



**COUNCIL MEETING Agenda**

Thursday, December 4, 2008

Singer Island Hilton Hotel

Caribbean B& C

10:00 a.m. – 3:30 p.m.

Presentation on Digital Library of the Caribbean: Gayle Williams and Brooke Wooldridge

**1. Agreement on Agenda**

**2. Minutes of September 4, 2008 (Attachment 2)**

**3. Schedule of next meetings**

The schedule of future meetings was approved.

- March 5-6, 2009 – USF
- June 11-12, 2009 – UNF
- September 10-11, 2009 – UWF
- December 3, 2009 CSUL and FCLA; December 4, 2009 FCLA/CCLA –USF

**4. Follow-up to Joint Meeting of Nov. 14 with Committees**

- ILS Project Scenarios (Attachment 4a)
- Liaison appointments to each committee
- Sphere of committee responsibility (“at what point does an issue cease to be a committee decision and become a CSUL decision”)
- Finalize list of action items from Nov. 14 meeting (Attachment 4d)

**5. CPC Quarterly Report (Attachment 5)**

**6. PSPC Quarterly Report. (Attachments 6, 6a, 6b)**

1. Report
2. Universal Borrowing
3. ILL Guidelines (approval needed)

**7. TSPC Quarterly Report. (Attachments 7, 7a 7b)**

**8. TAG Quarterly Report (Attachments 8, 8a)**

**9. Storage Facility Update**

**10. Administrative Salary Survey Update (Crump)**



## **COUNCIL MEETING MINUTES**

Thursday, December 4, 2008

Singer Island Hilton Hotel

Caribbean B& C

10:00 a.m. – 3:30 p.m.

Members Present: William Miller, FAU (Chair); Bill Garrison USF, Lauren Sapp, FAMU; Barry Baker, UCF; Jim Corey, FCLA; Judy Russell, UF; Laurie Probst, FIU; Bill Garrison, USF; Helen Wigtersma, UWF; Kathleen Miller, FGCU; Julia Zimmerman, FSU; Doug Langston, NCF/USFSM.

Guests: Laurel Crump, attending for Shirley Hallblade (UNF), and as PSPC Chair; Rebecca Donlan (CPC); Selma Jaskowski (TAG); Dan North (TSPC), Jean Phillips, FCLA; Michele Newberry, FCLA; Claire Dygert, FCLA; Priscilla Caplan, FCLA; Ben Walker, Storage Facility Task Force; Carol Hayes, Board of Governors, Teresa Abaid and Helen Laurence (FAU).

**Welcome and Introductions** – William Miller, Chair, welcomed attendees and asked everyone to introduce themselves.

Presentation on Digital Library of the Caribbean (dLOC): Laurie Probst (FIU) introduced Gayle Williams (FIU Latin American / Caribbean Information Center Services Librarian) and Brooke Wooldridge, dLOC Project Coordinator. Judith Rogers of the dLOC Executive Committee and Manager, Library/Faculty Technology Services, University of the Virgin Islands, was also introduced.

The presentation and handout focused on the following:

-The website. At the dLOC website (<http://www.dloc.com>) there are 566,000 pages of content representing all linguistic groups of Caribbean. Documents are searchable by full text; metadata is searchable as well. From the website: "Administered by Florida International University (FIU) in partnership with the University of the Virgin Islands (UVI) and the University of Florida (UF), dLOC's technical infrastructure is provided by the University of Florida (UF) in association with the Florida Center for Library Automation (FCLA)." Brooke suggested that the all CSUL library websites link to dLOC to increase visibility of these resources.

-How it works. dLOC facilitates dissemination of digitized resources on the Caribbean to US and international scholars. In a mutually beneficial arrangement, dLOC partners receive training and equipment. They submit resources for inclusion in the collection, while maintaining all rights to the materials. dLOC is granted rights for educational use. Re: copyright, as dLOC is decentralized, the local institutions determine copyright clearance. There is a strong outreach component. This year a scholarly lecture series is being launched. Videoconferences of the lectures will be available online.

-Technology. Partnership with UF provides \$60,000 worth of OCR technology. Files submitted to the collaborative digital collection are fully searchable through a customized interface on the institutional partners' websites.

-Funding. The initial grant came in 2004 from the Dept. of Education. They are now applying for the 2<sup>nd</sup> grant. They are developing a business model so dLOC can continue even without grant funding.

-New Directions. For the new cycle of funding, dLOC is pursuing a new focus on digitizing newspapers, working with library partners and onsite publishers who realize the importance of preservation but lack the resources for digitization.

Judith Rogers, one of the original founders of dLOC, expressed the hope that all CSUL institutions will become partners and that dLOC will continue to be able to serve our patrons with Caribbean resources in a multilingual interface.

Brooke and Gayle are available to make presentations at CSUL institutions. William Miller invited them to come to FAU.

