

**OWLSnet**  
**Administrative Advisory Committee Meeting**  
**Nicolet Federated Library System**  
**March 18, 2005**

Present: Rita Schiesser, Algoma; Vicki Lenz, Michael Nitz, Meg Shriver, Appleton; Carol Luepke, Bonduel; Gale Hoffmann, Clintonville; Susan O'Leary, Fremont; Carolyn Habeck, Hortonville; Barbara Wentzel, Kimberly/Little Chute; Ann Hunt, New London; Terrie Howe, Mark Merrifield, NFLS; Jeanne Waschbisch, Oconto Falls; Lou Williams, Oneida; Evan Bend, Patty Hankey, Judy Hocking, Rick Krumwiede, Holly Ledvina, Gerri Moeller, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Mike Hille, Sharrie Schweitzer, Shawano; Becca Berger, Joe Clabots, Judy Ellenbecker, Sturgeon Bay.

1. Call to Order  
The meeting came to order at 9:30 a.m.
2. Minutes of the January 21, 2005 Meeting  
The minutes were accepted as distributed.
3. Announcements
  - Judy Ellenbecker will be retiring on May 2 and received a large round of applause for her work at STR.
  - APL has added described videos to their collection
    - Described videos are videos that are described for hearing and visually impaired patrons.
    - They have the same ISBN as the regular videos but have “described” in the item description.
    - Holly handed out a sample of how the described videos appear in the catalog and asked librarians to be careful not to attach regular videos to the described video records.
  - Holly and Elizabeth were on a two hour Spanish radio program February 27th discussing a wide variety of issues, including services for Hispanic library patrons.
  - OWLS and NIC will be co-sponsoring the workshop “Connecting Boys With Books: What Can Libraries Do” by author Mike Sullivan on Tuesday April 12 from 1:30 - 3:30 at NFLS.
  - Algoma, Hortonville, Kewaunee, Scandinavia, Waupaca and the Marinette County libraries are having their patron notices emailed to them. Patty or Gerri at OWLS will be happy to set up any agency with emailed notices.
4. Old Items
  - Patron Purge
    - The Patron Purge is finished, and over 20,000 patrons who had been expired three years or more have been removed from the system. Anyone who wants a list of the patrons purged from their agency can contact Judy.
  - Spanish Language applications
    - The Spanish applications and NEWCat instructions have been sent out to anyone who requested them. Anyone else interested in getting these should contact Patty.

- Attachment notes
    - All of the “Check for 1 item” notes have been removed.
    - There were questions concerning other attachment notes—“Please check for tabs” on DVD’s and “Check to make sure bottom sides of case are not cut out” on videotapes were two of the notes mentioned. If tabs are missing, or case is cut, what should libraries do? OWLS staff will check on these notes and get back to the group.
  - Resource Sharing Policy
    - The Resource Sharing Policy addition discussed at the last AAC meeting was accepted by the Board with some of the wording clarified. The added policy now reads: “OWLSnet libraries are not required to lend materials to any library that violates its own circulation policies when lending another library's materials. OWLS will confirm whether a library is violating its own policies.”
5. New Items
- Book Club Holds
    - The difficulty with placing holds for book clubs and then having to check the holds out in the order placed was discussed. One library had tried to find a solution to this problem by placing item holds. Since item holds move to the top of the holds list, this solution has the potential for causing problems. The best solution for the book clubs holds may be to have the patrons place their own holds. **It was agreed that libraries should not place item holds for book clubs.**
  - MOVE
    - Vendor Demos
      - § A minimum of 50 people attended demonstrations by both Innovative and Sirsi in February. Attendees had many questions for the vendors and supplied a good deal of feedback.
      - § Gerri handed out an analysis of the evaluations that revealed a strong preference for Innovative’s product.
    - Steering Committee recommendations
      - § The evaluation summary was presented to the Steering Committee at the February 28<sup>th</sup> meeting. The committee also considered the vendors’ responses to the RFP’s and the site visits as well as the evaluations from the vendor demos.
      - § The Steering Committee passed a resolution “that OWLSnet move forward in pursuit of Innovative as our automation vendor of choice, that the OWLS staff apprise Innovative and Sirsi of our plans, and that this recommendation be brought to AAC for their endorsement.”
      - § Both vendors have been notified of the Steering Committee’s decision.
      - § **The AAC confirmed the Steering Committee’s choice of Innovative Interfaces.**
    - What’s next?
      - § The next step in the process is negotiating a contract. Because we are maintaining relations with Sirsi, we can still negotiate with them if negotiations with Innovative reach an impasse.
      - § The Steering Committee submitted questions that Gerri has forwarded to Innovative.

