

DALNET Planning Retreat--Number 2

June 17, 1996

Meadow Brook Hall, Oakland University
Rochester, Michigan

Purpose of the Retreat:

To meet with Ameritech Library Services representatives to learn about their short and long-term proposals for an Ameritech/DALNET partnership and to develop a joint plan for evaluating those proposals.

Ameritech will be represented by Tom Burns, Vice President for Strategic Sales and Programs, Ameritech Library Services, and key Ameritech staff.

Morning Session

8:30 a.m.	Coffee
9:00 a.m.	Introductions
	Ameritech's view of the future marketplace for library systems
	Presentation of Ameritech's proposals for a DALNET partnership--Overview
10:30 a.m.	Break
10:45 a.m.	Infrastructure Requirements for DALNET's Future, including network and workstations
noon	Lunch

Afternoon Session

1:00 p.m.	Public Services Impact of Proposals Migration Planning for Transition Period
2:30 p.m.	Break
2:45 p.m.	Jointly develop a plan to evaluate Ameritech's Proposals

4:00 p.m.	DALNET Strategic Planning Process-- Develop plan for the next steps, including those we had planned to do today.
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Documents prepared for the Strategic Planning
retreat are attached.

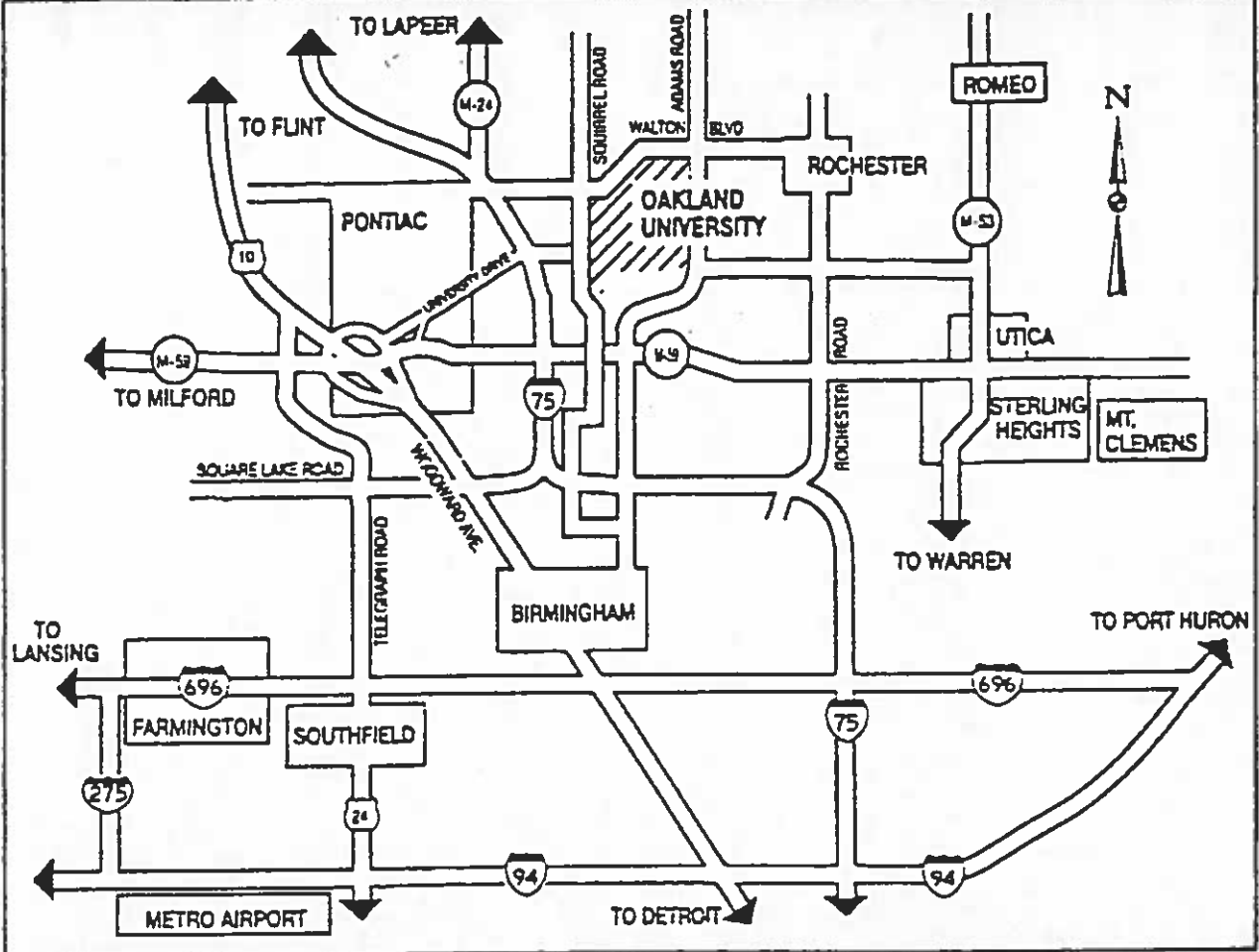
- 1) Values/Principles Statement
- 2) Threats/Opportunities
- 3) Proposed Definitions
- 4) Proposed Mission and Vision Statements
- 5) Components diagram

