

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
October 20, 2006

Present: Rita Schiesser, Algoma; Barb Kelly, Vicki Lenz, Michael Nitz, Meg Shriver, Appleton; Val Husom, Black Creek; Kathy Mitchell, Clintonville; Susan O'Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Robyn Grove, Iola; Maggie Wagoner, Kaukauna; Barbara Wentzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Tim Dirks, Marinette; Lyn Hokenstad, Manawa; Lisa Hein, Marion; Ann Hunt, New London; Terrie Howe, Mark Merrifield, NFLS; Jennifer Hollihan, Peg Murphy, Oconto; Joan Denis, Oconto Falls; Lou Williams, Oneida; Patty Hankey, Emily Koss, Rick Krumwiede, Holly Ledvina, Gerri Moeller, OWLS; Sue Vater Olson, Scandinavia; Elizabeth Timmins, Seymour; Sue Borath, Cassie Cummings, Shawano; Becca Berger, Joe Clabots, Linda Streyle, Sturgeon Bay; Ann Ammerman, Suring; Jerry Brown, Peg Burlington, Ruth Hoppe, Waupaca.

1. Call to Order

- The meeting came to order at 9:36 AM
- All attendees introduced themselves, including two representatives from Unique Management, who had come to talk to the group about using their collection agency.

2. Minutes of the August 18, 2006 Meeting

- The minutes were accepted as distributed.

3. Announcements

- The test and training server was completed earlier today.

4. Old items

- Collection agency proposal.
 - Representatives from Unique Management were available to answer questions.
 - Gerri has put together a webpage about Unique and their services which is available at <http://www.owlsweb.info/secure/owlsnet/unique.asp>.
 - Innovative can not tell Unique how much a patron has brought back in items, cash, and waived items. Because of this, OWLSnet libraries do not qualify for the budget neutrality guarantee.
 - There is no upfront cost to using Unique, but to estimate the charges each library will incur for sending patrons, Unique suggested using the formula of 12 new patrons each month for every 100,000 annual circs.
 - It was suggested that the final bill a patron receives has a notice that they *may* get sent to a collection agency and that a \$15 charge could be added to their account. This alone may help more patrons return their items.
 - Unique recommended that in the initial 90 day free trial to send only new patrons over who are just reaching the 60 day mark. After the trial, it's possible to go back and send older accounts. OWLS recommended not sending patrons for items billed before migration because it's impossible to tell exactly when the items were billed.
 - While the owning library send the bill to the patron, it is the home agency library that sends the patron account to Unique. While currently patrons may pay fines at any

agency, once patrons are sent to collection we may require that patrons take care of all charges with their home agency library. This will enable the home agency library to offset the cost of sending the patron to collection.

- Unique suggested that juvenile accounts be sent, but they will not report these accounts to the credit bureaus. We may not want to advertise this.
- If libraries choose to keep using local law enforcement, an option is to first send patrons to Unique and if they have run their course with no success, then turn the patron account to local law enforcement agencies.
- Publicity on this is good idea as well because it serves as a deterrent. An amnesty period may be a good idea as well to give patrons extra time to return materials.
- A question was raised about whether someone from Unique could meet with individual library boards. The representatives from Unique said that it's always a possibility. Please contact them if you're interested in having them attend a meeting.
- Rick asked if we should still go ahead with this if not everyone wants to participate but a good number of libraries do. **All libraries agreed that libraries may use Unique, sending patrons via the Innovative collection agency module, even if some libraries choose not to participate.**
- Libraries that choose to use Unique will have their own agreement and invoices. An agreement needs to be signed to start this process. Gerri has copies of these agreements if your library is interested.
- It was asked why OWLS recommended using \$30 instead of \$25 as the cutoff point for sending patrons to Unique. There were no strong feelings behind using that number. **All libraries agreed to use \$25 as the cutoff point instead of \$30. All libraries who participate shall use this amount.**
- Priority for local holds
 - Gerri talked to some people at MCFLS about their use of local hold priority and they were very positive about it. They thought it had a positive influence on delivery, although they couldn't quantify the amount. They were a very early adopter, and worked with Innovative on developing this feature.
 - At this point do not assume that we will be using priority for local holds in the future.
 - Libraries with branches can not be treated as all one entity. Each branch would be individual.
 - **The discussion of priority of local holds will be put on hold until Release 2006 has been fully implemented.**
- Reports training class
 - Gerri and Rick will offer a class for OWLS libraries on Tuesday, November 14, 2006 about notices, reports, and statistics.
 - **This same class will be held for Nicolet libraries on December 13th.** The reports and statistics meeting will follow the advisory meeting which starts at 9:00 AM.
- Release 2006 update
 - Release 2006 must be installed before January 1, 2007.
 - The purchase alert report (now called High Demand Holds) will be installed after Release 2006 has been installed. Because we are the first library to get this report, essentially acting as beta testers, we will begin slowly, by releasing it to a few libraries at first. Once we feel it is stable, we will begin releasing to the rest of the libraries.