- § A few librarians visited the Milwaukee County Federated Library System, an Innovative Millennium site. After the excitement of the demos, the site visit was a reality check for those who went. As always, nothing is perfect and, though the problems the Milwaukee site had were more specific and not global problems, it once again made those on the site visit aware of how much OWLSnet has accomplished.
- § Milwaukee County staff recommended getting as many features as possible at the initial selection phase, since adding features later would be more expensive.
- § Milwaukee County was very pleased with the Resource Sharing functionality in Innovative.
- § In reference to helping the public adjust to the changes from the migration to the new system, Gerri quoted from Michael Schuyler's [last column](#) for *Computers in Libraries*. Schuyler advised against promising patrons “newer, faster, better” and recommended simply asking for their patience during the change. “We’re changing. Work with us.” Patrons will definitely see that things have changed, and some of them won’t like it. They are less likely to see those things that work much better in the new system.
- Options—what to include in the initial package from Innovative
  - § Gerri handed out descriptions of the modules that would be considered and gave a brief explanation of each module. Since there are many optional modules, and there is an additional cost for most of them, we need to start judging which modules would be most beneficial for OWLSnet. There followed a discussion of each module and which libraries might be interested in the modules.
    - The Steering Committee decided that the Remote Patron Authentication and the Spanish OPAC were necessities for the system.
    - Patron Management Interface allows PC reservation software to talk to the Innovative System. LAK, NLP, SHA, SEY and Door County are interested in implementing some form of PC reservation software.
    - E-commerce allows patrons to pay charges with credit cards over the internet. APL, KIM/LIT and SEY were interested in this module.
    - APL, KIM/LIT, MRT and ONE were interested in the Collection Agency Interface, which allows the Innovative System to output data to a Collection Agency.
    - The Steering Committee thought the Enhanced Content that adds cover art, reviews, summaries and excerpts to the OPAC was a necessity and would help with public relations for the patrons. The Enhanced content to the catalog would be an obvious and positive addition the patrons would appreciate.
    - Not many libraries were interested in buying the Kids Online Catalog. Evan suggested that if libraries were interested in this in

the future, it might be possible for OWLS to develop their own kids catalog.

- Metafind (a federated search engine, which can search multiple sources at once) and WebBridge (an open URL resolver that allows links to external data from within the catalog) were discussed. The Westerville Public Library has implemented WebBridge, and examples of the display were discussed. Many libraries were interested in some form of external linking, either Metafind, or WebBridge, or both.
- APL and SHA were interested in Telephone Renewal and Notification. KIM/LIT and NLP were interested in notification. SEY would be interested if the service is included in the base package.
- AirPAC, the wireless access to the OPAC, would not have an application now since none of the libraries have wireless networks. This is something we would probably be interested in, in the future.
- Digital Signature—APL, HPL and SEY expressed interest.
- The Acquisitions module is included with the base product, but it might be a good idea to purchase additional accounting units, to completely separate the libraries. APL, LAK, MRT, NLP, SEY and Door County indicated they would be likely to use the Acquisitions module. Gerri will use this information to help determine if we need the additional accounting units.
- Most libraries are already checking in serials and plan to use the serials checkin module. OWLS will get more information on the Serials e-Checkin module and the additional Serials Checkin Units.
- There was no interest in the Floating Collections if these collections couldn't be confined to specific libraries.
- Door County, MRT, NLP and SEY expressed some interest in the Mobile Collections module.
- Door County would like to know more about the Millennium Self Check system.
- There was a lot of interest expressed for FRBR.
- Cost and payments were discussed
  - Rick and Mark indicated that they hope the OWLS and NFLS will be able to pay for the base system and add-ons that benefit all of the agencies. Libraries that want add-ons separate from the overall package will be responsible for those costs.
- Migration Concerns
  - § What hardware will be required to run the new system?
    - While Innovative has supplied us with minimum specifications, libraries that are currently using Millennium recommend much higher specifications. Gerri believes that any computers less than four years old at the time of the migration should work just fine for

the new system. Computers older than that will likely be problematic.

