

## OWLSnet Administrative Advisory Committee Meeting

Waupaca Area Public Library

May 19, 2000

Present: Ann Schmitz, Algoma; Vicki Lenz, Melody Hanson, Ann Le Mieux, Michael Nitz, Tony Wiczorek, Appleton; Carol Luepke, Bonduel; Harriet McCauley, Kathy Mitchell, Clintonville; Carolyn Habeck, Hortonville; Robyn Grove, Iola; Sue Grosshuesch, Kewaunee; Lori Van Dyke, Jane Werner, Kimberly/Little Chute; Ellen Connor, Manawa; Nancy Krei, Marinette; Ann Hunt, New London; Glenice Klestinski, Mark Merrifield, Anne Miller, Jody Parworth, NFLS; Peggy Murphy, Oconto; Jeanne Waschbisch, Oconto Falls; Karen Kuhn, Oneida; Kathy Whitt, Seymour; Mike Hille, Shawano; Becca Berger, Sturgeon Bay; Stephanie Thomas, Waupaca; Lucie Erickson, Weyauwega; Alene Newcomb, Wittenberg; Kathy Houlihan, Holly Otts, Barbara Strauss, Greta Thompson, OWLS.

1. The meeting came to order at 9:35 a.m. Participants introduced themselves.
2. **Minutes:**

The minutes of the March 17, 2000 meeting were accepted as distributed.

Barbara Strauss read Rick Krumwiede's letter that commented on the recent Telnet communications failure that affected nine libraries.

"Last week nine OWLSnet libraries were without service for approximately 26 hours, i.e., from mid-day on Tuesday until mid-afternoon on Wednesday. This downtime was the result of the failure of one of our T1data circuits from Ameritech.

Because there were multiple vendors involved, including one who didn't want to take appropriate responsibility, what should have been 4-5 hours of downtime ended up being 26 hours. I did complain about this unacceptable level of service, and the Department of Administration conducted an investigation in an effort to improve procedures.

Since this telecommunication outage, it has come to our attention that OWLS didn't do a very good job of handling this situation. Specifically, we failed to provide timely information to the affected libraries regarding our progress in solving the problem. Just as we were frustrated by the lack of information from our telecommunications vendors, the nine libraries were frustrated by the lack of information from OWLS. For this we sincerely apologize.

In an effort to avoid this kind of problem in the future, I have charged Barbara and Dave with reviewing our procedures for handling downtime and with making recommendations for improvements to these procedures. As part of this assignment, I have asked them specifically to investigate the feasibility of establishing a "status line" that libraries could call for reports on the status of the network, including the status of any troubleshooting activities.

If any of you have suggestions for our downtime procedures, please forward them to Barbara, Dave or me. Thank you. Rick Krumwiede"

3. **Brief reports**

**a. Implementation update:**

BIR - They are half finished with barcoding. Shawano has two staff helping BIR barcode.  
MAT - Collection analysis scheduled for May 23. Barcoding will be done at SHA.  
COL, CRI, NIA, WAS - They are adding items. Have had two training sessions.

Mark Merrifield commented that 19 libraries do not have T1 lines through TEACH. Without TEACH support, these lines are very expensive. Door County is having a problem with WiscNet, which is very expensive, and will be looking for a different vendor, possibly AT&T. Mark and Rick are working on a new plan to have E-rate support for the T-1 lines. Application for the E-rate discount will be made soon.

**b/c. Billing and lost item policy:**

Procedures for billing other OWLSnet libraries, collecting bill payment for items owned by a different OWLSnet library, and using lost items were distributed. A sample 2-part form, "Receipt for Material Owned by Another Agency", with instructions for circ staff was also distributed. The libraries thought the form would be very helpful, but suggested printing a 3-part form so staff would not need to make a photocopy for their follow-up record. It was also recommended that the form be revised to include "date forwarded" and "check #". The changes will be made and the forms will be printed after the Summer Library Program printing rush.

**d. Distribution of revised OWLSnet contact lists and Do Not Reserve chart:**

The revisions were distributed. Note: On holds/picklist, please change the APL e-mail addresses to tkirk@apl.org and tkolosso@apl.org. Add Charles Ledvina, cledvina@owls.lib.wi.us, to APL Technical Services.