**1. Agreement on Agenda**  
**The agenda was approved.**

**2. Minutes of September 4, 2008 (Attachment 2)**

The minutes were approved with the following corrections:

Page 3, item 7b. "... central loading of Marcive records [of] federal electronic documents."

Page 4, ¶ 1, line 5-6. (re: single bib): "Amy indicated that local notes would be lost." Jim Corey commented that this will not have to be the case. It will depend on what the spec for deduping says.

Moved by K. Miller, seconded by Barry Baker.

**3. Schedule of next meetings**

The schedule of future meetings was approved with change of venue from USF to NCF for December 3, 2009.

- March 5-6, 2009 – USF
- June 11-12, 2009 – UNF
- September 10-11, 2009 – UWF
- December 3, 2009 CSUL and FCLA; December 4, 2009 FCLA/CCLA – NCF

**4. Follow-up to Joint Meeting of Nov. 14 with Committees**

- **ILS Project Scenarios (Attachment 4a)**

The FCLA ILS Project Scenarios listed timetable and resource allocations to help CSUL advise FCLA on how to proceed with Aleph v.19 upgrade, Unmediated Borrowing (UBorrow), and Single Bib. After lengthy discussion, a consensus emerged that we are not ready to make a commitment to UBorrow or Single Bib. On the other hand, the upgrade to v.19 by next summer would bring us current with the newest release of Aleph, so that this task would be out of the way and not interfere with other priorities.

Helen Wigersma made a motion to accept FCLA's recommendation to start with the Aleph v.19 upgrade. Bill Garrison seconded. Motion passed: 9 in favor, 2 opposed (Probst, Russell) .

William Miller suggested that we set up groups to discuss the two other major projects, UBorrow and Single Bib. The working groups are expected to investigate the issue and identify options, major costs, and impacts on workflow. Both groups were asked to submit a report to CSUL by mid February to allow time for discussion before the March 5, 2009 CSUL meeting.

The Single Bib working group will consist of:

Laurie Probst (FIU), Chair

Bill Garrison (USF)

Helen Wigersma (UWF)

UCF-MED rep (Barry Baker will ask Nadine Dexter)

FSU-LAW rep to be determined

TSPC rep

PSPC rep

SPC rep to be identified by Judy Russell

FCLA rep: Jean Phillips or Michele Newberry

In preparation for future Single Bib discussions, Jim Corey suggests that the CSUL members consult with OPAC subcommittee reps and look at the single bib in MANGO. He reiterated some of the challenges listed in CSUL Attachment 4a, and emphasized the importance of developing specifications for a single bib record structure.

The UBorrow working group will consist of:

Judy Russell (UF)(also representing the Shared Storage task force)

Barry Baker (UCF)

Julia Zimmerman (FSU), Chair

TSPC rep

CPC rep

CIRC subcommittee rep

ILL subcommittee rep

OPAC subcommittee rep

FCLA rep

The committee was charged with identifying the practicalities of various UBorrow models, costs of implementation, and implications for workflow.

The group was asked to submit reports by mid February to allow time for discussion before the March 2009 CSUL meeting.

Some points of discussion were:

-Workflow changes will be significant, based on increase in number of transactions

-Expected transfer of workload from ILL to CIRC

-Costs. In response to budgetary concerns, it was noted that startup will be labor intensive and expensive, but eventually (by 2010?) ILL should be able to reduce staff. Ultimately, the economy will drive the decision.

- **Liaison appointments to each committee (the 4 major committees and the Storage and Govdocs task forces; not subcommittees.)**

TSPC: Laurie Probst (FIU); with Bill Garrison (USF) as alternate

PSPC: William Miller (FAU); with Shirley Hallblade (UNF) as alternate

CPC: Kathleen Miller (FGCU); with Helen Wigersma (UWF) as alternate

TAG: Barry Baker (UCF); with Julia Zimmerman (FSU) as alternate

Govdocs: Judy Russell (UF); with Lauren Sapp (FAMU) as alternate

Storage: Judy Russell (UF); with Julia Zimmerman (FSU) as alternate

- **Sphere of committee responsibility (“at what point does an issue cease to be a committee decision and become a CSUL decision?”)**

This agenda item addresses the problem of committee recommendations representing many hours of staff work invalidated because CSUL input was not solicited earlier in the process. There was general agreement that the assignment of CSUL liaisons to the committees was a first step toward solving the problem.

Jim Corey emphasized that liaisons should be added to the committee email lists and should also participate in committee conference calls.

Judy Russell noted that committee members should be trained not to present action items/priorities, without first considering cost.

Kathleen Miller defined the role of liaison: To facilitate communication in both directions, to know what the committee is working on, to discover if there are crosscuts between committees, to consider costs, and to bring committee concerns to CSUL.

