

DRAFT

DALNET BOARD MINUTES

Monday, October 22, 2001

1:00-4:00 p.m.

Mount Clemens General Hospital Board Room

Present

Debbie Adams

Margaret Auer

Jerry Bosler

Steven Bowers

Marilyn Dow

James Flaherty

Phyllis Jose

David Murphy

Patricia Orr

Mary Ann Sheble

Nancy Skowronski

(representing M. Wheeler)

Karen Tubolino

Jill Van Buskirk

Frank White

Sandra Yee

Botsford General Hospital

University of Detroit Mercy

Macomb Community College

Rochester College

Detroit Medical Center

Wayne County Community College

Oakland County Law Library

Walsh College

Henry Ford Museum & Greenfield Village

Oakland Community College

Detroit Public Library

Veterans Administration Medical Center

Mount Clemens General Hospital

Marygrove College

Wayne State University

DALNET

Duryea Callaway

Robert Harris

Scott Muir

Michael Piper

1. The meeting was called to order at 1:00 p.m. by chair, J. Bosler.
2. **ACTION:** M. Auer moved, seconded by J. Flaherty to approve the minutes of the September 24 meeting as written.

APPROVED

3. Steering Committee Report
 - a. Update on Horizon Assessment Results: D. Callaway distributed and reviewed the document, *Member Library Survey Report, 10/21/01*. The document provides information on the number of DALNET members that participated in the assessment and the number of institutions that responded to questions, listed by the module used most frequently. The concluding section of the document outlines the process used to analyze and organize assessment results.

S. Muir noted that the Steering Committee did not have enough time during the October 19 meeting to conclude their discussion on (1) priority setting and (2) scenarios to discuss with the vendor. These tasks will be completed at the November 12 Steering Committee meeting. M. Piper noted that current projections place the *epixtech* site visit during the week of November 19-23. The final written report for the Board will need to be completed within a timeline that allows input from the Board before the *epixtech* visit.

As planned, the written report will present summary information from the assessment, identify outstanding issues, prioritize issues for the vendor to address, and develop demonstration scenarios. Board members asked for the following additional information to be included:

- List of libraries that participated in the assessment, overall and for each module
- Number of responses for each item
- Balanced report that places equal emphasis on strengths of Horizon and requested improvements
- Methodology explanation
- Executive summary

D. Callaway noted that it was not possible to present tabulations at the individual respondent level since multiple respondents collaborated on some of the assessment forms.

It was the consensus of the Board to review and provide input on the written report via e-mail, especially as related to priorities and demonstration scenarios. The written report will be presented for further discussion during the December 3 Board meeting.

4. MiLE Project Update: D. Callaway noted that not all DALNET libraries have returned their participation commitment forms. She asked for the forms to be completed, signed, and returned quickly. The contract with *epixtech* has been signed. URSA training materials are on the *epixtech* website. She will review the materials before making a recommendation for use/non-use.

5. Chair's Report

ACTION: The Finance Committee recommends the appointment of Patricia Orr to the Committee.

APPROVED

J. Bosler noted that he will be stepping down as chair of the Finance Committee and that P. Orr has been selected as his replacement.

6. DALNET Director's Report

M. Piper expressed appreciation to J. Van Buskirk for her hospitality.

a. Joint Priority Setting with *epixtech*: M. Piper outlined the projected steps for joint priority setting with *epixtech*

- On-site visit

- Demonstrate problems identified in the DALNET-Horizon assessment
- Develop strategies to address the problems, outlining specific steps that will be followed for DALNET and *epixtech*

D. Murphy commented on the difficulty of demonstrating system time-outs, and noted that he would like for *epixtech* to know that defining and finding a solution to this problem requires DALNET to hire and pay a consultant.

S. Muir provided an update on the status of (1) DALNET's implementation of Horizon/ and Horizon releases, (2) data migration problems, and (3) enhancements.

(1) Implementation of Horizon/releases

- Migration from NOTIS to Horizon completed (December, 1999)
- Upgrade to Horizon 5.3 (summer, 2000)
- Upgrade to Horizon 6.0 (summer/fall 2001)

(2) Data migration problems

- 008 field: Solution; payment made to *epixtech*
- subfield v in 6xx fields: Solution in 6.0; has not yet been implemented by DALNET
- 5xx fields in authority records
- 4xx fields in authority records
- subfield w in authority records: Solution announced for 7.x
- duplicate authorities

Current DALNET plans would implement one major release per year for all libraries. Background migration process would implement releases that are skipped. It is projected that the schedule to implement one release per year would keep DALNET current within one version behind *epixtech's* latest release.

(3) Enhancements

- Shared patron file: Work on project will not begin until after 7.2 is released
- Union catalog/Authority resource file: Work on project will not begin until after 7.2 is released
- Children's PAC: iPAC 2.0 has a children's PAC. Payment will not be made until approved by DALNET libraries that use the Children's PAC.
- RPA: Implemented at some DALNET sites; considered less satisfactory for others; specs submitted to *epixtech*, outlining DALNET requirements
- Media Booking: Implemented at some DALNET sites; S. Muir will attempt to get a timeline for upgrades.
- ILL: Functionality is not yet at the point requested in the DALNET enhancements. There are, for example, no links to DOCLine, a database provided by NLM.
- Administration Security: DALNET and *epixtech* were able to derive a satisfactory solution by tweaking Sybase. Payment made.