- Gerri will send out hardware specifications and recommendations from the Innovative Users Group List.
  - Public computers will have approximately the same requirements as now since the OPAC is web based.
  - Staff computers that are slow now will be slower with the new system.
- Current scanners should be fine for the new system.
- § Libraries requested that they be informed of any additional membership costs by the end of July or August.
  - The ongoing cost for libraries should be the same. The cost of the migration to the new ILS should be invisible to the agencies.
  - Add-on costs will be available in time for the annual budgets.
- § While it's too soon to have a training plan, this is definitely something we will be working on once the contract has been signed and we've done some preliminary work in setting up the new system.
  - OWLS will have a test and training server.
  - OWLSnet will provide a thorough training program.
  - The technology in the new ILS will allow new employees with computer experience to be trained quickly.
  - Learning the new ILS will also provide training that will be applicable in other computer programs.
  - It was recommended that different styles of training be offered for the different ways people learn—hands on, in depth, simple.
  - Anyone with any concerns about training or about the migration in general, please contact Gerri.
- § Reports and Statistics
  - The new ILS allows some reports to be run by the libraries, but OWLS will still assist with reports and statistics. OWLS will also be available for more complicated reports and to do things like set up templates for reports.
- § Will manuals be supplied?
  - Some documentation will be supplied. There will also be online help available.
- § Statistics for 2006
  - Integrating statistics for two different systems for one year's annual reports may be difficult.
- Migration Timeline
  - § At present, OWLSnet is right on schedule with the proposed timeline. We are working toward negotiating with Innovative and signing the contract in May. We are still planning on migrating the first quarter of 2006.
  - § Gerri can send out a copy of Innovative's proposed schedule to anyone interested.
  - § All of the libraries we visited during this process recommended taking the time we need to set up the parameters properly, and make them clear and

standardized as possible. The other sites that have been visited attributed rushing the preparation for migration as the cause of some problems that have taken a long time to solve.

§ During this time, the libraries can help by cleaning up their databases. How clean the data is in the system will effect how well the data migrates. OWLS may be contacting the libraries in the next several months concerning the database clean up.

- Item Record Definitions

- Item Record Definitions for each agency were handed out. These forms detail how the library adds new items to the database – the SCATs, loan category, format code, collection, etc.

- § Please check over the form, handwrite any corrections and return to Gerri.

- § Once we receive these, we'll change our copy of the form to reflect what each library is actually doing.

- § OWLS will be confirming that the records in the system reflect the updated Item Record Definition form and may be contacting libraries on how to resolve any discrepancies.

- Lending Conformity Committee

- Copies of the committee's recommendations were handed out to be discussed at the next AAC meeting.

- The lending conformity committee was established to look at the possibility of creating more conformity in library loan parameters. This issue came up because many OWLSnet patrons use multiple libraries.

- Differences in lending periods, grace periods, renewals and other loan parameters causes confusion for the patrons and can be difficult for library staff to explain.

- § Conformity would stop patron confusion about lending periods.

- § All the sites the migration committees visited had librarians and administrators who recommended conformity in lending rules.

- § Administration time that is presently spent administering a complicated lending system could be used for more pressing functions.

- Audiobooks

- § **It was proposed and agreed to remove the films category and change category 7 to audiobooks.**

- § New loan periods, grace periods and renewals will be needed for the new category.

- § OWLS will contact libraries when it is time to move audiobooks into the new category.

- Fines

- § A summary of the variety of fines now present in our system was handed out to be discussed at the next AAC meeting.

- Systemwide Long Overdue Reports, requested at the last AAC meeting, were handed out.

## 6. Other Business

- There was no other business.

## 7. Adjournment

- The business meeting was adjourned at 12:15 p.m.

- There was no OWLSnet Users Group Meeting.