July 25, 1996
Ward Conference Center, Outer Drive Campus
University of Detroit Mercy

PRESENT: Board Members : Deborah Adams, Margaret E. Auer, Patricia Senn Breivik, Nancy
Bulgarelli, Gloria B. Ellis, Suzanne O. Frankie, Karen Fulwood, Phyllis Jose,
Michele Klein, Jennifer Moldwin, Karen Tubolino, Mauice Wheeler

Project Managers : Michele Campbell, Indra David, Daria Drobny, James Flaherty,
John Houser, Mary Ann Sheble, Frank White

Guest : Jerry Bosler

Staff : Louise Bugg, Anaclare Evans, Jim Green, Bob Harris

Margaret Auer called the session to order and asked those present to introduce themselves.

PARTNERSHIP TEAM REPORT : Louise Bugg reviewed the DALNET Partnership Team Report
and Recommendations which summarized the meetings held during ALA with DRA, CARL and
Ameritech.

ACTION : Board members endorsed the recommendations of the team :

1) to meet with the Ameritech representatives in late August and prepare a
feasability report on an Ameritech partnership;

2) to arrange structured demos of 3 to 5 leading client/server library information
systems during September;

3) draft criteria for the Board's consideration in making an informed business
decision at its October meeting on the partnership proposal. The criteria will be
presented to the Board for review at its September 6 meeting.

STRATEGIC PLAN : Sue Frankie reviewed what has been done to date in developing a plan.
She offered an overview of Components of the DALNET Long Range Strategic Plan, proposed
definitions for use by DALNET in strategic planning, and reviewed Strengths and Weaknesses
and Threats and Opportunities in reshaping DALNET.

SWOT : Strengths/Weaknesses, Opportunities/Threats

Strengths :

Value resource for members/users
Multitype
Institutional autonomy respected
Individual affordability
Centralized technical support
Consultative decision-making
Potential external connectivity
Ability to negotiate as a group
Value-added services

Weaknesses:

> Aging system
> Lack of location based searching
> Difficult to search
> New functionalities limited

Opportunities :

> External funding possibility
> Forming alliances with business/community
> New gateway to additional resources : access anytime, anywhere, anyone

Threats :

> Lack of systems suitable for DALNET (size and complexity, for example)
> Cost associated with changing technology
> Other service provers/competition

ACTION : Margaret Auer moved, with support from Gloria Ellis, approval of the following MISSION STATEMENT :

> DALNET exists to better serve the information needs of its members' users through cooperative efforts among multi-type libraries and by sharing library automation applications.

Approved.

ACTION : Margaret Auer moved, with support from Phyllis Jose, approval of the following VISION STATEMENT :

By the year 2000, DALNET will

1) Be widely recognized as a model cooperative information services provider, one that anticipates and supports the information needs of a diverse community of users in the Metropolitan Detroit area;

2) Through creative partnering, provide excellent, flexible, responsive and cost effective services to DALNET libraries and the communities they serve;

3) Become a regional information provider of unique resources of the members and their communities;

4) Become an established gateway to information resources worldwide.

Approved.

ACTION: Margaret Auer moved, supported by Michele Klein, approval of the Component Planning Model as the operating model for strategic planning.
Approved.

Gloria Ellis and Michele Klein presented the Values/Principles Statement and moved for approval of the following, as it was revised :

Values/principles to which the DALNET membership subscribes are:

To give the highest priority to service to end users.

To deliver quality in all operational areas.

To be committed to resource sharing.

To provide ease of access to information.

To recognize partner diversity and the need to be flexible in implementation of initiatives.

To build strength based on common goals and needs.

To participate in democratic decision-making.

To be a learning organization that develops and shares staff expertise.

To be creative.

To provide leadership in information issues within Michigan.

DALNET business principles which maximize the investment in DALNET are :

To engage in cost effective practices.

To share local and central site expertise.

To be efficient in all operational areas.

To gather, evaluate and distribute relevant information before reaching a decision.

To respect local institutional values/principles and operational priorities.

