

Online Dakota Information Network
Advisory Council Meeting
Thursday May 21 & Friday May 22, 2009
Bismarck, ND

The Meeting was called to order by Wilbur Stolt, Chair at 1:05 pm.

Council Members in Attendance:

Wilbur Stolt – UND – Chester Fritz Library	Lila Pedersen – UND – Health Sciences Library
Sandra Hannahs – West Fargo Public Library	Doris Ott – ND State Library
Diane Olson – Trinity Bible College	Donna Metzger – NDUS – School for the Blind
Rhonda Schwartz – UND – Law Library	Rosi Klobberdanz – NDUS (ex officio non-voting)
Deb Syvertson – Minot State University-Bottineau	Dee Disardina – UND – SW Clinical Campus Bismarck
Rita Ennen – Dickinson State University	Tony Stukel – ODIN (ex officio non-voting)
Michele Reid – ND State University	Toni Vonasek – Grand Forks Public Library
Celeste Ertelt – Lake Region State College	Ted Smith – Supreme Court Library
Cynthia Larson - ND State Library	Tim Dirks – Fargo Public Library
Phyllis Bratton – Jamestown College	
Edie Discher – Fargo Public Library	
Karen Chabot – ND State College of Science	

Others in attendance:

Laurie McHenry, Kaaren Pupino, Jan Stone – UND Law Library, Travis Schulz – Medcenter One Health Sciences, Cheryl Pollert and Cynthia Larson – NDS attended the meeting to take minutes.

Chairman asked if anyone had any items they would like added to the agenda? Nothing was added.

Wilbur Stolt explained for anyone not in attendance at the December 2008 meeting, the meeting was held via IVN (Interactive Video Network).

Wilbur Stolt reviewed the minutes of the December 10, 2008 meeting. Ted Smith's name was omitted from the list of attendees and Deb Syvertson's name was misspelled. Wilbur Stolt asked for a motion to approve the minutes. Diane Olson – moved and Toni Vonasek – seconded. Minutes were approved with above updates.

Wilbur Stolt reviewed speakers coming up for evening meal.

ODIN DIRECTORS REPORT:

Tony Stukel gave some highlights of ODIN activities:

- Hanjun Lee has been hired and fills the web programmer position. He was previously at SUNY Buffalo as a web programmer for the Department of Learning and Instruction. His first task will be to update the licensed database authorization system referred to as 'Authgate'.
- Linda Allbee was one of two testers chosen by the ELUNA group to participate in ALEPH 20.0 collaborative testing. This testing was conducted at Ex Libris headquarters (Jerusalem, Israel) for

one week - Sunday, 11 January 2009 through Thursday, 15 January 2009. As ALEPH Product Working Group chair she is also putting together nominations for focus groups to provide input on the Ex Libris development of their next generation library system based on what they call the URM [Unified Resource Management] framework. Ellen Kotrba was selected to serve on a Focus Group on Consortia for URM.

- At the NDUS System Information Technology Services (SITS) staff meeting at UND, Ellen Kotrba was recognized for 30 years of service. The NDUS All Staff Meeting was held April 25.

ALEPH functionality and projects:

- The first line of the 'Full+Link' tab on the results/show screen is now a library/call number/item availability line. The display shows the call number, availability and owning library (in 'all ODIN' searches) of an item without scrolling to the bottom of the screen, highlighting the Items line, and clicking 'Item List'. (moved to production 12/5/2008).
- Library "own field" cleanup.
- Changed more than 65,775 records needing call number normalization in more than 520 global 'runs' for ND State School of Science.
- Working with Fargo Public staff to 'move' collections from remote locations to the newly opening main library. On schedule for the library opening on April 25, 2009.
- Staff support pages for the version 19 migration are being built for all modules.
- Custom Services have been reordered in the client 'drop down' menu for easier readability and 'findability'.
- Chester Fritz Library, UND, Circulation Department has email courtesy notices set up on production. More libraries seem to be looking at email notices.

