

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
January 9, 2004

Present: Ann Schmitz, Algoma; Barb Kelly, Vicki Lenz, Meg Shriver, Appleton; Carol Luepke, Bonduel; Susan O'Leary, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Robyn Grove, Iola; Susan Grosshuesch, Kewaunee; Barbara Wentzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Ellen Connor, Manawa; Tim Dirks, Marinette; Lisa Hein, Marion; Ann Hunt, New London; Terrie Howe, Mark Merrifield, NFLS; Jeanne Waschbisch, Oconto Falls; Evan Bend, Beth Carpenter, Patty Hankey, Kathy Houlihan, Rick Krumwiede, Holly Ledvina, Gerri Moeller, OWLS; Elizabeth Timmins, Seymour; Lorie Hanson, Shawano; Becca Berger, Joe Clabots, Judy Ellenbecker, Sturgeon Bay; Peggy Slicer, Tigerton; Peg Burington, Ruth Hoppe, Waupaca; Krisann Dailey, Lucie Erickson, Weyauwega, Alene Newcomb, Wittenburg

1. Call to Order
The meeting came to order at 9:35 a.m.
2. Minutes of the November 7, 2003 Meeting
The minutes were accepted as distributed.
3. Announcements
 - Staff Changes at OWLS
 - Evan Bend started at OWLS on Monday, January 5th. He is the Interlibrary Loan & Reference Librarian. In addition to working on Interlibrary Loan, he will be coordinating the Gale databases, and conducting training in their use. While we aren't actively considering adding new databases, he will be evaluating their use and conducting trials of other potential databases.
 - Kathy Houlihan will be retiring on January 30th. She received a standing ovation for all of the hard work she's done for all of the libraries over the years. Good luck, Kathy. We'll miss you!
 - Judy Hocking will be starting on Monday, January 12th. She will be taking over Kathy's position.
 - Membership agreements
OWLSnet membership agreements have been distributed to all OWLS libraries, and some have been signed and returned. Because the Partnership agreement between NFLS and OWLS is now complete, new OWLSnet membership agreements will be sent to NFLS libraries in the next week or so.
 - System Technology Plans
Because our System Technology Plans include data on individual libraries, individual libraries haven't been required to file technology plans with the state. However, the timetable we were given doesn't mesh well with the federal timetable for e-rate. Therefore, each system will need to revise and update its existing technology plan, or complete a new technology plan by July 1st. We were originally told that we wouldn't

need to do this until the end of the year. Neither system has decided which of these options it will choose. There will be further discussions.

- WISCAT records load
The WISCAT records load was completed at the end of November. It took Reference & Loan a bit longer to process the records for unique items (items that other libraries don't own.) These have been loaded, although due to some indexing difficulties, they might not be showing up in Wiscat yet. The indexing should run successful this weekend, so all of the unique items should also be in Wiscat starting on Monday. Beth Palmquist from Reference & Loan said that our records were in terrific shape, in fact the best that she'd seen. Congrats to the cataloging staff at OWLS and APL, as well as all of the people who add their own records to the system. Terrific job!
- Mailing of overdue notices
The Kimberly-Little Chute library is no longer mailing out overdue notices to their patrons, as of the first of the year. They had talked about doing this some time ago, but this year, budget considerations forced them to adopt the new policy. Patrons who elect to receive notices by email will still receive overdue notices, but no overdue notices will be mailed. Patrons will be informed about reserved items by phone, or via email.
- Adding computers to the network
Dave Bacon would like to remind everyone to let OWLS know when you add new computers. Escan needs to be installed on all staff and public internet browsing computers, and Deep Freeze installed on NEWCat and public internet browsing computers. There are other pieces of licensed software supplied by the system. We need to know the number of installations in order to update our license agreements with those companies. We have enough licenses at this point, and Dave will continue to monitor the situation.
- Other announcements
 - OWLS is working on the year-end reports, namely Titles added, Items added and Items deleted. These are in the works, and should be sent out next week.
 - WLA Library Legislative day is Tuesday, February 3rd. Rick encouraged everyone to sign up and attend.

4. Old Items

- Non-borrowing cards
At the last meeting, Appleton asked about creating non-borrowing cards to enable patrons without adequate residency requirements, or juveniles without borrowing privileges to use their computers. The computer reservation software that they use (Envisionware) required a non-delinquent card for patrons to use the computer.

