

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
March 20, 2009**

Present: Rita Schiesser, Algoma; Kathy Beck, Brian Kopetsky, Vicki Lenz, Michael Nitz, Colleen Rortvedt, Katie Scullion, Meg Shriver, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Mary Seggelink, FLO; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Maggie Waggoner, Kaukauna; Michael Wilber, Keshena; Kathy Decker, Susan Grosshuesch, Kewaunee; Sheryl Pendleton, Karen Vandenberg, Barbara Wentzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Ellen Connor, Lyn Hokenstad, Manawa; Trinitie Wilke, Marion; Sandra Hipke, Jennifer Thiele, Marinette; Ann Hunt, New London; Mark Merrifield, NFLS; Cherie Bartha, Joan Denis, Oconto Falls; 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, Linda Streyle, Sturgeon Bay; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

Guest: Lynn Stainbrook, Brown County Library

1. Call to order

The meeting came to order at 9:30am at the Appleton Public Library.

2. [Minutes of the January 16, 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

- In the OWLSnet plan 2007-2010, an objective for 2009 was to appoint a planning committee to evaluate the current plan and develop a new plan. The planning committee will be looking at governance, bylaws, fee structure, and reviewing the value statement among other things. Rick encouraged AAC members to think about this opportunity and consider volunteering for the committee this summer.
- The American Recovery and Reinvestment Act contains provisions that are potentially helpful to libraries. Some of the programs that libraries can benefit from include funds for broadband, senior service employment, rural communities and computer labs. Libraries must meet requirements to be eligible to receive funds from specific programs. Libraries may also be eligible for building project funds because of the senior and disabled patrons they serve.
- InfoSoup bags are here. Beth has bundled and labeled them for each library to take with them. The bags are to be given out during National Library Week. Beth encourages libraries to find creative ways to give these away.

5. Information from OWLS and OWLSnet staff

- Brown County update
There are no new updates with Brown County and the OWLSnet membership proposal.

- Committee and user group update
 - Patron Registration Committee
The second draft of the Patron Registration Procedure is completed. Changes to the document will be reviewed later today's meeting.

 - Tech Talks/Circ Works
OWLS will host a trial Tech Talks/Circ Works meeting, "20 Things All Circ Desk staff should know," using Go to Webinar software. A doodle poll has been sent out to find the best time to hold this 1 hour meeting. The date OWLS is proposing for this meeting is at the end of April.

- Circulation update
 - Based on a request by a library, the group was surveyed to determine what procedure libraries use when they set an item to Claims Returned. Most libraries use option 2 - which checks the item in and doesn't bill the patron. However some libraries use option 3 which leaves the item checked out to the patron and will send overdue notices and bills to the patron. Both options are acceptable, as long as libraries only set their own materials to claims returned.
 - Customizable hold slips have been implemented by a few libraries. The slips are working well. Door County has reported they are wonderful and have, in fact, cut down the staff time required to process holds. Please contact Gerri if you are interested in implementing this feature.
 - It's IUG Enhancement Voting Time again! The ballot comes out at the end of March. OWLS will try a new approach to coming up with our voting recommendations. A meeting will be held at the Appleton Public Library on April 15th at 9:30 AM to discuss the items on the ballot and come up with voting recommendations. Recommendations will be sent out after the meeting to all IUG member libraries. Any library that is a member of IUG is welcome to send a staff member to the meeting, which is expected to last three hours. Please contact Anne Paterson if you are interested in attending. Staff members attending are asked to be familiar with the ballot prior to the meeting, as we won't have time to go through it in detail at the meeting.
 - There are no new updates for implementing a basic serials holdings display instead of the detailed serials holdings display. Technical Services is continuing to work on this.
 - Gerri has been working on spine label printing and is impressed with the process as well as the end product. The process is easy and can be done from the circulation module. One can choose to print a label immediately or hold several labels in queue. Gerri will be demonstrating this process during the lunch break. The printer OWLS recommends is a direct thermal transfer printer that costs approximately \$300 - \$400.

