

# V-Cat Council Meeting Minutes

Thursday, September 3, 2020 9:30 a.m.

Held by Remote Attendance Only.



## Call to Order and Announcements:

Chair D. Frandrup (Antigo) called the meeting to order at 9:30 a.m.

## Members Present:

J. Jochimsen (Abbotsford), D. Frandrup (Antigo), V. Calmes (Colby), S. Schmidt (Crandon), P. Glidden (Gilman), K. Heiting (Granton) leaving early at 10:28, F. Albrecht (Laona), T. Hall (Loyal), E. Petersen (Medford), D. Kiefer (Merrill), P. O'Connell (Minocqua), J. Ziebell (Neillsville), V. Roberts (Rhineland), T. Blomberg (Rib Lake) leaving at 11:30, C. Huston (Stetsonville), A. Kuipers (Thorpe) leaving at 10:17 am, E. Brewster (Three Lakes) arriving at 10:01 a.m., H. O'Hare (Tomahawk), K. Roesler (MCPL), C. Celestina-Smith (Westboro), and B. Hardin (Withee).

## Also Present:

M. Derpinghaus (MCPL), C. Luebbe (MCPL), O. Carlson (MCPL), M. Stachowiak (MCPL), R. Metzler (WVLS), K. Zimmermann (WVLS), J. Klingbeil (WVLS), J. Matczak (WVLS), and A. Hamland (WVLS).

## Absent:

S. Bedroske (Dorchester) with J. Jochimsen (Abbotsford) as proxy, L. Petersen (Owen) with J. Jochimsen (Abbotsford) as proxy, C. Lemerande (Wabeno) no proxy designated.

## Approval of the Agenda:

S. Schmidt (Crandon) moved to approve the agenda as written, T. Hall (Loyal) seconded. Motion carried.

## Approval of the June 2020 Meeting Minutes:

C. Huston (Stetsonville) moved to approve the minutes from the June 4, 2020 meeting, seconded by P. O'Connell (Minocqua). Motion carried.

## V-Cat Financial Report:

J. Klingbeil (WVLS) presented the V-Cat Financial Report. He shared that all expenses were routine and not unusual. The upcoming expense for Shoutbomb is in payment now and will be reflected on future reports.

There were no questions or comments on the V-Cat Financial Report. V. Roberts (Rhineland) moved to accept the Financial Report as written, K. Roesler (MCPL) seconded. Motion carried.

## Bibliographic / Interface Committee:

Chair, C. Luebbe (MCPL) reporting. The committee had a recommendation for the V-Cat Council to consider.

### Recommendation from Bibliographic and Interface Committee:

The V-Cat Bibliographic and Interface Committee recommends that V-Cat Council use \$2,400 in Special Projects fund to pay III to create a separate index for children's subject headings.

### Explanation and additional information:

V-Cat pays Backstage to do authority records clean up. When there is a LOC subject heading equivalent, Backstage converts the 650\_1 children's subject heading to the equivalent LC Adult subject heading, adds a juvenile subfield, and the second indicator is changed from 1 to 0.

Some children's subject headings do not have an equivalent LC Adult subject heading and are not converted. Because the subject headings are not indexed, the children's subject heading is not included in a keyword search.

An area of concern is the " \_\_\_\_\_ Language Materials" children's subject headings. The children's subject headings have no equivalent LC adult subject heading, so they are not converted.

This makes juvenile materials in languages other than English difficult to find.

C. Luebbe (MCPL) described how finding children's foreign language titles in our catalog is sometimes challenging because children's subject headings are not indexed. The committee has researched and concluded that the best way forward would be to have Innovative create an index for children's subject headings.

V. Robert (Rhineland) asked for clarification on the recommendation. Would the indexing affect works translated into English from other languages? C. Luebbe (MCPL) responded that this is a different issue that the committee recently researched. In works translated into English there is a uniform title in a bibliographic record. When displaying a title, Sierra is set up to pull from the MARC tag 245 (which-typically holds the English translation of the title). The committee recently concluded that this functionality works, for the most part. If there is an individual item that is causing display problems, please contact WVLS for a solution.