4:30 p.m.	Adjourn
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L. Bugg
6/12/96

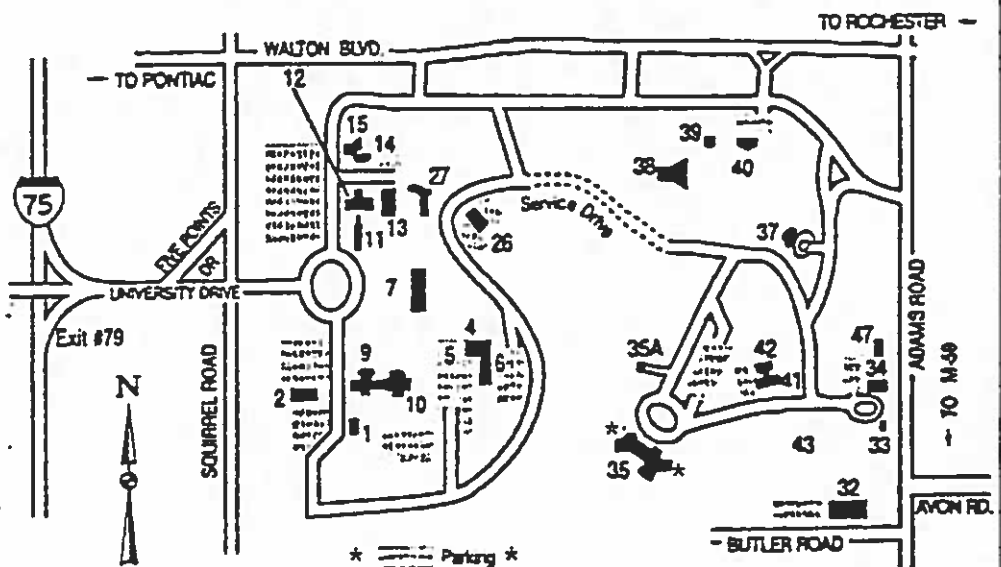
Map Attached

OAKLAND UNIVERSITY - AREA LOCATION

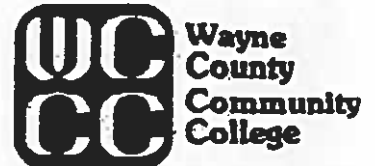


OAKLAND UNIVERSITY - PUBLIC ACCESS

- 38. Baldwin Memorial Pavilion
- 1. Campus Facilities & Operations
- 10. Dodge Hall of Engineering
- 47. Green House
- 9. Hannah Hall of Science
- 34. John Dodge House
- 26. Lepley Sports Center
- 33. Kappa-Coupons Club House
- 43. Kappa-Coupons Golf Course
- 35A. Knole Cottage
- 7. Kresge Library
- 6. Varner Lab Theatre
- 32. Lowry Child Care Center
- Meadow Brook
- 15. Art Gallery
- * * 35. Hall
- 42. Health Enhancement
- 40. Music Festival
- 40. Music Festival Box Office
- 15. Theatre
- 12. North Foundation Hall
- 13. Oakland Center
- 27. O'Dowd Hall
- 41. Shotwell-Gustafson Pavilion
- 2. Public Safety & Service Bldg.
- 5. Varner Recital Hall
- 11. South Foundation Hall
- 8. Studio Theatre
- 37. Sunset Terrace
- 39. Thumball Terrace
- 4. Varner Hall
- 14. Wilson Hall



Central Learning Resource Center
Central Administration
313-496-2588
Fax: 313-496-4731



MEMORANDUM

TO: Margaret E. Auer
Chairperson - DALNET Board

FROM: Sub-Committee
For Values/Principles Statement

DATE: June 11, 1996

SUBJECT: DALNET Membership Values/Principles Statement

Central Administration
801 W. Fort
Detroit, MI 48226
313-496-2500

Downriver Campus
21000 Northline
Taylor, MI 48180
313-374-2700
Voice/TDD 313-374-3206
Fax: 313-374-0240

Downtown Campus
1001 W. Fort
Detroit, MI 48226
313-496-2758
Voice/TDD 313-496-2708
Fax: 313-961-9648

Eastern Campus
5901 Conner
Detroit, MI 48213
313-922-3311
Voice/TDD 313-579-6923
Fax: 313-922-1104

Northwest Campus
8551 Greenfield
Detroit, MI 48228
313-943-4000
Voice/TDD 313-943-4073
Fax: 313-943-4025

Western Center
9555 Haggerty
Belleville, MI 48111
313-699-0200
Fax: 313-699-7514

- A. Values/principles to which the DALNET membership subscribe are:
1. To give the highest priority to service to end users.
 2. To place an emphasis on quality in all operational areas.
 3. To be committed to resource sharing.
 4. To provide ease of access to information.
 5. To recognize partner diversity and the need to be flexible in implementation of initiatives.
 6. To strive to maintain strength based on common goals and needs.
 7. To participate in democratic decision-making.
- B. DALNET business principles which maximize the investment in DALNET are:
