

DALNET BOARD OF DIRECTORS

Meeting: Monday, May 21, 2001

1:00 pm – 4:00 pm

Community Room, Third Floor
Adamany Undergraduate Library

Wayne State University

5155 Gullen Mall

Detroit, MI 48202-3962

313/577-4020

- 1) Call to Order/Call to the Audience
- 2) Approval of Minutes from April 2001 DALNET Board Meeting
- 3) Finance Committee report – Jerry Bosler and Bob Harris
 - a. Update on *epixtech* payments
- 4) Information Hub Development Committee update – Karen Tubolino
- 5) Chair's report – Phyllis Jose
- 6) Steering Committee report – Scott Muir
 - a. Recommendation concerning member purchase of software that interfaces with Horizon. **Requested action: Board approval**
- 7) DALNET Director's report
 - a. Status of Ameritech grant
 - b. Planning retreat preps
 - c. DALNET-*epixtech* communications plan preps
 - d. DALNET staff assignments
- 8) Old business
- 9) New business

Confirm next DALNET Board meeting – date and location

information from *epixtech* about a credit of up to \$150,000. *epixtech* agreed to reimburse DALNET for NOTIS maintenance costs during the time that DALNET was operating concurrently on NOTIS and Horizon. This credit will be applied to the remaining \$669,259 due to *epixtech*. The balance is to be paid upon satisfactory completion of the milestones in the Agreement.

DALNET Digital Laboratory Agreement

A copy of the *DALNET Digital Laboratory Agreement* was distributed. The Finance Committee made several minor changes to the agreement since the Board reviewed it. Although the DALNET Board approved \$51,000 for DPL, UDM, and WSU to use for labs, the money has not been spent because there have not been specific guidelines for purchasing equipment and software. R. Harris noted that there are four ways for the institutions to make purchases:

- DALNET members can ask WSU to purchase the equipment for them.
- DALNET members can make the purchase and ask for a reimbursement from WSU.
- WSU can issue credit to member libraries.
- WSU can upfront a substantial part of the cost and reimburse the library for remaining costs after the equipment has been purchased.

R. Harris noted that the agreement will need to be approved by the WSU legal department before it can be finalized. If the legal department recommends significant changes, the contract will be reviewed at the June Board meeting.

ACTION: The Finance Committee recommends that the *DALNET Digital Laboratory Agreement* be approved, pending review by the WSU legal department.

APPROVED

4. Information Hub Development Committee (IHDC)

K. Tubolino reviewed the major points of four IHDC documents:

DRAFT: Project Plan for Information Hub: This is not a planning document, but is an overview of issues, tasks, and responsibilities involved in the Committee's work. The Board recommended the following revisions:

- Add a paragraph to clarify the purpose of the document.
- Define the Information Hub concept.
- Provide an executive summary.

Basic Criteria Rating: After a project is submitted to the IDHC, it is rated by Committee members on scope, subject, sustainability, and current status.

Seven Top Ranked DALNET Digital Projects: On the basis of the rating process, the Committee selected seven projects for follow-up interviews.

DALNET Information Hub Digital Projects: Follow-up Interview Questions: Five of the seven top ranked projects will be selected after the follow-up interviews. The Board recommended shifting some of the information from the interview guide to the document used for project submission so that better screening can be completed in initial stages.

Board members asked K. Tubolino to convey the following recommendations to the IDHC:

- Allocation of DALNET staff to the projects: Staffing and related implementation decisions will be made by the DALNET Director, in consultation with the IDHC.
- Role of the Board: Three areas where Board input is required were identified:
 - The institution submitting the proposal disagrees with the decision of the IDHC.
 - Unanticipated problems with the project are encountered and the project does not progress as expected.
 - There was a consensus that the Board should be kept closely informed about IDHC activities, and should continue to make policy decisions relative to the IDHC.

Several other IDHC issues were discussed and clarified:

- Submitting institutions retain ownership of the data.
- Submitting institutions are responsible for maintaining the information placed on the Hub.
- Project management responsibilities should reflect the nature and composition of the projects. There may be multiple or single project managers.
- DALNET members may go ahead with projects on their own even if the IDHC does not place a high priority on the projects.
- A high priority ranking designates that a project is potentially eligible for support from the DALNET Office.

