



DALNET BOARD OF DIRECTORS

Meeting, Monday, October 11, 1999
1:15pm - 4:30 pm

Dean's Conference, David Adamany Undergraduate Library
Wayne State University

AGENDA

1. Approval of Minutes of July 27, 1999 (copy previously mailed) action item
2. Ameritech Interactive Media Services (Lana Porter, ALS; Valerie Marks, AIMS) presentation/discussion
3. DALNET Video (M. Wheeler)
4. Progress Updates (Lana Porter, ALS; Louise Bugg, DALNET) discussion
5. Finance Committee (J. Bosler, R. Harris) action item
 - a. Capital Reserve Fund
 - b. Budget Review: FY 99/00; FY 00/01
 - c. Incentive for Charter Information Providers
 - d. Server upgrades
6. Marketing and Membership (D. Callaway) action item
 - a. Health community breakfast
 - b. Board Task Forces for additional breakfasts
 - c. Status of member prospects
 - d. Logo cups and bookmarks

OVER

DALNET BOARD MINUTES

Monday October 11, 1999
Dean's Conference Room
David Adamany Undergraduate Library
Wayne State University

Present:

Maurice Wheeler	DPL
Jerry Bosler	MCC
David Murphy	Walsh
Robert Holley	WSU
James A Flaherty	WCC
Margaret E Auer	UDM
Karen Tubolino	VA
Ann Walaskay	OCC
Phyllis Jose	OCL
Nancy Bulgarelli	Beaumont
Jennifer Moldwin	DIA

Staff: Dee Callaway
Louise Bugg
Robert Harris
Scott Muir
Jeffrey Trzeciak

Guests: Ameritech Library Services: Meg Fisher, Vice President of Operations; Bill Easton, Regional Manager; and Harry Masek, Ameritech/DALNET Project Leader attended to review the results from the July 27th meeting. Lana Porter was unable to attend due to a last minute scheduling conflict.

The meeting was called to order by M. Auer, Chair at 1:20PM.

1. Minutes of the July 27, 1999 Board meeting:
ACTION: A. Walaskay moved, seconded by J. Flaherty, that minutes be approved
APPROVED.
2. Ameritech Interactive Media Services Discussion was postponed until L. Porter can attend.
3. M. Wheeler presented the new DALNET video, which was produced with some grant monies from Ameritech. It will be used as part of the campaign to inform the community about DALNET and to entice new members to join.
4. L. Bugg and S. Muir submitted a report on the progress made since the Board met with L Porter in July. The report was reviewed with the Ameritech representatives.
 - a. WebPAC 1.3 -- This is still DALNET's top priority. Our understanding with the beta version is that there is a possibility that the system could go down although there is a restart program. WSU will start stress testing it next week and M. Fisher promised that there would be Ameritech support standing by. She will arrange for a contact person.
 - b. System response time is very slow. This has a negative impact on our ability to market DALNET to new members. A sample search done at Marygrove was distributed and the evidence was very

- dramatic. This also impacts the functionality testing. Ameritech may have a solution but they have not communicated it to us yet.
- c. Firewall – The WSU purchase request is in process. Meanwhile the operating system has been rebuilt and patches installed. It seems to be secure now but we do want to proceed with the firewall.
 - d. Support Services – Some problems submitted get a quick turnaround while others are taking too long. Scott and Jeff have to follow up on all problems that are logged in. If they speak to an individual the service is faster. Log Express was designed to get all the facts and document the interaction so that is the official method. Response should be just as fast with e-mail as with voice contact. Pat Tanner is the assurance manager for DALNET. She and Scott should be in contact at least monthly and more frequently as needed. Other specialists should be in on the conference calls as needed.
 - e. Release migration – We need help determining the most efficient way to migrate. M Fisher will have her staff work on designing an optimum method to make the process as efficient as possible. Calvin at Ameritech will contact Ana Fidler. We will need an increase in off-hours help. There are a large number of tasks that are client based and it would be much easier if they could be server based.
 - f. Seven enhancements-All items have missed dates or no dates identified.
 - Patron authentication is ready but it does require 5.2 and it will need the Unique Borrower ID.
 - Shared authority will be available in Sunrise but Sunrise does not yet have a firm release date.
 - Rick Ferrante is working on the UBID . There are still some issues. Again this may require 5.2.
 - DALNET would like more updates on these projects from Ameritech. We get no status reports unless we ask about it.
 - We need a strategy on where to put our time and effort to the best advantage. We have cleanup issues and we want to try to reduce generation of stubbies. M Fisher suggested we talk to Mary now for her input; she will arrange for a technical call.
 - g. Frame relay – We have not gotten the attention from the local Ameritech that we needed. There have been some changes in their project management and we should be seeing increased attention.

