



# V-Cat Meeting Minutes

Thursday, November 3, 2016 9:30 a.m.

Marathon County Public Library, 300 N. First St., Wausau, WI

## Call to Order and Announcements:

S. Bedroske called the meeting to order at 9:31 a.m. Roll call was taken and a quorum was present.

## Members Present:

J. Jochimsen, V. Calmes, M. Gobert, S. Bedroske, D. Korenuk, F. Albrecht, T. Hall (Proxy L Heiting), E. Clarkson, E. Schwartz, Cara Hart, V. Roberts, C. Huston, J. Beloungy, E. Brewster (Proxy M. Taylor), M. Dunn, M. Stachowiak, C. Celestina-Smith, J. Paulson

**Via Go To Meeting:** C. Taylor, K. Metzke, T. Blomberg

## Also Present:

I. Christman, A. Mroczenski, A. Hamland, D. Litzer, C. Luebbe, M. Derpinghaus, R. Hitt, K. Roesler, and K. Wegner

## Absent:

L. Petersen

## Approval of the Agenda:

M. Dunn moved to approve the order of the November 3, 2016 V-Cat meeting agenda, V. Calmes seconded. Motion carried.

## Approval of the September 1, 2016 Minutes:

K. Metzke made a motion to approve the September 1, 2016 V-Cat meeting minutes, T. Hall seconded. Motion carried.

## V-Cat Financial Report:

I. Christmen noted that WVLS moved from one Quickbooks version to a web version this year. The January-May Financial Report is in the former version and June-September appears differently due to the switch to the web version of Quickbooks. M. Dunn made a motion to approve the V-Cat Financial Reports as presented, M Stachowiak seconded. Motion carried.

## Bibliographic / Interface Committee:

V-Cat Bibliographic/Interface Committee Chair, updated the Council on the following:

- **Discovery Product Update** (C. Luebbe)
  - V-Cat libraries have been using the enhanced catalog product for a few months.
  - Issues included the disappearance of locations displaying in search results that has been resolved. Luebbe noted holdings are being updated every two weeks until an API option for more instant updating is available.
  - **Training:** (C. Luebbe)
    - C. Luebbe asked if libraries have offered public training. M. Dunn noted that she had presented the new search service to her library board and has pushed the information to the school librarian.
    - E. Brewster asked if Ebsco provides guidance in collecting statistics of enhanced catalog use. Classic V-Cat catalog does not collect statistics on webpac searches.
    - J. Jochimsen asked if Raspberry Pis work with the enhanced catalog. E. Brewster noted that it does work after a few adjustments.
  - **Promotion/Marketing:** (E. Brewster)
    - E. Brewster reported Three Lakes staff are creating a one-page document on searching the enhanced catalog for patrons. Directors should continue to provide feedback and suggest new marketing tools.
    - E. Brewster asked directors to send frequently asked questions from patrons to Three Lakes so they can be included in marketing the enhanced catalog.
  - **EDS Advanced Search Help Sheet** (C. Hart)
    - C. Hart presented the EDS Advanced Search Help Sheet that is located on the V-Cat training website under Discovery Layer.
    - E. Brewster asked if directors would be interested in turning the Advanced Searching EDS Help Sheet into a PowerPoint Presentation for libraries to use. J. Jochimsen also asked for a YouTube

video version of the basic search training. The EDS Promotion and Marketing Workgroup will look into providing a video version of the EDS help sheets.

