

**OWLSnet**  
**Administrative Advisory Committee Meeting**  
**Outagamie Waupaca Library System**  
**July 24, 2009 corrected October 2009**

**Present:** Kathy Beck, Terry Dawson, Brian Kopetsky, Michael Nitz, Colleen Rortvedt, Katie Scullion, Meg Shriver, Appleton; Jan Atkinson, Birnamwood; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Susan O’Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Lisa Bauer, Robyn Grove, Iola; Debbie Meixensperger, Maggie Waggoner, Kaukauna; Kathy Decker, Susan Grosshuesch, Kewaunee; Beth Carpenter, Kimberly/Little Chute; Pam Ellingson, Lakewood; Ellen Connor, Manawa; Trinitie Wilke, Marion; Sandra Hipke, Jennifer Thiele, Marinette; Ann Hunt, New London; Jamie Matczak, Mark Merrifield, NFLS; Peg Murphy, Oconto; Joan Denis, Oconto Falls; Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmons, Seymour; Sharrie Schweitzer, Kristie Wilson, Shawano; Becca Berger, Linda Streytle, 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.

2. [Minutes of the May 15, 2009](#)

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

- Rick sent out an email regarding the DOA fiber to library project. Most of libraries have responded to the email. A number of libraries have been contacted by KeyOn, a broadband provider, regarding a broadband project. They claim that they are working with WLA, but they are not. OWLS advises you not to respond to them. This could be a scam, but even if it’s not it would be in competition with the state broadband grant project.
- WAU will be showing “The Hollywood Librarian” on August 5 at 6:30 and invited the group to attend.

5. Information from OWLS and OWLSnet staff

- Rick made a presentation reviewing all of the discussions with Brown County Library about joining OWLSnet.
  - Going into discussions several principles were developed, endorsed by AAC and the OWLS Board, and shared with Brown County Library:
    - OWLSnet is a successful consortium that isn’t interested in making significant changes, but Brown County Library (BC) is eligible to join us as we are.

- BC membership in OWLSnet must be cost neutral to the consortium.
- BC membership in OWLSnet cannot diminish the services, support, or development currently provided to existing members of the consortium.

In addition, OWLSnet shared its concerns about the potential impact of resource sharing and not wanting to devote too much staff time to exploring BC membership in OWLSnet.

- Rick then summarized various steps in the process of working with Brown County Library.
  - A “get acquainted” meeting was held with Lynn Stainbrook on March 31, 2008. The underlying principles were shared, and both parties shared their concerns.
  - Ballpark costs were shared at a meeting with Lynn on July 10, 2008.
  - In September 2008 a draft membership proposal was sent to BC which included a list of assumptions, a timetable, startup costs, and annual membership costs.
  - In December 2008 a membership proposal was submitted to BC. The only change was in the costs, which were lowered in order to meet Lynn’s annual membership fee target. Following receipt of the proposal the BC board voted to authorize Lynn to proceed with negotiations with OWLSnet.
  - On March 6, 2009 a proposed membership agreement was sent to BC. Rick and Mark developed the agreement based on the standard membership agreement. Lynn responded with a long list of questions and comments on March 9, and Rick responded on March 19. Another set of questions and comments was received on April 1, and Rick sent a response on April 10. Rick said that this exchange was frustrating to him because BC wanted everything spelled out in significantly more detail than has ever been done in an OWLSnet membership agreement, including wanting details about how various situations would be handled that, in Rick’s opinion, are impossible to know in advance.
  - On April 16, 2009, Bob Bocher from DPI attended a Brown County Library Board meeting to “address the concerns and the Board’s questions about automation and OWLSnet including and opt-out process if needed, control, and financial commitments.”
  - On April 17 Lynn asked Rick to attend a special meeting of the library board and asked about compatibility of existing equipment and software. Rick responded about compatibility issues, indicating that OWLSnet could not guarantee that any particular third party products would work with our implementation of Millennium. He also asked for a meeting between staffs because it seemed that the process had stalled.
  - On May 5 Gerri, Mark, Rick, Lynn, and three other BC staff members met. Rick described the meeting as disheartening because both parties were still pretty far apart on some issues, because it appeared that some of the unresolved issues might become “deal breakers,” and because it felt like OWLSnet was on trial.
  - On May 18 Rick made a presentation to the library board and responded to their questions.
  - On June 15 Rick returned from vacation to find a letter dated June 3 from the library board, which identified several issues that it wanted OWLS to resolve.
- On June 18 the OWLS Board voted to respond to BC’s letter and to “cease discussions about OWLSnet membership at this time.” This decision was not based on the specific issues raised in BC’s letter; it was made based on the original principles that had been established. BC’s letter asked OWLSnet for more that had originally been proposed. BC requested OWLS to make changes that only the OWLSnet membership could make, that couldn’t be done for the proposed cost, and that couldn’t be done without diminishing services to current members. Rick believes that the decision was an honest attempt to look out for the interests of current OWLSnet members.
- Rick then shared some additional concerns that had emerged for him during this process. These concerns centered on BC’s resources and the differences in organizational cultures.

