

**OWLSnet
Administrative Advisory Committte Meeting
Outagamie Waupaca Library System
March 14, 2008**

Present: Rita Schiesser, Algoma; Kathy Beck, Brian Kopetsky, Vicki Lenz, Michael Nitz, Meg Shriver, Appleton; Valerie Husom, Black Creek; Kathy Mitchell, Clintonville; Mary Seggelink, Florence; Susan Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Robin Grove, Iola; Maggie Waggoner, Kaukauna; Michael Wilber, Keshena; Kathy Decker, Susan Grosshuesch, Kewaunee; Karen Vandenberg, Barbara Wentzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Lyn Hokenstad, Manawa; Darla Dieck, Marion; Mariel Carter, Jennifer Thiele, Marinette; Mark Merrifield, Nicolet Federated Library System; Ann Hunt, New London; Joan Denis, Oconto Falls; Peg Murphy, Oconto; Beth Carpenter, Patty Hankey, Laura Jandacek, Rick Krumwiede, Holly Ledvina, Gerri Moeller, OWLS; Elizabeth Timmons, Seymour; Bobette Hull, Sharrie Schweitzer, Shawano; Becky Rickel, Shiocton; Becca Berger, Joe Clabots, Linda Streyle, Sturgeon Bay; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to order

The meeting came to order at 9:30am at the Appleton Public Library. All attendees introduced themselves.

2. Minutes of the January 18, 2008

The minutes originally read 2007, but the date was actually 2008. The minutes of the meeting stand as corrected.

3. AAC ground rules

Rick reminded everyone that with such a large group it can be difficult to hear and follow the discussion. He asked everyone to help the meeting function more effectively by remembering the AAC ground rules:

- Only one person speaks at a time
- Please wait until you are recognized to speak
- If you've spoken to the issue already, please let others speak

4. Announcements

- Almost everyone RVSP'd for lunch, even though Gerri was skeptical. Nice job! We'll be continuing this in the future.
- Jennifer Thiele is now the new director of the Marinette County Library. Congratulations, Jennifer!
- Dominic Frandrup is now the Assistant Director of the Waupaca Area Public Library. Congrats, Dominic!
- Lisa Hein has resigned from the Marion Public Library. A search has been started for a new director.
- Mike Hille will be retiring from the Shawano Public Library in March. Until a new director is hired, Sharrie Schweitzer will be the interim director.
- According to former director, Jennifer Thiele, Lena is the recent recipient of two grants. Lena has received 1000 children's items through an ALA grant, and has also been awarded a community award through DPI.

- Laura Jandacek is the new OWLS Circulation Specialist. Welcome, Laura!
- There will be a brief meeting after the AAC meeting to discuss potential changes to existing wireless network installations.

5. Information from OWLS and OWLSnet staff

- Patron Registration Committee update
 - The first patron registration meeting took place on March 5, 2008. Committee members discussed their goals as well as current issues in patron registration. Minutes and other information will be posted on the [Patron Registration Committee web page](#). The next meeting will be held March 24th in the OWLS meeting room, and everyone is welcome to attend.
- Tech Talks update
 - 28 people attended the Tech Talk meeting on Feb 13, 2008. Serial titles were discussed, fixed and agonized over.
- InfoSoup PR Committee update
 - There were nine entries into the YouTube contest – some of them very entertaining! The InfoSoup PR Committee is pleased with the results. Best Buy gift cards were awarded to the winners and T-shirts given to other contestants. The first place winner created a video that would be great on member library websites. If you're interested in linking to this, contact Beth Carpenter (for OWLS libraries) or Mark Merrifield (for NFLS libraries)
 - National Library Week is fast approaching, so InfoSoup bags have been ordered and will be available soon.
 - All OWLS and NFLS directors have been asked to complete an online PR survey. Please take a few minutes to fill it out and provide feedback to the committee.
 - The next InfoSoup PR Committee meeting will be held April 2, 2008. Please send any ideas for the agenda to Beth.
- Circulation update
 - The MOVE list has now been retired. It's been replaced by OWLSnetHelp. We recommend that you use the OWLSnet help list instead of sending an email to a specific OWLS staff person. It's likely that you'll get a faster answer, because it will get directly to the best person, yet can be answered even if the primary person is out of the office. Don't worry, the emails don't get sent to everyone, just staff at the OWLS office who are likely to be able to answer OWLSnet questions. Maggie from Kaukauna attested to the fast and accurate responses she received from a recent inquiry. (If your OWLS email address book is not properly working and you cannot pull up this email address, call OWLS so we can get it configured properly.)
 - Gerri handed out a mock-up of what the label for "Check for ___ disc" will look like and asked for input. Attendees agreed that the label was fine – but asked for it "actual size" as compared to the smaller proposed size.
 - Somehow the last batch of short loan stickers were shipped as non-removable. These have been discarded and a new order of removable stickers has been ordered. Please let Patty know if you need to order more.
 - The Annual patron purge has been completed, and about 13,000 patrons records were purged. As always, we used the following criteria: expired cards over 3 years, no fines, no checkouts and no holds. A detailed list is available if you need it – simply contact Laura. We did encounter quite a few checkouts on cards that would otherwise be eligible for purging, so it's a good idea to remind staff to not check out

