

DALNET Partnership Team Meeting
July 17, 1996, 1:30 - 4:30 p.m.
WSU Purdy Library, Dean's Conference Room

Agenda

1. Minutes from July 2 meeting (attached) 10 mins.
2. Develop report on ALA meetings for DALNET Board (by July 25th retreat?) 30 mins.
 - a) Meetings with DRA and CARL (notes attached)
 - b) Meeting with Ameritech (notes attached)
 - c) Recommendations to include
3. DALNET's Vision for a Next Generation Information System (draft sent previously) 90 mins.

Goal: develop a document to FAX to Ameritech by the week of August 5th.

Opportunity: discuss issues/draft at July 25th DALNET Strategic Planning Retreat.
4. Plan for Ameritech/DALNET Partnership Team Retreat on August 28-29 40 mins.
 - a) Agenda building
 - b) Local site arrangements
5. Meeting schedule 10 mins.

7/15/96
LB/cmz

DALNET Vendor Partnership Team Meeting
July 2, 1996, 9:30 a.m.-12:00 noon
WSU Science and Engineering Library

Present: L. Bugg, A. Fidler, M. Sheble (for M. Auer), F. White

Excused: M. Klein, J. Houser

Summary

The Partnership Team is composed of representatives from each library type and a technical expert from the DALNET Office. The Team is to investigate the feasibility of a partnership between DALNET and Ameritech to work toward the development of DALNET's next generation system and present a report to the DALNET Board on their findings. The meeting focused on drafts of two documents prepared by L. Bugg: (1) DALNET Partnership Team Charge and (2) DALNET's Requirements for the Next Generation System. The team also discussed a document prepared by F. White, "Supplementary Approach to a List of Basic Requirements." This document was based on information that F. White obtained at a recent conference at Cornell University, "Successful Libraries." At the suggestion of the DALNET Board, several members of the Partnership Team will be meeting with representatives of Ameritech, CARL, and DRA during ALA (July 5th-9th) for preliminary discussions on the feasibility of developing partnerships to develop next generation systems for DALNET.

1. ALA Meetings with Ameritech, CARL, and DRA

L. Bugg, J. Houser, and M. Sheble (for M. Auer) are attending ALA in New York and will be available to meet with representatives of Ameritech, CARL, and DRA. The schedule is as follows:

Ameritech:	July 7 (7:00-9:00 p.m.)
CARL:	July 8 (8:30-10:30 a.m.)
DRA:	July 6 (4:00-6:00 p.m.)

L. Bugg will fax relevant documents to representatives of the three vendors prior to the meetings. M. Sheble agreed to take notes for the group.

2. DALNET Partnership Team Charge (Draft document)

- Develop a shared vision for DALNET's next generation system that builds on the foundation that DALNET already has in place.

Before entering into a partnership, it needs to be determined if DALNET and Ameritech have a shared vision that will act as a base for a partnership.

As a large multi-type consortium, DALNET brings a number of

strengths to a partnership, including a unique configuration of user needs and unique resources. Developing a system for DALNET would allow Ameritech to expand the capabilities of their client-server system and address the needs of a broad spectrum of the library community. A primary concern in the development of a new generation system must be a user interface that will address the needs of the range of DALNET patrons. The system will also need to address other aspects of information management that are important to end-users.

- Develop a migration strategy to achieve that vision that leverages the infrastructure investments DALNET has made and includes unique contributions Ameritech can make.

Ameritech may be in a strong position to assist DALNET with a migration strategy since the company is a comprehensive telecommunications provider. Technical expertise in the computer centers of the various DALNET library host organizations may also be of value in evaluating options for an infrastructure for DALNET's new generation system.

- Gain experience and build trust working together intensely on these tasks.

Concern over developing a dependency relationship with a vendor was expressed. Rather than commit to an overall project, DALNET and Ameritech may want to consider a sequential or evolutionary approach, in which both partners agree to a number of smaller projects. Rather than being a throwback to the days of "piece-by-piece" development, this could be a type of sequential development plan in which each project could be used by DALNET, regardless of the new generation system selected. Each project would also need to be of use to Ameritech in product development. After the completion of each project, DALNET and Ameritech would need to evaluate the contribution the project has made toward their goals.

3. DALNET's Vision for the Next Generation Information System (Draft)

This document represents a conceptual overlay, rather than a list of specific requirements for a next generation system. Preserving the union catalog, while providing a flexible user-interface that acts as a gateway to a diverse range of electronic resources is important. The user-interface must meet the diverse needs of DALNET users, remote and on-site. The system must also provide the means for building strategies for cooperative record management, collection development and access, and serials control. Providing maximum flexibility for libraries to migrate to the new system as they are able is also important.