To develop effetive group processes for good decision-making.

Approved.

FINANCIAL ISSUES : Patricia Breivik reviewed five issues of DALNET business and financial principles for discussion. The Finance Committee will be meeting Monday, July 29 to consider these issues:

Baseline member services, with flexibility to choose from optional, add-on services

Equal vote for all members

DALNET administrative cost sharing

Founding member status (financial)

Contract provision for temination and addition of members

ACTION : Gloria Ellis will prepare a report on the Finance Committee's meeting for the next Board session.

MEMBERSHIP ISSUE :An issue identified for further discussion is the size and composition of DALNET's membership.

DEFINITIONS : The proposed definitions used in strategic planning were reviewed and revised.

ACTION : Sue Frankie moved for approval, with support from Gloria Ellis, of Definitions for use by DALNET in Strategic Planning :

BUSINESS PRINCIPLES : Statements or phrases which are outcomes of the organization's Mission Statement and provide a framework from which to act on an operational level. Principles for working together effectively.

GOALS (CORE AIMS) : Statements of desired outcomes, each of which is usually the sum of a number of expectations.

MISSION STATEMENT : A statement of the underlying purpose of the organization; its reason for existence.

OBJECTIVES : Focused statements of desired outcomes that include time frames, people/groups responsible, action plans, measurable outcomes, and levels of attainment sought.

SWOT ANALYSIS : Review of DALNET's internal Strengths and Weaknesses, as well as the external Opportunities and Threats in DALNET's environment. A SWOT analysis is an important component of any strategic planning effort.

VALUES : Statements of beliefs which the organization holds dear.

VISION STATEMENT : A statement which is a reflection of the organization's focus; states where the organization is going.

Approved.

COOPERATIVE PROJECTS : Patricia Breivik reviewed the rankings for possible new DALNET projects that are not automation related. These grew out of the Summer 1995 DALNET Focus Sessions and were ranked at last spring's Board meeting (1 as highest, to 5).

ACTION : Resource sharing --- ways to improve access to each other's resources -- was referred to the existing Access Committee. The committee was charged with developing steps and options for the Board to consider.

ACTION : A Task Force will be created to look at cooperative collection building and cooperative purchasing.

CONCEPTUAL VISION : Louise Bugg reviewed the draft of DALNET's Vision for the Next Generation Information Services and System. The conceptual document, which deals with user needs and major categories of functionality for a system, will be the basis for discussion in the retreat with Ameritech. A draft will be sent to Ameritech by August 5. Suggestions were offered.

ACTION : A revised draft of the vision will be forwarded for review.

BENEFITS OF DALNET MEMBERSHIP : A revised copy of this document was reviewed. It was suggested that a statement be included that DALNET is a member organization in which members have a say in how the organization is run.

ACTION : A revised copy will be distributed for use at the home institutions.

GOALS : Sue Frankie led a brainstorming session on identifying ideas from which goals will be drafted.

DALNET Vision Statement (Areas underlined denote concepts for which goal statements are needed):

By the year 2000 DALNET will :

1) be widely recognized as a model cooeprative information services provider, one that anticiaptes and supports the information needs of a diverse community of users in the Metropolitan Detroit area;

2) through creative partnering, provide excellent flexible, responsive and cost effective services to the DALNET libraries and the communities they serve;

3) become a regional information provider of the unique resources of the members and their communities; and

4) become an established gateway to information resources worldwide.

GOAL AREA ONE : Be widely recognized...

> Develop a marketing plan
> Exert influence at the state level
> Investigate awards we might apply for
> Acquire one or more grants (maybe Empowerment Zone funds)
> Poster presentations
> Create a home page
> Develop new brochure
> Increase visibility at professional conferences and in professional journal literature
> Municipal recognition of DALNET as a major information resource
> Host conferences and workshops

GOAL AREA TWO : Be a model cooperataive information services provider....