Ameritech staff brought up the following issues:

- They contacted 3M regarding the use of Kiosks. 3M would be happy to work with Ameritech and us on this. The cost is \$50,000 each.
- Regarding ISO Docline they were unsuccessful. NLM has not complied with the RSS request
- OCLC was more cooperative and has agreed to drop extensions they were adding.
- Prediction patterns can be loaded into a file to share across multiple sites. This can be done now.
- Iowa State has left Notis and has successfully put the files into Access. We can talk to Ann Marie Bresnick regarding this.
- The booking module will be in release 5.2.
- Adhoc Stat Reports – Staff is being trained on Reportsmith but we will need help setting up security levels. English Wizard is available but there will be a cost. While the pricing is not yet finalized, the figure discussed was \$30,000 for 500 users. Net Publisher letter that was sent in February will be taken care of this week.
- There is now a DALNET committee set up to look at the Children's OPAC. B Easton suggested we contact Indianapolis which is also looking at a children's interface and expressed an interest in working with other groups to develop this. They have a grant from Ameritech.

Ameritech made another commitment to be more responsive to calls and requests for help. We want this to be a positive relationship so we can take this to the community. L. Porter has been improving the relationship between Ameritech Corporate and ALS. It is important in this partnership that we continue to talk over all issues.

5. The Finance committee brought a number of actions to the Board.

ACTION: The Finance Committee recommends the Board approve that unspent funds of \$326,000 be moved from the Operating Budget to the Capital Reserve Fund. This can be reallocated to the operating fund at any time by a Board vote.

APPROVED

J. Bosler also reviewed the issue of Server upgrades. WSU will need a new server when the Sunrise upgrade is issued. Once that is purchased, the current WSU server can be upgraded and moved to DPL. The current DPL server will become the test server, and the now test server will be used as the web server. The estimated cost will be around \$300,000. The server issue will be reviewed by the finance committee in the 2nd Q FY2000.

FY99/00 budget issues:

If any Board member is interested in keeping Notis up and running past Dec 31, they must notify Louise by Nov 1. The cost of this is \$125,000 per quarter. If anyone wants Notis reports after Dec 31 they must notify Louise by Nov 15. The costs of this will be individually determined based on resources utilized.

B. Harris passed out 99/00-budget information. The original budget was done in FY98 dollars. The revised budget is in FY00 dollars. The average yearly increase was 1.75%, which is below the cost of living. The Finance committee proposed that the budget amounts be increased either 1.75% or 2% to cover any added expenses and maintain the marketing and project manager positions. Any excess can be rolled into the capital fund.

ACTION: The Finance Committee recommends the Board approve the billed amount for FY 99/00 be the amount calculated for each institution with an additional 1.75% increase.

DEFEATED

ACTION: P. Jose moved, seconded by R. Holley, that the Board approve the billed amount for FY99/00 be the amount calculated for each institution with an additional 2% increase.

APPROVED:

FY00/01 Budget issues:

R. Harris distributed the projected FY2000/01 budget.

ACTION: The Finance Committee recommends the Board approve the DALNET budget allocation for Operating costs for fiscal year 2000/01 as presented, with a change on page two, column two to reflect the approved increase from 1.75 to 2%.

