

**OWLSnet**  
**Administrative Advisory Committee Meeting**  
**Outagamie Waupaca Library System**  
**January 15, 2010**

**Present:** Rita Schiesser, Algoma; Kris Kipping, Michael Nitz, Colleen Rortvedt, Meg Shriver, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Mary Seggelink, Florence; Susan O’Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Lisa Bauer, Robyn Grove, Iola; Maggie Waggoner, Kaukauna; Kathy Decker, Sue Grosshuesch, Kewaunee; Beth Carpenter, Kimberly/Little Chute; Pam Ellingson, Lakewood; Mandy Samsa, Lena; Ellen Connor, Manawa; Trinitie Wilke, Marion; Sandra Hipke, Jennifer Thiele, Marinette; Ann Hunt, New London; Mark Merrifield, NFLS; Joan Denis, Oconto Falls; Wanda Boivin, Kymberley Pelky; Oneida, Evan Bend, Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, OWLS; Meredith Miller, Scandinavia; Becky Rickel, Shiocton; Elizabeth Timmons, Seymour; Kristie Wilson, Shawano; Becca Berger, Tracy Vreeke, Sturgeon Bay; Kristi Pennebecker, Weyauwega

1. Call to order

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

2. [Minutes of the November 13, 2009](#)

The minutes of the meeting were accepted as distributed.

3. AAC ground rules

Rick 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

- The Appleton Public Library is unable to host the May 21, 2010 AAC meeting due to their spring book sale. Kristie from Shawano volunteered to host the meeting in their library.
- It’s Annual Report time again. Libraries will most likely receive the form from the state before OWLS finalizes the annual report numbers. Please do not fill out the state form until you have received your official numbers packet from OWLS.
- Rose Selle is KAU’s new Youth Services Librarian. Welcome, Rose!
- The Hortonville Public Library has added an additional address, PO Box 25.
- Sue from Scandinavia is visiting India. Contact Meredith, Marilyn or Jill if you have any questions while Sue is away.
- Kathy from Clintonville will be on medical leave for three weeks beginning Jan 27. Gale and Diane are the Clintonville contacts during her absence.
- Bradley Shipps has been hired as the OWLS’ Continuing Education and Outreach Librarian. She is a recent graduate from Syracuse University School of Information Studies. Her first day is scheduled for January 20<sup>th</sup>.
- Anne from OWLS is looking for the owner of the book, “Bottom Line’s prescription for natural cures.” The book was sent to APL Tech Services for cataloging help and has not been claimed yet.

- Ann from New London invited library staff to join the next Books R Us meeting on Feb 9, 11-12:30pm in the OWLS nest. The Books R Us group reviews materials and has a lot of fun at their meetings. The focus of the February meeting is romance books.

#### 5. Information from OWLS and OWLSnet staff

- Highlights of the 2009 OWLSnet projects and current 2010 projects are outlined in the [2009 OWLSnet Partnership Report](#) posted on the OWLSnet website.
- Cataloging updates
  - Anne presented information about the ongoing rental vs. retail DVD saga.
  - Rental edition
    - Generally distributed before retail, but only for a limited time (may not be easy for a library to replace)
    - Usually more expensive
    - Contain previews, do not contain bonus features or director commentaries
  - Retail edition
    - Generally distributed later
    - Usually less expensive
    - Do not contain previews, but do contain bonus features and director commentaries
  - Often, you can't determine the difference from the packaging, so staff should look very closely at the item description to determine if it is a rental or retail copy when attaching items to bib records in our catalog.
  - The existence of both rental and retail editions may pose some problems for our patrons. Currently, our cataloging procedures call for creating two separate bib records, because the two items are different. We could change our procedures, but it would be very difficult to undo, so we should proceed cautiously. Some patrons are specifically looking for bonus features, and merging these records would make it impossible to reliably find these copies.
  - This isn't the end of the discussion of the issue, but the beginning. Rental and retail DVDs are just starting to be offered, so it's likely the procedure will change. Cataloging staff will continue to discuss this issue and work to find the best method to catalog rental and retail DVDs. For the time being, OWLS recommends buying the retail edition whenever possible and encourages library directors to talk to their acquisitions staff about this issue. And the saga continues....
- Committee and user group updates
  - The Teacher Card Committee will have a recommendation for AAC at the next meeting. Progress was delayed by the December snowstorm that canceled their last meeting.
  - The group reviewed the [Brainstorming 'bout Browsing](#) document that captures the discussion and recommendations from the discussion group.
    - Many of the issues that would have to be worked through are outlined in the document.
    - Additional issues that arose in the discussion were questions about maintenance, such as removing and adding these items to the catalog and storing the items for the browsing collection.
    - It was recommended that new items be introduced to the collection daily instead of all at once to keep the collection fresh and maintain a decent number of books in the collection at any time. Labels or stickers placed on the book could be used to differentiate the browsing collection from the regular or NEW book collection.
    - Since there is some interest, OWLS recommends that libraries review this document with their staff and discuss the issues to determine if a browsing collection would be a

value added service for their library. We will discuss again at the next AAC.

