Matton-Hutchins in Shawano County will be joining OWLSnet leaving Goodman-Dunbar as the only offline library.

The TEACH funding, qualifying branch libraries for T1 lines, will probably go through the Legislature. With this change, all the OWLSnet libraries will have T1 telecommunications lines.

o **b. Year End Reports:**

Year end statistical reports have been distributed from the OWLS office. These include 1999 Items Checked Out/Renewed by Patron Statistical Category, Items Checked Out/Renewed by Item Statistical Category, Items Checked Out by Item Statistical Category (count of items in scats), Number of Patrons by Patron Statistical Category, Number of Titles and Items, ILL Lender/Borrower Statistics, Cum. Daily Circulation Statistics, Number of Items by Item Format. Rick and Terri Richards are preparing detailed circulation reports. CE sessions are scheduled at OWLS and NFLS to review the state annual report forms and how to use OWLSnet data. Barbara Strauss is also offering the PLUS Reports class on interpreting PLUS data.

o **c. Anti-virus protection (group purchase):**

For the OWLS libraries purchasing Norton Anti-Virus, the cost is \$25.00 with no

additional savings for group purchase. NLFS has licenses for MacAfee and will work with their libraries in need of anti-virus and security.

- **d. Email subscriptions to WIPUBLIB list:**
It is recommended that all the libraries have at least one person subscribe. For instructions on how to subscribe, from the OWLS webpage go to Links for Librarians and then go to Discussion Lists.
- **e. Baker and Taylor Title Source to be available:**
Baker and Taylor requires at least 10 libraries interested in Title Source 2 in order to get a break in pricing. Only the current 7 users (i.e. OWLSnet libraries) showed any interest. Libraries are able to subscribe individually to the service and receive a small break in pricing - from \$1750 to \$1350 for a year's subscription just because they participate in a consortium with more than 40 members. In addition to the subscription cost, they'll need to purchase at least one user license: \$200 each. These are for simultaneous use.

There's also the free search and order engine at www.btol.com that Becca Berger mentioned. It's very limited in its capabilities, there are no order baskets that can be stored and shared with other selectors, no access to jacket images, table of contents, etc. But you can search by author, title, or ISBN and place an order from the results page. This service might well suffice a library that only wanted an ordering mechanism. But it won't be sufficient for a library wanting to make use of the service for reference purposes or more sophisticated collection development projects.

NOTE: Since less than 10 libraries were interested, Michael Nitz dropped the project.

- **f. Update on Reference Electronic Resources Project:**
Rick reminded the group that OWLSnet has been discussing the possibility of making reference databases available for many years. The initial interest of OWLSnet members was in full-text periodical databases. In 1998, NFLS appointed a database committee to actively pursue this idea. Because of the introduction of BadgerLink the committee explored other options. Two significant findings of the committee were that 1) there was not a strong consensus regarding database products and 2) there was a desire to utilize good free resources on the WWW before purchasing any products. The later finding was a significant motivation for the development of Cooler by the Lake. Although BadgerLink and CBTL are now in place, there is still an interest in having more electronic resources available.

APL has also been planning a major database project. APL's priorities are to make several web-based Gale products available with patron authentication for remote users, and OWLS has an interest in cooperating with APL to make this a systemwide project. Because APL and OWLS would prefer that any database project be an OWLSnet or two-system project, a meeting was held with Mark Merrifield to assess the feasibility of NFLS participation.

Consequently, an OWLS/NFLS project is being proposed that would make four Gale products available to OWLSnet members and their patrons: General Reference Center, General Business File International, Health Reference Center, Contemporary Authors. This project would provide access for a set number of simultaneous users. While the number of users may not meet our future needs, it should be sufficient to start. Costs would be split by OWLS and NFLS. It is likely that OWLS will be able to afford its share because APL is willing to forgo some of

its resource library funding to enable this project. Mark reported that NFLS is exploring its funding options.

Terry Dawson spoke about the importance of this project to APL and was happy that it would also benefit other libraries. Rick asked if there was support among other OWLSnet libraries. Becca Berger spoke in support of the project, and others concurred.