PUBLIC CATALOG

- Raised the sort limits on the public catalog from 1,000 to 2,000.
- Changed to hot links on author and subjects to launch a browse search.
- The 'guest' login to the public catalog will use your browsers IP address, if recognized, to drop you into your libraries default search.
- Login as 'guest' to the public catalog will default you to your library based on the IP address of the machine you are using if in a known IP range. Previously all guest logins to the union (all libraries) catalog view.
- North Dakota State University Public catalog searches launched from within the ODIN system search the North Dakota State University Innovative Interfaces Inc. server.
- "Branding" of the ALEPH 500 public catalog menu header with a library or campus logo with a link back to the library webpage of choice is available.
- Display of all items at all locations linked to one bib record was implemented. (Fargo Public)

Interlibrary Loan

- Resolved the 'remote service error' ILL problem which did not cause application failure but was really annoying. When Linda Allbee was in Israel she found the person assigned to the 'remote service error' ILL problem and got the issue resolved.

THIRD PARTY WORK

- West Fargo Public Library on installation of Envisionware to manage PC use in the library.

TRAINING SESSIONS

- Training sessions are being conducted for the version 19 inventory module. Three sessions have been done. One more is scheduled at this time. Posted inventory documentation, a recorded Wimba session and PERCON scanner instructions at <http://www.odin.nodak.edu/staff/trn-circ.html>.
- December 2008 through March 2009: 55 On-line sessions. 66 On site sessions.

HARDWARE

- The disk used by the Aleph system since the initial installation has been replaced September 2008. Installed 17 Terabytes of disk and moved of all data without interruption of library business.

RECORD LOADING

We have verified the record loading process and loaded to production the following types of records:

- netLibrary records (everyone)
- Making of Modern Law (MoML) records (UND Law)

Works in progress:

- Midwest Express - waiting for test files from ME (Fargo Public)
- Congressional Information Service (CIS) (UND Law)
- ACLS Humanities E-Books (Mayville)

IN PROGRESS

- A review of indexing configuration is being analyzed. Testing may run this weekend 5/22/09.
- Authorities re-work. Required version 18 to start. Updating of authorities file on test done.
- Patron Loading (PLIF) addition of coding to handle retirements.
- MeSH (Medical Subject Headings) authority file.
- Looking at the creation of Children's heading file.
- Setup additional z39.50 configurations for SDLN, UofM, UofM Crookston, NDSU. Made significant changes to attributes in z39 configuration.

VERSION 19

- Version 19 Test server setup and overall planning for upgrade done.
- Version 19 initial review of documentation done.
- Familiarization / Training materials being gathered and put in place on staff web site.
- Copied ODIN's customized environment from production to v19 test and did required modifications week of May 4.
- First walk through of process and documentation of same complete week of 5/11-15. No big surprises.
- Analysis of upgrade express errors in progress.
- Next walk through may begin next week, 5/26-29.
- Based on what we have seen we feel confident that we can set the weekend of **July 18/19** as the time where we can make the transition from version 18 to version 19.
- Like the previous version upgrade we expect to make the change as nearly invisible as possible to the public users. There will be some down time on the staff side.

WEB SITE MAKEOVER (demo)

Work on merging of the ODIN staff support web site and the 'public' library search menu continues. The library IP tracking structure is near completion. The library subscription structure for databases is complete. Work on the maintenance interface is in progress for both.

- Improvements are in progress for the database authentication services for licensed database authentication. The authentication system (using IP addresses or library barcode login) is also an important part of the design of new ODIN web services. We have done Initial rework done on access method for vendors; Cengage/Gale, EBSCO, ProQuest, OCLC. Testing for those databases is in progress. Additional vendors; Value Line
- Re-do of Authgate IP address process to improve maintenance & reporting capability is in progress. Target for using the new ODIN web site is July 1, 2009 to coincide with the new database contract.
- Related: The database RFP project being run by the MINITEX organization in Minnesota is finishing its evaluation phase. This is the procurement process for many licensed research databases that are licensed state wide.
- The current ODIN menu (at <http://www.odin.nodak.edu>) for selecting a library and launching an OPAC search of that library will be replaced by the new ODIN web site. (The 'staff' web site will also be integrated into the new web site). This may not matter for the public presentation done by most libraries. At this time nearly all libraries have their own web sites and do not use the ODIN site for connecting to the OPAC.
- Some of the new benefits/features of the new ODIN web sites: The site will be searchable on connection from an IP address recognizable by ODIN; the site displays the IP address and the library name associated with that address; the presentation of databases will be those 'belonging' to the known library; libraries will be able to post news pertaining to their specific library in the 'Library Spotlight' section and that news will be presented as the default for their library; all users will also be able to select an 'All libraries' tab in the Library Spotlight section to read what is news at all other libraries that are posting; the OPAC link will default to the library identified by IP address when connected to the web site.
- This upgrade to the ODIN website has been the primary task of the new web programmer.

