

**DALNET Project Manager's Meeting
Walsh College, Room 116
September 11, 2000, 1:00 – 4:00 p.m.**

Agenda

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| 1. Introductions, review agenda | 1:00 – 1:10 |
| 2. DALNET Fall Project Schedule—S. Muir | 1:10 – 1:30 |
| <ul style="list-style-type: none"> a) Horizon 5.3; Sybase; Horizon 6.0 b) WebPAC/IPAC; broadcast searching c) Group 5/new libraries | |
| 3. Horizon enhancements—Status report—S. Muir | 1:30 – 1:45 |
| <ul style="list-style-type: none"> a) Shared patron b) Patron authentication: RPA installation/testing c) Authority file d) Children's OPAC: IPAC testing and Search Engine Task Force report e) Ad-hoc reports: possible security solution f) Media scheduling: testing version 1.0 g) Interlibrary loan | |
| 4. WebPAC update | 1:45 – 2:15 |
| <ul style="list-style-type: none"> a) Status at DALNET libraries—Project Managers b) WebPAC editing—status, policies and procedures | |
| 5. Information Hub Development Committee | 2:15 – 2:30 |
| <ul style="list-style-type: none"> a) Outcome of Board meeting with Lana Porter b) Next steps | |
| BREAK | 2:30 – 2:45 |
| 6. Update from DALNET Central Site | 2:45 – 3:15 |
| <ul style="list-style-type: none"> a) DPL site—Help Desk report—K. Sanders b) DALNET positions—L. Bugg c) Firewall upgrade at WSU—J. Trzeciak d) Fall Horizon training schedule—A. Evans, A. Lim e) Frame relay bills—S. Muir | |
| 7. Outreach Report—D. Callaway | 3:15 – 3:25 |
| 8. Other matters arising | 3:25 – 3:30 |
| Volunteer to host November meeting? | |

NEXT MEETING: November 6, 2000, 1:00 – 4:00 p.m.

Map Attached

L. Bugg/cmz
September 5, 2000

DALNET PROJECT MANAGERS' MEETING

Walsh College

September 11, 2000, 1:00-4:00 p.m.

Minutes

Present: D. Adams (Botsford Hospital), B. Bett (Macomb Community College), G. Bosler (MCC), L. Bugg (WSU/DALNET), D. Callaway (WSU/DALNET), C. Eames (Children's Hospital), J. Emahiser (Beaumont Hospital), A. Evans (WSU/DALNET), J. Flaherty (WCCC), M. Galvin (DIA), A. Lim (WSU/DALNET), E. Lindley (Oakland County Law Library), C. Mudloff (Detroit Receiving Hospital), S. Muir (DALNET), D. Murphy (Walsh College), P. Orr (Henry Ford Museum/Greenfield Village), L. Papa (U of D Mercy), K. Sanders (DPL), M. Sheble (OCC), K. Tubolino (VA)

Absent: J. Brennan (Harper Hospital), M. Campbell (Huron Valley Hospital), M. Dow (Hutzel Hospital), D. Drobny (Rehabilitation Institute of Michigan), L. Lewis (Sinai/Grace Hospital), J. Shepard (Detroit Public Schools), J. Trzeciak (WSU), D. Zyskowski (Oakland County Law Library)

1. Introductions and review of agenda

The members introduced themselves. Two new Project Managers were introduced: Joan Emahiser, replacing Nancy Bulgarelli from Beaumont Hospital, and Mary Galvin, replacing Kraig Binkowski from the Detroit Institute of Arts. DALNET members expressed the desire to send J. Brennan cards expressing concern for her and wishing her well. A. Evans will post J. Brennan's address to the listserv.

The agenda was amended to include a discussion led by G. Bosler regarding results of the Finance Committee's "DALNET Users Survey" and possible reallocation of DALNET's resources (see Item #4). D. Murphy requested the addition of a discussion about offsite training during Section #6 of the agenda, "Update from DALNET Central Site."

2. DALNET Fall Project Schedule

S. Muir distributed a handout entitled "Projects, Fall 2000 (and Beyond)." Please see handout for additional details. Highlights of this discussion were as follows:

Horizon 5.3: Four more production databases (Beaumont's, Walsh's, MCC's and WCCC's) were to be upgraded to 5.3 this weekend (9/16-9/17/00), but J. Flaherty indicated that WCCC had not yet completed its testing, and that he would advise Scott of the new projected date as soon as possible. DPL's database will be upgraded on 10/1/00.