- **g. Cooler By The Lake update:**
"Cooler by the Lake is a web site that is the result of a cooperative effort of staff members of OWLS and NFLS member libraries. Currently, 37 volunteers are participating in the project, but more are needed! If you or a member of your staff would be interested in developing new content or in maintaining already existing content, please contact Beth Carpenter at OWLS. Jane Garton, Appleton writer & PR consultant, has been hired to help promote the site. With promotion in mind, if your library has a web site please provide a link to CBTL! If your library is without a web site of its own, you could use CBTL as your home page because it is a great place to get people started on the web. Cooler by the Lake's URL is <http://www.cbtl.org>."
 - **h. Caution on adding workstations to OWLSnet:**
Please notify OWLS if you have any plans to add devices or to interconnect to other networks, e.g., connecting a library's network to a municipality's network. This condition of membership is necessary so that appropriate support can be provided. The interconnection of networks is complex, and OWLS needs to be involved in order to protect the integrity of OWLSnet. In addition, there are TEACH rules and privacy issues to be considered.
 - **i. OWLS recommends purchase of a cordless phone for technical support:**
Having a phone at the computer is very helpful for technical support. It is recommended that libraries have a 900 MHz cordless phone. A major brand 900 MHz phone can be purchased in the \$50 to \$100 price range.
 - **j. Delivery errors:**
A handout tracking routing slip errors on items sent to OWLS was distributed. While there is generally a low error rate, especially considering the total volume, any reduction of routing errors will improve service to patrons. The OWLS libraries were also asked to please have the tubs packed and ready when Ron arrives.
 - **k. Holly Otts introduced Tony Wieczorek, the new cataloger at Appleton Technical Services.** Tony expounded on how pleased he was to be working at APL and with the libraries in the consortium. He talked for some period of time.
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4. **OWLSnet Web Catalog:** Recommendations for implementation
Barbara Strauss gave a presentation (with handouts) about the OWLSnet Web Catalog. The presentation included preliminary recommendations from a committee that met in early January. There was a consensus of AAC members on the following implementation details:
- Search areas in the scoped database should be defined by system, area, agency, and format.
 - If we can have only one database selection screen, it should allow patrons to select 1) all OWLSnet libraries, 2) any individual OWLSnet library, 3) any group of OWLSnet libraries by county or tribe, 4) any OWLSnet virtual collection defined by format, 5) any other non-OWLSnet database.
 - The default search should be a keyword search, and the default keyword sort should be by date.
 - Z39.50 database access should be provided to all of the catalogs listed. In addition, there was interest in including Marathon Co., UW-Marinette, and WVLS.

- Access to other electronic resources (e.g., Wiscat, BadgerLink) should not be provided from within the OWLSnet Web Catalog.
- Non-OWLSnet databases should be searched individually.
- Virtual catalogs should be created for specific materials formats within OWLSnet.
- HTTP links in bibliographic records should be activated. Libraries wishing to restrict access to the Internet from catalog workstations will restrict access on a workstation-by-workstation basis.
- Patrons should be presented with a split login screen, and the login should be the patron's barcode and the first 4 letters of the patron's surname.
- All patron functions should be enabled.
- Email messages should be sent to the library's agency code address unless other arrangements are made with Barbara.

A patron registration work group (Rita Schiesser, Vicki Lenz, Barbara Wentzel, Ellen Connor, Judy Ellenbecker, Kathy Mitchell, Lucie Erickson, Kathy Houlihan, and Barbara Strauss) will meet and make recommendations for assigning the home agency for patrons.

5. Other business

- Patty Hankey distributed a copy of the Email Request Form. Please use these forms to make email account additions or deletions.
- Please add an item barcode and library identification to material before sending to Appleton Technical Services, so staff knows where to return the material.

6. Next meeting:

The next meeting will be at the Gerard H. Van Hoof Library in Little Chute on March 17, 2000 at 9:30 a.m.

OWLSnet Users Group Meeting

January 21, 2000

Van delivery:

Anne Miller announced that the Goodman-Dunbar Branch Library is now receiving van delivery.

Deleting items with "LOST" status:

Since the recent upgrade, the item barcode is lost in patron accounting when an item is deleted. Because of this, Geac is recommending that items still checked out to patrons should not be deleted. If the Geac recommendation is followed and items are no longer deleted according to the lost chart recommendation, is any change necessary in the frequency of the Search Shelves Lost Report? No consensus was reached.

What should a library do if patrons want to pay for lost items before the billing cycle?

Do not collect for an item owned by another library before billing. The only exception would be contacting the owning library and working with them on the correct cost. If you are the owning library, you can verify the cost, use lost book processing, and accept payment. If patrons pay too quickly without searching, the items are likely to be found and returned after payment.

Is there a need to revisit the policy on reimbursement for lost items?

Libraries are following different procedures for requesting payment from other libraries. A Bill Policy Work Group (Sharrie Schweitzer, Ann Le Mieux, Kathy Mitchell, Karen Vandenberg, Judy Ellenbecker, Kathy Houlihan, and Barbara Strauss) will meet and recommend a standard procedure for all libraries.

Keep delinquency notes clear and short:

Only two lines of the delinquency notes display at checkout. Please try to enter a note that is clear to everyone in the two-line space. If more lines are used it takes extra steps to read the note.

Slow login:

Dave Bacon is investigating the slow login problem.

Watch screens:

Scanning items too fast at Checkin can result in missing holds. Take enough time for message screens to display.

How long are expired patrons left in the database?

Libraries have different policies on deleting expired patrons. Patty Hankey can run a report listing expired patrons for each agency. There is interest in a system patron purge.

Short loan:

There continues to be a problem with short loan items, not coded with a "4", circulating for the wrong loan period.

The meeting adjourned at 2:30 p.m.