- **Finalize list of action items from Nov. 14 meeting (Attachment 4d)**

William Miller stated that Action Item #2 had been done

Barry Baker stated that #3 was done.

Dan North asked that #4d be deleted since it hasn't been discussed by TSPC yet.

Barry Baker suggested that #4d could be changed to a general question: Is it desirable for each committee to have a Steering Committee?

Re: #4a, Dan North indicated that UWF wants to have reps on every committee and subcommittee as long as there are enough staff to serve. Julia Zimmerman suggested that if we're creating better communication, maybe it's not essential to have reps from every SUL on every committee. William Miller responded that it would be up to each institution to decide.

Judy Russell emphasized the importance of #4c for UF. William Miller suggested that CSUL could have medical and law ex officio reps. As incoming CSUL Chair, Lauren Sapp will contact the Directors/Deans of the Medical Schools and Law Schools and ask that they collectively select one law and one medical librarian, respectively, to attend the March CSUL meeting.

Re: item #4, the consensus was that nothing formal needs to be done before March. This item will be re-visited in March 2009.

## **5. CPC Quarterly Report (Attachment 5)**

- **Janus Task Forces**

Becky Donlan asked for CSUL's approval for a F2F meeting of CPC for planning implementation of the Janus Task Force recommendations at a mutually convenient location. This was approved.

Becky agreed that it would be helpful if CSUL looked at the Janus reports and discussed with the CPC reps. The Janus committee web page is <http://csul.net/cmcc/janus/janus.shtml>. The Janus Steering Committee will write a summary report on top recommendations by mid-January for CSUL review and comment via email. At the in-person meeting, they will work on recommendations for CSUL to consider at the March meeting.

- **Collection valuation Task Force report**

The Task Force was convened to investigate methods used by SULs to evaluate collections for insurance purposes because the Florida Division of Risk Management requires an actual cash value for collections (defined as replacement cost less depreciation).

It was agreed that we need a consistent method for valuation of collections, not including Special Collections, since the state will not insure these. Dan North pointed out that a certain % of a collection will depreciate and certain % will appreciate. Could we come up with a formula? Has something on this already been done?

It was agreed that Becky Donlan will form a CPC Task Force to consider these and other questions. Dan North volunteered to participate.

- **OCLC WorldCat collection analysis**

CPC will conduct overlap analyses in areas of high title overlap: Business & Psychology. The purpose of the analyses is threefold (see p. 2 of CSUL Attachment #5).

- **Newspaper Microfilm Inventory**

Per the spreadsheet in Appendix E, UF was able to cancel titles based on the commitment of other SULs to maintain a microfilm subscription. There was one correction: Helen Wigersma noted that UWF is committing to the Pensacola News-Journal but it's not "x"ed on the spreadsheet.

- **Electronic Resources Subcommittee**

The discussion focused on the following issues:

- Materials budgets tied up in uncancellable titles for a long time;
- Cost to all SULs if one SUL withdraws from a consortial deal;
- Low-use titles. Claire Dygert put out a list of underused Springer journals, suggesting that these titles should be reviewed in the context of the Springer renewal coming up.
- Negotiations with publishers. Claire asked for CSUL support in tough negotiations on a title by title basis, with the understanding that the deal may fall through if publishers won't compromise on price.

- **Medical & Law Libraries Task Force**

Becky Donlan reported that several good consortial deals were finalized, and the Task Force continues to pursue others, per page 3, CSUL Attachment #5.

## **6. PSPC Quarterly Report. (Attachments 6, 6a, 6b)**

- **Report**

Laurel Crump presented the PSPC Quarterly Report.

- **Universal Borrowing**

The UBorrow Task Force has been created.

The PSPC will meet in Orlando on 12/10 following the ILL/CIRC meetings on 12/8 and 12/9 @ UCF's Rosen College to discuss UBorrow.

- **ILL Guidelines (approval needed)**

Laurel Crump resubmitted the guidelines with clarifications (CSUL Attachment 6b).

Motion to approve: Judy Russell

Seconded: Laurie Probst

The ILL Guidelines were officially adopted and will be signed at the March 2009 CSUL meeting.

**\*At the March 5, 2009 Meeting, CSUL agreed that a signature is not required**

Also:

Circulation subcommittee: Bridget Turnipseed is working on an update of ILL/CIRC reciprocal borrowing guidelines for the community colleges.

## **7. TSPC Quarterly Report. (Attachments 7, 7a 7b)**

Dan North indicated that #3.3 in the TSPC action plan (improve authority control through automatic updating of authority headings) is the only item that couldn't be worked on this year because it depends on re-indexing being completed, so it will be carried over to the coming year. Michele Newberry responded that FCLA has been working simultaneously on infrastructure, with 2 processes proceeding in parallel. She hopes to have indexing done over holidays and continuing into January.

Jim Corey asked for CSUL support in getting staff to respond when FCLA needs feedback on things like the indexing project.

