MiLE Steering Committee Meeting
Macomb Community College, South Campus Library
December 14, 2001, 9:30 a.m.– 12:00 noon
AGENDA

1. **Review agenda, minutes from 11/2, January schedule**   9:30 – 9:40
   - Minute taker today—Louise or Jerry
   - Meeting schedule for January

2. **Overall MiLE Project Planning**   9:40 – 10:00
   - Commitment letters; libraries in each phase—Eileen
   - Contract copies
   - epixtech Project Plan—Scott
   - Muscle listserv
   - Problem reporting and resolution process

3. **Technical Team**   10:00 – 10:20
   - Server status; firewall
   - ESIP setup for EMU
   - URL for MiLE
   - Testing—Z links; barcodes and user accounts
   - Browsers for public workstations; back button; time out?
   - Issues from system administrator training?
   - Test/training environment

4. **Design Team**   10:20 – 10:35
   - Design decisions/issues
     --MiLE introductory webpage before URSA screen?
     --how to tell users what to do for article requests and what
       to do if they don't find what they want in MiLE
   - Search options for serials
   - Single search group for all MiLE libraries initially?

5. **Training Team**   10:35 – 10:55
   - Plans for URSA user training Jan. 30th
     --where, when, how many, who, Horizon libraries separate?
   - Training CDs and manuals
   - Lesson plans, staff competencies, FAQ (e.g., TBLC)
   - Plans for training rest of staff in Phase 1 libraries

6. **ILL/Circ Team**   10:55 – 11:15
   - Library Code recommendations
   - Review policy recommendations/issues
   - Blank ILL request form—will we use?

- Statistics gathering; what do staff need to count?
- Van route/stops recommendation
- Completion of profile forms for Phase 1 libraries
  --for request filtering and shelf status
  --provide sample barcodes

7. Promotion Team   11:15 – 11:35

- Kick-off for Phase 1 libraries
  --including focus session for staff
- PR and user survey materials
- Bands for books
- MiLE Website—FAQ list; Principles of Cooperation?
  (like MORE www.moreforohio.org)

8. FY02 LSTA Grant Planning   11:35 – 11:50

- Review and adjust budget to grant dollars
- OCLC Direct Request—WSU willing to test this summer

9. Plans for Next Meeting   11:50 – 12:00

L. Bugg
12-13-01

MiLE Steering Committee Meeting
Macomb Community College: South Campus Library
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Agenda

Present: Jerry Bosler; Louise Bugg; Dee Callaway; Gary Cocozzoli; Christine Hage; Kathy Irwin; Bob Kelly; Celia Morse; Scott Muir; David Murphy; Larry Neal; Eileen Palmer

1. Review Agenda, Minutes from 11/2, January schedule
The meeting minutes for November 2, 2001 were reviewed and approved. The meeting schedule for January, 2002 was considered. The following dates were agreed upon:

January 8-9, 2002: ATLAS Demos
January 11, 2002: MiLE Steering Committee Meeting, 2:00 – 4:00 p.m., Lawrence Technological University.
January 30-31, 2002: MiLE / URSA Training: tentatively at TLN.

Because Eileen Palmer had to leave early for a Lansing meeting, the agenda was realigned, making Agenda Item 8: FY 02 LSTA Grant Planning, the first order of business.

2. FY 02 LSTA Grant Planning
The MiLE Steering Committee was officially notified that the LSTA Grant for Fiscal Year 2002 had been funded at a reduced portion of the original grant request. Committee members were pleased at another successful grant and extended congratulations to Eileen Palmer who is the chief grant writer for both the FY 2001 and the FY2002 grants. Because the FY 2002 grant request was for $157,984 and it had been approved for 2/3 of that amount, committee members engaged in a review of the budget to adjust the budget to actual grant dollars. The committee agreed to work within a budget of $100,000. Copies of the FY 2002 grant were distributed

The following issues were outlined:
- The Steering Committee must clarify with epixtech as to whether the URSA software can be loaded on 2 servers: 1 for production and 1 for testing.
- The budget for 1 server should be between $30,000 – 35,000. Scott and Bob will get hardware estimates.
- Additional licenses for CPUs can be added at $6,000 each.
- Consideration was given to allocating the unexpended money from the MiLE maintenance allocation for FY 2001. Licenses could be funded out of the maintenance budget.
- WSU is willing to pilot the year 2 implementation for OCLC Direct Request.
- There is the expectation that the volume of ILL activity in the southeastern Michigan region will move to MiLE and that the use of the OCLC ILL software product will diminish.

