

OWLSnet Administrative Advisory Committee Meeting Online via GoToMeeting – January 19, 2024

Present: Cathy Kolbeck, Algoma; Tasha Saecker, Owen Anderson, Nicole Kasner, Appleton; Rachel Hitt, Black Creek; Jamie Hein, Clintonville; Rebecca Buchmann, Dawn Taylor, Shauwn Rosendale, Door County; Steph Weber, Florence; Shannon Stoner, Gillett; Allie Krause, Hortonville; Robyn Grove, Iola; Ashley Thiem-Menning, Kaukauna; Carol Petrina, Kewaunee; Holly Selwitschka, Kimberly; Michelle Best, Megan Kloeckner, Little Chute; Sue Vater Olsen, Manawa; Amy Commers, Marinette; Le Ann Hopp, Marion; Ann Hunt, New London; Holly Handt, Hannah Good Zima, Lori Baumgart, John Kronenburg, Tracy Vreeke, Maryssa Paulsen, NFLS; Amy Peterson, Oconto; Eliza Skenandore, Oneida; Amanda Lee, Bradley Shipp, Molly Komp, Chad Glamann, Bryan Durkee, Debbie White, Kristin Laufenberg, OWLS; Meredith Miller, Scandinavia; Elizabeth Timmins, Seymour; Nancy Bell, Shawano; Michaela Woodward, Shiocton; Eric Bailey, 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 17, 2023, AAC meeting were approved.

4. Announcements

1. Sue Vater Olsen is the new director in Manawa. Meredith Miller has been promoted to director of the Scandinavia Public Library. Congratulations!
2. Hoot-Con registration is now open! The website is continuously getting updated so please keep checking back.
3. OWLS has created a new position for a Training Librarian and promoted Molly Komp to the role. This position will further the OWLSnet Mission of “increasing the efficiency and effectiveness of participant library operations and services.” She has created a survey for any library staff member to fill out that will tell her how they learn best. She will also be hosting a focus group at Hoot-Con to get input about the direction you all would like to see training go. Congratulations!
4. Door County Reads is kicking off! There are links for most of the presentations so please feel free to direct patrons to those.

5. Discuss creating a shared Google Sheet for book clubs

Meredith ran into issues with book clubs where when it came time to order the books, there aren't enough or any available because another library's book club is reading the same title. She proposed a shared spreadsheet in which book group leaders could have access and input what book(s) they are planning to use and when, so others can go in and see and adjust their schedules accordingly or to get future ideas. Meredith will

create the spreadsheet via Google Docs to share and anyone who would like to use it is welcome. The more who use it the more useful it will be. There was support for this idea and Meredith will work on sending this out. Holly Handt also shared that there is a [WISCAT book club list of ideas](#) link that libraries can access.

6. Discuss updated Resource Sharing Guidelines

Updated Resource Sharing Guidelines were brought to AAC for discussion after kicking it back to the committee for review. Rebecca asked if we could discuss adding a bullet point for how long materials get checked out for the Book Club procedure. DCL practice is to check out the materials until the book club is over. Book Club items are showing up on the Should be Short Loan report even though they aren't really short loan. Libraries can ignore these items when they show up on their lists. If an item does come up as short loan, staff can extend that due date for a book club prior to checking out the item(s). Some libraries are leaving items as short loan for 6 months whether it is in high demand or not. Others say, if the item is on their shelf, it is not short loan. We will put a review of high demand vs non high demand on the agenda for a future AAC meeting along with reviewing short loan vs not short loan.

It was asked who has Lucky Day collections and how they are performing. Ten branches are currently circulating Lucky Day collections and report to be doing well; patrons appreciate them. Libraries do not need to meet a certain lender/borrower ratio to have a Lucky Day collection—they need enough copies of an item to meet the holds ratio set by AAC. For every 7 local holds a library has, there needs to be one at least 1 copy in the circulating collection.

Amanda will add into the procedure about library run book club and the expectations about when those items will be due; she will fix the typo in point #1 “libraires” to “libraries”; and she will enter a bullet point about Meredith’s shared book club document.

7. Procedures for account access when patrons turn 16

A parental notification bill has been proposed in the state legislature in Wisconsin. While unlikely to pass, it did generate a lot of discussion in the media. Wisconsin statute grants parents and guardians access to their children’s public library records when that child is under the age of sixteen (16). Teens ages 16 and 17 must have privacy for their library records BUT cannot be held legally responsible for financial obligations until age 18. We need to find a way to remove access from parents once a juvenile patron turns 16. Blocking the account won’t stop access but changing a barcode might.

CARL checks the birthdate field, and if it is an adult birthday but a juvenile card type, the system will automatically put a note on saying the account needs to be updated. The “Grow-Up” age in CARL is set to 18. We could change this to 16 but then we would need

to change the message that goes with it and the block: soft block or hard block, if CARL can do this. If a parent has the barcode and PIN for their child's account and has added the child's account to the library app, Libby, and Shoutbomb, (maybe Hoopla), we need to remove that access when the child turns 16. We may need to say at 16, we delete the account and create a new one. Or we make an exception to the one patron, one card policy to allow for reregistering 16-year-olds. This isn't a topic being discussed at SRLAAW, but OWLS would like to know what libraries are currently doing when patrons turn 16 or a new patron who is 16 or 17 asks for a card.