Dan reported that TSPC may request a F2F meeting between FCLA and SUL representatives in 2009. The timing would be strategic, for example to meet with FCLA to plan for the Single Bib project once a decision has been finalized by CSUL.

Dan introduced discussion of RDA (Resource Description and Access), planned successor to AACR2. Bill Garrison indicated that he is on the IFLA group and administrative representative to the RDA Task Force. LC has not yet implemented RDA, and no final release date has been set. The final product will be an electronic, web-based subscription. Cost will be a huge consideration. A Beta version is online. Bill will send out the location.

Dan: TSPC will monitor RDA progress and report back re: future needs for training.

Bill Garrison agreed to give a ½ hour tutorial at the next CSUL meeting on RDA & FRBR.

### **8. TAG Quarterly Report (Attachments 8, 8a)**

Selma Jaskowski presented the TAG Quarterly Report.

She reported that 2 people from UCF will be attending the Duke OLE design workshop for functional specifications of an open source LMS. Jean Phillips will also attend.

Per Judy Russell, UF will not be holding a regional workshop. Instead, Bill Covey is doing business process modeling with the idea of sharing and soliciting feedback, and then providing input to the Raleigh meeting.

Re: Videoconferencing solutions for the SULs, WebEx and Elluminate are the top contenders.

ERM systems: With the demise of Verde, and although several SULs have the SerialsSolutions ERM, TAG wants to investigate the new EBSCO product. Barry Baker stated that an advantage to the EBSCO product is the tie in with vendor order information that SS doesn't have. According to Michele Newberry, the missing piece is a link resolver. SS is popular because it offers a link resolver. Barry Baker stated that EBSCO is now developing a link resolver. Although, as Judy Russell pointed out, PSPC's report says TAG agreed to table the discussion of consortial ERMs, Selma's interpretation was that this means table until the spring because they are participating in a beta test of the EBSCO product and more info will be available by spring.

DISC: The Digital Initiatives Subcommittee is working with the Metadata Subcommittee to revise CAGER (Cataloging Guidelines for Electronic Resources) guidelines, to accommodate description of digital resources in the catalog.

### **9. Storage Facility Update**

Ben Walker, UF, presented a handout based on his slides, and summarized the pros and cons of the 3 options:

Option 1: Create a separate Aleph instance (Decision to go to single bib would change this option)

Option 2: Reconfigure architecture to single bib / multiple ADM model

Option 3: Catalog in UF into a separate sublibrary.

Questions/concerns:

How to track ownership of books? Joint ownership is a critical issue.

After deposit in storage facility, the depositing institution no longer owns the item. Michele Newberry pointed out that even if you don't have the item any more, you can still count it as held. We can code in such a way as to accommodate this.

The system has to provide a way to handle mistakes in weeding needed items. Once an item is in storage it can't be retrieved. Ben indicated that this Task Force doesn't want to get into making selection decisions, but once items go into the storage facility, ownership is transferred. Maybe

we need a special way of pulling things out later. We haven't formalized that because we'd rather say up front this is how it will be and address exceptions on a case by case basis.

Recommendations are appended in Janus report, available on the CPC website. PSPC, CPC and TSPC have been asked for feedback, and provided clarification on several issues:

- 1) Preservation. CPC recommends hiring a statewide preservation coordinator.
- 2) Number of copies. Digital delivery diminishes concerns about loss, since items wouldn't ever leave storage. Ben indicated that the preference is digital delivery as much as possible. Bound volumes would be restricted to in-building use only.

Judy Russell added that a reference room would be needed to accommodate building use for (e.g.) 10-year runs, old, fragile, etc. materials. Further, digitization will overlap with other Janus issues. If something circulates and can be digitized it might be appropriate to set policy that before reshelving it should be digitized so we are building a copyright-free collection of digitized materials.

Bill Garrison noted that when items deposited into offsite facility are newly discoverable, there will be significantly more circulation activity because people didn't know these materials were available before. This had a great impact in the Colorado model.

Guidelines will be developed. Judy Russell indicated that the Storage Facility Task Force will examine other storage facilities and make recommendations to be reviewed by all major committees. Now working on a survey focused on problem areas from existing storage facilities.

Incidentally, Jim Corey reported that the TBLC head agreed that their delivery service isn't performing well. Judy Russell asked if, in the context of re-bidding, there could be a fee-based premium service that would enable tracking of items, to piggy-back on the free service.

Funding?

Judy Russell: We still hope to get an operating endowment to minimize fees so the fee structure doesn't become a barrier to participation. The BOG will make decision about PECO funds after March. In anticipation of the March date, in Jan-Feb CSUL should put together a packet with provosts' support to reemphasize our priorities. The storage facility is a cookie cutter facility, so doesn't need much lead time for planning and design. It's a relatively small project compared with other budget items. We will know in March-April what the BOG is actually submitting to the legislature. Judy Russell will call CSUL members in January as a reminder about soliciting letters of support from provosts.