- The delivery service is a critical element. TLN has a pricing formula for extra stops. The ILL subcommittee must work out the logistics of the delivery routes and the costs involved. Initially, the going rate for an extra stop is $20 per week.
- The committee agreed on the following revised allocations:

Technology: Server for ILL software:		$30,000
Technology: Software to upgrade local systems; consideration should be made for a matching amount from the individual library.		$15,000
.Technology Software licenses / upgrades for 3 new members		$35,000
Professional Services: Contracted delivery services:		$20,000
	Total	$100,000

The committee agreed to work out the matching amount formula for individual library local system upgrades at the next meeting. It was noted that this new information needs to be conveyed to the proposed year 2 libraries to confirm participation in light of the matching formula.

Reaching agreement on these issues, the committee went back to the original order of the agenda.

3. Overall MiLE Project Planning
Committee members confirmed that commitment letters had been received from all Phase I libraries.

Participation of the Detroit Public Library as part of the DALNET contingent was discussed. Note: After the 12/14 meeting, J. Bosler has talked to N. Skowronski, Interim Director. DPL has confirmed that it is interested in the project but cannot participate within the timelines specified in the grant.

Henry Ford / Greenfield Village Library wishes to be a Phase III library.

It was noted that Lawrence Technological University Library and the Henry Ford / Greenfield Village Library will be bringing with them charter school libraries which adds to the quality of the cooperative mix as well as fulfills a qualification of the year 2 grant.

Copies of the "Purchase and License Agreement Between **epixtech, inc.** and the Library Network" as well as the MiLE Project Plan were made available to committee members.

Steering Committee members voiced a concern that there is already a problem with the timelines of the project because **epixtech** cannot train the Phase I libraries in early January. This puts the project a month behind schedule. Because this is a disappointment to all committee members, it was agreed to communicate this dismay to **epixtech**. An email message will be sent by Eileen Palmer indicating that this is a pilot

project within the state of Michigan and that it should be viewed as a test as to whether **epixtech** can comply with the schedule in the MiLE RFP response . Ideally, the implementation timelines require immediate training for Phase I libraries. The MiLE Steering Committee is not looking for a major training session for all participating libraries, rather, the need is for a session to train the trainers. It was noted that **epixtech** may seek a compromise and offer a WebX training session with a conference call. Committee members noted that there were good reports on this method of training. Further, the software is easy to use, thus, the training should be easy. It was noted that trainees should pay attention to procedures and to integrate Web design issues. Consideration was given to fast track, continuous training sessions for Phase I and Phase II libraries. Dee Callaway will follow-up with Phase II DALNET libraries to obtain written confirmation of their commitment to proceed.

Oakland University needs ESIP software which must be budgeted. Consequently, they may need to go to Phase III or into the year 2 implementation.

Committee members discussed target dates for MiLE Project go live implementation. Realistically, March 1, 2002 is the date agreed upon.

A training plan was discussed with logistics for DALNET and TLN members. Policy, procedures and people are the key components. The Web site is up and running. The URL for patron login is: owls.lib.mi.us/~ursa/WSU_login.html. Log-on as: guest.

Committee members noted the importance of the new listserv called MUSCLE and the need to keep it going indefinitely so as to assist with communication in a smooth project implementation. Staff in all Phase I libraries need to be on the listserv as soon as possible. It will be used to handle questions and answers about URSA and MiLE implementation.

Reporting problems and a resolution process need to be clarified. A protocol needs to be worked out. The contacts will be within each consortium. Each consortium will report issues, problems and resolutions into a central repository. Generally, implementation issues will stay within the individual consortia. Technical issues will be referred to a, to be established, chain-of-command. Delivery issues will be determined and will be worked on at the next MiLE meeting. Agenda items for consideration under this topic are: delivery, functionality, local site and consortia issues, and emergency issues.

Committee members discussed policies for the calendar year: the stop and start dates, the system calendar and the delivery service calendar.

4. **Technical Team**
   - The server has arrived and is in place but there is no firewall yet.
   - ESIP is set up at EMU; Rita Bullard confirms issues are resolved; EMU set to go.
   - The URL for MiLE remains a question, resolution is referred to Eileen Palmer and Bob Kelly.

