

**DALNET/Ameritech Partnership Team
Conference Call
December 6, 1996; 8:30 a.m.-9:30 a.m.**

Participants: M. Auer, L. Bugg, J. Houser, M. Sheble, F. White (DALNET); W. Easton (Ameritech Library Services)

KEY: * Enabled with Horizon
** In development
*** Not enabled with Horizon; not in development

Serials/Acquisitions/Selection

1. Accommodate a processing center approach to acquisitions for a subset of DALNET member libraries with appropriate security levels to allow processing center staff to order, receive, and pay for materials for several-but not all-libraries.

* Enabled with Horizon

Horizon security tables can be manipulated to allow centralized acquisitions functions for a subset of DALNET libraries. With appropriate security authorization, centralized processing personnel could order books, post payments, and perform a variety of acquisitions functions for any subset of DALNET libraries. ID independent templates can be set-up to define default values for fields on the order/pay/receipt (OPR) record.

2. Enable DALNET-wide collection development, especially in the area of serials, e.g. by establishing specific libraries as archival repositories for the consortium.

* Enabled with Horizon

This could be approached through location codes or item record status codes. If there are specific location codes that can be tied to bibliographic records of materials that are not to be withdrawn, location code table parameters can be set to prohibit deletion of the bibliographic record. If specific location codes cannot be tied to records for this category of materials, then status codes that appear on the item record can be defined that would identify items that should not be withdrawn and/or deleted. Notes could display on the OPAC, if appropriate.

Authorities/Cataloging/Database Maintenance

1. Enable DALNET libraries to use a single, shared bibliographic record for a title held by more than one library, with the ability:
 - a) to store unique information about local copies,
 - b) to control display of specific subject headings by library, and
 - c) to handle multiple subject thesauri.

* a) Enabled with Horizon

Local information (such as "autographed copy") is stored and displayed on the OPAC from the item record.

* b) Enabled with Horizon

Horizon allows users to control the OPAC display for MARC field tags and to control other OPAC display features (such as search strategy options) at the pc level. The client can be configured on specific pcs so that, for example, juvenile subject headings display at pcs in the children's areas. Both WebPac and the Windows clients of Horizon enable this type of control. It is not possible to control OPAC subject display for remote access users.

*** c) Does not exist currently and is not on a list of development projects for ALS; needs to be analyzed to see if it is a candidate for development.

2. Enable security levels for shared bibliographic and authority records that authorize specific staff to modify or enhance shared fields and that authorize staff to catalog for multiple libraries in a processing center arrangement.

*** This feature does not exist currently and is not on a list of development projects for ALS; this enhancement to security needs to be analyzed to see if it is a candidate for development.

3. Have the ability to transfer bibliographic, authority, and other records between two separate Horizon servers, in the case that DPL needs its own server for optimal system performance.

* Enabled with Horizon

Horizon has an export feature that allows libraries to write control files to transfer records from one server to another.

Circulation/Reserves/Bookings

1. Enable DALNET libraries to share a single patron record for users with differing circulation privileges at multiple libraries, for example by using a single library card authorized at multiple libraries or by using multiple cards on a single shared record.

*** Horizon does not currently enable this feature, but Ameritech realizes that this is something that Horizon must do to meet consortia needs.

2. Enable batch loading of patron records into a shared patron database without overriding key information each time for as many as 12 different batch loads each semester.

* Enabled with Horizon

The loader program can be modified on the site level.

3. Provide an integrated booking module.

** In process through a second party contract.

This is a feature that a number of libraries have been requesting and ALS is in the process of negotiating a contract with an outside vendor for a booking module. The module will accommodate booking for multiple sites. If the contract goes through as planned, the module should be operable with Horizon within two years.

ILL/Document Delivery

1. Provide an ILL system with both patron and staff mode interaction with both the OCLC ILL subsystem and DOCLINE.

** The new Horizon ILL module is scheduled for beta testing in January, 1996. The new module interfaces with the OCLC ILL subsystem, DOCLINE, and other systems that follow standards. The new ILL module enables requests/responses to be sent/received through telnet, e-mail, and fax.

Public Access/User Interface

1. Provide four levels of holdings display for all OPAC client software, i.e., union catalog, institution level, building level, and collection or groups of collections.

* Enabled with Horizon

Horizon addresses this requirement in two ways: through configuring the WebPac search strategy (either through patrons' construction of search strategies or through configuration of WebPac) and through configuring the workstation client. WebPac can be configured to define different levels of searching from simple, to sophisticated. For example, WebPac can be configured to search on any or all MARC fields through keyword. The OPAC can display a single searching line, "enter search here." A more sophisticated search strategy would allow patrons to limit their search to specific collections at specific libraries through manipulating the search strategy. For example, patrons could limit their search to audiovisuals held by a specific library at WSU.

Specific lists of libraries with a corresponding list of collections could be constructed on the OPAC. Users would click on their choices from each list. Horizon allows for hierarchical lists to be constructed. For example, patrons could click on DPL and then bring up a second list of all of the branches, on which they would again click on their choices.