ACTION: The following recommendation was made by the IHDC: The IHDC recommends the submission, evaluation, review, and final approval process for projects to build the Information Hub. Full documentation of the process will be filed in the DALNET Office.

APPROVED

6. Steering Committee Report

S. Muir reviewed the document, *Member purchase of software that interfaces with Horizon*.

The following questions were discussed:

- How will this process affect our licensing agreement with *epixtech*, especially if competitor's software is involved?

- Will the institution that implements the software be financially viable for any damages that occur to any of the databases?

The Board recommended the following revisions to the document:

- Change the first sentence from “DALNET members interested in purchasing any software ...” to “... DALNET members interested in using any software ...”
- Add a sentence to Item 2. “DALNET staff should contact *epixtech* to insure that the proposed product will not have any deleterious effect on Horizon or other *epixtech* products.”

ACTION: The Steering Committee recommends approval of the procedures to evaluate and implement software that interfaces with Horizon, incorporating the recommended revisions.

APPROVED

7. DALNET Director’s Report

a. Status of the Ameritech Grant

About \$50,000 of the grant money remains uncommitted. Phase II of the grant is intended for database design consulting, data collection and organization, and online publishing. M. Piper suggested using the remaining funds to support IDHC projects. This issue will be referred to the Finance Committee.

If Ameritech grant funds are to be used to support IDHC projects, the DALNET Board would like to ascertain that IDHC projects are beneficial to DALNET as a whole. The Board recommended incorporating this issue into the IDHC project interview questions.

It was the consensus of the Board to set aside \$5,000 of the grant money for marketing.

R. Harris noted that grant expenditures must be structured and easy to audit. They must be easy to track and well-documented. He suggested outsourcing, subcontracting, and use of consultants as examples of acceptable expenditures.

b. Planning Retreat Preps

M. Piper reviewed the memo, *Proposed plan of action for DALNET Board visioning retreat*. He proposed hiring L. Wetherbee as a facilitator for the July 23 visioning/planning retreat. It was the consensus of the Board to authorize him to proceed. Several DALNET Board members indicated that they would like to see planning sessions following the visioning retreat to ground the vision in organizational structure and operating procedures.

c. DALNET-*epixtech* communications plan preps

d. DALNET staff assignments

Given the time constraints of the meeting, M. Piper recommended discussing issues 7.c. and 7.d. via e-mail

8. Old Business

J. Moldwin requested an update on the status of the search for the DALNET Webmaster. M. Piper is waiting for a classification decision from WSU's Classification and Compensation Office. When the response has been received, the job will be posted.

9. New Business

MiLE Project

L. Bugg, D. Murphy, and M. Piper reported on the latest developments in the MiLE project and requested input from the Board on issues related to DALNET's position on vendor selection and commitment of DALNET resources to the project. This input is required for the June TLN Board meeting, which occurs prior to the next DALNET Board meeting.

Two of the four RFP respondents demonstrated their products to MiLE participants on May 1 and 2. Based on the demonstrations and cost estimates, both vendors (*epixtech* and Fretwell-Downing) are considered viable. The MiLE Steering Committee is working with these two vendors to finalize budgets. The cost estimate for the Fretwell-Downing product would cover initial start-up costs for all participants. The estimate submitted by *epixtech* assumes the commitment of DALNET resources.

L. Bugg posed several questions to the Board about resource allocation.

- Would DALNET contribute a server that was originally allocated to RSS for the project?
Discussion: M. Piper indicated that it is not clear if the RSS server will be required for iPAC and/or RPA and it is unclear at this time if the server can be committed to MiLE.
- Would DALNET contribute any of the RSS payment and training units to the project if *epixtech* is selected?
Discussion: DALNET's original contribution to the grant was the RSS licensing agreement. It was the consensus of the Board that this agreement should be respected.
- Would DALNET be willing to contribute annual maintenance funds designated for RSS toward the MiLE software maintenance fee if *epixtech* is selected? This is based on the assumption that this would be acceptable to *epixtech*. L. Bugg is attempting to get information from *epixtech* on this issue. A Board decision will be delayed until this information is in-hand.

Currently, *epixtech* does not have an ILL product that fully integrates with Horizon products used or soon to be in use at DALNET libraries. RSS does not work with Webpac. URSA is fully implemented at several sites, but URSA does not work with Horizon 6.0 or iPAC. URSA will be replaced in the fall by two new products, iSELECT and iREQUEST. Neither of these products is currently in production. The Fretwell-

Downing product is out, but has been in the U.S. for just one year and is not fully implemented at any of the U.S. sites.