**e. Cataloging:**

There have been some changes in cataloging in an effort to get more records in the database more quickly. Eight OWLSnet sites are using OCLC's CatExpress for their own cataloging, including KIM/LIT, STR, MRT, SHA, KAU, CPL, NLP. These sites provide records for a total of twenty-four libraries, counting branch libraries.

APL TS noticed that there are many duplicate requests arriving at APL, which slows down the process. In an effort to minimize that the Shawano branches were asked to send their requests for new title records to Shawano. Branch libraries in Marinette and Door counties already send their requests to their main library.

Appleton Technical Services is working on a multivolume project to make sure there are volume records before the next PLUS upgrade, which will show volume records in NEWCat. Holly thanked the libraries for their quick response to her email requests for making volume record corrections.

NFLS thanked Appleton Technical Services for their fine job with a round of applause.

**f. Cataloging Internet resources:**

With other library systems OWLS and NFLS applied for a grant from WATF to purchase electronic books from NetLibrary. [NOTE: the grant was funded] In anticipation of this grant APL Technical Services is exploring ways to catalog electronic items that are not physically in any library, such as those electronic books to be purchased from NetLibrary. They are exploring the use of CORC, a division of OCLC, as a tool for cataloging Internet resources. There are over a quarter million records in CORC, which are high quality, library-selected records.

Barbara Strauss explained that with NEWCAT, records for web-based records will be in our catalog and accessible to the public. When libraries install NEWCat, they will have to decide what kind of access to provide to the catalog:

- workstations that have access to NEWCat, NetTerm access to CL-CAT and allow links to websites
- workstations that allow NetTerm links to CL-CAT
- workstations that access NEWCat only

By consensus, the question about which Internet sites would be cataloged is first a collection development question and not a cataloging question. This should be a topic for discussions on collection development. One approach to selecting sites is to consider websites already selected for Cooler By The Lake or APL Quick Ref. APL staff said that there are government documents that are no longer in print, but are made available only on the Web; these sites would be good candidates.

**g. 2001 OWLSnet membership fee:**

Rick and Mark have been working on the membership fees for 2001. There will not be significant changes for the coming year, because an increase would have to be approved by the OWLS Board at the June meeting, although there may be some modifications. The biggest financial challenge is meeting the ever-growing telecommunications costs. Rick will distribute a memo about membership fees in early June.

**4. Discussion: collection development working group**

Cataloging with OCLC is expensive which raises the question of what is appropriate for original cataloging. When Appleton Technical Services receives an item that may not be worthy of cataloging, the item will be sent back to the director for reevaluation. The catalogers also can decide, based on their professional opinion, which items should have original cataloging in the national database (OCLC) compared to records created only in the OWLSnet database.

Barbara distributed the CREW Guidelines for Weeding Your Collection -- which is a common sense way to determine if items should be added to your collection or if items already in your collection should be retained. The CREW Method: Expanded Guidelines for Collection Evaluation and Weeding is provided free from OWLS. Contact Barbara if you would like a copy. If you own a copy of this manual, please add your copy to the database.

Barbara asked for volunteers for a new Collection Development Working Group. The following offered to participate in the working group:

- Ann Hunt - New London
- Alyce Sutter or Rita Schiesser - Algoma
- Kathy Whitt - Seymour
- Lucie Erickson - Weyauwega
- Ellen Connor - Manawa
- Michael Nitz - Appleton
- Kathy Mitchell - Clintonville
- Stephanie Thomas - Waupaca
- Linda Orsted - Marinette

Volunteers expressed that the group could 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.

5. **Other business:**

Anyone that wants to take the OWLS bus trip to ALA on July 10 should sign up. If there is room, NFLS will have the opportunity to sign up.

Guest speaker: Dr. Bernard Vavrek from Clarion University in Pennsylvania in the Center for the Study of Rural Librarianship gave a very interesting and informative presentation.

6. **Next meeting:**

The next meeting will be at the Door County Library in Sturgeon Bay on July 21, 2000 at 9:30 am.

---

**OWLSnet Users Group Meeting**

May 19, 2000

Questions raised:

**Q: How long will CL-CAT be available?**

A: CL-CAT will be available as long as we have Geac as a vendor.

**Q: In NEWCat if a patron renews an item, who gets the renewal statistic?**

A: The renewal statistic goes to the agency that the computer interprets as the agency the patron is logged in as. For example, if the patron is in the agency XYZ building, the renewal statistic is charged to XYZ. However, if the patron comes in over the Internet, the system interprets the patron's home agency (ABC) as the login agency and the renewal statistics would be charged to ABC.

