

## V-Cat Council Meeting Minutes

Thursday, June 6, 2019 9:30 a.m.

WVLS Headquarters, 300 N. First St., Wausau, WI



### Call to Order and Announcements:

Chair T. Blomberg (Rib Lake) called the meeting to order at 9:32 am. Roll call was taken, a quorum was present.

### Members Present:

J. Jochimsen (Abbotsford), D. Frandrup (Antigo), V. Calmes (Colby), S. Bedroske (Dorchester), K. Metzke (Greenwood), F. Albrecht (Laona), T. Hall (Loyal), K. Roesler (MCPL), D. Kiefer (Merrill), P. O'Connell (Minocqua), C. Hart (Neillsville), V. Roberts (Rhineland), T. Blomberg (Rib Lake), C. Huston (Stetsonville), E. Brewster (Three Lakes), H. O'Hare (Tomahawk), C. Celestina-Smith (Westboro), and B. Hardin (Withee).

### Via Go To Meeting:

K. Heiting (Granton), L. Petersen (Owen), and J. Beloungy (Thorp).

### Also Present:

C. Luebbe (MCPL), J. Kinney (MCPL), L. Mayer (Neillsville), Laurie Renel-Faledas (Crandon), K. Schulz (WVLS), R. Metzler (WVLS), and J. Klingbeil (WVLS).

### Absent:

S. Schmidt (Crandon) with L. Renel-Faledas (Crandon) proxy, R. Wenzel (Gilman), E. Clarkson (Medford) with V. Calmes (Colby) proxy.

### Approval of the Agenda:

E. Brewster (Three Lakes) moved to approve the agenda as written, seconded by T. Hall (Loyal). Motion carried.

### Approval of the April 4 Minutes:

D. Frandrup (Antigo) moved to approve the April 4, 2019 minutes as presented, seconded by J. Jochimsen (Abbotsford). Motion carried.

### V-Cat Financial Report:

K. Schulz (WVLS) presented the financial reports. K. Roesler (MCPL) moved to approve the financial reports as presented, H. O'Hare (Tomahawk) seconded. No discussion, motion carried.

### 2020 V-Cat Budget:

K. Schulz (WVLS) presented the 2020 budget and clarified that it is the same budget that was presented in April.

D. Frandrup (Antigo) asked why the individual shares are not consistent and have increases/decreases from year to year. K. Schulz (WVLS) responded that the shares are based on a formula of each library's holdings and circulation. It was clarified that if holdings are reduced or circulation goes down then libraries may pay less.

E. Brewster (Three Lakes) asked if the formula for the projected 2021 budget assumes that holdings and circulation will not change. K. Schulz (WVLS) answered that yes, that was how the budget was calculated. K. Schulz (WVLS) stressed that it is important to remember that the presented 2021 budget is a projected budget and that things will change.

K. Schulz (WVLS) explained that the budget was trimmed from previous years because some line items were not trending upward.

H. O'Hare (Tomahawk) asked if it is still a goal to slowly increase the staffing line of the budget. K. Schulz (WVLS) responded that yes, the goal is to go about this slowly so the library shares are realistic for their budgets.

D. Frandrup (Antigo) wondered how the budget will change with the addition of Wabeno to V-Cat. K. Schulz (WVLS) explained that adding Wabeno this year lowered everyone's maintenance fee for this year. Wabeno has been invoiced for the one-time membership fee, prorated annual maintenance, and Innovative fees, and are included in the member fees for 2020.

K. Schulz (WVLS) explained that the reserve fund is available for implementation costs and possibly first year maintenance when considering and ILS system change or implementing new features.