If the Fretwell-Downing product is selected and DALNET continues to participate in MiLE, it is unclear if the terms of the DALNET-*epixtech* contract would allow DALNET to substitute other *epixtech* products for RSS. L. Bugg noted that product substitution has been possible in the past.

It was the consensus of the Board to recommend that a decision on a vendor for the MiLE project should be delayed until working products are available. This recommendation is based on the need for more detailed budget information, the need for more time to evaluate the two vendors, and to allow time for further product development. If grant specifications will not permit this delay, L. Bugg was asked to convey that the Board would prefer *epixtech*.

L. Bugg noted that the LOM is working with the MiLE Steering Committee to obtain additional funding for the MiLE project.

10. The next meeting will be on June 25 from 1:00-4:00 p.m. at the Walsh College Novi campus.

Meeting adjourned at 4:21 p.m.

Mary Ann Sheble
DALNET Board Secretary

Member purchase of software that interfaces with Horizon

DALNET members interested in purchasing any software that would interact with DALNET Horizon servers or Horizon software, including WebPAC, iPAC and related products, must first consult with the DALNET Steering Committee, which advises the DALNET Board on Horizon related goals, objectives, policies and standards. This policy applies to products that would be mounted on a member site server as well as a DALNET server.

1. The Steering Committee will assess the potential impact that implementing the proposed product may have on DALNET resources, including the potential value of the product to all DALNET member institutions..
2. The Steering Committee will advise the DALNET Director if assistance of DALNET Systems Staff is needed to support their assessment. Such assistance may include summaries or estimates of hardware, software, telecommunications, security/firewall access, product interfaces, and staff time required for initial installation, customization and ongoing maintenance of the product.
3. As part of its assessment, the Steering Committee will recommend whether the proposed product should be implemented and the ranking of the proposed product with regard to established Horizon priorities.
4. Based upon the assessment and recommendations of the Steering Committee, which may require approval of the DALNET Board, the DALNET Director will develop a plan for incorporation of the proposed product into DALNET project time-lines.
5. The DALNET member site will be advised by the DALNET Director and/or the chair of the Steering Committee of the status of their request at each of the applicable steps above

DALNET assumes no financial obligations for maintenance costs for these products nor does it accept any responsibility for their failure to work with future releases of Horizon and related products. The purchasing site is responsible for all licensing issues and costs. There may be charges to the member site for installation and ongoing support service from DALNET. DALNET staff will be responsible for notifying member libraries of all documented new features and changes to features in a timely way before migrating to new *epixtech* software releases. The site that purchases a product should recognize its obligations to keep its Horizon system in-synch with DALNET's release.

Draft
Scott P. Muir, Leo Papa
9/27/00
rev. 2/21/01
rev. 2/22/01

1
Revised
to 5-21-01

DRAFT

Project Plan for Information Hub

I. Introduction

The Committees' role is to guide the realization of the DALNET Information Hub.

Current Status

DALNET has two image databases developed by the University of Detroit Mercy. The metadata records are in Horizon and make use of a modified MARC record structure. They are stored on one of the DALNET Central Site Production Servers. The Images are stored on a server at the UDM. These two databases are searchable via individual WebPACs available through the DALNET Im@gine Web Site.

While the current approach of loading records for digital images into Horizon provided DALNET a good starting point, the process has some significant limitations and impacts, including:

- 1) takes up space on Horizon servers;
- 2) requires DALNET central-site staff to upgrade databases each time they upgrade Horizon;
- 3) requires the use of MARC-like records;
- 4) requires catalog training in Horizon for data entry;
- 5) does not make use of new technologies.

Goal

To have an array of databases comprised of images, multimedia, marked-up text, finding aids, statistical and numerical resources, etc. These databases will not be restricted to the MARC record format. Access to the information in these databases will be available through a unified search engine capable of retrieving information across all selected resources. Some of these databases will be stored at a DALNET Central site server, while others may be stored remotely.

