**DALNET BOARD OF DIRECTORS**
Meeting: Monday, April 23, 2001
1:00 pm – 4:00 pm
University of Detroit Mercy – McNichols Library
4001 West McNichols
Detroit, MI 48219-0900 (313/993-1090)

1. Call to Order/Call to the Audience

2. Approval of Minutes from January 2001 DALNET Board Meeting

3. Old Business

   a) Chair's report – Phyllis Jose

      i. Detroit Public Schools – DALNET membership status

      ii. Confirm the following email votes

         1. Appointments to Cataloging/Authorities Task Force
            and Health Sciences Hub Task Force
         2. Software – DALNET Shared Patron solution
         3. Software – Union Catalog proposed solution

   b) Internet Hub Development Committee update – Karen Tubolino

4. New Business

   a) Meet with Lana Porter, *epixtech* President

      i. Review project accomplishments and milestones
      ii. Preview challenges and goals for the next year

   b) DALNET Director's report – Michael Piper

      i. Discuss process and expected outcomes for DALNET Board's
         planning retreat. Confirm July 23 as preferred date

5. Confirm next DALNET Board meeting – Date and Location

**Present:**

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| Deborah Adams | Botsford |
| Jerry Bosler | MCC |
| Nancy Bulgarelli | Beaumont Hospital |
| Marilyn Dow | Hutzel Hospital |
| Cathy Eames | DMC |
| James Flaherty | WCCC |
| Robert Holley | WSU |
| Phyllis Jose, Chair | OCLL |
| Jennifer Moldwin | DIA |
| David Murphy | Walsh |
| Patricia Orr | Henry Ford & Greenfield Village |
| Leo Papa | UDM |
| Mary Ann Sheble | OCC |
| Karen Tubolino | VA |
| Jill Van Buskirk | Mt. Clemens |
| Maurice Wheeler | DPL |
| Frank White | Marygrove |

**Staff:**

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| Duryea Calloway | DALNET |
| Robert Harris | DALNET |
| Scott Muir | DALNET |
| Michael Piper | DALNET |

**Guests:**

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| Louise Bugg | WSU |
| Bill Easton | *epixtech* |
| Lana Porter | *epixtech* |
| Julian Critchfield | *epixtech* |
| Sandra Yee | WSU |

1. The meeting was called to order by P. Jose, Chair at 1:10 p.m. The Chair welcomed Sandra Yee who will be replacing R. Holley as the WSU representative and President of the DALNET Board, and announced that Leo Papa was attending the Board meeting, representing M. Auer of UDM. P. Jose congratulated D. Calloway on her promotion to Librarian III.

2. **ACTION**: K. Tubolino moved, seconded by D. Adams, that the minutes of the January 22, 2001 meeting be approved as amended by changing 7.a. from "K. Tubolino (chair, IDHC)…" to K. Tubolino (member, IDHC)…"
**APPROVED**

3. Old Business
a. Chair's Report
i. P. Jose reported that she anticipates receiving an update from the Superintendent of the Detroit Public Schools about the level of interest in DALNET membership.

ii. The following email votes were confirmed:
(1) **ACTION**: N. Bulgarelli moved, seconded by R. Holley, the appointment of Denise Konchel (Walsh) to the Cataloging/Authorities Task Force, and Marie Lise Shams (UDM) and Jill Werdell Spreitzer (UDM) to the Health Sciences Hub Task Force.
**APPROVED**

(2) (3) **ACTION**: N. Bulgarelli moved, seconded by D. Adams, to approve the DALNET Shared Patron and Union Catalog solutions proposed by *epixtech*.
**APPROVED**

b. IDHC Update
K. Tubolino provided an update on IDHC developments and distributed two handouts: *DALNET Digitization Hub Projects* and *DALNET's Digital Collection Survey*. The *DALNET Digitization Hub Projects* handout lists 19 possible digitization projects that have been submitted to the Committee, along with the name of the submitting organization and the date of submission. She encouraged Board members to distribute the list to library staff and forward comments to her. Libraries can continue to submit projects to the IDHC, using the criteria on the *DALNET's Digital Collections Survey* handout. Project review will be a two-step process: (1) The IDHC will review the projects and assign a numeric value to each and (2) representatives who submitted the projects will be interviewed. The Committee hopes to have questions for the interview finalized by their next meeting.