1. To engage in cost effective group practices.
 2. To share local and central site expertise.
 3. To strive for efficiency in all operational areas.
 4. To gather, evaluate and distribute relevant information before reaching a decision.

June 11, 1996
Margaret E. Auer
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5. To respect local institutional values/
principles and operational priorities.
6. To develop effective group processes for good
decision-making.

Sub-Committee: Gloria B. Ellis
Michele S. Klein
Frances O. Young, Chair

FOY/rw

**THREATS / OPPORTUNITIES
IN RESHAPING DALNET**

Opportunity

1. External funding possibility
2. Forming alliances with business/community
3. New gateway to additional resources: access anytime, anywhere, anyone

Threats

1. Lack of systems suitable for DALNET (size and complexity, for example)
2. Cost associated with changing technology
3. Other service providers/competition

**Proposed Definitions for use by DALNET
In
Strategic Planning**

1. **MISSION STATEMENT:** A statement of the underlying purpose of the organization; its reason for existence.
2. **VISION STATEMENT:** A statement which is a reflection of the organization's focus; states where the organization is going.
3. **GUIDING PRINCIPLES:** Statements or phrases which are outcomes of the organization's Mission Statement and provide a framework from which to act on an operational level. Principles for working together effectively.
4. **VALUES:** Statements of beliefs which the organization holds dear (e.g., "Our librarians and staff are the source of our strength. They provide our collective intelligence and determine our reputation and vitality. Involvement and teamwork are our core human values.")
5. **SWOT ANALYSIS.** Review of the Dalnet's Strengths and Weaknesses, as well as the Opportunities and Threats in Dalnet's environment. A SWOT analysis is an important component of any strategic planning effort.
6. **GOALS (CORE AIMS):** Statements of desired outcomes, each of which is usually the sum of a number of expectations (e.g., service quality, product quality, employee satisfaction.)
7. **OBJECTIVES:** Focused statements of desired outcomes that include time frames, people/groups responsible, action plans measurable outcomes, and levels of attainment sought.
8. **STRATEGIC INITIATIVES:** Statements of intent to consistently monitor and aggressively pursue opportunities (e.g. developing alliances with other, pursuit of grant funding).

