OWLSnet

Administrative Advisory Committee Meeting

Outagamie Waupaca Library System

January 17, 2020

Present: Cathy Kolbeck, Algoma; Michael Nitz, Tasha Saecker, Beth Carpenter, Owen Anderson (online), Appleton; Eva Kozerski, Black Creek; Jamie Hein (online), Clintonville; Tina Kakuske, Linda Streyle, Rebecca Buchmann (online), Dawn Taylor (online), Shauwn Rosendale (online), Door County; Stephanie Weber (online), Florence; Natalie Snyder (online), Fremont; Allie Krause, Hortonville; Angela Schneider, Kaukauna; Carol Petrina, Kewaunee; Steve Thiry, Kimberly-Little Chute; Nicole Lowery (online), Lakewood; Amy Peterson, Lena; Ellen Connor (online), Manawa; Jen Thiele, Joanne Finnell, Marinette County; Le Ann Hopp, Marion; Ann Hunt, New London; Tracy Vreeke, John Kronenburg, Lori Baumgart (online), NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Kymberley Pelkey, Oneida; Dave Bacon, Evan Bend, Amanda Lee, Bradley Shipps, Liz Kauth, Debbie White, John Wisneski, Chad Glamann (online), Molly Komp (online), OWLS; Sue Vater Olsen, Scandinavia (online); Elizabeth Timmins, Seymour; Kristie Hauer, Shawano County; Shay Foxenberg (online), Shiocton; Jill Trochta (online), Suring; Peg Burington, Waupaca; Kelly Kneisler (online), Weyauwega

1. **Call to Order and Introductions**

The meeting was called to order at 9:30am and introductions were made.

2. **Minutes of the November 15, 2019 Meeting**

The minutes of the November 15th meeting were approved.

3. **AAC Ground Rules**

The AAC ground rules were reviewed.

4. **Announcements**
   a. Evan pointed out the new bookmarks were on the table in the front of the room and encouraged the libraries to take some of them or contact OWLS.
   b. Tracy Vreeke announced that NFLS will have a new administrative assistant, Hannah Zima, who will be starting in February.
5. **Staff Report**
   a. Amanda announced that Molly will be back part-time on Monday January 20th. She'll be back full-time on February 17th. Please continue sending requests to OWLSnet Help.

b. As a reminder, if you send an email for book club requests to be fulfilled, please make sure you're copying and pasting the information into the body of the email. We're seeing some come through with just a link, so please make sure the library knows whether they're being asked to pull a hold without clicking a link.

c. Kaukauna went fine-free, and Waupaca has gone fine-free on children's items.

6. Annual reports

Details Presented: Amanda stated that DPI asked library systems to break out the ILL data to items loaned and received via the ILS, WISCAT and other modes. They told us this very late and as of Wednesday did not answer us when we asked for clarification on what they meant by "loaned," since our loans are all initiated in the ILS--WISCAT is typically used as shipping means. This year it was optional, so we put all that data under Total. When we understand what DPI is asking we'll figure out a way to record these stats for next year. Currently we do not monitor stats on WISCAT.

7. Consumable kits and circulation

Details Presented: Bradley announced that the latest word from DPI is that consumable kits can be counted as a circ, but that contradicts their answers in the past. OWLS is going to continue to not count consumable kits as a circ until this is figured out further. OWLS would be happy to consider consumable kits a circulation, but we need to be sure we are following regulations.

Tracy Vreeke said that some libraries are making kits that have a mix of some returnable items and some consumables, like knitting needles and yarn. The yarn is consumable, but the needles are returned. The kit has to have something that can be loaned over and over again in order to count as circ in our current understanding.

Action Items: OWLS will continue to ask DPI for clarification on consumables and circulation and update libraries when we are confident they understand the situation.

8. Fine-free libraries

Details Presented: Amanda noted a big thank you to Molly for working on this issue.

a. Who is fine-free?

Birnamwood and Kaukauna are totally fine free.

Florence, Lena, Oconto, Scandinavia, are fine-free on just about everything. Clintonville, Manawa, and Waupaca are fine-free on children's items

b. What needs to happen in Sierra and how does it work?

