DALNET Finance Committee
Meeting Minutes
Adamany Undergraduate Library
Wayne State University
September 7, 2000

Present: M. Auer, J. Bosler, N. Bulgarelli, B. Harris; B. Holley, P. Jose, K. Tubolino, M. Wheeler.
Guest: L. Bugg.

1. Call to order:
The meeting was called to order at 2:30 p.m. Members had arrived previously, however, a packet of documents was handed out. Committee members read the following documents previous to the call to order: DALNET Finance Committee Minutes for June 23, 2000 and for August 16, 2000, the DALNET Horizon Capacity Planning Report, and the DALNET Services – Member Satisfaction Survey. Approval of the Minutes was deferred until the next meeting so that committee members could read them more carefully.

Before beginning with the agenda, M. Auer wished to deal with a housekeeping issue. Auer made an inquiry into the paperwork for the DALNET Project Manager's contract extension until January 31, 2000. The WSU paperwork will be generated by Bob Harris after a discussion with *epixtech* to work out the details. In addition, a letter should be written to Meg Fisher, *epixtech,* responding that DALNET agrees to the conditions, as discussed by Fisher and Harris, for the salary and fringes during the extension period. Further, the letter should request a waiver. Provision must be made that in the event that S. Muir is the successful candidate for the DALNET Director position, he would be absolved of his promise to *epixtech* that he not work for DALNET immediately after his employment with *epixtech*. Harris will draft the letter for B. Holley, President of DALNET.

2. *epixtech* Payment Plan – Update
Committee members reviewed the Board action from the meeting of August 21, 2000 regarding payments to *epixtech*. It was agreed that a letter should be written to *epixtech* indicating the Board action The letter should be written to Meg Fisher as a response to her proposal and should be copied to Lana Porter. It should leave open the possibility for further negotiation. Bob Harris will draft the letter which will be reviewed and signed by Bob Holly as President of DALNET and Phyllis Jose as Chairperson of DALNET. The reasons for holding back $100,000 in payments will be stipulated. The letter will have to be reviewed by WSU legal counsel because it may have legal / contractual consequences.

3. DALNET Member Satisfaction Survey - Survey Results
Committee members discussed the results of the DALNET Services – Member Satisfaction Survey. There were a number of issues that were brought out in the survey that can be easily solved. They are: reinstating the DALNET list serve and a documentation review. L. Bugg was asked to review the Survey with S. Muir and to address those issues that can be easily fixed. L. Bugg and S. Muir may come back to the Finance Committee seeking help with implementation.

B. Holley began discussion by noting that DALNET has a fixed budget and that provision for any change must accommodate a zero sum solution. Changes in allocations may be possible as finances are reviewed. However, a request for an increase in payments from DALNET institutions is not likely to be meet with acceptance. The Finance Committee must base its decisions on the presumption that there will not be an increase in revenue.

Committee members agreed that DALNET must prioritize needs and match them against the money that it has to spend. There was some discussion of a change in direction, a change in services and a reallocation or a redistribution of the funds available. The following issues were considered: the DALNET Help Desk, the DALNET Webmaster, the need for additional staff in strategic positions, e.g. systems librarians, the WAN Administrator.
Committee members requested statistical data on the number of referrals made by the Help Desk as well as the DALNET assistance provided by the Webmaster. The current Webmaster is not working full-time on

DALNET issues. The question was asked: How much time is the Webmaster spending on DALNET business?