II. Collection Development Plan

Goal

To have a collection development plan that includes a set of criteria for selecting Hub projects. Some of the criteria will depend on standards and system architecture constraints that still must be determined. Other areas that will impact decisions are the collection access issues, and the relationship of the sponsoring organization(s) to DALNET. These criteria will be entered into an evaluation or decision-making matrix. The IHDC surveys will be used to solicit project ideas. By applying the selection criteria to the results, projects will be recommended for implementation to the DALNET Board.

A. Criteria for evaluation

1. Subject content and demand

- a. Resources will have a Detroit and/or Southeastern Michigan connection
- b. Materials of relevance or interest to DALNET members
- c. [Elaborate on subject areas being sought for cooperative resource sharing??]
- d. Uniqueness, not duplicating existing collections
- e. Intrinsic value for research beyond the scope of SE Michigan
- f. Content is static or dynamic with plans for updating
- g. Subjective purpose of the collections (i.e. Holocaust denial)

2. Ease of development

- a. Progress on the project to date
- b. Progress towards digitization
- c. State of the collection's organization
- d. Inclusion of metadata
- e. Project requirements match existing or available DALNET equipment and expertise
- f. Timing for the project fits into DALNET scheduling

3. Financing

- a. Funds from sponsoring organization(s)
- b. Grant availability or potential to attract funding
- c. Cost savings potential via a cooperative venture

4. Legal ramifications

- a. Copyright status, rights, and permissions for electronic transmission of database content

- b. Licensing issues for software to build and operate database
 - c. Proprietary access restrictions [negative factor]
 - d. Requirement for charging users [negative factor]
 - e. DALNET membership status of sponsoring organization(s)
5. Preservation and enhancement of intellectual access
- a. Digitization will increase access to source material content for posterity
 - b. Digitization will improve demand for source content (create new audience? indexing increases use?)
 - c. Current technology yields adequate image quality
 - d. Digitization process will/will not adversely affect the source materials (Necessity for the use of surrogates?)
6. Database support and technical feasibility
- a. Technical infrastructure exists to create, manage, and deliver the database
 - b. Staffing exists to create, manage, and deliver the database (Is it clear who will assume responsibilities?)
 - c. Database would assist in the development and learning curve for implementing future Hub databases
 - d. Database can be contracted out for development or done in-house
 - e. Transportability of database for future (if we change systems, will it be easy to migrate?)
7. Intellectual control and ease of use
- a. Database subject content would be organized in a way suited to online use with adequate indexing, metadata, finding aids, etc.
 - b. Digital files are of a manageable size and format to be useable by patrons

B. Process for Solicitation and Approval

Goal

To develop a fair and equitable process to identify, evaluate, approve and fund digitization proposals/projects. To develop written procedures to use with clear communication practices that should facilitate this process.

1. Process for soliciting projects
- a. Establish process for soliciting projects from DALNET member's libraries/institutions

b. Establish process for soliciting projects from non-DALNET members

2. Determine evaluation criteria

a. *See Section II*

b. Adapt tested practices that apply
(*see attached Reference List*)

3. Determine who evaluates the proposals/projects
To be determined

4. Determine who has final approval
To be determined

5. Procedures for communication about decisions on proposals/projects
To be determined

6. Identify when to seek applicable grants and funding programs
(*see Section X*)

7. Clarify any legal issues

III. Search and Retrieval Issues

Goal

Secure a search engine and user interface that will allow users to search across the various Hub databases in an integrated fashion. Present the results of searching potentially heterogeneous sources in an intelligible and easy to use fashion. Such an interface should also permit users to limit searches to specific databases using the vocabulary native to that resource. Until integrated searching is available, the HUB and its representative Task Forces must seek to guide HUB developments along a path that will permit easy transition from limited to more complete iterations of the desired, integrated HUB interface.

A. Investigate current search engines

1. Informal information gathering
2. RFIs (Request for Information), etc.

B. Determine where and how epixtech development fits into IHDC strategy

C. Sponsor initial IHDC prototype databases that address technical issues and which demonstrate alternative data strategies.

1. Health Sciences Calendar—will demonstrate a way to present community service data
2. UDM Shipping Database—will demonstrate integration of Multimedia with Horizon based MARC data
3. Projects that demonstrate other responses to technical and organization questions will be identified via survey of members.

D. Articulate a critical path based on investigation and experimentation that will chart the way to integrated retrieval of HUB documents and describe development interim stages.

