

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
September 18, 2009

Present: Rita Schiesser, Algoma; Kathy Beck, Kris Kipping, Brian Kopetsky, Vicki Lenz, Michael Nitz, Colleen Rortvedt, Katie Scullion, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Mary Seggelink, Florence; Susan O'Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Robyn Grove, Iola; Maggie Waggoner, Kaukauna; Kathy Decker, Susan Grosshuesch, Kewaunee; Beth Carpenter, Kimberly/Little Chute; Pam Ellingson, Lakewood; Heather Blum, Mandy Samsa, Lena; Ellen Connor, Manawa; Trinitie Wilke, Marion; Jennifer Thiele, Marinette; Ann Hunt, New London; Mark Merrifield, NFLS; Cherie Bartha, Joan Denis, Oconto Falls; Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, OWLS; Meredith Miller, Scandinavia; Becky Rickel, Shiocton; Elizabeth Timmons, Seymour; Sharrie Schweitzer, Kristie Wilson, Shawano; Becca Berger, Linda Streyle, 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 July 24, 2009 AAC meeting](#)

Becca from Sturgeon Bay requested that the minutes be modified to read that there is strong interest among the group for the online patron registration product and that some libraries believe it would be beneficial. She also requested the information regarding local holds be modified to report libraries are looking for materials to circulate quicker not necessarily locally. OWLS will massage the minutes and repost them.

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.

4. Announcements

- OWLS' business coordinator, Amy McGlone had a baby boy on Sept. 16. Mom and baby are doing fine.
- KAU has a job opening for a Youth Services Librarian, more information on this position can be found at KAU's website: <http://www.kaukaunalibrary.org/>
- SCA has a job opening for a Substitute Librarian, more information on this opening can be found at SCA website: <http://www.scandinavialibrary.org/>

5. Information from OWLS and OWLSnet staff

- Committee and user group update
 - Tech Talks/Circ Works

OWLS recorded and posted the last Tech Talks/Circ Works webinar, "Everything You Always Wanted to Know about Holds (but were afraid to ask)." It's available from the [Circ](#) and [Cataloging](#) pages of OWLSnet. We tentatively plan to hold the next webinar January 2010. If you have any ideas or topics for the next meeting please send them to Gerri.

- A teacher card committee has been put together that includes both OWLS and NFLS librarians, some favoring and some opposing teacher cards. We're working now on finding a date that works for everyone. The committee includes Sue Vater Olsen, Rita Schiesser, Maggie Waggoner, Jennifer Thiele, Elizabeth Timmins and Vicki Lenz.
- Circulation update
 - Evan has finished the online Patron Record Update form and posted it on the [OWLSnet Circulation page](#). This form replaces the blue paper form that libraries used to order from the OWLS office. To prevent spam, the form requires a log in with the extranet username and password. **The group agreed to implement the form and discontinue use of the blue paper form**. Please test the form by sending an update form to your own library.
 - The group reviewed the revised PDF [child](#) and [adult](#) patron registration forms. There were a lot of comments, but no consensus about what needed to be changed. Libraries agreed to submit their suggestions to OWLS in writing. OWLS will use the suggestions to create another draft for AAC.
 - Should be Short Loan report now has scannable barcodes. A few libraries reported they are working well and are wonderful. Gerri asked the libraries if there are any other reports that should be formatted with scannable barcodes? Member libraries suggested The Search Shelves before Billing and Short Loan List reports. OWLS will work on getting this feature into these reports.
 - Spine label printing is ready for library testing. Gerri passed around a sample copy of the label. New London has agreed to be the guinea pig for this process. OWLS recommends using a Zebra printer TLP2824 or TLP2824z to print spine labels. Because it's so time-consuming to configure the labels and because labels are very expensive unless they are ordered in large quantities, it's unlikely that there will be different label sizes offered. Many libraries expressed an interest in purchasing spine label printers before the end of the year. There may be a discounted price if we buy in bulk, Gerri will get a quote for purchasing.
- Technical Services Update
 - Anne will be holding another EZ Holdings class on Tuesday, September 22, 2009 in the APL computer lab from 9:30-11:30am. Please let Anne know if you will be attending. Tracy from Sturgeon Bay commented on how easy it is to enter holdings information using this process.
- InfoSoup Development update
 - The [Express Yourself @ Your Library!](#) blog began as a companion to the summer reading program taking place this summer (2009.) Because of the success of the blog, the blog will be changing into a reviews blog as InfoSoup librarians plan to keep adding reviews throughout the year.
 - Evan has been incorporating more of the BadgerLink resources onto the Research Tools page in InfoSoup. Encyclopaedia Britannica and Ebsco's H1N1 Influenza databases have recently been added to the Research Page.
 - Evan showed the group statistics for Mango Languages. The statistics are better than the old Tell Me More language program. Evan will continue to monitor use and may try to promote it more if the statistics don't continue to increase.
 - Learn A Test statistics are available also; this site has had approximately 1400 visits this year. As part of OWLS LSTA jobs grant, bookmarks that promote Learn a Test, Optimal Resume, and other InfoSoup jobs and career resources have been developed and are currently being printed. They will be distributed to all OWLSnet libraries when they are available. OWLS will also develop and print bookmarks specific to Learn A Test, and locally editable Learn a