**Q: Is there a report to tell how many renewals are done through NEWCat?**

A: The Terminal Activity Log reports the renewals, holds placed and holds cancelled done on NEWCat. We usually don't run the report, except on demand.

**Q: In CL-CAT one can place holds in bulk, but in NEWCat holds have to be placed one at a time, adding the patron barcode each time. Is there any way around that?**

A: No.

**Q: One of my patrons made a mistake placing a hold on a video. He thought he was placing a hold on a videocassette, but it was a DVD. Is there any way to tell the difference?**

A: It is true that the brief record has a general material designator of [videorecording]. In the full record display there is an indication in the note field if the item is a VHS or DVD.

**Q: Several libraries reported that other libraries are placing stickers on their books -- including Short Loan stickers covered with tape, green sticker with an M, and masking tape. Didn't the consortium agreed not to put stickers or marks on items owned by other libraries?**

A: That is true. Consortium members agreed not to place stickers or marks on items owned by other libraries. Sometimes books get into circulation before it is known that they will be in high demand.

**Q: Several libraries noted that videotapes returned by patrons were not rewound. Some libraries charge fines for that and other just rewind them. What is the practice in other libraries?**

A: Some libraries don't bother to rewind the tapes. Some libraries rewind the tape and charge a fine on the patron's record. Some libraries rewind the tape and are just irritated. Some libraries have a warning sticker indicating that a fine will be charged if the tape is not rewound.

**Q: When we replace our terminals with PCs, where do the terminals go?**

A: The terminals will be sent to OWLS and they will handle the disposal of terminals.

**Q: MAN reported that one patron experienced that holds were not being placed through CL-CAT -- even though the experienced person claims that they are doing the correct steps.**

A: Barbara will investigate this.

**Q: Has the paper used to print bills changed? My assistance at OCF noticed a difference in how the typewriter smudged on the paper.**

A: We have been using the same lot of paper since January 2000. The same paper is used for bills in OWLS and NFLS.

**Q: OCF has been adding a processing fee on a bill manually. Is there a way to do this through the system?**

A: Yes, a miscellaneous charge can be added to the patron's account to indicate a processing fee. There are two ways to do this. 1) You can ask Barbara to set up a generic "Processing Fee" in miscellaneous charges. Or, 2) you can create a new charge with this indicate "Processing fee - WORZZE99" to indicate the individual record tied to the charge. Barbara recommends the second method to eliminate confusion. These charges will appear on the patron's record, but do not appear on the bill, since it is a miscellaneous charge.

Comment: Librarians commented that they really liked the ILL web form created by NFLS for out-of-system requests.

**Q: From an OCO patron telling about confusing searching in NEWCat. The person was looking for the title "Bone by bone". He chose the search button on the top and was given a default simple keyword search and entered the title. He got 22 titles in response, no. 18 being the desired title. The librarian tried the browse search and found the title more quickly. Why does the top button have to be keyword?**

A: The defaults, such as a simple keyword search, were set, but could be changed if the consortium wants it changed to browse. In this case, the search for "Bone by bone" yielded ONE keyword, that is "bone". "By" is a stopword. The search was probably not the best search for that title. A more efficient search for that title would have been browse title. Barbara suggested that this might be a patron education issue. Also, if after the consortium uses NEWCat for a period of time, there are settings that librarians might want changed, we can talk thought the problems.

Comment: One library commented that their email report on the number of Internet sessions increased dramatically because of the awareness of NEWCat.

**Q: Why does the staff have to keep clicking on the time-out screen to go back to the NEWCat opening screen? When NEWCat times out, could the wording say "Start Over" instead of "log out"?**

A: Barbara will look at the language to exit NEWCat. The software doesn't know that it has timed out until someone clicks on what appears to be a current session -- then it indicates that the session timed out. We don't have a way to make it go to the opening screen automatically. Patrons should logout at the end of their session.

**Q: Is anyone interested in having multi-volume holdings added to WISCAT?** There is a new WISCAT client coming out later this year that could be used to added holdings directly to WISCAT. That method is much easier and much cheaper than using OCLC LDRs.

A: There was not much interest in this topic, although there was an interest in having a demonstration of this in the fall.

The meeting adjourned at 2:00 p.m.