OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
January 19th, 2018

Present: Cathy Kolbeck, Algoma; Michael Nitz, Colleen Rortvedt, Tasha Saecker, Beth Carpenter, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Tina Kakuske, Linda Streyle, Door County; Stephanie Weber, Florence; Susan O'Leary-Frick, Fremont; Kay Rankel, Gillett; Robyn Grove, Iola (online); Carol Petrina, Kewaunee; Steve Thiry, Kim/Lit; Nicole Lowery, Lakewood; Amy Peterson, Lena; Ellen Connor, Manawa; Jennifer Thiele, Marinette; Le Ann Hopp, Marion; Ann Hunt, New London; John Kronenburg, Tracy Vreeke, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Lou Williams, Oneida; Dave Bacon, Evan Bend, Molly Lawlor, Bradley Shipps, Amanda Lee, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Shay Foxenberg, Shiocton; Jill Trochta, Suring; Peg Burington, Emily Heideman, Waupaca

1. Call to Order and Introductions
    The meeting came to order at 9:31am at the Appleton Public Library.

2. Minutes of the September 15th, 2017 meeting were approved.

3. AAC ground rules were reviewed.

4. Announcements
    • Bradley announced upcoming CE events at OWLS and NFLS
    • Bradley welcomed Shay Foxenberg as the new Director at Shiocton and Emily Heideman as the new Assistant Director at Waupaca
    • Cathy Kolbeck's (ALG) is attending her first AAC meeting. Welcome!

5. Information – to be presented by OWLS and OWLSnet member library staff

    • OWLS staffing update
        Bradley is now the Director of OWLS. Amanda is now the OWLSnet Manager for OWLS.
        And our new cataloger, John, will be starting on Monday, January 22nd.

    • Changes at Shawano
        Kristie informed the group on Shawano's consolidation and to contact her if any questions and to please be patient during this process.

Sierra/Circulation

    • Annual report data
        Bradley announced that annual report data has been submitted and that forms are now open.
        Data can be found, also, on the Statistics page of OWLSnet website.

    • Overdrive report timing

Molly went over how Overdrive works with checkouts and circs. Overdrive doesn't count a checkout as a circ until the patron downloads it to their device. In the time between when the item is available and when it is downloaded the item is considered "pending" and not counted toward circs. Once it is accessed, OverDrive addis it to circs for the month when it became available. That is why monthly reports don't always seem to match yearly reports. Molly asked if the group would mind OWLS changing this monthly report from the beginning of the month to mid-month, in order to give libraries a more accurate monthly circ number. No one opposed.

- Barcode placement
  Per library request, Molly reminded the group of barcode placement on books. Per AAC minutes from May 2005, "All books should be barcoded on the outside back cover, with placement on the top of the back cover preferred."

- Transit slips in board books
  Per library request, Molly informed the group to tape transit slips to the outside of board books with removable tape. This is to ensure minimal damage when items arrive at their destination. Please do not tape slips to the inside of the board books. Staff may not realize the slip is taped and inadvertently damage pages.

- Gathering information on children's collection "neighborhoods"
  Molly mentioned the idea of creating a list of standardized location codes for children's picture books "neighborhoods." A couple libraries were interested in doing this. Instead of creating location codes based on one library's request, OWLS felt it best to ask the group who would be interested in creating "neighborhoods" by way of location codes, and if so, if they could look over Madison Public Library's list of neighborhoods and let Molly know how they feel about them. If there are no objections, Molly will be able to use the letter "q" within location codes to represent "neighborhoods" and to create these codes for each library that chooses to do so. This will by no means be required of libraries if they want to use "neighborhoods" within their collections. A few libraries already use spine labels, color coding, signage, etc., within their collections to identify these "neighborhoods."

