

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
November 7, 2003

Present: Ann Schmitz, Algoma; Barbara Kelly, Vicki Lenz, Michael Nitz, Meg Shriver, Mary Van Lieshout, Appleton; Kathy Mitchell, Clintonville; Susan O'Leary, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Robyn Grove, Iola; Kathy Decker, Kewaunee; Ellen Connor, Manawa; Tim Dirks, Marinette; Lisa Hein, Marion; Janet Reidenbach, New London; Mark Merrifield, NFLS; Kathi Clarke, Oconto; Jeanne Waschbisch, Oconto Falls; Dorothy Youngblood, Scandinavia; Elizabeth Timmins, Seymour; Lorie Hanson, Mike Hille, Shawano; Becca Burger, Judy Ellenbecker, Joe Clabots, Sturgeon Bay; Maggie Waggoner, Suring; Peggy Slicer, Tigerton; Peg Burington, Ruth Hoppe, Waupaca; Krisann Dailey, Lucie Erickson, Weyauwega; Alene Newcomb, Wittenberg; Rick Krumwiede, Holly Ledvina, Gerri Moeller, OWLS.

1. Call to Order

The meeting came to order at 9:35 a.m.

2. Minutes of the September 12, 2003 Meeting

The minutes were accepted as distributed.

3. Brief Reports

- Staff Changes at OWLS

Kathy Houlihan, the Circulation Specialist, is planning to retire in January 2004. OWLS is planning to fill this position before Jan 31, 2004. Gerri Moeller is now OWLSnet contact as the Library Automation Manager. She's excited about her new position and encourages people to call her with questions and concerns. OWLS is planning to fill Gerri's old position by January 1, 2004. In addition, Holly Ledvina is now coordinating "services to users with special needs" for OWLS, Dave Bacon is supervising OWLS delivery service, and Beth Carpenter is coordinating continuing education for OWLS.

- Antivirus and security project update

The antivirus and security project installation is complete as of this week. Terrie Howe has just finished installations at Door County. Both OWLS and Nicolet have finished the initial installations at all OWLSnet member libraries.

- Checking your email quota

Gerri Moeller reminded everyone about the email information in the latest Network News (Vol 2003, No.6). You can use the new chkquota tool at mail.owls.lib.wi.us/chkquota to check your email quota. Also, she reminded everyone that all notices sent to patrons are also copied to the library's "notices" email account. You can discontinue this if you don't use these notices. In addition, please be sure to check your library's business email account as it contains important news and announcements from OWLS.

- Membership agreements

New OWLSnet membership agreements have not been sent to NFLS libraries because OWLS and NFLS have not signed a new automation partnership agreement. Rick and Mark expect the new agreement to be finalized shortly. The OWLS board has approved

new agreements for the OWLS libraries and they will be distributed very soon. For consolidated county libraries, there is only one membership agreement for each county.

- WISCAT records load
WISCAT records were extracted on October 24th and sent to Auto-Graphics. Auto-Graphics has finished their processing and forwarded them to Reference & Loan. They should be loaded into WISCAT by Monday, November 24th. It's been over a year since this was last done, but we are now going to be extracting records every six months. After the next 6-month extraction, we'll be seeing if a quarterly extraction might be acceptable to Reference & Loan.
- Network connections policy
A new network connections policy has been adopted by the OWLS board and posted on OWLSnet. As discussed at the last AAC meeting, the policy reads "OWLSnet does not allow individuals to connect their personal computer devices to the OWLSnet network in member libraries." The web posting includes a rationale for the policy that can be shared with patrons.
- Gerri Moeller mentioned an upcoming program by Ben Merens on Wisconsin Public Radio. (If you missed the meeting, it's all over by now.)
- The annual patron purge was just conducted. 7166 records were purged: 5754 OWLS and 1412 NFLS. Someone suggested making this happen after the first of the year. It's possible to do this in January/February after the state reports have been filed.

4. Workstation Reservation Software

Barbara Kelly and Meg Shriver demonstrated the EnvisionWare PC Reservation software that is being used by APL. Rick is pursuing quotes for Door County and Shawano. Other libraries that are interested in this software should contact Rick for a proposal.

