

**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
 - b. Technology
 - 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://attendee.gotowebinar.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 |
| DELAN | 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 |
| WILLIAMSBAY | 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 | ORFORDVILL | 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 |
| DELANAV | 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 |
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| 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 |
| WILLIAMBAY | 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

[illegible]



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.