> Implement our new system
> Expand our databases
> Share our resources
> Digitize our unique resources so they can be shared
> Integrate the Web with DCAT
> High speed system wide interlibrary loan program (requesting and delivery)
> High speed Internet access
> Information kiosk
> Expand full text access

GOAL AREA THREE : Anticipate and support the information needs of a diverse community of users...

> Identify our users
> Assess our users'needs (interviews, focus groups)
> Remote users (desktop access)
> Customize front end development
> Involve community groups/users in the development of our new system
> User friendly remote access
> Ways to respond to user needs
> Make easier for users to get materials from DALNET members

GOAL AREA FOUR : Creative partnering...

Collaboration among member lirbaries and/or with non-DALNET groups
Businesses
Negotiate with vendors, e.g. Ameritech
Staff development among DALNET libraries
Staff coverage while we are at meetings
With other library groups
With municipal/governmental agencies

GOAL AREA FIVE : Services to DALNET members

System support services
Cooperative cataloging and/or vendoring cataloging
Continuing education/training
Cooperative collection development
Cooperative purchasing - negotiate joint purchase/volume discounts
Continuing technological education/updates

GOAL AREA SIX : Service to DALNET community
[See ideas shown in Goal Area above]

GOAL AREA SEVEN : DALNET provide others access to our unique resources :

Identify resources to make available
Identify gaps in information needed; find potential providers to fill these gaps
Do retrospective conversion on our own collections
Locate funds to help fund these projects
Digitize unique materials

ACTION : Sue Frankie will chair a committee which will develop goals statements
from the ideas listed.

WRAP-UP : Margaret reviewed the activities to be undertaken as a result of today's session. The
regular Board meeting will be held Friday, September 6. The date of October 7 has been set
aside for the Board to take action on the report of the Partnership Team.

Gloria B. Ellis
Secretary

(handwritten: 1. high / 5. low)

(handwritten top right: Contact "Issues" Chris)

POSSIBLE NEW DALNET PROJECTS THAT ARE NOT AUTOMATION RELATED

Based on Focus Sessions, Summer 1995

During the Summer 1995 DALNET Focus Sessions, many needs and opportunities for cooperation were identified that go beyond our shared automated system. Besides the direct benefits to DALNET in acting on some of these opportunities in the near term, success in such projects could increase our confidence in our ability and willingness to cooperate as we determine our future goals.

Obviously, we cannot do everything all at once. We need to identify potential projects, prioritize them, and choose one or two to get underway this year.

This list of possible projects is not in priority order, but is offered as a basis for discussion:

(handwritten left margin: RATING)

A.   Training and staff development

(handwritten: 3)

    Areas for cooperation include: basic library skills, supervisory skills, library instruction/information literacy, presentation and teaching techniques, grant writing basics, managing document access and delivery services, working with difficult patrons, public relations/publications, etc.

B.   Resource sharing

(handwritten: 2.2)

    Consider ways to improve access to each other's resources, for example, honoring each other's library cards, developing new borrowing agreements, reviewing interlibrary loan agreements.

C.   Cooperative collection building

(handwritten: 2.7)

    Consider ways to view our collections more as a whole and, with that new view, help each library maximize the value of its acquisitions. Areas of collection overlap to consider include government documents and serials.

D.   Cooperative purchasing

(handwritten: 2.4)

    Plan ways to enter into cooperative purchasing to further leverage our size with vendors.

E.   Cooperative cataloging

(handwritten: 4.1 - lowest)

    Consider ways to share the cataloging workload among DALNET libraries, to reduce the number of times the same items are cataloged among us and to share specialized expertise with material format, subject, and language.

March 18, 1996
LB/cmz

BENEFITS OF DALNET MEMBERSHIP

TO LIBRARY USERS:

► **Saves Time and Effort**
Users have electronic access to the holdings of all DALNET libraries through a single search not only from library terminals, but also from remote microcomputers dialing in from homes and offices. Article citations are linked to DALNET libraries' journal holdings to help users find the articles they need more quickly. In fact, DALNET PrinText service provides high quality printouts of articles upon request by users, so they don't need to photocopy them from the journals.

