

DALNET MEMBERSHIP DESCRIPTION

Members of Detroit Area Library Network (DALNET) are committed to create, through their partnership and shared effort, a model regional information hub in the Detroit area. The hub will be a vast source of information and library-based services providing access to the shared resources of the DALNET member institutions. It will serve as a gateway to information resources worldwide that supports the life-long learning needs of the people of the Metropolitan Detroit region. It will improve access to unique local information, special collections, and services available through DALNET member institutions. This effort will also enable DALNET librarians to play a leadership role within their institutions and communities in the delivery of information to meet the library-based learning, research, professional, cultural, and recreational needs of their users.

To accomplish this, DALNET membership is open to academic, public school and special libraries as well as other information organizations in the seven county Metropolitan Detroit region. DALNET also provides opportunities for community information providers to use the online system for the purpose of resource sharing.

DALNET is a nonprofit organization directed by a Board composed of representatives of its member organizations. To make the regional information hub possible, DALNET members share an online system, contribute to its database, and are committed to resource sharing.

COMMUNITY INFORMATION PROVIDER DESCRIPTION

To expand the resources available in its model regional information hub, DALNET invites community information providers in the seven county Metropolitan Detroit region to share their resources by loading these into the system. Community information providers pay the cost for loading their resources and bear the responsibility for keeping their data current and for following standards for data entry.

CUSTOMER DESCRIPTION

Librarians and other organizations which do not subscribe to the integrated library system may purchase DALNET services. For these customers, the costs will be discounted according to the number of services purchased.

DALNET MEMBERSHIP BENEFITS

The Detroit Area Library Network (DALNET) is one of the largest nonprofit multi-type library consortiums. DALNET members share an online system, contribute to its database and are committed to resource sharing. Directed by a Board composed of representatives of its member organizations, DALNET is committed to create, through partnership and shared effort, a model regional information hub in the Detroit area. The regional information hub will be a vast source of information and library-based services providing access to the shared resources of the DALNET member institutions. Made possible through the use of the DALNET online information system, the community information hub will serve as a gateway to information resources worldwide that support the life-long learning needs of the people of the Metropolitan Detroit area, as well as support local human services organizations. This effort will also enable DALNET librarians to play a leadership role in their institutions and communities in the delivery of information to meet the library-based learning, research, professional, cultural, and recreational needs of their users.

USER BENEFITS

- ▶ **Electronic access to the holdings of all DALNET libraries not only from library terminals but also from remote microcomputers dialing in from offices and homes;**
- ▶ **Up-to the minute information about the availability of library materials, including circulation status, on-order status, and issues of journals received;**
- ▶ **Faster, more efficient library services, including computerized checkout and prompt overdue notices;**
- ▶ **Easy-to-use but powerful online catalog interface that, once learned, can be used at all DALNET libraries for both LUIS and LUIS PLUS databases;**
- ▶ **Electronic access to index and abstract databases of journal article citations and other information sources;**
- ▶ **Saved time and effort in identifying and obtaining needed library materials;**
- ▶ **Access to Metropolitan Detroit resources provided by local agencies and organizations.**

Participation in DALNET affords its members many cost and labor-saving benefits associated with the online information system, NOTIS, which will soon be upgraded to an enhanced client server system. These benefits are made possible by centralizing many functions and realizing economies of scale. Those savings can be used to improve services to the libraries' primary clientele.

This centralization of services offers two major advantages to DALNET members. First, the centralization of key functions lessens the necessity for each library to maintain the full complement of experts required to provide leadership and quality control in areas ranging from staff training to subject control to document preparation. Second, the priorities of the DALNET staff are directed by a Board comprised of representatives of its member organizations, and each member is assured a voice in the decision making process. Membership in DALNET, a consortium of participating members, affords both the individual and the organization the opportunity to take an active role in the growth and development of the system.

Members of DALNET enjoy many other benefits of being active participants in a large consortium. DALNET membership facilitates resource-sharing and reciprocal borrowing, which is important to meeting the information needs of every library's clientele. This is of particular importance to academic institutions since resource-sharing capabilities are considered in the accreditation process of colleges, universities and health care systems. In addition, the combined resources of the membership increase leverage in negotiations with vendors and system service providers and also increases the likelihood of success in seeking and attracting external funding. In fact, membership in a respected consortium such as DALNET enhances and strengthens each member institution.