D. Frandrup (Antigo) asked if subject headings are universal and forward compatible. C. Luebbe (MCPL) responded that Library of Congress subject headings used are standardized. K. Zimmermann (WVLS) noted that Backstage does not convert the Children's non-English language materials headings for us. By indexing the subject headings, we will not need to ask for additional edits to be made in bibliographic records by catalogers.

R. Metzler (WVLS) pointed out that when records come in from OCLC they will have these subject heading when it is applicable.

K. Zimmermann (WVLS) showed an example of the Chinese edition of Very Hungry Caterpillar. If a search for Chinese language is conducted this item may not come up. R. Metzler (WVLS) pointed out that by indexing MARC Tag 650 with a second indicator 1, the items become much easier to find. R. Metzler also pointed out that there would be no additional work for the MARC alert process or for Z39.50 cataloging.

M. Derpinghaus (MCPL) asked how soon this would be implemented if approved. K. Zimmermann (WVLS) responded that the length of the process is unknown, but we will start the process as soon as possible.

J. Jochimsen (Abbotsford) moved to accept the recommendation as written, V. Roberts (Rhineland) seconded. Motion carried.

#### **Cooperative Circulation Committee Report:**

K. Roesler (MCPL) reported for the Cooperative Circulation Committee. The committee met on August 19 and discussed several topics:

#### **Local priority holds**

MCPL found that Local Priority holds was filling Wausau holds but not Wausau drive-up holds. K. Zimmermann (WVLS) worked to find a solution and it is working as expected now.

#### **Pull list:**

The committee is looking into how libraries can trap their own holds before the hold is filled by another library. MCPL does a pull list several times a day and has found that other libraries are still catching MCPL library holds.

#### **Digital resources card:**

The committee is considering the future of the digital resources card that was created during the library closure. MCPL switched their digital resource cards to temporary cards. As a reminder, digital resource cards should not be used for regular check outs. K. Zimmermann (WVLS) noted that digital / temp cards should have a pop up in Sierra. The pop-up will give an option to override. If overridden, a circulation will go to a patron type without a location, so no library will get credit for that circulation. Libraries should get in touch with K. Zimmermann (WVLS) for options if they want to continue use of the digital resource card or use it again in the future. There may be alternative solutions for libraries that would like patrons to be able to have access to online resources.

#### **Service Changes accommodations sheet:**

During the next meeting, the committee will be discussing creating a guidance document libraries to use in situations such as unexpected closures, etc. Libraries were encouraged to provide feedback to their county representative.

**High Demand time frame:**

The committee will review the V-Cat guidelines for high demand items.

The Cooperative Circulation Committee is seeking new members. If interested talk to K. Zimmermann (WVLS) to get on board. T. Blomberg (Rib Lake) will be chairing the committee going forward. Thank you to Tammie for volunteering.

S. Schmidt (Crandon) presented the following recommendations for unified check out periods, noting that a survey of libraries' preferences was used to select the most agreeable loan periods.

## Recommendation 1:

Item	Loan Time	Renewal	Renewal Time
<b>New/High Demand Books</b> • Including all audiences	14 Days	2	14 days

J. Jochimsen (Abbotsford) moved to approve the recommendation as presented, seconded by E. Brewster (Three Lakes). One opposed (Merrill). Motion carried.

## Recommendation 2:

<b>New/High Demand Audiobooks</b> • Including all audiences	21 Days	2	21 days
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K. Metzke (Greenwood) moved to approve the recommendation as written, seconded by B. Hardin (Withee) and P. O'Connell (Minocqua). Motion carried.

## Recommendation 3:

<b>Series Video Materials*</b> • Including all audiences	14 Days	2	14 days
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\*Individual libraries decide how to categorize their DVDs etc. as series.

