

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
November 14, 2008**

Present: Rita Schiesser, Algoma; Kathy Beck, Barb Kelly, Kris Kipping, Brian Kopetsky, Vicki Lenz, Michael Nitz, Katie Scullion, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Susan O’Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Robyn Grove, Iola; Maggie Waggoner, Kaukauna; Susan Grosshuesch, Kewaunee; Sheryl Pendleton, Karen Vandenberg, Barbara Wentzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Lyn Hokenstad, Manawa; Trinitie Wilke, Marion; Sandra Hipke, Jennifer Thiele, Marinette; Mark Merrifield, Nicolet Federated Library System; Ann Hunt, New London; Cherie Bartha, Joan Denis, Oconto Falls; Jennifer Hollihan, Oconto; Beth Carpenter, Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmons, Seymour; Sharrie Schweitzer, Kristie Wilson, Shawano; Becky Rickel, Shiocton; Becca Berger, Joe Clabots, Linda Streytle, Sturgeon Bay; Peg Burington, Ruth Hoppe, 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 September 19, 2008 meeting

The minutes of the meeting were accepted as distributed.

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

- Kristie Wilson is the new director at the Shawano County Library. Congratulations, Kristie!
- Rebecca Buchmann is the new director at the Black Creek Village Library. Welcome, Rebecca!
- Anne Paterson is the new cataloger at OWLS. Welcome, Anne!
- WLA scholarships were recently awarded to two OWLSnet directors. Congratulations, Trinitie Wilke from Marion and Maggie Waggoner from Kaukauna!
- No official announcement has been made, but it looks likely that an LSTA grant will be awarded to OWLS/NFLS for implementation of Innovative’s AirPAC which optimizes the

OPAC for mobile devices.

5. Information from OWLS and OWLSnet staff

- Brown County Update
 - There is no new information about the proposal submitted to Brown County. Brown County continues to review the OWLSnet proposal, and the systems are working with Brown County attempting to make the proposal affordable.
 - If Brown County were to join OWLSnet, resource sharing would increase. Current year projections show resource sharing increasing 15% in 2008 from 2007. Brown County currently has 9 branches and a bookmobile, which could result in another 500,000 items per year being shared among network members.
- Committee and user group updates
 - Patron Registration Committee

The patron registration committee has completed the draft of [Patron Registration Procedure](#) document. The committee has decided not to disband at this time but to continue on an irregular basis and provide guidance on the new patron registration online form and other issues as they arise.
 - Circ Works/TechTalk

OWLS is still investigating an alternative way to hold TechTalk/CircWorks meetings. The OPAL product will not display the Millennium client. Go to Meeting may work, but while an audio component is technically available, audio is not working right now. We have a call in to Go To Meeting's tech support to see if the problem can be resolved. If not, we will research other options. OWLS will work on finding a viable online meeting service, tentatively plan to schedule a Tech Talks/CircWorks meeting in January 2009. Announcements will be sent to both the AAC, TechTalk and Circ Works lists.
- InfoSoup PR Committee

InfoSoup bookmarks and plastic book bags were available at the meeting. NFLS libraries can contact Denise at NFLS office for more book bags. The committee, in an effort to "go green", will be purchasing InfoSoup branded reusable tote bags instead of plastic bags for National Library Week 2009. A limited amount will be distributed to each library for prizes or give aways. Many OWLSnet libraries are already selling some type of reusable bag to their patrons, however not imprinted with the InfoSoup logo. OWLS will send out a notice to the libraries when they place the order, as some libraries may be interested in ordering additional bags to sell to their patrons.

The InfoSoup PR Committee is disbanding for now. While the promotions were designed to be run through or used by local libraries, most libraries have not been utilizing the committee's promotional campaigns. And while the committee also had a lot of great ideas on how to develop InfoSoup, this seems something best done by staff, and disbanding the committee will free up staff time for development work. Thanks to the committee for great ideas and hard work!