- InfoSoup Development update
 - Currently our videogames/software scope consists mainly of videogames, educational PC games and adult CD-ROMs (primarily government information). This is an odd scope because the materials aren't very similar. Previously, the group had requested that videogames be moved into their own scope, but that keeps educational PC games nonfiction CD-ROMs in the same scope. Should adult CD ROMs be changed so they scope with adult

- non-fiction? A couple of libraries reported increased circulation numbers of Adult CD ROM materials, most likely due to their current scoping configuration. While some libraries would prefer the videogames in their own scope, others prefer the scopes as is. Gerri will continue looking into this and see if there are any other options.
- We have switched from Syndetics to Bookletters for our cover art and additional content provider. Evan demonstrated BookLetters and the features it offers which include a faster interface including the ease of clicking on the cover art image to display reviews and additional information. Google Book Search has also been added to InfoSoup as an additional source for reviews. Bookletters will be adding series information in the near future. If you run across any mismatches or corrupt data in InfoSoup, please send the item number to Evan and he will fix it.
 - “Mango Languages” has replaced the “Tell Me More” online language learning program. Mango Languages is much easier to use, offers more languages and works on all computer platforms. OWLS will be offering online webinar classes soon and possibly a lab class. Please try it out – Mango Languages is much easier to use than Tell Me More, and you may not need a class to use it.
 - The “Learning Express Library” previously known as “Learn a Test” has recently been updated with an easy to use interface. It is currently posted on the InfoSoup web page under its new name. The group requested that the name be changed back to “Learn a Test” so patrons can easily identify what it is. Evan will work on creating a bookmark to help promote this program.
 - The Rosetta Stone program received high praises from the Shawano Library. Several laptops and a version of the Rosetta Stone program were received as a result of a 2008 LSTA grant. The program was fairly successful at some libraries despite the initial complications with set-up. Holly was the go-to-person for the initial implementation and the program may need some promotional reinvigorating to increase interest once again.
 - Evan reported that with money we have saved by using BookLetters, we will be able to purchase LibraryThing to enhance InfoSoup further. LibraryThing will enhance our catalog by offering tags and a “What’s similar” reader advisory feature. Evan encourages the libraries to go to <http://www.librarything.com> and take a look.
- Delivery update
 - At the last AAC meeting, the topic of Waltco’s reimbursement for damaged items came up and we realized there should be OWLSnet guidelines to help member libraries deal with requesting reimbursement from Waltco. Anne Miller from NFLS has started to develop guidelines for reimbursement from Waltco. Anne and Rick will work on a draft for review prior to the next AAC meeting.
 - Project Updates
 - No funds have been released yet from DPI for the upcoming AirPAC project. OWLS will begin work on project when the funds are available.
 - The Ecommerce certificate has been purchased and OWLS hopes to install it on the server next month. Implementation is moving slowly as there are many OWLS projects currently in progress.
 - We are installing SAM at more libraries. It continues to be more complex than anticipated because of the set-up configurations and the interactivity of existing software products. The manual is in a constant state of revision as Dave continues to install SAM at member libraries. If you are interested in implementing SAM, please contact Dave.

- SAM offers a privatizer product to strip the statistics database of username and barcode information. Unfortunately, it will remove reservations and no shows as well. Are there any objections to installing this on the SAM server? It protects the libraries from being placed in the uncomfortable position of being able to provide confidential patron information, and keeps this off the hard drives as well. The product does not retain patron printer use information and while this would cause problems with SAM print management, OWLS does not plan on purchasing the print management feature of SAM at this time. **AAC agreed OWLS should install the privatizer product on the SAM server.** The libraries would like OWLS to regularly run and post SAM usage statistics on the OWLSnet webpage for libraries to review.

6. Decision – consensus decision or vote

- Transit slip procedures
 - At the last AAC meeting, the group agreed to implement new [transit slip procedures](#) and revisit them at the March meeting. There have been no complaints regarding the changes, and the group agreed no adjustments need to be made. **AAC agreed the new transit slip procedures agreed to at the last meeting should be made permanent.**
- Lowering the maximum number of holds
 - Rick recapped the previous discussion and progress made from the last AAC meeting. The document [Resource Sharing Growth in OWLSnet](#) focuses on the trend of increasing interlibrary loan among the OWLSnet libraries, the ramifications of not addressing the growth and most importantly, the solution to sustain the growth. Libraries, system staff and Waltco are finding it difficult to handle the volume of materials being processed and transported to fill holds. Rick reiterated that cost is not the biggest issue as OWLS and NFLS still have affordable contracts with Waltco. However, as our volume increases, our current arrangements with Waltco may be threatened, resulting in delivery costs that the systems can't afford. OWLS has proposed reducing the patron hold limit to a maximum of 15. After investigating other solutions, it appears that this is the solution most likely to have a significant effect on limiting the growth of resource sharing, while not having a significant effect on the majority of our patrons.
 - Based on discussion at the last AAC meeting, OWLS staff wrote up an implementation plan - [Implementing Holds Limits in OWLSnet](#) - for reducing the system hold limit to a maximum of 15 holds per person. OWLS also agreed at that meeting to explore the potential impact of a limit of 10 holds per person and report any findings at the next meeting. Based on the best available data (snapshots of holds data on individual days) it seems likely that if the total number of holds was limited to 10 per person, total holds volume would be reduced from 15 to 20 percent rather than the approximately 10 percent reduction we'd expect to see with a holds limit of 15 per person. While a limit of 10 is likely to have a much greater effect on resource sharing, it would also affect many more patrons, perhaps twice as much as a limit of 15.
 - If the vote to reduce the number of holds allowed per person fails today, the OWLS board might need to take action to create a solution which most likely will result in additional costs for member libraries. Some libraries still believe reducing the patron hold limit will not be enough to solve the resource sharing issue, stating patrons will circumvent the limit by using family members' cards to place holds. The group offered additional solutions, such as returning bulky items to the owning library, which would have little impact and adjusting the priority of paging lists. Our paging lists are currently prioritized to page those libraries geographically closest first.

