OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
May 19th, 2017

Present: Amanda Burns, Algoma; 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; Rebecca Buchmann, Hortonville; Lisa Bauer, Robyn Grove, Iola; Ashley Thiem-Menning, Kaukauna; Susan Grosshuesch, Kewaunee; Steve Thiry, Kim/Lit; Nicole Lowery, Lakewood; Amy Peterson, Lena; Ellen Connor, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Le Ann Hopp, Marion; John Kronenburg, Jamie Matczak, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Wanda Boivin, Oneida; Dave Bacon, Evan Bend, Patty Hankey, Molly Lawlor, Gerri Moeller, Bradley Shipps, Amanda Lee, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Angie Jandourek, Shiocton; Jill Trochta, Suring; Peg Burington, Dominic Frandrup, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to Order and Introductions
   The meeting came to order at 9:36am at the Appleton Public Library.

2. Minutes of the March 17th, 2017 Meeting were approved.

3. AAC ground rules were reviewed.

4. Announcements
   - Bradley announced upcoming CE events at OWLS and NFLS
   - Elizabeth invited volunteers to help with the InfoSoup booth at Pride Alive in Green Bay, July 8th
   - Bradley announced departures: Gerri Moeller (OWLS), Mark Merrifield (NFLS), Amanda Burns (ALG), Patty Hankey (OWLS), and Trinitie Wilke (MAR); and introduced new directors: Tina Kakuske (STR), Steve Thiry (KIM/LIT), and Le Ann Hopp (MAR)
   - Gerri mentioned the WiscNet/BadgerNet emails that have been received by libraries, how they are informational and that there will be no IP address interruption
   - Iola announced that they will be increasing their library by 2,900 square feet with hopes of a November 2017 ground break

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

Sierra/Circulation

   - Sierra 3.0
     May upgrade for 3.1 has not been released. Once the upgrade is available, we will be upgrading before the end of June or Ecommerce will stop working.

   - Photos Module
     The module costs roughly $7,000 and then approximately $1,000/yr for maintenance. A camera and photo station need not be expensive. APL is interested in collecting patron photos as a means of verifying identity in cases of theft. Libraries could continue to assume implied consent

when family or friends use someone's card to pick up materials. At this time, OWLS would like to know if any libraries are interested in adding this module.

- How Holds Work
Bradley informed the group of a new page added to the wiki explaining the OWLSnet Holds Process in Sierra. There is a flow chart as well. No changes to the holds process are proposed at this time; this is only informational.

- Items Circulating Before Release Date
Recently OWLS has seen a higher number of new items being put into circulation before their release date. OWLS asked if this is an issue from the vendor side. Joan mentioned how there are "street dates" included on invoices but that they can sometimes differ from publication dates on Amazon, and audiobooks and large print editions often arrive early without street date notices. OWLS asks libraries to make staff aware of the issue and to verify publication dates before putting items into circulation. If you see an item circulating before its publication date, contact OWLS or the owning library. Publishers ship materials to libraries early with the expectation that we will wait to circulate them. If publishers see that materials are circulating earlier than the release date, they could stop shipping materials early.

- Borrowing Holiday Themed Materials for Displays
Reminder to not borrow other libraries' Holiday materials for your own library's displays.

Encore/InfoSoup Update

- Tumblebooks
Updated app to remove unnecessary login button.

- Recorded Books
Will announce at ALA this summer the launch of their new app that will combine Zinio and OneClick. Recorded Books also has marketing tools available for libraries. Contact Evan if interested.

Cataloging Pilot Project

- Amanda briefly introduced a new project that enables libraries to add basic records to the catalog in order to get items out quicker. As of now, they are only accepting records for books and working out the kinks. OWLS cataloging staff hopes to make this process available to more libraries and for more item types soon.

WPLC/Overdrive Update

- Proposed budget was presented and will be voted on by the board in June. There was $150,000 added in 2017 to buying pool and this will stay the same but each system's contribution will go

to Advantage funds instead of the state. Once the WPLC board votes, the numbers will be official.

Technology Update

- BCN update
  Libraries will receive visits from the phone company as well as emails from DOA and TEACH; please respond within 5 days of receiving this email and reply all.

- Routers
  OWLS purchased 33 new routers, of which 12 have already been installed. If there are any issues with installation or down time, contact Dave.

