OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
July 20, 2012

Present: Rita Schiesser, Algoma; Melody Hanson, Michael Nitz, Colleen Rortvedt, Paula Wright, Appleton; Rebecca Buchmann, Black Creek; Jamie Hein, Kathy Mitchell, Clintonville; Stephanie Weber, Florence; Susan O'Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Beth Carpenter, Kimberly/Little Chute; Spencer Heise, Kaukauna; Kathy Decker, Sue Grosshuesch, Kewaunee; Pam Ellingson, Lakewood; Becky DeCloux, Lena; Ellen Connor, Manawa; Mariel Carter, Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; John Kronenburg, Mark Merrifield, NFLS; Peg Murphy, Oconto; Joan Denis, Oconto Falls; Evan Bend, Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, Bradley Shipps, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmons, Seymour; Kristie Hauer, Shawano; Becca Berger, Linda Streyle, Tracy Vreeke, Sturgeon Bay; Jill Trochta, Suring; 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 18, 2012 AAC 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
   - The Appleton Public Library meeting space now has hearing loop capacity. If anyone wants OWLS to utilize this feature at future meetings, please let Gerri know.
   - The OWLS board met and agreed to not increase OWLSnet membership fees next year.
   - Scandinavia has lost two employees due to staff retirements and now has two new employees. Sue asks that we be kind to them while she is on vacation (Finland) for three weeks.
   - Janet R from New London is retiring at the end of the month.
   - OWLS received a Spyro play station game in the van delivery without property stamps or any other identifiable information. If this is your game, please contact Laura.
   - Waupaca's teen librarian, Melissa is leaving, and Waupaca will be hiring a new teen librarian.

5. Information – to be presented by OWLS and OWLSnet member library staff
   - Moving to Sierra on September 11, 2012?
     At the July 2011 AAC meeting, those in attendance discussed the pros and cons of becoming a Sierra development partner (Innovative Interface's new ILS). After careful consideration, the group unanimously agreed to become a development partner with Innovative for Sierra.

Now, nearly a year later, OWLS recommends that we move to Sierra on Tuesday, September 11, 2012. While we believe the system is ready and will generally work well, we'll need be prepared for some problems. Please provide as much detail as possible when reporting errors. It will help us handle the calls better and help Innovative fix the issues.

The process will work roughly like this. We will post screenshots of the client as soon as possible. About one to two weeks prior to going live, the Sierra client will be installed at all member libraries. Libraries will be able to log in and view the new interface (read-only.) On September 11, we will go down at approximately 10am. (It's possible that it might be earlier. We won't know until closer to the date.) During that time, libraries can use Millennium offline circulation, and we will process the transactions when Sierra comes online. It is our preference that libraries not close on this day and that they operate as usual. This will give us a chance to work out the bugs before the weekend when less Innovative staff are available, and possibly less experienced library staff are working. We will be down approximately four to six hours, and we should be back up early to mid-afternoon. Dave confirmed SAM and Sierra will work together so there shouldn't be any difficulties with patrons accessing public computers. OWLS will send out screen shots and short videos for the libraries to use as workflow tools. F-keys and macros should work the same as before.

If you have ideas for enhancements, please tell us. We will tell Innovative what you would like to see in Sierra. There is no need to do an extra patron clean-up before we move to Sierra, but it is always a good idea to keep up-to-date with patron records. Do we have enough time to prepare? January would be the next possible option. The group agreed September will work. We still have a non-disclosure agreement with Innovative as development partners so please don't share any details about Sierra.

- Investigating Discovery Layer Options
  OWLS is investigating discovery layer options for our OPAC. Discovery layers lie on top of a pre-existing catalog and are vendor neutral. This could replace our OPAC with an interface that provides better, more relevant, and more inclusive searching. Discovery layers generally include social enhancements such as ratings and reviews. Tags can be generated from bibliographic information or from patrons.

  Discovery layers also provide patrons with post-search limiting, which is similar to other modern web interfaces, rather than the pre-search limiting that we currently use. In post-search limiting, after a patron performs a search, they can narrow it to just the materials or languages or locations they prefer. This is typically the type of searching that patrons expect.

  Why would we move, when we've been pretty happy with InfoSoup? While we've done a lot of customization of InfoSoup, many of the features have been added on to Innovative's OPAC and are laborious to maintain. Innovative is developing its discovery layer, so our current OPAC is unlikely to be developed much further. Additionally, with our current catalog, we cannot get to all content from just one place. Patrons have to follow links outside our catalog to get to some materials. E-books are difficult to include or exclude from a search in InfoSoup.

  What are the options? There are a number of discovery layer options such as Encore, Ebsco, and Bibliocommons.   Most are expensive. Vendors are changing their business models so prices continue to vary. Encore is sold as a subscription, charging a yearly fee. Open source options may be less expensive but would require more hardware and development costs. Also, the

Sierra platform may make it easier for us to use an open source product. The decreased cost of being a development partner with Sierra may make it financially feasible for us to purchase a discovery layer in the future. We're at the very beginning stages exploring our options.

