

**OWLSnet  
Administrative Advisory Committee Meeting  
Outagamie Waupaca Library System  
November 9, 2007**

**Present:** Rita Schiesser, Algoma; Vicki Lenz, Michael Nitz, Appleton; Valerie Husom, Black Creek; Kathy Mitchell, Clintonville; Carolyn Habeck, Hortonville; Robyn Grove, Iola; Maggie Waggoner, Kaukauna; Susan Grosshuesch, Kathy Decker, Kewaunee; Karen Bandenberg, Kimberly/Little Chute; Pam Ellingson, Lakewood; Ellen Connor, Manawa; Lisa Hein, Marion; Tim Dirks, Marinette; Ann Hunt, New London; Mark Merrifield, Terrie Howe, NFLS; Joan Denis, Oconto Falls; Beth Carpenter, Patty Hankey, Rick Krumwiede, Holly Ledvina, Gerri Moeller, OWLS; Elizabeth Timmins, Seymour; Sue Vater Olsen, Scandinavia; Sue Porath, Sharrie Schweitzer, Shawano; Becky Rickel, Shiocton; Becca Berger, Linda Streyle, Sturgeon Bay; Peg Burington, Dominic Frandrup, Ruth Hoppe, Waupaca

1. Call to order

The meeting came to order at 9:30 a.m. at the Appleton Public library.

This is Terrie Howe's last AAC meeting. She is taking a job in Madison with the Division for Libraries, Technology, and Community Learning. Congratulations on the new job, Terrie – we'll miss you!

The minutes of the September 21<sup>st</sup> meeting were corrected. Maggie Waggoner attended the meeting, but Robyn Grove did not. Maggie and Robyn have agreed to stop dressing as each other and trying to fool others. Otherwise, the minutes stand as presented.

2. Announcements

- The Video Surveillance Law passed both houses. While it had not yet been signed by Governor Doyle, it is expected that he will sign it.
- North Star Economics has been selected to do a public library economic impact study. It will involve surveying the public through websites and in person. The survey will start in December and continue for a few months. A report will be presented at the WAPL conference in May.
- The annual [OWLSnet Partnership report](#) presented to the NFLS board is available online. Rick encourages everyone to take a look.
- Please remember to sign up for the PLA bus – the deadline is 12/1/2007. You can sign up to take the bus one way.
- Congratulations to Peg Burington on being named Director of the Waupaca Area Public Library!
- A request was made to place agenda items requiring a vote at the beginning of the meeting, rather than the end. Currently, OWLSnet staff sets the agenda so that votes are at the end, and there is some concern about everyone being to attend the full meeting, as well as staying alert for the discussion. Because the meetings are very full, attendees are encouraged to stay for the whole meeting as it's difficult to say which discussion will be most important. Discussions are generally held earlier in the meeting, and votes are not held until the following meeting. Since votes can be submitted in absentia, and votes are now always announced, it seems important that the discussions be attended by the greatest number of individuals. OWLSnet staff will reconsider the agenda order, but there was no clear consensus that votes should be moved.

