

DALNET FOCUS Session with Community College Libraries

September 6, 1995

Summary of comments/suggestions made:

I. *What concerns or suggestions do you have about our current DALNET services, including training, communications, and technical support?*

Training:

- "on demand" training is vital--don't always have local staff with expertise to train new staff/don't have "systems librarian" but rather different people for different modules;
- would like refresher courses for staff and training for new staff;
- would like to "visit" WSU (and others?) operations;
- sponsor more workshops, e.g., Web Interface;
- DALNET libraries could help deliver training for the common "need"--not necessary to rely on WSU/DALNET Systems Office for everything.

Problem Tracking Systems:

- establish tracking system (similar to one used by ALS), e.g., assign number to problem for easier tracking/description of problem.

Communication:

- establish DALNET HomePage focused at staff with DALNET information, e.g., FAQ's, list of services, available reports, training sessions, costs, etc;
- online documentation;
- share manuals;
- annual service survey, as well as a mechanism for providing ongoing feedback to DALNET Office.

Other:

- Be more proactive, e.g., provide help in production of IPED's statistics.

II. *What DALNET Online System enhancements do you need most within the next few years while we do our long range planning?*

Location-based Catalogs

New circulation release

Improved reports (very important):

- System-generated IPED's statistics;
- Improved QuikReports;
- Recent Acquisitions Lists online and more manipulable.

Full-text (critical)

PACLink, i.e., Z39.50, Links:

- OCLC FirstSearch;
- MetroNet Libraries;
- Macomb County libraries;
- University of Michigan Dearborn;
- Michigan Technological University;
- Eastern Michigan University;
- Western Michigan University;
- wherever we can save money by not having to load files.

Databases:

- Education Index;
- ERIC full-text;
- Ohio Occupational Directory Index;
- reopen negotiations re: Business and Company Profiles;
- have some of Wilson indexes loaded/listed separately, e.g.,
Business Periodicals Index;
- Books in Print (include on staff terminals to use hook to
holdings);
- include abstracts in Wilson databases, when available.

III. *How do you think our cooperative efforts built around a shared online catalog can best benefit your institution and your library users?*

Resource Sharing Opportunities:

- reciprocal borrowing, e.g., can do "credit check" using
patron file prior to loaning materials;
- cooperative collection building--how structured should it
be?, e.g., library of Record; there is already some "de
facto" cooperative collection development given the shared
OPAC;
- make access policies more structured/formalized.

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Providing uniform interface throughout patron's career:

-- Using the same system in Public Library, Community Colleges
and Universities as students move through these
institutions and into careers.

**Focus planning on best ways to serve our patrons, e.g.,
students**

**Work cooperatively to build on foundation for linkages,
networking, and seamless information access**

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