#### **10. Administrative Salary Survey Update**

Laurel Crump presented on behalf of Shirley Hallblade. There has been no response yet from FAU, FIU, UCF. Modified ARL job codes were used to compare administrative jobs. A preliminary draft report will be sent out as soon as all data have been received.

It was agreed that names of incumbents should be deleted from the report.

The effective date of salary information is October 1, 2008, per Helen Wigersma.

The meeting was adjourned at 3:11 PM.

Recorders: Helen Laurence and Teresa Abaid

FCLA ILS PROJECT SCENARIOS						
Priority	Project	Target Date	% of ILS Resources			
			2009	2010	2011	2012
<b>Aleph V.19</b>  <i>FCLA's Recommendation</i>	Support	Ongoing	75	70	75	100
	CRL	Mid-January 2009	0	0	0	0
	Aleph V.19	Late Summer 2009	15	0	0	0
	UBorrow	Early Spring 2010	5	5	0	0
	Single Bib	Summer 2011	5	25	25	0
			100	100	100	100
<b>Unmediated Borrowing</b>  Option 1	Support	Ongoing	75	75	75	80
	CRL	Mid-January 2009	0	0	0	0
	UBorrow	Early Fall 2009	15	0	0	0
	Aleph V.20.1	Late Summer 2010	5	15	0	0
	Single Bib	Summer 2012	5	10	25	20
			100	100	100	100
<b>Unmediated Borrowing</b>  Option 2	Support	Ongoing	75	75	70	80
	CRL	Mid-January 2009	0	0	0	0
	UBorrow	Early Fall 2009	15	0	0	0
	Single Bib	Summer 2011	10	25	25	0
	Aleph V.21.1	Summer 2012	0	0	5	20
			100	100	100	100
<b>Single Bib</b>	Support	Ongoing	75	75	70	80
	CRL	Mid-January 2009	0	0	0	0
	Single Bib	December 2010	25	20	15	0
	UBorrow	Spring 2011	0	5	10	0
	Aleph V.21.1	Summer 2012	0	0	5	20
			100	100	100	100

**Rationale for the recommendation for Aleph V.19 upgrade**

1. Version 19 followed immediately by UBorrow gives the SULs two enhancements in the 09/10 academic year whereas they'd only have one in the other scenarios.
2. A few enhancements in V19 are particularly desirable: course reserves within the GUI client, more support for batch jobs, and the ability to enter default replacement costs by call number range.
3. Releases beyond 19 are speculative regarding release dates.
4. Version 19 will incorporate hundreds of changes to Aleph ILL through the upgrade process which will reduce the need to handle them individually in Version 18.
5. Upgrading in the Summer of 2009 will give the SULs some "breathing room" to accomplish other projects such as single bib, without falling too far behind in Aleph releases. In the other scenarios, we don't upgrade for a year or more.
6. CCLA is upgrading to Version 19. Being on the same version as CCLA would facilitate functionality such as remote registration.

**FCLA ILS Staff Resources**

Librarians

Donna Alsbury, Reports  
 Ellen Bishop, Acq and Serials  
 Daniel Cromwell, Cataloging  
 Wendy Ellis, Circulation, ILL, CR  
 Joshua Greben, OPAC, Mango  
 Jennifer Kuntz, Circulation, ILL, CR  
 Mary Ann O'Daniel, Authorities  
 Lynda Preston, (0.5), Authorities  
 Jean Phillips, Aleph Services Manager  
 Lisa Tatum, (0.75), OPAC and Aleph SPs  
 Amanda Yesilbas, Serials, Drupal

Programmers

Chris Carney, Aleph Client Mgmt  
 Ricardo Chu, DBA  
 Jean Moises, Mango, Aleph  
 Pam Mydock, Aleph batch  
 Young Park, Reports  
 Karen Schneider, Aleph system config  
 Gerald Snyder, Assistant Director  
 Ned Stewart, Aleph, Mango  
 Reid Woolery, Aleph SPs and support

## **CRL Records in MANGO**

### **Project Description from FCLA, 12/4/08**

**Purpose:** To make CRL materials more accessible to researchers, index and display the Center for Research Libraries bibliographic records in Mango

**Outline:** Needed tasks with possible timeline and decision points

- Load CRL Records into a special instance of Aleph for the purpose of staging the load into Mango/Endeca. DONE (in test)
- Merge CRL bibliographic records according to established pattern and add CRL holdings to Mango records. DONE (in test)
- Present test instance of Mango with CRL holdings for vetting. DONE (in test)
- Design and implement request logic in Mango. IN PROCESS
- Present test instance for testing CRL requests.
- Provide options to SULs for display in local catalogs and request links in Union catalog.
- After decisions by SULs move into production.