- Beth and Evan can start to work on WebPAC Pro anytime now, which includes the added feature of spell-check!
- Patron registration card, take two
 - A new sample patron registration card was passed around to evaluate.
 - **Libraries agreed to use this new card.**
 - A Spanish and Juvenile version will follow.

5. Committee and users group update

- OWLSnet planning committee update
 - The committee members were announced: Barb Kelly from Appleton, Ann Hunt from New London, Elizabeth Timmins from Seymour, Becca Berger from Door County, Joan Dennis from Oconto Falls, and Mark Merrifield and Rick Krumwiede.
- InfoSoup Development plan update
 - The plan has been put into place. Directors submitted names of people that they wanted to participate and they were added to a discussion list, but anybody can participate in that process and make comments. Ideas will be posted on the blog (which can be found on the main OWLSnet page).
 - An InfoSoup search box and InfoSoup toolbar are now available. Firefox users can install a script that lets you know if an item is available in InfoSoup when you're searching Amazon.
 - A promotion in January will take place to appeal to some nonusers by promoting Overdrive. Five MP3 players will be given away in January as prizes for using InfoSoup. The PR committee will meet in end of November to finalize those details.
- Circ Works update
 - The last meeting covered topics such as Offline circ, view holds, and Inventory. Inventory is ready to go in Millennium, so if you are interested, please contact Emily. Next meeting will be December 14, 2006 at NFLS.
- Tech Services
 - The tech services user group will meet four times a year, with the next meeting being November 28.
 - The discussion at the last meeting centered on adding periodicals.
 - A tech services listserv is being used. Please post questions to the list if you have any.
 - The error report is on the tech services web page if you need to use it. It's the same form that is used for duplicate records.
- AAC email discussion update
 - An interesting discussion took place on the list about buying television shows on DVD. Gerri suggested that libraries may want to get together so that each library knows what everyone else is committed to purchasing. It's a major impact on budgets, so if we could come up with a mechanism to help our patrons it may benefit everyone.
 - **There was little interest in a cooperative buying agreement for television shows.**

6. New Items

- OWLSnet planning committee- group planning exercise
 - Rick passed out a survey for everyone to complete for the OWLSnet planning committee to use for guidance.
- Policies and procedures

- Updated circulation procedures
 - Updated circulation procedures were handed out.
 - Gerri updated many of the procedures, mainly eliminating Geac specific references. There are no significant changes in these documents. If you have comments or questions please let Gerri know.
 - **These documents should be read over so they can be approved at the next AAC meeting.**
- Updated resource sharing policy
 - An updated resource sharing policy was handed out. As with the procedures, the primary changes were to Geac specific references.
 - **The board needs to approve this but please look at this as well for approval at the next AAC meeting.**
 - Please contact Gerri before the meeting with any comments.
- Teacher card procedure
 - A new Teacher Card procedure was handed out to add some guidelines to when these cards can be issued and used.
 - Many issues were brought up about teacher cards. There were many comments on the issue of not allowing home school teachers a teacher card.
 - Some suggested that the institution have a card instead of the individual teacher, so that they are taking responsibility for the material.
 - **Ann Hunt moved to get rid of teacher cards and have only one patron, one card.** Vicki Lenz seconded. This will get rid of teacher cards, and NOT institution cards. **The motion passed with 73% of members, and 80% of fee shares.**
- Multi-volume consistency
 - There are currently many inconsistencies in the catalog with multi-volume works, mostly TV programs. Some items are added by season, and others are added by individual discs, which causes confusion for patrons at times.
 - **Ann Hunt moved that VHS and DVDs that are sequential and sold as a packaged set, shall be circulated as a set. This would not be retroactive.** Elizabeth Timmins seconded. **The motion passed with 67% of members, and 72% of fee shares.**
- Overrides
 - A list of overrides for each library was passed out.
 - The new system logs overrides, which can help alert libraries to problems. Some of these overrides follow accepted processes, but others appear to be in violation of system or local policies.
 - OWLS can run a list of overrides for you on demand, but the list only goes back a few days. Please contact Gerri or Emily if you would like another list run.
- Short loan procedures
 - There have been lots of comments about short loan, so we want to clarify what short loan is and when to use. **Read over the short loan handout and be prepared to discuss it at the next AAC meeting.**
- Items billed before migration
 - A list of items billed to patrons before migration was given to each owning library. These items may be discarded by changing the collection to “d.” The bill will remain on the patron record.

7. Other Business

- Reschedule AAC meetings
 - May 18, 2007 conflicts with the 2007 IUG meeting. It was proposed that we change the meeting date to May 25. It was pointed out that May 25 is the day before Memorial Day weekend. **It was proposed and accepted that the new meeting date will be May 11th, 2007.**

8. Adjournment.

- Meeting adjourned at 2:11 PM