DALNET BOARD MINUTES

Monday August 21, 2000
Wayne State University

Present:

Phyllis Jose, Chair	OCL
Jerry Bosler	MCC
Robert Holley	WSU
Margaret E Auer	UDM
Karen Tubolino	VA
Mary Ann Sheble	OCC
Sandra Clemons (for M. Wheeler)	DPL
Cathy Eames	Childrens
David Murphy	Walsh
Jerome Shephard	DPS
Debbie Adams	Botsford

Staff: Scott Muir (DALNET)
Louise Bugg (DALNET)
Robert Harris (DALNET)
Dee Callaway (DALNET)
Tim Cromer (DPL
Kerry Sanders (DPL)

1. The meeting was called to order by P. Jose, Chair at 1:15PM.

2. **ACTION:** M. Auer moved, seconded by R. Holley, that minutes of the June 23, 2000 Board meeting be approved as amended in Sect 8, item d to read 'We have been holding full payment for software pending acceptance testing and two institutions are having problems with dataload (DPL and WSU).
     APPROVED

3. S. Muir and L. Bugg have been talking to epixtech about the proposed timeline and the Steering Committee has reviewed it. It was revised again on 8/17 since a week had been inadvertently deleted and it was now back into the schedule. S. Muir is the 'point person' to be sure that all deadlines are met. The major issues to be resolved are: Patron enhancements, Shared authority file, ILL system, and Booking module. A number of dates have already slipped. Materials that were due to us by Aug 11 came on the 17th. This only gives DALNET one day to turn it around in order to maintain the tight timeframe. This is not enough time to review it

    There are two issues the Board addressed:
    A) The review and approval or disapproval of the Timeline
    B) What the DALNET approval/signoff procedure will be.

There were concerns about what the consequences would be for missed deadlines. Delivery dates would have to be renegotiated. Additional columns could be added to the timeline to track actual date delivered, received dates, etc. This would give us documentation of 'lost days.' Possible financial penalties were discussed and tabled at this time. However, regular biweekly communication from the President of DALNET to the President of epixtech would formally exchange problems and concerns.
     ACTION: M. Auer moved, seconded by J. Bosler, that the President of the DALNET Board communicate with the President and Vice President of Operations of epixtech on the status of the timeline and adherence to the deadlines as listed on a biweekly basis.
     APPROVED

The Board agreed they should review the deliverables and not leave it up to the systems staff only and that they would turn around a vote within 48 hours. Since some of the issues would require technical expertise, the specifications would be accompanied with a statement that the Steering Committee had reviewed them and that they either approved or had concerns, which could be major or minor. This message would be marked as URGENT and sent out via the listserv, DALNETPB. Votes would be sent to P Jose. Questions should be addressed to the list. A simple majority vote would approve the specifications; if the 48 hour deadline was not met the Executive Committee would make the final decision. The Board will make a final decision on the Timeline at the September 18th Board meeting.

> **ACTION:** M. Auer moved, seconded by S. Clemons, that the DALNET Board support the enhancement process as laid out in the document.
> **APPROVED**

4.   P. Jose and M. Auer and S. Muir met with epixtech at ALA.   At that time M. Fisher agreed to produce a written proposal for payment of the outstanding invoices not yet approved for payment by DALNET. The largest outstanding payment is for the Horizon software. The Horizon software has been received and is being used, but there are problems and some items specified in the contract have not yet been delivered. Horizon functionality testing is still underway. DALNET provided its testing responses to epixtech on May 25, 2000. Epixtech responded on July 30th. Of the 40 "no's" identified in the testing, epixtech proposed solutions for 13. DALNET staff.are testing those solutions with epixtech. Responses from epixtech are still forthcoming for the remaining 27 "no's" as well as the 48 "yes,but" items.

Our contract specifies 30 days for DALNET to complete acceptance testing reports and 90 days for epixtech to provide software to pass the test. The 30 day period can be extended upon mutual agreement. DALNET can grant epixtech further time to resolve the problems also.

At its August 14th meeting, the Steering Committee reviewed the epixtech response and identified these four major concerns about functionality requirements for DALNET:

> 1) functional authority record loader has not been delivered;
> 2) outstanding WebPAC functionality is to be delivered with iPAC release1.0 and 1.1;
> 3) broadcast searching has not been delivered;
> 4) outstanding Horizon functionality is to be delivered in Horizon 6.0.

They recommended that payments be delayed until delivery of this outstanding major functionality.