Workstation clients can be configured to set default searching at all four levels. The following examples were discussed: Several pcs in the children's section at a DPL branch could be configured to search on the children's collection for that branch. The pcs in the Marine Historical Collection archive at UDM could be profiled to search just on that collection.

W. Easton noted that WebPac expands the creative possibilities for searching, although there are some limits in the Horizon Windows OPAC.

2. Provide a children's OPAC client that includes such features as a set of broad subject categories in a graphical interface, spell checking, and is easy for children to use.

*** Horizon does not currently have a children's OPAC client.

W. Easton discussed the possibility of making the Dynix KidsCat work with Horizon. J. Houser said that he is not enthusiastic about KidsCat. He would like to see a commitment on the part of ALS to develop an OPAC interface that is appropriate for children. This is a feature that needs to be looked at as a candidate for development.

3. Enhance WebPac software to be equal to the OPAC Windows client and to optimize performance in a large system environment.

** In development

This is being developed as part of the ALS-Indiana University and University of Chicago partnerships. The timeline for completion is less than one calendar year (i.e. will be delivered in 1997).

4. Enable broadcast searching of a DALNET union OPAC so that it is transparent to users that records might be housed on more than one Horizon server, with a merged result set and four levels of holdings display as described above.

** Horizon does not currently enable; on a list of projects for development. The ILL module scheduled for beta testing in January has a broadcast feature, and it should be possible to expand the concept to searching. ALS recently received two RFPs that require broadcast searching. This feature has been placed on a list of development projects, although programmers have not been assigned to the project. W. Easton believes that Horizon may enable broadcast searching within the next two years.

Gateway to Electronic Resources

1. Provide an authentication system for users that belong to multiple user groups with access to different databases, whether locally housed or remotely accessed via Web or Z39.50 interfaces.

*** Horizon does not currently enable. This needs to be put forward as a project for development for DALNET through ALS or through an ALS contract for third party software.

2. Enable broadcast searching of multiple databases with a merged result set.

*** Horizon does not currently enable. ALS is interested in developing this feature.

See comments, "Public Access/User Interface" #4.

Electronic Publishing/Local Databases

1. Provide integration with the IBM Digital Library system.

** ALS is contracting with IBM to integrate the product. The product should be operable with Horizon by the second quarter of 1997.

Management and Statistical Reports

1. Enable staff at DALNET libraries to run their own ad-hoc management and statistical reports with minimal support needed from the central site and without seriously impacting system performance.

* Enabled with Horizon

Horizon has about 200 standard reports that can be run on demand. Since so many libraries like to develop their own reports, Report Smith has been added to Horizon options. Sybase security can be setup to restrict access to specific MARC and other record fields. For example, security can be set to restrict access to some or all fields on fund code records and order/pay/receipt records. Security restrictions can be set by institution or by specific user.

2. Provide security for distributed report generation that allows access to specific files, records, or fields for individual DALNET libraries and blocks access to data for other libraries.

*** Horizon does not currently enable. This needs to be put forward as a development project for DALNET.

Sybase security does not distinguish libraries from each other. Security restrictions could not be set to permit libraries to generate reports on a full range of fields for only their home library, while blocking access to data in the same fields of other DALNET libraries.

3. Enable staff at DALNET libraries to run their own standard reports that come with the Horizon system.

* Enabled with Horizon, if appropriate security can be developed, as described above.

4. Provide distribution of both system generated as well as standard and ad-hoc reports available upon request to printers at DALNET libraries.

* Enabled with Horizon.

User Workstation Integration

1. Provide smooth integration of search results from multiple sources, including downloading, with desktop software such as End-note or Reference Manager as well as with word processing packages.

* Enabled with Horizon

Search results can be downloaded into any Windows-based format or any standard character-based format, i.e. ProCite, ASCII, etc. W. Easton will send a list of formats accommodated by Horizon to L. Bugg.

Discussion

Of the features discussed during the conference call, Horizon can do eleven now, five are in development, and seven are projects that need to be put forward as candidates for development to meet DALNET's requirements. Of the features required by DALNET that are currently not in development, W. Easton does not believe that any are unreasonable. ALS is especially interested in development projects for which there is a broad market demand. Although market demand is an important factor, DALNET requirements are important to ALS, and it may be possible to develop features that are DALNET specific. Any enhancements done for DALNET would become part of the supported Horizon product.

Next Steps

1. W. Easton will discuss the results of the conference call with T. Burns. He anticipates responding to L. Bugg by the middle of the week of December 9th-13th.
2. DALNET will next work on a draft of partnership business principles to forward to ALS for review.