He also attempted to respond to some of the criticisms he'd heard about the OWLS Board's decision. Finally, he talked about why he believes that OWLSnet has been so successful including the willingness of members to do things alike (which keeps costs down), the commitment of Appleton Public Library to serve as the de facto resource library for the consortium, and the atmosphere of trust and good faith. He concluded by talking about importance of not eroding that atmosphere of trust and good faith.

- Committee and user group update
  - Tech Talks/Circ Works

OWLS will host the next Tech Talks/Circ Works meeting on Tuesday, August 4 from 1:30pm - 2:30pm, "Everything You Always Wanted to Know about Holds (but were afraid to ask)", using the Go to Webinar software.
  
- Circulation update
  - Holds
    - The maximum number of holds per person was reduced to 15 on June 1, 2009. While we've been looking at the hold data, it's too early to attempt to analyze the data. However, we will have data available for the next AAC meeting. As discussed earlier, we don't anticipate that the change will greatly reduce the number of holds, but we hope that it will reduce them slightly and slow the growth in delivery over the long term.
    - Some libraries have reported that their patrons are unhappy with the reduction in holds. Others have reported patrons are placing the same amount of holds, but now using multiple cards, and staff feel that this is more work, because they have to check more patron accounts.
    - The group agreed it is too soon to make any changes and would like to see the data analysis. The group discussed alternate solutions such as reducing holdshelf time for items, reducing loan periods on fiction DVDs, or setting high demand items to local holds for the first three months of circulation. If anyone has any questions or thoughts on this topic, please submit them to Gerri before the next AAC meeting.
    - Per a request at the last meeting, Internal cards now have a maximum checkout of 500 items and Institution cards have a 75 hold limit/75 item checkout limit.
    - A member library requested that the message displayed in InfoSoup when a patron has exceeded the hold limit be modified. It currently reads "You may have exceeded your holds or fines limit. Please contact your local library for assistance". The message that displays is hard-coded in the software, so we aren't able to change it. This issue has been requested as a Millennium Enhancement and OWLS has voiced their support for this issue (which may help it get on the IUG ballot.)
  - The PDF patron registration forms are still under construction. Bradd has been working on two forms (one for adult and one for juvenile) and has found the process of creating them to be quite complicated, involving merging the end products of two different software programs. We will have drafts before the next AAC meeting.
  - Spine labels are coming together. Gerri has found a paper label that is approximately 1" x 1.875" that will wrap around the book spine and should be large enough to include library identification information. The approximate cost for a paper label/ribbon combination is \$35.00 per 1000 labels. The printer is approximately \$300. There is a polypropylene label available which is close to indestructible but also more costly. Gerri can share a prototype of the label during break if anyone would like to see it.
  - The Checkout/Renewals report posted on the OWLSnet Statistics page has been modified slightly. The terminal number is no longer listed and county libraries are now grouped together. The report is changed because the database was completely rebuilt. Ultimately,