In order to create a new non-borrowing patron category, we used the existing patron category K. A patron category of K would need to be created in each library's account, something which OWLS would be happy to do. (Note. Gerri mis-spoke on this one. The correct patron category is N for Nonborrower.) The patron category has a limit of 0 items that can be borrowed. Any attempt to borrow items on this card results in a popup alert, which says that the patron has exceeded their borrowing amount. Ignoring the popup and hitting enter will check the item out to the patron.

After reviewing the OWLSnet Borrower's Card Program Policy, it is clear that Appleton may institute such a card as long as it isn't an OWLSnet card. This local card needs to look different from the OWLSnet card. This, along with the different patron category, should give neighboring library's lots of clues that the patron cannot borrow items.

Appleton passed out a sample of the card at the meeting. The card is green, very different from the Appleton card and the OWLSnet card and clearly labeled as a non-borrowing card. The patron's record will contain whatever information they have, which may be less than a standard patron record.

The AAC group agreed that Appleton could to use a non-borrowing card, distinct in looks from the standard OWLSnet card. OWLS will add a non-borrowing patron category N to each library's record. APL will put a comment to the notes field stating NON BORROWING CARD.

- Fine alert vs. delinquency thresholds
This discussion was combined with the next discussion – Can patrons with overdue items place holds or renew items – since the items are related.

5. New Items

- Can patrons with overdue items place holds or renew items?
See handout 1.

The AAC group agreed to change the following parameters for the system:

*** Ignore delinquency thresholds for hold placements from the z39.50 clients**

*** Ignore delinquency thresholds for renewals from the z39.50 clients**

We believe that delinquent patrons will now be able to renew items and place holds in NEWCat (subject to the normal restrictions), but will be unable to renew items with open holds.

In order to take advantage of this, the fine alert for renewals will need to be turned off for each individual library. If a library chooses to use the fine alert for renewals, delinquent patrons will not be able to renew items online.

OWLS will send out an announcement when the change has been made. Since we haven't been able to do any testing on this, we will conduct extensive testing once the change has been made to verify that the results are as expected. Please contact us with any questions or comments about the effects of the system change.

- Geac Issues & Updates – new page on OWLSnet
The OWLSnet web site now has a new section called Geac Issues & Updates. It's located at http://www.owls.lib.wi.us/owlsnet/issues/geac_issues.htm and it lists various items concerning the Geac system.
 - The homepage lists miscellaneous issues. They are listed by date, and may include questions or comments from libraries, such as “We're seeing this happen.

Is anyone else seeing it?" We'll be adding the reboot after deleting items issue, and the slowdown issue that some libraries have experienced.

- The Model Railroader issue will also be added to the Geac Issues & Updates page. In addition, **the AAC group agreed that all of the holds on this record should be deleted, and the record recreated, since this record has had problems in the past.** This means that some holds will be lost, but the group felt it was more important to prevent additional holdings from being added to this record.
 - The recently resolved page lists items that have just been fixed. This is a good place to check to see if an item you've noticed recently has been fixed yet.
 - The resolved issues page is an archive of issues. We're not sure how long items will stay up here – the pages are relatively new.
- NEWCat Updates

The group discussed items listed on the Geac Issues & Updates pages, including:

- Brown County Library is in the process of moving to a new web-based catalog. Unfortunately, the new catalog isn't currently accessible using the "Other Wisconsin Library Catalogs" search in NEWCat. We've temporarily removed the link to the Brown County Library from NEWCat, and will restore it as soon as it is accessible again. Update: The Brown County web catalog is up and running again. Geac will be adding access back to this next week.
- Another library has experienced the problem with links disappearing. In this case, the list of individual libraries in NEWCat didn't include the Kaukauna library. If you see this happen, make sure to view the html source, then print this out, so we can troubleshoot the problem. If you need help with this, please don't hesitate to call. You can find more information on this under Open issues.
- We've heard from one library that they are finding a lot of things on the shelves that weren't checked in. All of the circulation staff are aware of the problem, and they don't think it's an issue of not paying attention to the screens. So, is anyone else experiencing this? If so, please let Gerri know.