In reviewing the Survey Results, specific questions were considered.
- Is DALNET being staffed effectively? What is the common perception of how DALNET staffing is being done currently? How it could be done?
- How can DALNET better allocate its resources and offer better services?
- How do we improve communication to resolve the problems encountered with Horizon?
- Do services need to be reallocated to support the needs of the members?
- Are there current DALNET services that can be dismantled?
- Is the Help Desk something that is needed by DALNET?
- What would be the impact of disbanding the Help Desk?
- How would we phase out the Help Desk?
- Does DALNET need another Systems Librarian?
- Where are DALNET institutions supposed to go with their questions? What kind of a procedure should be implemented? Who to call?
- What support would DALNET institutions require to solve DALNET / Horizon problems?
- What impact will the proposed changes have on the ability of DALNET institutions to solve problems?
- Do we need to out-source services?
- Is there a need for a DALNET WAN Administrator?
- How does DALNET create an integrated look at DALNET web access?
- What are our Webmaster needs? Do we need a full-time person?
- It was noted that the Horizon Web Pac implementation is not standard HTML, thus, there may be a need for a web expert on the DALNET staff. IPAC may change this but this remains an unknown at this time. Are there some Web issues that can only be handled by DALNET staff?
- In the context of the Information Hub, does DALNET need two Web Pac experts? Is one or two Webmasters mission critical to DALNET?
- Do we need a full-time Webmaster to make institutional visits?
- Are most of DALNET institutions' WebPac needs handled by their own institution?
- On the issue of training, epixtech will train 3-4 institutions to deal with WebPac / Webmaster problems, is this an acceptable solution?

Detroit Public Library and Wayne State University have already begun discussions on the services that they provide for DALNET. Staffing costs as well as equipment (hardware and software) costs are already being considered. It was agreed that DALNET should indicate a direction for the two institutions to follow.

Questions were posed in the Survey responses as to the need for the Information Hub and the ability to incorporate new members. It was noted in the survey responses that expansion is difficult when the system still doesn't provide the services originally promised.

Some care must be taken to make sure that DALNET is making the right changes. A process approach needs to be put in place. The DALNET membership should be asked about the proposed changes. A plan needs to be proposed which considers the ramifications of the changes being discussed. The DALNET Project Manager's Meeting is scheduled for September 11, 2000. At this meeting the Project Managers will be polled as to their suggestions on whether to stop one service so as to begin another. The Project Managers will be asked for the pro's and con's . Their advise will be asked on DALNET needs and the support needed at their own institution. How much staff support do they need? The DALNET Task Forces and Committees should be polled as well as the Project Managers.

A particular concern was what would happen if the Help Desk was disbanded. What would be the consequences? Would the current systems librarians be overwhelmed. If the Help Desk is dismantled, what will replace it?

When looking at the marketplace, how much can DALNET afford to pay a Webmaster?
What about a mentoring program among DALNET institutions? Are there DALNET institutions that can support a mentoring program?

The intent is to provide better services with a zero sum gain. The Finance Committee agreed that it would like to deliberate further on the issues before providing the DALNET Board with a budget for FY 2000-2001.

4. IHDC Financial Proposal

K. Tubolino presented the Budget Proposal for the DALNET Information Hub. The Information Hub Task Force is asking for two new staff members, server site equipment, software and onsite laboratory hardware. In addition, on a long term basis the Task Force is requesting integrated search engine software. In order for the information hub concept to move ahead a redistribution of resources will be required. The Task Force is requesting an immediate allocation for the FY 2000-2001. Ongoing costs vs. one- time costs were considered. Grant funding was suggested, however, a grant request would take time to write and submit. The grant request solution does not address the current need to proceed.

The Grant Committee will be advised of the Information Hub Task Force need. However, the resources required for the project have been identified for a one year process beginning immediately. Feedback on whether to proceed is necessary from the Project Managers, the other Task Forces and Committees. The Finance Committee will need to address the request in the FY 2000-2001 Budget.

5. Vision for Financial Planning

a.   Servers

The DALNET Horizon Capacity Planning Report was reviewed. Options 1-5 were discussed with their financial ramifications. Options 1-3 were considered seriously. Options 4-5 were discounted. The need for one or two servers was considered as well as the need for one or two sites. The report will be revised with a more generic approach to Options 1-3 . The savings and functionalities with the respective options must be further reviewed. What are the staff savings to the different options? What about the reliability aspects of the three options? What are the ramifications of a single site as opposed to two sites? What are the risk factors?

b.   Information Hub

The Information Hub is a decision that was made with the Partnership Agreement and the Ameritech

Grant. A number of committee members affirmed that the information hub is something that DALNET wants to provide. Actually, DALNET has already begun to provide content in the form of the image database at UDM. The question now becomes: How do we want to further implement?