- this should allow for more flexibility in creating the reports. If you see anything unusual or questionable while reviewing the July report, please call Gerri.
- The group discussed whether it is appropriate to issue a new card for another library's patron, and if so, how it should be documented. Recently, this issue has come up a couple of times and the procedures are somewhat unclear in the current Patron Registration Procedures. The group agreed any OWLSnet library could issue a new card for a patron. The blue slip should be filled out and the corresponding new barcode piece should be attached to the blue slip. Some of the libraries are frustrated because the blue slips are not being filled out and sent along when there is a change to a patron record. It was suggested that this would be a good topic for a Circ Works/ Tech Talks meeting.
  - A few reminders about Lost and Paid:
    - Do not set items to Lost or Lost & Paid from the item record. Items should be marked "Lost" from the patron record only. The system gets confused if you change the status of an item when it is checked out to a patron.
    - If possible, let an item go through the billing cycle, rather than set an item to Lost. Items that are returned after they have been set to Lost are not charged a fine when they are returned.
    - Only set your library's items to Lost, not another library's. If a library collects money for an item before it is billed, and collects less money than the owning library would have billed, the library collecting the money owes the balance to the owning library. However, if the patron insists on paying for another library's item right away, you may choose to contact the owning library to verify the price of the item.
    - If you collect money for an item billed by another library, please follow the [Payment for Lost and Billed Materials Procedures](#). When a patron pays for an item, collect the money, pays the bill in the patron record and forwards the money along with the owning library's copy of the three-part form "Receipt for Payment for Material Owned by Another Agency" to the owning library.
    - Lost and Paid was also suggested as a topic for a Circ Works/ Tech Talks meeting.
  - The group was queried about their interest in adding scannable barcodes to the reports that OWLS generates and sends out to the libraries on a regular basis. While we've looked into this in the past, it's a relatively complicated process, and involves some expense. However, if a number of libraries are interested, we would pursue this further. Quite a few libraries expressed interest in the idea, so OWLS will work on implementing this enhancement to some of the OWLSnet reports.
  - At the last AAC meeting, Gerri was charged with looking for an alternative technological solution for checking out oversized items to local patrons without requiring staff to override at checkout. One possibility is that oversized items could be assigned a new I-type (Oversized, for example), which would prevent them from being placed on hold, but allow them to be checked out without overriding. However, the I-type doesn't display in the catalog. In order to make it clear to patrons that the item couldn't be held, we'd also need to add another status, which would have to be re-set whenever the item was checked back in. (The only persistent status is library use only, which does require an override to check out.) We also discussed a few other options, but libraries did not express interest in adopting any of these options. We agreed to continue using our current procedures for oversized items.
  - We also discussed the problems with multi-piece sets and puzzles. Libraries can choose not to lend these to other libraries (by making them library use only, and overriding on checkout), but the decision to loan or not loan multiple parts items is a local library decision. (Technically, the decision to loan or not loan oversized items is also a local library decision,

but there are some limitations on the size of items that can be transported via delivery. If a library is sending out things that cannot be practically transported, OWLS staff will ask that library to set the item to library use only status.)

- Technical Services update
  - Anne held an EZ Holdings serial class on June 24 and taught participants how to implement a brief serials holdings display. She showed the group what the brief display looks like and will be offering another class in August or September for any libraries who are interested.
  
- InfoSoup Development update
  - There are a number of changes to BadgerLink. We no longer have Pro-quest newspapers, Ethnic NewsWatch or Wisconsin Newstand. However there are new databases offered through EbscoHost (including Auto Repair Reference Center, NoveList and Literary Reference Center.) The new resources from BadgerLink are presently listed in InfoSoup on the Research Tools page. Evan will be checking into getting bookmarks for Learn A Test from the vendor, or expediting the creation of an internal bookmark. Evan will work on reorganizing these databases within the page.
  - Bookmarks for Mango were distributed at the meeting. Evan will also work on developing a process to post statistics from Mango. If you would like statistics about your individual library, please contact Evan. Even though we've received a lot of positive feedback about Mango, currently there are not a lot of Mango users. Evan may work on developing some type of outreach program if user numbers don't increase.
  - As part of the Jobs grant awarded this year, OWLS has purchased a subscription to Optimal Resume. This web-based service helps build resumes and cover letters, as well as offering interview preparation and skills assessment tools. Currently, there is a link on the Job & Careers page and it will be eventually highlighted on the front page. Users will need to create an account in Optimal Resume to use this service. This site does not require any authentication so users without a library card can access this service. The basic resume and letter builder are fairly intuitive and easy to use.
  - There is also a resume builder included on the Job Center of Wisconsin site, listed under the job seeker tools dropdown menu. It interacts directly with jobs posted on the job center site making it easy for anyone to submit a resume along with an application. If the job seeker opts in, his or her resume can be viewed by employers posting in the Job Center.
  - OverDrive now has some WMA for iPod titles available. It is not possible to specifically search for WMA for iPods in InfoSoup but users can tell if an item is iPod compatible when they view the item in the Wisconsin Public Library Consortium (WPLC) digital download center. If the iPod icon is highlighted, the item is iPod compatible. More OverDrive titles are coming; WPLC just met and proposed a budget of \$10,000 for overdrive materials for 2010.
  
