

**Arrowhead Library System
Librarians Meeting
Wednesday, February 20 2019
Milton Public Library
430 E High St. Milton
9:30 a.m.**

This meeting is being held at the [Milton Public Library](#), 430 E High St., Milton.

1. Call to order 9:30a.m. – Chair – Sarah Struz
2. Secretary – Tovah Anderson
3. Additions to Agenda
4. Approval of the January 2019 Minutes
5. Unfinished Business
 - a. Shared System
 1. Share update
 - a. Delivery Update
 - b. January Statistics
 - c. Items For SHARE agenda
 - b. Technology
 1. BadgerNet – Router updates
 - c. Hoopla
 - d. WPLC/Overdrive
 - e. Gale Courses /Lynda.com/Transparent Languages
 - f. Budget 2018/2019
 - g. Youth Services update- Jeni Schomber
 - h. Public Library System Redesign Project
 - i. ALS Board Report – Sarah Strunz
6. New Business
 - a. LSTA Increase Capacity for Technology collaborative projects
 - b. Fine project update -Kirsten Almo
 - c. 2018 Annual Reports
 - d. 2018 SHARE lost items reconciliation charges
7. ALS Activities
 - a. Seed library update – Kirsten Almo
8. Activities in Member Libraries
9. Adjourn

Dates to Remember:

ALS Board Meeting – March 13 – 6:00 pm @ ALS

Arrowhead Library System
Librarians Meeting Minutes

Wednesday, January 19, 2019

Milton Public Library, 430 E. High Street, Milton, WI 53563

9:30 a.m.

In attendance: Steve Platteter, Tovah Anderson, Michael DeVries, Mary Bieber, Megan Kloeckner, Ashlee Kunkel, Kirsten Almo, Sara Strunz, Charles Teval

1. Call to order 9:30 a.m. – Chair – Mary Bieber
2. Secretary – Tovah Anderson
3. Additions to Agenda
4. Approval of the December 2018 Minutes
 - a. Motion: Kirsten Almo
 - b. Second: Megan Kloeckner
 - c. Vote: Unanimous
5. **Unfinished Business**
 - a. Shared System
 - i. SHARE update
 1. Delivery Update: Kenosha looking in to sorting HPL materials out
 2. December Statistics: in packet, December, and annual
 3. Items for SHARE Agenda:
 - a. Communication of actions taken at SHARE Directors' meeting.
 - i. Is SHARE an open meeting—determines when actions are approved (usually with approval of minutes).
 - b. Technology
 - i. BadgerNet – Router updates
 1. Ignatek, a subcontractor with TechMax will begin invoicing directly for services.
 2. You may contract with whomever you like to do in-library tech support
 - a. Only TechMax, Ignatek, Emrick Gunderson (HPL) and Lakeshores (Jim Novy) are authorized for Layer 3 (system router level) access.
 - b. All other contractors can only do up to library router level work (Layer 2)
 - c. Hoopla: statistics in packet and on email
 - i. Can call Candice at Hoopla for specific reports
 - ii. Log-ins available for pulling stats on your own
 - d. WPLC/Overdrive

- i. Getting Transparent Language Online ready to launch – February 1
- ii. Give Charles Teval your thoughts on advantage collection: items with 25 holds may only have 3 ALS holds so our advantage budget isn't very effective
- e. Gale Courses/Lynda.com: 2018 Annual in packet and November 2018 stats handed out
- f. Budget 2018/2019
 - i. Participating Library Payments should be approved by board in February
- g. Youth Services update
 - i. Phil Schomber, Julie Westby, & Jeni Schomber are continuing Headstart Early Literacy Parenting Workshops – next one January 28.
 - 1. Contact Jeni if interested in bringing to your library
- h. Public Library System Redesign Project
 - i. Still working on drafting the recommendation
- i. ALS Board Report – Sarah Strunz: Nothing additional to report

6. New Business

- a. ZOVD-NI Fines – Setting a Threshold to Waive – Kirsten Almo
 - i. Up to about \$18 is all late fees.
 - ii. Can't tell if they've brought the item back or not, there's no barcode
 - iii. HPL is Interested in how many, and how much of ZOVD-NI fees have been paid.
 - iv. Kenosha is looking at eliminating the same old fees
 - v. **TABLED** – decide next month, waive them all or do a cap at something like \$200 and waive all below. Kirstin will contact Jim Novy for statistics about outstanding, paid, and # of affected patrons
- b. Fine Amnesty Week/Month? – Kirsten Almo
 - i. Very interested in recovering materials, this is an appealing option.
- c. Edgerton Fines and What Data to Track – Kirsten Almo
 - i. No good way to track WHO becomes unblocked with amnesty during fine free track in.
 - 1. Don't know how many patrons and how much money was forgiven
 - ii. Only good way is amnesty in person and manually track it.
 - iii. EPL will probably move billing up to 30 days if they eliminate Juv. Fines
- d. 2018 Annual Reports
 - i. Prefill data was already filled in, but Hoopla will be counted differently this year
 - 1. Previously was listed in Raw Ccirc in Retrieval Area
 - 2. For 2018 and forward, should go in Circulation by eBook (where OverDrive)
 - ii. Steve needs copy with an original signature, your municipality needs an original copy, Steve will send a scanned copy to DPI (DPI no longer needs a paper copy)
 - iii. Feb. 22 deadline have report to Steve (CPL/EFPL's boards meet following week)
- e. Hold Ratio/High Demand Collection
 - i. Do we need to revise our policy?
 - ii. Steve Platteter will look in to joining LLS's popular release lease collection