- Circulation update
 - The remaining unnecessary pop-up messages are almost gone. Sue from Scandinavia won the prize for guessing the correct remaining number - 76!
 - The videogame I-type is now in place and has been scoped. The videogames have been added to the loan rules and will circulate for one week and accrue the same fines as DVDs and videos. Please let Laura know if your library would like a change made to videogame fines. Joan from Oconto Falls asked the group to reconsider coding these for local use only. She stated they are very popular and circulate a lot. Some libraries indicated they plan to purchase videogames in the near future, but are waiting until their budgets are finished. The group did not come to a consensus regarding the request that videogames to be made “Local use only” so these will continue to be available for reserve.
 - A few of the Web Management Reports are now available in a new interface. (The old interface, with all of the original reports, is still available.) Innovative has made no changes to the underlying data structure but the display is different and it exports to Excel easily. Please try it out! Instructions and a link are available on the [OWLSnet homepage](#). Please make sure you turn on *allow macros* when you are prompted in Excel. Also, make sure you delete your report from the Review tab when you are finished, as the review file holds a limited number of reports.
 - The deadline for submitting IUG enhancements is January 9. Please submit any enhancements ideas you have to Gerri as soon as possible. The group went over a few submissions from last year to give member libraries an idea of the enhancements process. This process is important, because it lets Innovative know which enhancements are most popular. Currently, ten OWLSnet libraries are members of IUG, which entitles them to have a vote in the process. If every library signed up, OWLSnet would have thirty votes – a pretty significant number. If your library is interested in joining, membership information is available from the [Joining IUG](#) page.
- InfoSoup Development Update.
 - The new PIN retrieval feature went live Oct 2, 2008. The process seems to be working well; no one has yet received any complaints.
 - The new My Lists feature is ready to be released to the public today, and the group agreed to release it. Beth will release it and post an accompanying screencast. Beth has also been working on screencasts for Saved Searches and Reading History and those will be posted next week.
 - The group discussed the scoping changes that were made before the last AAC meeting. Currently, when limiting to an individual library, online resources (including Netlibrary and Overdrive) are included in the results. Instructions were posted to Network News detailing how to [limit the search](#) to physical items.

The group discussed whether to keep the change, or change the scoping back to the way it used to be. In order to change the scoping back, we would either need to pay Innovative to make the change, or create dummy item records as a work-around. Waupaca librarians reported that the scoping changes have increased patron awareness

of online resources and they have received more inquiries about these items. Manawa librarians reported their patrons are still confused and this is still an issue, but one that they can live with. The group agreed to keep electronic resources in the individual library scopes.

- Web stats for InfoSoup update will be presented at the next AAC meeting.

- Network update/SAM implementation
 - Sam has been successfully installed at the Little Chute and Kimberly libraries. Dave and Patrick (the SAM technician) presented an update on the progress. The first test sites were more difficult to install than expected, but the problems were resolved and SAM is up and working. Dave is planning to monitor the current test sites for a week or two before scheduling more installations. While we had hoped to be able to install SAM remotely, it now appears that installation will require on-site visits to all of the libraries. There will be a lot of set-up decisions that libraries will need to make, so Dave will work on creating a document with specification and configuration options to send out to libraries before installation. It's important for a smooth installation that all of the hardware is installed and cables are pulled before the installation visit. Also, since installers will need complete access to all public access computers, OWLS suggests that libraries close for training and installation if possible.

- APL patron registration form
 - APL has redesigned its patron registration form. OWLS has formally approved APL's form, as it meets the requirements regarding children's computer access and parental consent. Libraries may choose to design their own form as well if they have unique needs. OWLS would need to approve any new form before it is used, and OWLS would not pay for any printing or design costs involved.

6. Decision- consensus decision or vote

- Implementing transit slips

The group agreed at the last AAC meeting to implement Millennium transit slips and discontinue the use of the pink and green transit slips. At this meeting, the group discussed the details of the implementation, based on the "Implementing Millennium Transit Slips in OWLSnet" document.