- Delivery update
  - Requests for additional delivery tubs, bags and manifests from Waltco should now be made via the forms posted on [OWLSnet Delivery page](#). Evan will post two new forms (one for OWLS libraries and one for NFLS libraries) on the OWLSnet page to use for requesting these items. Please use the appropriate form for your library. You will need the extranet login to access the forms.
  
- Project Updates

- AirPAC has been installed for mobile devices and is working. R2009A comes with an enhanced display for the iPod Touch and the iPhone. We will work on making this the default page for mobile devices once R2009A is installed.
- The Millennium upgrade R2009A was released later than OWLS expected; therefore the original proposed date for OWLS to implement has come and gone. OWLS proposes we install the upgrade on Monday, July 27, after the libraries are closed. There will be no new client software to install. On Tuesday, the day after the upgrade, it will take longer to login as the new jar files are loaded. The system may be sluggish for a couple of days until all the libraries have initially logged in and loaded their new jar files. Please contact OWLS if you find something is not working properly on Tuesday. One of the new features provided with R2009A is the retention in the item record of the last four patrons who have checked out an item. This is a feature that will have to be turned on and Gerri will post in Network News when it is working.
- OWLS was asked for an update on the use of a collection agency in OWLSnet. The Attorney General's opinion, which states that use of a third party collection agency is a violation of privacy laws, still stands. Because of this, the OWLS and NFLS systems feel that they cannot implement the Millennium Collection Agency product at this time. However, the Wisconsin Library Association's Library Development & Legislation Committee (LD&L) is seeking an amendment that would allow the release of library records for administrative purposes such as collection of fines. If that were to happen, we could re-open our discussion on the use of a Collection Agency in OWLSnet.

The Millennium Collection Agency product sends patrons to a collection agency based on their home agency. The result is that a patron could be sent to collection agency even though the agency that owned the item did not choose to participate. According to DPI, libraries can set rules for how their patrons use their library but not how they use other libraries. Therefore, before we could implement the Collection Agency product, we would need to decide either that a) all OWLSnet libraries will participate, or b) all OWLSnet libraries will allow patrons who've checked out their items to be sent to collection agency by another library.

In anticipation of an amendment to the law, Rick will begin work on a draft resolution for libraries to give to their boards.

- The preliminary work is done for Ecommerce. There are two remaining "buggy" issues that might create odd system messages in InfoSoup when searching in unique situations. We researched a number of banks, and decided to use US Bank, which has a state contract, and offered the best rates. Although we previously decided that all fees would be shared by member libraries, on the same percentage basis as the amount of fees collected in ecommerce, OWLS is going to cover the \$800/yr merchant fee for the first year. Additional fees will be deducted from the dollars collected. The additional library fees associated with Ecommerce vary; from what other libraries have told us, and from existing data, it looks like they will probably be 5-7% of the total amount collected, depending on what type of credit card is used.

Currently, libraries are still collecting money from manual charges that migrated over from Geac. The owning library is not listed in the Fines Paid file, and we have no easy way of finding out the owning library. Since we don't know who should get these dollars, it might make sense to apply these to the ecommerce fees. **The group agreed to first pay the ecommerce fees with dollars collected from the migrated manual charges.** OWLS will

continue to move forward with implementing Ecommerce and create a [FAQ sheet](#) to be posted on the OWLSnet website. Staff can use the extranet password to access this document.

- The Millennium server project is progressing. There have been a couple of meetings and we are currently seeking quotes for a new server. It will be paid for by the system from the fund balance.
- The online patron registration product that Millennium offers is not currently on our project schedule. The online patron registration product, while somewhat popular with other consortia, does have limitations. It is not particularly customizable, and may not be a good fit for our consortium. However, *a number of libraries are very interested in this, so we'll continue to investigate, it's something we'll continue to keep an eye on,* and consider for a future project.
- The SAM installation project is complete. SAM has been installed in 14 OWLS libraries and 20 NFLS libraries. Reports for SAM usage will be posted monthly on the OWLSnet/Statistics page.
- NFLS has received a grant for wireless installations in 7 NFLS libraries. Dave will contact libraries about installation dates, possibly in fall 2009.