WSU Firewall: This work has been rescheduled for 10/8/00, during the night. Project Managers were informed that there will be no access to the databases on the servers at WSU until 8:00 a.m. the next day, when this work is performed.

Sybase Upgrades: The Sybase upgrades are scheduled for the winter holiday break (late December 2000). Solaris upgrades from 2.6 to 8.0 will also be handled at that time. Testing of the upgrades will be implemented sooner than that, however, sometime in late September or October 2000. C. Eames asked whether Sybase Open Clients would need to be upgraded as well. A. Lim will obtain information about this from *epix* and will forward to Project Managers.

RPA: This will be tested as soon as it can be successfully installed. L. Papa and A. Lim will be the lead testers on this project.

iPAC: This product is still in beta stage and will be tested by DALNET soon. The product is scheduled for release at the end of October 2000, but DALNET may be able to get it sooner. L. Bugg asked if there were any non-frame-relay sites that would be interested in participating in the test. M. Sheble indicated that OCC would be willing to help test iPAC.

RSS: iPAC 1.1 must be working before RSS can be used. *epix* offered an interim solution, but S. Muir advised *epix* that the proposed solution would have to be functioning at another customer site before DALNET would consider testing it.

Broadcast Searching: George Marck and A. Lim are working on the test implementation of broadcast searching and changing some mqindexes in test databases to improve results. Project Managers were asked to check their test WebPACs and determine if the index changes in their tables had adversely affected the searches there, specifically author, title, and subject searches. Project Managers were asked to send results to A. Lim within the next two days. If all testing goes well, Broadcast Searching could be put into production within the next few weeks. L. Bugg asked if the DALNET WebPAC committee had been working on Broadcast Searching page designs. M. Galvin advised that G. Marck had met with the subcommittee charged with this task.

Horizon 6.0: Release of Horizon 6.0 is scheduled for 10/31/00, but it is unlikely that this will be implemented as a Fall 2000 project. Earliest implementation would be Spring 2001, according to S. Muir. A. Lim asked if patch for 5.3 Acquisitions could be implemented sooner than this, however, and S. Muir indicated that this would be added to the schedule.

New Group 5 Libraries: Sinai/Grace and the Detroit Public Schools Professional Library are still in the conversion process.

3. Horizon Enhancements – Status Reports

Shared Patron Database: A. Evans discussed new *epix* document, dated 8/21/00, regarding a proposal to solve the SSN dilemma. *epix* proposes that we use the barcode issued by the first library to register a patron, as our unique union barcode number. Questions arose, such as “Could we accept each other’s barcodes – e.g. if one card is issued, can same card be used in a different library?” Members agreed that detailed policies and procedures would be necessary, if we were to implement the solution. A. Evans indicated that she and others felt the solution was workable; however, WSU uses the OneCard system which assumes that a patron has barcode for life and this may be problematic to DALNET. A. Evans asked if there were other DALNET members considering a “OneCard” system (or something similar to this) for debits/checkouts. K. Sanders indicated that DPL might be implementing something like this one day, but not in the near future. A. Evans mentioned that we need to ensure that multiple IDs are possible in the shared patron database and incorporated into the solution. S. Muir will share information with *epix* as to acceptability of the idea. The document will be distributed to Project Managers by A. Evans via the DALNETPM list for Project Managers to review, but the document should not be shared with non-DALNET people since it is marked “confidential.” L. Bugg asked whether the DALNET Board needed to approve the document, i.e. “Is the document a proposed solution or a statement of need?” General agreement was reached that the document should be sent to the DALNET Board for approval. S. Muir will advise the Board that the Steering Committee has already approved it. After that, if board members approve, then *epix* would have to come back to DALNET with more detailed specifications.

Remote Patron Authentication (RPA): Martin Austin is attempting to install the software now; L. Papa and A. Lim have not been able to look at the product yet. L. Papa noted that RPA may have to interact with the Shared Patron Database, so we need to keep this in mind as we build the Shared Patron Database.

