



WRLSWEB Network Advisory Committee Meeting

August 15, 2013 10:00am – 12:00pm

Sparta City Hall, 201 West Oak St., Sparta, WI

Minutes draft

Members: **Alma** - Marie Marquardt, **Arcadia** – Jen Losinski, **Black River Falls** – Muriel Gunderson, **Blair** – Kris McNamer, **Coon Valley** – Karen Bernau, **Elroy** – Mary Waarvik, **Ettrick** – Jody Hanneman, **Galesville** – Meredith Houge, **Hillsboro** – Deb Lambert, **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, **New Lisbon** – Deanna Rosier, **Norwalk** – Jeanne Rice, **Ontario** – Laurie Erickson, **Sparta** – Peggy Klein, **Strum** – Dawn Hering, **Taylor** – Julie White, **Trempealeau** – Jessica Schoonover, **Viroqua** – Lisa Widner, **Westby** – Cindy Brown, **Wilton** – Gina Rae, **WRLS** – Kristen Anderson, **Wonewoc** – Kim Dearth

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

I. Meeting called to order: the meeting was called to order at 10:00am.

II. Roll call and introductions: Roll call was taken as above. The group sang “Happy Birthday” to Kim Dearth of Wonewoc.

III. Approval of minutes from the July 11, 2013 meeting: *Motion by Kim Dearth, seconded by Laurie Erickson, to approve the minutes of the July 11, 2013 meeting. Carried.*

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

V. Remaining contract/maintenance with AutoGraphics:

Kristen Anderson reported that AutoGraphics had offered a pro-rated contract amount for service through the end of 2013. *Motion by Muriel Gunderson, seconded by Laurie Erickson, to approve the pro-rated AutoGraphics contract amount of \$9,666.68 for the period of September 1, 2013 to December 31, 2013. Carried. Voting no: Peggy Klein (Sparta).*

VI. WRLS cards & nonWRLSWEB libraries: WRLS cards are issued by nonWRLSWEB libraries to facilitate access to OverDrive – for patron authentication and for the issuance of use statistics. There is a problem

when these patron barcode numbers are entered in the individual library's database and the same number is entered in the WRLS database. If the patron enters the barcode and chooses a nonWRLSWEB library as a home location (e.g. Tomah PL) during one transaction, and then on another occasion enters a different home location (e.g. WRLS, or Sparta), the patron will not see the holds they have placed using the original location.

WiLS recommends not having the same number in two databases. Kristen Anderson proposed that WRLS stop entering into the WRLS database those patrons who have already been entered into a nonWRLSWEB library database, effective following the confirmation of this change by the WRLS Board. As a result, WRLSWEB libraries will have to issue a separate card to nonWRLSWEB patrons (they will now have two cards with two different barcodes). This should be a small number of registrations.

Tomah PL has ordered their own library cards, with A-R barcodes. These barcodes should not be entered into the WRLS database; patrons who present them should be given new WRLS cards. Alan Mask reported that the Ill system will accept current A-R barcodes already in the database. The group agreed that discontinuing the entry of redundant barcode numbers should not cause a problem. The WRLS Board will have to make the final decision to change the procedure, since this is a system activity.

VII. Informal reports from libraries who are using the **damaged item procedure** proposed at the last meeting: Comments included:

- The use of the two different forms is helpful, and the procedure will be most effective if it is adopted by all WRLSWEB libraries.
- Using a consistent format to supply information is much better than placing a sticky note on the item.
- It's easy to use.

Items flagged as damaged should be placed on the WRLS mending card, and then the owning library should transfer the item to their library's mending card while action is decided. The owning library is responsible for collecting the replacement cost of the item if this is warranted. Charles Clemence will monitor the volume on the WRLS mending card.

The files containing the forms have been emailed to all members, and may be printed on pink and blue paper. The topic will return at the next NAC meeting for further discussion. The committee who worked to develop the procedure was thanked for their work.

VIII. Challenges to materials in the WRLSWEB database: This was brought to the agenda after a patron from one library requested an item belonging to another library (the only copy in WRLS). When the item arrived, the patron challenged the title and stated it should be removed from the collection. Staff at the receiving library supplied their library's reconsideration form to the patron, and sent that completed form to the library which owned the item, to follow up with the patron.

The group agreed that the best practice, in the event of a challenge, is that the patron be referred to the library which owns the material, to initiate the reconsideration process. The patron will be supplied with the contact information to follow up with the director of the owning library, and if necessary the owning library will supply their own reconsideration form, and will follow their own process for handling materials challenges. WRLS will not address this issue, since it is a local library collection development policy issue.

