

WRLSWEB Network Advisory Committee Meeting

June 4, 2009

Sparta Free Library

Minutes

Members present: Patti Berglund, Karen Bernau, Janet Brooks, Cindy Brown, Karen Carr, Bridget Christenson, Jim Eliason, Laurie Erickson, Trina Erickson, David Goldfein, Muriel Gunderson, Meredith Houge, Peggy Klein, Carol Krett, Deb Lambert, Chris McArdle Rojo, David Polodna, Jeanne Rice, Karyn Schmidt, Lynette Vlasak, Rita Wachuta Breckel, Mary Waarvik

Guests: Charles Clemence, Deb Dagnon, Randy Dagnon, Myrna Paulson, Marcia Sarnowski

The meeting was convened by Polodna at 10:11 am.

I. Greetings and Introductions/Roll Call. Roll call was taken as indicated above.

II. Approval of minutes from April 2 meeting. *Motion by Laurie Erickson, seconded by David Goldfein, to approve the minutes of the April 2, 2009 meeting as presented. Carried.* [After the meeting, Polodna noticed that the year on the April minutes is incorrect, and he will revise accordingly.]

III. ILS Search Process Update: Goldfein reported that the committee has been meeting and has scheduled demonstrations of four vendor's products [July 15 or 16, Polaris; July 23, Innovative Interface; July 30, KOHA; July 31, Symphony]. Representatives of all libraries are welcome to attend the demonstrations, which will be full day sessions, but the structure will be controlled, with questions being presented through a moderator and only during limited times. The target for implementation is still January 1, 2010, but the committee is remaining flexible. If a decision on a product is not made by mid-August 2009, however, the implementation date will need to change. Goldfein noted that if the January date is missed, it might be necessary to put off implementation a full year to January 2011, but this will require further discussion. There is a desire to have the database content as clean and current as possible before moving it to the new platform. Some attendees asked what could be done now at the local library level to assist in the data migration. The answer was: 1) watch for patron names not in the proper format and correct as needed. 2) weed your collections, 3) update bibliographic records with a problem status, and 4) perform an inventory. Goldfein ended by saying that LPL was considering finding another supplier of bibliographic records besides OCLC since costs have risen so much in the last couple years.

IV. Fees for 2010: Polodna distributed the chart showing each library's WRLSWEB fees for 2010. The structure for determining fees will not change for 2010, and besides the database maintenance fee (which is dependent on OCLC costs and number of holdings) and the annual capital fee, there are no changes in rates. A chart showing the number of stations of each type for each library was also distributed and generated discussion about the correct count for various libraries. If a library feels there is a significant error in the station count it can contact Randy to discuss this.

V. Handling Inappropriately Issued System Borrowers' Cards: This issue is raised because some libraries have experienced patrons with WRLS borrowers' cards that do not have a valid barcode on them or have not been entered into the database. Polodna stated that the

primary goal in handling this situation is to assist the patron to get what he or she needs from the library as painlessly as possible. This can best be achieved by registering the person as your patron using either the valid yet un-entered barcode or issuing a new barcode. If the card the patron offers is not a WRLS system borrowers' card, then just issue the person a new card with a valid barcode. The discussion then veered into a more general discussion about purging the patron database and the ILS change. Chris McArdle Rojo suggested that it might be useful to prepare a regionwide promotional campaign to raise awareness about system cards and the upcoming transition to a new ILS, with September's library card sign-up event as a fitting context. WRLS staff will investigate this possibility and share ideas with members.