- Test bookmarks will be posted in PDF on the OWLSnet website for local libraries to customize and print. (See: <http://www.owlsnetwork.info/infosoup/>)

 - How are libraries promoting Learn A Test? Some libraries are finding creative ways to inform patrons about these resources including school classroom visits, guidance offices, school literary nights, homeschool groups, weekly newsletters, etc.
 - The overdrive selection committee of the Wisconsin Public Library Consortium (WPLC) will be purchasing e-books to be used on Sony Readers.
- Project Updates
 - The new update for AirPAC is finally available. We're working on scheduling an installation date with Innovative. Bradd has created icons for "InfoSoup to Go" that will display on mobile devices.
 - We're continuing to move forward with Ecommerce. We've also decided to upgrade the SSL certificate to prevent problems with certificate error messages. While most of them have been resolved, the fix has been unorthodox, and we'd prefer a more robust solution. (AirPAC will also need an SSL entry, so it makes sense to do this now.) We'll do everything we can to ensure the transition to the new certificate goes smoothly.
 - The Millennium server replacement selection is taking longer than anticipated but a decision should be made soon. There has been a change in server lines and there isn't a next logical step for us to upgrade to. Since the Millennium upgrade, the server is slower so we would like to purchase a more powerful server, however the next step server might be bigger than we need. It will take approximately 3 months from date of purchase to install, so the initial proposed timeline has been pushed back. Mark from NFLS mentioned that additional funding will be used from both systems to purchase the server.
 - Wireless Internet will be installed soon at several NFLS libraries, and some of the earliest SAM installations are being updated.

6. Decision – consensus decision or vote

- No consensus decisions or votes to be made at this time.

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

- The schedule for next year's AAC meetings is as follows: Jan 15, Mar 19, May 21, July 16, Sept 24, and Nov 19. A web survey was sent out prior to the meeting asking if librarians would prefer days other than Friday. 26 libraries responded, and the vast majority preferred Fridays. The 2010 AAC schedule is posted on the [OWLSnet AAC web page](#).
- The group discussed the H1N1 virus and member library procedures in case of an outbreak. APL's city public health director informed APL that H1N1 is a short lived virus and does not spread easily through soft-surfaced items. SHA has implemented a regular cleaning schedule, disinfecting mice, keyboards and providing hand sanitizer for their patrons. KAU already has a policy in place that permits library staff to ask anyone who may pose a community health risk, to leave the library. Smaller library branches may be forced to close if there is an H1N1 pandemic. There was a suggestion that a uniform message could be developed and posted at member libraries, but this is a local library decision, and all libraries may not want to post the same message. Pandemic planning policies and procedures are city and/or municipality matters and libraries should contact those agencies for plans. The systems are available to assist with library closings, if necessary. The [ALA](#) website and the [CDC](#) website are good resources for additional information.
- In March 2009, there was an AAC decision to reduce the maximum number of holds per person to 15. On June 1, 2009 OWLSnet implemented this decision. At the last AAC meeting, the group

asked if OWLS would run a data analysis to see what sort of impact the change was having on OWLSnet libraries. Gerri analyzed the data from June 2009 through August 2009 and found that OWLSnet ILL numbers increased 10% over the same period of time in 2008. This growth rate isn't really a decrease from last year. In 2008, the ILL numbers increased 11% over the previous year; in 2007, the ILL numbers increased 20% over the previous year. She also created a chart of the ILL numbers from January of 2008 through August of 2008 to try to see the trends of ILL borrowing. However, it doesn't seem that conclusions can be drawn from either of these. The data changes dramatically from month to month, so a three month period of time doesn't appear to be enough time to draw conclusions about the results of the change.