IV. Database Standards

Goal

Identify and adapt current and evolving data standards that can be utilized to provide a framework for description of Information Hub resources in a fashion that is compatible with the critical path identified for the Information Hub development and that will provide a migration path as the system evolves.

A . Data elements

1. Define a semantic data element set (a) that will accommodate print, manuscript, image, moving image and sound files as well as diverse subject disciplines.
2. Provide mappings to currently accepted data standards for the DALNET data dictionary elements.
3. Identify preferred binding mechanisms to carry the data in an integrated environment (e.g., XML, HTML)
4. Construct simplified data entry guidelines that can be easily used by non-library data entry staff if necessary.
5. Contribute to the construction of easy to use Web-based or other data entry templates for description of print, manuscript, image, moving image and sound materials.
6. Address data issues specific to intelligible retrieval of resources:
7. Recommend indexing and retrieval parameters for the Information Hub databases in the context of the interim and potential information architecture
8. Recommend ways to handle levels of hierarchy and granularity within and across databases.
9. Recommend authority control mechanisms in a diverse data environment.

V. Education, Communication, and Training

Goals

To stay abreast of the latest trends related to digitization and methods for integration of multiple file types for developing the Information Hub, to keep DALNET members informed.

To conduct training for the purpose of successfully creating and using lm@gine databases.

A. IHDC will seek to educate itself, through literature, web reviews, optional use of consultants and travel to sites using the latest techniques

1. All task forces and committees reporting to the Hub will inform the IHDC of latest trends and developments along with their recommendations for action.
2. The IHDC will hold information sessions for the DALNET Board and/or other DALNET member staff to give background information related to IHDC suggestions for options.
3. The IHDC will periodically bring issues with background instruction to the DALNET Board and will include liaisons from other DALNET committees for the purpose of cross-communication.
4. Provide training for the following:
 - a. Operating equipment
 1. Training in the use of new equipment, especially that in the Digital Laboratories will be provided by the host institutions to members using the equipment.
 2. If there are training needs that cannot be met locally, the host institutions can request funding assistance from DALNET to train those who will be responsible for training others.
 - b. Maintaining databases
 1. As new databases are developed, especially those using database structures other than Horizon, members will need to be trained in their development and maintenance.
 2. Members who develop expertise in particular database structures are encouraged to share this with other DALNET members.

c. Understanding and using the Horizon system as needed

- 1. Training in the use of Horizon for non-bibliographic databases, for example, UDM's Great Lakes Shipping Collection will be made available to members who develop MARC-based databases in Horizon.**
- 2. Understanding metadata and other database structures**

VI. Marketing , publicity and public relations

Goal

To include the Hub projects and opportunities as an important part of the DALNET marketing plan and efforts.

- A. Marketing the Hub to potential project participants should follow overall DALNET marketing strategies, which need to be distinctly articulated by the Board.
- B. Announcements about DALNET Hub grants and new databases may be used to publicize DALNET.
- C. Members should use the opportunity to promote DALNET internally within each of the parent organizations by soliciting project proposals and demonstrating the benefits of the Hub.
 - 1. The IHDC will market to DALNET members, affiliates, and through subject-oriented task forces.
 - 2. Terms, which may be offered to potential project participants, should be clarified. (See Collection Access Issues).

VII. Issues related to system integration – Hardware and Software

Goal

DALNET needs to identify the hardware and software requirement for the central server sites, other server sites, scanning workstation requirements, and access workstation requirements. These recommendations should make use of technologies that will provide us with a migration and/or upgrade path wherever possible.

- A. Identify hardware requirements for server(s)
 - 1. Central sites
 - 2. Member sites
 - 3. Affiliate sites
- B. Workstation requirements
- C. Hours of availability of non-central sites servers
 - 1. Back up copies of databases and servers
 - 2. Downtime for maintenance
 - 3. Firewalls and access limitations
- D. Policies for staffing and use of DALNET digitization labs
- E. Coordination of equipment purchased for DALNET digitization labs
- F. Support the migration of data to new technologies
- G. Oversee the integration of systems

VIII. Collection Access Issues [Legal Issues]

Goals

To clarify the legal issues related to DALNET membership and Hub project participants and apply findings.

To clarify the nature of affiliate membership and Hub project participant members

To establish costs and charges for DALNET Hub services for each member category.