PROPOSED DALNET MISSION STATEMENT

Dalnet exists to:

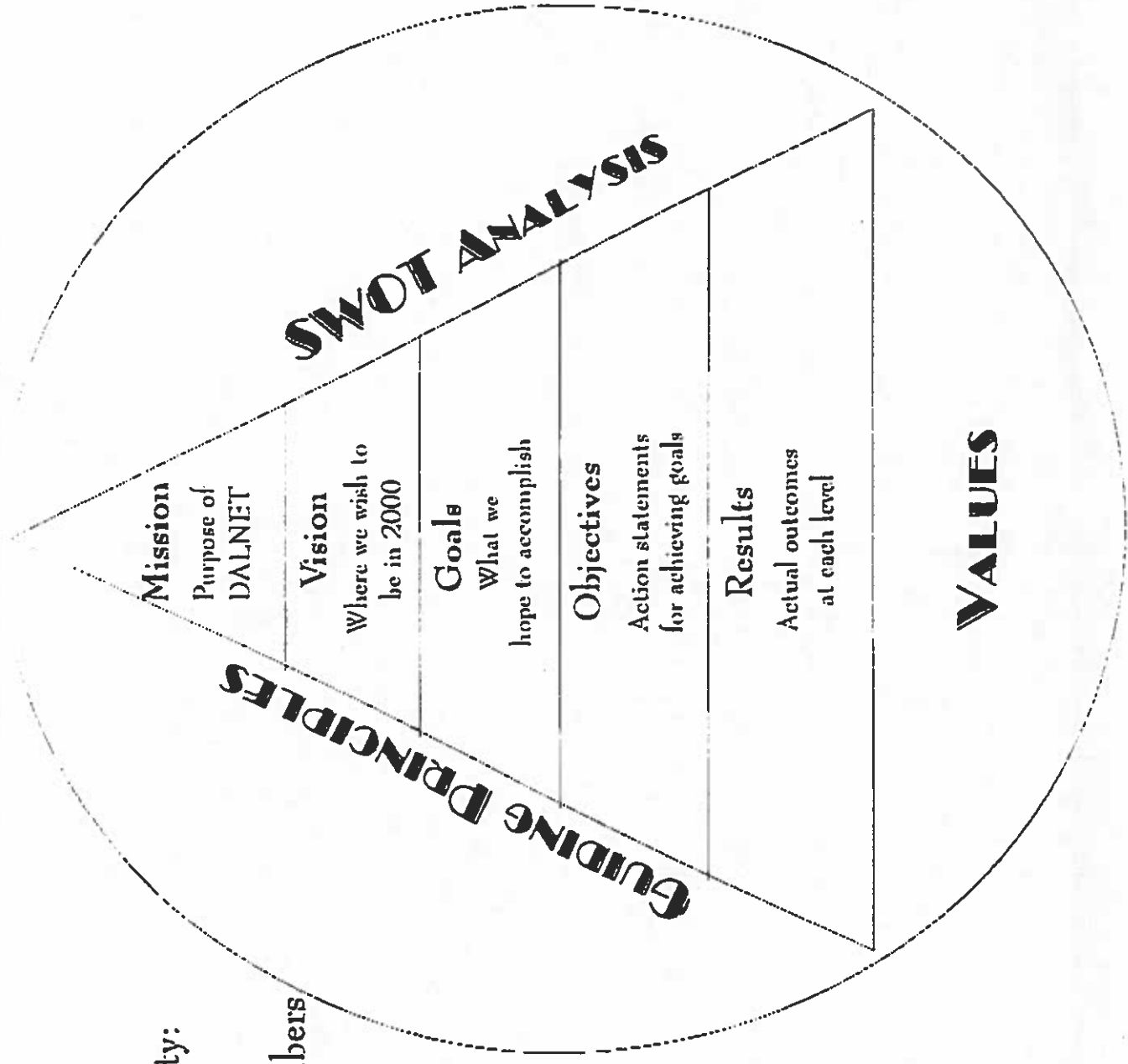
- 1) develop cooperative efforts among multi-type libraries**
- 2) share library automation applications**
- 3) serve the information needs of its members**

