OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
(Online – GoToMeeting) September 16, 2022

Present: Cathy Kolbeck, Algoma; Nicole Casner, Tasha Saeker, Appleton; Rachel Hitt, Black Creek; Jamie Hein, Clintonville; Rebecca Buchmann, Shauwn Rosendale, Door County; Steph Weber, Florence; Melissa Krause, Fremont; Allie Krause, Hortonville; Robyn Grove, Iola; Angela Schneider, Kaukauna; Carol Petrina, Kewaunee; Holly Selwitschka, Kimberly; Katie Essermann, Lakewood; Katherine Freund, Little Chute; Ellen Connor, Manawa; Le Ann Hopp, Marion; Ann Hunt, New London; Lori Baumgart, John Kronenburg, NFLS; Amy Peterson, Oconto; Joan Denis, Oconto Falls; Wanda Boivin, Oneida; Amanda Lee, Bradley Shipps, Molly Komp, John Wisneski, Debbie White, Dave Bacon, OWLS; Elizabeth Timmins, Seymour; Mikki Moesch, 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 July 15, 2022, AAC meeting were approved.**
4. **Announcements**
   a. Amy Peterson is now the director at Oconto Farnsworth and Joan Denis is the interim director at Oconto Falls.
   b. Wanda let the group know that Kim is no longer with Oneida.
   c. Lori let the group know that Marinette County has an interim director, Amy Commers.
   d. Bradley let the group know that OWLS will have a new administrative assistant starting September 26th, Melissa Knight.
5. **CARL Updates: CARL Speed**

   Dave informed the group that over the past month he's been working diligently on improving the CARL network reliability over the OWLS network. TLC recommended adjusting a few VPN settings between OWLS and TLC. Those adjustments were made with WISCnet. Dave also worked with Heartland to prioritize CARL usage. Tracking traffic will be key and Dave is doing so with a few libraries already: LIT, SEY, and NLP. Dave has done as much as he can in the office to verify the quality of service prioritization but it is best to test this live so Dave can force the prioritization. He will contact a few libraries next week to set up a time to test this out. Dave implemented changes on Sept. 1st, so hopefully libraries have seen some improvement. Kelly feels like the speed is quicker

when going into the patron record, while Elizabeth said staff have not seen a difference. Please contact Dave and/or OWLSnetHelp if you have questions or concerns.

6. **CARL Updates: Connect 500 Error**

Since August 13th, OWLS has been receiving reports of a 500 error while in CARL Connect. The error seems to come up sporadically. Restarting the servers on TLC's end seems to resolve the issue and they have implemented a step to restart it daily until we can find the root issue causing the error.

In the meantime, TLC has asked us for more specifics if/when staff are running into this error. Please let us know the following:

   a. What were you doing when the happened?
   b. What is the account number/phone number/search term you were using to search?
   c. The time?
   d. Where were you in CARL Connect when it happened? (ie CARL Connect Staff, Discovery, or bridging through MyAccount)?

If possible, attach screenshots. TLC doesn't need the screenshot of the actual 500 error but rather the task you were performing that produced the error. Step-by-step instructions and images can really help TLC determine issues.

7. **CARL Updates: CARL Routing**

Amanda gave some incorrect information at the last AAC meeting, so she sent out an email outlining how routing/fill lists function in CARL.

Holds will show up on a library's fill list if it is the pickup location and the item has a status of "On Shelf." However, if an item is not pulled to fill a hold, then an overnight utility runs and moves the item to the next available fill list based on our router priority. Testing has shown that holds placed in the afternoon and evening will still show up on the pickup location's fill list the next day, but if the hold was placed in the morning it will stay on the pickup location's fill list that day and move on to the next fill list when the overnight utility is run. It would be best for libraries to work their lists more than once a day in order to catch those holds, before they move on.

Every library has a routing priority that CARL looks at when determining whose fill list to populate if a hold can't be filled by the pickup branch. It will go through a list looking first at the libraries in the county, then it looks at the same system, and then the rest of the libraries in OWLSnet. OWSLnet set this priority up during migration and tried to take WALTCO routes, distance, and open days into consideration.

CARL is also taking closed days into consideration, which Sierra did not. If a pickup location is closed on the day a hold is placed, CARL will put the hold on the next library's fill list that has it available and is open that day.

OWLS doesn't know if we can change how often the paging utility runs or if we can program the router to not take days closed into consideration.

Amy asked if they had the only item in the system and a Little Chute patron places a hold on it, will the item remain on Oconto's fill list indefinitely? Amanda said CARL is going through the list and finding the first library who is open and has the item "On Shelf." If Oconto is the only library who has this item, it will remain on the list because it won't find another to jump to. But if, say, Oconto Falls also has the item, then it will go on their fill list the following day after the overnight utility has run.

The process is working as expected but if anyone runs into an instance where they feel it is not working as expected, please send those to OWLSnetHelp.

Bradley thanked everyone for signing up for the Community Conversations today! This is a great opportunity for libraries to talk with WiLS and partaking in our strategic development process.

8. **Adjourn at 9:59 am**