The Health Sciences calendar is on the DALNET server and the first round of data has been implemented. The IDHC will demonstrate the project at the next Board meeting. Following the demonstration, the calendar will be available for others at DALNET institutions to view.

4. New Business
a. The Chair turned the floor over to M. Piper to facilitate the discussion between the Board and *epixtech* representatives. The discussion began with a review of the agenda:
- Review goals
- Review accomplishments
- Preview challenges and goals
- Wrap-up: Summarize
- Actions and agreements

The desired outcome of the discussion is an agreement about what we want to accomplish together.

L. Porter began the discussion by summarizing some of the major changes in *epixtech* that will impact the partnership and provided an overview of her perspective on the partnership. *epixtech* has had a major turnover in personnel, including an entirely new senior executive team. With these changes, the company is becoming more adept at thinking in "Internet-time" and there is a focus on faster product development. L. Porter stressed the need for clear and open communication in the partnership, including the freedom for the partners to tell each other things they may not necessarily want to hear.

DALNET is one of five library-*epixtech* partnerships. J. Critchfield noted that the multi-type library environment of DALNET is important to the company because it is a single organization where *epixtech* can come for information on how to put together a system for a wide variety of library types. Additionally, products that are developed for consortia will fit well with the needs of large libraries. In the partnership, *epixtech* hopes to continue to capitalize on DALNET expertise and the synergy of working together.

M. Piper opened the floor for DALNET Board members to provide perspectives on the partnership. Discussion focused on the following issues:
- The turnover in personnel at *epixtech* has been problematic in that it has led to lack of continuity in work completed on enhancements.
- DALNET has been asked to develop functional specifications for some of the enhancements. Concern was expressed about the lack of response from *epixtech* to these documents.
- Enhancements have been slow in coming and when delivered, they have not always worked as expected. Broadcast searching in Webpac was cited as an example.
- Concern was expressed about the best way to negotiate "missing" pieces of an enhancement when functionality is at about the 75% level to meet DALNET needs.

On the basis of this discussion, the following challenges and goals were identified, and the following agreements were reached:

**Challenge 1**: Implement Horizon/iPAC to support broadcast searching

**Goal 1:** Implement iPAC for multiple DALNET sites, with onsite consultation from *epixtech* to ensure successful implementation.

Horizon 6.0 will need to be implemented prior to iPAC. S. Muir stated that it should be possible to have all DALNET libraries on Horizon 6.0 by summer.

There was some discussion about implementing iPAC 1.0 vs. waiting for 2.0. L. Porter noted that implementing 1.0 would allow DALNET libraries to have input into the development of 2.0. If iPAC is implemented in test only for a representative sample of DALNET libraries, possible problems could be identified in early stages before they impact patron searching capabilities.

**Agreement 1**:  By May 15, 2001, develop a plan to work together to implement Horizon and iPAC for broadcast searching across all DALNET member libraries in a single session.  This plan will include on-site support from *epixtech.*

The plan will include a target date for having iPAC implemented (possibly, August 15, 2001) for a sub-group of DALNET libraries, and will specify a mix of large and small sites for testing and implementation. *epixtech* will assign a project manager and will do whatever needs to be done to meet the target implementation date.

L. Bugg asked about the compatibility of iPAC 2.0 and Horizon resource sharing products, such as iSELECT, iREQUEST, and URSA.  L. Porter will check into this.

**Challenge 2**:  Achieve improved communications

**Goal 2:**  By June 1, 2001, devise a plan for improved communications.

**Agreement 2**:  By June 1, 2001, devise a plan for improved communications that will include e-mail communication, weekly conference calls, face-to-face meetings, and Web-based conferencing.

