



DALNET BOARD OF DIRECTORS

University Libraries

Meeting, Friday, Nov. 13, 1998
1:00pm - 4:00pm

Detroit Public Library
Rutzen Room, 2nd Floor, Administrative Wing

AGENDA

- 1 Approval of Minutes of Oct. 1, 1998
(previously mailed) action item
- 2 Updates:
DALNET Project Leader Hire (P. Breivik)
Addendum to WSU/Member Contracts (R. Harris)
Negotiated Enhancement Dates (M.Auer)
- 3 Benefits of Information Provider Joining thoughtful
discussion
DALNET
Board needs to articulate benefits for purpose
of developing a marketing brochure/piece
PLEASE GIVE SOME THOUGHT TO THIS
- 4 Grant writers
- 5 DALNET By-Laws Revision (K. Tubolino)
(copy previously mailed) action item
- 6 HELP DESK Agreement action item
(copy attached)
- 7 Other business

****If you need parking, please notify Carolyn in M. Wheeler's office (313 833-3997)**

r:DALNET11.113

4001 W. McNichols Road
P.O. Box 19900
Detroit, Michigan 48219-0900
313-993-1000

**DALNET Board Meeting
Friday, November 13, 1998
Detroit Public Library/Rutzen Room**

Board Members Present:

Patricia Breivik	WSU
Nancy Bulgarelli	Wm Beaumont
James Flaherty	WCCC
Maurice Wheeler	DPL
Michele Klein	DMC
Margaret Auer	UDM
Phyllis Jose	OCL
Jerry Bosler	MCC
Ann Walaskay	OCC
David Murphy	Walsh

Board Members Excused:

Deborah Adams	Botsford
Karen Tubollno	VA

Board Members Absent:

Jennifer Moldwin	DIA
------------------	-----

Staff:

Louise Bugg
Robert Harris

Guests:

John House	DPL
------------	-----

Chair Margaret Auer called the meeting to order at 1:17 pm.

1) Bosler moved that the minutes of the October 1, 1998 meeting be approved as distributed. Flaherty seconded. MOTION CARRIED.

2) Updates

a. DALNET Project Leader/Breivik & Bugg. Candidate declined to accept. Need to fill ASAP. Search Committee needs to review options.

b. Addendum to contracts/Harris. Harris distributed copies of the revised addendum and reviewed the document. Changes were adopted via a recent email ballot. When documents are actually distributed, Harris will fill in the necessary information and include exhibits.

c. Enhancement dates/Auer. The December 1999 date for the true Option B+ has still not been finalized. Confusion may have resulted from the way the information was sent to Bill Easton. Easton will be following up with a response.

3) Benefits of Joining for an Information Provider...

Auer introduced the item and Brevik provided additional background. We need to develop something in writing to distribute to potential Information Providers. Extensive discussion followed. The following summary is taken from Chair Auer's notes:

- organize information and provide access not currently available (cataloging capabilities)
- create webpages; link to homepage
- digitize information
- sites: catalog, integrate information into central catalog
- archiving service
- technical/librarians expertise to assist
- maintenance of hardware/software
- put name out into the public so agency/organization can reach constituent populations readily
- make constituents served better
- charge back possibilities - sell access or cost recovery
- information more freely available
- find information for grant opportunities
- grant/proposal, provide assistance at no cost

DALNET will need to address the idea of institutions charging for access to information. Where from here: Dee Callaway will be asked to develop something in writing using these ideas. Additional discussion followed on databases provided by Access Michigan and the need to make a presentation to George Needham.

Discussion followed on possible agencies to contact. Examples/suggestions included: United Way, Red Cross, small agencies doing business with Detroit. Wheeler suggested that we contact Richard Maciejewski, Head of the DPL Municipal Reference Library to see if he can suggest additional agencies/organization.