Union Catalog and Shared Authority File: A. Evans discussed the statement of needs for the union catalog and shared authority file. A revised version of our requirements for the Shared Authority File was sent to *epix* over the summer. Last week, a conference call was held to clarify points in the document. Key to the requirements is a new normalization algorithm that should greatly reduce stubbies. *epix* understands DALNET’s need to load multiple authority resource files (e.g. MeSH, LCSH, LC-NAF, etc.), and they understand other needs (e.g. not all records will need to be contributed to union catalog). R. Call of DPL also participated in conference call, and all parties are feeling optimistic that DALNET’s needs can be met. L. Bugg asked if copies of the document could be distributed on the DALNETPM list. A. Evans agreed to distribute for Project Managers’ information. The Steering Committee has already agreed that the new statement of needs is acceptable. Since this is not a “solution,” but only a statement of needs, the document does not require the Board’s approval.

Children's OPAC and Search Engine Task Force: The Search Engine Task Force has completed its work. L. Papa advised that DALNET survey results regarding search engine features were included as an addendum to the report. The Children's OPAC Task Force has not finished its work yet.

Ad-hoc Reports, Possible Security Solutions: D. Adams asked for clarification regarding this enhancement and the proposed solution. A. Lim advised that, with the current Sybase configuration, DALNET members can use reporting tools to query any of the DALNET databases at will. To eliminate security risks, Sybase IDs and passwords need to be reconfigured to allow DALNET members to have access to their own databases and yet not have access to other DALNET databases, except for the ability to derive bibliographic and authority records from them. In addition, an all-encompassing Sybase ID and password is needed for DALNET Systems Office's access to the databases. *epix's* proposed solution, according to A. Lim, was being tested and was causing system errors. She noted that *epix* would be approached again regarding the proposed solution and work would continue to solve the errors that are being encountered.

Media Scheduling: S. Muir advised that Eric Jacobs of UDM was appointed new Chair of the Media Scheduling Task Force. A new member from MCC will also be appointed. Since DALNET now has the Media Scheduling software and connection information for a test database at *epix*, review of the current product by DALNET will begin soon.

Interlibrary Loan: A revised statement of need was received from *epix*, but S. Muir and L. Bugg have not had a chance to review it yet.

Other Enhancements-Related Topics Discussed: L. Bugg asked Project Managers how they would like to be informed about enhancements-related progress. D. Adams suggested that copies of timelines, working documents, and reports could be sent to Project Managers before every Project Managers meeting. Others agreed that this was a good idea. M. Sheble asked about RPA and what pieces of it were going to be implemented. S. Muir advised that the Systems Office didn't know enough about the product, and that UDM was bringing RPA up in single-site mode only for now, so that its possibilities for DALNET-wide use could be evaluated. B. Bett asked questions about IP address authentication and the use of proxy servers with RPA, and L. Papa answered that he and others testing RPA would be sure to investigate these aspects of RPA.

4. Finance Committee's Questions and Need for Feedback from Project Managers

G. Bosler led a discussion regarding the results of the DALNET users' survey and possible reallocation of resources. He noted that the Finance Committee was committed to responding to DALNET's needs in an improved, cost-effective way. He brought

forward the Finance Committee's questions and ideas for reactions from the Project Managers.

Users' Survey: G. Bosler discussed, in general terms, the results of the DALNET users' survey, promising that a more detailed report of the survey's results would be available soon. S. Muir and L. Bugg are looking at the responses and comments to see if any quick fixes can be made to some of the problems. For example, some DALNET libraries lamented the loss of the DHMT discussion list. They felt that technical information was not being shared in the same way now as it had been over the DHMT list. Lack of documentation was also mentioned as a problem. G. Bosler indicated the Finance Committee's desire to come up with "zero-sum" solutions. S. Muir and L. Bugg agreed to consider reviving the DHMT list or one similar to it.

After reviewing survey results, according to G. Bosler, the Finance Committee found that it was necessary to obtain more feedback from DALNET Project Managers, Task Forces, and Committees. Questions from the Finance Committee included: How can DALNET better allocate its resources? Do we need another systems librarian? Is the Help Desk needed? What would be the impact of disbanding the Help Desk? Are we allocating our funds appropriately? K. Tubolino affirmed that the Finance Committee really wanted to make sure that the full impact of its decisions would be assessed before any final decisions were made.