- Driver's license scanner demo
  Beth from APL demonstrated to the group how their new scanners work when creating a new patron. Scanners were purchased through BayScan and come preprogrammed to work with a single library patron template, which means it won't work for both adult and juvenile templates. Staff first enters the info for the prompted fields, and then scans in the DL barcode and the remainder of the data is populated. For Appleton, the scanner fills in name, birthdate, address and a note field for the DL number. If anyone has questions, you can contact Beth.

Encore/InfoSoup Update

- Likely updates in February
  The previous Sierra and Encore software updates were delayed at the end of 2017 due to the operating system on the server being outdated. This has been resolved recently allowing us to upgrade Sierra and Encore to the latest version. Evan is looking at an early February upgrade, likely during library's closed hours. There, currently, are no new features but the latest version

will help with stability and responsiveness. Being on the latest version is beneficial when working with Innovative staff on troubleshooting.

- Free DMV testing online
Evan informed the group that a few libraries contacted him regarding a company promoting free library sponsored online DMV Practice tests. Appleton has already signed up for this service and takes only a minute to sign up. Individual libraries can sign up here: https://driving-tests.org/partner-libraries/#wisconsin. But after further consideration, Evan decide to sign-up InfoSoup. This link is located under Research and Learning.

- Mobile users getting error message
Evan informed the group that he is still getting reports of "Sorry, this application is not currently available. Please try again later or contact your librarian" when users attempt to login to their InfoSoup account on a mobile device. Evan believes this is because there are two different links for logging in for mobile devices and desktop. Evan guided the group to where they can find information on this issue: https://infosoup.info/help/mobile. Libraries can also advise patrons to clear their browsing cache on mobile devices, which often solves the problem. Evan could also remove all direct links to "My Account," but because he doesn't know for certain that this is the cause, it may not resolve the problem. Bradley asked if other libraries were getting this report. No one else seemed to be. But Ellen added that for every call they get, there could be more patrons out there that don't inform libraries of the problem.

Cataloging update

- Amanda discussed the recent concern with "Game of Thrones" season 7 set and the bonus disc that is being circulated as a separate item. This does not represent a change in OWLS procedure to circ sets as individual items; this is only one isolated issue. But because the issue was not caught right away, it would require more work to correct at this point than we can provide and still fulfill holds in a timely manner. In the meantime, a new record has been created for the full set. Please be aware that this is not a change in procedure, DVD sets should not be broken up in this manner. Please email cathelp@owlsweb.org if you see anything confusing or incorrect.

  Also, Amanda wanted to inform the group that a documentary called "Dunkirk" is being mistaken for the new motion picture film of the same titled that hasn't been released yet. Patrons have placed many holds on the documentary. OWLS will not create bib records just to place holds on items. If an item record or order record is not attached, she is afraid those holds will go unfulfilled if other records are brought in that match the item in hand instead of using a short dummy record. OWLS is currently working with APL on these movies that are difficult to preorder to get them in the catalog faster, but if you see a growing problem please contact CatHelp and we can send out communication to libraries and a solution for that item. Please contact Amanda if there is any confusion.

WPLC/Overdrive Update

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- Jamie from Clintonville addressed the group on a Steering Committee update. They are looking into a "Get a Library Card" feature that will allow users to create a temporary "digital card" so they can access OverDrive. It would only require patron's name and mobile number. It would cost $0.90 per card, but doesn't allow for use of Advantage. They are still in the gathering of data phase and will be sharing their findings with PLSR.

  Evan mentioned the selection committee for purchasing Advantage Titles. There will be no increase in total budget but looking at coordinating how to cut back on newer titles of genres not circulating. Peg was wondering if Libby was available to Kindle users. Elizabeth thinks that it is available through Google Play. Evan will investigate this.

Technology Update

- Email Project Update
  Phase 1 has been completed; all emails have been migrated to 365 and OWLS assumes all is going well. Peg wondered if there would be training on Office 365 and its capabilities. Evan let the group know that training is part of Phase 3. Phase 2 involves slowly phasing out the old email server. Old email addresses will continue to be forwarded for the foreseeable future. OWLS will keep the old server for another 3-4 months or until it dies.

