

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
March 16, 2007

Present: Rita Schiesser, Lisa Van Alstine, Algoma; Vicki Lenz, Michael Nitz, Meg Shriver, Martin Swenson, Appleton; Val Husom, Black Creek; Kathy Mitchell, Clintonville; Mary Seggelink, Florence; Barb Husch, Forestville; Susan O'Leary Frick, Fremont; Kay Rankel, Gillett; Maggie Wagoner, Kaukauna; Susan Grosshuesch, Kewaunee; Barbara Wentzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Ellen Connor, Manawa; Sandra Hipke, Marinette; Lisa Hein, Marion; Ann Hunt, New London; Terrie Howe, Mark Merrifield, Nicolet; Peg Murphy, Oconto; Joan Denis, Oconto Falls; Kymberley Pelkey, Oneida; Patty Hankey, Emily Koss, Rick Krumwiede, Holly Ledvina, Gerri Moeller, OWLS; Jenny Hipke, Peshtigo; Sue Vater Olson, Scandinavia; Elizabeth Timmins, Seymour; Sue Porath, Sue Schmidt, Sherrie Schweitzer, Shawano; Becky Rickel, Shiocton; Ann Ammerman, Suring; Joe Clabots, Linda Streyle, Sturgeon Bay; Peg Burington, Waupaca; Lucie Erickson, Weyauwega.

1. Call to Order

- The meeting came to order at 9:35.
- All attendees introduced themselves.

2. Minutes of the Jan 19, 2007 Meeting

- Minutes were accepted as distributed.

3. Announcements

- Progress on revision of patron privacy language
 - DPI and WLA have agreed upon language for revising the current state statute, and are currently looking for legislative sponsors.
- Circulation manual
 - The circulation manual was handed out to all in attendance. Each OWLSnet library received one manual for each circulation desk in their library.
- Maggie from Kaukauna announced that the WLA Foundation received a \$10,000 donation from DEMCO. Rick suggested that libraries send DEMCO President, Bill Stroner, a thank you note to show their appreciation.
- Ann from Suring announced that Suring is getting a new library, which will hopefully be completed by the end of 2007.
- Sue from Scandinavia gave an update on the expansion project for the library. The community has raised a lot of money, and fundraising is going well!

4. Information - to be presented by OWLS and OWLSnet member library staff

- Committee and users group updates
 - OWLSnet Planning Committee update
 - The Planning Committee is moving slower than expected, but progress is still being made. The next meeting for the committee is early April, and governance and decision making will be discussed.
 - Circ Works and Technical services users groups update
 - The last meeting of the groups was a joint meeting, and it was very well attended. Gerri declared the migration over at the meeting!
 - In the future, the minutes for both groups will be posted on the OWLSnet

- website, but only Tech Services' minutes are available for this meeting.
 - The Tech Services group renamed themselves Tech Talks.
- Network
 - Wireless update
 - Dave is working on a document for the libraries about installing wireless within the libraries. A survey was handed out to find out more about individual library needs for wireless.
 - PC Management software - survey
 - Gerri passed out a survey to help determine what libraries are looking for with PC management. This survey will help determine the direction that OWLSnet will go with PC management.
- InfoSoup development update
 - The patron forms on InfoSoup now require authentication, which should prevent much of the SPAM libraries were seeing in their business e-mail accounts.
 - Quite a few new pages have been posed on InfoSoup, which include a family, readers, teen, and bookletters page. Patrons can subscribe to many different bookletters via e-mail or RSS feed.
 - A few of these new pages include a staff picks section. In the future, OWLS would like to e-mail a different group of people for new suggestions, and the website would recognize the group that picked the titles. Rick asked if this would be okay, and there were no objections.
 - There is an Innovative feature that allows for Patron Reviews to be added into the catalog, similar to what can be found on Amazon. The reviews would be moderated and patrons would have to log into their accounts to write a review. Many people thought this was a wonderful idea as social networking is growing rapidly and this would be a good way for OWLSnet to build its own community. Mark suggested the possibility of recognizing top reviewers in InfoSoup with some type of reward.
 - There has been discussion about the possibility of using InfoSoup to solicit information from users via surveys. The surveys would be short with no more than 5 questions, and only 2-3 a year would be posted on InfoSoup. There was support for conducting such surveys, but OWLS needs to make sure that there are no legal issues with minors completing surveys.
 - Rick suggested the possibility of having a meeting twice a year or so to discuss InfoSoup development with whomever was interested. This would be another venue for discussing InfoSoup development. Some members expressed interest in such a meeting. It was also recommended that if anyone has comments or ideas about InfoSoup to share them with any OWLS or Nicolet staff member.
- Acquisitions
 - New London has been using the Acquisitions module for quite a few months, and Ann reported the process has been going quite smoothly.
 - The Acquisitions module manages the book-buying process and provides statistics and reports for library management.
 - Door County will be trying Acquisitions next, and Marinette is interested as well. If there are any other libraries that have a serious interest in using the Acquisitions module, please let Gerri know. The process of setting up and using Acquisitions

will be different for every library.