► **Timely Information**
Users have online access to current information for most DALNET libraries about the availability of library materials, including circulation status, on-order status, and issues of journals received.

► **Increased Access to Information Resources**
Users have increased access to resources not located in their home institutions through interlibrary loan and document delivery. DALNET's gateway to online catalogs of other libraries in the metro area and the state provides users with familiar searching techniques to expanded information resources.

► **Fast, Efficient Service**
Computerized checkout and prompt overdue notices allow all users to know the status of library materials. As a matter of fact, a user can check on items borrowed and fines owed at any DALNET library that uses computerized circulation.

► **Consistent Information Retrieval System**
Once users learn to search the DALNET online catalog in one library, they can use those same skills at any DALNET library and for any DALNET database. Children can learn at the public library and carry their skills to the community college, to the University, and on to their careers in the metro area.

TO MEMBER LIBRARIES:

▶ **Cost-sharing**
Members share electronic database licensing costs and an automated library system which provides more capabilities than most libraries could afford on a stand-alone system.

▶ **Cooperative Collection Development**
Members have an opportunity to participate in cooperative collection development which can reduce duplication of library materials and give libraries more value for their acquisitions dollars, especially for electronic library resources.

▶ **Shared Staff Expertise**
Members are able to depend on DALNET staff to run the central system, install upgrades and fixes, and provide timely responses to their technical needs. Members also have the option of contracting with WSU, the DALNET host institution, for such services as cataloging and database management. DALNET members also share their expertise with each other and participate in joint staff development opportunities to help each other keep up with technology and learn new skills.

▶ **High Quality Shared Online Catalog**
Centralized database quality control provides enhanced database access that is consistent and follows national standards. Database maintenance tasks are done once to update records for all libraries.

▶ **Resource Sharing**
Through DALNET, members have electronic access to information about a wide variety of materials held in the metropolitan area, as well as an electronic gateway to the collections of other local and state libraries and to vendor-supplied digitized library resources. This helps members get materials to their users faster and more cost effectively through such services as interlibrary loan, document delivery, InfoPass and reciprocal borrowing.

▶ **Institutional Benefits**
By joining DALNET, members participate in an established multi-type library consortium, which can be an important factor in both internal and external fundraising efforts. In addition, institutions benefit from DALNET's role in regional and statewide initiatives, such as those that seek to connect educational institutions via the "information superhighway." Other advantages include expanded capacity to serve their communities as a gateway to information resources.

▶ **Flexibility for Individual Members**
DALNET provides optional electronic databases and services
from which individual member institutions can select ·to meet
their users needs. Local site hardware and networks can vary
as long as they meet baseline standard requirements for the
DALNET Online System.

▶ **Proven, Reliable Systems**
As the host institution for DALNET, WSU delivers excellent
system reliability and up-time for all members. New online
services and databases are often implemented first by WSU or
a small group of DALNET members. This enables the rest of the
members to try out and choose from proven, established online
services and databases.

▶ **More Rapid Innovation**
DALNET libraries can enter into projects that use leading edge
technology sooner than many individual libraries could do on
their own.

L. Bugg/cmz
DRAFT 2   *Democratic nalery*
July 22, 1996

DALNET's Vision for the Next Generation Information Services and System

The rest of the 1990's will be a time of transition for the Detroit Area Library Network (DALNET) as we prepare for and begin our migration to the next generation information system --one that will deliver the information services needed by our member libraries and their users in the 21st Century. DALNET librarians expect that there will be a noticeable and significant shift from print to digital resources and from in-house to remote access use for all our member libraries. They see the online catalog as just one of many resources, as users expect access to the information itself, not just the bibliographic citations. The new system will be more than an integrated library system--one that builds on the best features of the current shared system. It will likely integrate multiple systems to deliver these expanded information services.

DALNET's Vision for Our Future

By the Year 2000, the Detroit Area Library Network (DALNET) will

1)   Be widely recognized as a model cooperative information service provider, one that anticipates and supports the information needs of a diverse community of users in the Metropolitan Detroit area;

2)   Through creative partnering, provide excellent, flexible, responsive and cost effective services to the DALNET libraries and the communities they serve;

3)   Become a regional information provider of the unique resources of the members and their communities; and

4)   Become an established gateway to information resources worldwide.