Discussion on tactics to improve communication focused on the following issues:
- Provide access to e-mail updates via a Web-based discussion board that would include archives
- Continue weekly DALNET-*epixtech* conference calls. Focus calls on one or two significant items, rather than conducting broad-based issue discussions.
- Board members can subscribe to the *epixtech* ebuzz discussion list
- Bring *epixtech* and DALNET together through face-to-face meetings and Web-based conferencing.  Extend meeting opportunities to DALNET Project Managers.  Suggestions were made to adhere to the contract specification of twice a year *epixtech*-Board meetings and three times a year meetings with other DALNET representatives.
- There is a necessity to find ways for DALNET to speak with a single voice that represents the concerns of all DALNET libraries

**Challenge 3**:  Jointly negotiate priorities to be addressed.

**Goal 3:**  Create a communication plan that will incorporate a means for both parties to exchange information on priorities.

**Agreement 3**:  By November 30, 2001, DALNET and *epixtech* will conduct a review of priorities, product fixes, and payment schedules.  This process will result in written agreements and timelines for addressing priority issues.  This process will include a report at the June 25 DALNET Board meeting about where DALNET priority enhancements fit into *epixtech* plans.

Discussion focused on the following issues:

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- A joint plan for the next twelve months should address mutual priorities, product fixes, and payment schedules.
- Timelines and agreements should be clarified.
- Goal setting between the two partners needs to be coordinated more clearly. DALNET would like to see DALNET priorities incorporated into *epixtech* plans, and would like to complete the DALNET annual planning process with *epixtech* priorities in mind.
- A copy of the *epixtech* product plan was requested for the June 26 Board meeting.

R. Holley noted three areas of the partnership in which he would like to see changes:
- New releases and other software should be provided only after software has been user tested in an environment similar to DALNET.
- Development should focus on making Horizon functionality less staff intensive.
- Provide tips to let DALNET know about features that may not be immediately apparent from the documentation.

The following "next steps" were identified by DALNET and *epixtech:*
- An *epixtech* representative will meet with DALNET about new products and product development
- The Board retreat is scheduled for July 23, 2001.
- Both partners agreed to work on a joint one-year plan.
- There will be a joint review of the partnership by November 30, 2001.

b.  DALNET Director's Report
July 23, 2001 was confirmed as the date for the DALNET Board's planning retreat.  The following sites were suggested for the retreat:  Macomb Community College, Fairlane Estates, Laurel Manor, Walsh College.  In addition to the Board, members of the following groups will be invited to attend the retreat:  DALNET Office staff, Project Managers, Steering Committee, IDHC, and committee chairs.

Possible agenda items for the retreat and expected outcomes were discussed:

- Plan where DALNET wants to go within the next twelve months
- Set future directions for DALNET
- Discuss criteria for determining what constitutes a completed enhancement and decide how these criteria relate to payments
- Set a timetable for enhancements to ensure payment for deliverables
- Determine if Horizon is meeting the needs of our users
- Define the parameters of the DALNET Information Hub
- Look for ways for DALNET to use member libraries more efficiently
- Discuss how DALNET fits into statewide initiatives, OCLC initiatives, and other "natural partnerships"
- Discuss how DALNET should balance resource allocation and commitments to core services, the Information Hub, and new members

- New members: What do we have to offer them?  How do new members fit into DALNET?  What are we building that would benefit new members?  How can new members benefit DALNET?
- Determine if we can speak with one voice on DALNET priorities
- Generate operational concepts that can be implemented

P. Jose and M. Piper will work from this list on a retreat agenda to present during the May 21 Board meeting.

Part of the June 25 Board meeting will be used to prepare for the retreat.  Ideas on possible issues to cover and possible presentations were discussed:
- Presentation from the Finance Committee on current status of payments to *epixtech*
- Clarify current status of the partnership, the partnership contract, and new members
- Status of the Ameritech grant
- DALNET staff: Allocation of resources/time
- Status of the Information Hub
- Assessment of how Horizon meets the major needs of member libraries

Assistant Director Job Posting
A brief discussion of the job posting for the DALNET Assistant Director position was added to the agenda.  The Board asked for additional technical responsibilities to be incorporated into the position announcement.

5.  The May 21 Board meeting will be held at DIA.

Meeting adjourned at 4:25 p.m.

*Mary Ann Sheble*
*DALNET Board Secretary*