Help Desk and Technical Support Discussion, including the possible addition of DALNET Systems Librarian(s) and/or Analyst(s): S. Muir distributed Help Desk statistics, with G. Bosler pointing out that problems submitted to the Help Desk had cost DALNET approximately \$500.00 per question. There was general consensus that the Help Desk was not worth this high cost, since virtually all problems ended up moving to higher tiers of support. B. Bett mentioned that he would prefer having direct access to *epix* support, rather than having any intervening layers at all. S. Muir noted, however, that *epix* sometimes gives out advice that may be harmful to implement in a shared system and that this made expanded access to *epix* support risky. A. Lim added that direct access to *epix* rarely results in immediate responses and that Project Managers would be taking on their own sometimes-lengthy problem tracking if they had direct access to *epix* support. In addition to this, central site's body of knowledge about problems' solutions would be adversely affected if troubleshooting was decentralized. Several members expressed interest in obtaining direct access to Remedy via the Web. E. Lindley suggested that enough technical support should be available, at the level of Evans/Lim/Marck to enable DALNET staff to make site visits for problem-solving. L. Papa suggested that, instead of a Help Desk, it might be helpful to have a Systems Librarian at DALNET who would have core duties of technical support and documentation. E. Lindley and others agreed that more technical staff members like Evans/Lim/Marck were sorely needed, in order to keep existing members happy and our services and products attractive for new members. A. Evans brought up the emergency services currently performed by the Help Desk, asking how these services would be

provided if the Help Desk is disbanded. P. Orr supported the need for emergency services, noting that many libraries have longer hours and need to have immediate help if systems problems were encountered. DALNET members agreed that emergency services would have to be provided by current Systems Office staff, if the Help Desk was disbanded, e.g. via pager service.

Information Hub Initiatives Discussion: G. Bosler asked if it was the intent of members to move forward regarding the Information Hub initiatives. S. Muir distributed copies of the IHDC's budget proposal documents and Hub scenario. At this point, M. Galvin stated her belief that DALNET's core services and products should be improved first, before DALNET considered the Information Hub initiatives as high priorities. She suggested that, with our union identity gone (our current lack of a union catalog and shared files), we need other ways to get services and products back on track for our consortium. E. Lindley and L. Papa both contributed comments supporting the general idea that core services should be considered higher priorities than major Information Hub initiatives. G. Bosler responded to these comments with his belief that DALNET needed to take advantage of new opportunities and technical developments in order to remain viable and competitive in the field.

WAN Administrator and Webmaster Positions Evaluated: G. Bosler asked if these two positions were still viewed as necessities and if there were any ideas about how these positions' job descriptions could be revised to better meet DALNET's needs. C. Eames asked what the WAN Administrator would do for DALNET. L. Bugg described DALNET's earlier vision for this full-time position. After hearing the description, there was general agreement that the WAN Administrator position was not needed --- at least not in the way it was once envisioned. K. Sanders noted that some WAN administration duties were being distributed piece-meal to others, and he suggested that perhaps a Systems Librarian could handle WAN duties, Information Hub-related duties and perhaps some Web-related duties instead. This led G. Bosler to ask about DALNET's need for a Webmaster. M. Galvin mentioned the correlation between systems librarian work and Web-related duties, suggesting that the Webmaster's duties perhaps would be better handled by a Systems Librarian. E. Lindley supported this suggestion, stating her belief that one Systems Librarian with library experience and any level of Web skills would be an improvement over what we have now, especially with regard to WebPAC technical support. M. Sheble noted that perhaps the new position should not require a library degree, but C. Eames pointed out that the person in the new position would be expected to operate at A. Evan's and A. Lim's level and so should probably be a librarian or someone with significant library experience. G. Bosler asked if Project Managers agreed that DALNET needed a Systems Librarian/Webmaster position filled immediately. There was general agreement that this would be a positive move. K. Sanders asked if it would be possible to consider existing Help Desk personnel in the pool of candidates. G. Bosler answered by saying that position openings, if any, would be posted and applications accepted in the normal fashion.

K. Sanders stated his concerns about decentralizing the WAN administration duties, noting that the situation was stable right now, but that, as we added new members, more security and networking issues might arise. He suggested that Systems Office staff needed more telecommunications training. L. Bugg agreed that Systems Office staff should have the training and tools to monitor the network.