- Circulation update
  - Spine label printing is up and running in New London. There was some networking difficulty during the set-up but library staff should find the process of printing labels very easy. The polypropylene labels seem very sticky, and both the printing and the labels seem very durable. New London is interested in longer labels, something we should discuss before placing our next label order. (There are costs for creating a new label size, as well as significant discounts for larger orders, so it makes sense for our libraries to all use the same size label.) Gerri will be contacting all libraries who ordered printers and hopes to have those libraries up and running in the second quarter of 2010.
  - BPA (Bisphenol A), a potential toxin, has been found in a variety of common products, including receipt paper. Patty contacted our receipt paper supplier to ask if our paper was BPA-free. The current supply in the libraries most likely came from Appleton (formerly Appleton Papers), who manufactures only BPA-free receipt paper. While we have no guarantee about the paper currently in use by our libraries, our vendor guarantees that any future orders will come from Appleton and be free of BPA. As a precaution, staff who work with receipt paper should wash their hands before handling food.
  
- InfoSoup Development update
  - Due to budget constraints and minimal use, the research tool, Opposing Viewpoints is no longer available in Infosoup.
  - Mango Basic is now offered within the Mango Languages module. Mango Basic is a simple course intended for patrons who just want to learn the basics, such as a traveler, who would have to communicate basic information but may not have a lot of time to spend learning a new language.
  - Evan presented information on the InfoSoup Memory Project. OWLS will be sending out a doodle poll to gather information about potential training dates and times. Sara Kopesky from APL, with the expertise of Emily Pfothenauer, Wisconsin Heritage Online (WHO) will be offering a training session. OWLS recommends that any libraries interested in adding materials to the project, start small. Look at your local history collections and choose a small book or some photos. OWLS will be available to help with cataloging these items, although we cannot help with scanning the material. If you have library volunteers looking for work, this is appropriate volunteer work and would be a great way to engage them.
  - Evan encouraged member libraries to add book reviews to [The Book Blog](#). It a great way to share what you have been reading with your patrons!
  
- Project Updates
  - To comply with the grant requirement for AirPAC, Bradd created three different posters to promote the mobile version of InfoSoup, InfoSoup to Go! The group was asked to provide feedback on three designs. The group requested quite a few changes, so Bradd will work on implementing these changes into the final poster design. We hope to have 2 posters per library location to available at the next AAC meeting.
  - E-commerce continues to move forward. The Pay-Pal account is set-up. The contract will be signed and E-commerce will be installed on the staging server. We will test it extensively before we make it available to the public.
  - The Millennium server replacement is scheduled for Tuesday, Feb 23, 2010. Millennium and InfoSoup will be down while Internet computers and SAM will continue to work. The new server benefits the libraries by being more powerful; more secure and better able to handle

server traffic. We are cautiously optimistic that the new server will perform better during weekday afternoons when Millennium Circ and InfoSoup traffic is heavier and system response times are slower. OWLS reminded libraries to expect InfoSoup and Millennium to be down for the entire day. Libraries will be able to use Offline Circ for checkout transactions. OWLS staff will contact libraries about sending over offline circ files once the replacement is complete. In order to prevent items from being due on this date, OWLS has set all of the libraries to closed in Millennium. However, if an item has been renewed online by a patron, you may still encounter a due date of Feb 23, 2010.