The Finance Committee has met and reviewed the confidential payment proposal. They recommended that:

> a)   we withhold payments for the enhancements not yet delivered.
> b)   Payment for Horizon software be made with a holdback of $100,000 pending delivery of the four major functionality requirements.
> c)   payment for Group 5 libraries be held until they are completed.

> **ACTION:** Finance Committee recommend that DALNET authorize a payment of $231,074 to epixtech and withhold $100,000 with an explanation of why this money was held back.
> **CARRIED with one opposing vote**

The Board directed the DALNET staff and Steering committee to continue with the Horizon acceptance testing process in order to make recommendations to the Finance Committee for payment of the outstanding $100,000 as functionality is delivered.

> **ACTION:** Finance Committee recommended that DALNET not pay the charges in Rider F for the enhancements until project timelines and solution, verification and acceptance dates are completed.
> **APPROVED**

5.   **ACTION:** J. Bosler moved, seconded by C. Eames, that the Board go into executive session
     APPROVED

     ACTION: J. Bosler moved, seconded by M. Auer, that the Board come out of executive session
     APPROVED

     ACTION: Finance Committee moved that the Board authorize funding, from existing resources and not to exceed $10,000, to support the costs of the search for position of DALNET Director.
     APPROVED

     ACTION: Finance Committee recommends that DALNET negotiate with epixtech to extend the contract with Mr. Muir through January 31, 2001 and that the amount to be paid will cover the full cost of his employment. These funds will come from existing resources.
     APPROVED

6.   The Board will meet on September 18, 2000 at 1PM at UDM, McNichols Campus.
     P. Jose directed that all board members bring their calendars so those upcoming Board meetings can be scheduled. P. Jose reported that D. Adams has resigned from the Steering Committee and thanked her for all her work. A volunteer is needed to replace her on that committee. Also a confirming vote for new members appointed to the Finance Committee will be taken at the next board meeting.

     Meeting adjourned at 12:45PM for lunch. The visioning meeting with the IHDC and epixtech President Lana Porter and Regional Manager, Bill Easton followed the luncheon.

     Karen M Tubolino
     Secretary

Notes on the presentation given by the Information Hub Committee (IHDC)

Where: Wayne State University, Community Room, David Adamany Undergraduate Library
When: August 18, 2000

The Meeting was called to order at 1:35pm. Phyllis Jose welcomed everyone: the current DALNET Board members and both Lana Porter and Bill Easton from Epixtech. Phyllis Jose also congratulated Jerry Bosler on his appointment as acting Library Director for Macomb Community College. Phyllis, in her opening remarks, explained the reason for the Board's assembly and went on to introduce Karen Tubolino who was acting as spokesperson and presenter for IHDC.

Karen began by outlining the reasons for an information hub committee, that the information-hub concept was an important one in the future development of DALNET in its role as a regional information provider. Such a hub would serve a variety of social links integral to the Detroit metropolitan area. These links are defined as local health, culture and the arts, economic development and transportation, all of which could be served by a hub using digital technology. Through a series of questions, the challenges facing the Committee were outlined: how could digitization be achieved given the constraints of the current DALNET mission statement; and what was the role of the Committee in fulfilling the aims of the statement? After discussion, Karen outlined the proposed benefits to users of an information hub: seamless searching across a multiple of information areas; full-text indexing; ease of access; and availability of current data. Some information concerns were also voiced such as, access control and licensing and copyright issues.

Continuing, Karen referred to a concept diagram, previously distributed, while at the same time outlining the benefits to DALNET member institutions. Members would be able to contribute on an equal basis. Professional development opportunities for individual staff members would be available. The enhancement of the DALNET reputation was also given, which would guarantee the validity of data presented on the hub. It would also be good for the southeastern region. Indeed, some members had already begun digitization projects through in-house initiates of their own; the University of Detroit Mercy and Wayne State University were both cited as prime examples. Cultural organizations, contacted as part of a series of marketing initiatives, were interested in a number of theme-based projects. All of these projects, in their multiple formats, presented unique challenges.

The presentation was handed over to George Libby who's own institution, the University of Detroit Mercy, had undertaken two imaging projects. He outlined the early difficulties and how images from both projects were based in MARC format. Certainly, it provided seamless access but the cataloging was very labor-intensive. Other museum-type institutions had since been able to achieve the same results using finding aids instead of cataloging. It spoke to a need to use existing technology, i.e., XML and XML-AD.

