**Draft Minutes**
**DALNET Steering Committee**
**March 13, 2000**

**Present:** D. Adams, K. Bacsanyi, L. Bugg, J. Flaherty, P. Jose, S. Muir, L. Papa,
M. Sheble, J. Trzeciak, Guest: H. Masek.
**Absent:** T. Cromer, C. Hall
Minutes of February 14 meeting approved.

**DALNET Staffing:**
　　Ana Fidler is officially gone, and this position is posted. DALNET must have a position with "Ana-type" skills. Dody Fox leaves for retirement in May. This opening will allow for re-examining Systems operations, for instance, there may be need for NT experience for mounting RSS.
　　The question of whether more DALNET staff are needed was discussed. S. Muir needs to evaluate whether we are appropriately staffed, including DPL DALNET staff. The Finance committee would have to study costs. New DALNET member institutions does mean more dollars, but so far there is only one new. If we start to get really big, then there will be a clear impact. Sheble wonders how current Systems staff can handle all the questions current members have. Many of the possible new members are small libraries who don't have in-house expertise.
　　Webmaster Chris Hall has received training in WebPAC and is ready to take requests for assistance. His e-mail is chall@detroit.lib.mi.us  Hall will be working with the Web site committee.
　　DALNET Director position: L. Bugg reports R. Holly and R. Harris are looking at the Project Leader's as well as L. Bugg's duties. They will report to the DALNET Board regarding costs. The DALNET Systems staff would report to the Director who would report to the WSUL Dean. P. Jose indicated Board would probably appoint a small group to study this position for five to six weeks, and then report back to the Board. A position person such as this where all DALNET business can be directed is now necessary. It is assumed this position would begin October 1, 2000, the new DALNET fiscal year.

**Downtime:**
　　Trzeciak reports DPL network problem appears resolved, though spotty problems, such as slow patron registration, are reported. DPL installed a faster switch as did WSUL. L. Papa indicated some UDM reports were knocked off the system. L. Bugg indicated this may be caused by insufficient RAM. Trzeciak suggested tuning Virtual Memory on PC. Get epixtech instructions on this from Trzeciak.
　　Trzeciak described the cause and events of the WSUL server downtime. The cause was hardware – defective gbic interface cards which were part of a bad batch which both Sun and epixtech knew about, but did not tell us. Epixtech, however, gave conflicting reports of when they knew. The extensive downtime mostly was waiting for Sun maintenance techs. Our problem was reported to the Sun Southfield office at 9a.m., but no tech came until after 3 p.m. The tech indicated that our Silver agreement means service is performed behind Gold and Platinum agreements. In fact, our 7 x 24 2 hour

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on-site agreement was not honored. This first Sun tech who arrived at 3 p.m. left at 5 p.m. without isolating the problem, without calling anyone at Sun, and without responding to any of Sun's subsequent calls, so there was no Sun help on Thursday. Trzeciak has submitted a long list of questions for the Sun District Manager and Maintenance person. Sun has agreed to meet with Trzeciak on March 21. Acting Dean Holly will also be present.

Trzeciak, unsuccessful with Sun on Thursday, called epixtech. Finally, the problem was verified by epixtech. Trzciak called Sun Friday, and a tech came and eventually, after discovering backup cards were not at the Southfield office as they were supposed to be, ordered the necessary cards. Sun said their policy was that since such a small percentage of the cards go bad, Sun does not replace what are known to be defective cards.

DPL is replacing these cards on its DALNET server this very day (3/13).

L. Bugg asked Meg Fisher of epixtech whether any performance or visual clues would help us see a problem coming. Bugg is asking epixtech to talk with us about disaster recovery and related issues.

DALNET Project Managers have agreed that if the server is down three-plus hours, Systems office will direct WebPACs to Test PACs. Systems is investigating how often TestPACs are updated, and also looking at a Unix utility that can update automatically. A high-speed link between the Produccotion and Test servers would help, but this is costly. Other options are being explored. The DALNET Board has approved monies be set aside to upgrade servers. Mirroring across servers is too costly, though mirroring does take place within machines. We need Sun and epixtech expertise in face-to-face discussion regarding the servers.

Sheble says OCC has need for Training database to be up because of much OCC training soon to occur. Most libraries will need Training database after they come up in production.

H. Masek commented that Disaster Recovery is a matter separate unto itself. Sun cannot be excused. While the problem was listed on the Sun website, Sun should have directly notified the users. A tech leaving while the server is still down and without informing the Sun supervisor escalated the problem. What is Sun going to do? Sun technical expertise here seems to be at a low level. Systems Office needs to check Sun website to see if it is clear enough regarding the problem, if one has to check daily, how one can find this information on such a huge website.

Trzeciak reported that not only did the local Sun service not have parts as it should, but their system for ordering would only allow an order of 10 cards at a time.

Masek indicated all servers were purchased through epixtech which should have notified customers.

Bugg says DALNET is working with epixtech on how to better communicate with customers.

We need to know why all our information regarding our hardware which was sent to epixtech was not entered into their database. Also, where is this info, and how does epixtech use it?

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**Implementation and Support Update (Muir):**
**Circulation Mailers at DPL:** need because of high volume. Muir is acting as DPL Project Leader. Must wait until 5.3 for mailers. WSUL needs to go first to iron out problems. For now, Muir suggests DPL hire envelope stuffers so don't lose current fine revenues. Contract out this work. HP 1000 impact printers are supposed to work for these mailers, but we have no way to test until 5.3 arrives.