IX. Migration to III

1. Weeding: weeding collections before the migration is recommended, to clean up the databases and make them as accurate as possible.
2. Patron purge: this process was done before the migration to AG. Another purge is recommended, to have current patron information for the new ILS and for accurate numbers to report to municipal councils. Consideration must be given to those who use the card only for computer access, not circulation. For libraries which have patrons in the collections process, or with large fines, a report will be run to allow manual deletion. WRLS will develop parameters for a standard purge procedure and will send these out to all member libraries.
3. Data migration consultant: The Wisconsin Valley Library Service went live with III in January, and their staff report that the process of pulling the data out of their former system went very smoothly with the services of a data consultant. We have access to the WRLSWEB AG data, but we are responsible for getting it to III. Using a consultant would likely make the process go faster and be more efficient, and help all staff involved in the migration process.
Motion by Cindy Brown, seconded by Kelly Krieg-Sigman, to spend up to \$5,000, to be paid from WRLSWEB funds, for a consultant chosen by Alan Mask to assist with the migration to III. Carried.
4. PR: WRLS will develop materials about the new ILS which libraries can use to communicate with the public.
 - a. Press release: a template will be prepared which libraries can customize for their local media markets. Libraries in areas which are served by one newspaper (e.g. a county publication) should work together to customize, and schedule the delivery of, any press releases, so the publication receives one release with complete information, rather than several releases featuring individual libraries.
 - b. Talking points: these will be prepared to address questions from library boards and municipal councils (e.g. "Why is a new ILS necessary, since there was a change just a few years ago? How is this better?" and "How is this going to make the OverDrive service work better?") Libraries may create their own supporting materials; a larger discussion may be helpful at a later date.
5. Syndetics: this is the service which provides the images of the colorful book covers in the public catalog. The contract for this service is coming due before the end of 2013, and is not in sync with the end of the AG contract. We may be able to negotiate a short contract to go through the end of the year, if there is interest in changing vendors. Alan Mask will investigate the services offered by a company called Content Café, and will bring numbers to a future meeting. He will inquire about additional features beyond just the cover image (e.g. access to the Table of Contents). There is currently \$2000 in the budget for the cover image service.
6. SMS Text messaging: Kristen Anderson distributed copies of the contracts which included a fee for text messaging, and copies of the contracts without this service. If this feature is

accepted now, a price could be locked in for five years. Patrons could choose text as an option for receiving notifications. (Alan Mask will find out if patrons need to choose text or email, or if they may have both.) Patrons will opt in, provide their carrier's name, and accept the terms of service and the cost of texts to their accounts. They will be able to change their own records to opt in for texting, and they will be responsible for alerting the libraries to any changes which affect their accounts. Libraries can customize their own message; but the text suite may not be used for PR purposes. The addition of the text option may be an effective talking point. *Motion by Chris McArdle-Rojo, seconded by Lisa Widner, to include SMS Text messaging in the contract with III, to begin in 2014 at an annual cost of \$9,500, this cost locked in for five years. Carried. Voting no: Mary Waarvik (Elroy) and Debra Lambert (Hillsboro).*

Information on the costs of timing software will be sent out shortly.

X. Update on wireless stats: There is no update available at this time, but the custom code needed to count the wireless use should be ready by the end of 2013, and will be provided to members. This is another good selling point for library use: people use the wireless capability and many depend on it. Any libraries may purchase a product which tracks wireless use, if they do not wish to wait for the custom program, but they will be responsible for the costs and support.

XI. Next meeting date: September 12, 2013? It is likely that monthly meetings, rather than bi-monthly meetings, will be helpful during the transition process from AG to III. Kristen Anderson will investigate the availability of meeting space in La Crosse for a September 12 meeting.

XII. Adjournment: : *Motion by Laurie Erickson, seconded by Bridget Christenson, to adjourn the meeting. Carried. The meeting was adjourned at 11:45am.*

Respectfully submitted, Marcia Sarnowski

Post meeting comments and questions:

Q: What about all the surveys libraries receive? Which are important? A: Complete the ones from WRLS. (e.g. the survey about needing additional bandwidth) The bandwidth information was sent to the DOA; information about possible increases through the state for libraries with very low levels has not yet been released.

Q: Will the ILS training be set up as "train the trainer", as it was for AG? A: We will receive 14 total days of training from III. Their trainers will travel around the WRLS area to provide sessions. WRLS can specify how much time should be spent on which modules.

Q: Will there be training on a test database? (AG was online.) A: WRLS will check on what will be available for libraries to practice with, before the go-live date; and who will have access to the preliminary data dump.

Q: Will there be training on running reports? A: III has many online webinars available for staff training.