6. Decision – consensus decision or vote

- Innovative offers an Online Patron Registration product that several member libraries have shown interest in purchasing. We have discussed the features of this product and pricing at previous meetings. At the last AAC meeting, Steve from the Milwaukee County Federated Library System (MCFLS) gave a demonstration of their implementation of Innovative's Online Patron Registration product. While there are no funds in the current OWLSnet budget for a project of this size, we could decide to add it to the future project list. If we do purchase the product, it would be available to all OWLSnet libraries, and difficult to opt out of. There would be no clear way to communicate to patrons that a specific library isn't supporting online registration. MCFLS shared that they have had some similar challenges with this very issue. The group voted to determine if Innovative's Online Patron Registration product will be added to the future development list. **The vote passed.** It will be added to the future project list and when OWLSnet development funds become available, we will discuss the project in greater detail.
- Based on requests from OWLSnet libraries, OWLS has been working on developing a pdf patron registration form that patrons could fill out, print, and bring to the registration desk. In response to member feedback at previous AAC meetings, we have revised the form several times and the changes have been approved. We are now ready to implement the form. Simultaneously, during this time, several libraries have shown a great amount of interest in purchasing Innovative's Online Patron Registration product and the membership has voted to add it to the future project list. OWLS asked whether we want to implement our pdf patron registration form in the interim period or discontinue the project altogether? Because there are currently no funds for the Online Patron Registration product, there is no timeline for implementation, and no guarantee that it will be purchased. Additionally, one advantage to implementing an online patron registration form is that it would prepare library staff for the process of online patron registration, when/if we purchase Innovative's product. However, the form OWLS created is different from Innovative's product. It is not paperless and contains more information, including borrowers' agreement and internet permission information. The form is also larger than the current registration cards and some libraries are concerned about the library space involved to store larger registration forms. **The group agreed to discontinue working on the OWLS PDF online patron registration form.**

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

- A member library asked that we reconsider the scoping change made in July of 2008. At that time, we added records for electronic items (such as Overdrive downloads and Netlibrary books) to the individual library scopes. Some libraries have commented that this scoping change made searches in InfoSoup more difficult for patrons and staff to find items that are physically in their libraries, since in many cases the first items that come up are electronic records. For some libraries, this has been a problem. Other libraries are pleased with the additional exposure these electronic resources are getting.

We could have Innovative remove the electronic records from individual library scopes. There would be a charge for this service. However, as electronic materials become more popular and the collections grow, scoping issues will change, and any possible future changes should be taken into consideration. Vendors are starting to offer ebooks for sale to individual libraries, and these would be affected by the scoping changes as well. Since the NetLibrary books are aging and no new items are being added, we could weed NetLibrary items, removing some of the less desirable materials from the collection. **The group agreed to keep the scopes as they are and to weed the NetLibrary collection to remove some of the less desirable items.**

- Gerri presented an analysis of lender/borrower, circulation, and system hold numbers and reviewed the findings with the group. The graphs indicate that as the trend of circulation growth continues, the growth rate of holds seems to have declined. It appears the reduction in holds per person has slowed the upward trend of hold growth but has not negatively impacted overall circulation numbers. The charts consist of circulation numbers and holds data from July 2006 through December 2009. The group looked at the following graphs: [holds placed](#), [holds placed monthly](#), [holds placed quarterly](#), [ILLs quarterly](#), [Circulation quarterly](#), [Holds/ILLs/Circulation](#). OWLS will continue to monitor these numbers and analyze the data again after another six months.

#### 8. Other Business

- The group looked at the updated [OWLSnet project Cost Sharing](#) document for implementing Telephone Notices in OWLSnet. Option 1 offers individualized hold pickup messages for each library, while Option 2 provides one generic hold pickup message that all of the libraries would share. The numbers are based on full participation by all OWLSnet libraries. Individual library costs would be higher if everyone does not participate in this project.

There aren't currently OWLSnet development funds available for this project, but even if funding were available, this project would greatly exceed the costs of a normal development project. Therefore, it would be necessary for libraries to help fund the project, and it's likely that not all libraries would have the funds to participate. That would be a departure from our current mode of operation. In the past, OWLSnet services have been available to everyone and all had the opportunity to partake and benefit from any added or upgrades services. If only *some* libraries were to participate, OWLS staff would be spending time and money on a project that would only benefit some libraries. While in the past some libraries have chosen not to participate, we've never before made financial buy-in a condition of participation.

The Kaukauna library isn't interested, as they use library volunteers to notify their patrons of hold pickups. With the increase in text messaging it's also possible that Telephone Notification is an older technology that won't benefit the majority of our customers in a year or two. Innovative offers a text messaging subscription but it is very expensive. Mark from NFLS will explore possible e-rate eligibility to help defray equipment and/or telephone line costs of TNS. He'll report back at the next AAC meeting.

#### 9. Adjournment

- Meeting adjourned at 2:20pm.