  Evan showed the group how to delete email addresses from autocomplete because even after a list is deleted, the old address will stay in users autocomplete unless manually removed. Example of doing this can be found here:
  https://www.owlsnet.org/sites/default/files/owlsnet/Deleting-old-email-addresses-in-autocomplete.pdf. Please continuing to use the Request OWLSnet Email Account Form on the Email Services page when there are new staff or departing staff. OWLS is looking to get out of the password business for email. OWLS will start new staff with a temporary password but then they will need to create a new one once logged in. But please don't change the password on the library's general email account.

  Phase 3 involves including more of Office 365's tools and capabilities. Peg wondered about the quarantined list that is emailed and if staff will continue to receive those or if they will just go to SPAM now. Evan explained that if Office 365 quarantines an email, it will not go to the user. Messages are only quarantined if they contain a virus or other mischievous code. The messages that use to be quarantined by Mail Route will now mostly go to the users Junk email folder.

- OWLSnet and OWLSnet Directory
  Evan would like to get rid of the use of individual logins on the OWLSnet Directory and (if possible) all the OWLS and OWLSnet web site. OWLS can make the pages freely available to anyone or could restrict certain pages, such as the OWLSnet directory, to access by IP address. The group seemed okay with restricting by IP address. If trying to us the site remotely, the IP

restriction can be bypassed with a login. We may return to something like the old single login for everyone.

PSLR Update

- Beth went over all the current updates. Information will be available Mon. January 22nd on the PLSR website. There will be applications for CRCs available for volunteers to participate in the July summit. This is open to anybody, not just library staff, and runs through February 9th. Please check the website to give any feedback.

Locally Controlled Collection Committee

- Steve (Kim-Lit) and Tracy (NFLS) presented a [PowerPoint](#) on the findings from the committee. The main question is, should OWLSnet move forward, and if so, how? Surveys will be going out to individual OWLSnet libraries shortly. Peg has seen circ and visits trending down, so she believes that by creating positive buzz there will be more satisfaction with patrons. Ellen has noticed that Manawa's high demands list has dropped over the past few years. There were questions regarding a rental collection, if this is what OWLS would be doing. Tracy reassured that this is not a rental collection for fees. Also, a concern is smaller libraries who don't participate and how it would affect them. Steve answered that a framework would need to be in place before we can say for certain if it would affect those libraries. Tracy was surprised, from findings, as to how little of an issue it was for other systems. While the perceived benefits are there and encouraging, there is little to no data indicating locally controlled collections improve circulation and reduce waiting times for holds. The impact of these collections cannot be measured from existing data.

  Libraries are all for the increased foot traffic this could provide, but there is fear of putting libraries at competition with each other. Also, libraries have been promoting the online catalog for so long that most patrons don't make it past a certain point in the library; they come in to pick up holds and that's it. The group was curious as to how many items would be required of the collection. This would depend on each library's budget and their funding. Bradley added that unless a library has an increased collection budget, their regular collection may decrease, in order to participate in a "Lucky Day" collection.

  A few were interested in other ways of increasing foot traffic; what ideas other libraries may have for this. Some suggestions were other special collections, staff picks display, creating displays, "store front" displays if window space is an option for libraries; ways to build a connection with patrons to get them in the library. Colleen wanted to add that APL having an LD collection would not shortchange the holds queue list by putting one item into the LD collection because their patrons are waiting for the material as well. Carol asked if libraries would have to buy 2 copies if they decide to partake, or if they could pick a percentage of materials to add. Tracy answered that libraries researched got creative with how they had it work. But each

library would have to work within the requirements of the system when they are created. Bradley asked that libraries please answer the survey when it its sent out.

Lunch 12:02 – 12:35

- Meeting Format Committee update
  At the September AAC meeting, it was discussed to provide an option for remote participation. After discussion, OWLS asked for volunteers to form a Meetings Committee. Evan sent out a handout summarizing the committee's findings so far. At this point the committee does not propose radically changing the current format. Suggested changes include having news and reports posted online and posting meeting minutes as quickly as possible. It was suggested to have a 7-day turnaround for meeting minutes. Bradley mentioned possibly having more people take minutes to catch more of the conversation or parts that can be missed by one person.