APPROVED.

Incentives for Charter Information Providers will be tabled until we determine the interest at the breakfast meetings. Initially we will be asking for partnering and exploring mutually beneficial approaches to providing information. Possible grant funding may be another source of revenue for these projects.

6. D. Calloway reported on the marketing efforts:

A copy of the new video will be sent to all members, Ameritech staff, DALNET Office, Detroit Friends and those people in the video who made guest appearances.

Potential Members update:

- Cleary College – They have been contacted and a follow-up was made. They have a library of 5000 items, which needs weeding. They are interested in a virtual library.
- Schoolcraft College – Negotiations are progressing. They have requested technical information and a proposal is being constructed.
- Rochester College – They will be coming to WSU on Oct 29th to learn more.
- Marygrove College-The staff has visited WSU, UDM and Walsh. They need to make a decision.
- Detroit Public Schools Professional Library – a revised contract has been sent to them
- Henry Ford CC – B. Lukasiewicz indicated they were a year away from a decision
- Arch Diocese of Detroit HS – They are doing a survey and will get back to us
- Greenfield Village – They asked us for a proposal
- HS of the City of Detroit – David Adamany will select a high school for a pilot project. We will be meeting with the Kellogg Foundation to seek funding

Health Breakfast is planned for Oct 15 at the Westin in Southfield. The video will be shown followed by a slide presentation and discussion. So far the RSVPs have been slow.

Other breakfasts will follow based on the response to this format. Suggested groups to contact might be research, social services, business, arts and history. Volunteers to work on this are: B. Holley, D. Murphy and J. Moldwin.

7. **ACTION:** The Steering Committee recommends the Board approve the membership roster for the Children's OPAC as submitted.
APPROVED
8. **ACTION:** The Steering Committee recommends the Board approve the Horizon Course Reserves Task Force and membership as submitted.
APPROVED
9. Election of Officers:
 - a. **ACTION:** P. Jose moved, seconded by J. Bosler, that Margaret Auer be appointed DALNET Liaison to Ameritech for a one year period.
APPROVED
 - b. Election of officers was held and the following members were chosen
Chair– Phyllis Jose
Vice Chair- Jerry Bosler
Secretary – Karen Tubolino
10. M. Wheeler gave an update on DPL. J. Houser has resigned and they have ended their contract for technical support. They will be working with the City for technical support from now on. They may not get all branches up at the start of going 'live' with Horizon which will be in October.

Now that the video is done and a breakfast scheduled we can apply for the second half of the grant from Ameritech. M. Wheeler will send them the letter.

Next meeting date in November to be decided based on L. Porter's schedule.
Meeting adjourned at 5:00PM.

Karen M Tubolino
Secretary



October 4, 1999

Lana Porter, President
Ameritech Library Services
400 Dynix Drive
Provo, Utah 84604-5650

Dear Lana:

In anticipation of your meeting with the DALNET Board on October 11th, the DALNET Steering Committee reviewed progress on issues discussed with you at the July Board meeting. While there has been considerable progress on some issues, the Steering Committee found many significant issues still unresolved which we would like to share with you and the members of the DALNET Board.

Our top priority in July was **WebPAC 1.3** on the Solaris platform. Even though Detroit Public Library (DPL) now has the beta version of 1.3 in test and we installed it last week at Wayne State to be "stress tested" soon, it's still not clear when DALNET will have a production version. Detroit Public Library is planning to go "live" with Horizon in October. Their project has been delayed for a number of reasons, the latest being the sudden departure of their project leader, John Houser. DPL would be hard-pressed now to redo its WebPAC interface to version 1.2. What's more, if they did, they would lose the ability to display more than 7 collections on the brief view. With 26 branches and the Main Library, many of their titles are in more than 7 collections!