A discussion occurred about recommendation 3. E. Brewster (Three Lake) ask if there would be a new code in Sierra for series video. K. Zimmermann (WVLS) answered that itypes are used to govern the check out periods, but if a library would like location codes to identify series video separately, that is possible. WVLS can create new itypes or location codes as needed.

C. Huston (Stetsonville) moved to approve the recommendation as written, B. Hardin (Withee) seconded. Motion carried.

## Recommendation #4:

<b>New/High Demand Video Materials</b> • Including all audiences	7 Days	2	7 days
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T. Hall (Loyal) moved to approve the recommendation as written, J. Ziebell (Neillsville) seconded. One opposed (Westboro). Motion carried.

## Recommendation #5:

<b>Music CDs</b> • Including all audiences	14 Days	2	14 days
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J. Ziebell (Neillsville) moved to approve the recommendation as written, V. Calmes seconded. Motion carried.

## Recommendation #6:

<b>Magazines</b> • Including all audiences	7 Days	2	7 days
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A discussion occurred about this recommendation. The Council was reminded that the most current issue of a magazine is available for circulation at the owning library exclusively and is not available through interlibrary loan. C. Celestina-Smith (Westboro) asked why patrons need so long to read magazines. She has noticed that some magazine checkouts

get renewed several times. S. Schmidt (Crandon) noted that the recommendation is based on what most libraries are currently doing.

R. Metzler (WVLS) commented that consistency in check out periods across different formats would be helpful. K. Zimmermann (WVLS) noted that just because a patron can keep something a long time, does not mean they will. Many patrons will return library items when they are done with them.

S. Schmidt (Crandon) reminded the Council that the goal is to have similar user experiences across the system.

Chair D. Frandrup (Antigo) called for a motion. P. O'Connell (Minocqua) moved to accept the recommendation as written, seconded by T. Blomberg (Rib Lake). Motion carried.

K. Zimmermann (WVLS) added that these changes will not be automatically applied for all libraries. When a library is ready to make these changes, they should submit a ticket to the help desk. The work will be done on a library by library basis. The hope would be to have all libraries on board by the end of 2021.

H. O'Hare (Tomahawk) asked when the recommendations will be up on the website. K. Zimmermann (WVLS) answered that they will be available on the website within a week. K. Zimmermann (WVLS) will put out a meeting update with the action items via email. These recommendations will go in the same place on the website as the other recommendations under checkout periods.

J. Jochimsen (Abbotsford) asked if libraries will be given a heads up before the changes occur. K. Zimmermann (WVLS) responded that when a library submits a ticket, the request is placed in a queue for the changes. Library will be notified when the changes will go into effect. If useful libraries may add an ideal start date on the ticket. WVLS needs two to three months lead time. This will give time for WVLS to make changes and for a library to promote changes to their patrons. J. Jochimsen (Abbotsford) asked for clarification, can these changes be made ahead and then go live on a start date. K. Zimmermann (WVLS) answered that the system does not allow for this and that changes will need to be well timed.

#### **Voting Models Exploratory Committee Report:**

Chair E. Peterson (Medford) reported for the Voting Models Exploratory Committee. A report of the committee's findings will be going to the WVLS/V-Cat Steering Committee soon to ask for their feedback.

#### **Sierra Projects:**

##### **Discovery Layer Needs Assessment and Exploration Update**

K. Zimmermann reported. A group met last month to look at the surveys for staff and perceived patron needs when using a discovery layer. This work will help us inform decision making for an ILS as well as a discovery layer. Hoping for demos of products in October with a possible recommendation in November.

M. Derpinghaus (MCPL) asked if this work is worthwhile if current discovery layer usage is low. K. Zimmermann (WVLS) noted that we are looking at usage soon. Also, taking time to assess what we want to provide to our patrons and asking these questions allows us to identify needs for future products. We want to review our offerings regularly to assure they still fit our needs.