4) Grant Writers. Need to develop grant proposals. Need a business plan to determine who to solicit and why. David Murphy agreed to serve as the lead person in this issue. Others: George Libbey/UDM & Jim Lawrence/DPL. Callaway will be the staff liaison. Suggested groups to contact or gather information on: National Society for Fundraising, U.S. Department of Commerce, Library of Michigan/LSTA funds.

5) Bylaws.

-Article VII/Section 2...Extensive discussion about Board voting procedures. Referred back to the Committee.

---/Section 5...Consensus was that proposed change was unnecessary and should be deleted.

Article XI - Consensus was that proposed change was accepted.

Article XII - Needs to be renumbered from XIII...Consensus was that proposed change was accepted.

6) Help Desk Agreement. Moved by Flaherty that the DPLWSU Service Agreement for the DALNET Consortium be approved as distributed. Bulgarelli seconded. MOTION CARRIED.

7) Other Items...

New business:

a. ILL/Document Delivery TF - Moved by Bosler that the ILL/Document Delivery Task Force be approved as per the memo from Bugg dated 11/4/98. Wheeler seconded. MOTION CARRIED.

b. LC's Name Authority Database. Moved by Flaherty that we purchase the LC Name Authority Database from Wards as per the memo from Bugg dated 11/5/98. Walaskay seconded. MOTION CARRIED.

There was no Old business.

Next meeting date and topics:

DATE: Tuesday, December 8, 1998 - at WSU Undergrad Library - 2 pm-5pm.

TOPICS: Lana Porter's visit; Bylaws; Grant strategies; Business plan; Draft of "Why Join" benefits document; revisit name & logo.

Another discussion followed regarding the proposed name change for DALNET. Consensus was to keep the name DALNET, but develop a separate name for the information hub itself. Discussion will be continued at the next Board meeting. Need to finalize ASAP.

Meeting adjourned at 3:44 p.m.

Phyllis Jose
Acting Secretary
11/17/98

Detroit Public Library/Wayne State University Service Agreement for the DALNET Consortium

This Agreement is entered into this ____ day of _____, 1998, between Wayne State University (hereinafter "WSU"), Detroit, Michigan 48202 as fiscal agent for Detroit Area Library Network (hereinafter "DALNET") and the Detroit Public Library (hereinafter "DPL"), Detroit, Michigan 48202.

WHEREAS, DPL is a member of DALNET through the Detroit Associated Libraries' DALNET Online System Agreement with WSU, dated 24 June, 1987, and

WHEREAS, Wayne State University has a contract with Ameritech Library Services dated 18 August, 1998, for central site equipment, software licenses, and network products to migrate the DALNET Online System from the NOTIS Library Management System to the Horizon client server system, and

WHEREAS, DPL agrees to provide the Horizon client server system services described in this agreement to DALNET, its members, customers, and community information providers, as defined in the DALNET Bylaws:

THEREFORE, the parties agree as follows:

1 Definitions

1.1 DALNET

DALNET is an incorporated, non-profit, non-stock association that functions to promote and develop cooperative programs using shared library automation applications, and its Board of Directors serves to determine policy for DALNET and the DALNET Online System.

1.2 DALNET Online System

The DALNET Online System is the shared computer system that automates library operations and provides online databases for library staff and users. The DALNET Online System includes central site equipment, applications software, and other supporting software and hardware necessary for both test and production environments. It includes all future enhancements incorporated therein by Ameritech and/or WSU/DALNET.

1.3 DALNET Applications Software

DALNET applications software includes the supported client software necessary for the use of the DALNET Online System.

1.4 The Network Vendor

The Network Vendor is Ameritech Advanced Data Services (AADS), the subcontractor for DALNET's optional private wide area network (WAN).

Service Agreement for the DALNET Consortium

1.5 *The WSU Assistant Director for Systems*

The WSU Assistant Director for Systems is a full-time employee of Wayne State University. WSU, as fiscal agent to DALNET, employs the WSU Assistant Director for Systems who will manage DALNET's migration from NOTIS to the Horizon client server system.