- or place holds on expired cards. The question was asked if we could purge patrons who owed only fines (not bills) but otherwise qualified. Unfortunately, the automated process does not allow deletion of patron records with any money owed. The only way to purge these records would be to individually waive or delete each fine.
- Freezing holds. Clearly, patrons have found this service, since the numbers appear to be increasing every day. However, staff and patrons alike seem to be confused about freezing holds – what it is and how it works. It's important that staff know exactly what freezing holds is and how it works, so we can educate our patrons.

Freezing is done in InfoSoup in the patron's account. It can't be done by staff for a patron in the Millennium client. It allows patrons to manage their place in the holds queue – by stopping the hold from being filled, for example, when they go on vacation. Freezing only works when there are no copies available on the shelf and there are other holds, because an unfrozen hold does not generate a page for an item or title. It doesn't work like Netflix (where you get sent the first two items on your list, but don't get the next set until the ones you have checked out are returned), and it doesn't work like a Booking (usually used in academic libraries to reserve an item for some point in the future.)

If a hold becomes thawed after there is no longer a holds queue, the only way that hold will be filled is if a copy is checked in. The best way to accomplish this is for libraries to work View Holds and look for old holds that haven't been filled.

Since you can't use freeze holds to reserve things in advance, the best way to try to reserve an item for some time in the future is to actually contact the owning library. They may be willing to give you an extended checkout, or work with you in some way.

Since this is complicated, we agreed that more patron education is necessary. This would be a good use of OWLS new screencasting software. OWLS will work on developing a screencast describing frozen holds and how to use them.

- Saved searches were discussed. Joan Denis informed the group that her patrons are really enjoying the emailed saved author/subject search. Emails are sent out once a week and further tests will be done to find out what triggers the email.
- Millennium Release 2007 is not available yet, and a release date has not been announced. However, the enhancements for 2008 are ready for voting. All OWLSnet members who are also members of IUG are eligible to vote. OWLS staff will send out a list of recommended votes prior to the voting deadline. If your library isn't a member, but would like to join, information is available from the [OWLSnet IUG page](#). Why join? More members, more OWLSnet votes!
- A revised Receipt for Payment Form was handed out. A few libraries had requested changes. The revised form was accepted with a few slight changes. OWLS will make the changes and update members when form is ready to be ordered. How long should libraries retain this form? Many keep it indefinitely, others recommended keeping it for 1 year and then shredding.
- A library reported that some libraries are not following the [damaged items procedure](#), and are just sending damaged items on to the next library in the hold queue. Unfortunately, this just pushes the problem on to someone else, further delaying a patron's request. Please read over the procedure and make sure that everyone at your library is following it. The subject of microcracks on DVDs came up. Some

- DVDs are very scratched and playable and others are not scratched and unplayable. Patron feedback may be the best indicator of a damaged item.
- Street dates. Some items are being made available before the street date. Please don't check in before the street date. Mark an item "in Processing" before the street date. While it is the publisher's responsibility to share street dates, street date is also in the bib record.
 - Laura has been clearing the holdshelf every Wednesday at 4 PM. This last week went a bit better - only 8 of 24 items cleared were due to expired holds. We'll keep watching this and contact those libraries who aren't clearing the holdshelf every day.
 - High Demand Holds. Gerri changed the high demand thresholds to 3 for books and videos (and 3 for books and 5 for videos and audiobooks for the system-wide list.) after seeing lots of lists with very few items on them. Please let Gerri know if you would like your list changed to reflect more or fewer items.
 - InfoSoup Development Update.
 - Community Reviews have been implemented on the test and training server (the URL is posted on the InfoSoup Development blog.) An icon is displayed on the Info Soup record. Patrons can write and view reviews by clicking on the icon. Reviews are then monitored and approved by a moderator. While it's nice to have, it isn't searchable and doesn't quite display like we would like it to. Beth will test to see if there is a limit on the number of words allowed.
 - We're still accepting entries for our name-the-blog contest. "What's simmering" seems to be the most popular.
 - Beth added a member libraries map with enhancements such as directions, link to OWLS page, etc. Libraries can feel free to link to this map from their homepage.
 - Network update.
 - Bandwidth increases have been completed.
 - Even so, some libraries are still experiencing slowdowns. Unfortunately, there are three potential bottlenecks – from the libraries to Badgernet, from Badgernet to the computer room at OWLS, and from OWLS computer room to the internet.
 - OWLS will continue to add to bandwidth as financially feasible.
 - Can libraries opt out of going through OWLS for internet service? Yes, libraries do not have to go through OWLS for their internet service; however there are advantages to using OWLS, such as security, antivirus software, automatic authentication to access databases, etc. Bandwidth through OWLS is segregated into 3 areas-staff computers, public internet, and wireless computers which should help with slowdowns. Rick understands the frustration of computer slowdowns yet stated it is unlikely that we can ever be able to fully meet the demand as multimedia use increase.
 - Dave is currently working on setting up wireless, and is working on a change that will allow remote management of existing (and future) installations. He will continue to work on this until all existing access points are converted and new installations are done.