5. NEWCat update

- Known issues
Known issues posted on the NEWCat FAQ were discussed. Other issues were brought up, including:
 - Netlibrary Authentication is not working correctly in Internet Explorer. Currently you can't create a Netlibrary account from outside a library using Internet Explorer. This will be fixed shortly.
 - There are three separate sorting problems occurring. With the new Geoweb 5, sorting was moved from the Plus server to the NEWCat server. Unfortunately, Geac has been unable to get sorting to work properly, so the sorting will be moved back to the Plus server. This will be accomplished by an upgrade to the Plus software, then an upgrade to the Geoweb software.
 - Auto-complete and right-click to paste don't work when logging into NEWCat. Geac will be fixing this.
 - Series searching returns exactly the same result as title searching, so the option to do a series search in NEWCat will be removed.
 - NEWCat doesn't list bills or fines. Geac is working on fixing this.
 - Patron email addresses with underscores display incorrectly in the NEWCat patron record. They work fine, but they display incorrectly.
 - Some patrons are having problems placing holds. They get to the end of the

process and receive a system failure message.

- There have been instances of links disappearing in NEWCat. In some cases, it's been the All Member Libraries link, and in others, an incomplete list of libraries has been displayed in the Select an Individual Library page. If you see this happen, please contact Gerri immediately. We need a printout of the html source code in order to help Geac troubleshoot this problem.
 - A suggestion was made to do a better job communicating problems to OWLSnet libraries, possibly a listserv or a blog. OWLS will check into this and report back at the next AAC meeting.
 - The issue of overcharging patrons due to the time change was brought up. Some patrons were charged twice in a 24-hour period. This has been forwarded to Geac and they are working on the issue.
 - There was a consensus that some of these issues be added to the NEWCat FAQ: Netlibrary authentication, sorting problems, auto-complete and right-click to paste, fines and bills not displaying, and patron email addresses with underscores.
- C-FLY problem
We're experiencing an increased number of C-flies that appear to be corrupted holds. If you see any of these, please forward the information on to Gerri. We're still trying to troubleshoot the problem with Geac. Along with this issue, some libraries mentioned that they are experiencing disappearing holds. They placed a hold using NEWCat for a patron, and the next day it had disappeared.

6. Proposed 2004 Meeting Dates

The following 2004 meeting dates were proposed and accepted.

- Jan 9, 2004 - Appleton
- May 7, 2004 - Nicolet
- September 10, 2004 - Appleton
- November 12, 2004 - Nicolet

7. Other Business

- WAU has been allowing people to place their own holds in WISCAT. Currently, they are looking at each one before allowing it to proceed, but they are about to start letting these go unmoderated. They will automatically be stopped if an item is owned by an OWLSnet library. A library can limit holds by individual, but can't apply a blanket limit to all of their patrons. This is part of a pilot study that WAU is participating in.

8. Adjournment

The business meeting was adjourned.

**OWLSnet Users Group Meeting
November 7, 2003**

- Patron privacy issues – historical patron list
There was some concern that we are telling the media that we don't track historical patron information, but in fact we are keeping a history of the last three circs for each item. A discussion of this followed. This feature can be convenient for collection development to see time frame of checkouts over 5 years. Some people felt it was useful for tracking down missing parts. Some things checked out to AV repair, etc., lose the true last patron, and the history can be helpful. It's valuable to see which library used an item. There was a consensus that the current historical patron list parameter of 3 still works well for us, and we don't want to change it at this time.
- Do some libraries limit the number of items at first checkout, and have there been a lot of complaints about this policy?
It sounds like most libraries have some sort of initial checkout limit. No libraries reported complaints about the policy.
- A suggestion had been made at a previous AAC meeting to print the green slips on both sides in order to reuse them and save paper. OWLS checked into this, but found that this would be very time intensive to do. In addition, libraries would have to be extremely diligent about crossing off the used side so that there wouldn't be delivery confusion. It doesn't make sense to do this at this time.
- APL would like to create non-borrowing cards. These are for patrons who need a card to use the Internet, but can't establish an address in order to get a borrowing card. One suggestion was to create a new patron category that didn't permit borrowing. This would require that all of the libraries add this patron category to their records, or these non-borrowers would be able to borrow items at other libraries. A suggestion was made to make these another color, but Appleton would prefer that these look like actual cards so they could be converted in the future to "real" borrowing cards. OWLS staff will research this issue further and report back at the next AAC meeting.
- APL also mentioned that they recently instituted a fine alert. Previously, they had their delinquency threshold set at \$4 so they could let patrons know that they were approaching the actual threshold of \$5. Now, they have an alert come up whenever a patron has a fine, and they can let them know that it's there. Patrons have loved it, and it's been good for revenue too! They're thinking about changing the threshold to \$5 now since they can give patrons advance warning. Some of the other libraries knew about this, some didn't. OWLS will clarify this at the next AAC meeting.