This is a process. A library's board can approve for you to go fine-free on a certain day, but OWLS cannot do this by a certain date. The loan rules need to be changed, and sometimes new loan rules need to be made. The loan rules take effect after we contact your library and after you to restart Sierra. They do not impact anything checked out before you restart Sierra as transactions are not dynamic. Items checked out before loan rules were changed to not incur fines would still accrue fines if returned late--we can't go back and change that. Fines will have to be waived as materials comes back, and with three possible renewals it could be months that staff should be looking for this.

Amanda shared information about globally forgiving fines and bills. This is possible, but it takes some time for OWLS staff. Reports on purged fines/bills will take a bit longer. The biggest takeaway Amanda wants libraries to get is that this cannot be done all at once. We can change the loan rules and we can waive fines, but patrons will still have materials coming back that will have loan rules with fines attached, so library staff will need to be aware of this and be empowered to waive if appropriate.

Amanda added that the lending library's rules apply. In order for people to take advantage of going fine-free they have to physically go to the library offering that service. Kaukauna's item won't be fine-free at another location.

Comments & Questions: Shay said that Shiocton will have a board vote in April about going fine-free. Peg shared that going partially fine free is more complicated. If you can go completely fine free, do that.

Angela shared with the group that Kaukauna went fine-free 2.5 weeks ago. They've had way more press coverage than anticipated and had expected a slower rollout. Patrons and staff have been confused, and they have received both positive and negative reactions from patrons. A common negative comment is, "If there is no incentive, there is no responsibility." Some people have been coming into the library to clear their fines or open library cards. Peg stated that there is no place in our mission statements that talk about instilling responsibility in patrons.

Kristin noted that directors should keep in mind a timeline and how going fine-free would align with your budget. Her library passed the budget in September, and the board voted to go fine free in November. They had to address the loss of revenue in the budget.

Peg shared that Waupaca has put up posters that announce they don't fine for children's items anymore, so please consider donating to the library in support. Joan said that she's asked her board to go fine free, but the board keeps saying no. But they have been given a lot of leeway about waiving fines.

Peg stated that the American Library Association says that fines don't really fit within what libraries should do. That could be a good thing to share with library boards. Steph said that Florence has been mostly fine free for almost 9 years and is has been successful. It encourages patrons to bring items back. Amanda pointed out that only about ¼ of the fines in Sierra are on active patrons and that going fine-free will clean up the database in terms of driver's license information and fines. She then asked how many libraries are considering going fine-free? About 7 directors raised their hands. Lou added that Oneida is looking to move forward with getting rid of fines. Natalie stated that Fremont's board is discussing going fine-free as well. Nicole shared that Lakewood's board has been talking about it for the last year. There is a new joint board this year so she'll see what happens.

Kelly noted that Weyauwega's board is very resistant. They feel that it is allowing patrons to be irresponsible. Peg added that she had one resistant board member. She showed the member some research that determined that fines impact kids in need and that changed the member's mind. Kristin stated that the staff was more resistant than the board at Oconto. She gave the staff lots of articles and has a lot of resources that she would be willing to share.

Ellen noted that Manawa still has a lot of people that get confused by the bills they get and don't realize that if they return the items, all the fines and fees will disappear.

Beth brought up a related issue, that fine-free libraries often offer automatic renewals but that DPI says this doesn't count as a circ. She encouraged OWLS to push back about this policy. Bradley explained that DPI has stated that automatic renewals are not compatible with the definition of circulation that is the basis for county funding. Ellen stated that she doesn't know why automatic renewal is necessary and that she hopes libraries are not doing that already. Bradley clarified that no one in Wisconsin has implemented automatic renewals because of the opinion from DPI. If anyone would like to talk more about this issue, feel free to call Bradley.

 Kelly asked if patrons can change their home agency in order to get fine free? Bradley stated that there are polices about patrons doing that, but it doesn't really matter because it's the physical location where patrons check out that determines the loan rules, not home agency. Kelly asked if it matters where the items are returned? Bradley clarified that it matters where the items have been checked out, not who owns it and not where it was returned.