4. Supplementary Approach to a List of Basic Requirements
(Draft document)

The purpose of this document is to look beyond a library system to other information amenities that libraries can potentially offer to users. In reviewing the components of the total information environment that technology is making possible, the question of what we can develop ourselves vs. what we need a partner to develop arises. The importance of adding intellectual value to library programs and services will increase. *

Part of the discussion of this document focused on the level of staff training and development that will be required for DALNET to be an innovation information provider. Responsibility for this may either require increased involvement from the DALNET Office or dispersing responsibility among members.

Throughout the document, there is an emphasis on the necessity of viewing the library system as one component of a larger system of information provision and the need for a gateway to provide access to a variety of electronic information resources (graphic and text).

A decision was made by L. Bugg to incorporate some of the ideas from F. White's document into "DALNET Requirements for the Next Generation System" to expand the conceptual base of DALNET's requirements for a new generation information management system. While this document will not be distributed to vendors, it will serve as an informal base for discussing DALNET information system requirements at the meetings with the three vendors during AIA.

M. Sheble
7/12/96

DALNET Meeting with DRA at ALA
July 6, 4:00-6:00, Ritz Carlton Central Park, New York

DALNET representatives: L. Bugg (DALNET and WSU), J. Houser (DPL), M. Sheble (for M. Auer, UDM)

DRA representatives: Candy Boyar, Barbara Bumgartner, Berit Nelson, Tom Rafferty, Jeff Schilling, Art Zemon

1. What DALNET Could Bring to a Possible Partnership

DALNET is a multi-type consortium and one of the largest NOTIS sites in the country. DALNET is in the process of planning for a next generation system. Rather than following the traditional plan of describing requirements and selecting a vendor based on the number of features the system can match, DALNET is interested in working with a vendor to develop required features. DALNET's strategic planning process is mid-way and now seems like a good time to work with vendors to further refine a development plan for DALNET's next generation system.

A. DALNET's Vision of a Next Generation System

L. Bugg outlined DALNET requirements for a next generation information management system, emphasizing the following:

- Need to preserve the union catalog, while allowing for display/searching of location-based catalogs.

DRA accommodates both levels of display and searching. Catalogs can be grouped geographically or according to some other definition, and separate policies can be defined for each location. Holdings can be viewed separately for specific locations.

- Require a user interface that addresses the needs of all types of DALNET users, ranging from children to college students, to faculty and other professionals.

DRA has four different user interfaces. Any one of the interfaces can be locked into specific terminals or restricted access can be provided by user id, with the option of providing access to all four interfaces by terminal or user id.

- Need to provide access to multiple electronic resources through a common interface, including DPL's community information resource file.

The DRA Web browser is a gateway to Internet resources and can provide a common interface to local electronic resources. It has full-text searching and graphic display capabilities. DRA has the capability to map non-MARC information into the MARC format and through this, could

handle the DPL community information file.

- Need a way to save on processing services, including centralized cataloging, ordering, and receiving.

- Would like to make it easier for users to move among institutions, while maintaining restricted borrowing for a subset of materials and for a subset of institutions.

DRA capabilities allow libraries to define groups of patrons that can borrow from different organizations through turning on different circulation arrangements. A shared address and name file may present problems.

- Flexibility to subscribe to databases and make available to subsets of libraries.

B. DALNET's Migration from NOTIS

L. Bugg discussed the need for flexibility to allow libraries to migrate to the next generation system as they are ready. When speaking of migration, DALNET is talking about more than file mapping. Would like to be able to migrate pieces of the consortium.

The DRA system is based on a distributed systems model, with increasing emphasis on moving more and more functions to the workstation level. Data manipulation has moved entirely to workstations. There was little encouragement for using the IBM mainframe on a continuing basis.

2. DRA's Current Development Plans and Commitments

DRA is working with several large sites, including IlliNET and UCLA. DRA continues to develop the client-server LMS and is re-writing the DRA classic system to be UNIX compatible. During the development process, DRA programmers and librarians communicate about desirable functionalities.

A. Demo of DRA's Client-Server System

Distributed Processing Architecture

DRA system architecture is based on distributing processing. There is no need to go back to a central server for information; information can be stored at distributed servers. Files can be located at multiple sites, where they will lead to the greatest efficiency for specific sites and/or the larger system. Institution specific circulation and bibliographic database files, for example, can be stored on various servers throughout the system.

DRA supports more than one operating system and more than one platform, although there is a limit to the number of

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platforms supported.