VUFIND Interface to ODIN's ALEPH 500 system (was on the new web page)

- ODIN has been working on putting in place a new public catalog interface using the VuFind open source software. Using open source software makes it significantly less expensive to run a demonstration project.
- Comments on the VuFind interface: The search box is always at the top of any page so you don't have to click to another page to do a new search; updates are done daily in this test phase; more frequent updates will be done when in production; The status of individual items is done live from ODIN's ALEPH 500 system.
- Use of the VuFind software would be an option available to all ODIN libraries. The ALPEH 500 OPAC will continue to be available for use.

Tim Dirks asked - Do they [Ex Libris] see customization from a local stand point? Answer is that while it can be done there are some things that are difficult and significantly raise the cost of maintenance and raise the likelihood of failure as new versions are installed. There are some things that cannot be done without Ex Libris making structural changes to the software. Again, a shared environment is even a more difficult one to make and maintain significant customization.

Tony Stukel did a demonstration of the VuFind 'finding tool' interface. The data was 'live' from ODIN's ALEPH 500 system.

- A question was raised about customizing VuFind. Tony Stukel said we must get the software up and running first before any thought of doing that. The installation we have has already been customized by MnSCUPALS to work with the ALPEH multi-library configuration.
- ODIN has been working with libraries to 'brand' their public catalog with logos of their library. We are also doing branding VuFind. Note that when using VuFind you can at any screen you can begin a new search.

- VuFind allows for formatting of citations. The quick citation option only shows APA and MLA citation formats. Ted Smith asked if there are any more or could there be? Yes, there will be an option to format citations with Endnote, Refworks and Zotero.
- Diane Olson asked when will VUFIND be available? Tony Stukel replied sometime this summer.
- Doris Ott asked if Classic ODIN search will still be available. Yes, you will be able to search using the new interface or the "Classic" ODIN interface.
- Question about Braille format as a facet? Yes. This is going to depend on the data – how material was cataloged.
- Laura McHenry asked is browse going away? Will only a key word searching be available? No. The ALEPH public catalog will be available with browse as it has been.
- Question of how many librarians have an "Ask the Librarian" page, how many have a page that communicates that way. The VuFind software can be pointed at such pages.
- Wilbur Stolt asked timeline for library review of VuFind? Tony Stukel replied mid-June; it will be with production data.
- What is the difference between a tag & a comment? Can they be blocked? There is still much to learn about the product.
- Doris Ott asked if the name for the new system should have "ODIN" in it. As well as the classic should be "ODIN _____ something." Tony Stukel agreed – need to clarify. ODIN new view and ODIN Classic View were thrown out as possible choices.
- Wilbur Stolt asked is this what everyone likes? Tony Stukel said that he would resend the e-mail regarding branding for libraries.

Tony Stukel spoke about future development. ODIN is now in position to do the kinds of public-facing things we should be doing. Public catalog improvements, the VuFind interface effort and the new web site are examples of that.

Tim Dirks asked about Primo and VuFIND How was it determined to do VuFind and where does Primo fit in? Tony Stukel replied we are not limited to what we are currently doing. We can move forward with Primo or other packages dependent on library need for functionality and ability to sustain cost. We will always be looking at new things. This topic comes under strategic planning, which will be talked about more extensively on Friday.

Wilbur Stolt asked about the next 3-6 months. Tony said that significant staff effort will be absorbed in ALEPH 19 upgrade and dealing with the implementation of what the new statewide database brings.

ODIN BUDGET AND STAFFING UPDATE

At the last Advisory Council meeting it was announced that there would be no operating expense increase for FY2010. Some carryover from last year and salary savings has made this possible.

Staffing: Hanjun Lee was hired in the ODIN Web Programming position. He began working on February 16, 2009. Expect Mike Barnett to continue as a half time consultant. ODIN expects to re-new our contract with Mike for FY2010.

