

OWLSnet Administrative Advisory Committee Meeting

Door County Library, Sturgeon Bay

July 21, 2000

Present: Ann Schmitz, Algoma; Tony Wieczorek, Appleton; Carol Luepke, Bonduel; Kathy Mitchell, Clintonville; Mary Seggelink, Florence; Carolyn Habeck, Hortonville; Robyn Grove, Lisa Bauer, Iola; Linda Vogel, Kewaunee; Barbara Wentzel, Sue Kling, Kimberly/Little Chute; Nancy Krei, Marinette; Ann Hunt, New London; Mark Merrifield, Anne Miller, Jody Parworth, NFLS; Jeanne Waschbisch, Oconto Falls; Karen Kuhn, Oneida; Mike Hille, Shawano; Becca Berger, Joe Clabots, Judy Ellenbecker, Sturgeon Bay; Peggy Slicer, Tigerton; Steve Arendt, Waupaca; Linda Streytle, Weyauwega; Alene Newcomb, Wittenberg; Beth Carpenter, Patty Hankey, Kathy Houlihan, Rick Krumwiede, Gerri Moeller, Holly Otts, Barbara Strauss, OWLS.

1. Call to order and introductions

The meeting came to order at 9:40 a.m. Participants' introductions started with Steve Arendt, the new Assistant Director at the Waupaca Area Public Library.

2. Minutes of the May 19, 2000 meeting

The minutes were accepted as distributed.

3. Brief reports

o a. 2001 OWLSnet membership fee (working group needed)

Everyone had received a copy of the June 8 memo on membership fees. Rick reviewed a 3.7% increase in annual fees. The initial user license fee has been waived effective 7/1/00 through 12/31/2001. The following will participate in a working group to revise a new pricing structure:

- Ann Hunt, New London
- Nancy Krei, Marinette
- Becca Burger, Sturgeon Bay
- Barbara Wentzel, Kimberly/Little Chute

o b. Geac National User Group Meeting, September 27-28, 2000

(<http://www.nslsilus.org/mug/>)

There is no agenda yet for the meeting in Downers Grove, Illinois. There is an opportunity for two to attend through OWLS. NFLS has money set aside for a few. Anyone interested in going should let OWLS or NFLS know by the end of August. The following librarians showed an interest in attending: Becca Berger, Carolyn Habeck, Ann Schmitz, Judy Ellenbecker, and APL TS staff. **Notify Barbara Strauss by August 15th, if you would like to attend.**

o c. System down-time procedure update

Dave has worked to eliminate the problem that occurred in March when nine OWLSnet libraries were down by creating redundancy in use of the T1 lines. If one of the three T1 lines is defective, it will now route over the other two.

Dave will also monitor the lines 24 hours a day, 7 days a week. There is now an alarm at OWLS if a library is down between 8:00 and 5:00, Monday through Friday. If a library is down after OWLS business hours, Dave will be paged.

If your library is down, please call OWLS. OWLS will call all open libraries that are down every two hours between 8:00 and 5:00, Monday through Friday with a status report. The next morning OWLS will continue to update all libraries that will be open. **If you have a staff phone number that is answered during closed hours, please email that phone number to OWLS.**

It was the opinion of those present at the meeting that if OWLS calls libraries every two hours, a status line is not necessary.

OWLS is in the process of being more prepared for downtime. There are three ways to handle checkout and checkin during downtime:

1. Geac Offline Client
Appleton circ and the Shawano bookmobile have the Geac Offline Client. This is designed for a large library with a large circulation. The cost is \$150 for each workstation, and PCs with Windows 95 or 98 are required.
2. D-Circ
Dave has enhanced his D-Circ program. D-Circ also requires a PC at circ with Windows 95 or 98. After Dave finishes writing the D-Circ documentation, all libraries will be receiving an OWLSnet Tools Kit CD containing D-Circ, new versions of NetTerm and Netscape, and the new Geac manuals.
3. P-Circ
A paper method all libraries are familiar with-writing down barcodes on a pad of paper.