DALNET's first breakfast for health science community information providers in metropolitan Detroit is scheduled for October 15th. Invitations have been sent. DALNET needs to be able to demonstrate broadcast searching across traditional online catalog databases, index databases, and image databases to show them the power of Horizon to be a single interface for health science resources. We need WebPAC 1.3 to do this demonstration.

System performance, especially response time in WebPAC, was identified as a serious issue in July. We are now into the heaviest use time for our DALNET libraries. When Wayne State's fall classes began, we saw an immediate jump in WebPAC usage to three

Lana Porter
October 4, 1999
Page 2

times what we had seen in the summer months. In order to improve WebPAC performance at WSU, we have had to turn off some features, including sorting of result sets. Now, users get the results in a seemingly random order. With the delay in Horizon implementation at DPL, more DALNET libraries' Horizon databases will need to be loaded on the server housed at Wayne State. This could further impact system performance. While we have received and installed some recommended improvements from Ameritech's experts, we still need much more help. We have been trying to work through support services to get that help, but haven't heard back from them on this in more than a month.

One area where Ameritech has been very responsive is in getting us a price quote for a **firewall** for Wayne State. Problems with hackers getting into the test and WebPAC servers could also have been negatively impacting performance. We have now, with Ameritech's help, rebuilt the test server and are working on the WebPAC machine. It is critical that Ameritech schedule the installation of the firewall as soon as possible to prevent further problems. Our current contacts tell us there is a 4 to 6 week wait to schedule this installation.

Since the July meeting, Ameritech has moved some DALNET libraries to **support services**. Our DALNET Project Leader, Scott Muir, has been working out the procedures to best use these services. So far, most critical problems get responses within 48 hours, however, other less critical problems require persistence on Scott's part to get answers. In this process, Scott has identified some problems that really need the attention of Ameritech's development staff, in order to determine how to make things work in our large, consortium site. The fact that Horizon is working as it was designed to work doesn't mean that it works for DALNET, or that it will work for other large sites. We see our role in the partnership as identifying these areas and working with Ameritech to figure out what can work for large sites. We appreciate Ameritech's willingness to work with us in this way.

Horizon release migration was discussed at the July meeting. At that time, DALNET was planning to get all libraries on the same release, i.e., Release 5.1.2. That has now been accomplished, with Ameritech's help. These upgrades will enable us to migrate Wayne State's acquisitions operations to Horizon in October and to initiate Horizon functionality testing with the largest sites. We still need technical guidance from Ameritech's experts with future Horizon migrations for DALNET. For a site as large and

Lana Porter
October 4, 1999
Page 3

complex as DALNET's, we also need access to "off hours" support during migrations. How can we work together with Ameritech staff to most efficiently migrate to Release 5.2, for example? We will soon have 14 Horizon databases operational. Migration of all of them will not be a trivial task.

The area of least progress has been **DALNET's seven enhancements**. We are still waiting for revised delivery dates for all of them. The top three identified in July were the **shared patron database**, an authentication system, and the shared authority database. Each of these is still critical. While we have made progress on the specifications for a **Unique Borrower ID (UBID)** that is needed for the shared patron database, we very much need a plan for building that database from the 14 patron files DALNET will have. DPL's patron database--soon to be created--will be the largest. It would be ideal if we knew how best to construct that database in anticipation of building the shared file in the future.

The **shared authority database** still has no delivery date. In the meantime, DALNET is building and maintaining 14 individual library authority databases. As we said in July, we don't have the resources to clean up these files and maintain all 14 of them. With NOTIS, we had one large shared authority database and could do updates and fixes there for all DALNET libraries. We need Ameritech's help now with automating some of the work to maintain these files, for example, programs to delete and merge duplicate stubby authority records created in the data load process. The specifications DALNET has provided to Ameritech for normalization of headings could be used to create such programs, which will be needed anyway to build the shared authority database.