Summary of current positions:

1. Allbee, Linda (trainer)
2. Gott, Bjorn (systems administrator)
3. Kotrba, Ellen (library system support)
4. Millette, Virginia (library system support)
5. Stukel, Tony (director)
6. Wolf, Lynn (library system support)
7. Lee, Hanjun (web programmer)
8. Hoffmann, Cheryl (.5 time, admin assistant) Barnett, Mike (.5 time, consultant)
9. Vacant

Funding mix approximately: 60% appropriated, 40% local

At the last meeting it was announced that Linda Allbee was elected to the ELUNA (Ex Libris Users of North America) Aleph Product Working Group for a two-year term. She is chair of the Aleph Product Leadership Group.

Linda Allbee was one of two testers chosen by the ELUNA group to participate in ALEPH 20.0 collaborative testing. This testing was conducted at Ex Libris headquarters (Jerusalem, Israel) for one week - Sunday, 11 January 2009 through Thursday, 15 January 2009.

Ellen Kotrba was selected to serve on the Focus Group on Consortia for URM.

Report & Update NDSU:

Michele Reid commented that the new Innovative Interfaces (III) system is in development stage. Background started April 2008 finish 12 months. NDSU looked at different packages, many did not work for them. NDSU libraries purchased a new server with storage -- approximately \$6,000.00.

Michele Reid will send copies of the project report when completed. Millennium OPAC – implemented with minimal customization, only a few changes to be made to revise this package. Some features and observations are:

- Popular patron & search & browser features.
- Spell check.
- Younger (under 20) seems to read buttons better.
- Too many mouse clicks for some functions.
- ILL comments: sharing useful, circulation better statistics for needs, courtesy notice easy to send, coordination with People Soft in future, Docutek (no longer used by NDSU) manages copy write better. Did not compare to ALEPH to Millennium – many positives and negatives equally – apples and oranges.
- Cataloguing
 - using Millennium offers better searching
 - Millennium gives NDSU more control and authority for changes, updating, records modifications, etc.
 - Templates – creating more consistency among the catalogues
- Inventory – has problems but there are work-a-rounds
- Acquisitions
 - Ed processes – electronic order procedures three millennium – very quick
 - Funds management – with millennium very easy to work with
 - Fiscal close methods – offers 3 different methods will be testing this soon
- Millennium offers all the reports they need.

Lessons learned:

- Millennium comes out faster than ALEPH (when not in a multiple library installation scenario)
- ILL & Circ – NDSU prefers ALEPH because less complicated
- NDSU Millennium better customization (in a single library environment)
- NDSU fairly happy
- Inventory – ERM setup too lengthy
- Technical side – migration from ALEPH to Millennium: 6 months was optimistic at best, 1.5 years should be actual length.
- Standalone is expensive
- Migration is staff intensive
- Exclusive time devoted to this rather than work on other tasks.
- Training curve is steep
- Webinar sessions and training ongoing and must be repeated and ongoing

Michele Reid recommends cleanup of ALEPH before migration to Millennium to make it easier to get there. Time in the front end eases the end product.

Policy review:

- Did not run parallel systems; making a return to ALEPH difficult
- There was a question about running parallel systems in case of backing out of a pilot

III future developments: ERM, Electronic Resource Module

Pros: Record, organization, make accessible orders renewals and cancellations has been installed & tested

Con: Time intensive, the ERM is an empty shell – needs lot of input up front to run

NDUS has survived the implementation, but the process was very extensive requiring significant time, money and effort. Gathering data as of yet from users on what they think about the system.

Tim Dirks asked, “ What is their next step given the investment, the ultimate plan? What is the goal?”

Tony Stukel commented that the experience suggests that what is needed is a magnitude of change in system capabilities to drive change. Michele Reid commented ALEPH & III same generation of programs.

Rosi Kloberdanz commented that many changes have occurred since the discussion of a pilot started. At the time, people had expressed needs that were not being met; since then Aleph and ILL have been upgraded, new functionality is available, ODIN staff positions were filled, changes in leadership at some of the libraries, etc.

Rosi also noted that III had been on the on the list when the initial RFP for a new ILS was done – with involvement from many libraries. III was rejected then in favor of Aleph. We can learn from the NDSU implementation of III. The Lessons Learned that Michele Reid put together is information that will benefit us all. Rita commented that the NDSU III implementation was not an ODIN project. Tim Dirks commented that we need to move forward. Michele is feeling this as well -- we all are trying to maintain. Technology must be efficient for us. We need to learn how to efficiently work with the systems we have.