- Broadcast searching: Implemented in basic form; will work better with iPAC. Partial payment made. Frame relay problems are restricting access for some DALNET libraries, but this is not an *epixtech* issue.

S. Muir noted that DALNET's top enhancement priorities were previously determined as the following:

- (1) Broadcast searching
- (2) Shared patron
- (3) Union catalog/shared resource file
- (4) Children's PAC

Several Board members discussed ongoing problems with their Frame Relay services. R. Harris noted that Ameritech provided guaranteed pricing for a five-year period, but there is not a commitment from DALNET to retain Frame Relay for a specific period of time.

b. DALNET Strategic Planning: Proposed Next Steps: M. Piper outlined a "Starter List" for core strategies to begin the DALNET planning process.

Stabilize Core Services

- Fill current vacancies in the DALNET Office
- Organize resources to work smarter
- Complete server upgrades
- Continue efforts to stabilize the ILS through server upgrades and addressing connectivity problems

Collect, analyze, and use member feedback

- Finish the Horizon assessment
- On-site visit from *epixtech* to discuss strengths/weaknesses of the system as it impacts day-to-day work in DALNET libraries, and set 2002 joint DALNET-*epixtech* priorities
- Continue planning process
- Using L. Wetherbee's suggestions as working documents for vision and mission statements, revise to meet the approval of the DALNET Board

Engage in trend analysis

Build innovation into planning

Address strategic issues

Five strategic issues were identified as priorities in a prior Board discussion. Board members deliberated the feasibility of prioritizing these priorities.

- Integrated Library system
 - What do members want and need?
 - What do we know about the state of the art?
 - How do we develop a strategic plan for the next system?
 - Can we develop partnerships to help us?

- What is the state of the art? Are there better solutions?
- Multi-type consortiums face the challenge of diverse needs, and trying to tailor the library system and services to meet this diverse range of needs
- Training, support, and member communication
 - Use technologies such as online and video conferencing to improve communication, support, and training
 - How can DALNET provide better services?
- Organizational structure and governance
 - How will we refine and staff the organization to be more effective?
 - Given that we want to retain the best features of our committee structure, how can we refine the structure to promote more efficient and productive interaction between committees and Board members?
- Emerging opportunities
 - Given the current staff, resources, and services, how do we analyze options and select appropriate development paths for DALNET?
- Partners, allies, competitors

Each Board member identified their top two priorities and commented on the rationale for their choices.

Vote tabulations

- Integrated ILS (13 votes)
- Training, support, communication (6)
- Organizational structure and governance (7)
- Emerging opportunities (3)
- Partners, allies, competitors (1)

The following list provides a summary of comments made during a discussion of rationales for priority selection.

- The ILS and organizational changes are inherently linked. Start with the ILS. Organizational changes will occur as we get the system working for DALNET.
- We need to focus on the broader picture and broad opportunities.
- We need to expand our knowledge base and gain a better understanding of the current ILS marketplace. What is the current state of the art?
- All five issues are critical and must continue to be the focus of DALNET discussion and efforts.
- We need to revisit the issue of the appropriate role for DALNET. Should DALNET concerns be centered on an ILS or should they be focused on other issues? If both are critical, what is the appropriate balance?
- We need to focus on the ILS as simply one piece in the array of goods and services offered to fulfill our responsibilities for organizing and delivering information.
- Educating ourselves about the state of the art and emerging opportunities is critical to becoming better consumers.
- DALNET needs to begin thinking and talking about long-term opportunities.

- We need to find an appropriate balance between the role of the Board in activities related to the ILS, and the role of the SC and other DALNET groups.
- We need to think broadly about our options for an integrated system. For example, a single ILS for all DALNET members may not be realistic or necessary.
- The ILS brought DALNET together, but is this what holds us together indefinitely? DALNET needs to find other organizing principles by investigating partnerships and emerging opportunities.
- DALNET was sold on the idea that forming a consortium would save time for members, but staff from member institutions are spending considerable time in DALNET meetings and working with their local Horizon databases.
- “Simple is beautiful.” Members want an easy-to-use low maintenance ILS.

Board members proposed possible existing and new groups to work on issues related to several of the priorities:

- ILS: To help us become informed consumers, DALNET will conduct a review of the ILS marketplace to identify the current state-of-the art. One of the aims of this benchmarking study will be to assess the best available solutions for priority issues identified in the Horizon assessment project. Potential participants in this project include the Steering Committee, Project Managers, and Board members.
- Training, support, member communication: DALNET staff, with Board oversight will recommend strategies for improving member communication.

By Board consensus, a discussion of priorities and options for moving ahead will be revisited at a second meeting. This will allow Board members time to reflect on the discussion of the October 22 Board meeting.

Next meeting: The next meeting will be held on Monday, December 3 at Wayne State University.

Meeting adjourned at 4:00 p.m.

Mary Ann Sheble
DALNET Board Secretary

