



**WRLSWEB Network Advisory Committee Meeting**  
**August 9, 2012**  
**Sparta City Hall Council Chambers**  
**Minutes- draft**

Members: **Alma** - Marie Marquardt\*, **Black River Falls** – Muriel Gunderson, **Blair-Preston** – Kris McNamer, **Cashton** - Jill Bjornstad, **Coon Valley** – Karen Bernau, **Etrick** – Jody Hanneman, **Hillsboro** – Deb Lambert, **Kendall** – Lynette Vlasak, **La Crosse County** – Chris McArdle-Rojo, **La Crosse Public** – Kelly Krieg-Sigman, **La Farge** – Rita Wachuta-Breckel, **Necedah** – Cathy Williams, **New Lisbon** – Deanna Rosier, **Norwalk** – Jeanne Rice, **Ontario** – Laurie Erickson, **Sparta** – Peggy Klein, **Taylor** – Karyn Schmidt, **Trempealeau** – Jessica Schoonover, **Viroqua** –Lisa Widner, **Westby** – Cindy Brown, **Wilton** – Karen Carr, **WRLS** – Kristen Anderson

\*attended remotely; the connection did not last through the entire meeting

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

**I.Meeting called to order / Roll call.**

The meeting was called to order at 10:00am. Roll call was taken as indicated above. The meeting was accessible via GoToMeeting software, coordinated by Charles Clemence.

**II. Approval of minutes** from the June 14, 2012 meeting

*Motion by Kelly Krieg-Sigman , seconded by Lynette Vlasak, to approve the minutes of the June 14, 2012 meeting as presented. Carried.*

**III. WRLSWEB financial documents** (Anderson/Dagnon):

Kristen Anderson invited comments on the previously distributed pages detailing current WRLSWEB Operating Funds and Capital Funds, which were provided to the members as requested. There were none offered. Members may call Kristen or Randy Dagnon any time with questions about this information.

**IV. WRLSWEB Fees for 2013 with updated Capital Fee Formula** (Anderson):

At the June 14, 2012 meeting, NAC approved the WRLSWEB fees for 2013, but the 10% capital fee had not yet been added to the totals. The revised fee chart has now been approved by the WRLS Board, and the La Crosse Public Library Board.

*Motion by Kelly Krieg-Sigman, seconded by Cindy Brown, to approve the 2013 WRLSWEB fee chart.  
Carried.*

#### **V. Update on Network Administrator position (Krieg-Sigman)**

Kelly Krieg-Sigman reported that no viable applications have been received for the Network Administrator position. Staff have concluded that the position as advertised actually represents three jobs: IT [Information Technology] Manager, Network Manager, and Head of the Technical Services department; and the salary [mid \$50,000's to low \$60,000's] is too low to attract qualified candidates. After discussion with staff Kelly has decided to recommend to the La Crosse PL Board that the position be readvertised as a Head of Technical Services only, with IT and network support to be outsourced. Kelly and the position search committee [of which Kristen Anderson is a part] will redraft the job description and provide copies to the NAC members. In response to a question about possible intern assistance, Kelly replied that the required work is too sophisticated for someone without the appropriate specific experience.

#### **VI. Module training updates: Acquisitions & Serials (Anderson)**

Acquisitions [ACQ]: the ACQ module is not yet functioning well in Illuminar. La Crosse PL ACQ staff are using Ingram iPage as much as possible for ACQ operations. Training for other WRLSWEB members cannot begin at this time. Serials: Noreen Fish reports that this module is functioning well and she is ready to offer training for those who are interested in using it. A training schedule will be arranged soon. Noreen will prepare and share a summary of the process so members can decide if they wish to use the module, and sign up for the training.

#### **VII. Inventory Using Illuminar (D. Dagnon)**

Deb Dagnon reports that staff have inventoried some of the smaller La Crosse PL collections, and this has gone well. They worked offline, scanning item barcodes into the Notepad application, and then uploading the data into Illuminar. They then received reports with all items' status. Charles Clemence completed an inventory of the WRLS Professional Collection, and Black River Falls PL also did an inventory. Deb will distribute procedures for all members, and is willing to do some regional training. A query will be sent out about both the inventory training and the serials training schedules.

#### **VIII. Illuminar Housekeeping**

- a. Deleting "Patron Lost" (D.Dagnon) [determined to be the same as item [d.], **Deleting "lost" items**. Discussion moved on to item [b.].

- b. Duplicate patron records (Anderson): Members are reminded to check for people's names in the database before issuing them new library cards. It was suggested that all staff follow the same procedure for new applicants: **ask for an ID, search for the patron** in the database, and **ask the patron if they have ever had a library card from any other library**.

The name should be searched as **Last Name** [comma] **First Name**[one or two letters only] [**No middle name**]. Tomah PL cards should work at any WRLSWEB library as soon as they are entered in the WRLSWEB database.

The recommended ID is a driver's license. This is not a required field in Illuminar, but it is required, if applicable, by WRLSWEB policy. It should be entered with **the DL number, the two-letter state abbreviation, and the date of expiration**. The applicant telephone number should be **entered without dashes**.