DALNET's Users

To help focus on our users' information needs, we first looked at who our users are. DALNET's primary users are the citizens of the tri-county Detroit Metropolitan area, which now number over 3.9 million. Of our 500,000 registered borrowers, over 106,000 are children under the age of 18. These students learn about the DALNET Online System at their local branch libraries. About 135,000 library cards have been issued to adult residents of the area who use the Detroit Public Library (DPL) system. DPL also issues about 20,000 library cards to citizens of Michigan outside of Detroit, in its role as a state-wide resource library.

As these students graduate from high schools and go on to the area's colleges, they are highly likely to attend a college or university that is part of DALNET. Recent enrollments show there are over 90,000 students enrolled in DALNET institutions. Most of our students live and work in metropolitan Detroit and many attend school part-time. Some take classes at more than one of our institutions at the same time, and many transfer from our community colleges to our four year institutions to obtain bachelor's and graduate or professional degrees.

DALNET's hospital libraries have affiliations with the Wayne State University School of Medicine, as well as with the nursing, dental, and allied health programs at other DALNET academic institutions. Students, residents, and medical faculty move among the academic institutions and the hospitals for their instructional, research, and clinical work.

As our college students graduate and become professionals, some work in DALNET hospitals, the Oakland County Court system and the Detroit Institute of Arts where they use the DALNET Online System in those special libraries. Many are employed by the area's largest employers, including General Motors, Ford Motor, Chrysler, Detroit Edison, Ameritech, NBD Bancorp, and various accounting and law firms. The majority of our college graduates stay in the metro area and continue to use the DALNET Online System by dialing in from their offices, corporate libraries, and homes.

The DALNET patron database reveals that over 120,000 of our users have library cards from more than one DALNET institution. This is a considerable overlap among our users, who then benefit from learning a common interface to information that they can use at any DALNET library throughout their lives.

DALNET Users' Information Needs

DALNET's diverse users in our fast-paced urban and suburban populations highly value information services and systems that save them time and effort. We anticipate they need:

1) *ONE STOP SHOPPING* for information, with the integration of a comprehensive online catalog of all DALNET libraries' resources, citation and index/abstract databases mounted locally or remotely, catalogs of other libraries in the area and State, full-text/image databases (including journals, encyclopedias, dictionaries, and other reference books), and local administrative information systems in a single workstation;

2) *DESKTOP DELIVERY* of information, not only in DALNET libraries, but also on their campus or institution networks and to their homes and offices;

3) *CUSTOMIZABLE and SPECIALIZED USER INTERFACES* for DALNET's diverse user groups, with features such as a simplified interface for children, a basic interface for adults, and research-level interfaces for specilized disciplines such as medicine and law that can be selected by the user; a "kiosk" option for unattended public access stations; and menus or icons that display the databases accessible to different groups of users both in the various DALNET libraries and from remote dial up workstations;

4) *INTERNET ACCESS* using a Web interface with hypertext links to locate not just bibliographic and indexing records but also the CONTENT--whether it be full-text, image, sound, or video, regardless of its location in the world;

5)   *WORKSTATION INTEGRATION* of information--both citations and content--importing into users' information management software for learning, instructional, research, publishing, clinical practice and recreational uses;

6)   *UNIQUE LOCAL INFORMATION* accessible via the DALNET Online System--information that is either not yet available on computer or is on a standalone system, for example, DPL's Information and Referral Service and their Burton Historical and Automotive History collections;

7)   *CONTINUOUS AVAILABILITY* of the DALNET Online System 24 hours a day and 7 days a week;

8)   *ONLINE END-USER ACCESS* to DALNET libraries' services, including online requests for materials in DALNET and other libraries, user initiated holds, user accessible circulation records, and an online user alerting service;

9)   *EASY ACCESS* to and *PROMPT DELIVERY* of traditional information resources stored in DALNET libraries to all users, including on-site access to those collections open to the public, expedited inter-library lending for those collections that cannot be open, and remote access to collections elsewhere in the State, so our users need not be concerned about where the information they need is housed;

10)   *HELP* facilities for those users who need technical support to use the DALNET Online System, even to their desktops;

11)   *TRAINING* capabilities to teach staff and users how to use the system and how to locate and use electronic information.

