

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
(Online – GoToMeeting) January 21, 2022**

Present: Cathy Kolbeck, Algoma; Nicole Casner, Tasha Saeker, Owen Anderson, Appleton; Rachel Hitt, Black Creek; Jamie Hein, Clintonville; Rebecca Buchmann, Dawn Taylor, Tina Kakuske, Shauwn Rosendale, Door County; Stephanie Weber, Florence; Shannon Stoner, Gillett; Allie Krause, Hortonville; Angela Schneider, Kaukauna; Carol Petrina, Kewaunee; Holly Selwitschka, Kimberly; Nicole Lowery, Lakewood; Michelle Best, Katherine Freund, Little Chute; Ellen Connor, Manawa; Karin Adams, Marinette County; LeAnn Hopp, Marion; Ann Hunt, New London; Lori Baumgart, John Kronenburg, Tracy Vreeke, NFLS; Kristin Laufenberg, Oconto; Amy Peterson, Oconto Falls; Amanda Lee, Bradley Shipps, Liz Kauth, Molly Komp, Evan Bend, John Wisneski, Dave Bacon, Chad Glamann, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano County; Shay Foxenberg; Shiocton; Patsy Servey, Sue Abrahamson, Waupaca; Kelly Kneisler, Weyauwega

1. Call to Order and Introductions

The meeting was called to order at 9:30 AM and Amanda went through roll call.

2. AAC Ground Rules & online meeting etiquette

3. Minutes of the November 12, 2021, AAC meeting were approved.

4. Announcements

- a. Peg from WAU is retiring and Tina from Door County is retiring. Congratulations and best of luck!
- b. Amy is the new director at Oconto Falls, after Joan retired. The Lena director will be hired in mid-February, hopefully. Congratulations on the transition Amy!
- c. Annual Reports - OWLS has our data pulled and entered into the pre-fill. We're still waiting to hear from DPI what to do with OverDrive magazines before we can submit the data. DPI plans on opening the report to libraries on Monday (the 24th). They are accepting the pre-fill later this year, so if they don't have it by today, they'll leave that information blank.
- d. Tasha informed the group that Appleton has selected their temporary location. They will be occupying the old Best Buy on the East side of Appleton. Their lease starts in March which will give them sufficient time to clean and install any necessary walls before moving.
- e. Bradley announced a new staff member starting Monday for OWLS. His name is Joe Lawton and he'll be working tech support, helping both OWLS and NFLS libraries.

5. SARPA Grants

Tracy updated everyone on the process of the grants and that her and Hannah are navigating these together. They are waiting for the WISE Grant to open from DPI. Once it opens and NFLS can input all the information, they can move forward with the ordering. Please watch your email for the information and please respond as soon as you can. Tracy and Hannah will keep everyone up to date as things move forward.

6. OWLS office move

Bradley let the group know that OWLS has scheduled their move to the new building for the week of March 7th. The new address is 3373 West Brewster Street in Grand Chute and the move should take about 3 days. OWLS will need to get the data circuit room figured out first but are trying to schedule that for a Sunday to limit the possibility of interruption to the libraries. OWLS will let everyone know once they have all the details.

7. System Development timeline 2022

Amanda went over the options for the System Development plan and the timeline. There are three options: address verification, a data dashboard, and a catalog app.

Address verification software runs an address through a database to confirm the address is valid and confirm the address is associated with a person's name. For an additional cost, it can look up the address in a separate database and assign the correct municipality code.

A data dashboard is a web-based reporting interface that would provide a platform for staff to run canned reports, schedule reports, and look at key performance indicators. OWLSnet could create custom report templates with variables not included in the canned reports. Reports may include lists, bar charts, pie charts, line graphs, and crosstabs.

A catalog app allows patrons to search InfoSoup, manage their account (or multiple accounts), access a digital library card, and view library information on their smart phones or tablets via an app instead of going to and logging into our website. Many apps will also feature library events and link to social media.

The timeline for this looks like the following:

January: Present the timeline to AAC.

February: Request demos to determine functionality and get quotes.

March AAC: Present pros and cons of each priority product. Narrow scope by voting or survey.

April: Form a committee and schedule additional demos if necessary.

May AAC: Recommend specific product and path forward.

May/June: Sign contract.

June – October: Implementation process.

October – December: Train libraries.

Bradley added that for the budget, there can only be one option for this year, so the group needs to decide which would be the best. All these ideas have been at the top of our list for a while now.

Amanda clarified what a canned report is. These are reports that staff already have access to in CARL. Canned reports have pre-set variables that don't allow for customization.

Currently, for address verification, staff are checking photo ID's and/or pieces of mail such as a utility bill. Libraries also use myvote.gov to verify municipalities.

Holly asked if with address verification software, would patrons be able to renew cards more than one year at a time? Bradley said that may be one outcome of the service, or at a year the patron can renew online without having to come into the library. We must further investigate the options.

Holly likes the idea of address verification and that it seems relevant to everyone across the systems equally, and that the catalog app may be better if a few libraries did this and let the other libraries know how it is. Tasha replied that it takes an immense amount of time to launch an app and to have OWLS staff involved would be a ton of work. She would be hesitant as to how much time and work would be created by trying to launch multiple apps.

We will move forward with the timeline as is.

8. Vote on increasing the hold limit from 25 to 50

Last time the group could not come to a consensus on whether to raise the hold limit from 25 holds to 50. Some thought there could be a compromise between the two numbers, citing lender-borrower ratio concerns, larger paging lists, and limited shelf space. Others didn't think the increase would impact them greatly since there aren't many patrons utilizing the maximum amount of holds; however, it would be a good move from a marketing perspective.