### Other Sierra Topics:

- I. Christman worked with Merrill to develop new Patron Code 2 Sierra codes to facilitate Merrill's new computer management system CASSIE. The new Patron Code 2 allows the CASSIE management system to limit computer access for patrons according to different levels of parental permissions. E. Schwartz thanked I. Christman for coordinating efforts with MCPL Technology, Innovative contacts, WVLS Technology, and Merrill Technology during this process. E. Schwartz noted that Merrill will work with other libraries to discover how the Patron Code 2 settings behave between two CASSIE libraries.
- V. Calmes noted an increase in items with incorrect availability status. Colby is receiving more phone calls asking about items still checked out that are found on their shelves. C. Huston and S. Bedroske noted that they have witnessed items being checked in and then receiving notices that they were not checked in. I. Christman noted that the router issues resulting from an update this month may have caused disconnections with Sierra and will investigate if it impacted services to libraries. I. Christman asked libraries to continue sending examples of irregularities to [help@librarieswin.org](mailto:help@librarieswin.org).
- E. Brewster noted expired items found on the Three Lakes hold shelf that were checked out to patrons with a three week check out which is not a Three Lakes option. I. Christman advised libraries to send these issues with complete details to [help@librarieswin.org](mailto:help@librarieswin.org).
- M. Gobert asked that libraries send emails to the list notifying all V-Cat libraries of circulation irregularities.
- I. Christman will investigate if libraries can copy help tickets to send them to the V-Cat list at the same time in the same email or send a separate email to the V-Cat list.
- D. Korenuk noted that when the internet was down she did not receive a phone tree call to notify her. M. Gobert noted that faxes that are not internet based are a communication method too. I. Christman stated that she would email another copy of the V-Cat Phone Chain list to facilitate communication between libraries during outages as a reminder.
- V. Calmes asked if the router outages may have affected circulation statistics. I. Christman noted that the router issue is not resolved and circulation will be investigated. I. Christman asked libraries to watch for books returning that have not been checked out. If found, please create a help desk ticket with exact details to be sent to [help@librarieswin.org](mailto:help@librarieswin.org).
- M. Stachowiak asked about the known "falling off the hold shelf" issue with Innovative. I. Christman noted that Innovative does not have an answer yet, but Innovative is working on resolving the issue.
- V. Calmes asked about hold response time since many of the hold requests are taking longer. I. Christman suggested that the router outages could have affected ability to print pull lists. M. Dunn suggested that new courier routes and personnel changes may be affecting delivery of hold items. M. Gobert noted that for \$75 a month libraries can pay for an extra day of delivery.
- V. Calmes asked what the response time for help tickets was since the email in September. At that time the IT team noted they needed 2-3 weeks' time to respond to tickets. A. Hamland consulted the Help Scout Reports and noted that current response time for Oct 27-Nov 2 was 1 day 1 hour with 90% of tickets resolved after one email response.
- E. Brewster asked how libraries would like owning libraries to note known damage to their items if the owning library would still like to circulate the damaged item. Damage should be noted in the back cover of the item. I. Christman directed attendees to the V-Cat training materials on the V-Cat website for further guidelines on this process.

**PLSR Project ILS Workgroup Update:** I. Christman showed the group the Public Library System Redesign Project (PLSR) website located at [www.plsr.info](http://www.plsr.info). She walked through the various available resources. Libraries should be aware of this project as it moves forward since some of the possible changes to systems could impact services to libraries.

**V-Cat 2017 Meeting Planner:** I. Christman presented the V-Cat 2017 Meeting Planner including a changed meeting date for April 13, 2017.

**E-Commerce Update:** I. Christman provided an E-commerce update. I. Christman noted that WVLS will mail out checks to libraries three times a year (April, August, and December).

### Sierra Snack: Sierra Interlibrary Loan Demo

- L. Damerell of MCPL-Wausau presented a demonstration of the Sierra interlibrary loan module. She will share MCPL's instructions for the Sierra ILL Module.

**Request for February 2, 2017 Agenda:**

S. Bedroske asked for items for the February 2, 2017 V-Cat meeting agenda. No agenda items were suggested.

**Adjournment:**

E. Schwartz moved to adjourn the meeting. E. Brewster seconded. Motion carried. The meeting adjourned at 11:37 am.

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SUBMITTED: 11/7/2016 A HAMLAND, RECORDER