DRAFT
MEMORANDUM

TO: Maurice Wheeler, Director
               Detroit Public Library

FROM: The DALNET Steering Committee

SUBJECT: Provision of Services to DALNET Libraries

DATE: March 8, 1999

The DALNET Steering Committee is concerned that, by the end of March, there will be three DALNET libraries operational with Horizon without key services to be provided by the Detroit Public Library in place.

The services of particular concern are the DALNET WebMaster position and the DALNET Help Desk. The WebMaster is needed to develop the central DALNET WebPAC, to provide staff training for WebPAC to DALNET libraries' staff, and to help DALNET libraries with their local WebPAC systems. This level of work cannot be done by the WebPAC Design Task Force.

The Help Desk is needed especially as libraries implement the frame relay network and go "live" with Horizon. The University of Detroit Mercy has been using Horizon since September 1998. Wayne State University and Botsford General Hospital will be using Horizon by the end of March 1999. They all must continue to relay on the two DALNET Systems Librarians, who are very busy helping libraries migrate their data and implement the system.

We realize that finding and hiring qualified staff for these positions takes time. If there is any way to expedite this hiring process, we urge that it be given serious consideration.

Thank you for your help.

cc. M. Auer, P.Breivik