

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
May 7, 2004

Present: Ann Schmitz, Algoma; Michael Nitz, Meg Shriver, Appleton; Pam Kiesner, Emily Wilson, Brown County; Carol Luepke, Bonduel; Kathy Mitchell, Clintonville; Mary Seggelink, Florence; Susan O'Leary, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Robyn Grove, Iola; Debbie Meixensperger, Kaukauna; Susan Grosshuesch, Kewaunee; Barbara Wetzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Lynn Derby, Lena; Ellen Connor, Manawa; Tim Dirks, Marinette; Ann Hunt, New London; Terrie Howe, Mark Merrifield, Anne Miller, NFLS; Jeanne Waschbisch, Oconto Falls; Peg Murphy, Oconto; Evan Bend, Beth Carpenter, Patty Hankey, Judy Hocking, Rick Krumwiede, Holly Ledvina, Gerri Moeller, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Penny Habeck, Mike Hille, Shawano; Becca Berger, Joe Clabots, Judy Ellenbecker, Cheryl Wilson, Sturgeon Bay; Maggie Waggoner, Suring; Peggy Slicer, Tigerton; Peg Burington, Waupaca; Lucie Erickson, Weyauwega; Alene Newcomb, Wittenburg.

1. Call to Order

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

Introductions

Pam Kiesner, the assistant director of the Brown County Library, attended due to the migration discussion involving the Brown County library. Other attendees new to AAC included Sue Vater Olsen, the new director of the Scandinavia Public Library, Judy Hocking, a new OWLS employee, and Lynn Derby, the new director of the Lena Public Library.

2. Minutes of the January 9, 2004 Meeting

The minutes were accepted as distributed.

3. Announcements

- New Inventory scanners/manual
 - OWLS has purchased two new inventory scanners and updated the manuals for the inventory process. Any library interested in using the new scanners for inventory is encouraged to contact Judy at OWLS.
- Patron database cleanup
 - In preparation for the migration, OWLS has been trying to cleanup the patron database. Some faulty email addresses and other anomalies in patron records have been corrected. Please contact Judy at OWLS if you encounter any other potential problems in the patron records.
- Other Announcements
 - In the past two years over 178,000 email notices have been sent. Reserve notices outnumber overdue notices by about two to one.
 - WE Energies is planning a transformer replacement at APL that will cut power for approximately four hours. After much lobbying by OWLS and APL, WE

Energies agreed to do the replacement on a Sunday after Memorial Day to cause the least amount of disruption to OWLSnet services.

- NFLS libraries borrow more materials from OWLS libraries than OWLS libraries borrow from NFLS libraries. This imbalance has been a concern because it has continued to grow, reaching 26,525 items in 2003. The good news is that this trend appears to be changing. Based on year-to-date figures, it is anticipated that the imbalance will decrease to about 22,000 items in 2004.

4. Old Items

- Non-borrowing cards
 - At APL's request and agreement of the libraries at the last AAC meeting, the new non-borrower patron category of N has been created. This category has been added to each library's parameters.
 - When a patron with the card category of N attempts to check out an item, the message that appears is "Global borrowing limit of 0 is being exceeded by 1 items (sic)." Gerri warned that the default was to "Cancel the transaction" and that hitting <Enter> and letting the patron take the item would result in them taking an item that hadn't been checked out.
 - Meg Shriver of APL explained that the non-borrowing card was being used for new residents living temporarily with family or friends and for children whose parents wanted to limit them to computer use.
 - Note: An entry has been made on the GEAC Issues and Updates page concerning a question about the expiration dates on the non-borrower cards. These cards are set to expire at one year, unless a patron lets Appleton know that they will be staying for a shorter period of time.
- Results of the parameter change
 - Testing of the parameter change implemented February 25 revealed that the global change allowing delinquent patrons to place holds and renew items on NEWCat works independently of any individual changes to renewal parameters. Delinquent patrons successfully renewing items get the response: "Renewed, threshold delinquency is on."
 - Patrons cannot renew overdue items on NEWCat once they are past the grace period. Allowing overdue renewals on NEWCat would require a major update to the GEAC software (one that we're not sure is even possible).
- Rick informed the group that a review of catalog statistics indicates that a major use of NEWCat was for accessing patron functions.
- C-fly problems list
 - Holdings still remain on the old Model Railroader C-fly record. All libraries with holdings still attached to this record received a list of these items. If libraries need assistance with this, Holly can help.
 - Gerri said she had been working with GEAC on the recent increase in C-fly items. Many of the recent C-flies seem to be connected with NEWCat holds and/or Holds Messaging. Lately, Gerri has been calling patrons with holds on c-fly items in an attempt to discover what might have happened. So far, these calls haven't been productive.

