Online Dakota Information Network
Minutes
April 27-28, 2010
Bismarck, ND

Attendees:

Doris Ott	North Dakota State Library
Rita Ennen	Dickinson State Library
Donna James	Valley City State University
Kelly Hell	Williston State College Library
Lila Pedersen	UND Health Sciences
Wilbur Stolt	UND Chester Fritz
Rosi Kloberdanz	North Dakota University System
Tim Dirks	Fargo Public Library
Donna Metzger	NDUS/School for the Blind
Marlene Anderson	Bismarck State College
Phyllis Bratton	Jamestown College
Rhonda Schwartz	UND Law Library
Ted Smith	North Dakota Supreme Court Law
Rachel White	State Historical Society
Sarah Henderson	Minot State University
Sandra Hannahs	West Fargo Public Library
Sarah Batesel	Mayville State University
Cindy Clairmont-Schmidt	North Dakota State Library
Karen Chabot	North Dakota State College of Science
Judith Koester	North Dakota School for the Deaf
Tony Stukel	ODIN
Cheryl Hoffmann	ODIN

Wilbur Stolt, Chairman called the meeting to order at 1:10 m

1. Approval of Minutes for December 14-15, 2009 Meeting
   Proposed by Sarah Batesel   Seconded by Phyllis Bratton
   Approved

2. ODIN Director's Report (Stukel)
   - Full authorities file have been re-loaded.
   - Website enhancements are underway to make it more user friendly based on feedback from library community.
   - Survey of ODIN users and librarians was done. A separate report is on the agenda.
   - V20 -upgrade scheduled for June 4-6 – databases, etc. still accessible during upgrade. System will be down beginning at 5:30 pm Friday. Upgrade is expected to be completed sometime Sunday. Client testing will be done in May.

- Recently ODIN staff experienced very slow GUI client response time. We determined that is was not an ALEPH server. It appears that there was network shaping being done and it has been corrected. No libraries reported response time problems during this time period. Some libraries might experience similar slowdowns in the afternoon due to local network saturation issues.
- Reports Updates:
    o Fargo Public Library is seeking a report that shows all items added per year
    o Understanding / knowing what is available and what they do - # reports not showing what the reports does – more user friendly.
    o Letters to patrons –global patron records - not using due to wording (forms that are in the circulation client, patron tab, 'letters' button). ODIN will look into this with user input.
    o 508 compliance – visually impaired patrons – UFind side. Noted that NDUS has just done a review of this and will be working on the issue.
- No staffing changes at this time.
- Ufind – questions/Concerns
    o Doris Ott - ND State Library -no blank form in UFind – only available on Classic ODIN side - Inter library loan for books not owned by ODIN library
    o Fargo Public Library - # of books on hold – in classic option can be turned off to not show books on hold at all – in Ufind not an option to turn off, so books on hold show as available.
    o Jamestown College– they have an issue with their firewall – on hold until summer when they have time to work with their campus IT group.
    o UND Med Library – Classic ODIN searching easier than Ufind.

3. Report of NDUS Survey of ODIN Services (Kloberdantz)
    o Survey created and sent out by NDUS System Information Technology Services (SITS) Office. Multiple surveys sent out to different constituents including Students, Faculty/Staff, IT Services/ALT (support/training staff), and ODIN users
    o 4 week duration - 365 respondents: 52% library user and 48% library staff members
    o Of library users responding to the survey, a higher percentage were public library users
    o Some findings
        o Majority of <u>users</u> use online catalogue on weekly basis – easy to use
        o Majority of <u>staff</u> use online services on daily/weekly basis – easy to use and satisfied with services
        o Majority of staff are overall satisfied with all modules of modules and overall ODIN system and staff
        o Majority of Library staff are satisfied with ODIN staff and communication from ODIN Office
    o Wilbur expressed concerns that this data could be taken as a scientific study instead of what it actually is – a poll of comments/concerns of users regarding IT services
    o Executive Summary will be available for all libraries to look at
    o Request Feedback from group about how to use data- what will be most useful