S. Bedroske (Dorchester) moved to accept the 2020 budget as presented, seconded by H. O'Hare (Tomahawk). Motion carried.

D. Frandrup (Antigo) asked about the I-Tiva item on the agenda. K. Schulz (WVLS) shared that I-Tiva is a new product that would replace Teleforms. Other systems on Sierra are using I-Tiva, they have shared that they are happy with the product and that the implementation process is quick. There is a cost associated with getting I-Tiva and its implementation. To offset the implementation cost, we could use monies in the reserve fund. WVLS has noticed more help tickets about Teleforms and K. Schulz (WVLS) believes that I-Tiva offers better options for tracking calls to patrons. Cost is \$8,500 annually, we currently pay \$2,200. The net change from Teleforms to I-Tiva will be approximately an increase of \$6,500. One possibility would be to cover the implementation and first year cost from the reserve fund. This would mean that in the 2021 budget the long-term replacement line will come back.

D. Frandrup (Antigo) asked if I-Tiva calls from one phone number. K. Schulz (WVLS) answered, no, we will continue with 2 outgoing lines and 1 incoming lines; with three different phone numbers.

E. Brewster (Three Lakes) asked if we will see any change in functionality. K. Schulz (WVLS) answered that I-Tiva has a tracking system suspects it will give us better functionality.

E. Brewster (Three Lakes) requested that K. Schulz (WVLS) show where in Sierra you can see the tracking in Sierra. K. Schulz (WVLS) demonstrated the process to find this information: go to a patron record in Sierra, click view, then click Teleforms. This will show the tracking for the calls. K. Roesler (MCPL) clarified that if an answering machine is set for too many rings, Teleforms might not stay on the line long enough to leave a message.

T. Hall (Loyal) asked if the system also shows when a patron receives a text, E. Brewster (Three Lakes) answered that it does not.

It was made clear that texts don't replace any of our notifications but are in addition to the phone/email options. There is currently no way for WVLS to track texts. K. Schulz (WVLS) said he will investigate to see if I-Tiva tracks texting.

V. Roberts (Rhineland) asked if any other systems are still on Teleforms. J. Klingbeil (WVLS) answered that Northern Waters Library System is still using it. K. Schulz (WVLS) shared that Milwaukee Federated Library System and IFLS have I-Tiva and that prompted our investigation.

K. Schulz (WVLS) clarified that if I-Tiva is chosen in September, the 2020 budget will not change as the cost will come from the reserve fund. The 2021 budget will include a line item for I-Tiva.

E. Brewster (Three Lakes) asked what happens if WVLS receives a credit. K. Schulz (WVLS) responded that one half of the unencumbered budget balance is put into special projects and the other half into the reserve fund. He added that it's likely there will be a surplus in 2019.

E. Brewster (Three Lakes) reminded the council that members will vote on I-Tiva at the September meeting.

J. Klingbeil (WVLS) spoke about the recent concerns about patrons not receiving their emails. He shared that the system's success rate has been 100%. This means that the messages are being sent, but don't always get to the patron. The failures may have something to do with an incorrect entry in the email fields of the patron's record. If the email is correct in the patron record, it's possible the email is in spam or the patron has set up a rule that catches it and moves it out of the inbox. Also, sometimes email servers will intervene and not send things to inboxes that look like spam. J. Klingbeil (WVLS) pointed out that libraries have the option to use a library-owned email account to catch the bounced messages. If libraries would like to start doing this, please let WVLS know.

K. Roesler (MCPL) asked what is the sending email address. K. Schulz (WVLS) and J. Klingbeil (WVLS) answered that the email is [ILS@wvls.org](mailto:ILS@wvls.org) for most libraries. Some libraries have chosen to make the sending email come from another account.

J. Klingbeil (WVLS) clarified that the sending email should not be changed without consulting WVLS because steps need to be taken to be sure all will work right.

### **Bibliographic / Interface Committee:**

C. Luebbe (MCPL) reported on behalf of the Bibliographic / Interface Committee.

- The committee has not met since the last V-Cat Council meeting.
- The committee is still interested in cataloging training topics; share ideas with C. Luebbe (MCPL), K. Schulz (WVLS), or R. Metzler (WVLS). Recent suggestions for training are the procedure for bib record overlaying and transferring item records from one bib record to another.