1.6 *Libraries' Project Managers*

Each DALNET member organization designates a Project Manager who is responsible for the installation and implementation of the DALNET Online System for the libraries of that member.

1.7 *DALNET Staff*

Staff employed by WSU and DPL to perform services budgeted for by the DALNET Board.

1.8 *Fiscal Year*

The fiscal year for this Agreement shall be from October 1st through September 30th.

2 Term of Agreement

2.1 *Initial Term*

This Agreement will remain in effect for an Initial Term from the date it is executed through September 30, 2000. The mandatory responsibilities of the parties under this Agreement will not commence, however, until February 1, 1999. Prior to that date, the parties shall proceed with all reasonable and necessary preparations for the implementation of the Agreement.

2.2 *Renewal Period*

Following the Initial Term, this Agreement may be renewed and extended for successive one year periods ending September 30th, upon mutual agreement of the parties, and with the approval of the subsequent fiscal year budget by the DALNET Board. In the absence of agreement with respect to any renewal period not later than fourteen (14) months prior to the commencement of such fiscal year, this Agreement shall terminate as of the end of the last fiscal year for which a budget has been agreed.

3 Role and Responsibilities of DPL

3.1 *Personnel*

3.1.1 Hiring, Evaluation, Supervision and Payment of DALNET Staff

DPL will select, hire, supervise, evaluate, pay, provide fringe benefits for, and provide office space and equipment for all staff which is to be based at DPL's facilities and dedicated to providing the Help Desk and Server Site services (hereinafter DPL/DALNET Staff).

DPL will invite the WSU Assistant Director for Systems or his/her designee to participate

Service Agreement for the DALNET Consortium

in interviewing and evaluating DPL/DALNET Staff. DPL management will consider this input when making hiring decisions and when performing employee evaluations, however the final decisions regarding such matters are reserved to DPL.

3.1.2 Participation in DALNET Central Site Team Activities

DPL/DALNET Staff will participate in DALNET team meetings, as appropriate and as determined by the WSU Assistant Director for Systems and the DPL Assistant Director for Information Systems.

3.1.3 No Third Party Beneficiary

This agreement does not create any third party beneficiary rights for any third party including, but not limited to, DALNET staff hired by WSU or DPL.

3.2 *Help Desk Services*

DPL shall provide those Help Desk Services that are described in detail in Rider A attached to this Agreement.

3.3 *Server Site and Related Services*

DPL shall provide those Server Site and Related Services which are described in detail in Rider B attached to this Agreement.

3.3.1 Server Management

DALNET staff based at DPL shall work together with DALNET staff at WSU to install software upgrades and new releases, develop disaster plans, and specify hardware and software upgrades to meet changing needs. Both staffs will back each other up in managing the DALNET servers at both sites.

3.3.2 Server Back-up

DPL shall participate in WSU's back-up and off-site storage program in accordance with an agreed upon disaster plan.

3.4 *Equipment and Software Acquisition and Maintenance*

DPL is solely responsible for the purchase, operation and maintenance of hardware and software used in the performance of Help Desk Services. DPL is responsible for monitoring performance of all equipment and software housed at DPL and coordinating maintenance as required for efficient operations.

3.5 *Equipment and Software Upgrades*

DPL, with the assistance of the DALNET staff based at WSU, is responsible for installing upgrades for the DALNET servers and related equipment housed at DPL, operating system software, and other required software licenses for Horizon, as agreed upon by the DALNET Board.

DPL is solely responsible for obtaining and installing upgrades to all hardware and software used in the performance of Help Desk Services.

Service Agreement for the DALNET Consortium

3.6 Level and Quality of Service

The level and quality of service to be offered through this agreement are as set forth in Riders A and B.

3.7 Budget

Pursuant to Section 6.1 below, for each renewal period fiscal year DPL will present a proposed budget to the DALNET President no later than sixteen (16) months prior to the commencement of the applicable renewal period.