- Ann agreed that she could demonstrate Acquisitions after the next AAC meeting for people who are interested in seeing how it works.
- Circulation
 - Hold self pickup at Appleton
 - Monday, March 12 Appleton implemented hold self pickup. The holds are now organized by Patron Alias (first two letters of the patron's first name + first two letters of the patron's last name + last four digits of the patron's barcode). As of right now it is difficult to tell how hold self pickup is working since it is so new. Vicki Lenz will give another update at the next AAC meeting.
 - Selfcheck at Sturgeon Bay
 - Sturgeon Bay is planning on getting the Millennium Selfcheck. Sturgeon Bay paid for the Millennium software and one license. Additional licenses would be less expensive for other libraries (\$3000 per unit), if anyone else is interested. Hardware must be purchased separately. These Selfcheck machines are not an option for libraries with a security system as the machines do not desensitize.
 - Update: can blocked patrons sign up for library cards for their kids? If kids' cards are blocked, can their parents check out?
 - Rick asked DPI about this, and they stated that denying a library card to a child because the parent's card is blocked would probably be illegal.
 - However, libraries may create policies that limit what children's cards can check out (i.e. they can only check out children's materials).
 - The second question about blocking parents' cards was not answered, but libraries were not concerned about this issue.
 - Patron purge- can we purge all inactive records? Previously, we just purged adult and juvenile and excluded other patron types.
 - **All cards expired since 2004 with no fines or bills will be purged.**
 - Each library will receive a list of purged records, alphabetized by last name.
 - Too long in transit update
 - The study will not be completed until summer 2007, but as of March 8, 524 items have been on the report since starting January. Of those items, 198 are still listed in transit. But, only 87 have been on the list since January or February, and just 48 items have been on the list for two months. The value of those 48 items is about \$800, which works out to be about \$92 per library.
 - It is too early in the study to see any long term trends, but more will be known when the study is done this summer.
 - High Demand Holds
 - Several libraries have been testing High Demand Holds, and most of the bugs have been worked out. **If other libraries are interested in adding High Demand Holds, please contact Emily.**

5. Discussion/Decision - discussion of issues with possible decisions by attendees

- The next AAC meeting (May 11, 2007) was supposed to be at Appleton, but there isn't a meeting room available. (It wasn't their fault, we changed the date!) Any volunteers for a traveling AAC? For a meal, maybe we could do a potluck?
 - **Shawano volunteered to hold the next AAC meeting on May 11, 2007 and arrange for lunch.**
- Proposed patron registration procedures.
 - At the last AAC there was a lot of discussion about making the current Patron Registration Procedures more complete, so a new copy of the Patron Registration Procedures was presented.
 - There was much disagreement on what should be required to receive a library card. Some libraries felt that requiring a photo ID to get a card was too stringent.
 - The possibility of making home agencies responsible for their patrons at other libraries was discussed. Libraries would then be responsible for their accuracy in Patron Registration.
 - **No decision was made regarding Patron Registration Procedures.**
- Lost and Claims returned procedures. Should we change how we are handling these?
 - It was requested at the last AAC meeting that we take another look at the Lost and Claims Returned Procedures to clarify the choices for Claims Returned.
 - Some libraries wanted the option to check in Claims Returned items with no fines, and change the status to claims returned. This is an option, but each library must select one option for Claims Returned, and not switch back and forth between options. OWLS will no longer be able to give information about items marked Claims Returned as not all libraries are handling these items the same way.
 - Libraries may not use the option to check an item in and change it to missing, when using Claims Returned.
 - **The new Lost and Claims Returned procedure was approved as distributed.**
- Should we eliminate non-municipality municipality codes? (Such as schools, employee, walking books, etc.)
 - In Millennium, statistics are listed by Ptype, not municipality codes, which makes non-municipality municipality codes confusing.
 - **All libraries agreed to get rid of non-municipality municipality codes.**
 - Libraries will receive a list of any patrons that need their municipality codes changed.
- Billing libraries for long overdue items-some are doing this, others are not. Should we continue this practice? Is there a better way?
 - OWLSnet has had the policy of billing other libraries for a long time, but not all libraries used it. Recently, there has been an increased usage in this policy.
 - Many libraries are only billing the libraries that they have received bills from.
 - It is difficult for many libraries to cover the cost of these bills when they have not been budgeted for.
 - In Millennium, owning libraries send overdues, so there is no way for lending libraries to know who the delinquent patrons are. OWLS could send out a list of these overdues to lending libraries if that would be helpful.
 - There are also problems with patrons being registered at one library, and borrowing from another. In this case, the lending library is charged for the item.

Sometimes these patron records do not have enough information about the patron to properly find the person.

- If libraries would like to charge lending libraries for materials after a year, these items should not be deleted. The item record contains all of the information for the bill.
- The possibility of an Insurance policy run by OWLS was discussed. Libraries that would receive money would get a check, and those that would owe money would not have to worry about paying.
- The possibility of charging the home agency was also discussed, since they are the library to register the patron. This will be discussed more at the next AAC meeting.
- **For now, the policy still stands as is.**
- Should we be placing holds for short loan items on ILL cards? We can block it in the system, but that would block all short loan items.
 - **Everyone agreed that short loan items should not be checked out to ILL cards.**

6. Other Business

- A Trustee meeting is being held April 21st from 9 AM to 3 PM at the Railroad Museum for all OWLS and Nicolet libraries.
- WAPL is coming up on May 2, 3, 4th. There are presenters from both OWLS and Nicolet libraries. Please attend if you can!

7. Adjournment

- The meeting adjourned at 2:05 PM.