#### 6. Decision – consensus decision or vote

- No consensus decisions or votes to be made at this time.

#### 7. Discussion

- Several member libraries have suggested that we revisit telephone notification software. There was a committee appointed in May of 2000 to look at TalkingTech, a telephone notification software. At the time, we decided it wasn't economically feasible. Telephone notification was revisited again in March of 2005, when we were migrating to Innovative. It made it to a long list of potential modules to purchase from Innovative. Five libraries expressed interest in the product, but it did not make the steering committee's list of products to explore further – other items were much more popular.

In our discussions with Brown County, we again explored the possibility of using Talking Tech – the product that Brown County uses now. Unfortunately, it does not work well with Millennium. While phone calls can be provided, it isn't integrated well, and doesn't allow for telephone renewals. If we were to implement telephone notification software, Innovative offers a telephone notification product called Teleforms. Teleforms makes outgoing calls for overdues and hold pickups, but not courtesy notices. It's relatively expensive – with a high initial cost, and additional annual fee. Many consortial customers use it, and most seem very happy with it. Innovative also offers a product to provide telephone renewals, which would be an additional charge. While there is some interest in implementing this on a library by library basis, we will first obtain quotes for both Teleforms and Telephone Renewal for the entire system.

- A couple of libraries requested that we discuss rental collections. The group reviewed the document "[Rental collections in OWLSnet?](#)" to start the discussion. Rental collections are legal in Wisconsin, although libraries still need to provide an adequate number of free copies to meet the needs of their patrons. However, rental collections are not allowed under the current OWLSnet Resource Sharing Policy. In order to implement rental collections, we would need to vote to change the Resource Sharing Policy. Many libraries felt that collection standards would be necessary if we implemented rental collections, and some felt collection standards would be a good idea *even if we don't implement rental collections*. Rental collections would require a lot of setup in Millennium, including creating new I-types, location codes and/or generic bib

records.

Library concerns include improving their patrons' access to their own items, reducing transit time, and generally shortening the time that items spend on vans or hold shelves, and increasing the time in patrons' hands. The group explored alternatives to rental collections. Lucky Day collections are browsing collections without rental fees. We could possibly put a local lib use status on high demands items for a specific time period? Or maybe use shorter loan periods or shorter hold shelf times? After further discussion, it was determined that **while some in the group are** looking for a different way to circulate more of their newly purchased items to their patrons first, **others are looking for ways to circulate materials more quickly, not necessarily locally.** OWLS will further investigate alternate solutions for circulating materials locally and in a faster manner. We will revisit this issue at a later AAC meeting.

- While we decided at the last AAC meeting to form a committee to investigate teacher cards, that proved difficult to accomplish. Previously, AAC voted against teacher cards, although there is still quite a bit of interest. It's clear that any committee needs to be able to discuss the ideas and consider a compromise. In order to do so, we need a committee with members in favor of and opposed to teacher cards. Librarians from New London, Manawa, Black Creek, Marinette, Clintonville, Sturgeon Bay (and later Seymour) volunteered for the committee as being in favor of teacher cards. Volunteers from Scandinavia, Kaukauna and Appleton volunteered as being opposed to teacher cards. A committee will be appointed with volunteers on both sides of the issue.
- Recently, OWLS has had a reduction in the cost of receipt paper, therefore, we're reducing the cost of receipt paper to OWLSnet member libraries. Cases have been \$55, but from now on, they will be \$45. Since the paper has been reduced in price, OWLS would like to ask if they can stop reimbursing libraries for receipt paper. (This was implemented when we went from pre-printed transit slips, which OWLS paid for, to transit slips printed on receipt paper.) It takes a lot of time for us to track which cases are free, and which should be charged. **Libraries agreed that starting in 2010, they will no longer be reimbursed for receipt paper by OWLS.** Libraries will still order receipt paper through OWLS.

#### 8. Other Business

- No other business.

#### 9. Adjournment

- Meeting adjourned at 3:30pm.