DALNET Board of Directors
Meeting Minutes
Monday, 26 August 2002
University of Detroit Mercy, Outer Drive Campus

DALNET Board prepares for strategic planning effort

Michael Piper asked the Board to provide guidance for the Planning Team, which will present recommendations at an upcoming Board meeting about the DALNET planning process. Launching the discussion with Einstein's quote, "Imagination is more important than knowledge," Piper said DALNET's future will be limited only by our imaginations -- and by members' commitment to work together to achieve shared goals. Piper asked the Board to consider several questions:

1)   What have we learned from strategic planning in our local institutions, and with DALNET?
2)   What kind of experience do you plan to have with the DALNET planning effort?
3)   How engaged do you plan to be during the planning process?
4)   How much risk are you prepared to take?
5)   How invested are you in the quality of experience of those around you?

In sharing their experiences, hopes and expectations for the DALNET planning process, Board members discussed several key elements for a successful planning effort:

- **Commitment**. The key to making a plan become a reality is the commitment level of participants, especially at the Board level.

- **Implementation and follow-through**. It's nice to get together and talk, but if there's no follow-through and no end result, everyone feels frustrated.

- **Set challenging, realistic goals**. "Dream, but stay reality based." Determine priorities, and then plan how best to implement these priorities with available resources.

- **Allocate resources prudently**. Lack of skills, time and understanding can torpedo implementation. Allocating the right level of resources to prepare and implement the plan is key.

- **Walk the talk**. Accountability is essential. An effective plan should include key performance indicators to track progress.

- **Get DALNET staff in synch with the plan**. Since people are most likely to own what they create, DALNET staff participation in the planning effort is essential.

- **Use people's time effectively**. Use conference calls and e-mail to facilitate participation.

- **Under-promise, over-deliver**. Avoid announcing plans before they are implemented, and make only those promises we're sure we can deliver on.

"Big Questions." Next the DALNET Board addressed three "Big Questions" identified in the July 2001 planning retreat: The Integrated Library System; Training, Support and Member Communications; and Partners, Allies, Competitors and Relationships.

Integrated Library System. In today's environment, when members rely increasingly on electronic information resources in a variety of formats, the Horizon ILS assumes added significance. At the July meeting, the Board agreed that Horizon 7.2 is a critical release, since it will provide an opportunity for evaluating the ILS feature set, assessing *epixtech'*s reliability, and for appraising the firm's long-term suitability as a continuing partner.

To enable members to assess Horizon 7.2 and iPac, its companion product, the Board has asked DALNET staff to get these products running as soon as possible. Scott Muir said DALNET expects to have all members on Horizon 7.2 and iPac before the winter term begins in January. Horizon 7.02/3 is running in all databases except one, and staff expects to begin migrating members' test databases to Horizon 7.2 by mid-September. Muir said DALNET staff also plans to have iPac running for several members in time for the September Project Managers' Meeting.

Using the Horizon Assessment as a guide, DALNET will monitor *epixtech'*s follow-through on delivering upgrades and enhancements. Piper gave an update on several of these priorities:

Feature	Version with this functionality	Available
Reciprocal borrowing	Horizon 7.03	September 2002
Fast broadcast searching	Horizon 7.2	January 2003
Enhanced security	Horizon 7.3	2003
Authority file, Normalization and Authority loader	Horizon 8.X	To be determined

To continue monitoring *epixtech'*s progress in meeting its announced timetables, Scott Muir will give an update on these enhancements at the November Board meeting. Staff will work with members to have the infrastructure in place for reciprocal borrowing when it becomes available.

Training, Support and Member Communications. Piper said DALNET plans to implement new problem-tracking software in September. DALNET staff has also begun operating in its new team-based structure, and has participated in team-based training on effective consulting. In response to Piper's question about how DALNET can improve in these areas, the Board asked DALNET to offer more Web-based training and documentation, and encouraged DALNET to continue scheduling training sessions closer to members.

Partners, Allies, Competitors and Relationships. DALNET has begun meeting with other metro-Detroit consortia to build on the successful MiLE project. These discussions include explorations of possible collaborative grant projects. The Board encouraged staff to continue these discussions, and to remain open to partnerships and alliances whenever and however they reveal themselves. This will be a major item of discussion at the planning retreat.

Next steps. As background for the planning effort, the Board suggested that it might be helpful to have "White Papers" on topics pertinent to DALNET's preferred future. Possible subjects for these background reports include:

- **ILS developments**. What is the current state-of-the-art? What features are other systems providing, and how does Horizon compare to them? Which of these features are important for DALNET members? Sandra Yee will contact the University of Michigan to see if we can capitalize on the extensive research they conducted during their recent ILS selection process.

- **Thin clients**. What is a thin client, and how might this technology be useful for DALNET?

- **DALNET servers**. How many servers and how much does it cost to get more servers if we need them?

- **ATLAS Report**. What are the implications for DALNET?

- **Grant opportunities**. Exploring grant opportunities with private sector.

- **Web-based searching**. What is the state of the art? Where is the software going and what are the implications for DALNET?

- **Virtual reference**. Is this a service opportunity for DALNET?

Michael Piper will confer with the Planning Team on these topics and return with recommendations at a future DALNET Board meeting.

Board approves July meeting minutes

Upon a motion by Patricia Orr, seconded by Nancy Skowronski, the Board approved the minutes for the July Board meeting, as presented. These minutes will be posted in the "Services to Members" section on the DALNET Web site.

Next DALNET Board meeting: 23 September 2002, at Macomb Community College

The next DALNET Board of Directors meeting will be on Monday, 23 September, from 1 – 4 PM at Macomb Community College. Details will follow.

DALNET Board members present

Deborah Adams	Botsford Hospital
Margaret Auer	University of Detroit Mercy
Jerry Bosler	Macomb Community College
Steven Bowers	Rochester College
Nancy Bulgarelli	William Beaumont Hospital
Marilyn Dow	Detroit Medical Center
Cathy Eames	Children's Hospital of Michigan
James Flaherty	Wayne County Community College District
David Murphy	Walsh College
Patricia Orr	Henry Ford Museum and Greenfield Village
Mary Ann Sheble	Oakland Community College
Nancy Skowronski	Detroit Public Library
Karen Tubolino	Department of Veterans Affairs Medical Center
Frank White	Marygrove College
Sandra Yee	Wayne State University
Dianne Zyskowski	Oakland County Law Library (for Phyllis Jose)

DALNET staff

Robert Harris
Elaine Hendriks
Scott Muir
Michael Piper

Draft meeting minutes submitted 2 September 2002 by Elaine Hendriks and Michael Piper.
Approved by DALNET Board: 23 September 2002.