T. Blomberg (Rib Lake) suggested training on Marc Alerts. C. Celestina-Smith (Westboro) reminded everyone about the training documents available on the WVLS V-Cat training website.

E. Brewster (Three Lakes) mentioned that the signature in the bib record is getting missed, as well as marking an item as the first item on the record.

R. Metzler (WVLS) stated that when in doubt, mark the item as a first item. Duplication adds very little extra work to this process.

### **Cooperative Circulation Committee Report**

K. Roesler (MCPL) presented for the Cooperative Circulation Committee.

The committee is currently focusing on the loan rule project. K. Roesler (MCPL) clarified that it is a big project with many elements to pull together. The committee will meet following this meeting to discuss a project outline. The committee will also be reviewing the damage/missing document. Thus far, M. Stachowiak (MCPL) has removed extra content and decreased the page count by two pages.

### **Holdings That Cannot Be Filled**

K. Schulz (WVLS) presented a guideline to follow for when a library cannot fill a hold for a patron at another library. The current guideline states:

When a member library cannot fill a hold placed by another library's patron, and the library which owns the item is the only library with this holding, the owning library will send a courtesy email to the patron's library, notifying them that the item is not available for their patron.

Include in this email:

- Patron's full name
- Title of item and Sierra item number (e.g. i21915231) or item barcode

After the email has been sent, the owning library will cancel the patron's hold. Member libraries are reminded that the circulation contact information for each library is on the WVLS web site under Libraries/Staff Directory ([wvls.org](http://wvls.org)).

As the document states, the first step for the owning library is to email the patron's library to let them know the hold cannot be filled. Next, the document states that the owning library delete the patron's hold. However, the committee would like to update the document to state that "the patron's library shall remove the patron hold" to better align with the current consortium practice of not deleting a patron's hold at another library.

E. Brewster (Three Lakes) shared that she adds her course of action for the requested item to the email. For example, if the item will go into a missing status, be withdrawn, etc. This allows for the patron's library to share what's happening with that item with the patron.

R. Metzler (WVLS) encouraged libraries to be thoughtful while talking with patrons about keeping or removing holds when the item is not likely to be replaced and libraries should offer patrons options to either to place a hold on a different item or try interlibrary loan.

V. Roberts (Rhinelander) reminded the council that holds expire, meaning that some holds might expire before the decision to withdraw is made.

J. Jochimsen (Abbotsford) moved to accept the **Holds Cannot Be Filled** guideline change as discussed. Seconded by V. Roberts (Rhinelander). Motion carried.

### **100 Item Limit**

K. Schulz (WVLS) recommended a change to the currently guideline for the maximum number of items checked out. The current guideline is:

#### Maximum Number of Check Outs

- The maximum number of items a patron can have checked out is determined by each library.

The Cooperative Circulation Committee recommends that the maximum number of items checked out per patron be changed to 100 items system wide.

K. Metzke (Greenwood) moved to accept the new guideline as presented. Seconded by E. Brewster (Three Lakes).

A brief discussion took place.

C. Celestina-Smith (Westboro) asked if the override option would still be available to a library wants to allow more than 100 items to a patron. K. Schulz (WVLS) clarified that yes, this option would still be available.

Motion carried.

### **Magazine Recommendation**

K. Schulz (WVLS) presented the following recommendation:

#### V-CAT RECOMMENDATION FOR MAGAZINE CIRCULATION

- Current month will not circulate
- Loan period 14 days
- Renewals = 2
- Renewal Loan Time = 14 days
- Send in courier as is; NO tape on transit slips
- Review discussion in 1 year

#### VARIABLES WITHIN V-CAT FOR MAGAZINE CIRCULATION

- Fines
- Grace Period

Tip:

As new issue is entered, take past issue off high demand

K Schulz (WVLS) and the committee recommended a wording change from “month” to “issue.” The first bullet point would then read: “Current issue will not circulate. This change allows for the newest issue to stay in house and accommodates magazines not printed monthly.