**Resources:** hardware/software, FCLA staff, SUL staff, Committees

1 FTE three months to complete this project. Consultations with representatives from sites that want these records.

**Unknowns/Challenges/Dependencies/Assumptions:**

- How CRL requests will work with future request types (i.e. UBorrow).
- Which SUL's want to see and test these records in their local catalogs, and who FCLA should work with.

## **Aleph Upgrade to V.19**

### **Project Description from FCLA, 12/4/08**

**Purpose:** To upgrade from the current V18 to the latest Aleph version 19 for all SULs.

**Outline:** Needed tasks with possible timeline and decision points

- Request to ExLibris in September 2008 for V19 to be installed on FCLA's Development Server. DONE
- ExLibris, along with FCLA staff, (one programmer and one Db Admin) installs V19 on DEV server October 31, 2008. DONE
- December 2008 CSUL decide if SULs will go to V19 in 2009
- FCLA staff work on testing the upgrade process
- FCLA staff work on Aleph configuration and Oracle data tables - (Dec thru Spring?)
- FCLA will provide a full v19 Test client to library staff (March/April?)
- Library staff test new version/client/functionality: submit testing reports
- FCLA and library staff testing of campus Interfaces
- FCLA develops and provides training/upgrade information, focusing on major changes.

(May - June)

- Schedule upgrade weekends - similar to previous upgrade where we did 3 institutions per weekend in July, August, September and 2 institutions in October

**Resources:** hardware/software, FCLA staff, SUL staff, Committees

- No additional hardware required for V19.
- FCLA Staff : Librarians; programmers; Db Admin
- SUL Staff:
  - Identify trainers in each functional area for new functionality
  - Trainers and select users begin testing in the v19 environment. Early testers will test in DEV19 until Test19 becomes available
  - Develop internal training plan and train internal staff in the Test19 environment
- Committees: TSPC and Circ Subcommittee
- LMS Project Coordinators: serve as communications liaison

**Unknowns/Challenges/Dependencies/Assumption:**

- CSUL decision must be made in December for Summer 2009 upgrades
- Progress on other special projects will be slower until all SULs are up on V19 (early fall of 2009)
- Discover problems with tables/functionality/bugs
- Dependent on ExLibris to fix problems in timely manner
- Work with new features of v19 after upgrade
- Purpose of testing is to confirm that v18 functionality is carried forward

## **Unmediated borrowing (UBorrow) in current environment**

### **Project Description from FCLA, 12/4/08**

**Purpose:** Enable faculty, students and staff of any Florida state public university to easily request materials from the state universities' libraries, without intervention on the part of the patron's home library.

**Outline:** Needed tasks with possible timeline and decision point

- Implement Aleph ILL in current Test environment
- Continue to investigate ILLiad, including Direct Request and ISO messaging outside of OCLC?
- Test Aleph ILL with SUL partners
- Develop MANGO interface to present requests in the Union Catalog
- Develop MANGO process to check Circ tables and holdings and determine where to send the request
- Develop UBorrow policies and procedures
- Develop UBorrow statistical reports and software monitoring
- UBorrow solution final recommendation / decision
- Configure UBorrow and test with all SULs
- Test Aleph - ILLiad interoperability
- Documentation and training
- Release new service to users

**Resources:** hardware/software, FCLA staff, SUL staff, committees

FCLA: librarians, programmer; estimate 2-3 FTE depending on which option is chosen

SUL staff: new task force; circ/ill

No additional hardware/software costs for Aleph ILL

**Unknowns/Challenges/Dependencies/Assumptions:**

- Short term solution needed, not moving to Single bib immediately
- UBorrow Task Force will be established by CSUL as requested by the Unmediated Task Group
- If V.19 is installed before UBorrow then it will be easier to implement AlephILL
- Agreement on policies and performance standards will be in a timely fashion
- Will need educate users and staff regarding UBorrow
- Library staff will need to learn new procedures and adapt workflows
- Gathering feedback and assessment is an important part of the project
- Authentication and authorization are challenges
- What impact on delivery will there be if there is an increased volume of materials
- How best can article requests be handled?
- How will we handle unfilled UBorrow requests, can they be forwarded to the standard ILL process?

## **Single Bib Architecture**

### **Project Description from FCLA, 12/4/08**

**Purpose:** CSUL has asked the TSPC and FCLA to investigate the pros and cons of moving to a Single bibliographic record database structure.

**Outcomes suggested by the SULLS:** better resource sharing, more efficient SUL staff workflows, more efficient use of FCLA staff time, reduction in hardware needs.