Jen Feske has worked on a reconfiguration of new fields for registration data; old generic BStat fields (such as "Monroe County" and "Monroe County without library") cannot be cleared from the list of options until they are empty. Deb suggested they could be moved to the bottom of the list with a "Do Not Use" message added. In response to a request, Deb will resend the reports which members are using to clean up the database.

- c. Request for completeness in "Notes" field (Klein): After discussion about the benefits of complete and consistent information in the Notes field, the following guidelines were recommended: in the Notes field, enter the **Date**, followed by a **hard return**, the **Message**, followed by a **hard return**, the **Library Name** [e.g. community], and **First Name of entering staff member**. Add the newest note to the bottom of the list, so they are in chronological order. The Notes field has a character limit, so be brief and concise, and delete the note when the issue is resolved. Any staff may delete the old notes.
- d. Deleting "lost" items (Krieg-Sigman): Many items in the La Crosse PL collection have had a "lost" status for three years and more. Deb Dagnon created a report listing the items with a "lost" status of more than one year. La Crosse PL selectors are reviewing the list and will decide by September 1 if the items will be replaced. Those not replaced will be deleted. This refers only to La Crosse PL items. The blocks will remain on patron records until they are resolved.
- e. Merging rental and retail DVD records (D. Dagnon): Rental editions of DVD titles have been coming to La Crosse PL [and probably other WRLSWEB libraries] in their ordering. These are DVDs of the movie only, without added content such as trailers and special features [included on retail editions]; these are being sold through Amazon, Baker & Taylor, and Midwest Tape, and probably other suppliers. Currently, there are separate records for the two editions, rental and retail. Deb Dagnon suggested merging records for duplicate titles of different editions, but some felt this could lead to confusion for patrons who want the complete edition. It was decided that the records could be differentiated by adding (Rental) after the call number so it

would appear in the list of copies available; then people could choose the specific copy they want.

*Motion by Kelly Krieg-Sigman, seconded by Peggy Klein, that the La Crosse PL Technical Services staff choose a DVD title and design an example of what a record with the extra copy information could look like, and that this be sent to the members for their consideration. Carried.*

- f. New phone voice (Anderson): Since the introduction of the new phone voice ["Mike"], one member reported two complaints from people who said they did not get their phone messages [this may actually be a problem with their answering machines, not with the new voice]. Other members reported patrons said, "The new voice is good".
- g. Alternate address fields (Clemence/Klein): Peggy Klein introduced this topic asking how any of the three alternate address fields should be filled in: all elements of a street address [number, street name, city, state, zip code] on the same line? She asked if there was a standard format for the address data. There was a brief discussion about the purpose of the alternate address options: members mentioned that a child may have different address information for each parent, if both share custody; some communities have "snowbirds", people with seasonal addresses here and in another location. Deb Dagnon will check with Illuminar on the standard data format question and report back to the group.

**IX. Unique Management Update** (D. Dagnon): Deb reported that La Crosse PL staff are still working on checking the data produced in Illuminar reports, and checking with Unique to make sure they have the correct data. Staff ran a test group with information dating back to January 2011; the data in the reports did not make sense. This component is not functioning as well as we would like. As this function of collections and fine resolution is a basic one for library operations, there is concern about whether AG has met their contract obligations.

**X. Next Autographics payment** - due 10/01/12 (Anderson): Kristen Anderson introduced the topic by stating that the bill for the AutoGraphics [AG] annual fee payment of \$29,000, and the bill for \$ 2,060 for the Syndetics services (the color book covers displayed in the WRLSWEB catalog) had been received, and were due by October 1.

Members expressed concern at the continuing lack of functionality of several of the components important to library operations, most notably the Acquisitions module, and the dissatisfaction with the lack of progress toward the compatibility with the Unique Management collections services. While only three libraries are current clients of Unique Management, several more are waiting to sign on to their services, as soon as the successful integration of Illuminar data with the collections software has been achieved; this has taken much longer than was originally promised. The delays in successful completion represent financial losses for the client libraries, who are unable to resolve collections issues with delinquent patrons.

Members discussed options for action, including withholding payment of the annual fee unless the Unique Management functionality is achieved very soon.

Questions were raised about the repercussions of not paying the bill. AutoGraphics can charge a 1.5% per month late fee. This action may cause damage to the working relationship with the company; it was noted that the relationship was primarily established by two people who are no longer on the scene: David Goldfein, who has left the La Crosse PL, and Lynn Shrewsberry, the AG salesperson who opened the WRLSWEB account, who has retired. Members wondered if AG would simply “cut us off” and end the project immediately. Kristen is currently working with the new principals in the organization. She reminded members that AG did not simply deliver their software and walk away; they have given support through the development of the software.

October begins a new contract year, the third of the three-year contract, which ends in 2013. Members acknowledge that while some progress continues to be made on improvements, often other items “break” once something is fixed. The company is aware that we are unhappy, though a statement of our concern has not yet been put into writing.