There is a lot of confusion among the libraries when it comes to 16-year-olds. It's not on everyone's radar as many staff assumed something was happening on the backend in CARL or they didn't realize they needed to update 16-year-olds' cards. If libraries want more information or guidance, they can ask their city attorney about local concerns and policies. We could form a committee to discuss best practice and procedure while policy would need to be a local decision. Juveniles are not responsible for any charges incurred under 18, the parents are. If staff are comfortable, and are not waiving other library's bills, they can waive charges incurred as a juvenile to give them a clean slate as an adult. Staff should not be informing parents of juvenile accounts if the child is 16 or 17.

It was suggested to merge accounts through Overdrive. We're not sure if this would work and break the link to the parent's app, we would need to do some testing. Bradley will send out a survey to the libraries to get more feedback on current practice and create a written summary. We may convene a committee to help develop best practices for review by AAC. Amanda will contact other ILS managers for input on how they are addressing these issues. We will also add best practices for adult patrons who have guardians to a future discussion.

8. 2023 Annual Reports

OWLS submitted the prefill data. Kristin went over some documentation about what's new for the annual reports in 2023.

- The COVID 19 section is gone.
- There is new staff information for "job title" in Section X. Please use Appendix A for help on choosing titles for this new column; the local title column needs to be filled out as well.
- There have been revisions to Section XII Technology including new CIPA compliant questions. Everyone but Appleton and Brown County needs to add a comment as to why they are not CIPA compliant.
- Question 6 for Section XII wants to know what digital literacy or other assistance your library offered.
- Any new information is highlighted in blue on the worksheet.

If this is your first annual report or if you're new at a library, please start early, so that we can help you answer questions as they come up. We encourage you to use the program tracker to make sure things are counted and allocated correctly.

Also, ***both systems have requested that you get your forms in at least three business days ahead of your board meeting***, so we have enough time to review before your board approves. Bradley and Tracy will be taking turns for office hours on Friday afternoons. Once they have more specific times scheduled, they will send them out to everyone.

9. 2024 Annual Reports

We encourage libraries to use the program tracker as there are some new features for data entry, like in-person programs on-site or off-site, or virtually. There are tutorials available, each running 10-20 slides on breaking down programs and helping you fill out your form. When counting people for reference questions, you can no longer say "did not collect". Please keep this in mind for staff who keep track of this throughout the year as they would need to implement this for 2024.

10. Discuss Online Registration

TLC is not able to prevent duplicate accounts from being made or have CARL block an account if it is a duplicate. We also cannot prevent the app from allowing patrons to load their online library card barcode into the app.

Many want to do away with online registration until we can get it working how we want. Others felt that this is a nice resource to have and would like to focus on improving it, not getting rid of it. We could make changes to the InfoSoup registration page to make it clearer that this is only a temporary card while we work on long-term goals. The wording for patrons under 18 needing to come in with a parent must be fixed too. We could try adding "must watch" videos to the registration process but we can't guarantee patrons will watch the video much like most don't seem to be reading the current content.

We would need to investigate costs for e-cards, or additional services that could help with this. A concern about using an address that wasn't the patron's own was raised. We can't stop patrons from using real people's addresses or juveniles posing as adults, etc..., there's always going to be issues with this. But if we could afford a third-party address verification service, names and addresses would be verified against the national post office database. We would also need an online registration tool to capture signatures. This wouldn't be in the 2024 budget but 2025 at the earliest. We need to focus on what to do in 2024 and how the process exists now and then start planning for 2025 if we can.

We could try extending the expiration date to something more than a month as other systems in the state are doing. However, we purposely have a 30-day expiration in place to limit the misconfigured use of online resources. We have a funding formula in place for OWLS counties—these circulations are currently municipal circs and without address verification we couldn't add that piece into the funding formula. We don't know how much online checkouts are affecting the numbers, but we have a good number of online registrations so it has the potential to change it quite a bit.

The reset PIN email doesn't seem to be coming through for some patrons. Others have expressed this frustration, too. Owen said the reset PIN function does not work if the patron hasn't signed up for BiblioCommons. The reset PIN emails do not get stored in the patrons Notice history in CARL.

We do not want patrons uploading any personal identification materials through email, or to anything the system owns. This is a huge liability security issue. Chad has already updated the website and online form by adding "Temporary" to the registration page. We will convene a committee to come back with suggestions instead of voting on removing online registration. Volunteers from the meeting were: Eric, Rebecca, Owen and Ann. Kelly said she might be able to. We will send out an email for confirmation and more volunteers. Tasha said Appleton might pilot some options to try out.

11. Adjourn 11:14AM