**Outline:** Needed tasks with possible timeline and decision points

- CSUL decides FCLA should continue to commit resources to investigating Shared bib.
- Talk with other Aleph consortium and Ex Libris to understand the challenges and positives in more detail
- Design an initial data transition plan
- Identify and investigate areas of questions/concerns/unknowns
- Set up test database for 3 institutions
- Migrate bib. data using Mango merge into test
- Merge other data as appropriate (some will be shared such as staff permissions and some will live in separate files, such as items)
- Configure Aleph parameter tables
- Test online and batch functionality
- Configure clients
- Train selected SUL staff for testing
- Staff test of data migration and of ongoing functionality
- Create a draft migration plan for production
- Write interim report of findings for CSUL
- If results are accepted, set up test database with all eleven institutions
- Identify for the SUL committees to address policy issues, workflow questions, new features, etc.
- Begin production migration

**Resources:** hardware/software, FCLA staff, SUL staff, committees:

- Need region on existing server to set up new Aleph database in Version 18 (no additional hardware)
- No software costs (at this time)
- Almost all FCLA staff working on Aleph will have to spend some time on this project. Estimate 6 FTE for 2 years.
- Need to have SUL staff task force to work on policies and work with FCLA, especially during testing

**Unknowns/Challenges/Dependencies/Assumptions:**

- Want to have one merged bibliographic record, not multiple copies, not copy for each institution
- Task Force should be establish with a clear expectations for the project
- How can we retain appropriate local data?
- How will the global part of the patron files be organized?
- Is PDQ an option for inter-SUL borrowing?
- What functions are currently done by SUL staff that would have to be done centrally (by FCLA)?
- What will be the impact on SUL staff workflow?
- What cataloging, acquisitions, and circulation policies need to be decided?
- What is the timeline for these decisions?
- How much training will be required?
- What is the best plan for switchover, should it be on SUL at a time? Groups of SULs? Or all at once?
- How can we improve the existing merge of bibliographic records done for Endeca/Mango?

Council of State University Libraries  
and its Committees: CPC, PSPC, TAG, and TSPC

University of Florida  
Smathers Library (East) Room 1A  
November 14, 2008  
10:00 a.m. -3:00 pm

**Action Items**

*CSUL will take the following actions.*

1. Continue the practice of sending out Action Items within one week of CSUL meetings.
2. Assign a CSUL Liaison to each Committee.
  - a. Liaison appointments will be made and the role of Liaison will be defined by CSUL at its **December** meeting.
3. CSUL members will meet with their home institution representatives to CSUL committees during the week prior to CSUL meetings.
4. Reexamine CSUL's committee structure and consider alternatives beginning at its **March** meeting. Some questions for this discussion were identified:
  - a. Does every Committee, Subcommittee, Task Force, etc. need representatives from all institutions?
  - b. Can the TAG model be used effectively in other areas?
  - c. What is the role of the Medical and Law Libraries? They do not have a vote, but our decisions affect them.
  - d. TSPC is planning to set up a steering committee; is this desirable for each of the committees?
5. Review priorities (started on November 14) and the resources required to achieve them.

*FCLA will take the following actions*

1. Add a column for 2012 to its document suggesting potential schedules for three FCLA-intensive projects: Migration to Aleph v. 19, Unmediated Borrowing; and moving to a single bibliographic record.

*Committee Chairs will take the following action.*

1. Send Quarterly Reports to the CSUL Chair no later than two weeks prior to CSUL Meetings.
2. Attend CSUL meetings

- a. Chairs may designate an informed and engaged Committee member if the Chair cannot attend.
- b. Chairs/designees are expected to attend both days and participate in the CSUL and FCLA Board Meetings.
- c. CSUL will consider whether a funding mechanism for Committee Chairs' travel is necessary and/or desirable.

CSUL will discuss the following issues

1. Committees have been addressing larger issues than before; this requires input from other committees. How can this best be accomplished?
2. Sphere of responsibility: when does an issue cease to be a committee decision and become a CSUL decision? CSUL to discuss and develop guidelines defined by CSUL at its **December** meeting.

## CSUL Attachment 5

### Council of State University Libraries Collections Planning Committee

Quarterly Report: December 2008

This report includes discussions and activities from committee meetings conducted via conference call on September 9, October 14, November 12, and via e-mail. Also included are the quarterly reports from the Electronic Resources Subcommittee (Appendix A) and the Special Collections Subcommittee (Appendix B), as well as reports from the Collection Valuation Task Force (Appendix C) and Medical/Health Libraries Task Force (Appendix D) and the final spreadsheet of Florida microform newspaper subscriptions (Appendix E).

#### **Action Items**

*The Collections Planning Committee requests CSUL's approval of an in-person meeting of the CPC at a central location in February 2009 for the purpose of finalizing the CPC 2009 Action Plan and for planning implementation of the Janus Task Force proposals.*

The Janus Task Forces submitted their final reports to CPC in early November. These reports indicate considerable potential and enthusiasm for collaborative collection development and management throughout the state university system. The CPC's next step is to prioritize the recommendations in these reports and to make plans for their implementation. The JANUS initiatives will constitute the majority of CPC's 2009 Action Plan. Given the importance of these planning activities and the issues to be addressed, CPC believes that an in-person meeting warrants the investment of travel funds and time. We ask that CSUL approve this request and support travel funding for CPC members to attend this meeting.