##### **Give Precedence to Local Holds**

K. Zimmermann (WVLS) presented the following recommendation.

##### **Recommendation from ILS Administrator:**

Continue to use the Give Precedence to Local Holds circulation option until libraries discontinue materials quarantine to maximize the amount of patrons who have access to materials and minimize the amount of time items spend in transit and quarantine.

##### **Explanation and additional information:**

A hold is considered local if the pickup location matches up with the item's location code and the library where it is being checked-in.

The loan rule will still enforce whether or not an item will satisfy a hold based on patron type, so High Demand loan rules can be applied first. Then, local preference fills the earliest eligible hold that is to be picked up at the item's owning library even if there are earlier holds to be picked up elsewhere.

When an item whose title has with multiple holds is checked in, the system determines whether the item satisfies any local holds. If so, the system fills the first local hold in the queue.

If there are multiple local holds and/or there are holds in more than one hold queue, the system checks for the first local hold in each queue and then fills the local hold that is earliest.

Because hold queue positions might not be accurate, patrons do not see the display of hold queue positions (# of #) in the hold status listing in the online catalog. The hold queue number is also not visible within the patron record in Sierra. If the "Give precedence to local holds" option is disabled the hold queue position would be restored in the online catalog and in Sierra.

Pros:

- reduced movement of materials between locations
- less quarantine of materials after transit
- possibly shorter wait times related to transit and quarantine of materials
- easier to manage alternate paging list, if needed

Cons:

- patrons would no longer see their position in the hold queue

Note: There is not a way to group multiple locations together for libraries that have multiple locations. Holds on a title will be filled for patrons whose pickup location matches up with the branch item's location code first. Items will begin filling holds for pickup at other branch libraries once the holds for pickup at the owning branch are exhausted.

K. Roesler (MCPL) asked if this feature could be reassessed when quarantine is over.

V. Roberts (Rhineland) moved to approve the recommendation as written, seconded by S. Schmidt (Crandon). Motion carried.

### **Prioritizing Hold Fulfillment at the Pickup Location**

K. Zimmermann (WVLS) presented the following recommendation.

#### **Recommendation from ILS Administrator:**

Temporarily Enable the Prioritizing Hold Fulfillment at the Pickup Location paging option to allow available copies at the pickup location to fill holds at the pickup location ahead of items being checked in at other locations.

#### **Explanation and additional information:**

When materials are checked in items may fill holds for pickup at another library, even though a copy is available at the other pickup library. At this time when we are quarantining materials in transit, this adds significant wait time for patrons. If a copy is available at the pickup library, it could fill the patron's hold during the next paging cycle and be ready for the patron to pick up much earlier.

Currently the number of hours before a V-Cat page can be transferred is 36 hours. The pages are transferred every morning. If an item is paged on Monday the 36 hours begins around 4 am on Tuesday morning, and the item will be paged at the next location when the paging list is run late Wednesday afternoon or Thursday morning. Prioritizing Hold Fulfillment would follow the same schedule. If there is an available copy at the pickup location, an item requested on Monday would not be filled by items being checked-in at another location until Wednesday afternoon. This gives the owning library nearly two days to fill the hold with their own local item.

This is a system wide option and would apply to all libraries and locations.

K. Roesler (MCPL) asked for clarification on the term temporary in the recommendation. K. Zimmermann (WVLS) suggested as long as materials are being quarantined.

E. Brewster (Three Lakes) asked for an example of how this functionality works. K. Zimmermann (WVLS) shared this example: a patron requests item for Three Lakes pickup, but it was requested after the pull list is done for the day. Later that afternoon, MCPL - Wausau checks in another item on the same bib as the request. Normally this would fill the patron

hold, taking about a week to get to the patron. If this option is turned on, it will stop the Wausau item from filling the hold until after it has been paged at pickup library.