5. WebPAC Update

S. Muir reported that G. Marck is helping with WebPAC configurations by contacting individual sites and making sure they can edit and access their WebPAC files with any problems. Project Managers from Botsford, MCC, and DMC indicated that they had not yet been contacted by G. Marck. UDM's and OCC's WebPACs were both now fully operational, but OCC was still unable to access its templates. In response to a question from B. Bett regarding test files vs. Production files, M. Sheble noted that test files are the only ones that can be accessed right now. Once these are ready, G. Marck moves them over to production for the DALNET libraries. L. Bugg asked if more WebPAC training was desired, especially since iPAC will soon be here. M. Galvin and others agreed that they did not want to invest too much more time and effort on WebPAC. D. Murphy mentioned that E. Lindley had helped him enormously with his WebPAC questions, and this led to a brief discussion about the Horizon Experts idea. (There were no responses to the call for experts within DALNET.) M. Sheble suggested that perhaps when Project Managers receive more information about the iPAC schedule, we could determine then if people wanted to spend more time on WebPAC. There was general agreement that this was a good suggestion. A. Evans wondered if G. Marck might hold a "drop-in" training session in the meantime, for those who might be interested. S. Muir agreed to check on this with G. Marck.

6. Information Hub Development Committee

S. Muir distributed two documents: "Budget Proposal for the DALNET Information Hub" and "Envisioning a Simple Information Hub Searching Scenario." K. Tubolino led a discussion about the documents, noting that they had also been submitted to the Board. D. Adams asked what the Board's reaction was to the documents. K. Tubolino then read a statement from the Board's meeting minutes regarding the documents: "IHDC did not think that the hub concept is a priority for *epix* and would like to look at viable alternative products and vendors. We sense that it would be up to DALNET to initiate activities. IHDC did like the fact that L. Porter said no resources would be diverted from their main product and that any new product they create would conform to industry standards and would likely be based on XML. The question the Board needs to address is what obligation the partnership agreement puts on us regarding seeking other vendors without negating the spirit of the partnership with *epix*." G. Bosler offered his recollection that the board agreed the Information Hub initiatives were beyond the partnership agreement and that DALNET would probably open up these initiatives to other vendors.

D. Murphy brought up his concern that DALNET is not a non-profit corporation itself (501c3) and so can't enter into grants on its own with other institutions in the community that we are approaching. He recommended that DALNET's position should be better defined. S. Muir noted that there needs to be a distinction between DALNET library projects and non-DALNET projects for the Information Hub. L. Bugg said that this issue needed to be put into the Finance Committee's agenda, since many things would need to change in order for DALNET to obtain 501c3 status.

7. Update from DALNET Central Site

Due to lack of time, not all of the topics on this section of the agenda were addressed.

Training: A. Evans and A. Lim distributed their schedule to Project Managers. A. Lim distributed information about a possible Keystroke Macro Utility called JTAUTOENTRY, and asked Project Managers to contact her within the next few weeks if they were interested in receiving basic training for use of the utility in Horizon databases. D. Murphy then discussed his desire to see more customized training offered to DALNET members, at their own sites. L. Bugg responded that typically all DALNET training has been done at a central site, and A. Evans and A. Lim commented that training was very client-intensive and that customized training could be very difficult and time-consuming. E. Lindley agreed that customized, on-site training would be very helpful, noting that the training lab at WSU is often not up to speed. L. Bugg distributed guest parking cards for training purposes at WSU. The guest parking cards are being issued to DALNET members on a trial basis.

8. Outreach Report

D. Callaway distributed a report regarding Ameritech Grant Activities and New Member Marketing. (Please see handout for details.) She pointed out that Marygrove College, William Tyndale College and Mt. Clemens General Hospital are all in the final contract negotiating stage. As an aside G. Bosler added that, as the archdiocese and public schools might come in as single members, they then would have reciprocal borrowing among themselves, but not necessarily among other DALNET libraries.

8. November Meeting Changed? Host?

L. Bugg reminded Project Managers that the next meeting in November was scheduled during the same week as the Horizon Users Group Meeting (HUGM). November meeting: Project Managers then agreed to move the meeting date to Monday, November 13, 2000. Since the Steering Committee is also meeting that morning at OCC Royal Oak, M. Sheble agreed that OCC would host the Project Managers meeting in the afternoon as well.

The next DALNET Project Managers' Meeting is scheduled for November 13, 2000, 1-4 p.m. at Oakland Community College, Royal Oak Campus.

Minutes by,
Adriene Lim