**WebPAC Servers – Unix/NT:** We have not heard when the NT server (for broadcast searching) will be shipped, but will inform members when it is ready. One disadvantage is that it can only do 300 such searches at a time. The new WebPAC (July ship date) will do broadcast searches and also a better keyword.

**RSS/URSA:** The possible FY Oct 2000-Sept 2001 LSTA grant to link TLN, OWLS and DALNET impacts our use of RSS. Epixtech bought URSA; so for now both are options. The two products do not talk now; but epixtech will combine by 2001. URSA has more link options for different systems. Bugg talked with Lana Porter regarding leveraging our purchase of RSS to get URSA. Porter was positive. OCLC is now link compatible. An epixtech rep will be talking to the group meeting at Walsh on 3/14. David Murphy will report findings to the Board at its 3/20 meeting. Eileen Palmer, Deputy Director of TLN indicates that if such a link could establish a union catalog here, there is no reason not to do this statewide. "virtual"

**Horizon 5.3, 6.0 – revised dates:** Documentation for 5.3 is out, and we need to read the release notes for both 5.2 and 5.3, especially regarding any bugs, and for actual production date. We intend to phase in 5.3 over the summer. Probably no training issues will occur. Major changes: Acquisitions will have view-only of bib records. Need to post this info to DALNET list.

> Q3 2000: HOR 6.0 with Sunrise Foundation and Horizon Inventory
> Q2 2001: Sunrise Cataloging and Circulation
> Q4 2001: Sunrise Acquisitions

Sunrise Foundation will introduce the application launcher which has a Windows-like look and feel. The present menu manager will go away. No other module will look or behave differently in that release.
In Sunrise Cataloging, the Unicode piece is moving off the server and onto the client. This will alleviate the need to change the database. A white paper describing this is under development. We will advise when it becomes available.
Bugg indicated this update will come with updated Windows 2000. Also, Authority/Bib indexes need to be rebuilt, as also the table structures. This implementation will affect machines and capacity.
Unicode doubles the size of the character so can do non-roman characters.
Perhaps only some Staff and all Cataloging clients will be affected.

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**Children's OPAC TF – new inspiration:** This committee needs guidance. What is needed for the OPAC is relevancy searching, for one, similar to AskJeaves. Specs and models are needed to envision how it will work. Reference librarians are now doing this kind of searching. *Partial solution would be for the DALNET Webmaster to do some HTML changes on the WebPAC so we can demonstrate to the DPL Board that we are delivering some components of this enhancement.* Another Task Force would explore search engines which offer something like we want. Adrienne Lim and L. Papa would be members of the new TF. Project Managers need to look at this need to find members who would explore models, e.g. Google, and would then explain this aspect of the search engine we desire and see if epixtech could do it. Need to check out others systems too, such as Winnebago and Gateway.

**Course Reserves – member change:** Betty Nelson of UDM will replace Russel Davidson.

**Functionality Testing:** WSUL and Botsford are finished, but not UDM and DPL. Need to highlight the "nos" and "yeses." Group will proceed with info it now has, send to epixtech which has ___ days to respond and/or fix. Also need to consult 5.2 and 5.3 Release Notes because some functionalities might not even be present yet.

**Harry Masek's contract:** Contract ends March 31. Masek indicated he would be around to see that Frame Relay billing is done correctly. He will look at bill statements in April and e-mail to get corrections. He will e-mail Steering Committee regarding the contact person. He will also talk with Lawrence at DPL about their billing problems. There is a question of whether there is need of another frame relay circuit. We will need to look at usage. Help Desk can pull this info; but may need training in HP OpenView. There has been trouble scheduling this training. This data lives on the Ameritech Website; so we need clarification regarding our permission to access. Masek will look into this matter this afternoon.

**DALNET Future Directions:**
     **Information Hub Committee:** All day meeting March 27.

     **Outreach/Marketing Update:** Edison Institute (Henry Ford Museum/Greenfield Village) is in process of signing. Likely are: William Tyndale College, Rochester College, Marygrove, Schoolcraft. Presentation given to Archdiocese of Detroit 3/10. Letter sent to Dr. Adamany re: DPS (267 schools) proposing pilot a few high schools. Could have a single database just for DPS. Archdiocese High Schools are separate entities, but appears only two different systems are being used.

     **Grant Applications Status and Future Plan:** Redoing grant would mean a collision with TLN, OWLS, DALNET grant application; so will go with the linking grant application and try other funding for image database grant.

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### Bugg Report on epixtech Focus Meeting:
- **New service:** Application hosting which appears designed for consortia will provide large epixtech servers. Chicago Library is using features, some possibly useful to DALNET, such as thin clients.
- **Name** moving to ilibrary name.
- **ipac:** testing at University of Utah. An upgrade to WebPAC using ProIndex. Runs on separate machine until can build new indexes. Don't know equipment requirements. Speeds up search by streamlining keyword.
- **Communications:** epix is looking at new electronic approach to protect itself from competitors.
- **L. Bugg** will write notes of this focus meeting.

### Future Directions/Steering Committee Role:
SC still has a role in matters that lay ahead. Will stay with one meeting per month. Procedurally, we need to review our charge. Scott will place this on the agenda for the next meeting.

**Next meeting:** Monday, April 10 at Botsford

*Minutes by: J. Flaherty*