The new transit slips should work with all of the receipt printer models in OWLSnet libraries - some will print at a slower speed but the speed should still be acceptable. Before a library can implement this feature, a graphical printer driver must be installed on computers that will be using the new transit slips. OWLS will work with the libraries to install the graphical printer drivers using remote login and site visits (if necessary). The libraries agreed to keep the design with one slight modification - adding asterisks to the filling holds transit slip. There will be a white transit slip to use in case of a catastrophic receipt printer failure, or to route items to OWLS or NFLS for the South Central system.

Receipt paper use will increase, and while most libraries' use will increase by only 1 or 2 cases a year, Appleton's use will increase by 13 to 14 cases a year. In order to keep this from impacting library budgets, OWLS will be sending each library a case or more of paper to account for the increased receipt paper usage. The paper allotment will be based on previous year's circulation numbers. Libraries can order the paper according to their usual procedures.

AAC agreed to begin formal implementation of the new custom transit slips on Jan 2, 2009. After that date, the pink and green slips will no longer be used. Libraries may choose to begin sooner, but paper reimbursement will be based on a start date of January 2nd. Bins and bags will be re-labeled with the full library location by Jan 2. NFLS agreed that a Jan 2 implementation date would not be an issue for their office. Please contact Sally if you need new labels for bins and bags.

- Implementing Ecommerce

While the group agreed last meeting that they were very interested in Ecommerce, at this meeting we discussed the nuts and bolts of implementing Ecommerce for the purpose of making a final decision. We focused on discussion on the issues raised in the document "Implementing Ecommerce in OWLSnet".

Since Ecommerce would be implemented in InfoSoup, all libraries would end up participating. OWLS will collect and distribute the fines and charges paid using the Fines Paid file in Millennium. E-commerce is in real time so payments are posted immediately to the patron's record. Do we purchase this product? Are we rushing into this? Some of the libraries are concerned that the E-commerce pay program may conflict with their city policies. A few libraries encouraged us not to proceed too quickly. However, implementing is likely to take a long time – so we don't anticipate Ecommerce will be up until next summer.

AAC agreed that OWLS should purchase Ecommerce to install on InfoSoup. Libraries will look into any issues their city/town and/or board may have with this type of payment process.

- There is a strong interest in Millennium's online patron registration. OWLS will investigate and provide more information to AAC at a future meeting.
- OWLS has been working on moving the OWLSnet Manual to wiki. The prototype manual has a searchable interface and allows for cross linking to screencasts, documents, etc. It is a more efficient way for the manual information to be updated. OWLS is recommending we move the manual to an online version. **AAC agreed that the OWLSnet manual should be moved to an online, searchable format.** OWLS will begin work on this, but it may take a while before it is fully implemented.

7. Discussion

- The group decided to table the Policy Committee discussion at this time.

- An OWLSnet library asked for the group to consider changing the loan rules to circulate sets of three or more DVDs for more than one week. Larger DVD sets can be difficult to view within the one week loan period. In order to accomplish this, the larger sets would have to be assigned new I-types and a longer checkout period would be given to these sets. Assigning these new I-types consistently is likely to be a problem for OWLSnet. Also, with a longer loan period, the hold queues would also be longer on these items. This change would most likely create extra confusion and frustration for patrons because of the two different loan periods on DVDs. We could reconsider splitting up DVD sets? The group decided to keep DVDs the way they are.

8. Other Business

- The Oconto Falls library has been selected to receive ALA's exhibit "Visions of the Universe: Four Centuries of Discovery" traveling exhibit in 2009. Congratulations!
- A few libraries reported that they are receiving lots of bounced emails from Earthlink and PeoplePC addresses. The bounced emails are requiring sender information for authentication. OWLS agreed to investigate. [Note: Gerri has investigated this issue and has posted a response on [Network News](#)].
- Outstanding orders can be looked up InfoSoup using the staff mode login. Looking up order information can be extremely helpful when troubleshooting old holds. Please contact OWLS for more information on using this.

9. Adjournment

- The meeting adjourned at 2:40pm.