6. DALNET Budget 2000-2001, 2001-2002

The DALNET Budget could not be finalized because there were too many outstanding considerations to resolve.

There was some discussion of submitting a budget with the caveat that there would be a change during the year. The Committee agreed that they would prefer to take a bit more time and submit a document that was as accurate as possible. P. Jose indicated that since there were a number of substantive issues included in the Budget, it would be necessary to delay the Board meeting of September 18, 2000. Upon review of the issues, it was agreed that another Finance Committee was needed before the Budget could be finalized and that the Board meeting would need to be rescheduled.

7. DALNET New Members Proposals - Update

The status DALNET New Member Proposals was not discussed and was deferred until a meeting at a later date.

8. DALNET Membership in the Michigan Alliance of Community Networks

The Information Hub Task Force requested that the Finance Committee allocate $250 for membership in the Michigan Alliance of Community Networks. After a brief discussion the membership was endorsed and the allocation was approved.

9. Adjournment

The meeting adjourned at 5:20 p.m. The next meeting was scheduled for Monday, September 18, 2000, 1:00 p.m. at the University of Detroit McNichols Campus.

9/17/2000

DALNET HELPDESK STATISTICS- April 26–June 5

Period from 4/26/00 to 6/5/00

Type of Contact		Status		Method of Contact		Contacting Institutions	# Contacts
10	Connectivity	15	Resolved	13	Phone Call	Beaumont Hospital	5
7	Cataloging	9	New	1	Voice Mail	Botsford Hospital	1
1	Acquisitions	9	In Progress	14	Email	DMC	4
0	Serials			1	Fax	MCC	4
4	Circulation			4	Web Request	McGregor Library	1
0	Reserve Bookroom					OCC	6
6	Webpac					UDM	5
0	Staffpac					Walsh	2
5	Other					WCCC	4
33	Total					WSU Undergrad Lib	1

Avg. Problem resolution time

Contact	Resolution time (days)
9	0
1	1
2	5
1	11
1	18
1	28
15	63

4.2 days

Total DALNET+ DPL(for period of 4/26-6/5) = 44

DALNET HELPDESK STATISTICS- JUNE

Period from 6/1/00 to 6/30/00

Type of Contact		Status		Method of Contact		Contacting Institutions
5	Connectivity	6	Resolved	6	Phone Call	Beaumont Hospital
1	Cataloging	4	New	1	Voice Mail	DMC
1	Acquisitions	8	In Progress	11	E-mail	DPL Circ Desk
1	Serials			0	Fax	OCC
2	Circulation			0	Web Request	UDM
1	Reserve Bookroom					Walsh
2	Webpac					WCCC
2	Staffpac					
3	Other					
18	Total					

Avg. Problem resolution time

Contact	Resolution time (days)
1	0
1	1
1	7
1	5
1	5
1	11
6	29
	4.8 days

Total DALNET + DPL (for period of 6/1-6/30) = 30

DALNET HELPDESK STATISTICS- YTD

Period from February 22-June 30,2000

Type of Contact		Status		Method of Contact		Contacting Institutions	
35	Connectivity	47	Resolved	35	Phone Call	Beaumont Hospital	18
12	Cataloging	15	New	5	Voice Mail	DIA	1
3	Acquisitions	20	In Progress	31	E-mail	OCC	11
1	Serials	**82 Total**		1	Fax	VA Hospital	1
9	Circulation			10	Web Request	Walsh	4
1	Reserve Bookroom			**82 Total**		WCCC	9
10	Webpac					Other	1
2	Staffpac					Botsford Hospital	1
9	Other					DMC	4
82 Total						MCC	4
						McGregor Library	1
						UDM	5
						WSU Undergrad Lib	1
						*This totalDoes not include June	
							61

DALNET + DPL(for period of 2/22-6/30) =135