Additionally, a statewide working group has been formed to explore discovery layers options at the state level. Originally, a state group met to discuss a statewide ILS and found that it might be worth pursuing a statewide discovery layer first. It may be an easier way to meet patron needs and less expensive than implementing a statewide shared ILS. Patrons are looking for a more sophisticated interface, and it may be desirable for them to see the same library interface throughout the state. Someone mentioned that this type of project may be eligible for LSTA funding as it would enhance the patron's experience. At this time, projects with a one-time cost are doable for OWLSnet, while annual subscription costs are more difficult to maintain. It's possible that we'd get a better price if a statewide discovery layer is pursued. A single statewide discovery layer might also eliminate the need for WISCAT, freeing state money for this project.

- On Demand DVDs
  We tested some of the On Demand DVDs owned by OWLSnet libraries and found that they played well in several different PCs. While they may not play in all devices, we can't assume that they won't play in any particular device just because it isn't a read-only device. If you are interested in seeing a list of the On Demand DVDs in InfoSoup, contact Gerri.

- Shoutbomb Update
  There are 250 patrons currently signed up to receive Shoutbomb text messages. If we want to continue using this service, we need to increase the number of users to make it cost effective. LSTA funds paid the majority of the cost for the first year. Currently, the only existing promotion is in InfoSoup. Are libraries using their Facebook pages to help promote this service? Bradley will create a promotional post to be shared with member libraries on their Facebook pages. Gerri asked if it would be helpful for OWLS staff to create a bookmark or online sign up form for Shoutbomb. One library has created a bookmark and tucks it into books on their holdshelf, targeting patrons who typically receive phone calls informing them of hold pickups. Someone suggested it should be heavily promoted to teenage patrons because they are heavy text users.

  OWLS will work on creating a form for patrons to sign up online. Gerri will find out how many patrons per library use Shoutbomb. It was suggested that patrons currently receiving email notifications on their phone may not be interested in receiving text notifications. OWLS strongly recommends not disabling patron's emails in their Millennium accounts, because there is no way to know if a patron discontinues Shoutbomb. Shoutbomb is a third party product, and technical problems can prevent patrons from receiving texts from Shoutbomb. It is better for patrons to receive duplicate messages than no messages. Our renewal date for Shoutbomb is after the first of the year. We can reevaluate after promoting Shoutbomb more.

- InfoSoup Development update
  - The OneClick Digital product was purchased with of LSTA and OWLSnet funds. The subscription offers older titles of popular authors that are always available, but it isn't getting much usage. Patrons are very familiar with Overdrive and may not be aware of or comfortable using OneClick Digital. Additionally, we don't have access to good statistics with this product. To justify purchasing newer titles, usage needs to increase. OneClick Digital, which is up for renewal in March, won't be continued if it's not used more.

- Not all OverDrive titles are in InfoSoup yet. Book titles can take anywhere from two weeks to a couple of months to get into our catalog. It depends on the title and OCLC. If staff or patrons are looking for a specific title, it best to go out to the OverDrive site to confirm if we own it. While we do our best, we can't guarantee that InfoSoup will have complete holdings of OverDrive items. We have added more Wisconsin authors such as Michael Perry, etc.

- Series Information is in InfoSoup! BookLetters has worked with the Kent District Library to provide a service that links series information to book titles. This link now displays in the full title record in InfoSoup. Clicking on the link displays series information, including a link to print out a title/author list. Send any series information that doesn't display in InfoSoup to the OWLSnethelp list, and Evan will update BookLetters. There is no series information for Recorded Books titles; users will have to go into the book record in InfoSoup to get series information on these titles.

- The Appleton Public Library recently purchased a subscription to Zinio, a digital periodical product. It cannot be promoted in InfoSoup because it is licensed to Appleton, but Appleton can share within our consortium. Zinio contains 100 popular magazines, and it provides an especially desirable platform for fashion magazines, including advertising pages as content. Patrons can link to this product from APL's webpage. Users type in their barcode and will be directed to APL's landing page for Zinio. Once patrons select a title for their personal library, they are notified when new issues are released. They can access Zinio with their barcode on whatever device they are using. Subscriptions will stay on their account until the patron deletes the title.

6. OWLSnet planning update

There is a page posted on the OWLSnet website called OWLSnet Planning. It contains relevant planning documents with information that was discussed at the May AAC meeting. Sierra is currently at the top of OWLSnet priorities, so staff haven't developed any background papers yet. When we have new documents, we will share them with you.

7. Decision – consensus decision or vote
- None

8. Ideas submitted for discussion
- No ideas submitted for discussion.

9. Discussion – discussion of issues that may be up for decision at future meetings
- Mariel Carter from Marinette asked the group to consider developing an adult reading challenge program. The program could be linked to Books R Us. She has found it difficult to develop adult reading programs that attract new users. Adults that visit the library are already library users or visit only when their children do. This type of program may encourage more adults to read. It could begin in January of 2013 and run until the end of the year. Bigger prizes could be offered to all patrons, and individual libraries could offer smaller prizes locally if they were interested. There was interest among those in attendance. A number of librarians volunteered to be on a committee to explore this idea further.

10. Adjournment
- Meeting adjourned at 1:55pm.