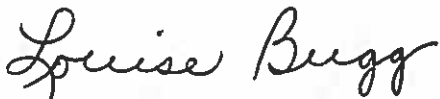
Finally, the DALNET Steering Committee wants you to be aware that AADS is having considerable difficulty delivering and supporting **DALNET's private frame relay network**. The frame relay is working at WSU's head end, in some DPL branches, and at the University of Detroit Mercy. The operational sites are not all being monitored. New sites have long delays in getting operational. Repeated calls must be made by Scott to Harry Masek, Ameritech's project lead. Harry then has tried to get these problems resolved, with little result. Not only does this impact current DALNET member libraries, who must now rely on their Internet providers for telecommunications, but it also impacts DALNET's ability to market Horizon to potential member libraries. We have difficulty finding a DALNET library that potential members can contact to hear a positive story about the AADS frame relay installation. This is not good for Ameritech Library Services or for DALNET.

Lana Porter
October 4, 1999
Page 4

The DALNET Steering Committee wanted to let you know both the good news and the bad news in advance of your visit on October 11th. We hope that by sending this letter now we have given you a little more lead time to address the issues than you had in July. We look forward to discussing them with you at the Board meeting on October 11th.

Thanks again for your help.

Sincerely,



Louise Bugg
Director, DALNET Online System



Scott Muir
DALNET Steering Committee Chair and
DALNET Project Leader

cc DALNET Board
DALNET Steering Committee
Harry Masek

DALNET BOARD OF DIRECTORS

October 11, 1999

Action Items

The following is a summary of what was discussed at the board meeting and a list of action items for ALS. Meg Fisher, Bill Easton and Harry Masek attended the meeting and it was a review of the meeting held July 27, 1999.

1. WebPAC 1.3 - DALNET has installed the beta version of WebPAC 1.3 and is in process of stress testing the system. They will begin this testing next week. Their concerns include the stability of the system and the ability to do broadcast searching.

Action: Meg will provide Jerry with a contact to be available to answer questions, etc. during the testing period.

Status 10/28 Stress testing will begin the week of 11/8 at Wayne State after the consolidated keyword indexes have been created (see item 2).

2. System Performance – ALS needs to continue to work on WebPAC performance. Several modifications have been made to improve performance, but indexes need to be rebuilt to include only author and title to replace the existing 6 indexes being used for keyword searching. Paul Jensen has been assigned, but progress has been slow. Louise also provided the results of a test performed by Marygrove.

Action: Paul will focus on the changes this week and will report progress on Friday. He will work with Anna and George. Meg will review the information from Marygrove and determine if anything can be learned to help reduce the difference in response time between the Innovative tests and those performed on Horizon.

Status 10/28 Paul had indicated that building the indexes on basic keyword search will not improve performance. Ricc indicated there will be some increases but not as large an improvement as on the advanced searching. Meg will check with Paul to make sure he is working with them on both the building of the indexes and the MARC maps. The MARC maps cannot be reused but cut and paste can be used. Paul will send Jeff info on time required and possible performance impacts. Paul will also make a recommendation on whether to do this in test or production. He will keep Anna informed whenever he starts a process. A quick e-mail noting the time would be adequate.

Our documentation says the customer can use 11 keyword indexes and support is recommending 5. We will correct documentation and install processes.

Louise said the DPL database is almost as large the Wayne State database and the problem will occur with them also. ALS needs to check the tuning and config on their machine.

3. Firewall – Changes have been made to stabilize the situation. The new firewall still needs to be installed.

Action: DALNET will send a PO to ALS. Meg will see what can be done to expedite the installation.

Status 10/28 PO faxed to Randall Jones. Meg will see what can be done to expedite.

Status 11/1 I spoke with Randall and he is getting back to me on the shortest timeframe for implementing the firewall.

4. Support Services – Some of the DALNET sites have moved to support. While response is generally within 48 hours, some logs are taking a long time to resolve. DALNET is using Log Express but they have to follow up with a phone call to get a response and technical information is often scrambled. Meg reviewed the role of the Service Assurance Manager at ALS. Pat Tanner will continue with account management calls. She has been working with Scott Muir, but the team will be expanded to include others at DALNET including Louise Bugg.