4 Role and Responsibilities of WSU

4.1 Personnel

4.1.1 Hiring and Evaluation Process

The WSU Assistant Director for Systems, or his/her designee, shall participate in interviewing and evaluating DPL/DALNET Staff.

4.1.2 Participation in DALNET Central Site Team Activities

DPL/DALNET Staff will be considered part of the DALNET central site team and will be assigned tasks on the DALNET project plan by the WSU Assistant Director for Systems, or his/her designee, in consultation with DPL management.

The WSU Assistant Director for Systems will include DPL/DALNET Staff in DALNET team meetings where appropriate, Horizon training for the team, cross training to enable team members to back each other up, and other team activities.

4.2 Help Desk Services

4.2.1 Scope of Help Desk Service

DALNET staff based at WSU will report to the Help Desk all problem reports, on-going system issues, and technical support services provided to DALNET members in a timely fashion.

4.2.2 Help Desk Service Responsibility

DALNET staff based at WSU will provide second and third tier assistance for the Help Desk service as defined in Rider A.

4.3 Server Site and Related Services

4.3.1 Server Management

DALNET staff based at WSU shall work together with DALNET staff at DPL to install software upgrades and new releases, develop disaster plans, and specify hardware and software upgrades to meet changing needs. Both staffs will back each other up in managing the DALNET servers at both sites.

4.3.2 Server Back-up

WSU will be responsible for providing off-site storage for a copy of DALNET's Horizon

Service Agreement for the DALNET Consortium

server back-up tapes, in accordance with an agreed upon disaster plan.

4.4 Equipment and Software Acquisition and Maintenance

WSU, as fiscal agent for DALNET, is solely responsible for the purchase of all DALNET servers and related equipment housed at DPL, operating system software, and other required software licenses for Horizon, as agreed upon by the DALNET Board. WSU, as fiscal agent for DALNET, is also responsible for the cost of maintenance of that equipment and software.

Purchase and maintenance of hardware and software used in the performance of Help Desk Services is the responsibility of DPL.

4.5 Equipment and Software Upgrades

WSU is solely responsible for obtaining upgrades for the DALNET servers and related equipment (excepting the Help Desk server and related equipment), operating system software, and other required software licenses for Horizon, as agreed upon by the DALNET Board.

WSU will assist staff at DPL with installing the upgrades for the DALNET servers housed at DPL.

5 Mutual Responsibilities

5.1 Software Standards

Consistent with the DALNET Board directions, WSU and DPL will mutually agree upon all software installed on the DALNET servers, with the goal of standardizing and keeping current with supported releases to control central site costs.

5.2 Contingency Plans

WSU and DPL will develop a policy for approval by the DALNET Board of Directors to provide funds for emergencies or special needs that arise during a fiscal year and could not be foreseen during the budget process.

5.3 Additional DALNET Institutions

Before proposing new DALNET participants to the Board for approval, WSU will consult with DPL and the DALNET Finance Committee regarding possible impact of additional DALNET institutions on the services provided by DPL. WSU, DPL, and the Finance Committee will detail any additional costs to provide service to the new participants in a proposal to the Board.

6 Compensation to DPL

6.1 Determination of Costs

The cost estimate on which DPL will be reimbursed is to be based on budgets agreed to and committed to by the DALNET Board for each fiscal year of the Agreement. The budgets for the first two fiscal years ending September 30, 1999 and 2000, are attached

Service Agreement for the DALNET Consortium

hereto as Riders C, D and E. Not later than sixteen (16) months prior to the commencement of the effective date of each renewal period, DPL (pursuant to Section 3.7) will submit a budget estimate to the DALNET President. Upon subsequent review, negotiations with DPL, and action by the DALNET Board, no later than fourteen (14) months prior to the commencement of such fiscal year, DPL shall receive a revised set of riders for purposes of compensating DPL during such fiscal year. Such budgets may be supplemented by emergency or special needs funds pursuant to such policy as will be developed in accordance with Sections 5.2 and 5.3, above.