### 3. Information from OWLS and OWLSnet staff

- PC Management Committee update
  - The pricing structure of the vendors varied greatly. Two vendors had pricing structures that didn't work well for us (because we have lots of small libraries). They were both able to significantly change their pricing after a discussion. In order to be fair, Gerri will talk to all of the vendors about pricing.
  - The committee is in the process of calling references. Our goal is to narrow down the field to 2 vendors, then ask them to come and give a demo to interested library staff. All of the vendors have done online demonstrations of their software for committee members.
  - While there are certainly differences between the vendors, it appears that all of them will do what we need. The pricing for libraries will depend on the final price. A vendor will need to be chosen in order to determine how much libraries might need to contribute.
  - We're hoping that the system will be operational by summer.
  - We will have to resolve how children access the Internet. While the system is likely to be able to accommodate a field giving permission for children to use, we'll need to figure out how to accommodate multiple libraries using the same field. It's possible that we'll need to implement some kind of universal access policy.
- InfoSoup PR Committee Update
  - We will be having a January YouTube contest, asking InfoSoup users to submit videos showing why they love InfoSoup. Rick will find out if Best Buy will sponsor the contest. We'll get information out to librarians in December. Please contact Beth or Jamie if you have questions.
- InfoSoup Development Update
  - The InfoSoup Development Group will be meeting November 14<sup>th</sup> at the Kimberly Public Library from noon to 2:00. A signup sheet was passed around. Beth is working on patron reviews in InfoSoup and hopes to have a design finalized by the next AAC meeting. SuperSize InfoSoup cards have been received and were distributed at the meeting. Please be careful! They are more water resistant than the previous cards, but have very sharp edges. (Who said libraries were safe places?) Please check out the [InfoSoup Development Blog](#) for more information.
- Circulation Update
  - Kudos to the Clintonville library for being so thorough with their Too Long in Transit reports. They were able to help us troubleshoot a problem with the report because they keep all of their marked up reports. Nice job!
  - Please make sure you don't put items in transit prior to the publisher street date. We've been seeing more of this lately.
  - Please make sure to check in new items in order to trap them for holds. We're seeing more new items sitting on the shelf, even though there are active holds.
  - More libraries are working their view holds list, but all libraries are strongly encouraged to do this.
- Billing libraries for long overdue items
  - At the last AAC meeting, we discussed the failed vote to stop billing libraries for overdue items checked out by patrons at their libraries. OWLSnet staff were charged with talking with the four libraries who voted against the proposal to try to determine if a compromise could be made. The four libraries who voted against this were Marinette, Shawano, Appleton and Kimberly-Little Chute.

- The Marinette library is concerned about the library being reimbursed. With budgets being tight, they'd want to be able to assure the board each year that this is not costing the library money. Their preference would still be for using a collection agency. The Shawano library feels libraries are responsible for trying to retrieve items checked out by their patrons. Appleton agrees and feels billing libraries for long overdue materials checked out by their patrons is the right thing to do. The Kimberly-Little Chute library has decided that they want to change their vote.
- The group discussed options. There could be a yearly bill that the OWLSnet staff could send to the checkout agency. Because the numbers are so small, and the net numbers even smaller (the total amount owed to or from each library), many libraries commented that they would prefer OWLSnet staff not spend time preparing this type of report. OWLSnet staff don't prefer this option because of question about who it's appropriate to bill. It is better to bill the home agency or the checkout agency? While we have a history of assigning this responsibility to the checkout agency, the Innovative system lends itself to the home agency. In order for either version of this to work, items would also have to be left on the patron's record.
- Since a changed vote from the Kimberly-Little Chute library would change the outcome of the vote, a re-vote was requested for the next AAC meeting.
- Bounced emails can now be sent to library email accounts. While Denise at NFLS works these twice a week, some libraries would like to see these right away. Charles has written a script that will allow these to go to the libraries business email accounts. The libraries agreed that this should be implemented. After a formal notification, all libraries will receive the bounced emails into their library email account.
- Libraries at the circ works/tech talk meetings recommend that libraries do not put tape on the CD case – put the slip inside, sticking out and rubber band the case to keep it closed.
- A couple of reminders:
  - Please check your book drop every day you are open.
  - Please send a note to the cataloging staff when you add a playaway. Catalogers need to make sure these are coded correctly so patrons can find them in InfoSoup.
  - Bills that are generated don't actually say that they are bills. We agreed that the text needed to be changed to reflect this. The text on the bills has been changed from this:

*To retain your borrowing privileges, either return the following item(s) or pay for replacement.*

To this:

*This is a bill for overdue library materials. To retain your borrowing privileges, either return the following item(s) or pay for replacement.*

#### 4. Decisions – consensus or vote

- Proposed addition/change to the General Circulation Procedures:
  - Currently we block all patrons from checkout and renewal when a bill is generated
  - Proposed that we block patrons from checking out items when a 2nd overdue notice is generated, regardless of whether or not a 2nd overdue notice is sent
  - Proposed language: Once a second overdue notice is generated by the system, patrons will be automatically blocked from checking out and renewing items and placing holds. Libraries agree not to override such blocks.