- VI. **Windows 2000 Phase Out:** Goldfein stated that Windows 2000 will no longer be supported after July 13, 2010, so the software or the computer will need to be replaced by that time. Windows XP is scheduled to be phased out by April 10, 2014. Randy said that based on his review of members' equipment, any computer with Windows 2000 on it now should be replaced because it is passed its useful life. Goldfein noted that LPL will be acquiring some new computers and should have several Dell 270s available for other libraries to use as replacements for older computers. He said interested libraries should contact Randy.
- VII. **Repair Practices and Repair Tags:** Debra Lambert passed around a repair tag used by a library outside of WRLS. She thought it was an effective way to make a library aware that its material was in need of repair or replacement, and suggested that WRLS provide a similar tag for library use. It was suggested such a tag could be posted on the WRLS web site so it could be downloaded and printed as needed. Others said it would be more useful if paper copies were distributed. Goldfein reported that LPL also has a similar document which could be shared so others could consider the various components that a tag might contain. After reviewing all the samples, WRLS will prepare a repair tag for regional use. Goldfein also said LPL has begun an experiment with an insert form for DVDs so patrons could indicate if something is wrong with a video they borrow. After trying this device for a few months, LPL will report to NAC on the pros and cons of the form.
- VIII. **Selecting Times for Pulling Materials:** The discussion began with an inquiry into when was the best "standard" time to address the pull list, and it was noted that the original training promoted doing this work immediately after opening in the morning. Comments from members made it clear that the concept of a standard time has disappeared for practical purposes and libraries handle this task differently depending upon their own schedules, when delivery arrives, and how large the pull lists tend to be. The conclusion was that the minimum requirement is that a library pull at least once a day, whenever that seems to be most productive and convenient for library staff.
- IX. **WRLSWEB Standardization:** Polodna presented a list of parameters that need to be discussed to determine if all members can agree on a single set of conditions. The idea behind this process is to try to simplify the rules for patrons who, even if they don't use several libraries, do borrow materials that belong to several libraries and thus face different requirements for similar items. The goal is to achieve as much standardization as possible before implementing the new ILS. The items listed were: 1) number of renewals and if they are allowed on overdue materials, 2) loan periods for various types of media, 3) following check-out location parameters, 4) number of holds allowed to a patron, and 5) fines.

The first topic, "how many renewals to allow and if they were offered on overdue materials", was presented. Deb Dagnon provided a summary of the various practices among WRLSWEB members. Discussion followed, touching on the process that needed to be used to assure that all members accepted a proposed standardization, and on the fact that saying

“yes” to a proposal needed to include a commitment to promote with the local library board any policy revisions needed to authorize the change. It was agreed that for each proposal for standardization, the proposal would be made at one meeting, considered by all members, then finalized at a subsequent meeting. This should allow time for each member, even those not able to attend a meeting, to have input into the final action. *Motion by Chris McArdle Rojo, seconded by David Goldfein, that each director will take a policy to her or his governing board that specifies 1) up to three renewals for all circulating materials using the initial loan period for each renewal, 2) no renewals on materials with requests/holds, 3) renewals allowed on overdue materials, 4) no overrides (extensions/exceptions) after the three renewals have been used. Carried unanimously.* Further discussion requested that the following topics be added to the list of topics to consider for standardization: settings that affect timing software; 10/10/10 settings (maximum fines/maximum days overdue/maximum items overdue); and collection codes. It was also agreed that item 3 on the original list, “following check-out location parameters” should be moved to the end of the list.

- X. **Additional Issues or Concerns:** Peggy Klein asked if the date for the August meeting could be changed. The discussion that followed brought out two interesting issues: 1) the first Thursday of the month is not working well for several libraries, and 2) NAC may not be able to meet in the library in Sparta for much longer due to a redefinition of the purpose for the meeting room. Apparently the group can meet in the city council chambers. *Motion by David Goldfein, seconded by Karen Bernau, to change the meeting date for the next meeting to August 13, 2009. Carried.* Permanently changing the week of the month for meetings will be discussed at a later meeting.

Goldfein notified the members that the firewalls acquired by WRLSWEB a few years ago will need to be replaced before November 29, 2010. The preference is to utilize WRLSWEB capital funds for this purchase, as was done the last time. This upgrade will be considered along with the replacement of the ILS so that adequate funds will be available for both expenses.

Janet Brooks Asked which library ultimately has responsibility for pursuing recompense on lost/not returned items. The rule for that established by NAC [3/20/2002] is that “the owning library will take the primary responsibility for getting payment from the borrowing patron for lost items”. If the offending patron has moved it can be useful to place an address correction block on the patron record. The address correction block stops notices from going out, whether via paper, TeleCirc, or email, for both holds and overdues.

Brooks also asked if it was possible for a library to get a list of its patrons who have not used their cards in a specified number of years. Goldfein indicated “yes”. Contact him for details.

- XII. **Next Meeting:** August 13, 2009 at the Sparta Free Library, 10:00 am to 12:00 pm. If the location must change, a notice will be sent to all WRLS members.

- XI. **Adjournment:** The meeting was adjourned at 12:02 pm.

Respectfully submitted,

David Polodna