6.2 Payment of Costs

WSU shall pay to DPL, on or before the tenth (10th) of each month during an applicable fiscal year, one twelfth (1/12) of the aggregate "ongoing cost" amounts set forth in the budgets. Accruals for the initial months of the first fiscal year which expired prior to the execution of this Agreement shall be paid on or before the tenth (10th) day of the month following execution of this Agreement. "One-time cost" amounts shall be paid to DPL within thirty (30) days following receipt of invoice, accompanied by supporting documentation for such costs. Notwithstanding any provision of this agreement, WSU shall not be liable for any payments to DPL except to the extent they have been approved in accordance with DALNET and WSU procedures and are supported by DALNET funds.

7 Termination

7.1 Grounds for Termination

This Agreement may be terminated only for the following reasons, and no other:

7.1.1 Failure to Agree

The failure of the parties to agree on renewal provisions.

7.1.2 Material Breach

A Material Breach by one of the parties to the Agreement, in which event the other party may terminate the Agreement upon thirty (30) days prior notice, during which period the breaching party shall have the opportunity to cure such breach.

7.1.3 Partial Termination

It is acknowledged that through the budget approval process the parties may agree to a renewal period during which only the Help Desk Service or the Server Site Services are continued under this Agreement.

7.2 Asset Disposition upon Termination of Help Desk Service

If the Help Desk Service is terminated, either by itself or at the time the Server Site Services are terminated, the following asset disposition provisions shall apply.

7.2.1 Hardware and Software Ownership

The server hardware (as listed in Rider D), maintenance agreements (as described in

Service Agreement for the DALNET Consortium

Rider D) and software licenses (as described in Rider E) associated with the DALNET Help Desk, will become and remain the sole property of DPL. Except as herein specified, DPL relinquishes any claims to any other DALNET hardware, maintenance agreements and software licenses to WSU.

7.2.2 The Help Desk Knowledgebase

In the event of termination of the services by either party, a copy of the Help Desk's knowledgebase will be made available to WSU by DPL in a format mutually agreed upon at least 60 days prior to the termination of the services.

7.3 Asset Disposition upon Termination of Server Site Services

If the Server Site Services are terminated, the following asset disposition provisions shall apply.

7.3.1 Hardware and Software Ownership

All server hardware (as listed in Rider D), maintenance agreements (as described in Rider D) and software licenses (as described in Rider E) associated with the DALNET Online System, will become and remain the sole property of WSU.

7.3.2 DALNET Databases

If any databases not owned by DPL are stored only on servers located at DPL, copies of these databases will be delivered to WSU, consistent with their ownership interests, in a format mutually agreed upon at least sixty (60) days prior to the end of the fiscal year, and DPL will not retain a copy of same.

If any databases owned only by DPL are stored only on servers located at WSU, copies of these databases will be delivered to DPL in a format mutually agreed upon at least sixty (60) days prior to the end of the fiscal year, and WSU will not retain a copy of same.

If any databases are, in part, owned by both WSU in its capacity as fiscal agent for DALNET and DPL, but located only on the servers of one of the parties, copies of these databases will be delivered to the other party in a format mutually agreed upon at least sixty (60) days prior to the end of the fiscal year.

8 Dispute Resolution and Arbitration

All claims, disputes and other matters in question between the parties arising out of or relating to, this Agreement or the breach thereof, which cannot be resolved between the Assistant Directors at DPL and WSU will be referred to the DPL Director and the DALNET President for resolution with the assistance of the DALNET Board. Should they not be able to reach an agreement, the matter shall be decided by arbitration. In that event, the parties shall promptly appoint a mutually acceptable individual an arbitrator who shall issue a decision disposing of the matter in accordance with such reasonable procedures as the arbitrator may adopt for hearing the matter. In the event that the parties are unable to agree on a mutually acceptable individual as arbitrator within twenty (20) days after the request by either party to do so, each party shall select its own arbitrator. The two arbitrators selected by the parties shall then select a third individual

Service Agreement for the DALNET Consortium

to act as the neutral arbitrator, who shall chair the arbitration panel and adopt reasonable procedures to be followed by the arbitration panel. A decision by two of the three arbitrators shall constitute the decision of the arbitration panel.