Action: Meg will review Log Express to make sure the support staff is responding quickly to logs entered by customers. She will refer the formatting problem to the ALS IS department to determine if there is a solution or workaround. Pat will continue conference calls with DALNET as needed.

Status 10/28 Scott and Dave will work together on the Log Express issue.

5. Horizon Release Upgrades – Upgrades are being done via the client and require too many steps. Currently DALNET has 5 databases and will soon have eleven. During the last upgrade Sybase user id's were lost and required manual recreation. This amount of work would be unacceptable when upgrading all databases.

Action: The ALS upgrade team will work with Anna Fidler and ALS development on the procedure for updating databases to reduce downtime and errors. ALS will provide backup support for DALNET whenever they do an upgrade in the form of a pager number for support personnel who can assist in the event there are any problems.

Status 10/28 Next upgrade will probably be no earlier than January 2000. Need to verify post upgrade steps for release 5.1.2 to 5.2. Ana is available to help answer questions.

6. System Enhancements – The top three priorities for DALNET are a shared patron database, a shared authority database and remote patron access. There is a general concern that ALS is not updating DALNET with status and release dates for enhancements.

Action: Meg agreed to arrange a conference call with Ricc Ferrente to establish release dates and provide status (including updates) on each item.

Status 10/28 Pat Tanner will set up regular meetings on a weekly basis.

- Shared Patron Database – It is our understanding this is available in Horizon Release 5.1. DALNET requires enhancements since they cannot uniformly use SSN, second-id or barcode as a unique identifier.

Action: ALS needs to work with DALNET to define specifications for a solution.

Status 10/28 When an automated load is used to add new records, the second id file is not an adequate field for matching. Louis is working on a flowchart to help us understand their problem.

- Shared Authority Database – Bill reported that this functionality would not be available until Sunrise. DALNET needs a strategy for proceeding in the interim.

Action: Meg agreed to arrange a meeting with Scott, Louise, Shelley Neville, Earl Boyce and Mary Burgett.

Status 10/29: A meeting was held with Shelley Neville, Meg Fisher, Mary Burgett, Bob Sandiford, Scott Muir, Louise Bugg, Anna Fidler, Lilly, Randy and Adrienne. Randy outlined the problems DALNET is experiencing with the matching algorithm. Shelley agreed to review Sunrise CAT specs and the dup.auth utility developed by Data Services. Bob explained how Horizon handles authorities and agreed to send the documentation he developed.

- Remote Patron Access – Bill reported that remote patron access is currently available, but may require Horizon 5.2

Action: Bill agreed to verify. We have since verified that RPA is currently in beta, scheduled for release Nov. 1999 and that it does not require Horizon 5.2.

- Kids OPAC –

Action: Bill will look into the possibility of a relationship between Indianapolis Marian County and DALNET to develop specifications for a Kids OPAC.

- Prediction Patterns – Meg reported that development had created a solution for downloading prediction patterns to a named file that could then be uploaded to other databases.

Action: Meg will verify and have someone contact Louise with specifics on how to use this functionality.

Status 10/28 Meg reported that this fix is not until Horizon 5.3. Ricc reported that if Serials has not been started, existing prediction patterns could then be loaded to a clean database using BCP. On going changes would have to wait until 5.3. DALNET asked if this functionality could be shared between customers all on Horizon 5.3? Ricc felt it could and agreed to verify. DALNET agreed that the best approach was to wait until 5.3 for this functionality.

7. Training on image databases – DALNET would like training on how to create image databases.

Action: Meg needs to forward the letter created by Bill Easton verifying that ALS will provide this training.

Status 10/28: Meg had reviewed with Steve Neilson. He felt the training has been completed. Meg verified with Scott that this was additional training for staff who had not been available during the first training session and as a refresher for others.