  OWLS is looking at other affordable and available devices to use as a temporary solution. The committee didn't want to move the meeting location; to keep at Appleton. Today's meeting is being broadcasted through GoTo Meeting with Robyn, Debbie, and Dave listening in. If anyone can come up with recommendations along with the feedback given from Robyn, please send to Evan. It was decided to not record meetings due to the lack of usefulness of a long recording.

6. Decisions – consensus decision or vote

7. Ideas submitted for discussion

- Amnesty and food for fines
  Peg addressed the group that Waupaca has been doing Food for Fines and testing out amnesty weeks for the past few years. She started with amnesty for one week in which she waived all fines for patrons. This year she had amnesty for two weeks. Overall, it is a positive initiative that patrons really appreciate. Ellen was curious if this is to be implemented for all of OWLS. Peg thinks it would be a good idea if all of InfoSoup participates so that everyone could be on the same page. Colleen likes the thought of everyone doing it around the same time and is a fan of the initiative. Other libraries appear to already do this in some way during different times of the year. Elizabeth has Seymour do theirs on April Fool's Day. Cathy has Algoma's during National Library Week and has become popular. Although many libraries seem in favor, Ann is against this, but only because she would like to do away with fines all together. It was decided to bring this topic back for discussion during the March AAC meeting.

8. Discussion

- DL data in Sierra
  Amanda informed the group that due to recent concerns with a data breach within another library system in Wisconsin, OWLS is reviewing procedures to protect patron information. There are a few libraries that store patron driver's license numbers within the patron record. Beth gave an example as to why it is helpful; a man tried to create a new account, but his DL was

already in the system, which is undeniable evidence that he had an account. Amanda added that it is a state law to send notice of compromised "personal information," which takes time, money, etc. Ellen said that Manawa collects the DL but only on their registration card, not in Sierra. OWLS would like to look into alternatives to storing DL numbers. Steve asked what the cost would be if there was a breach. We are unsure, but the law states notice needs to be made within 45 days. DL were used in the past by police but now with the use of a collection agency, there is no need for it; the collection agency never receives DL numbers. Which raises the issue of, who is using them and how, considering whether the risks outweigh the benefits. Amanda read off the list of data points that are considered "personal information" and prompt notification of unauthorized acquisitions as outlined by Section 134.98. They include the person's first initial and/or name and last name in combination with any of the following: social security number, driver's license number or state identification number, financial account/credit/debit card numbers, DNA, fingerprints, retinal scans, "unique physical representation" and other biometric data. Some were curious if a partial DL would suffice and work for identification? OWLS would have to look more into this. Bradley did mention the photo module feature of Sierra, but it is costly and requires more research. We will include on the March AAC agenda.

- ILS merger exploration discussion
  OWLS sent a memo on January 5th informing OWLSnet members of the opportunity to explore an ILS merger with Winnefox. At this point, OWLS is looking for feedback from member libraries. Is this worth exploring? It seemed to be consensus in the room that this could be a good idea. A concern would be delivery budgets and how this would affect that. Bradley informed that PLSR is looking at delivery options. Peg confirmed that PLSR has a delivery workgroup, that she is a part of, and they are looking at more efficient models. Currently, the ILS is the system's biggest expense; there could be some cost savings by merging. There was some concern about opening doors to other libraries or systems. Bradley stated that the merger as proposed is very complex, and attempts at mergers in other parts of the state have recently failed, so it's in our interest to focus on Winnefox only. If down the road others want to join, it would be easier once the new ILS is established. Winnefox libraries are in favor of this per recent discussions at their system meetings. OWLS' next step would be to develop a committee structure with Winnefox.

9. Adjournment

- Meeting adjourned at 1:25 pm

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