

OWLSnet Administrative Advisory Committee Meeting Online via GoToMeeting - May 19, 2023

Present: Cathy Kolbeck, Algoma; Tasha Saecker, Owen Anderson, Appleton; Rachel Hitt, Black Creek; Jamie Hein, Clintonville; Rebecca Buchmann, Dominic Frandrup, Dawn Taylor, Shauwn Rosendale, Door County; Steph Weber, Florence; Ann Stearns, Fremont; Shannon Stoner, Gillett; Allie Krause, Hortonville; Robyn Grove, Iola; Ashley Thiem-Menning, Kaukauna; Carol Petrina, Kewaunee; Katie Essermann, Lakewood; April de la Ruelle, Lena; Michelle Best, Little Chute; Ellen Connor, Manawa; Amy Commers, Marinette; Le Ann Hopp, Marion; Ann Hunt, New London; Holly Handt, Hannah Good Zima, NFLS; Amy Peterson, Oconto; Rachel Pascoe, Oconto Falls; Amanda Lee, Bradley Shippis, Molly Komp, Kristin Laufenberg, Chad Glamann, Dave Bacon, Debbie White, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano County; Shay Foxenberg; Shiocton; Jill Trochta, Suring; 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 March 17, 2023, AAC meeting were approved.

4. Announcements

- a. The September 15th AAC meeting will be held at the Little Chute Public Library.
- b. Tracy from NFLS will be on leave for the next few weeks.

5. Discuss Using Self-Check in the App

Should OWLSnet allow patrons to use the self-check in the InfoSoup Libraries app? Initially the self-check feature was activated for those libraries that wanted to use it; however, after testing, Amanda removed it until we could talk about it at AAC due to some statistical concerns. Circulations get credited to whichever library the patron is logged into in the app. For example, if a patron is using self-check in the app to check out materials at Kaukauna, but they are logged into the app under Little Chute, the circulations will get credited to Little Chute. There isn't a way to use geolocation or any other means to credit circulations to the correct library.

There was concern and frustration since this was one of the selling points of the app. Some felt that we should look elsewhere for an app that can allow for the appropriate self-check functionality. Wisconsin's funding formula and its reliance on circulation is unique and may be difficult for developers to accommodate.

How many checkouts via the app self-check happened? Not many. Amanda and a few staff did some testing with internal cards, which don't count towards total circs. This feature wasn't turned on when it was released to the public.

Tasha asked if it works on Android phones. Amanda said it works, but it is unusable because of how items need to be placed for the camera to work and even then, patrons don't know if it actually scanned the item.

Allie asked if anyone was having issues with the new scanners scanning the digital library cards. Some said they have issues, some no issues, while others say they've figured out a workaround. For item barcodes, some cover up ISBN numbers when processing, so the scanner doesn't catch that. Shauwn added that the configuration can be adjusted to scan the appropriate barcode.

If anyone has issues with their self-checks scanning library cards, then they should check with their vendor.

We will keep the self-check feature in the app turned off for now. Amanda will work with the vendor to see if they can make the digital self-check feature more accessible to us and our needs.

6. Joint Strategic Plan Activities

OWLS and NFLS met in April to discuss the Joint Strategic Plan, come up with ideas for each goal, and find ways to turn ideas into operations. Each system will likely implement differently but we wanted AAC's thoughts on said ideas before we turned them into goals and future projects to work on. System staff goals will be set from this year's and next year's objectives.

What is vulnerability scanning? Vulnerability scanning is a way to see where we are vulnerable in terms of network security.

What would consortium level collection development look like? Consortium level collection development could look something like a committee looking at InfoSoup holistically to look for gaps where we aren't meeting demand. OWLS does not have the authority to tell libraries what to buy but a committee could make recommendations.

Ellen added that she likes cultivating innovation goals and automated address checking ideas. She's happy to see OWLSnet-wide Hoopla on the plan.

Rebecca asked if collection audits is a service that systems might provide in the future? Bradley said we can talk about it.

Dominic asked about policy samples, templates, and links on the OWLS website. Bradley answered that is a consulting question but that we'll be replacing our website from Drupal to WordPress. The templates and links will be updated but may not live on the website. Amanda added that reviewing revising OWLSnet policies is one of the activities as well.

Elizabeth asked if Bradley could explain what United for Libraries is and how it differs from Trustee Essentials? United for Libraries is a resource that just recently became available. DPI signed a contract with ALA so that all library employees can access educational resources. Some of the content is parallel and overlaps with Trustee Essentials. These are shorter videos about 10 minutes long that can be shown during a board meeting. These are resources that you'd normally have to pay for but now we have a statewide contract for it. You still need to register before you can use it. Here is the link for registering: <https://www.ala.org/united/login-request/wisconsin>.

7. InfoSoup Road Trip

Chad just added a new promotional video on OWLS. If anyone is running low on booklets email Chad and he can send more out.

The libraries seem to like the program and the patrons participating like it, but there aren't as many patrons participating as some libraries had hoped. Bradley thought maybe geography could be a factor why some libraries have more check-ins than others. Patrons seem to be interested but don't want to do a program on their own. Owen added that patrons seem to confuse the Road Trip program with the Park Pass program some libraries are offering. Also, summer reading programs are running so it is a lot to promote at once. Ellen felt that it could take a few years to build up the program.

Amy added that when she goes to meetings at other libraries, she'll come back and inform staff of the cool things the library had and in turn staff then share those cool things with patrons. It gets them excited to see those things and promote the program at Oconto.

Some libraries don't have the space to display the marketing materials, while some said they got their materials late and didn't have sufficient time to promote the program before it started.

Staff should be encouraging patrons to use the hashtag for the program, #libraryroadtrip. Ellen suggested taking pictures of patrons and asking if they can post on social media as another way to promote the program. Chad will also send out more materials as needed and post pictures of the prizes to hopefully entice more participation.

8. Vote to Recommend Revised OWLSnet Network Connection Policy to OWLS Board

Dominic asked if staff needed to let patrons know that their info is being transmitted insecurely over Wi-Fi? It is public Wi-Fi and not secure. While we don't broadcast publicly, it is a good PSA to let patrons know if they ask questions. It's best to warn and remind patrons to not do personal business, such as banking, on public Wi-Fi.

Some patrons need the Wi-Fi to work on resumes, filing for assistance, etc. that they can't do anywhere else. In these cases, direct the patron to the public computers on the secure network rather than using Wi-Fi or show patrons how to download and use a VPN app.

The vote passed. Bradley will take the revised OWLSnet Network Connection Policy to the OWLS board next month. In a future meeting, we can discuss how patrons can safely use public Wi-Fi and be safe internet users.

9. Vote to Approve 2% Increase in OWLSnet Fees

Last year we added a 2% increase for the app and said we would need to make a 2% increase this year which covers the annual costs. If anyone would like a more in-depth one-on-one conversation, then please call Bradley.

Rebecca commented that she thinks the 2% increase is pretty standard and to be expected.

The vote passed. Bradley will take this to the board next month.

Reminder: the July AAC meeting will be online.

Rebecca asked if there is an anticipated date for WPLC charges? Bradley said they will vote on annual budget this summer and post a draft budget on the website so you can get an idea. OWLS and NFLS do things separately, so Bradley recommends talking with Hannah or Tracy at NFLS.

10. Adjourn at 10:41 AM