7. ALS Activities

- a. Wild Wisconsin Web Conference starts next week – register online
- b. Transparent Language Online – Launch Info
 - i. Training Opportunities:
 - 1. January 22, 2-3 CST

2. February 7, 11-12 CST
 3. Register <https://attendeegotowebinar.com/rt/3423216599559422211>
 - ii. Informational Videos:
 1. Overview: <https://vimeo.com/139718271>
 2. Overview Library Overview from RB Digital: <https://vimeo.com/124649107>
 3. Reports Video: <https://vimeo.com/295404329?from=outro-embed>
 4. KidSpeak Overview: <https://vimeo.com/299021499>
 - c. LLS Group PC Purchase – **Orders due to Jim by Friday, March 1st**
 - i. \$585 Desktop w/Monitor - OptiPlex with 22" LCD monitor
 - ii. \$500 Desktop w/o Monitor - OptiPlex
 - iii. \$650 Laptop - Latitude laptop
 - d. OPL Close to Launching
 - e. Legislative Day – Registration Deadline: January 28, 2019
8. Activities in Member Libraries
 - a. Milton Public Library
 - i. Susan Young author visited last weekend went well
 - ii. Jen Mann, author visit – working with people you want to punch
 - iii. No good applicants for vacant position – revamping position and will repost next month
 - b. Eager Free Public Library
 - i. Working on Spring info
 - ii. Reworking way to do the summer reading program
 - iii. Will be fully staffed next week
 - iv. February 12-19 closed to do final move
 - c. Beloit Public Library
 - i. Hoping to fill recent vacant position with previously interviewed candidate
 - ii. Jeni trying to email about summer library club meeting
 - iii. Legislative Day coming
 - iv. Blender Café makes awesome soup
 - d. Orfordville Public Library
 - i. Planning summer & senior luncheon programs
 - ii. Preparing to do big collection weed
 - iii. Board approved new website
 - iv. Looking into a book folding project – great for teens
 - e. Edgerton Public Library
 - i. Teen seed packing party this week, adult party next week
 - ii. Hoo's Woods Raptor show coming, end of January
 - iii. Lots of building maintenance, HVAC bids came in high
 - iv. Fully staffed
9. Adjourn at 11:42 a.m.
 - a. Motion: Michael Devries

- b. Second: Megan Kloeckner
- c. Vote: All in favor

Dates to Remember:

SHARE Directors Council – Tuesday, February 5 – 11:00 am @ Matheson Memorial Library, Elkhorn

ALS Board Meeting – Wednesday, February 13 – 6:00 pm @ Arrowhead Library System

ALS Librarians Meeting – Wednesday, February 20 – 9:30 am @ Arrowhead Library System

2019 January ALS Circ

ALS Circ from all libraries								
Checkouts								
	Station Library							
Item Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANESVILLE	MILTON	ORFORDVILL	Total
All	23122	2410	8674	5596	61104	7927	1710	110543
BELOIT	20262	210	522	429	1505	352	129	
BURLINGTON	35	13	50	49	132	34	19	332
CLINTON	93	1458	110	89	362	82	42	
CL-S	59	10	62	30	181	33	14	389
CL-TL	58	4	30	27	151	25	12	307
DARIEN	20	16	60	19	75	16	7	213
DELAVAN	66	12	51	41	286	35	11	502
EAST_TROY	20	10	37	10	64	22	8	171
EDGERTON	135	55	5713	105	431	149	32	
ELKHORN	106	19	88	32	250	37	14	546
EVANSVILLE	139	55	148	3439	362	67	56	
FONTANA	48	5	53	41	95	26	10	278
GENOA_CITY	34	6	41	35	129	36	6	287
JANESVILLE	924	249	755	456	53750	541	161	
KPL-BKM	14	1	14	7	33	4	4	77
KPL-NS	101	28	62	68	238	48	12	557
KPL-SI	22	3	29	18	70	13	8	163
KPL-SW	224	22	96	119	461	70	16	1008
KPL-UP	11	6	11	3	28	4		63
LAKEGENEVA	56	8	62	33	150	47	10	366
LAKESHORES	3			1	5	2		11
MILTON	186	62	169	149	867	5961	45	
ORFORDVILL	105	46	59	74	263	55	1009	
RACINE_BKM	12	1	10	8	30	8	1	70
RACINEMAIN	164	51	140	161	547	119	30	1212
ROCHESTER	23	4	32	20	84	19	11	193
SHARON	34	5	31	17	72	19	7	185
UNDEFINED							1	1
UNIONGROVE	12	6	47	26	56	17	9	173
WALWORTH	17	12	35	14	70	19	1	168
WATERFORD	85	17	113	46	214	44	12	531
WILLIAMBAY	46	10	36	29	125	14	11	271
WTFORDHS	8	6	8	1	18	9	2	52
							Total Non-ALS	8126