S. Bedroske (Dorchester) requested clarification for the fifth bullet point in the recommendation: "Send in courier as is: NO tape on transit slips." K. Schulz (WVLS) explained that the recommendation is to use no tape on the magazine and that sending in an envelope is optional. The committee recommends putting requested magazines in the courier bin as is. S. Bedroske (Dorchester) noted that magazines can be sent in envelopes or rubber banded but might not be returned that way.

K. Schulz (WVLS) stated that it is up to the library whether to fill a hold from the pull list. If the library decides not to fill the hold do not check in items on your pull list.

S. Bedroske (Dorchester) pointed out that that when a magazine is check in from a patron that hold on it, the hold will automatically fill. This takes away the option to not fill the hold.

K. Schulz (WVLS) reminded everyone that we do not know what the patron usage will be for this service. We can monitor it for awhile and revisit it when/if needed.

C. Celestina-Smith (Westboro) asked if magazines would become lendable on WISCAT. R. Metzler (WVLS) explained that WISCAT lending and V-Cat policies do not affect each other.

K. Heiting (Granton) asked who will set Sierra up to circulate magazines. K. Schulz (WVLS) responded that he will perform the loan rule set up. She also specified that she prefers magazines be sent in an envelope between libraries.

D. Frandrup (Antigo) clarified that magazines are temporary resource. If loss happens because of sharing and the magazine is from the current year, Antigo would attempt to replace but any older they will not replace.

T. Blomberg (Rib Lake) pointed out that the ability to get magazines in print is going down, and by circulating throughout the system we would be making it easier for patrons. She asked, why have it stay on the shelf when someone could be using it?

D. Frandrup (Antigo) pointed out that approving this recommendation might increase circulation.

V. Roberts (Rhineland) shared her experience in IFLS, where they circulated magazines. She witnessed very few replacements needed. K. Schulz (WVLS) asked if they went in the courier without an envelope. V. Roberts (Rhineland) said that yes, they went in as is. She remembered a lot of circulations from other library's magazines.

H. O'Hare (Tomahawk) expressed interest in changing the courier bullet point in the recommendation to include using envelopes to help protect the magazines. S. Bedroske (Dorchester) agreed.

V. Calmes (Colby) asked if a subscription service makes it easier to get replacements. E. Brewster (Three Lakes) answered that her staff's experience with Rivistas online portal has been quick and they are satisfied. She pointed out that one can also call their customer service line. Rivistas also handled a gift subscription well. T. Blomberg (Rib Lake) shared that she plans on switching from EBSCO to Rivistas at the end of year.

A question was asked about what happens when a magazine subscription offered through a subscription service goes bankrupt. D. Frandrup (Antigo) remembered being notified about bankruptcy from EBSCO but said if that happens the library might not receive a credit. E. Brewster (Three Lakes) stated that Rivistas offers a credit sometimes when the magazine is no longer published.

V. Calmes (Colby) asked if everyone was okay with 14 days and 2 renewals at 14 days. C. Celestina-Smith (Westboro) shared that she doesn't like it. K. Metzke (Greenwood) noted that a magazine could be on a hold shelf for a period of time. On the other hand, V. Roberts (Rhineland) thinks the recommended loan and renewal times are reasonable.

K. Schulz (WVLS) asked the group how many libraries currently have a 14-day loan period for magazines. 9 council members raised their hands.

H. O'Hare (Tomahawk) stated that Tomahawk currently has a 7-day loan for magazines. She also circulates the current issue to her patrons and has noticed that circulation has almost doubled. She has also made it easier for patrons to find back issues.

T. Blomberg (Rib Lake) shared that Rib Lake also has a 7-day loan on magazines, but sees a problem with it because it's inconsistent with many of her other loan periods.

C. Huston (Stetsonville) commented that they don't charge fines on magazines, so the 7-day loan is no problem for Stetsonville.