To clarify the steps to determine copyright, proprietary obligations, responsibilities for DALNET and member services (including firewalls).

To establish and maintain legal agreements related to vendors, contracting, other licensing arrangements, and grants for the Hub.

IX. Staffing Requirements

Goal

DALNET Staff – both systems integrators and librarians will be required to perform training, implementation, and administration of HUB databases. At the same time DALNET staff are also focused on on-going Horizon operations. Staffing resources must be monitored to insure that they are sufficient and that DALNET priorities are being met.

- A. Staffing requirements at central sites
- B. Staffing requirements at project sites
- C. Knowledge of standard in metadata and digitization

X. Grants and Financial Resources *(per Board of Directors Grants Committee)*

Goal

It is unlikely that DALNET will be able to establish new databases without additional funding from new sources. A grants process will allow us to greatly increase the number of resources available in the HUB. Some funding for the HUB will come from DALNET resources.

- A. Identify project that are suitable for Grant funding
- B. Establish process for making requests to DALNET Board and/or Grants Committee
- C. Identify process for approval
- D. Clarify role of Grants Committee - provide written charge
- E. Grant writing or endowment process is initiated
- F. IHDC is kept informed of the status

XI. References

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Revised 2/12/01

BASIC CRITERIA RATING

Rate each category 1-10 (10=highest)

Project Name _____

SCOPE

Format
Size
Depth
Growing vs. Static Collection

SUBJECT

X3

Unique
Potential Audience
SE Michigan relationship
Why digitize
Relativity to digital universe

SUNSTAINABILITY

X2

Funding source
Institution report
Incl. Monetary support, personnel etc.
Copyright
Commitment to standards

CURRENT STATUS

MARC, cards, etc.
Description/inventory
Finding aids
Organized

(Topics shown in italics are thought values)

DALNET Information Hub Digital Projects Follow-up Interview Questions

GENERAL

- What is the goal of your project?
- What is the DALNET membership status of the sponsoring organization?
- Provide the name and contact information, phone, fax, and e-mail for the person (project manager) in charge of your project.
- How much time can this person devote to this project?
- Describe any deadlines that will affect this project.
- When will you start and when do you expect to complete the project?

SUBJECT

- How or where do you envision this database fitting into the DALNET infrastructure?
- How would you like the data integrated into collections from other institutions?
- Describe the depth to the body of knowledge this project will add.
- Describe the target audience.
 - Describe the project's research value.
 - Describe any Detroit/ SE Michigan connection.
 - Describe any special significance for DALNET members.
 - Describe any value for other local constituency.
 - Provide URL's for any similar projects elsewhere.

STATUS

- Describe the work that has been done on this project.
 - Is the collection already organized?
 - Are there existing finding aids, such as inventories, cataloging, database records, bibliographies, or other access mechanisms?
- Describe the size of the collection.
 - How many items are currently candidates for digitization?
 - Is this a growing or static collection?
 - If growing, what are the plans for updating and maintenance?
 - Will it be digitized in phases?

RESOURCES

- How do you envision the staffing for completing the project?
 - What human and financial resources will you/your institution contribute?
- Will special expertise be required, such as subject, technical, preservation, archival expertise?
- Describe expertise you would require from DALNET or other DALNET libraries.
- How do you envision the funding for completing the project?
 - List any current funding.
 - Detail any known grant potential.

- Please estimate the project costs or detail factors for which there will be a cost.
- Describe any cooperative potential (staffing, materials, equipment, financial resources, grant) for the project.
- How dependent is your project on DALNET sponsorship?

LEGAL ISSUES

- Are all rights issues resolved?
 - Who owns the copyright?
 - Do you have written permission to digitize the materials?
- List any software-licensing issues.
- List any access restrictions for using the finished database.
- List any use charges for this database.

ENHANCEMENT/PRESERVATION ISSUES

- Describe if digitization will increase access to important materials.
- Describe the current physical condition of the materials.
- Describe any preservation goals you have.
- Describe if digitization may harm source materials.

TECHNICAL FEASIBILITY

- What are your technical needs?
 - List any equipment you would need to complete this project to which you currently do not have access.
 - Do you plan to request access to one if DALNET's digital laboratories?
- Where do you want to store the data (DALNET server, institution's servers, third party server)?
 - If it is not a DALNET server, what plans have you made to insure access to that server?

May 9, 2001