There were also concerns about implementing this change before APL moves to a temporary location. If AAC votes to increase the hold limit, it will be put into place when Appleton opens at the new location in the spring.

We tried asking for discussion over email and the following is what we heard:

- Patrons are already using their family members' cards to get more holds, so raising the hold limit to 50 would make things easier for both the patrons and

circulation staff since they won't be bouncing between accounts to renew and manage the items.

- One library doesn't see a lot of loss from people who utilize many holds.
- Raising the hold limit will allow patrons to get items now and remain on the hold list for items that may not be coming out for several months yet.
- It was asked if we could get the one-week hold expiration date back to move things along. When we migrated, we chose 10 days for hold expiration because CARL would only let us have one number for the whole system and it didn't calculate days closed in there. We can now customize that, so each library has the same number of open days to pick up holds. We can work on updating this after annual reports.

Shannon said she has several teachers and homeschoolers that could really benefit from having more holds.

Ellen asked for clarification, that if a branch is only open one day a week, that they could be holding on to an item for seven weeks? Amanda answered that, in theory, yes, but OWLS wouldn't let it happen that way.

The group voted and has consensus to raise the limit to 50 once Appleton moves to their new temporary location in the spring.

9. Discuss increasing the checkout limit to 150

During discussions regarding raising the hold limit, some wondered if we could raise the checkout limit to 150. Currently, 17,900 patrons have items checked out and 19 have 75 or more items checked out—mostly Institution or ILL cards, but some Adults. 100 patrons have more than 50 items checked out.

One library felt as though 150 was a bit much and 100 would be better. They thought there might be some congestion at checkouts, items may be misplaced by patrons, and more unavailable items would be waiting to be returned for holds. They felt 100 patrons out of 17,000 wasn't enough to say let's raise it to 175.

One library said the homeschoolers would appreciate the increase and that they almost never lose anything.

One library asked if the checkout limit increases, would the limits for types of media also be adjusted, such as the limit of having 25 DVDs checked out at one time? If that was the case, they would be concerned about loss and having gaps on shelves for DVDs. As a follow-up to that question, it was asked if circ periods for DVDs and other item types are determined by library or consistent across the system. Currently circ periods and item type limits are largely consistent across the system with very few exceptions. If the checkout limit is increased, we can leave the limits on media (DVDs, CDs, audiobooks,

etc.) at 25 and increase the limit of only those things that have the limit of 75 now (books, magazines, games, kits, etc.)

Some wanted to know if the media limits are standard across OWLSnet? There has always been a standard maximum, but libraries can deviate below that. Molly explained that when libraries set lower media limits, then those rules now attach to the item, not the transacting branch.

As a reminder, OverDrive holds do not count towards a patron's physical holds. Also, if a library sets a lower limit, and sends their items to another library to fill holds, the receiving library will not be able to override to allow them to check out if they have hit that limit. CARL will not allow this, which in turn can cause issues down the road. There has always been some level of confusion in limits, which is why there are benefits to having fairly standard settings across the consortium. Karin asked how often does it happen when staff don't know they're getting a hold from a library with a lower limit? Ann answered that it probably doesn't happen so much now because of the fairly standard settings, but if the limit is raised then it could be.

A few asked if it was possible to see how many patrons have the max media checked out to get an idea of how many people are actually checking out the max. OWLS will pull that information to share. Most of the group seemed okay with raising the limit to 150 but allowing for libraries to deviate below that as needed. Bradley asked if the proposal should be refined for the March meeting so that the group would vote on something more specific including changing the media limits in a proportional way that libraries alter to fulfill their needs.

10. Discuss the updated Teacher Card Procedure

During the September AAC meeting it was determined that the Teacher Card procedure needed updating. A group of librarians volunteered for a committee to revamp the current procedure, which was shared with you earlier this week. Significant changes have been made to the procedure.

A question was asked why the expiration date changed to one year from when the card was issued instead of June. Elizabeth said they wanted it to be consistent with other registrations and for teachers to be able to start a card at any time. Holly mentioned that this simplifies the process and removes the need to think about changing the date at the time of registration.

Sue asked if it is expected to verify that the teacher is still working in the district/library location when they renew their card? Especially since at Waupaca they don't do teacher cards so wanted to know for those who come in with teacher cards and want to renew. It is always important to verify address when renewing but in terms of if they still work

at the school? No. The committee wanted to remove as many barriers as possible and verifying if the patron still works at the school or in district is a barrier.

The teacher card procedure has been around for years and is based on individual libraries and if they want to implement them. Staff want to make this procedure easier for teachers and breaking any barriers for them has been on trend. One of the big issues years ago was that it created a whole new class of patrons who get more service from the library than a regular patron. It's widely agreed that teachers are worthy of this exception.

Wouldn't libraries going fine free and raising the system limits affect the new teacher card option? Amanda answered that the procedure was written to not wait for the hold limit discussion to go through. If approved, teachers would be allowed to check out 150 items and have unlimited holds.

Some said they've never done teacher cards because they have been too restrictive, and others said their patrons don't even know they're an option until it's brought up. Some feel that teacher cards can cause issues because despite educating patrons, they don't understand the responsibility. Ellen said they don't advertise the card unless a teacher or homeschooler bumps up against the limits.

There was a need for clarification on whether a patron needed a personal card prior to getting a teacher card; some thought that they didn't. Amanda kept it in the procedure that a personal card was required to get a teacher card but those on the committee wanted to remove that barrier. Bradley added that the teacher card was supposed to be supplemental to a personal card. Institution cards can also be used for schools by creating a card for each classroom if the school signs off on it.

We will bring it back at the March AAC meeting to vote on it.

11. Adjourn at 11:13am