- One library expressed concern was that patrons who were looking for an overdue item would not be able to checkout (without a staff override) or use online services, such as placing holds or renewing items, until the lost item was billed and paid.
- After further discussion, we amended the language to be voted on to read, "Libraries *may* override such blocks."
- **The vote was inconclusive at the meeting, but failed after all libraries were contacted. A block will *not* be generated at the second overdue.**
- Proposed change to labeling procedures for sets of CDs and DVDs:
  - Popups cause problems with selfcheck machines, preventing patrons from checking items out. Labels are inconsistently worded and placed by member libraries. Consistency would make it easier to determine how many discs are included in a set at checkout.
  - Proposed that we eliminate popups that say, "check for \_\_\_ discs"
    - ◆ The notes that read "check for 1 disc" were eliminated before the migration, but have been creeping back in.
    - ◆ **We agreed to send out a list of items with a list of check for \_\_\_ discs, tapes, etc., and then remove these messages. Other popups will not be eliminated at this time.**
    - ◆ Proposed that we place bright green labels near the barcode, on the back top half of the items reading "1 disc", "3 discs", etc.
    - ◆ **We agreed to replace the check for \_ discs, tapes, etc message with a label next to the barcode of the item.**
    - ◆ **We agreed that libraries may place this information on their spine label instead of adding an extra label.**
    - ◆ OWLS will supply bright green labels that say "Check for \_\_\_ discs."
    - ◆ We discussed, but did not decide whether or not libraries could put stickers on other libraries items.
  - Proposed that we retroactively convert items - removing popup messages and adding labels, or replacing existing labels with new labels in the designated spot.
    - ◆ **While some libraries are interested in participating in this on their own, we agreed not to require this.**
- Proposed procedure for circulating Playaways:
  - Proposed that we agree to circulate Playaways without headphones and batteries; individual libraries may choose to sell these, or give them to patrons on a one-time basis.
  - Bib records will be changed to reflect this - references to batteries and headphones will be removed.
  - **We agreed to circulate Playaways without headphones and batteries and change the bib records to reflect this.**
- Proposed loan rule changes:
  - In order to simplify and clean up the loan rules:
  - Proposed that we change the loan rules for all items to allow for the possibility of 2 renewals. Items with holds will not be able to be renewed.
  - **We agreed that we will change the loan rules for all items to allow for a maximum of 2 renewals (with the exception of equipment and ILL items.) Items with holds will still not be able to be renewed.**
  - Proposed that the special loan rule for CD-ROMs be removed (the ltype will remain.) CD-ROMs will circulate like books, sharing the same loan rules. Short Loan ltypes will be created to allow for short loan of these items.
  - **We agreed to remove the special loan rule for CD-ROMs and add CD-ROMs to the loan rules for books. Short Loan ltypes will be created for CD-ROMs.**

- Proposed that a new ltype (79) be created for console games (Xbox, Wii, PS2, PS3, etc.) These items will circulate like books, sharing the same loan rules. A Short Loan ltype will be created to allow for short loan of these items.
- **We agreed to create a new ltype (79) for console games to circulate like books, sharing the same loan rules. Short Loan ltypes will be created for console games.**
- Proposed that ILL fines be changed to reflect the maximum fine rate charged by that library; alternately, proposed that all ILL fine rates at all libraries be changed to \$1/day up to a maximum of \$25.
- Libraries did not feel we could require this fine change, but agreed that it was a good idea.
- **We agreed to recommend that the maximum fine rate for ILL items equal at least the maximum fine rate charged for items owned by that library.**

5. Discussion

- OWLS is purchasing some console games for use in libraries for teen programming. NFLS is also working on this.
- How will local procedures for children's access to the Internet be affected by PC Management software? Are there changes we can make to make this easier to handle?
  - We will survey libraries to find out what their procedures currently are for children's access to the Internet. That should make it easier to find out what sort of procedure we can implement to make the process easier.
- Emailing the AAC minutes works well for everyone. We'll continue this practice. AAC minutes will no longer be mailed after the meeting.

6. Other Business

- Lunch was great! (A very wide selection of pizzas from Stuc's, as well as salad and bars.)

7. Meeting was adjourned at 1:35 p.m.