Other practical benefits of DALNET membership are more cost related. Some of the cost components that libraries operating stand-alone systems must individually absorb that are shared among DALNET members include the following:

DALNET vs. Stand-Alone Systems Cost Components Considerations

- ▶ The purchase of MARC bibliographic and authority records from a utility such as OCLC since the capability to derive records from DALNET's DCAT system would not be available.
- ▶ The significant time and costs involved in the initial and continuing training of personnel in the stand-alone library environment.
- ▶ Labor expenditures in the following areas:
 1. Hardware and software support, maintenance, upgrades and troubleshooting, and the interaction with vendors for support and service.

2. Expanded Integrated Library System and database maintenance duties, particularly those associated with authority control, internal system tables (staff security authorizations, circulation, bibliographic and authority records, screen displays and acquisitions).
 3. Providing system integration services for links to remote resources such as Z39.50 connections and remote databases.
 4. Managing a more complex working relationship with local site support services including Purchasing, Finance, and Computing Services (CS). Sites without CS departments would have to employ at least one technical support staff member or would need to contract out for this expertise to obtain system support and maintenance.
- ▶ The cost of programming, loading and maintaining patron records.
 - ▶ More expensive InterLibrary Loan costs due to the lack of favorable contractual agreements with local lenders.
 - ▶ Costs associated with providing access for remote users to the DALNET library system.
 - ▶ DALNET members have the capability to receive files of bibliographic records from book vendors and the GPO. Stand-alone libraries would have to develop loader programs and complete loader operations for these files.
 - ▶ Plant and administrative overhead costs such as climate control for client/server hardware and increases in Purchasing and Receiving responsibilities.

In summary, DALNET is a cost-sharing and time-saving tool as well as being a powerful foundation for the ultimate benefit of the clientele of each member organization. Members of DALNET provide a single catalog structure that allows their patrons the ease of identifying library and other community resources that are at or near their home bases. Libraries in a consortium, in fact, are libraries without walls which are better able to serve their own user communities. In addition, DALNET is an excellent forum for library professionals to exchange ideas and to join forces to provide the best possible service for all the people in the Metro-Detroit community.

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Questions and Answers

Detroit Area Library Network (DALNET) and the Ameritech Partnership Agreement

Why would a library/organization participate as a member of the Detroit Area Library Network?

- a shared and continuously enhanced library information system that goes beyond what any single library could afford.
- expand direct access to the wealth of library resources in Detroit metropolitan area through computerized library systems.
- cost effective online database searching through cooperative database licensing and access.
- a shared pool of human resources with library automation expertise that includes professional and technical staff members at DALNET libraries and the DALNET central site.
- a private frame relay network provides a dependable library-centered telecommunications network infrastructure.
- adherence to national standards for computerized library data to ensure transferability of data and system interconnectivity.
- linkages to regional and national networks to expand access using the Internet, the WorldWide Web, and Z39.50 protocols.
- cooperative collection development and increased visibility of local collection increases use of library materials in DALNET libraries which maximizes the investment made in collections.
- electronic access to holdings of all DALNET libraries from campus terminals in libraries or classrooms as well as access from home or office via the Internet.
- immediate information about the availability of library materials, including circulation status, on-order status and issues of journals received.
- a Web-based interface that allows local library customization of computer displays.
- centrally mounted databases that share the online catalog interface.
- electronic access to indexes, abstracts and full-text databases providing periodical/journal access as well as access to an increasing number of other scholarly, academic and research resources.
- saves time and effort in identifying and obtaining library materials.
- reduces labor costs because of shared technical and network expertise.
- reduces cost for system training and staff development.

What is meant by a Detroit metropolitan information hub?

DALNET is a large non-profit multi-type library consortium. Members contribute to its databases and are committed to resource sharing. This seven-county

regional information hub will be a vast source of library and community-based information as well as a gateway to information resources in full-text and digital formats worldwide.

How will the DALNET information hub be implemented?