Database Structure

The programming language used to develop the DRA database is C++, which is based on the principle of creating and manipulating objects. This contrasts to relational programming languages (such as COBOL and PL1) which are based on the structure of creating sequential commands to manipulate data. For the client architecture, the implications of creating a system with object-based code means that functions link to other functions at run-time. A specific command sent from a client will go out to various servers and gather the information required without going back to a central server. Each object holds its own data and manipulates its own data. DRA representatives discussed several advantages of this structure: System enhancements will come out more quickly, and it is a good fit for distributed computing.

Standard Interfaces

DRA supports the following interfaces:

OLE Controls

COBRA Objects (supports more options than Z39.50)

TCP/IP

Unicode (character set to support a range of alphabets and languages)

Features of Public and Staff Clients

Public Clients - WWW, Windows, and GUI. Can modify script on terminal interface.

Staff Clients - Windows-based. Can customize staff clients to emphasize local terminology and program function keys. Flexible indexing for Dewey, LC, and SuDoc call numbers; EDI interface. ILL sub-module in development.

B. Explore What DRA Could Bring to a Partnership

DRA emphasized that many of the features of their client-server system address the needs of DALNET, although the possibility of some customization could be explored. DRA is currently committed to a number of development projects that have been placed as priorities.

M. Sheble
7/13/96

DALNET Meeting with CARL at ALA
July 8, 8:30-10:30 a.m.; Algonquin Hotel, New York

DALNET representatives: L. Bugg (DALNET and WSU), J. Houser (DPL), M. Sheble (for M. Auer, UDM)

CARL representatives: Patricia Caulkin, John Duane, Donald Kaiser

1. Discuss What DALNET Could Bring to a Partnership

DALNET is a large multi-type consortium in the Metropolitan Detroit area. The NOTIS system and supporting infrastructure of technology are beginning to appear antiquated and DALNET is interested in exploring options for a new generation system that will address the needs of DALNET patrons. This includes the possibility of developing a partnership with a vendor.

A. DALNET's Vision of a Next Generation System

L. Bugg outlined the conceptual specifications for a new generation system for DALNET, including requirements for the OPAC, collection management, centralized processing, resource sharing, a gateway to multiple electronic resources, and technology infrastructure.

B. DALNET's Migration From NOTIS

DALNET needs a way to allow libraries to migrate from NOTIS as they are ready, allowing some leverage of the investment in the current infrastructure.

Since CARL supports TCP/IP and SNA gateways, it may be possible to develop a migration strategy that would address DALNET's needs.

2. CARL's Current Development Plans and Commitments

CARL specializes in large systems. CARL estimates that their system serves about 12% of the US population because so many of their installations are located in large urban areas. One of the installations in Hawaii is dispersed among 35-sites, including sites on all of the islands. The trend at CARL is toward developing a series of separate enhancements and modules for their system, rather than on building an "all-in-one" system. More specific developments were discussed during the presentation/demo.

A. Demo of CARL System/Features

General features of the CARL system that were discussed include: the ability of the system to manipulate patron groups for circulation, the ability of users to access circulation information online (such as fines owed and books checked-out), variable user interfaces, and user initiated

ILL.

Internet Gateway Support: WWW server (Netscape, etc.), Lynx (character-based), FTP, WAIS, E-mail, Z39.50.

Document Delivery: CARL provides integrated access to UnCover (over 17,000 journals and 6 million articles; article delivery within 24 hours of request).

Novelist: A guide to fiction (internal database).

Electric Library: User-queries entered through asking questions. Intelligent search engine provides answers through accessing 100 full-text newspapers, 400 magazines, encyclopedias, maps, etc.

Multiple User Interfaces:

- Kid's Catalog: Developed in part, through support from a grant. Marketed to other systems, including Dynix and GEAC. L. Bugg asked if it would be possible to use the CARL Kid's Catalog with the next release of NOTIS. This may be possible, since the next release of NOTIS should include upgraded Z39.50 interface capabilities.

- Everybody's Catalog: Windows-based searching to guide patrons through a variety of remote and local information resources.

- Personal Navigator: Graphical interface, originally developed for CARL UnCover. Provides a consistent user-interface for access to multiple electronic resources.

Gateway to Multiple Resources

CARL places a lot of information resources behind the OPAC and provides an easy interface to numerous information resources. CARL Web provides access to Internet resources and an interface for other electronic resources has been developed in cooperation with the CARL holding company, Knight-Ridder.

Database Structure

CARL continues to build the system on existing code, although recent applications are programmed with C++. This means that new developments will have the flexibility of system components based on an object-oriented programming structure, such as being relatively easy to update and workable with a distributed computing structure. (See notes on DRA-DALNET ALA meeting for further explanation of an object oriented structure.)

