

**OWLSnet  
Administrative Advisory Committee Meeting  
Outagamie Waupaca Library System  
(Online – Zoom) April 22nd, 2020**

Present: Cathy Kolbeck, ALG; Michael Nitz, Tasha Saecker, Owen Anderson, Colleen Rortvedt, APL; Eva Kozerski, BCL; Jamie Hein, CPL; Tina Kakuske, STR; Stephanie Weber, FLO; Natalie Snyder, FPL; Kim Meyers, Kay Rankel, GIL; Allie Krause, HPL; Robyn Grove, IVL; Ashley Thiem-Menning, KAU; Carol Petrina, KEW; Steve Thiry, KIM-LIT; Nicole Lowery, LAK; Amy Peterson, LEN; Ellen Connor, Lyn Hokenstad, MAN; Jen Thiele, MRT; LeAnn Hopp, MAR; Ann Hunt, NLP; Holly Handt, Tracy Vreeke, NFLS; Kristin Laufenberg, OCO; Joan Denis, OCF; Kymberley Pelky, ONE; Amanda Lee, Bradley Shipp, Liz Kauth, Molly Komp, OWLS; Sue Vater Olsen, SCA; Elizabeth Timmins, SEY; Kristie Hauer, SHA; Shay Foxenberg, SHI; Jill Trochta, SUR; Peg Burington, WAU; Kelly Kneisler, WEY

**Meeting began at 10:00AM**

**Discuss recommended ILS changes to facilitate curbside service**

1. Extend Sierra's days closed through the end of the extended Safer at Home order for all libraries, including those offering curbside pickup.

Consensus was to extend the closed days through the end of the Stay at Home order. Molly has added these into Sierra through May 25<sup>th</sup>.

2. Disable the "Request It" button on InfoSoup until paging lists are manageable and regular delivery is available.

Amanda has asked that Innovative remove the button from Encore.

3. Provide modified pick lists and supplemental local holds reports.

Amanda can edit the paging list template to include "Pickup at Loc" but is not sure how helpful that will be since libraries still won't be able to sort the list. Molly can create an alternative to pick lists for libraries to work through. Most libraries said they would like one of these lists, so it was requested interested libraries make note of this on the signup sheet. Molly will start on those and get them out to everyone.

4. Temporarily change holds fulfillment setting to "local holds precedence."

Amanda explained that this would go against our current Resource Sharing policy but with the approval of the group we will allow for "local holds" to be filled. This means that items a library has can fill holds for their local patrons even if another patron elsewhere has a hold ahead of them. No one from the group was opposing this but asked for documentation on the process for patrons and for staff to place and fill holds. Chad has a graphic that can be tweaked as needed for libraries that promotes curbside service. There was concern about items that arrived in tubs prior to closing. Libraries can use these items to fill holds.

However, if they have already been packed to be sent out, please keep those in the tubs seeing as they have already been quarantined.

New items that have holds for other library patrons CAN be checked out to fill local holds prior to those. Libraries can check in other library's materials and put in transit to send an item back to the owning location, but they shouldn't be putting items in transit to fill holds at other locations. There was consensus to keep materials moving even if they are other library's materials until delivery is in place to return items to the owning location.

5. ShoutBomb and Sierra notifications remain disabled until libraries can manage volume.

The group agreed this was a reasonable action.

6. Extend and stagger due dates.

As of now, dates have been extended and staggered for expiration and due dates. Amanda asked for additional ideas for this process. This will be confusing for patrons but this has only been done for items that were currently checked out, prior to the Stay at Home order in place. OWLS can extend those dates out until the end of the Stay at Home order, May 26<sup>th</sup> in order to help alleviate patron phone calls. Most libraries are not charging fines while the order is in place.

There was concern that if ShoutBomb was disabled patrons wouldn't know about the extended due date. Patrons won't know this unless they are checking their account online, libraries post on social media, or the patron calls the library and talks to staff. Notices are "off" except for courtesy notices but OWLS can disable them as well.

Libraries can accept returns via an external bookdrop. If libraries don't have an external bookdrop they can use alternative methods as long as they are safe and in compliance with the order. Do not unpack already packed tubs from before the order was put in place. Tracy suggested using recycle bins from the city as an external bookdrop option. OWLS is operating under the 72-hour quarantine per recommendation from DPI. The minimum is 24 hours.

7. Do we need to extend expiration dates again?

Amanda has extended patron expiration dates with the soonest of those coming up May 18<sup>th</sup>. The group agreed to continue extending on a rolling basis.

**Decision:** The following decision was reached by consensus with all OWLSnet member libraries represented at the meeting:

In response to the Governor's Emergency Order #28, which allows public libraries to offer curbside service during the COVID-19 Safer at Home period, OWLSnet member libraries authorize OWLSnet staff to implement ILS settings that deviate from standard practice defined in the OWLSnet Resource Sharing Policy in order to provide better service under the emergency order's restrictions. Standard resource sharing practice will be reinstated as service restrictions ease.

Action: OWLS will provide interested libraries local holds reports. OWLS will change the Holds prioritization setting to Give Precedence to Local Holds. OWLS will extend the expiration dates for patrons coming due on a rolling basis, starting with those coming due on May 18, 2020.

## **Share local curbside pickup plans and procedures**

A few libraries have done brief curbside service and answered questions from other libraries regarding the service. Peg (WAU) informed the group that there were only 2 patrons who did not come in to pick up their items when they were expected to do so and she suspects they may have run out of time before the library had to close; they were very busy while providing this service. WAU pickups were picked up at their backdoor where they designated a few parking stalls. These stalls were numbered 1-3 and a sign with a phone number was posted. Patrons were to call the number and inform staff which stall they were in so that they could bring the item(s) out to them.

Elizabeth (SEY) wondered how long to give patrons to pick up items before moving it on to the next patron. Peg did a day for pickup, whereas Ashley (KAU) will do a week once they start the service, unless they called and there were circumstances that required the pickup to be rescheduled. Jill (SUR) had patrons calling after they were closed to pick up items. Staff there wiped down items and scheduled a pickup time for those patrons. Owen (APL) added that Appleton will be overwhelmed by requests so they will be staggering their services and pickups. There will be an online form for staff to fill out with patron requests and schedule 15-minute time slots.

With the phone being the only option for some, what other ideas are there to not overwhelm the phone line? Peg suggested giving patrons additional options for contacting the library, such as: online chat, email, online form, and phone.

Are libraries limiting how many items a patron can check out? A handful said they are doing 5 items, while KAU is doing 20 items. Some libraries are thinking they would allow 5 per patron and 20 per family.

Some suggestions for reaching those who are browsing patrons and don't use the internet were to contact local newspaper, grocery stores, churches, local radio, strategic word-of-mouth, etc., to reach a wider audience.

Hours during curbside pickup and staffing: it seems that many libraries will be narrowing their hours in some way to allow for specific pickup windows.

## **Other business**

NA

Meeting adjourned at 11:24AM