DALNET will implement its vision of becoming a regional information hub through its Board and committee structure. In seeking to expand its information databases, the DALNET Board will actively seek to add libraries, information providers and data.

Each member institution is assured representation on the Board with institutional membership in DALNET committees a component of membership. The current committees are: Database Standards, Serials Control, Access, Circulation, and Collection Development. Other committees will be established as needed.

What are the geographic boundaries that DALNET will encompass?

DALNET will market its services within the seven counties that make up the Southeastern Michigan Council of Governments (SEMCOG). These counties are: Livingston, Macomb, Monroe, Oakland, St. Clair, Washtenaw, and Wayne.

Why is DALNET entering a partnership with Ameritech?

DALNET is a unique library consortium because of its size and its multi-type library composition. The Ameritech Horizon system is the only client/server system with at least two years of experience in providing library system software that can support the large consortium environment that DALNET provides. The partnership arrangement means that Ameritech is committed to developing the software to meet DALNET's needs.

Why should DALNET have confidence in Ameritech?

Ameritech Library Services along with all other library system vendors have recorded delays and failures. For example, most recently, the Ameritech NOTIS 6.3 Circulation enhancement has proven most unsatisfactory. The overdue and fine features are not designed for a consortium. Tape loading of the patron databases has been delayed and generation of statistical reports are still problematic.

Ameritech continues to be successful in the market place due to the success of its Horizon software. Recent reports in professional journals indicate that Ameritech continues to retain a high percentage of market share as libraries continue to choose its Horizon product. Because of the terms of the agreement developed between WSU/DALNET and Ameritech, WSU/DALNET is confident that Ameritech will meet the conditions of the agreement. The Partnership Agreement offers a number of concessions and discounts by Ameritech to DALNET in consideration of a number of factors to make their Horizon product

acceptable to DALNET members. Finally, should there be a lack of performance, there are a number of penalty clauses in the contract which allow DALNET to withhold or eliminate payment to Ameritech should performance not be demonstrated.

Can DALNET manage an expansion of its membership?

Based on the capability of the Horizon software and the pricing schedule in the Ameritech Partnership Agreement, DALNET intends to actively pursue an expansion of its membership and services. The Horizon system was chosen because it will support the consortium environment that DALNET provides. The pricing structure in the DALNET/Ameritech Partnership Agreement provides incentive for adding new members.

DALNET will hire two, new part-time staff to recruit new library and information provider members and do fund-raising.

Why should a library/organization join DALNET when a stand-alone system can be cheaper to purchase?

The attendant, often hidden, costs in operating a stand-alone system can approximate or exceed the cost of DALNET membership. Libraries operating stand-alone systems must individually absorb database management, system operations, technical support, and other labor costs. Also important, DALNET is a vehicle of community service to the Detroit metropolitan area. A shared regional information hub with access to a vast source of information expands the efforts of individual libraries and compounds the benefits to all participants and their users.

Why do DALNET members have to share in all modules as well as the system enhancements?

To be cost effective DALNET must implement a core set of modules. The enhancements are required to meet the needs of a multi-type consortium. Most libraries will want to implement all of these modules in order to maximize the return on their investment in the integrated online library system and to engage in resource sharing. Not all of the modules must be implemented by each member.

Required Implementation Modules

Cataloging
Circulation
Public Access Catalog
Serials
WebPac

Optional Implementation Modules

Course Reserve
Acquisitions
Media Booking

Included Enhancements

ReportSmith
InfoShare
RSS (ILL/Document Delivery)

Optional

NetPublisher (digitized
images or manuscripts)

If full membership in DALNET is not desirable, participation in DALNET can be achieved by becoming a Community Information Provider or a Customer. Costs will be commensurate with the services provided.

What are the financial terms of membership in DALNET?

There were a number of assumptions in assessing the cost of DALNET membership: 1) the formula must be equitable among participating libraries; 2) a minimum start-up cost was required of each participant because of the mutual benefits as well as the need to equally share commonly incurred expenses; 3) allocated costs must be easily explained and understood as well as uniformly applied; 4) every effort was made to lower ongoing costs to currently participating DALNET institutions.