DALNET Information System Components

To achieve our vision and provide these 21st Century information services to our users, DALNET envisions these components of our future information system. Our new system will build on the foundation already in place with the shared NOTIS Library Management System. This list of components does *not* include all the standard features of current integrated library systems, such as authority control with global change capabilities and circulation charge, discharge and hold features, but instead focuses on features new to the DALNET Online System.

1.   ONLINE CATALOG (Bibliographic access)

      Provide our users with a union catalog display as well as individual library catalog displays by collection, building, library, and groups of libraries;

Provide a choice of interfaces to meet the diverse needs of DALNET's users, which range from children to college students, from faculty/ professionals to the general public;

Provide "user friendly" interfaces that have well-developed, context-sensitive online help that will guide users through their information retrieval processes;

Include bibliographic records for electronic library resources included in the DALNET Gateway (see 6) with hyperlinks from those records to the full-text, images, sound, or videos.

2.   SHARED INTEGRATED LIBRARY SYSTEM

Enable DALNET libraries to use a single, shared bibliographic record for a title held by more than one member library, with the ability to store unique information about local copies;

Enable the output of individual DALNET libraries' bibliographic, holdings, and authority records, as needed, in standard MARC formats;

Enable library staff to manage their own holdings yet be able to participate in centralized processing, including both ordering and cataloging services, within DALNET;

Enable electronic data transfer, including MARC bibliographic, authority, and holdings records, vendor invoices, and citation records with abstracts, between the local system and a variety of information providers/vendors;

Enable electronic fund transfers to pay vendor invoices from multiple DALNET institutions;

Provide the capability to order, receive, pay for, inventory, and circulate titles with very large numbers of copies and locations, e.g., 600 to 800 copies spread among 30 buildings;

Enable DALNET libraries to create and manage records (for non-bibliographic data) for unique collections or information resources, such as the Information and Referral Service at DPL;

Provide a serials control module that predicts receipt of pieces, automates the update of bound volume holdings, includes bindery management, and interfaces with OCLC's local data record system;

Use shared files and records to minimize duplication of work among DALNET libraries, for example, prediction pattern records for serials, authority and patron records;

Enable DALNET libraries to further improve operational efficiency by automating areas not currently supported by the DALNET Online System, including electronic course reserves and media booking services;

Provide a security system for staff in DALNET libraries to be authorized to do their work as individuals or as members of groups;

Provide statistical and management data from all appropriate files with an online querying capability for staff to both display data online or export it in a standard format to create customized reports for individual DALNET libraries as well as groups of DALNET libraries.

3.   COLLECTION MANAGEMENT

Enable individual library as well as DALNET-wide collection management to minimize duplication among libraries, including collection usage and overlap reports at the title level, e.g., for serial titles;

Enable a DALNET library to be designated the archival repository for a title on behalf of all DALNET libraries and not withdraw the last copy held without review;

Provide collection analysis capabilities within and among DALNET libraries, for example, by classification number ranges;

Enable a DALNET-wide Digital Resources Team to evaluate and select resources to add to the DALNET Online System.

4.   CENTRALIZED PROCESSING

Enable DALNET libraries to participate in, as desired, centralized processing services, including purchasing, receipt, cataloging, and database management for traditional as well as electronic resources;

Provide a staff security and record management system that allows one person to do centralized processing for several DALNET Libraries;

Include a statistics capability to track services provided, e.g., number of titles cataloged and withdrawn;

Provide a way to create customized reports or electronic interfaces with local institutions' accounting departments.