6. Decision - consensus decision or vote

- PC Management Committee recommendation for purchase of a PC Management System
 - Gerri handed out the [OWLSnet/Brown County PC Management Committee Vendor Evaluation and Recommendation](#). The last page of this document includes a response from the OWLS and NFLS directors, including their recommendation. That response is not part of the committee's recommendation.

- The committee recommends that OWLSnet and Brown County purchase SAM primarily because of its consortium focus, including a more desirable client-server architecture, and the ability for the main library of multi-site libraries to easily monitor their branches.
- **AAC agreed with the PC Management Committee's recommendation to purchase SAM.**
- Rick discussed the OWLS and NFLS directors' response to the committee recommendation. The systems propose that we develop several standard configurations (similar to ILS migration) and make a commitment to live with these configurations for least 6 months. The systems have a concern about the time and resources OWLS has available to implement this product, especially with the current wireless project.
- APL is currently using Envisionware and will probably not migrate to SAM in the near future (although that option remains open to them.)
- Individual libraries are not required to implement the PC Management system, although all are welcome to.
- Some libraries are interested in getting it up and running as soon as possible, but others are interested in waiting until later in the implementation schedule. OWLS staff will contact individual libraries to find out their preferences for implementation time.
- **OWLS will work on purchasing and installation of the SAM PC Management system.**
- Gerri will send out an online survey to begin the process of assessing needs for configuring set-up.

7. Discussion

- **The group agreed that the ILL notice schedule should be made the same as the video notice schedule. The group agreed to waive the requirement that the decision be discussed at one meeting and decided at the next.**
- Recently, a library waived fines that were incurred at another library. A patron checked out items from the Kimberly-Little Chute library and returned those items late. The library decided not to waive the fines. Later, another library waived the fines. **The group agreed that libraries will not waive fines incurred at other libraries.**
- Gerri has received a number of calls lately asking if (or assuming that) lost and paid items are automatically deleted from the database. Currently, OWLS only deletes items that have been missing for over 6 months (and since OWLS changes the status of items in transit for over 3 months to missing, these items are eventually deleted as well.) There are certainly some very old Lost and Paid items still in the database. The libraries agreed that OWLS should delete old Lost and Paid items automatically. **The group agreed that OWLS will delete Lost and Paid items over one year old, including those old Lost and Pairs left over from GEAC. The group agreed to waive the requirement that the decision be discussed at one meeting and decided at the next.**
- OWLS staff have been working on the Pop-up message lists and will send lists of items with popup messages to all libraries before the next AAC meeting. (We will remove the "in transit" messages before sending.)
- In looking through the pop-up messages for adding or removing short loan stickers, we've seen a lot of messages and a lot of variability. OWLS staff suggested a possible alternative. Two new *fixed-length* item messages have been created. (These are located on the top half of the item record, rather than in the bottom half like the variable-length item messages that libraries have been using for their short loan messages.) The

one drawback is that they are very limited in length – so the messages are a bit like a secret code.

- +SHTLN STICKR =add a short loan sticker
- -SHTLN STICKR = remove the short loan sticker.
- Once a library has either added or removed the short loan sticker, they should change the item message to – No Messages.

Libraries agreed that this was a better alternative. **The group agreed that from now on, libraries will use the fixed length item message to ask other libraries to place or remove a short loan sticker.**

- Some of the multi-volume records in the system are very confusing to patrons. One example is [Deadwood: the complete first season](#). Call numbers and volume numbers vary a lot – and there are confusing duplications. Since the problem seems to be occurring only with old items, OWLS staff will contact libraries when they see displays that need to be cleaned up. Holly asked libraries to consider consolidating their older items to make it easier for patrons to place holds.

8. Other Business

- WAU staff have put together a unique “Don’t be A Dummy” display! Check out their [website](#) to see it!

9. Adjournment

- The meeting adjourned at 1:50pm.