In a union catalog, CARL stores each bibliographic record

once, although variations of the record for individual institutions can be stored. For example, one library can store specific subject headings that will be searchable for patrons of just that library.

The database structure allows flexibility for location based catalog searching. When searching a specific location with multiple branches, the default options is for the holdings of the branch where the patron is searching to be displayed first.

Staff Mode

Cataloging navigator acts like an expert system, offering the option to append at each point and providing help menu options. It is possible to scan and integrate images into the catalog. Windows-based TS enhancements are being developed and should be ready by November, 1996.

Other Developments

- Patron Validation for Databases: DALNET requires the flexibility for libraries to subscribe to different sets of databases and make these sub-sets of databases available to patrons of the subscribing institutions. Standard Z39.50 does not address this need. CARL is in the process of developing a patron validation feature that would address this issue.

- Downloading Features: Enhanced downloading capabilities are being developed.

- Development efforts are being directed toward increasing navigation capabilities between functions and report capabilities.

- Bibliographic Utility Interface: At some point, OCLC will be Z39.50 compatible. CARL is developing the import/load capability of their system to be Z39.50 compatible.

CARL Technology Partnerships: CARL sells equipment as well as a system, and is a partner with Tandem Computers, Internet Communications Corporation (ICC), and Sun Microsystems. CARL can either set up on an infrastructure that clients themselves build or CARL can build an infrastructure for clients. CARL can set up an entire system or set up a system on a gradual basis.

B. Explore What CARL Could Bring to a Partnership

CARL considers that it is in a partnership with all clients. Developments and enhancements address the needs of current users. Specific enhancements required by clients can be placed in contracts.

DALNET Meeting with Ameritech Library Systems at ALA
July 7, 7:00-10:30 p.m.; New York Hilton

DALNET representatives: L. Bugg (DALNET and WSU), J. Houser
(DPL), M. Sheble (for M. Auer, UDM)

Ameritech representatives: Kevin Ash, Tom Burns, William Easton,
Mari Hoashi-Franklin

1. Feasibility of a Partnership Between DALNET and Ameritech

Partnership Benefits

Ameritech views a partnership with DALNET as an inter-related triangle of a shared vision, impact, and trust/intimacy/ knowledge. DALNET presents opportunities for Ameritech because some of the projects that need to be done to address the needs of consortia have not been done before. Working with DALNET would allow Ameritech to gain experience in building a community information hub.

T. Burns noted that one of the strengths that Ameritech brings to a partnership with DALNET is the background in working with all types of libraries. NOTIS and Horizon have been developed primarily for the academic sector. Through Dynix, Ameritech has been focusing more on public and special libraries within the past several years.

Building a Partnership

A practical approach may be a five-year timeframe for development, using a building-block approach. T. Burns stated that the more Ameritech and DALNET would get to know each other, the more they would know about how to resolve problems. As DALNET and Ameritech would work together to resolve current problems, the more they would understand about the problems and options for resolving them.

The following steps for exploring the feasibility of developing a partnership were suggested by T. Burns: (1) Develop a shared vision, (2) develop short-term projects to address client needs, and (3) develop a partnership proposition within the framework of multiple projects.

To develop a partnership proposition, DALNET needs to describe in detail what they would like DALNET to look like in three years. DALNET representatives indicated that desirable short-term projects would be those that would help member libraries justify next-step developments to their host institutions.

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2. DALNET and Ameritech Retreat

Dates/Location

Dates identified as possibilities for the retreat are August 28 and 29. The retreat will be held in the Detroit area, with Meadowbrook Hall (OU) and McGregor Conference Center (WSU) as possible locations.

Ameritech will draft an agenda for the retreat and FAX it to the DALNET Team for input by the week of August 5th. A conference call will be arranged to discuss the agenda and retreat plans.

The DALNET ^{Team} will further develop the Vision document and fax a copy of it to the Ameritech Team by the week of August 5th. This could be discussed during the conference call.

Preparation for the Retreat

The following were suggested as issues to address by the DALNET Team in preparing for the retreat:

- Develop a vision of what DALNET's information provision system should look like in three years;
- Outline short and long term joint projects to achieve the vision;
- Identify the impact of possible projects;
- Outline what the partnership proposal should look like for the DALNET Board;
- In the process of discussing the above points, construct a base of information from which to work, including user priorities, user needs, and the capabilities DALNET wants (infrastructure and system).

Feasibility Report

A mid-August date was the original projection for the DALNET Vendor Partnership Team report to be submitted to the DALNET Board. Since the projected date for the retreat is the end of August, L. Bugg will request an extension to mid-September from the DALNET Board.

M. Sheble
7/13/96