2019 January ALS circ from LLS & KCLS

ALS Circ from LLS											
Checkouts											
Station Library											
Item Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANESVILLE	MILTON	ORFORDVILLE	Total			
BURLINGTON	35	13	50	49	132	34	19	332			
CL-S	59	10	62	30	181	33	14	389			
CL-TL	58	4	30	27	151	25	12	307			
DARIEN	20	16	60	19	75	16	7	213			
DELANAN	66	12	51	41	286	35	11	502			
EAST_TROY	20	10	37	10	64	22	8	171			
ELKHORN	106	19	88	32	250	37	14	546			
FONTANA	48	5	53	41	95	26	10	278			
GENOA_CITY	34	6	41	35	129	36	6	287			
KPL-BKM	14	1	14	7	33	4	4	77			
KPL-NS	101	28	62	68	238	48	12	557			
KPL-SI	22	3	29	18	70	13	8	163			
KPL-SW	224	22	96	119	461	70	16	1008			
KPL-UP	11	6	11	3	28	4		63			
LAKEGENEVA	56	8	62	33	150	47	10	366			
LAKESHORES	3			1	5	2		11			
RACINE_BKM	12	1	10	8	30	8	1	70			
RACINEMAIN	164	51	140	161	547	119	30	1212			
ROCHESTER	23	4	32	20	84	19	11	193			
SHARON	34	5	31	17	72	19	7	185			
UNDEFINED							1	1			
UNIONGROVE	12	6	47	26	56	17	9	173			
WALWORTH	17	12	35	14	70	19	1	168			
WATERFORD	85	17	113	46	214	44	12	531			
WILLIAMSBAY	46	10	36	29	125	14	11	271			
WTFORDHS	8	6	8	1	18	9	2	52			
	1278	275	1198	855	3564	720	236	8126			

2019 January ALS items to LLS & KCLS

ALS Items to LLS & KCLS												
Checkouts												
Item Library												
Station Library	BELOIT	CLINTON	EDGERTON	EVANSVILLE	JANESVILLE	MILTON	ORFORDVILL	Total				
BURLINGTON	171	31	35	22	303	41	9	612				
CL-S	154	20	30	16	218	32	7	477				
CL-TL	52	8	14	11	88	13	6	192				
DARIEN	8	3	1		30	2		44				
DELAVAN	130	17	24	7	261	30	6	475				
EAST_TROY	23	7	9	8	63	9	2	121				
ELKHORN	455	51	93	78	595	90	12	1374				
FONTANA	18	5	3	1	47	8	3	85				
GENOA_CITY	58	5	10	7	70	11	2	163				
KPL-AD	10			1	18	1		30				
KPL-BKM	62	13	11	8	91	12	6	203				
KPL-NS	237	24	50	40	385	42	17	795				
KPL-SI	88	4	16	7	104	6	2	227				
KPL-SW	678	68	118	75	1008	101	38	2086				
KPL-UP	3	2	2	1	8	2		18				
LAKEGENEVA	191	20	25	22	277	17	7	559				
RACINE_BKM	151	39	34	17	200	37	22	500				
RACINEMAIN	790	89	160	114	1244	111	49	2557				
ROCHESTER	32	2	11	3	47	11	3	109				
SHARON	29	7	36	4	39	4	2	121				
UNIONGROVE	88	5	17	14	150	13	7	294				
WALWORTH	74	8	7	3	90	6	2	190				
WATERFORD	181	19	36	28	314	39	13	630				
WILLIAMSBAY	76	18	16	6	128	18	3	265				
WTFORDHS	3		3		7	3		16				
	3762	465	761	493	5785	659	218	12143				



Request for Service

Ignatek aims to provide excellent service with fast response times. There are many different ways to request service depending on the level of severity.

Severity 1: **Business Critical Down**

1. Call your lead engineer via cell phone. (Lead Engineer will get you this info)
 - a. Lead - Trever 608-290-4644
 - b. Back up – Erik 815-218-5848
2. Call 24/7 support number 608-290-4644
3. Call 608-314-0895 x 101

Severity 2: **Important same day response**

1. Request or open a ticket via Ignite agent.

Bottom right corner of PC (might have to use the arrow to expand) you will see the little green agent.

Click on the agent and go to create a service ticket.

Fill in details and send

2. Email support@ignatek.com
3. Email your lead engineer

Severity 3: Non-Critical issue can be taken care of either at next monthly visit or when Ignatek can get someone scheduled

1. Email cs@ignatek.com
2. Call 608-314-0895 x103 (automated attendant and navigate to your engineer for voicemail)

These are suggested ways to request support.

1. Labtech agent
2. support@ignatek.com
3. Email lead engineer
4. Call the office 608-314-0895 x103
5. Call lead engineer
6. Call my cell phone 608-290-4644

Texting is not a good form of communication. If a lead engineer goes on vacation they might not get or respond to text and there is no way to make sure the recipient received your message and is addressing the issue.