A conversation about the amount of renewals in the recommendation took place. C. Celestina-Smith (Westboro) shared her opinion that the 2 renewal option is too much time considering the content in magazines. L. Petersen (Owen) agreed that the 2 renewal option is too much. D. Frandrup (Antigo) pointed out that the renewal option in the recommendation is consistent with new items. C. Luebbe (MCPL) reminded the council that if there is a hold on the item, a renewal would not be allowed.

E. Brewster (Three Lakes) stated that she sees the benefits of keeping things consistent and asked whether a magazine more like a book or dvd?

J. Jochimsen (Abbotsford) indicated that she prefers the 7-day loan, with two renewals of 7-days each and shared her comfort with changing the recommendation to that.

A motion was made by V. Roberts (Rhineland) to accept the recommendation as written, seconded by D. Frandrup (Antigo).

A discussion occurred about the motion and recommendation:

S. Bedroske (Dorchester) expressed a desire to change the bullet that states "send in courier as is" to "send in courier in envelope."

C. Celestina-Smith (Westboro) commented that she would like the recommendation changed to a loan period of 7 days.

J. Jochimsen (Abbotsford) asked for renewals to be 7 days.

C. Celestina-Smith (Westboro) suggested that there be only 1 renewal allowed.

H. O'Hare (Tomahawk) asked for clarification about the bullet point "current issue does not circulate." K. Schulz (WVLS) responded that the current issue would not be holdable, but could still circulate to the owning library's patrons. E. Brewster (Three Lakes) noted that choosing not to circulate the current issue is a local decision between staff time for setting Sierra to high demand or letting the magazine circulate.

C. Luebbe (MCPL) suggested changing the recommendation to state that it will be reviewed in 6 months. K. Schulz (WVLS) clarified that it can be on an agenda anytime.

K. Heiting (Granton) asked how libraries will bill each other. It was made clear that the billing process will be the same as normal. K. Roesler (MCPL) asked the council about the monetary value placed on magazines. MCPL is considering making theirs \$5, that way MCPL can bill libraries if the item is lost or damaged by another library's patron. She suggested that other libraries consider making their magazines \$5, that way all libraries can bill each other for these items.

K. Schulz (WVLS) suggested the council take a break. A break was taken at 10:52 am. The meeting came back to order at 11:11 am.

K. Schulz (WVLS) reminded the council about the motion on the table with amendments. He will be taking a vote on the recommendation line by line, then once a preference is determined the council will vote on the entire recommendation.

L. Renel-Faledas (Crandon) asked where the transit slip will go on envelope. K. Schulz (WVLS) answered that the transit slip will go in the magazine, and the destination written on the outside of the envelope.

K. Roesler (MCPL) asked what the magazine circulation for system was overall. K. Schulz (WVLS) attempted to use the statistics book to determine the answer but currently the circulation of books and serials are combined. He was unable to determine. He estimated 0-10% of the total circulation.

K. Schulz (WVLS) called a roll call vote for loan periods. A yea vote will be for 14 days loan and renewal periods, a nay vote will be 7 days loan and renewal periods. A roll call vote was taken.

Result: Yea: 7, nay: 15, abstain: 1 (vote for neither)

A roll call vote was taken for the number of renewals. A yea vote will be for 2 renewals and a nay vote for 1 renewal.

Result: Yea: 11, nay: 9, abstain: 3 (vote for neither)

A vote was taken for courier procedure; a yea vote meant send as is, a nay vote meant send in envelope.

Result: Yea: 3, nay: 18, abstain: 2 (vote for neither)

Based on the results of the above votes, K. Schulz (WVLS) presented a new recommendation to the council.

#### V-CAT RECOMMENDATION FOR MAGAZINE CIRCULATION

- Current issue will not circulate
- Loan period 7 days
- Renewals = 2
- Renewal Loan Time = 7 days
- Send in courier in envelope; NO tape on magazine
- Review discussion in 1 year

A motion to approve the new recommendation was made by D. Frandrup (Antigo) and seconded by J. Jochimsen (Abbotsford).