Other items discussed included issues from the Open Issues page (for more detail, see the webpage):

- The subject heading "Wisconsin Authors" doesn't display in NEWCat
 - C-flies in holds messaging
 - Disappearing links in NEWCat
 - Some patrons cannot place holds
 - Patron email addresses with underscores display incorrectly
 - Sorting issues
 - Geac doesn't recognize ISSNs that include an "x"
 - Periodical display in NEWCat lists oldest first
- Using Direct Links and Search Boxes: what are the implications?
See handout 2.
 - ILL overdue lender and borrower reports
ILL overdue lender and borrower reports are sent out every Monday to every library. The intention is that each library checks both reports to see if the items are on their

shelves. Unfortunately, some items have been left on the reports for many months.

The AAC group agreed that after an item has been on the report for 4 weeks, the lending library should change the status of the item to *missing*. The item will need to be checked in first, in order to change the status to missing.

Libraries will probably need to work with other libraries in order to check in long overdue items. Items listed as *in transit* will first need to be checked in by the borrowing library, in order to be listed as going home.

6. Other Business

- Where are the Gale stats? Have there been increases or decreases in usage of the Gale databases? The stats are located at <http://www.owls.lib.wi.us/owlsnet/statistics/stats.htm>. There have been increases every year. Stats for the Gale databases are available for 1999 through 2003.
- The Waupaca library had a patron who was directed to a porn site from a link in NEWCat. The patron was concerned that we were directing people to pornography. When the patron downloaded and ran a spyware program, the problem was eliminated. We'll add this to the Geac Issues & Updates page, with a mention of the program.
- Librarians have been hearing the word "migration" tossed about lately. OWLS is planning to begin looking at the possibility again in the very near future. No plan is yet in place. We will definitely recruit a committee of member librarians to help in the process.
- The OWLSweb search box disappeared for a while. The indexing process was broken on the NT server. This has since been fixed, and the search box is up and running once again. If you still can't find what you're looking for on OWLSweb, please feel free to call anyone in the OWLS office. (But try Beth first – she's the best at it!)
- Some people have had problems with craft books on Netlibrary. The pictures and patterns aren't available. Send titles to Evan if you have a specific concern. There will be another Netlibrary online course running February 2nd through February 29th. You can sign up by emailing Mark Beatty at mbeatty@wils.wisc.edu.

7. Adjournment

The business meeting was adjourned at 12:00 noon.

OWLSnet Users Group Meeting
January 9, 2004

- DVD & CD labels
Becca mentioned that some new car manuals are stating that library CDs should not be used in the CD player as they could do damage. She had a manual from a Saturn Vue that stated “incompatible CD types are library CDs with thick barcodes”. Door County doesn't use barcode labels on their CDs or DVDs. Becca has personally had a problem with them coming off in a CD player she owned. You can write on the clear portion of the DVD, but should use a DVD friendly pen. The best information is available from [Care and Handling of CDs and DVDs: A Guide for Librarians and Archivists](#), a publication from the Council on Library and Information Resources and the National Institute of Standards and Technology.
- Some libraries have had a lot of problems with DVD theft. WAU keeps them in locked cases, but a number of libraries leave their CDs and DVDs out.
- Is there a parameter set to alert you at checkout if there are other things overdue? OWLS has checked on this, and if the delinquency threshold for number of overdue items is set to one, a patron will become delinquent after one overdue. This will enable to a popup message with the overdue items listed.
- One librarian reported problems checking out multiples of one title trapped for the same patron (for example, a book club.) If you have multiple titles trapped for one patron, you need to check them out in the same order they were trapped.
- A Waupaca patron put a hold on a book and changed the pickup agency to Iola, expecting that the book would come from Iola. Instead, the book came from Weyauwega. However the target agency is determined by the patron’s home agency, not the pickup agency. In this instance, the first target library was Weyauwega. Things like this can also happen when an items is checked in and trapped at hold. This takes precedence over the target agency list.

One possible solution for this is to place a hold, then immediately call the preferred owning library. Ask them to check the item in. If the item is checked in immediately after placing the hold, it is likely that item will be trapped for the hold.
- The Waupaca Area Public Library will be doing a food for fines drive the week of January 10th through the 18th. Each canned good will knock \$1 off your fine. Canned goods will not be accepted for miscellaneous charges or bills.