PROPOSED DALNET VISION STATEMENT

By the year 2000, DALNET will

- 1) Be widely recognized as a model cooperative information services provider, anticipating and supporting the information needs of a diverse community of users in the Metropolitan Detroit area;**
- 2) Through creative partnering, provide excellent, flexible, responsive and cost effective services to the communities served by DALNET members; and**
- 3) Become an established gateway to unique information resources worldwide.**

Components of DALNET Long-Range Strategic Plan



Duration:
Long term:
5+ years

Intermediate:
3-5 years

Short term:
annual

Immediate:
monthly
tracking

Responsibility:
Officers &
Board Members

Project
Managers

Staff of
DALNET
members



Wayne State University
University Libraries
Technical Services Division
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Detroit, Michigan 48202

(313) 577-4030
FAX (313) 577-3615

TO: DALNET Retreat Participants

FROM: Patricia Senn Breivik, Dean
WSU Library System

SUBJECT: DALNET Planning Retreat--June 17, 1996

DATE: June 13, 1996

Two weeks ago, I received a telephone call from Tom Burns, Vice President for Strategic Sales and Programs of Ameritech Library Services. He told me that, three months after his exciting site visit to our representative DALNET libraries, he now had both short and long term proposals for an Ameritech/DALNET partnership to present to us.

I immediately contacted Margaret Auer, our Board Chairperson, to find the best time for Tom to present Ameritech's proposals to us. Since we already had Monday, June 17th, reserved for our strategic planning retreat, it seemed an ideal opportunity for Tom's presentation. It is important that all the retreat participants get to hear his presentation first-hand.

Fortunately, Tom was able to re-schedule his calendar to be with us on the 17th. The agenda for Tom's presentation was just developed yesterday, so we are getting it to you as soon as we could. It looks like it will take the whole day. We have tried to reserve a half-hour at the end of the day to take a look at the strategic planning steps we had originally planned to do and find a new date to work on them.

With Margaret out-of-town this week, I am sending this memo to you in her stead. I want to make sure you know that no decisions will be made about the Ameritech proposals on Monday. Our reason for meeting with Tom--and his colleagues from Ameritech--is to hear his presentation, to ask questions about it to make sure we understand, and to develop with him a plan for evaluating it.

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Margaret and I thought it important to hear from Tom up-front, because it can provide a framework against which to measure our options. It is likely that--IF the proposal is what we want--remaining with our current vendor would make the transition into our upgrade easier and less expensive. Partnership also implies an even bigger benefit to me, providing me with the opportunity to work with an experienced vendor to develop a library system suitable for DALNET--for our size and complexity with multi-type libraries. One of the threats identified in our strategic planning process is that no systems currently have all the capabilities that we need for our future plans. By partnering with a vendor, we can influence the development in the direction we need.

Throughout our discussions, it is important for us to maintain the same positive customer oriented approach that so impressed Tom when he visited a number of our libraries on his last trip. At a later time, our Board can assess what is being offered and decide how to proceed.

Please do not hesitate to call me if you would like to discuss this before the retreat. I look forward to hearing Ameritech's proposals with you on Monday.

PSB/cmz