Lou asked if there is a history of the number of patrons that libraries attract after going fine free? How much money does it take? Kristin responded that that fines including bills were less than 2% of their income before going fine free. Anecdotally, they have seen a lot more patrons coming back after hearing about going fine-free. Amanda added that Oconto's circ increased in 2019. Peg shared that Waupaca did a fine study a couple years ago and about 1/3 of fine income was coming from children's and teen items. Bradley added that OWLS will support

what the libraries want to do; there is a trend towards fine-free libraries. Lou asked if there has been a push at the state level? DPI is interested in the trend and collecting information about fine-free libraries but has not shared an official position on the subject. This is a financial decision that falls under the purview of local library boards.

9. **Recommended hot spot loan rules**

Details presented: Amanda stated that a lot of libraries have started circulating these recently and asked for a recommended loan period. OWLS took the libraries' loan rules for those already circulating them and asked libraries who are investigating or close to implementation what they were thinking and came up with these 3 standard loan rules:

- 7 day loan, no renewals, no holds, $1/$20
- 14 day loan, no renewals, no holds, $1/$20
- 28 day loan, no renewals, no holds, $1/$20

OWLS is also recommending no holds so they don't have to travel and no renewals until we determine how popular they are. Amanda is open to suggestions as these are just recommendations. We can also change them later if usage changes.

Marinette, Peshtigo, Oconto Falls, Lena, and Kaukauna loan hot spots.

Comments & Questions: Joanne (MRT) shared that they are working on advertising hot spots. They have a rule that the hot spot must be returned and sit for 24 hours to charge. Patrons are repeatedly returning then checking the hot spot out again. They are also having problems with patrons returning the hot spots in drop boxes which they are not supposed to. They have had one hot spot stolen. They also have a rule that patron must have library card for 6 months before they can check out a hot spot.

Kelly asked if there is a way to disable the hotspots when the loan has expired so it encourages people to return them on time? What if they are never returned? What is the approximate cost of the hotspot? Amy responded that yes, the library can turn them off. The hotspots her library bought were about $50, plus the monthly fee for the data. Amy is working through the PLA grant process, but there is a lot they don't know yet. Joanne added that Marinette's hotspots are $25 a month. Joan stated that ALA is funding hotspots for the first year. She is hoping they will fund them for a second year, but if not then libraries will need to pick up the data cost. Beth added that Appleton just purchased some through TechSoup, using MobileBeacon running on Sprint. She thought it had decent coverage for WI. The hotspots were $20 each and $10 a month unlimited data.

Peg brought up that she understands some patrons may need hotspots because they do not have internet at home, but wondered if the hotspot work for those people who can't get internet in rural areas? Eva shared that she researched this for her board and the hotspot might not help if there is no 4G or 5G in the area. Rural patrons don't have the infrastructure to use it. Tracy added that there are a lot of grant funds available over the next couple years for broadband expansion. If that is of interest in your area, feel free to contact Tracy.

Joanne shared that she tried a hotspot at her home in Gillett and it worked. Kim drove through southern Oconto County to see where it worked. She experienced a faint signal or no signal until close to Abrams. Kim had no problems in Brown County. Joan stated that Oconto County has limited 5G, but that the hotspots are still finding coverage. Her house is in a dead spot but the hotspot works. Joan added a policy that warned that the hotspots could have limited access where patrons live. Oconto Falls got their hotspots from Mobile Beacon and they use Sprint.

Jen stated that when she got hotspots, the coverage just wasn't there. That may be why the PLA grant changed. Often, it's not known where the coverage is. Jen did find that the hotspots work in Goodman and Wausaukee. The device states that its roaming, but they are not being charged roaming fees.

Tracy added that there are people who have a device but don't have the money for wifi, so hotspots fill that niche. Student have a Chromebook from school, but their family can't afford internet at home even if the infrastructure is available. Beth stated that another situation could be people who just moved and don't have connection yet, or people who have lost their jobs and need the help to have a connection for job searching. There are lots of possible needs in the community. Joan added that schools in her community are working with Spectrum to get low cost internet for families who don't have internet at home.

John explained that hotspots use cell phone signals and could be provided by any company. He suggested that the libraries look into which provider has the best signal in your area.