4. Discussion of Planning Session's High Priority Activities
    a. ODIN Organizational Structure
        i. Interest/User Group Report (Pedersen)
            • 5 committee members -Tim Dirks, Sarah Henderson, Lila Pedersen, Doris Ott, Ted Smith
            • Discussion of Report
                ❖ Committee members had questions about use of Remedy tickets. The group realized that enhancement-related issues could be addressed thus: 1) ODIN staff discern if a request (or remedy ticket) is indeed an

"enhancement" that needs additional analysis, or 2) request is a standard functionality issue. When identified as an enhancement, ODIN would present it to the OAC who would determine priority and recommend future action.

- ❖ User groups need assistance from ODIN staff regarding functionality and/or feasibility of a proposal. An ODIN staff member should be assigned to each Interest/User Group as liaison.
- ❖ Use of ad hoc and standing groups should assist OAC members and ODIN staff. We should use ad hoc groups with specific charges and time frames - examining issues and making recommendations to OAC. After any user group meetings, report should be sent to OAC Chair from Interest/User group chair and then forwarded to Directors.
- ❖ When an issue requiring further investigation and/or recommendations, is identified by the OAC, the Chair will organize a task force/ad hoc committee to address it. A group leader will be identified to facilitate meetings of the group.
- ❖ Agreed that functional committees should continue including:
  - Circulation
  - ILL
  - Technical Services: Cataloging/Acquisitions/Serials
  - OPAC
- ❖ NDLA, Marketing, Federated Search – in place during this session
- ❖ The group believes User Groups are beneficial
  - Identifying issues
  - Recommending solutions
  - Networking for library staff
- ❖ Suggestion to have a training/best practices day
  - Face-to-face meeting
  - Web training
  - Schedule monthly ODIN web "brown bag" event
- ❖ Wilbur to send out email for more formality – suggestions for chair of each user group to be submitted to Wilbur

b. Mission Statement
   i. "The mission of ODIN, the Online Dakota Information Network, is to provide access to library and information resources for the citizens of North Dakota."
      - Council agreed to keep as is for now
      - Consider adding slogan to ODIN logo

c. ODIN Services & Membership Criteria
   i. Membership is based upon use of technology services and support
   ii. Fees based on use of services – library management system operations & database cost sharing
   iii. ODIN membership provides leverage when negotiating terms with vendors
   iv. The group needs to clarify services provided through the ODIN consortium
   v. Action Plan
      - Create task force to work over summer to enumerate ODIN services. OAC will task force work at the fall meeting.

d. Technology
   i. Implementation of Federation Searching Function

- The OAC discussed the different views of what federated searching is
- Response: Searching – wrapping databases search with cataloguing
- Vendors have different way of configuring for this searching
- ODIN would have to figure out collaborative pricing and how that would affect each library – how many vendors that each library have access to and uses
- Catalogue integration or not – start with electronic resources first
- What would the Role of ODIN Office be? Each library would be on an individual basis or done the same for each library?   Answers depend on configurations available and configuration selected for implementation. ODIN has a role in achieving collective pricing with/for libraries.
- What does the OAC feel would be the way to approach this – task force – ODIN Office to arrange presentations – vendors do presentation on what they have available and also libraries actually using their tools
- In this process ODIN has to follow NDUS policies and ND law regarding project planning and execution and contracts
- Task force charge would be review options available, vendors available, functionality available, Search vendors that are legitimate and will back their products, report back to OAC to prepare RFI

ii. Response to Emerging Technologies
- The goal is to keep membership knowledgeable about new technology and trends in library automation – how do we accomplish this goal
- Tony noted there is an annual review of technology in the April issue of Library Journal.
- Library directors talk to vendors at conferences where new products/technology are demonstrated
- Each of the Directors bears some responsibility to keep in touch with one another to advise each other of new products
- ODIN can facilitate exchange of information
- Action Plan
  Establish standard meeting time for an ODIN web meeting - start up in fall after V20 upgrade
  - o Present information on topics
  - o Give updates on ODIN developments