Interestingly enough, circulation numbers from June 2009 through August 2009 are higher than we might otherwise have expected. OWLSnet circulation numbers increased 7% over the same time period in 2008. In 2008, the circulation numbers increased 2.2% over the previous year; in 2007, the circulation numbers increased less than one percent over the previous year.

Lender/borrower ratios also seem to be changing, perhaps as a result of the change in the maximum holds, but perhaps due to other causes. 13 libraries had their lender/borrower ratio change more than 10 points during this time period, some going up, some going down. We plan to look at the numbers again in January, looking at the six month period of July through December. (Since June was a transition month, it makes sense to exclude it from the analysis if possible.)

Joan from Oconto Falls commented that they would like to increase the maximum number of holds now, and a data analysis in 6 months won't make a difference. Colleen from Appleton commented that if delivery volume increases, delivery costs may also increase. Currently, delivery costs come from the individual system budgets (it's not an OWLSnet expense) and OWLS doesn't have the money for increased delivery costs – not sure about NFLS. Some libraries felt the proposal to reduce the maximum number of holds was presented using Brown County membership as a decision-making factor. Is this a topic we want to vote on? It would take 2/3 of the libraries and 2/3 of the fee shares for a vote to pass. There was not enough interest to schedule an AAC vote on this topic at this time.

- At the last AAC meeting, after the discussion of rental collections, OWLS was asked to present information on options to more effectively and efficiently put materials into patron's hands. The group reviewed the document "[More Face time!](#)" and talked through the options presented. For most of the options, we don't have to agree to do everything alike, but we do have to agree on the parameters – so it's clear what a library is allowed to do. A couple of the options require re-configuring system settings, and some would require more staff time working with item records.

In the end, there were a few things that libraries were interested in, and a few things we agreed to table. We agreed to table making some items local pickup only, and browsing collections of specific types of items, such as videos. There was interest expressed in browsing collections, shortening the time on the holdshelf and having a short loan for DVDs. Instead of attempting to explore all of these at once, we decided to start with one. Cherie from Oconto Falls, Rebecca from Black Creek, Colleen from Appleton and Kristie from Shawano agreed to get together to brainstorm about browsing collections.

- Pricing was distributed for a [telephone notification project](#) using Millennium Teleforms. Prices for the telephone renewal system were included, but libraries agreed that it wasn't necessary, or worth it for the cost. Generally, there are enough development funds in the OWLSnet budget for one project a year, but in 2010 there isn't anything in the OWLSnet development budget, so

libraries would need to pay for the project. This would mean an increase in membership fees to cover the cost and annual maintenance fee. Are libraries in a financial position to cover the cost? When implementing new modules, or projects, we've almost always implemented them as a group – on the whole it helps keep administrative costs down. We'd need to decide what would happen if some libraries didn't want to contribute or couldn't afford to contribute. Libraries asked Rick to provide them with their share of the maintenance cost. Some libraries are planning to look at their phone bills and/or postage fees, to compare them with the cost of the system. We're not sure how the call will display on caller ID, but Gerri will check into it. Innovative does offer a separate text messaging product. However, it's expensive (and it's a service, which means that it's expensive every year), and would benefit a smaller percentage of InfoSoup patrons. Appleton did feel that Teleforms might make it possible for them to reduce the time on the holdshelf – something they're not comfortable with currently, since they mail their hold pickup notices.

- A number of libraries expressed interest in the Millennium online patron registration. We have an older price quote that was shared with member libraries. This product is designed to populate the patron record when a new patron fills out a form online. It won't populate all fields and would still require staff to verify and edit the patron record. Milwaukee County has implemented this along with the signature module – the patron signs a device (like the devices in stores) and it stores the signature in the record. We will work on having a demo for the next meeting.

8. Other Business

- No other business.

9. Adjournment

- Meeting adjourned at 2:55pm.