5. New Items

- System Technology & Resource Sharing Plan

- **Goals A and B of OWLS proposed Technology and Resource Sharing Plan, concerning ongoing operations and future development of OWLSnet, were discussed and accepted.**
- System Migration process
 - Rick discussed the reasons OWLS is exploring migration at this time.
 - OWLSnet may be the last large public library consortium with GEAC.
 - Last summer's major catalog upgrade is finished and there are no more big projects on the horizon.
 - The last library added to OWLSnet was up and running October 2001.
 - OWLS and NFLS feel they have sufficient funds for the migration.
 - Gerri's OWLS of a Feather document explaining migration was distributed and discussed.
 - Volunteers for committees were encouraged to have their applications in by Thursday, May 13. Committees will be chosen Monday, May 17.
 - Committees will be:
 - Steering Committee
 - Acquisitions & Serials
 - Cataloging
 - Circulation
 - Web OPAC
 - Resource Sharing
 - System Administration
 - Committees will work to define requirements for the new automation system as well as wish lists of elements that are not required but would be an asset to have on the new product. Committees were encouraged to solicit input from member libraries and from their library staff.
 - Exploration of the automation products available will begin immediately. The three largest vendors have systems being used in Wisconsin, so some site visits to discuss the products with users may be in order.
 - After concerns were voiced about hardware requirements for the new system, it was clarified that staff and circulation computers would probably be the most important machines to upgrade. Rick reiterated the OWLSnet suggestion encouraging libraries to have their equipment on a minimum four-year replacement schedule.
 - The committee sign up link was activated on the OWLSnet home page prior to the meeting.
 - AAC Meeting frequency
 - Due to the complexity of the migration process, increasing the frequency of AAC meetings was discussed.
 - **It was agreed that the previously scheduled September and November meetings would be sufficient for 2004. It was also agreed that, starting in January of 2005, the AAC will meet every other month.**
 - Pam Kiesner discussed Brown County's difficulties with crashes on their old system. They are exploring upgrading to Dynix's Horizon product.
 - When concern over the migration cost was raised, Rick explained that the intent was not to increase membership fees more than the usual inflationary amount.

Since the cost of migration is, as yet, unknown, it is possible that two options to handle a migration more expensive than planned would be to increase membership fees or to cut back on services.

- Search Shelves Reports – Long Overdue
 - Reports of items with a Long Overdue status of six months or more (from the original due date) were handed out. The system currently has over 5000 items with a status of Long Overdue for six months and almost 4000 with a Long Overdue status for a year or more. Having a system wide purge of items with a Long Overdue status for a year or more was discussed but not decided due to some confusion with the reports.
 - Note: Corrected reports were sent out with the minutes to this meeting. OWLS will do further research and discuss this again at the next meeting.
 - Deleting reports in Holds Messaging
 - The OWLS staff asked that everyone remember to delete their Holds Message print file from the Completed page once it has been printed. Everyone was also reminded to print to their local/slave printer and not to the OWLSnet Fast1 or Fast2 printers.
 - Scat worksheets – designed to make your life easier
 - Worksheet instructions were handed out.
 - Gerri suggested that directors file these instructions in their annual report folders.
 - Keeping street dates
 - **It was agreed that new items should not be checked out before their official street dates and that individual libraries can handle the processing of these items as they chose.**
 - Processing possibilities include:
 - Not adding items until the street date
 - Checking the item out to Missing
 - Checking the item out to the library
 - The ability to check out to Processing was suggested as an element to look for in the new automation products.
 - New audio formats
 - Holly described the new audio formats now in the system (MP3 CD's, DVD audio discs, SACD's, and CD/DVD packages) and how the new formats appear on the NEWCat item records. MP3 is a compressed audio format. Because there are fewer discs, the cost of MP3 CD's is about a third of that of standard books on CD; however, not all CD players will play discs with MP3 content. Older DVD players also may not be able to play some of the newest formats. Holly cautioned that SACD's require a special super audio player and probably shouldn't be added to the collection at this point.
 - Disclosure of Juvenile Library Records
 - Mike Cross' FAQ on Compliance with the new Parental Access to Library Records Law was handed out.
 - When sample policies are available, they will be published in the policies section of Links for Libraries on the OWLSweb site.
6. Other Business
- Meg of APL announced that, starting May 15, APL will begin restricting patrons with