Cathy Eames took up the presentation, discussing health issues and the need for an interactive calendar that would provide information and, in addition, provide locations and times when various events would take place. Such a calendar would need to have the facility of being updated on a constant basis, through direct access by health-based organizations. It would need to be searchable as a database and be integrated into other member-based services. Cathy suggested the idea of partnering with organizations, providing DALNET with the opportunity of a more committed relationship to the community.

Duryea Callaway introduced the marketing initiatives undertaken to recruit disparate groups in the areas already mentioned. The response from the groups, particularly in local health and the arts was encouraging. There were a lot of culturally based websites in existence that indicated a high level of sophistication. But, now that DALNET had advertised itself, and the response had been so positive, DALNET needed to begin to respond with the same positive attitude.

Willie Cromwell-Kessler drew attention back to the diagram and explained the different components, noting those areas not yet in place, particularly the integrated search engine. She went on to explain the need for recognized standards in mark-up finding aids and the integration of the MARC format. It would be important, in any future development; to adopt widely accepted standards, using existing technology whenever possible. For DALNET to move too far into a design matrix that was overly specialized could

leave it with a design incompatible with industry norms. Many museums sites were already using presentation models without the need for MARC, achieving very high results and all using very high standards in digitization technology.

In a typical search-engine design all links would be interrelated to a set of definable entities. In illustration of the concept, Willie outlined a typical search; linking finding aids to various formats and noted the diagram probably needed a box for data entry, citing various tools and standards.

The presentation returned to Karen Tubolino who brought all the various discussion points together and introduced a searching scenario. She concluded by asking what specific tools were needed now and what might be a time frame for implementation.

The presentation was concluded with a call for questions:

What would be the cost of implementation?
What other institutions could help or were interested in implementing their own platform?
What can be done in the immediate future?
Was Epixtech interested in playing a role?

Phyllis Jose took the opportunity to introduce Lana Porter, the CEO of Epixtech, and asked for her reaction.

Lana began by introducing her colleague, Bill Easton, asking for his help as she began to lay out her company's strategy in helping to evolve new solutions and products to meet customer needs. These issues are currently not part of epixtech's strategic plan but she will be making a presentation to her Board in October and they were looking at various elements of research being done by other vendors and competitors. She agreed that XML development would be a big stepping stone towards a true virtual library. Her plan would be to set up an 'emerging technologies branch within Epixtech to work on these questions and co-develop software solutions on a partnership basis with libraries. She would be very interested in working with DALNET and advocated various projects with other customers with a view to incorporating research into core-development system out of which would emerge new products supporting an I-Library concept. She did give assurances that initiative would use NEW resources and would not result in a decrease in resources for Horizon or other core products. The more that is done, the more questions will arise, needing to be answered. She saw no standards emerging yet but that didn't mean that customers were not developing standards. New data standards are being developed by the Library of Congress, Johns Hopkins, Smithsonian and other museums. Finding a way to integrate standards was going to be a difficult task. The Bath Profile, coming out of the UK was based on different relationships across a wide range of scenarios and that was encouraging, using Z39.50 standards. Lana concluded by sharing her observations on the delivery of traditional library services. They are developing the I-Library concept which is tied to e-commerce model seen at places like Amazon.com. The checking-out of books, alternatives of modes of delivery, proactively sending users information, ebooks and ejournals were all areas that were evolving and changing rapidly. There may be retailing options here such as buying books through the library and print-on-demand, which would propel libraries into the publishing arena. Classroom applications are also future possibilities.

From her discussion arose several questions:

What was the nature of a 'developmental partner?'
Epixtech and a partner would agree to study an area jointly. Epixtech would draw-up a letter of intent stating what would be required in money and people from each partner. This agreement would include an agreement on how the product would be shared and the specifications that were required. The partnership would include other consortia. The timeline on this was estimated to be six months to develop the specifications and then six to twelve months for the development of the final product.

What ways could be found to increase effectiveness among partnerships?

Meetings like this and the greater involvement of user groups. It was important to realize we in the information age, are facing a paradigm shift. If we do not move quickly enough, the library would become marginalized. The key is an open-system approach.

When can we put these options into operation?
There is a need to move quickly beginning now. There is much to keep DALNET and epixtech communicating. We need to keep in sync and work with each other, particularly in XML and XML-AD. DALNET needs to set some priorities for current databases. Some projects we may be able to bring up now and we should move on those as well as seek funding from local stakeholders.

What about Pro-Index which can index full text; will it provide solutions to existing problems?
Yes, but not all solutions. There is a need to communicate with vendors across the board to see where development is growing.

Meeting adjourned at 3:15

Respectfully submitted.

Dave Murphy