E. Brewster (Three Lakes) moved to approve the recommendation with the addition of “to be reevaluated after quarantine ends,” seconded by H. O’Hare (Tomahawk). Motion carried.

### **Teleforms and SMS Replacement Project**

J. Klingbeil (WVLS) gave an update on the implementation of Shoutbomb for SMS messaging. He noted that the content of the messages will be different than our previous text messages. There will also be scheduling differences for when messages are sent. K. Zimmermann (WVLS) worked to match the schedule as closely as possible to our past SMS option. The Council was reminded that SMS messaging is an add on notification for patrons and that there is still a primary choice of phone, email, or print. There will be a new service number for patrons to use to opt in to receive texts. K. Zimmermann (WVLS) will be sharing useful documents after the meeting.

K. Zimmermann (WVLS) highlighted important things from the document she created for Shoutbomb SMS. She also reiterated that it is up to patrons to get signed up. WVLS will work on some promotional documents.

A document was shared to the Council about how notices work for patrons.

K. Metzke asked if it is still okay to enter phone numbers in this format: xxx-xxx-xxxx. K. Zimmermann (WVLS) said that format works.

K. Zimmermann (WVLS) and J. Klingbeil (WVLS) are still working towards using Shoutbomb for voice calls. When this is ready to go, more information will be sent.

D. Frandrup (Antigo) noted that asking patrons for their notice preference is a best practice.

K. Roesler (MCPL) asked if the option to opt in has been disconnected in the patron record on the OPAC. K. Zimmermann (WVLS) shared the new directions for SMS patrons will see in the OPAC.

D. Frandrup (Antigo) noted the need for a best practices training document for entering new patrons. H. O’Hare (Tomahawk) suggested that training videos for Shoutbomb would be useful.

### **Slow Search Function Issue**

K. Zimmermann (WVLS) reported on the Slow Search Function issue. She noted that there was an issue last week, however it appears to have been something different from the previous issue. It was resolved quickly after contacting Innovative. J. Klingbeil (WVLS) noted that the issue was specific to a backend process and does not predict a return of this particular issue.

### **ILS Admin Report:**

K. Zimmermann (WVLS) reported on

#### **WVLS Resource Sharing Levels Update**

All libraries are at level 4. There may be a need to run another level 4 clean up list to see if any holds remain that have not been paged. K. Zimmermann (WVLS) noted to look for this in a week or two if it is necessary.

#### **Discovery Layer Needs Assessment and Exploration Update**

This topic was covered earlier in the meeting.

#### **V-Cat Training Update**

WVLS’s current plan will be to make training widely available when we have a specific request. WVLS will find a time to schedule with the requester and then open it to others. Everything at this point will be remote training. Recordings of these trainings will happen when useful.

#### **Other Items to Report**

J. Klingbeil (WVLS) noted the REALM Project test 4 is in process of being published. Recommendation from DPI may be adjusted.

### **Other V-Cat Topics**

none

**Request for Agenda items:**

none

**Upcoming Meetings:**

J. Ziebell (Neillsville) asked if the November V-Cat Council meeting will be in person. J. Klingbeil (WVLS) answered that WVLS is supporting only virtual meetings for the foreseeable future.

- September 9, 2020 at 9:30 a.m. - Discovery Layer Advisory Meeting
- TBD September/October 2020 - Cooperative Circulation Committee
- September 29 at 9:30 a.m. - Steering Committee
- October 27, 2020 at 10:00 a.m. - Bibliographic and Interface Committee
- TBD October/November 2020 - Voting Models Exploration Committee
- November 5, 2020 at 9:30 a.m. - V-Cat Council

**Adjournment:**

K. Roesler (MCPL) moved to adjourn the meeting, seconded by J. Ziebell (Neillsville). Motion carried. Meeting adjourned at 11:49 a.m.

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SUBMITTED: 10/29/2020 R. METZLER, RECORDER