excessive fines or multiple overdue items from using the computers. She added that the Envisionware system of PC reservations was working well and liked by both staff and patrons.

7. Adjournment

- The business meeting was adjourned at 12:00 noon.

OWLSnet Users Group Meeting
May 7, 2004

- Should we be merging items that are slightly different?
 - Merging similar items was discussed. Possible items for merging include books or audio books with identical content but different publishers.
 - OWLS and APL cataloging staff would be happy to consider merging items that the libraries feel are identical or are sufficiently similar; however, the cataloging staff urges caution because merging items can cause loss of information important to patrons. Lost information could include: audio book readers, audio format, indices, and literary criticism.
 - Interest in the ability to create a single bibliographic record that branched off into the various forms of that record was expressed. FRBR (Functional Requirements for Bibliographic Records) is a standard that will be investigated in relation to the migration.
- OCLC has been working noticeably slower since the new catalog client was released a few weeks ago. Holly said it was especially slow in the morning and recommended logging off and logging back in later.
- Processing notes in item records
 - It was agreed that adding “Check for 1 video” or “Check for 1 CD” was unnecessary on single content items.
 - “Check for accompanying material” is the default note and if the note is changed it will popup at checkin.
- Numerous holds placed on a single title by a single patron
 - Gerri asked if anyone objected to a teacher placing 30 copies of Huck Finn on hold for a class. Peg of WAU explained that it had been an emergency request because the school set had been lost. She added that the school also loaned class copies to the library when needed.
 - It was agreed that as long as the holds weren’t placed on new/high demand items no one had any objection to numerous holds by a single patron.
- Libraries expressed interest in a system wide book club list. Evan mentioned that the state is working on a list and he will check into this further.
- How APL handles CD/DVD labels
 - APL uses label printers from Dymo that allow them to attach labels that include library and barcode to the center ring of CD’s and DVD’s, thus avoiding any problems with labels tearing off inside of players.
- Peg of OCO requested that the difficulty in deleting items with Lost status be put on the GEAC Known Issues page. Deleting items with Lost status from the Full Item record or from the Delete by Barcode screen requires a logout and login after each deletion. Michael of APL said they had been using the Delete by Barcode option successfully but not on Lost items.
 - Note: Deleting items with Long Overdue status causes similar problems.
- Barb of KIM/LIT announced that they have reclassified their equipment as reference and added it to the Do Not Reserve list due to a rash of holds being placed on projectors and the like. They will circulate the items if the patrons come to pick them up but they will not send them on the van.

- Barb also mentioned that KIM/LIT has seen a noticeable savings since they stopped mailing overdue notices. Currently, overdue notices are only sent via email. She added that, in their quest to add more email addresses to their patron records, they thought that it would be helpful to have an extra line for the email addresses of family members on the email signup card.
- Peg of WAU said that they have stopped sending out the 2nd overdue notice and have noticed a savings of \$100 a month. They send out the first overdue notice and then the bill.
- WAU has a one-year expiration on new patron cards and has put a limit of 6 CD's and 6 DVD's or videos on each checkout to cut down on items disappearing.