Peg asked if libraries would share their policies and procedures for hotspots.

Lou wondered if some families would just keep checking out hot spots by having a different member of the family check it out. Joan said they haven't addressed that issue specifically in their policy yet, but we're going to see if it's a problem first. Amanda reminded the group that we can limit the loan rule by patron types, so only adults can check them out if that's appropriate. Amy hopes that there are families who check it out often.

Peg wondered if the grants are one to two years, how is this program sustainable after that? Amy hopes that the hot spots will eventually be sponsored by different groups, like Friends of the Library, local businesses, etc.

Bradley brought the discussion back to the loan rules and noted OWLS would like to start with the hot spots not being in delivery. Amy pointed out that it's especially important these not be holdable because the grant money used to purchase them are specifically for rural areas. There was a consensus that these loan rules would be an appropriate starting point.

A couple final questions came up. Are these being circulated to adults only? Participating libraries say yes. Some policies have suggested if it's not returned to the owning library a fine can be assessed. The cases are not bad, but participating libraries recommend a sturdier case, such as a tackle box from Cabela's.

Decisions: There was a general consensus that these loan rules are appropriate for OWLS to recommend to libraries starting up their programs.

Action Items: OWLS will recommend the loan rules agreed upon as more libraries add hotspots to their collections.

10. Remote PC Reservation

Details Presented: Installations of time management are nearly completed and then wireless printing installations will begin.

Dave asked if we should allow outside access to the remote PC reservations? He explained that patrons can go to a website and reserve a public PC at a specific library on a specific date and time. Once that reservation is made, the computer is held by that remote patron for 15 minutes. John from NFLS said it has not been popular so far.

Dave then gave a short demo of how mobile PC reservation would look to a patron and to the library. They can book up to 7 days in advance.

Comments & Questions: Bradley asked if this is an all or nothing situation or can libraries choose to use it on a case-by-case basis. Dave said the libraries can choose which locations participate. Peg asked if they can have some of the locations at Waupaca (they have three) participate but not the others. Dave will test this.

Ellen asked if the library would we have access to patron info so that they could call them if they didn't show. Dave said My PC does not store that kind of information, so they cannot see who reserved the spot. Ellen then asked if a library can cancel the reservation if no one shows? Dave replied that yes, it's easiest for the library to cancel it.

John from NFLS wondered if libraries limit who can make the reservation, for instance only adults can make reservations? Dave said that is not possible.

Tracy thought this feature could be very helpful for people who just need to get online quickly. Kristin didn't like the idea of someone being able to jump in line to get access. She explains to patrons the computers are first come, first served and patrons who don't have Internet access at home would still not have the opportunity to sign up ahead of time. Shay said with Shiocton's limited hours it is a real possibility that patrons are looking for computer access. Some people call ahead of time to reserve a public PC. She thought it would be helpful to have a consistent policy.

John said Door County has had a reservation computer for years. Linda said usage dropped so they got rid of it, but people still do sometimes call if they need to take a test or have something scheduled.

Ann Hunt said we shouldn't make policies for the 1% that may be malicious.

Dave said wait time is not taken time off the reservation if the patron is late (they still get a full 30 mins).

Bradley said if a library is interested and willing to go first, be aware that we don't quite know how this will work. Peg may be interested in implementing it if only one of the Waupaca areas can allow for this service.

Ellen asked if it was the same system that is used in the library. Dave replied it is the exact same reservation system in and out of the library. Ellen could see some problems with people selecting the "next available" option accidentally.

If you are interested in this service, get in touch with Dave.

11. Wireless Printing Demo

Details Presented: Dave gave an update about the wireless printing software, which has been tested at 3 libraries. Chad has made posters for the libraries to promote this service. Dave explained wireless printing works with a mobile device, laptop or home PC. An app can be downloaded from Google Play and Apple App Store. Patrons can also go to a unique URL to send print jobs to a specific location. To find a library to print to, a patron should click "nearby." If they are in the library, the app should automatically find the library. If a patron chooses TBS Print nothing will happen, so they must choose the library to get the job.