OWLS staff will contact each library to see what is preferred. OWLS will keep track of the preference and refer to the list in crisis times.

- o **d. Items missing in delivery** ("black hole")
A copy of OWLSnet Network News, Issue No. 6, that had not yet been sent to OWLSnet members was distributed. This issue addressed the growing list of items with overdue *In Transit*, *Awaiting Pickup*, and *Going Home* status. The handout lists various human errors that were discovered while Barbara was talking to staff at various libraries. Peggy Slicer and Arlene Newcomb reported on some Waltco delivery concerns. Mark Merrifield and Anne Miller have not yet discovered any delivery problems, but will follow-up on delivery questions. Please let NFLS know of any Waltco problems. A severe alternative is for libraries to lock containers or write manifests for each bin.

During the discussion, several strategies were outlined. Libraries are encouraged to participate to solve this problem.

- a) OWLSnet Network News, 2000, no. 6 will be distributed to all OWLSnet staff. Directors are encouraged to work with staff on the contents of the newsletter.
- b) In August a system-wide list of items with status Going Home, In Transit, and Awaiting Pickup will be distributed to all libraries. **All libraries should check their shelves for each item.**
- c) NFLS staff will work with Waltco on delivery questions.
- d) Libraries should shelfread collections regularly.
- e) Library materials and reports should be handled promptly--especially Title Holds Shelf Clearance Reports and ILL Overdue Lender & Borrower Reports.
- f) Delivery tubs should be clearly marked and located away from doors, recycle and garbage bins.
- g) Libraries should make sure that the lack of library security does not allow unauthorized persons to have access to library materials.

- o **e. Implementation update:** BIR, MAT, COL, CRI, NIA, WAS
All are adding items at a fast pace. There will be one more database entry training session. By fall a number of them should be circulating.

T1 service will be provided to all OWLSnet libraries. OWLS and NFLS will not wait until the next legislative session to see what happens to T1 funding. The E-

rate discount will be applied for and installation will be as soon as possible. A 50% discount is expected, but an 80% discount is needed for a discount on internal connections. There will be no discount on the \$37,000 to \$38,000 worth of new equipment needed.

- **Updates**

A copy of the new "Receipt for Payment for Material Owned by Another Agency" was passed around. The receipts are at the printer's and will be distributed to libraries soon. Note: The receipts were sent on the van on 7/28.

OWLSnet policies and procedures will be added to the OWLSweb page. Geac documentation will be on OWLSweb as well as on the OWLSnet CD-ROM.

Cooler by the Lake mouse pads were distributed for use at public work stations. Contact Beth Carpenter if you weren't at the meeting.

Rick Krumwiede was named "librarian of the year" by WLA.

4. **New email services:** explanation, instructions for creating new accounts, timetable
A handout with complete details on the new email service was distributed. Changes will only affect personal email accounts. Library agency email from the Admin menu in the Geac software will be the same.

OWLSnet will provide IMAP (Internet Mail Access Protocol) email for personal email accounts. All personal email addresses will change to username@mail.owls.lib.wi.us or username@mail.nfls.lib.wi.us.

OWLSnet recommends and supports Netscape Communicator for personal email. See the handout for instructions and the timetable for setting up your new IMAP email account. ***If your library needs to continue to use a dumb terminal for personal email, please contact Dave Bacon as soon as possible.***

Classes on Netscape Communicator will be offered at OWLS in September.

5. **WATF grant implementation:** Electronic books (working groups needed)
Comment by Rick: At the last AAC meeting a new Collection Development Working Group was formed to explore a variety of collection development topics, such as, basic guidelines on what materials are appropriately added to OWLSnet and what kind of electronic resources should be in our catalog. Because the issues in collection development are very broad, several different more focused groups are needed. A brainstorming session will be held to gather other collection development ideas.

Barbara provided an ebook handout containing an article from the Post-Crescent, an article from Library Hotline, and Cooler by the Lake resources.