*Motion by Kelly Krieg-Sigman , seconded by Peggy Klein, to withhold the \$29,000 annual fee payment to AutoGraphics, based on a list of parameters as established by the next motion.*

Roll Call vote:

Yes [10]: Karen Bernau, Jody Hanneman, Deb Lambert, Chris McArdle-Rojo, Kelly Krieg-Sigman, Jeanne Rice, Peggy Klein, Karyn Schmidt, Lisa Widner, Karen Carr

No [10]: Muriel Gunderson, Kris McNamer, Jill Bjornstad, Lynette Vlasak, Rita Wachuta-Breckel, Cathy Williams, Deanna Rosier, Laurie Erickson, Jessica Schoonover, Cindy Brown

Tie vote. Abstaining: Kristen Anderson

With the tie unbroken, the motion failed.

Discussion continued: some members were adamant that some action should be taken to signal our dissatisfaction. It was suggested that we threaten to withhold the payment, before doing it; tell them the course of action we are considering.

*Motion by Karen Bernau, seconded by Laurie Erickson, to officially notify AutoGraphics in writing that we are considering withholding part of the annual payment unless the Unique Management component functions successfully with Illuminar by October 1, 2012. Carried.*

Discussion continued: What should the benchmarks be to achieve satisfaction? Decision: the correct operation of the Unique Management functionality by October 1. Deb Dagnon feels, based on conversations with AG staff, that this should be doable.

Who will determine that the benchmarks have been met? Decision: the three libraries which already use Unique Management will test the results, during the week of October 1-October 8, and will report their experience to the group.

How much is represented by a partial payment? Decision: 50% of the amount due.

*Motion by Kelly Krieg-Sigman, seconded by Jessica Schoonover, that the amount of the partial payment to be withheld should be 50% (\$14,500). Carried.*

Discussion continued: Kristen urged the group to approve the payment for the Syndetics services, since this is working satisfactorily.

*Motion by Kelly Krieg-Sigman, seconded by Karyn Schmidt, to approve and pay the bill for Syndetics services. Carried [unanimously].*

Discussion continued: Should WRLSWEB seek a legal opinion before taking action and notifying AG in writing of the considered action? Kristen pointed out that since we have no access to legal services without cost, a motion authorizing the expense for a legal opinion would have to be passed. Since the proposed action is that we are notifying AG that we are considering withholding payment, not actually withholding payment at this time, it was decided that a legal opinion is not necessary before proceeding. No motion was offered.

Kristen will prepare the letter of notification and will share it with members for their input before it is sent.

**XI. Timeline for Illuminar HTML update?** ( D. Dagnon): Deb Dagnon reported that progress on this is expected by the end of the year. This will affect all AutoGraphics clients. Beta testing of the product should begin before the year ends, and it is expected that WRLSWEB will be involved in the testing. The product should be in production by late in the first quarter of 2013 – likely April.

Charles Clemence mentioned that AG had offered to show WRLSWEB members [representatives?] the HTML5 product so we could see what problems it might address. People at the state library division have already seen a demo.

**XII. WRLSWEB minutes and distribution** (Anderson): In response to requests from members, draft minutes of the WRLSWEB meetings will be made available as soon as they are ready, and not held until just before the next scheduled meeting. The intended audiences, since these will be drafts, not officially approved versions, are library staff and trustees; they may be shared for informational purposes only.

**XIII. WRLSWEB Rules & Guidelines** (Clemence): This item was skipped and moved to the next meeting, due to the great amount of time which had already been used for discussion of the previous items.

**XIV. Parking lot issue proposal** (Anderson): Due to the buildup of issues which have been in a holding pattern for some months, and not discussed because of lack of time, Kristen stated that there is a need to address the meetings differently. The current schedule of two-hour meetings, every other month, is

not sufficient. She suggested moving to full-day meetings, with at least a 30-minute lunch break, to make the best use of travel time by members. It is understood that this will affect the time currently given to directors' meetings. Members agreed to begin with the October 11 meeting; this will be a full day, beginning at 10:00am and continuing, with a lunch break, till no later than 3:00pm. Other possibilities were offered, include starting the meetings earlier, and ending earlier. The group decided to try the 10:00am-3:00pm schedule first. Lunch will be ordered in by pre-arrangement, and people can also bring a lunch. "Eating in" will allow more time for discussion and progress on the carryover agenda items, as well as new business.

**XV. Next meeting date:** October 11, 2012 at the Sparta City Council Chambers, 10:00am-3:00pm. If a special meeting is needed in September, to discuss the response to the letter being sent to AutoGraphics, it will likely be the second Thursday, September 13, to follow the usual schedule.

**XVI. Adjournment**

*Motion by Cindy Brown, seconded by Karen Carr, to adjourn the meeting . Carried.* The meeting was adjourned at 12:36pm. The Directors' meeting was set to convene at 1:05pm.

**Respectfully submitted,**

**Marcia Sarnowski**