The charges represent a fair allocation of costs based on the number of records. The DALNET pricing structure has been created to encourage participating institutions to add titles to the database in order to develop the regional informational hub.

Due to the different pricing models used over time, lowering ongoing costs to all participating institutions was not possible. The transition to Horizon is an opportunity to reallocate costs more equitably. Preferred pricing will be given to those institutions that sign with DALNET before the Ameritech contract is signed.

How does the payment formula work specifically for my institution?

The cost sharing model is designed on a tier structure based on the number of each institution's records in the database.

What is the definition of a record?

An institution's bibliographic, holdings, item, and acquisitions records in the database comprise their record count. The record count assessed will be as recorded at the time of the contract signing. Withdrawn item records will be purged prior to migration.

What is the payment schedule and the credit terms?

Payment schedule and credit terms can be flexible based on the needs of the individual institution.

Why isn't there an immediate decrease in the ongoing cost when moving to a client server system?

Most DALNET members will experience lower annual costs after implementation is complete. In the meantime, over the next two years, costs will increase due to the expense involved in consortium migration to a client server system. While DALNET makes this change, two systems will have to be run concurrently.

Why do DALNET members have to begin paying now for a system that will not be completely implemented until 1999?

In order to proceed with this major change, a commitment must be made and expenses must be covered. This project will begin in 1998 with an implementation schedule stipulated in the Partnership Agreement. Between 1998 and 1999 the DALNET application of Ameritech's Horizon system must be tested and accepted. While the DALNET application is being tested only some of the institutions in DALNET will be brought up to ensure the success of the software in a consortium environment. Other libraries will be added at strategic intervals, as stipulated in the contract, so as not to disrupt day-to-day performance of the system for patrons at member institutions.

Members coming up later on Horizon have the benefit of implementing a proven product that has been successfully tested and should not experience the frustration of testing a new computer application. DALNET members who are coming up first on Horizon are paying for an immediate implementation as well as contributing their staff's time to the testing process. Members who come up later on Horizon are paying for a smoother implementation. As some libraries will be supporting a system which has not yet been installed in their library, so those libraries coming up first will continue to financially support the old mainframe system until all DALNET libraries have migrated to Horizon.

Regardless of when a library is brought up on Horizon, once the contract is signed the schedule of payments begins and expenses must be paid beginning in fiscal year 1998. Payments will be staggered according to the implementation schedule as stipulated in the contract.

What is the benefit to signing up as a DALNET member on the initial Horizon contract?

Additional members brought in after the contract with Ameritech has been signed will pay a development fee to compensate the original institutions for taking the initiative for planning the new system and contract negotiation.

Why is a separate private frame relay network planned?

A dependable, high transaction, library-centered telecommunication network infrastructure will require a private dedicated frame relay system among DALNET institutions. This private network will ensure the dependability of the system as well as an appropriate response time for transmitting data. The cost of

this separate network is optional to individual member institutions. The Horizon system can operate on the Internet. This optional service would, however, guarantee network performance and adequate speed of access to the shared system.

Why do DALNET members need a Help Desk.

With the full implementation of a client/server system, the WSU Computing Center will discontinue support for the DALNET Online System. A Help Desk at Detroit Public Library will support all DALNET libraries in the client/server environment and serve as the first level of problem-solving when the situation cannot be resolved locally. The help desk personnel will record, track, and follow up on problem reports and requests for technical support.

Problems called into the help desk will be resolved either immediately or through conference calls to DALNET staff or vendor representatives. Problem reports and requests for technical support will be continually tracked until problems are resolved.

Why is there a system server at Detroit Public Library?

In order to guarantee reliable access to the shared system, two or more servers are needed. If one server goes down, the other can continue to serve the consortium. Having the second server in a different building ensures that a network outage will not take down the whole system. That is, we are getting redundancy both for the network and the servers.

Can Ameritech identify an operational site that demonstrates the digital technology that would apply to DALNET's information hub?

Yes, Southern Methodist University is using Ameritech's NetPublisher system to make its rare print collections available on the Internet. See <http://images.library.smu.edu> for images from the Hamon Arts Library. The Newbery Library in Chicago is also using NetPublisher.

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