9 Liabilities and Warranties

9.1 Negligence of DPL

In the event of any damage or injury to the DALNET Online System hardware or software caused by gross negligence of DPL, costs directly associated with the repair and/or correction of the system hardware or software shall be borne by DPL. Nothing in this agreement shall be deemed as a waiver of any defense available to DPL, including the defense of governmental immunity.

9.2 Negligence of WSU

In the event of any damage or injury to the DALNET Online System hardware or software caused by gross negligence of WSU, costs directly associated with the repair and/or correction of the system hardware or software shall be borne by WSU in its capacity as fiscal agent of DALNET. Nothing in this agreement shall be deemed as a waiver of any defense available to WSU, including the defense of governmental immunity.

9.3 Negligence of Both Parties

In the event of any such negligence or other culpable fault of both parties causing or contributing to the same damage or injury, the costs associated with the repair and/or correction of the damage or injury shall be borne by each party in proportion to their respective degrees of fault.

9.3.1 Year 2000 Compliance

In the event a system failure occurs as a result of hardware or software incompatibility with the data calculation requirements of transitioning from the twentieth to the twenty-first centuries, neither WSU nor DPL will be deemed liable for that failure insofar as appropriate certifications were obtained as to the Year 2000 compliance of the hardware or software. In such cases, WSU and DPL agree to work together to restore the system to its full functionality in a timely manner to minimize the interruption of the ongoing business of DALNET.

In the event a system failure occurs as a result of hardware or software incompatibility with the data calculation requirements of transitioning from the twentieth to the twenty-first centuries, where no certification has been obtained, the party responsible for obtaining the certification (WSU or DPL) will be deemed liable for that failure. In such cases, it is that party's responsibility to assure that the required corrections are made to restore the system to its full level of functionality at no charge, and in a timely manner to minimize the interruption of the ongoing business of DALNET.

9.4 Insurance Coverage for DALNET Servers Housed at DPL

DPL shall provide fire and casualty insurance for damage or destruction to the DALNET

Service Agreement for the DALNET Consortium

servers housed at DPL. Policy deductibles with respect to such insurance coverage shall not exceed twenty (20) percent of the value plus two hundred and fifty (250) dollars. DPL will be responsible for payment of the deductible relating to any insurable loss with respect to the DALNET servers housed at DPL.

10 Miscellaneous

10.1 Applicable Law

This Agreement and the rights of the parties hereunder shall be governed by, construed and enforced in accordance with the laws of the State of Michigan.

10.2 Non-Waiver

It is mutually understood and agreed that any failure by either party at any time, or from time to time, to enforce or require the strict keeping and performance by the other party of any of the provisions of the Agreement shall not constitute a waiver of such provisions, and shall not affect or impair such provisions in any way, or the right of either party at any time to avail itself of such remedies as it may have for any breach or breaches of such provisions. The waiver, illegality, invalidity and/or unenforceability of any provision appearing in this Agreement shall not affect the validity of the Agreement as a whole or the validity of any other provisions therein.

10.3 Entire Contract

This Agreement embodies the entire contract and understanding between the parties. The parties hereto each respectively represent to the other that, by entering into the Agreement, together with the Riders referenced herein and attached hereto, they do not rely on any previous or contemporaneous written, oral, implied, or other representation, inducement or understanding of any kind whatsoever.

10.4 Authority

The individuals executing this Agreement on behalf of the parties hereto represent that they have been authorized to do so and, respectively, bind the parties with respect thereto.