- Filtering update
  Due to APL not moving forward with their tested filtering product, OWLS is not planning on pursuing filtering at this time. APL may explore filtering options again in six months. Sue asked if there was any clarity on potential E-Rate savings with CIPA compliance. Gerri informed the group that we do not have specific numbers, but it would be unlikely to result in significant savings based on other systems' experiences. Any Erate savings would be offset by the cost of filtering, which is not eligible for the discount.

- Email Project Update
  OWLS is working on moving email to Office 365. Most library systems are currently using this for email. New emails will be domain based and if libraries would like something other than their web site address as their domain, they need to notify OWLS by July 1st. OWLS is looking at a possible late summer/fall rollout.

- OWLS Information Security Policy
  Earlier this year, the OWLS board adopted a new Information Security Policy. OWLS is required to have this policy and review it annually in order to maintain our PCI compliance, which is required for Ecommerce. Libraries should read this document to understand what OWLS is doing to safeguard patron data and also what is expected of member library staff.

PSLR Update

- Kristie discussed how the work groups have merged and that there is a new organizational chart available. There are more sessions coming up and there is no definite timeline configured for 2018. There will be recommendations brought to DPI. Beth added that there will be a PLSR Day across the state in September. This will be a regional opportunity to ask questions, gain information and to participate.

6. Decisions – consensus decision or vote

Remove gender from patron accounts and patron registration form/template

The group had questions about how OWLS would implement this change. Options included staff just leave the field blank, having OWLS remove the label of the field, or remove the field altogether. Others asked whether we could add more options to it. The group generally preferred not asking the question at all. Joan wanted to know if their library would have to print new registration cards, and Bradley said libraries can use up what they have. It is unclear at this time whether existing gender data would be visible after the change is made, or whether it should be deleted. Sue said to get rid of the data. Tasha seconds the idea as well as Eva.

The proposal to remove the gender field from patron records and templates passed by vote.

The question of what to do with existing gender data will be discussed at the next AAC meeting.

Adopt the OWLSnet Fees proposal

Gerri reviewed the background and process that preceded this vote. OWLSnet fees have been on the agenda at three prior AAC meetings, and fees need to be set by July 1st. Peg was on the fees committee and agrees with the proposal. She wonders what the fees are as a percentage of a library's budget. Angie shared concerns for how the use of the items added variable might impact very small libraries. Gerri explained that both systems have reserved funds to subsidize very small libraries. Sue spoke on behalf of a small library and how they personally can tolerate the increases at this point, and that they appreciate the OWLSnet services provided; they wouldn't survive without them. She acknowledges the economic realities other libraries might face. Amanda, also on the committee, pointed out that under the current fee structure, Algoma and Kaukauna pay similar fees. Rebecca from HPL asked if the fees could be reviewed each year instead of every few years. Gerri answered that it could be a possibility but the committee prioritized stability and recommended reviewing the structure every 3-5 years. Joan, also on the committee, stated that many fields were considered when determining the formula and many found to be unstable; the formula needed to use stable data. A few wondered if the proposal could be rejected by the OWLS board. It is possible but unlikely they would completely reject a recommendation from AAC, however, the board could modify the proposal if needed. Terry Dawson from the board was present and will take all comments into consideration for their meeting in June.

The group voted and the resolution passed.

7. Ideas submitted for discussion

- Using PINs at self-checks
  Evan is currently in the testing phase. Implementation would be easier if all self-check libraries participated, but it would likely be possible to implement in zones. Peg asked the group if this would be good or bad. WAU doesn't have self-checks, but is considering adding them. Beth responded that Appleton has had issues with stolen cards being used at the self-checks and that

requiring a PIN will add a layer of security. Gerri believes this to be a really good idea, and Evan will do more research with Innovative on the matter.

- Collecting parent/guardian phone numbers for juveniles
  Ellen from Manawa explained why they would like to have this included in juvenile registration. As more children have their own phones, they are running into the problem of being unable to contact parents when necessary. Dominic added that Waupaca already collects phone numbers for children and their guardians. Ashley at Kaukauna included that children have their own email but don't check it and don't get their notices. She suggests using the parent /guardian email or putting their email before the child's in the field. OWLS asks libraries to consider whether they prefer to handle this as a matter of local practice or propose a change to OWLSnet procedure.

8. Discussion

9. Adjournment

- Meeting adjourned at 11:46 am.