There was no discussion. A roll call vote was taken:

Result: Yea: 14, nay: 6, abstain: 3 (vote for neither)

Motion did not carry.

#### **Other Sierra Topics:**

##### **Digital cards**

H. O'Hare (Tomahawk) asked about the use of digital cards; what equipment is needed, and what is the consortium policy.

K. Schulz (WVLS) stated there are multiple forms a digital card can take. One might be an app on a cell phone that can house the barcode or a picture of the physical card which could be scanned at check out. Another could be a card issued exclusively for access to digital materials. K. Schulz (WVLS) clarified that the consortium has not taken steps to be able to provide the latter option.

H. O'Hare (Tomahawk) clarified that she is curious about the first option. K. Schulz (WVLS) said the library may be able to use its scanner to scan cards stored in cell phones and currently there is no system level policy, so the policy could be determined by the library.

H. O'Hare (Tomahawk) added that J. Klingbeil (WVLS) said that the library's equipment may need updating. Tomahawk will be accepting cards on cell phones in 2020 to allow patrons to check out items with their cell phones.

V. Roberts (Rhineland) noted that they tried to scan phones and it didn't work.

D. Frandrup (Antigo) said that he would be interested in a group purchase of the required equipment.

J. Jochimsen (Abbotsford) requested a training to learn how to train the patron to store their barcode in their phones. D. Frandrup (Antigo) suggested that YouTube videos might be useful. K. Schulz (WVLS) pointed out that patrons have multiple options; there are apps that store customer data, or they could have a picture of their card on their phone. A barcode scanner that reads the reflection of the screen or screen protector would be needed.

H. O'Hare (Tomahawk) asked to hear best practices ideas. K. Schulz (WVLS) clarified that there isn't a consortium best practice and this decision can be made at each individual library. H. O'Hare (Tomahawk) was encouraged to share her policy with the group when completed.

### **Checkout Receipt Price**

K. Schulz (WVLS) noted that council members asked if it is possible to add the price of checked out materials to the bottom of the receipt. With the new Sierra update to version 4.3, the ILS will allow for an accurate price at the bottom of the receipt. This price will be tied to the amount in the item record. The update will occur in the coming months and implement of this option done upon request. If you want the receipt to change for your library, email K. Schulz (WVLS) after the update goes live. The message can be unique for each library. K. Schulz (WVLS) suggested looking online or on Facebook for wording ideas. This is an individual library choice with the option and wording.

J. Jochimsen (Abbotsford) asked when to have wording ready. K. Schulz (WVLS) responded to have it ready when you want the option turned on after the update goes live. L. Renel-Faledas (Crandon) asked if there is a way to report which items have no price in the item record. E. Brewster (Three Lakes) remembered a Sierra snack on the topic and requested the procedure be sent back out.

K. Heiting (Grantion) asked if an email announcing when the upgrade is coming and when it is completed. K. Schulz (WVLS) confirmed that he will send emails and a list of updates.

S. Bedroske (Dorchester) asked if there is a way to quickly update the replacement cost for magazines to \$5. K. Schulz (WVLS) answered that a template could be updated for new magazines and a global update done for the old.

### **E-commerce Payout Update**

R. Metzler (WVLS) announced the new plan for e-commerce payments in which libraries will receive these payouts twice per year rather than three. For 2019, one more payout will happen in December. In 2020, payouts will occur in June and December.

### **Request for September 2019 Agenda:**

K. Metzke (Greenwood) suggested an I-Tiva discussion be placed on the agenda.

D. Frandrup (Antigo) would like to discuss a group purchase for barcode scanners. K. Schulz (WVLS) clarified that a group purchase effort will come from J. Klingbeil (WVLS) and it does not need to be an agenda item for the council.

### **Adjournment:**

S. Bedroske (Dorchester) moved to adjourn the meeting, E. Brewster (Three Lakes) seconded. Motion carried. Meeting adjourned at 11:50 am.

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SUBMITTED: 8/26/2019 R. METZLER, RECORDER