10.5 Non-Discrimination

The parties shall comply with all current state or federal employment laws and neither shall discriminate contrary to law on the basis of national origin, age, race, color, gender, religion, disability, military service, height, weight, familial or marital status or any other legally protected category.

11 Riders

- A. DPL Help Desk Services
- B. DPL Server Site and Related Services
- C. Personnel Budget

Service Agreement for the DALNET Consortium

- D. **Equipment Budget**
- E. **Software Budget**

Service Agreement for the DALNET Consortium

IN WITNESS WHEREOF, the parties have executed this Agreement by their duly authorized representatives as of the date and year first above set forth.

WITNESS

WAYNE STATE UNIVERSITY, as fiscal agent for and on behalf of Detroit Area Library Network

By: _____

DETROIT PUBLIC LIBRARY

By: _____

Rider A – Help Desk Services

1 Facilities Provided By DPL

All computers, equipment, telephones, and other resources associated with the DALNET Help Desk will be housed at DPL.

2 Service Description

2.1 Help Desk Service Structure

Service at the Help Desk will be structured in three tiers. First tier service at the Help Desk is defined as phone answering, service validation, data entry, issue tracking, and basic question answering. DPL agrees to provide all first tier assistance to all authorized personnel from participating DALNET institutions. Persons authorized to receive assistance from the DALNET Help Desk will be determined by the Libraries' Project Managers according to policies approved by the DALNET Board.

Second tier service is defined as immediate referral to Librarians or technical staff for assistance via the telephone or other electronic communications. Help Desk staff will provide referral services, data entry and issue tracking. DALNET staff from both DPL and WSU will provide second tier assistance for no less than 40 scheduled hours Monday through Friday, excluding holidays.

Third tier assistance is defined as support for solutions or requests that require research, programming, or other assistance that cannot be rendered immediately. DALNET staff from both DPL and WSU will determine when a request requires third tier assistance. Help Desk staff will provide data entry and issue tracking support. The WSU Assistant Director for Systems will be responsible for adding such projects to the DALNET schedule, as appropriate.

Priorities for providing Help Desk service within the order the requests are received will be based on guidelines approved by the DALNET Board.

2.2 Problem Tracking

When a call is answered a trouble ticket is opened. Help Desk staff will place follow-up calls until the customer agrees that the issue has been resolved.

2.3 Knowledgebase Creation

Help Desk staff will create and continuously update a knowledgebase of questions and answers accessible by all DPL and WSU DALNET staff as well as authorized personnel from participating DALNET institutions. WSU and DPL will mutually agree upon persons authorized to access the knowledgebase based on guidelines approved by the DALNET Board.

2.4 Networking Support

The DALNET wide-area network is managed and maintained by the Network Vendor.

Service Agreement for the DALNET Consortium - Rider A

Therefore, formal networking support provided by the DALNET Help Desk is limited to:

1. Monitoring connectivity;
2. Generating alerts and contacting appropriate staff or vendors when connections go down;
3. Assisting in the diagnosis of network problems;
4. Coordinating repair efforts when needed; and
5. Liaison with individual member institution network or systems offices.

2.5 Application Software Support

Application software support provided by Help Desk staff will be limited to the client software licensed from or recommended by Ameritech for use with the DALNET Online System. A list of supported software, including release levels, will be kept up-to-date by Help Desk staff.

2.6 Help Desk Availability

Normal Help Desk service will be available between the hours of 9:00 a.m. and 5:00 p.m. EST/EDT, Monday through Saturday, excluding national holidays.

2.6.1 Phone and FAX Answering

If a DALNET Help Desk staff member is not available, the call will be answered by an automated voice mail system. DPL guarantees a one-hour response time to voice mail recorded during normal Help Desk hours.

2.6.2 E-Mail

DPL guarantees a one-hour response time for an initial response to an e-mail inquiry received during normal Help Desk hours.

