



WRLSWEB Network Advisory Committee Meeting
February 14, 2013 10:00am – 12:00pm
Sparta City Hall, 201 West Oak St., Sparta, WI
Minutes

Members: **Alma** - Marie Marquardt, **Coon Valley** – Karen Bernau, **Ettrick** – Jody Hanneman, **Galesville** – Meredith Houge, **Kendall** – Lynette Vlasak, **La Crosse County** – Chris McArdle-Rojo, **La Crosse Public** – Kelly Krieg-Sigman, **La Farge** – Rita Wachuta-Breckel, **Mauston** – Bridget Christenson, **Necedah** – Cathy Williams, **Norwalk** – Jeanne Rice, **Ontario** – Laurie Erickson, **Sparta** – Peggy Klein, **Strum** – Dawn Hering, **Taylor** – Karyn Schmidt, **Trempealeau** – Jessica Schoonover, **Viroqua** – Lisa Widner, **Westby** – Cindy Brown, **Wilton** – Karen Carr, **WRLS** – Kristen Anderson, **Wonewoc** – Kim Dearth

Guests: Charles Clemence, Deb Dagnon, Randy Dagnon, Jen Feske, Noreen Fish, Marcia Sarnowski

I. Meeting called to order: the meeting was called to order at 10:03 am. Roll call was taken as above.

II. Approval of minutes from the December 13, 2012 meeting: *Motion by Kelly Krieg-Sigman, seconded by Bridget Christenson, to approve the minutes of the December 13, 2012 meeting. Carried.*

III. WRLSWEB financial documents: Kristen Anderson gave members the opportunity to ask questions about the general ledger pages showing the capital and operating funds balances.

IV. WRLSWEB housekeeping:

- a. Checking “in transit” lists: Everyone is reminded to check the items on the “in transit” lists. If there are reserves on an item, don’t check it in. Staff may check the item out to the mending card, and save the reserves list; then contact Deb Dagnon. If there are no reserves on a title, it may be checked in, and the status changed to Trace. It is currently possible for a patron to place a hold on a title with no holdings; this is an item from the Illuminar Top Ten list which should be addressed.
- b. Reminder to ask for cards or verify patrons: staff are reminded to ask for library cards before checking out to patrons, or if a card is not required, to verify the patron information each time, especially if the name is not an unusual one. Ask for birth date, telephone number, or address to make sure the patron is linked to the correct account.

- c. Holiday picture books for programming requests: one member library reported that another member had begun to regularly request all their new holiday picture books to use at a holiday program, leaving them with none of their own titles to offer to their patrons. Rather than developing a specific policy to regulate or limit this practice, Kristen asked all members to be “good neighbors” and to be considerate when requesting others’ holdings for program purposes. Libraries may wish to check out their new items which they plan to feature in programs to an in-house program card, so they have them for use when needed.
- d. Customized library card survey: Alma PL, La Crosse PL, and Sparta FL are interested in ordering patron cards with their library’s name, printed barcodes, and a mention of WRLSWEB, rather than using the generic WRLSWEB cards.
- e. Last patron: members were advised that currently, if a hold expires on a patron’s account, that patron is the “last patron” even if they did not check the item out.

V. Survey of circulation and library funding changes in WRLS: members were asked to indicate, by a show of hands, if their circulation had gone up or down from 2011 to 2012; and if their municipal appropriation had gone up or down from 2012 to 2013.

Circulation increases from 2011 to 2012: Ettrick, Kendall, La Crosse County, La Farge, Necedah, Norwalk, Ontario, Viroqua, Westby

Circulation decreases from 2011 to 2012: La Crosse PL, Mauston, Strum, Taylor, Trempealeau, Wilton, Wonewoc

Funding increases from 2012 to 2013: Alma, Coon Valley, Ettrick, La Crosse County, La Farge, Necedah, Ontario, Westby, Wonewoc

Funding decreases from 2012 to 2013: La Crosse PL, Strum, Taylor, Trempealeau

Funding stayed the same from 2012 to 2013: Galesville, Kendall, Mauston, Norwalk, Sparta, Viroqua, Wilton