iii. Customized (CHANGE) Technology for ODIN Libraries
- How does ODIN Office works with custom operation request?
  - o Fargo Public Library– customer service issues are constantly being shared with ODIN office
  - o Options such as a KIDS Catalog have been implemented in other locations and it was suggested that ideas such as this be forwarded to ODIN Office and Chair of OAC. Further investigation may involve creation of a task force/ad hoc committee.
  - o Is it possible to set search group for each library - federated search – drop down database request for searching – vendor have user profile that would be used for searching

- What is the impact of updates and service packs on library customization?

- o Libraries need to replace their custom forms (that they have done locally, if any) with what is common forms available to libraries
- o Changes would seldom 'break' any library custom forms. More likely that new fields that become available would be missing until the library updated their form.
- o If changes are coming – how do we notify libraries or set at system level and then notify libraries

- e. Education and Training
    - i. Survey Results
        - Most people satisfied – need to look at issues related to dissatisfaction
        - Database usage – getting the word out to users is the hardest job

    - ii. How to Identify Needs
        - Webinars for databases
        - Tables – tidbits on tables- ongoing
        - Face to face training – very appreciated
        - NDLA – training session
        - ODIN Day – library staff/directors – couple times per year- several Training session or networking
        - Recorded training available on ODIN website – vendor demos- ALT
        - ND State Library has some tutorials pod cast available on their website

    - iii. Strategies for Delivery of Education/Training
        - Directors/staff to identify needs – forward to ODIN Office
        - Wimba sessions – brown bag(s)?
        - NDLA – ODIN best practice/break out session – 1-2 hours during NDLA or pre-conference – circulation best practices – facilitator not presentation – directors talk to their staff – come up with couple of topics to start- directors to redirect via Wilbur
        - Training for email notification to help alleviate costs to library

    - iv. Action Plan
        - ODIN Office - Look into space where ODIN members can load tutorials – vendors demos- task force

- f. Marketing
    - i. Focus/Needs for ODIN
        - Identification of some people in area that do marketing
        - Thoughts on marketing ideas – goal of marketing ODIN
            - Databases
        - Resources available for marketing via radio PSA – newspaper – you tube – task force – Doris Ott, Tim Dirks, Donna James -create power point for marketing - hire marketing person/firm?
        - VSC – Library program – is marketing part of program
        - Sandy Bates – marketing in previous life – helpful resource
        - Focus on general public that use libraries or don't use libraries - service clubs – rotary/optimist groups
        - Marketing push on databases – due to survey results

- What are topics for promoting –
  - ODIN and what it does and has available? ODIN – catalogue – ODIN –name out and people aware – benefits that ODIN has to offer – libraries in the state working together – commonality is ODIN – even though they are also different – what general public will get out of it – their benefit- task force to develop common message
- Cost of what databases would be if libraries purchased separately and difference to what cost is with collaborative pricing
- 22 counties do not have a physical library serving them
- Establish location on ODIN website where ODIN libraries can report on local promotional activities
- Monthly/scheduled meetings - few minutes allotted for marketing updates – ideas

    ii. Strategies for Program
   iii. Funding
   iv. Action Plan
- Task force in place – Tim Dirks, Donna James, Doris Ott

5. Library Announcements
  - Valley City State University – 9 graduating with Master of Library Information Technology
  - Mayville State University – renovations being done this summer
  - Bismarck State College – have a grant – scanning digital images to website
  - Jamestown College – addition to library approved to begin in near future
  - Wendy Wendt –Grand Forks Public Library – sending regrets other previous commitments
  - Michele Reid - NDSU– sending regrets –interviews for University President conflicting

6. Old Business – no updates

7. New Business – no updates

8. Adjournment – meeting adjourned at 12:50 pm