Michele mentioned she is new to this, but we need to move forward and work within ODIN to achieve what is needed.

- Let's use this to find a better way.
- Let's use this as leverage for future implementation.
- Let's use this experience to evaluate future work.
- Let's work as a team.

Wilbur Stolt commented that in accordance with Michele – we have a couple of years to track where we want to go. Flip flopping between the two is not the way to go. How has the system met current needs?

Tim Dirks commented that we should make use this experience to assist us in functional comparisons.

Tony Stukel commented that lessons learned are similar with the ALEPH migration. Such projects are large and take significant time, staff learning new skills to proficient levels takes time, costs of such projects are significant. Michele Reid commented that such projects do not just plug in out of the box.

Tim Dirks commented that a plan is needed – document what we need to do, like clean up the database. Use this window of opportunity to learn what the red flags are to setting up a new migration.

Phyllis Bratton commented that she spent 1.5 years cleaning up her system before transfer and found problems still pop up. Would not looking forward to doing this again and not looking to tie up her only cataloger for that long. She does not want to delve into another migration anytime soon.

Wilbur Stolt commented this is not something that is going to happen now. The planning/evaluation process will be 2-3 years. We need to evaluate functionality. We will need to see how it would fit within the consortium, what needs to be met and determine the smoothest seas to sail on.

Doris Ott commented that everyone has desires and wants, but we all need to stay in the same boat. We need to find our common ground to get funding support for current and future projects. Wilbur Stolt commented that we need to find a way to make it work for everyone.

Doris Ott commented that planning and documentation is important. Invest money in ODIN to look at what we need, what our customer's want, in planning, and then invest in the areas we need to go.

Michele Reid commented that bells and whistles come at a cost. Which ones do we really need, do our patrons need? What is the cost of implementing? Urges bare minimal functionality, customization.

Doris Ott commented that different libraries have different needs. We need to find common features and then fund those. Tony Stukel commented that even adding on can be a difficult incorporation.

Wilbur Stolt adjourned the meeting for tonight at 4:40 pm.

Meeting to reconvene at 8:30 am Friday morning.

Meeting called to order at 8:35 am Friday, May 22, 2009.

ODIN ACTIVITIES & ORGANIZATION:

Tony Stukel and Rosi Kloberdanz gave an update regarding NDUS operations and how they relate to ODIN.

Kloberdanz explained the role that the NDUS has in technology planning and the planning requirements. In general each NDUS institution and each System Information Technology Services (SITS) unit (such as ODIN) is required to submit planning documentation for large technology projects to the NDUS CIO for approval. This approval must be granted prior to the implementation of any such project.

In addition, the NDUS CIO has been working to build a cohesive organization that is more clearly defined to the public. As part of this effort a customer satisfaction survey will be undertaken, covering the portfolio of services that SITS provides. During the past year the, the NDUS CIOs were surveyed to determine what

services are needed and what services have outlived their usefulness. Funding from lower-priority services has been directed to other priority areas.

PLANNING REQUIREMENTS FOR ODIN AND NDUS:

ND Century Code requires that all State and North Dakota University System (NDUS) IT projects over \$250,000 require a formal project plan for approval to go forward.

Projects over \$250,000 or spanning more in 1 biennium need to be reported to the Legislative IT Committee. In addition, projects also need the approval of the NDUS CIO if it impacts any NDUS system or the Network. Thus, for instance, projects need NDUS CIO approval if they impact ODIN. The goal is to keep projects on track with deliverables and on budget, reducing risk.

Doris Ott commented that the Legislature is looking at how private, public, tribal, entities cooperate to form teams or partnerships. Libraries are already doing this and might be considered as a model.

Doris Ott explained the NDSL process to get legislative backing. The Legislature has said to get everyone on the same page. We have received credit for team work and have gotten many good responses for working together. She noted that the number one priority for Library Vision 2004 was to have state-wide resource sharing (ILL). WorldCat has been very successful.