VI. Patron Group reports & clean-up: Deb Dagnon has prepared a report for each library, listing users in their location. Members should review the reports to clean up the patron groups and patron categories and make every effort to code each patron to the city, village, or township level [the location where he or she votes], to maximize the reimbursement benefit. There is no reimbursement for circulations by patrons in generic categories (e.g. “Buffalo County”). The generic categories cannot be completely eliminated, as some circulation data is tied to them, but they should not be routinely used in registration. All staff who enter registration data should be trained to use the correct specific categories. When verifying address changes with patrons, make sure to inquire if the new address is in the same township; if not, update the correct field. Links to voting site information and US Census Bureau data will be emailed to all libraries and placed on the WRLS website.

VII. Lost & Paid procedure update and timeline: This procedure has been in discussion with AutoGraphics for over a year and a large document with all the desired changes has been prepared. Eric from AutoGraphics has indicated that some of the changes are too complex to change and then redo for the HTML upgrade (version 4.0). Some can be incorporated into Version 3.11, scheduled for release in April, but we will have to wait for version 4.0 to completely resolve the issues. When the changes are ready they will address several concerns. When an item is checked in, the checkin will take care of all the details: remove the item from the patron's record, remove unpaid lost charges, calculate the overdue fine based on the date of return, and credit partial payments. When a patron wants to pay for a Lost item staff will still have to go to the patron's Items Out, click the "Found" button, and manually calculate credits. However a "Lost and Paid" radio button will be added to the screen. That status can then be reported on for possible withdrawal or replacement. AG projects that they will have a version of this in our test system in March, and WRLSWEB should be able to use it in April.

There was a brief discussion on the handling of items which have been lost, paid for, and then found and returned. Each library may set its own policy for reimbursing patrons, or not, for lost/paid/found items. However, Illuminar will not record a credit for a "paid, then found" item. If a patron returns another library's item (for which they have paid), advise them to contact the owning library. Items which are returned with damage should also be returned to the owning library, for a determination of what the charge will be. The items should not be checked in at the return site, but may be renewed (if possible) so that fines do not continue to accrue.

VIII. Illuminar update, deadline and moving forward: Kristen distributed several copies of the AutoGraphics contract (anyone who would like a copy may contact her). The contract specifies the list of what AG agreed to accomplish by 2011; the consensus is that they have not fulfilled their obligations. The official deadline for the release of the anticipated Version 3.11 is March 31; Version 4 (with HTML5) is projected to be released sometime in mid-year. It is expected, based on past history, that these deadlines will not be met. Discussion followed as to the next action WRLSWEB should take.

According to those working with the Illuminar modules, it appears that this product cannot meet the needs of WRLSWEB. Members should begin to prepare their boards for the budgetary impact of changing to another ILS, which will likely be more expensive than Illuminar. Only a few vendors can supply what WRLSWEB needs. It was agreed that Kristen Anderson and Kelly Krieg-Sigman will begin to informally make inquiries to the possible vendors, to develop a ballpark idea of what migration and membership costs might be, to make a change. This can be done while the AG work continues; if the March 31 deadline is met, this may alter the plan to proceed.

Questions were raised about the funds already invested in the project. The initial implementation was completed and has been paid for. 50% of the \$ 29,000 licensing fee for 2012 has been paid [\$ 14,500], with 50% withheld pending the promised completion of the integration of the Unique Management software, which has still not been achieved. One year remains of the original contract.

Motion by Peggy Klein, seconded by Lynette Vlasak, to immediately seek a legal review of our contract and our obligations and rights, with a deadline of reporting at the April NAC meeting, the costs to be paid from the WRLSWEB operating account. Voting No: Karyn Schmidt. Carried.

Questions were raised about the data: the WRLSWEB data is stored on servers at La Crosse PL. It was suggested that a technician be engaged soon to evaluate the accessibility/usability of the data. The informal committee agreed to ask potential vendors if they are able to convert this data.

IX. Next meeting date: April 11, 2013, 10:00am, Sparta City Hall Council Chambers

X. Adjournment: *Motion by Kelly Krieg-Sigman, seconded by Karen Bernau, to adjourn the meeting. Carried.* The meeting was adjourned at 11:43 am.

Respectfully submitted,

Marcia Sarnowski