5.   RESOURCE SHARING

Enable DALNET library patrons to move freely among member libraries that participate in reciprocal borrowing, for example, with a single library card issued by the home library;

Enable DALNET patrons to make online requests for information or for materials, whether in DALNET's collections or in the collections of other libraries or information providers listed in the user interface;

Enable DALNET staff to mediate online requests for materials, as desired, with both automatic and "manual" routing of requests to national-level Inter-Library Loan systems, including both OCLC and DOCLINE;

Enable transmission to users desktops of articles whether found in print or electronic format;

Provide self check-out, user initiated holds, user accessible circulation records, and a user alerting service;

Provide statistical and management data in a standard export format to create customized reports on DALNET's users, including reports on overlap of users among member libraries.

6.   GATEWAY TO ELECTRONIC RESOURCES

Enable the creation and maintenance of a DALNET Gateway as a "front-end" to more than 1,000 full-text, bibliographic, numeric, and other digital resources accessible via the Internet;

Provide the latest Z39.50 and Web connectivity to electronic resources that follows open system industry standards;

Enable the Gateway to be developed and managed by a team of experts in various disciplines from all DALNET libraries;

Enable centralized automated updating of Internet addresses for these resources;

Provide secure, controlled access to these resources as required by the terms of agreements with the information providers, including authentication, metering, accounting and electronic billing services;

Include these resources in the specialized OPAC interfaces as appropriate to the user.

7.   DIGITAL RESOURCES (Access and Creation)

Enable DALNET libraries to digitize unique materials, e.g., slide collections, archival materials, sound and video collections, and rare books, and make them accessible not only to their library users but also to citizens of the State of Michigan and beyond;

Integrate into the user interface access to index/abstract and full-text or image databases purchased collectively from other vendors with options for access via Z39.50 or via specialized vendor search software, as desired;

Integrate into the user interface Z39.50 links to other online catalogs, and enable the listing of these OPACS to vary by DALNET library;

Enable interfaces that can be customized for the type of user and by library, depending on the resources to which they subscribe;

Provide security features that enable subsets of DALNET libraries to subscribe to electronic resources and provide access to their users desktops;

Find ways to provide electronic access to local campus, institution, and community information resources to users of DALNET's Online System.

8.   INFRASTRUCTURE

Maximize the investment made in the current shared system hardware, software, and networks;

Ensure system reliability and performance for automated library operations 24 hours a day and 7 days a week with at least the current percentage of up-time, backup, recovery, and response time in a network that connects over 70 buildings in a 30 mile radius of each other and serves over ½ million patrons;

Enable centralized technical support services for DALNET system management, server administration, distributed printing, system backups, and trouble-shooting;

Provide systems that will run on microcomputer workstations with standard operating system software, with access to printers, high quality color monitors, and headphones for sound, as needed;

Provide systems that will work with workstations that also have the latest word processors, spreadsheets, database managers, statistical packages, bibliography makers, presentation and desktop publishing software for users' information management.

Integrate fully with the emerging technical services workstations that include cataloging tools, efficient record editing features, and online record tranfer to and from OCLC and other vendor sources;

Operate with TCP/IP connectivity.

9. MIGRATION STRATEGIES

Provide flexibility for DALNET libraries to migrate to the new system within a specified time period and to choose those capabilities of the system they need;

Support a phased approach to migrate from the private IBM-based SNA network to the TCP/IP network required for full use of the new system;

Support efficient file conversions for the large shared files as well as the individual databases from DALNET's current system to the new system;

Assist with installation of the needed telecommunications systems;

Minimize disruption to the production online system for the actual migration for each DALNET library.

10. USER EDUCATION PROGRAM

Provide ways for DALNET to deliver a user education program that promotes the effective use of DALNET libraries' rich resources with an array of user-friendly interfaces;

Provide online tutorials and context-sensitive help for staff mode;

Enable a visible means to make DALNET a well-known information provider in the Metropolitan Detroit area;

Provide a way for users to give feedback and suggestions to DALNET libraries about their online services.

L.Bugg
Rev. August 8, 1996.