Tim Dirks asked Rosi - What is the methodology or thought process of finding out where ODIN needs to go? Rosi Klobberdanz replied that a service satisfaction survey would be done and would include ODIN. In addition, the SWOT analysis that Wilbur is leading at tomorrow's meeting will help start the process. She asked how broad a survey for ODIN should be? Tim Dirks commented what our patrons want is the most important baseline we have. Being a very broad organization makes it difficult, but we all have people who come through our doors, which is our most common commodity. Tim Dirks commented that FPL focus has been elsewhere (with the new building), but needs to re-focus staff on upgrades to patron services.

Tony Stukel asked those who have been a part of ODIN for many years to recall the evolution and growth of library technology services provided by ODIN. In the beginning ODIN used PALS library management software, a dedicated network (not 'the internet'), 'dumb' terminals, locally loaded a few citation database titles (after being in operation for 4 years). The environment we now operate and work in is significantly different and more complex. And significant effort is required to maintain what we have and greater effort will be required to enhance and improve it.

Tim Dirks asked what is the best level of looking at a library system product? Tony commented that scanning of the environment is continuous. It has been less intense during the time period ODIN has been migrating to ALEPH. In addition to monitoring what the library system vendor community is doing, attention is also paid to what other organizations similar to ODIN are doing. Wilbur Stolt commented that the ODIN libraries also share the responsibility of keeping up with current developments in the field.

Michele Reid commented that, moving forward, systems will not be large systems, but will probably be broken down into pieces. Tell us what separate functionality we need and they parts have to work together. Vendors know there will be change but have much invested in the current systems. She felt that pricing will need to change and we need to be pro-active in that area.

SWOT DISCUSSION:

In preparation for planning, the following were discuss:

Strengths:

- Co-operation
- Team work
- (ODIN) is a known entity throughout the State
- Databases
- All library funding comes from taxpayers (even private through parents),
- Different types of libraries (Ted Smith) which also may be a weakness.
- Other states such as New York, Ohio & Indiana have called and asked “how did you do what you’ve done?” South Dakota also have given North Dakota respect.
- ODIN staff are one of the strengths.
- Economy of scale – we (individually) can’t afford a system on our own. There is strength in numbers.
- We are getting the resources to the user.
- Many folks throughout the State know what ODIN is – smaller library directors feel they are a part of ODIN. Ellendale Public Library has a PC with ODIN on it next to their card catalog. University freshman already have experience on ODIN, they will use it as adults, their children will use it. They will be taxpayers and support ODIN in the future. In many schools, it’s been administrators that have supported ODIN (not just or only librarians). We should address the system as “ODIN” not ALEPH – keep the name ODIN front and center, so when we change software, to assure that people understand that ODIN is still providing library services as it has since 1989.

Weakness:

- Where each individual library is: the urgency of need differs in different libraries.
- Diversity can be a weakness. We must communicate continually to understand the point of view of all participating libraries.
- We are looking for perfect rather than doable.
- We need to have a better handle on what patrons want.
- We also need to address the citizens who do not use the library – they also are taxpayers
- ALEPH flexibility was an attraction (56/ADM’s), but also is a weakness – customization takes time and resources.
- We need to have today’s discussion more often.
- We do not have a true federated searching capacity like citizens expect – like Google.
- There are functionality issues within our system.

Opportunities:

- We could meet citizen expectations if we had adequate resources.
- Understanding the needs of our citizens would allow us to make focused requests for resources to the Governor and Legislators.
- The North Dakota Library Coordinating Council (NDLCC) can represent to Governor the needs of citizens through ODIN.
- There are also many NDLCC members who are members of ODIN.
- Changes in library technology such as open source, un-bundling of functional modules,
- We need to actively talk to libraries outside of ODIN – they are seeking and getting grants also.
- Those libraries also need to be at the table for discussions w/Governor’s office and legislative process.
- Develop a Marketing & PR plans - NDSU had a booth during the legislative session.
- Develop a plan for marketing libraries & ODIN – State Library does this through booths & demonstrates ODIN & databases (OLR).
- Different libraries might demo at local events. And example would be the ND State Library demo’s at local garden show.
- ODIN can develop & distribute marketing materials for use at booths and demos.
- A book mark could be used by individual libraries to promote both them & ODIN.
- ODIN members could demo at County Fairs, as well as State Fair. Demos at Extension Offices.