- Some libraries were concerned about the effect of a reduced hold limit on teachers and daycares. Libraries should be using the Institution P-Type for businesses such as daycares. The patron blocks for institution cards are different than the patron blocks for adult and juvenile patron cards. Libraries stated it was difficult to get a signature on institution accounts. It may be a matter of educating the signatory of the privileges, rights and responsibilities involved with signing for an institution card. The subject of overriding item limits to satisfy a teacher's checkouts came up. Overriding circulation policies currently in place can be a slippery slope and become too common of a practice. If libraries find themselves overriding circulation policies regularly then maybe we need to look at the rule that is in place. The subject of special cards for teachers came up. AAC voted to discontinue issuing teacher cards at the Oct. 20, 2006 AAC meeting. Appleton uses teacher packs to work around their 10 item hold limit by accepting email and phone requests for materials to be pulled from the shelves for teachers to check out. Smaller libraries often do not have the materials available to pull from their shelves and rely on placing holds and getting materials from other libraries.
- Some libraries felt that a service reduction shouldn't be publicized, as patrons are likely to view the change negatively. Other libraries believe by publicizing the reduction, it is an opportunity to talk to patrons about "My Lists" and promote this InfoSoup feature. It is a great placeholder feature for those patrons who have full hold queues. Oconto Falls recently lowered their hold limit to 25 and found that patrons would like to be notified.
- **The vote to reduce the maximum hold limit to 15 passed.** The likely effective date will be June 1, 2009. Libraries may choose to have a hold limit lower than 15, but no library may have a hold limit higher than 15. All present voted (some library representatives left before the vote, but had registered their vote before leaving). There were three unrepresented libraries. Rick placed phone calls to these member libraries to get their votes.
- The document [Suggestions from AAC regarding the Draft Patron Registration Procedures](#) was reviewed, along with draft [Patron Registration Procedures](#). The document was accepted as presented, except for the following:
 - In the section "Renewing Cards for Another Home Agency", the group agreed libraries would renew another home agency's patron card/account according to their own policy (renewal time period) and complete a blue slip to be sent to the patron's home agency. No courtesy renewal will be given.
 - Libraries agreed a form of identification and proof of address should be required to issue a library card. This statement is missing from the "Issuing a new OWLSnet borrowers card" section. Libraries agreed this practice should be documented in this section, and that the statement under "Home Agency Change," should be changed from "A form of identification is required", to "A form of identification and proof of address is required."
 - The document will be updated to reflect these changes, and a new electronic version of the document will be sent out.

7. Discussion – discussion of issues that may be up for decision at future meetings

- Some libraries have been receiving DVDs with an additional digital copy (either downloadable, or in an extra disc in the case). These digital copies are designed to be downloaded or installed on one PC/laptop or portable player and should not circulate. If you receive any additional

digital copies of a DVD, please discard them and send an email to the OWLSnethelp list. The catalogers will then modify the bib record.

- It's been three years since we migrated and there are still about 1000 items in the system that were billed before the migration. The group agreed to delete all items in the system that have a "Billed item-Give to Supervisor" message in the item record. Lists of these items were distributed at the AAC meeting.

8. Other Business

- Anne passed around a sheet for the libraries to enter the name and contact information of their primary magazine/serial person. Because lots of magazines have been changing lately, it seems a good idea to implement a new list to communicate serials information. If you did not attend the meeting or did not have the opportunity to fill out the sheet, please send an email to apaterson@mail.owls.lib.wi.us

9. Adjournment

- Meeting adjourned at 2:15pm.