There was also a handout on the WATF grant for a collection of ebooks that was awarded to a Consortium of Wisconsin Public Libraries. There are eight consortium partners and others interested in joining. The electronic resources will be owned by the state consortium.

Some local decisions are needed to facilitate the electronic book project. The issues fall into two areas-Internet browser-based ebooks and device-based ebooks. A working group was formed for both groups:

Working group on browser-based ebooks

- Tony Wieczorek - Appleton
- Sue Kling - Kimberly/Little Chute
- Ann Hunt - New London
- Carolyn Habeck - Hortonville
- Michael Nitz -- Appleton
- Barbara Strauss -- OWLS

Working group on device-based ebooks

- Nancy Krei - Marinette
- Jean Waschbisch - Oconto Falls
- Mark Merrifield - NFLS
- Kathy Mitchell - Clintonville
- Ann Hunt - New London
- Barbara Wentzel - Kimberly/Little Chute
- Becca Burger - Sturgeon Bay
- Meg Shriver -- Appleton
- Barbara Strauss -- OWLS

The grant will provide 10 devices for OWLS and 15 devices for NFLS. All libraries will receive a device. Last August the cost of a rocket book holding 10 books was \$150. Now a rocket book that will hold 20 books and includes audio sells for \$230. A volume discount will be checked into.

Mark Merrifield shared his rocket book experience. He said it takes about 30 seconds to purchase an ebook and download it to your PC. Your PC is a specified docking station for your rocket book. Mark passed his rocket book around for hands-on viewing.

6. **PLUS Upgrade 3.0:** What is fixed? What is new? What would OWLSnet like to use? The upgrade may take place during the second week of August. Libraries will be informed as soon as the schedule is known. Barbara had a handout listing the fixes and what is new.

New features that OWLSnet libraries would like to explore:

- default of viewing three previous patrons
 - holds messaging can be explored, now that it has been improved
 - define new item status values
 - item status synonyms
7. **Should OWLSnet members have consistent renewal periods because of NEWCat?** There was no interest in discussing consistent renewal periods. It was reported that there are some problems with renewing items over the Internet. Barbara will investigate.
8. **Other business**

Patron e-mail in NEWCat

When patrons request a reply, they should enter their e-mail address before sending their message. If they do not enter their e-mail address, you can contact the patron with the available information-name, barcode, and phone number. E-mail addresses entered to patron records in patron maintenance will transfer to NEWCat messages.

Lost card fee

Patrons are charged \$3.00 for each lost OWLSnet card.

9. The next meeting will be September 15, 2000 at 9:30 a.m. at the Stephenson Public Library in Marinette.
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OWLSnet Users Group Meeting

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Special non circulating collections

Some libraries have special collections that do not circulate and are only sent to agencies or schools for in-house use. Different options for entering these items in the database were discussed. One solution may be to not enter the items in OWLSnet. Another method is to use a generic record and attach item records for each item in the bin, describing the item in the call number field.

Patron Record Update forms

Before making changes to a patron record, check to see who is the home agency library. Please send the blue Patron Record Update form if you make any changes to a patron record from a different library. Libraries are noticing that they are not receiving Patron Record Update forms when changes are made to their patron records.

Searching microfilm

The question was raised on how to handle requests for information that could involve timely microfilm searching. Some libraries charge if the search will take longer than a specified time. If it is a large request, some libraries will have the patron contact an individual who will conduct a search for a fee.

Placing holds in NEWCat

Problems with placing holds in NEWCat have been reported. Do not use the browser BACK buttons-this will cause problems.

New PCs and NEWCat training

After libraries receive their new PCs, they should call Barbara Strauss for NEWCat training.

Harry Potter

Since the Marinette branches entering items are not circulating, their Harry Potter books are checked out to cataloging and will not be available for system holds. None of the Marinette branches will place holds on Harry Potter.

The meeting adjourned at 2:00 p.m.