Comments & Questions: Lori asked if the URL is the same for all libraries. Each library has its own URL. She also asked about images to promote the service, which OWLS can share. Dave highly recommended using the QR code on the posters Chad is making because several apps have the same name of "Public Print."

Jill asked if a library must release the print job at the circulation desk? Yes, it's the same process from the staff point of view as regular print jobs--it's just getting the job to the print queue a little differently.

Steph said this software works great and patrons love it. She also reminded libraries to refresh between jobs.

Tracy asked if patrons can see how much the print job will cost them before they claim the print job? They cannot see the cost from the app, so the libraries should let patrons know of the cost before releasing the job. Steve asked if the page can be modified to show that information, but it cannot. Bradley suggested libraries list costs where they are advertising wireless printing.

Peg asked if a visitor's pass work for a library card and pin. John said it is not a requirement that a person to have a library card to print. John then wondered if a patron could use a guest pass for remote PC reservation, which they can.

Action items: OWLS will share marketing information with Lori from NFLS.

12. CARL Updates

Details Presented: Amanda reviewed the communication plan and timeline for the project. There will be weekly meetings with TLC, the vendor who supplies CARL-X, and the core implementation team. Design session begin soon starting with cataloging.

Comments & Questions: Joanne wondered if we may need to push back the go live date in case there are issues. Bradley noted that we have a complete project plan which includes a fall back date. We are very constrained, as our Sierra contract is up August 30. Amanda mentioned they estimated 6 months for implementation, but we asked to push back the start date due to summer reading and to allow more time for library training. We should have time for unexpected situations.

Joan asked if libraries will need to close August 15 and 16? Amanda said you can still be open but you'll either have to check out items using Excel or another method not involving the ILS or not loan materials.

In the meantime, what can libraries do? Weed! John will be compiling a list of each library's magazine holdings and asking them to verify subscriptions. He's also working on identifying

other serials/volume records like travel guides that may be outdated or not on shelves anymore to help with weeding efforts.

Tina asked if there was a date to stop doing weeding or making changes? Amanda said August 10th is the date we need to stop making changes to bib records.

Bradley also noted if your board is ok with forgiving fines, that would be very helpful in clearing out the patron database. Kelly asked if reports are still available to help us with fine forgiveness? Amanda said yes, please send requests to OWLSnet Help.

Amanda will start working on a patron communication plan. OWLS is looking at different Microsoft tools to keep libraries informed and engaged with a transparent process. We will be able to push out email notifications, but we are looking for a more interactive option as well.

Bradley expressed we are very excited for CARL-X, but please have mercy on OWLS staff in the next few months. This will be a very intense process and we will be buried and busy.

Molly chimed in online to mention she is so excited to run reports for libraries with CARL!

Action Items: John will send out magazine lists to libraries and work on identifying other serials. Evan will send out information about how to follow along with progress. Amanda will start working on a patron communication plan.

13. BiblioCommons

Details Presented: After speaking with BiblioCommons and TLC, we have discovered that we cannot implement BiblioCommons at the same time we release CARL-X. We understand it is not desirable for patrons and staff to learn two new systems in a year, so we would like input on how we should proceed. Do we:

- Wait at least 6 months after CARL goes live to implement BiblioCommons (release it early 2021)?
- Wait a different amount of time, and if so what is the right amount of time?
- Table this decision until March 2021?

Comments & Questions: Beth asked if we knew what the expected timeline for implementation would be? Bibliocommons says it will be 6 months to implement, so OWLS expects 6 months after we go live with CARL-X at the earliest. If people love the CARL Connect Discovery platform it will still be there, much like the classic InfoSoup catalog. Most were in favor of the "as soon as possible" option. Bradley said we will continue to talk to TLC and BiblioCommons about timing.

Peg asked which library uses CARL and Bibliocommons? Amanda said Contra Costa County is using these two systems, but they are hosting their own servers locally, so the implementation process is not the same.

Decisions: Implement BiblioCommons as soon as possible after rolling out CARL-X.

Final Announcements:

As a final update, Dave wanted to announce that the WISCAT link isn't working for dedicated catalog computers. He is working on updating the software on those computers.

Adjourn.