2.6.3 World-Wide Web

DPL guarantees a one-hour response time for an initial response to a World-Wide Web inquiry received during normal Help Desk hours.

2.6.4 Emergency Service (Pager)

Emergency service to DALNET member organizations is limited to providing technical assistance in resolving networking problems related to critical links, i.e. wide-area network links between the central server sites at DPL and WSU and DALNET member organizations or resolving central site server problems which prevent access or reasonable use of the system. Emergency service is provided between the hours of 6:00 a.m. and 9:00 a.m., and between the hours of 5:00 p.m. and Midnight (EST/EDT), Monday through Saturday, and 6:00 a.m. to Midnight (EST/EDT) Sunday. Access to the service is provided via pager. Call back is guaranteed within 15 minutes.

2.7 Reporting and Data Analysis

1. DPL will provide monthly quality of service reports to WSU and other DALNET member libraries, which include response times.

Service Agreement for the DALNET Consortium - Rider A

2. DPL will provide quarterly reports to WSU listing issues resolved and unresolved that will, where appropriate, include suggestions for correcting or enhancing services.
3. DPL will provide other reports as requested by WSU that are practically derived from data collected by the Help Desk.

Rider B - Server Site and Related Services

1 Server Site and Related Services

1.1 Facilities

1.1.1 Server Room

DPL will provide a room (hereafter the Server Room) with appropriate power, HVAC, and local and wide-area network access to house the DALNET servers listed in Rider D. The physical conditions in the Server Room will be maintained in accordance with the specifications of the manufacturers of the servers.

1.1.2 Access

Access to the Server Room will be granted to authorized DPL and WSU staff only. Routine access to the Server Room and DALNET servers will be available from 9 a.m. to 5:30 p.m., Monday through Saturday, excluding national holidays. After hours maintenance access to the Server Room will be scheduled with the mutual agreement of the parties. Emergency (unscheduled) access to the Server Room will be available at the discretion of the DPL's Project Manager or designee.

1.2 Server Availability and Management

1.2.1 Availability

The DALNET servers will be managed to make the DALNET Online System available seven days a week, twenty-four hours a day, except for scheduled downtime and routine system maintenance.

1.2.2 Scheduled Downtime

Downtime for maintenance will be scheduled in advance in cooperation with WSU and the DALNET member libraries so as to minimize interruptions to the DALNET Online System.

1.2.3 Server Management

DALNET Staff based at DPL will be responsible for the following services, under guidelines and specifications jointly agreed to by WSU and DPL, pertaining to the servers listed in Rider B:

1. Routine operation;
2. Back-up and recovery;
3. Performance monitoring;
4. Security management and auditing; and
5. Troubleshooting.

In addition, with the assistance and cooperation of other DALNET staff based at WSU,

Service Agreement for the DALNET Consortium - Rider B

DPL staff will:

1. Install software upgrades and new releases;
2. Participate in disaster planning;
3. Specify new hardware and equipment to meet changing needs.

The staff at WSU and DPL will back each other up to manage the DALNET servers at both sites.

1.3 Networking Support

Communication with the DALNET private network is maintained via a router provided by the Network Vendor as specified in the DALNET/Ameritech Agreement. Management of the DALNET private network up to and including the Network Vendor's router at DPL is the responsibility of the Network Vendor. DPL will provide and manage the connection from the Network Vendor's router to the DALNET servers.

Help Desk networking support is limited to those services listed in Rider A Section 2.4.

1.4 WebPAC Support

1.4.1 Webmaster Services

The DALNET Web master will work closely with DPL, WSU, and with personnel from other DALNET institutions in planning, implementing, and managing the central DALNET WebPAC with a primary emphasis on system administration, programming, hardware and software support (including installation, testing, configuration and troubleshooting) and staff training for WebPAC.

The DALNET Web master will also provide consulting services to the DALNET member libraries in the development of their local DALNET WebPACs.