Notes by: M. Sheble
12/8/96

Distributed to: M. Auer, L. Bugg, A. Fidler, J. Houser, M. Klein, F. White
(DALNET); W. Easton (for Ameritech Library Services)

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FEEDBACK FROM HORIZON SITES

The DALNET Process Planning Committee, as part of its information-gathering exercise, has recently been in contact with four academic sites using Horizon 4.1.1 to get feedback from staff users of this Ameritech client/server library system. So far, we have spoken with systems people, catalogers, reference librarians, and circulation/access staff. Here is a summary of the comments (not in any particular order):

HERE IS WHAT USERS LIKE ABOUT HORIZON 4.1.1

- System stability
- Integration of the modules
- Serial prediction is a time saver
- Indexes are easy for librarians to set up
- Web interface easy to set up
- PAC is very easy to configure and to use
- Easy to link to CD-ROMS on local CD-ROM tower
- Easy to link to own digital documents
- Acquisition module is very flexible and handles lots of accounts
- Works well with OCLC
- Very flexible system; easy to change privileges
- ALS support has been good
- Very customizable system
- Very user friendly
- Patron empowerment features are good; patrons can place holds, see fines, requests, holds
- Can create different PAC flavors for different groups of users
- System warning if you enter invalid sub-fields
- ALS support is getting better
- Staff enjoy customizing screens
- GUI interface
- Lots of different ways to search
- Collection-based searching capability
- Training is simple
- Finding related search terms is easy
- Latest release (4.1.1) has fixed many problems; has made Horizon is 150% better than it was
- Client/server technology is a plus

HERE IS WHAT USERS DO NOT LIKE ABOUT HORIZON 4.1.1

- IBM's OS/2 is a poor client
- ALS has been slow to respond to the need for a better client; a Win95/WinNT client was supposed to be ready in Nov96 and is now scheduled for release in Nov97; they have had to contract out the work
- ALS not good at meeting enhancement deadlines
- Acquisitions / Serials interface is weak



- **Serious authority problems – get blind references; see references are erroneously linked to bibliographic records; needs major overhaul & hopes release 4.2 will fix; problems originated with Marquis which was a non-MARC product; does not always take MARC tags & indicators into account**
- **Flaws with global Find & Replace; e.g. if you want to change "Co" to "County" you can't specify match criteria and you can't monitor changes on a case-by-case basis so you may get County replacing "Co." used as abbreviation for "Company"**
- **Weak security in Cataloging; e.g. can't limit staff by record type or fields within a record type**
- **Sybase problem -- will only index first 250 characters of contents note; creates problems when you have long notes, e.g. in music records**
- **Bookmark feature for printing records in PAC does not work very well; you either get author/title with no call number or vice-versa; you either disable this feature or be prepared to do a lot of hand-holding with users**
- **Can't do spine labels on a laser jet printer**
- **Does not do validation check of downloaded OCLC records**
- **PAC does not display added entry fields; e.g. alternate titles are not searchable**
- **Music library very unhappy because system does not display uniform titles**
- **System is very slow sometimes**
- **Can't see order information when in PAC mode**
- **Can't see serials info when in PAC mode**
- **Can't see MARC form of record when in PAC mode**
- **Only displays first 30 citations in PAC**
- **Does not display in reverse chronological order so have to do a follow-up sort on records**
- **Had to dissolve consortium of 4 libraries 3 years ago because Horizon did not work well in a consortium environment; e.g. in preparing overdue notices, Horizon uses location of borrower and not location of item record and they did not want to process another library's overdue notices**
- **Horizon does not block patrons from placing holds on titles that are on the shelf so they have had to disable this feature**
- **Staff do not use ReportSmith because it is too difficult (have to know SQL) so all report requests are sent to Systems Office; ReportSmith does not handle bibliographic formatting very well**
- **Enhancement process is slow and frustrating; suspects that ALS gives priority to large academic libraries and others may get left out; ALS has been slow to provide DJK enhancement**
- **Believes ALS layoffs have hurt; they are spread too thin**
- **Horizon originally designed for special and not academic libraries; looked good in demos but...**
- **Indexing a major problem; can't index authority & titles together that's why there are major authority problems; now looking for alternative software to do indexing rather than waiting for ALS to correct problem**
- **Foreign character sets and diacritics not searchable in PAC**
- **Acquisitions module does not handle standing orders very well**
- **Acquisition codes determine sort order so must be careful in setting up; they use a combination of prefixes for departments and suffixes for media type to bracket the fund code**

DALNET Needs for Horizon Enhancement

To enable a DALNET Horizon installation to be a model for a multi-type library consortium, it is critical that the software meet certain key functional requirements for resource sharing and access, cooperative processing and collection management, and specialized user interfaces. It also needs to operate in the developing DALNET telecommunications network.

To date, the DALNET Partnership Team has had the opportunity to evaluate selected Horizon capabilities through a structured demonstration based on the Team's scenarios and through Ameritech's written response to those scenarios. Unfortunately, due to Internet difficulties and time constraints, many of the scenarios were unable to be demonstrated. The scenarios were focused on the key requirements for DALNET to accomplish its new vision for the next generation system.

It was unclear from the demonstration or the written response whether Horizon will be able to meet the following DALNET requirements in an efficient, effective, and user-friendly manner.

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L. Bugg
11/27/96