

OWLSnet
Administrative Advisory Committee Meeting
Birnamwood Branch Library
August 2, 2002

Present: Ann Schmitz, Algoma; Vicki Lenz, Michael Nitz, Appleton; Jan Atkinson, Karen Dickman, Brenda Kuschel, Susan Paisar, Birnamwood; Carol Luepke, Bonduel; Kathy Mitchell, Clintonville; Kathy Coppock, Mary Seggelink, Florence; Robyn Grove, Iola; Michael Wilber, Keshena; Pam Ellingson, Lakewood; Lea Ann Pillath, Lena; Theresa Van Himbergen, Pat Verbruggen, Kimberly/Little Chute; Nancy Krei, Marinette; Lisa Hein, Marion; Ann Hunt, New London; Terrie Howe, Mark Merrifield, NFLS; Mike Hille, Shawano; Becca Berger, Joe Clabots, Judy Ellenbecker, Sturgeon Bay; Korrin Moede, Suring; Peg Burington, Ruth Hoppe, Waupaca; Lucie Erickson, Weyauwega; Alene Newcomb, Wittenberg; Kathy Houlihan, Rick Krumwiede, Barbara Strauss, OWLS.

1. Call to order and introductions
The meeting came to order at 9:45 a.m.
2. Minutes of May 17, 2002 meeting
The minutes were accepted as distributed.
3. Brief reports
- a. PLUS update:

System performance and a new server

With aid from the Gates Foundation, OWLS will purchase two new servers. One will be used for OWLSnet to improve system performance. The other server will scan for viruses and update the anti-virus programs on all OWLSnet PCs. The estimated cost of the servers is \$75,000. The estimated Gates grant is \$53,000 to \$58,000. The OWLSnet budget will cover the additional \$17,000 to \$22,000.

In staff mode use Quick Search for a keyword search. When searching for a title, use the # sign for truncation. Whenever the \$ sign is used for truncation, the result is a keyword search which is very intense and can slow response time. It may be necessary to lower the threshold for keyword searching.

Patron Purge

OWLS annual patron purge has been completed. Patron records that were expired for three years or longer that had no outstanding bills or fines, checked out items, claims returned items, or stops were deleted. Libraries may contact OWLS if they wish to purge patron records more often. A test run can be run before making any final decision.

Email notification

Forty-two libraries are participating in email notification of overdues and reserves. Tracing a 10-week period, over 10,000 notices were emailed.

Labels generated from PLUS

There was very positive feedback from the libraries (APL, STR, SHA) using labels generated from PLUS. Barcodes are added to new items and scanned to produce a printed label. Spine, spine and pocket, or wrap around labels can be printed on a laser or dot matrix printer. Demco or standard Avery labels can be used. New material should be checked out to an in-house patron with an S or B patron category until processing is completed. Libraries that would like to use this feature should contact Holly Otts, Charles Ledvina, or Barbara Strauss.

Clarification: Holds and Renewals in NEWCat

After the last upgrade there have been problems with the screen display when patrons renew items. On the Renewal Response screen garbage characters can appear in the Renewal Status column. This is a known bug that will be fixed with a future upgrade. Problems with renewing selected items can be a Java problem. Information needed in reporting the problem is (1) what kind of PC, (2) what operating system, (3) what browser, and (4) what version of the browser.

Patrons experiencing problems with changing the pickup point may need to change the auto complete setting on their PCs.

Patrons can be booted out of NEWCat if they use the back button instead of the NEWCat buttons.

The decision to allow renewal for expired and delinquent NEWCat patrons has been reversed. This change also allowed patrons to renew items with open holds. With some future upgrade we will have the ability to allow delinquent patrons to renew only items without open holds.

Borrowing among county libraries (new Door Co. report)

Using Excel reports from OWLS, Door County was able to produce a geographic map tracking where patrons use their library cards in Door County. The patterns of cross-over borrowing within the county are more understandable using this method.

Patron's home agency is now the default pickup point in both NEWCat and CL-CAT. Now that the pickup point for CL-CAT holds no longer defaults to the library where the hold was placed, many patrons are changing their home agency rather than using the option of changing the pickup point.

The current version of D-Circ, which is used for offline circulation, doesn't work with XP. Dave Bacon is upgrading D-Circ to work with 95, 98, and XP. Dave is also improving the documentation.

Work continues on correcting the NetLibrary overlay of titles. APL Technical Services needs the overlaid items or a description of the items in order to move items to the correct records. There are still nine libraries that need to respond.

Peg Murphy observed the Circulation Client at New London and is interested in purchasing. The cost is \$600/client. Geac is offering a price of \$300/client for a sale of ten or more, or \$500/client for five or more. There is an annual fee of \$25/client. There will be a demo of the Circulation Client at the next AAC meeting.

b. Budget Update

The budget was passed by the legislature and signed by the governor. The impact will not be great in the coming year; however, the structural deficit was pushed forward into the next bi-annual budget. Rick expects that there will be a bigger impact in the coming budget cycle.

c. Geac National LIBS User Group meeting: March 10-16, 2003 in Philadelphia with the Geac Advance User Group (in anticipation of Geac's move to V-Smart)

OWLS staff will probably attend this meeting.

4. Imbalance of Resource Sharing (continued from May meeting)

Report from NFLS about delivery options and system meeting discussion

The number of items borrowed continues to grow. NFLS is looking at the imbalance of resource sharing and it is likely additional delivery stops will be added. Holds Messaging may be changed to clear counties or systems first.

OWLS can generate reports with the number of items borrowed by item statistical category. Let Barbara know if you would like a report.

5. Other business

Question about libraries lending software

Gerri Moeller has researched this and is preparing a report that will be posted on the web. The report can be discussed at AAC.

6. Next meeting: September 20, 2002 at 9:30 a.m. in Sturgeon Bay.

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Returning lost or damaged items

It was the consensus that items should be checked in and details noted on the delivery slip. The possibility of using a different colored routing slip to flag for exceptions with notes was discussed. It was also suggested that placing items with exception notes in an envelope would prevent tossing routing slip with unnoticed notes.

Food for Fines

It was recommended to use the guideline of 1 item of food for each dollar in fines.

Patron keycards

It was noted that the protective sleeves rip easily.

Wisconsin Collection

Please contact Barbara Strauss if you can use back issues of *Wisconsin Review*, the journal of the Wisconsin Academy of Sciences, Arts and Letters.

Bookmarks

OWLS is working on a bookmarks listing all OWLSnet libraries and a bookmark about using "stop words" while doing keyword searching. The OWLSnet service area map will also be updated.

Picklist question

If an item has "going home" status, why is it on the picklist? It was reported that some items on the Holds Messaging picklist, which are not found on shelf, are returned in delivery.

Routing errors

It was noted that the OWLS office has been making some routing errors.

Future AAC meetings

There was discussion on meeting frequency, such as, quarterly or bimonthly. A change in format will also be considered, such as, focusing on various topics (copyright laws, etc.). This will be on the September agenda.

System slow response time

Some changes may be made to the keyword search threshold to improve response time. When using truncation in staff mode bib searching, use the # sign instead of the \$ sign. The new server will also improve response time.

PCs and Office programs training

OCLC is offering online classes for Office products that may be of interest for some staff.

The meeting adjourned at 1:00 p.m.