- Grand Forks's new Director, starting June 21, will bring a new perspective to the group.
- Facebook, etc. - meeting citizens virtually.
- Sharing a system allows librarians to know each other better.
- Marketing & PR might be shared via a sub-committee and not from ODIN staff resources.
- A user group could participate in PR efforts; individuals could bring tools resulting from PR campaign and distribute them to medical offices, etc.

Threats:

- Economic down turn in ND. (But crisis can be an opportunity).
- Budgets are strained.
- There is a need to re-energize.
- Our user groups don't operate effectively.
- For some libraries time is a constraint.
- Many smaller libraries have lost staff & new staff need to build experience
- Lack of staff and money resources don't allow library organizations to accomplish their missions.
- Online library resources (OLR) need to be explained better for full use.
- The perception may be that libraries are a 20th century institution and not a 21st century one.
- We need to toot our own horn more.
- We need to tie library services to return on investment & economic development; use real life stories as well as statistics.
- The State Library recently talked to Senator Conrad's staff and explained the need for library services in ND, he signed the Dear Colleague letter.
- It was pointed out the libraries are good "sufferers in silence."
- Michele Reid has asked her staff to document the need and impact of patrons use.

Actions needed:

- Communication to the general public about ODIN and library services.
- User groups could be more effective. How do we re-energize them. The Work Groups have been frustrated. How do we get user Work Groups re-started. Issue a charge and tasks was suggested. How else could this information be communicated other than user group meetings?
- Perhaps a general discussion resulting in agreed tasks gathered via survey monkey would provide a framework. Wimba meetings could alleviate travel problems due to time constraints. Feeling that there needs to be meeting together at least once a year face to face. This would improve gathering info & issues and re-energize the group. Utilize online tools in between face to face. Listserves don't seem to be effective. Video conferencing should perhaps be used more. Tim Dirks would like to work with his staff, poll the public to get a more robust answer to bring back to the ODIN group.
- Diane Olson suggested using the same questions for each type of library to get uniform answers. Phyllis Bratton does an assessment each year, varying between staff and students each year. She includes 10 questions about ODIN; she has made changes in her library, based on responses. Rosi Klobberdanz will develop a survey with help from ODIN Directors. .
- We need an action plan: Tim Dirks will survey his staff/patrons. Rosi Klobberdanz will develop a survey. A Marketing & PR Plan should be created. Evaluation of the Work Group functions is needed.
- Use IVN or Wimba instead of face to face travel. Identify possible goals, based on individual libraries information gathered.
 - Would it be helpful to have a facilitator lead the discussion on planning? Do we bring the facilitator more than once? Consensus Council in Bismarck?
 - Will the staff feedback and think tanks be the environmental scan needed?
 - What do we want as an end document – goals etc?
 - Do we have a previous strategic plan to help jump start the process? (It may be too old)

Lila Pedersen asked: What are Directors to do now?

- meet with their staffs, their patrons, their faculty,
- we need to set the stage for a strategic process, then plan.

Rita Ennen pointed out the need to include smaller library directors also; in the design of the survey as well as implementation.

Wilbur Stolt said he will contact a facilitator.

LIBRARY OUTCOMES FROM 2009 LEGISLATIVE SESSIONS:

Doris Ott outlined items for the committee

- Dickinson State University has a new library in process. State Library base, current budget was funded; received \$100,000 extra in state aid and \$120,000 for OLR for next biennial.
- Decisions for new OLR will be based on the state wide survey, the results of Minitex decisions, quotes are being collected; soon decisions will be made. ND has solid funding for OLR, Minnesota and SD may be impacted more by their economy. Electric library is still here.

ELECTION OF 2009-2011 ODIN CHAIR:

Lila Pederson nominated Wilbur Stolt. Rhonda Schwartz seconded. Michele Reid (moved) to acclaim. The Council agreed.

ODIN MEMBER LIBRARY ANNOUNCEMENTS & ACTIVITIES:

- Aaron Stefanich is new Grand Forks Children Librarian
- Wendy Wendt is now the new Grand Forks Public Library Director
- UND Law Library has two new staff – Laurie McHenry and Jan Stone
- Health Sciences Library has 3 interviews in June
- UND has licensed Refworks for one year

Next meeting may be in August (online) and September/October face to face.

Meeting adjourned at 12:08 pm