- The Z 39.50 links are now working. Testing can proceed.
- Bar codes and user accounts must be fit into the timelines. It appears that individual consortia administrators may have to do accounts. There are three levels of security: systems administrator is the highest and 4 people are authorized; there is a manager for each opac; the third level is for staff users of the system.
- Browsers which will work best for public workstations are Netscape 6.0 (with Java support) and Explorer 5.5; however, Netscape 4.7 or higher will work
- The issues from system administrator training are mainly security and operational .
- The test / training environment came up again as an issue; follow-up necessary.
- Check contract regarding the licensing: Is MiLE authorized to run a test environment? Is Informix a problem?

5. Design Team

Design decision / issues:
- The Design Team recommends that a MiLE introductory web page be inserted before the initial URSA screen. The initial page is on the URSA server. The Design Team will propose a MiLE introductory web page .
- The Design Team would like to be able to FTP changes to the MiLE / URSA site. Such an implementation appears possible with administrator security for Larry. .
- The Design Team will work on instructions for users for article requests as well as what to do if MiLE resources are not available.
- The Design Team will investigate the Tampa Bay model for search options for serials and retrieval of bibliographic levels. The Steering Committee will discuss search options for serials, i.e., bib level records, at the next meeting.
- The Steering Committee recommends a single search group for all MiLE libraries.

6. Training Team

- Plans were discussed for URSA user training. A handout from the TBLC CD was distributed entitled: "Alleycat Training Lesson Plan." The material covered in the handout is well done and should be easy to explain. Lesson plans can be used from the handout.
- The training will be held over a 2-day period, January 30-31, 2002 with 4 sessions, 3 hours each. TLN has offered to host the training. DALNET has offered to use their training credits to underwrite the session for DALNET libraries. The training will be for trainers for both Phase I and II libraries.
- Separate sessions were recommended for libraries using Horizon, because they will not need to learn the unmediated procedures for lending..
- The training plan should be formulated based on the implementation schedule.
- A priority was placed on copying the training CDs and manuals and their distribution among Phase I and II MiLE participants. Mediated and unmediated training is necessary.
- A DALNET mediated training session can be offered.

- Plans for training the remaining staff of Phase I and II libraries after January 30 will be considered. A learning community approach is desirable.
- The Training Team will come up with a method for informing libraries of false or test requests so that training will be realistic without incorporating needless work by participating libraries.

7. ILL / Circ Team

- Library code recommendations were reviewed for processing and delivery purposes. A decision should be reached by January 9 on the codes for libraries. Committee members agreed on the need to use existing codes because they were familiar and in use.
- The ILL Codes need to be reviewed. A Help Screen for ILL library codes, branch codes, and delivery codes will be created.
- Principles of Cooperation as a MiLE project member should be posted on a web page with content information about the MiLE project. Follow-up is required.
- Steering Committee members are considering a three-day library response rotation, which then must interface with the delivery schedule.
- Additional follow-up is necessary on quality / service control and technical issues for blank ILL request forms.
- The gathering of statistic information on the MiLE project will be considered at the MiLE Steering Committee meeting on January 11 at Lawrence Tech.
- The recommendations on van routes / stops is being formulated.
- The completion of profile forms for Phase I libraries is being undertaken in concert with **epixtech**. Information on request filtering, shelf status and sample barcodes is being reviewed.

8. Promotion Team

- Promotional materials were distributed and reviewed. Suggestions were offered on the wording of press releases, staff newsletters and promotional flyers. The revised materials will be offered on the Web for distribution as well as in print.
- The kick off for Phase I libraries is March 1. The kick off date for Phase II libraries is April 1.
- The Steering Committee recommended the use of press releases, but, no press conference. Pre and post news items as well as pre and post meetings for ILL staff were also recommended.
- The bands for books to be delivered via the MiLE Project are to be determined. The bands must have the delivery code of the library and must be branch or local library specific. Ideally, the sending library could print the band off a MiLE Website.
- The Promotional Team reiterated the need for Principles of Cooperation for MiLE project members posted on a web page
- Pre and post meetings for staff to facilitate collaboration to pull libraries together are seen as a positive strategy.

- The MiLE Website will have a FAQ list. Ohio models will be used

9. Next Meeting
The next meeting is scheduled for: January 11, 2002: 2:00 – 4:00 p.m. Lawrence Technological University.