#### **Information Items**

##### **1. Janus Task Forces**

The Janus Task Forces submitted their final reports in early November. The Janus steering committee (Michael Arthur, UCF; Becky Donlan, FGCU; Claire Dygert, FCLA; Roy Ziegler, FSU) has begun to review these reports and will work on a proposed implementation plan for CPC to review at an in-person meeting in February. This will allow CPC to submit its final report and recommendations to CSUL before the March 2009 quarterly meeting.

##### **2. Collection Valuation Task Force Report**

At CSUL's request, CPC charged its membership with investigating the methods used by SULs to evaluate collections for insurance purposes. The Florida Division of Risk Management stipulates that collections must be valued at actual cash value which is to be determined by replacement cost less depreciation. Rita Pellen (FAU) and Linda Barrette (FAMU Law)

compiled a report (Appendix C), which found that although most state university libraries are using a unit cost approach to valuation, the results can vary considerably based on a number of variables. State libraries can standardize the valuation process for general collections by consistently using the cost unit method of determining value, using a common standard for ascertaining price per unit, standardizing the breakdown of categories, and treating special libraries (e.g. medical, law, music) consistently from institution to institution. (Special collections issues are too varied to be adequately addressed without much more research and discussion.)

The Task Force suggests that a larger group, which may include members of CPC, Special Collections Subcommittee, and TSPC, could be established to devise standardized variables and processes for special and general collections.

### **3. OCLC WorldCat Collection Analysis Projects for 2008-2009**

CPC plans to conduct overlap collection analyses from 2000 to present in the areas of Business and Psychology, two subjects identified by Anna Perrault as having high title overlap. The purpose of these analyses is three-fold:

- to refine the division results and identify specific trends in acquisitions of subject areas with high title overlap from which the SUL can pursue possible collaborative single-use eBook access for their titles;
- to identify “core collection” titles for the purposes of initiating e-book package negotiations with publishers and/or book jobbers that will reduce access, acquisition, processing and shelf maintenance costs for the SUL;
- Encourage relevant institutions to initiate serious efforts of collaborative collection development between or among themselves for graduate-level support (may be either print or online acquisitions, but would reduce costly duplication).

### **4. Newspaper Microfilm Inventory**

The SULs have indicated their commitment to retain microfilm subscriptions to the Florida dailies listed on the spreadsheet attached (Appendix E). The University of Florida will drop its subscriptions to those titles highlighted in yellow. The State Library holdings are included as an information item.

### **5. Electronic Resources Subcommittee**

Claire Dygert has compiled a multi-year trend analysis for those databases that have consistent usage statistics available; this has gone to the committee for further action consistent with their 2008 Action Plan.

ERS and Claire Dygert are working on e-journal package contract renewals (Springer, Wiley). CPC has expressed concern about the pricing structure for these contracts, which are based on

institutional subscriptions. As a general principle, but particularly in a time of fiscal exigency, the members of CPC hesitate to commit to long-term contracts that tie up large portions of our materials budgets for several years at a time. We have asked Claire to pursue alternative agreements whenever possible.

Other projects on the ERS list include revision of database trial procedures and continued collaboration and review with FCLA on the creation of data warehouse/ARROW reports. The ERS Quarterly Report is attached (Appendix A).

## **6. Medical/Health Libraries Task Force**

The Task Force has finalized its consortial arrangements for *Nature*, *MD-Consult* and Thieme, and will be holding a conference call on December 5 to discuss some new possible deals. AccessMedicine has offered a 50% discount off the list price for a site license of their product, as opposed to the simultaneous user model most of us now have. MyiLibrary is offering to provide the medical libraries with “multi-user access to the group for less than the cost of buying 2 print copies.” The Task Force is looking into the content available. The Task Force continues to pursue a consortial deal for the *British Journal of Medicine*. Their quarterly report is attached (Appendix D).

Respectfully submitted,  
Rebecca Donlan, FGCU  
Chair, Collections Planning Committee  
November 18, 2008

## APPENDIX A

### State University Libraries - Electronic Resources Subcommittee Quarterly Report December 2008

This report reflects discussions and activities from conference calls in September, October, and November 2008, as e-mail activities.

#### 1. Wiley / Blackwell contract update

Claire Dygert is waiting for pricing for 2009. It is likely the SUL's will renew under the terms and conditions of the previous contract. UWF and USF did swap out up to 10% of their titles. The remaining universities kept close to last year's title list. USF-HSC sent a survey to faculty to determine what Wiley titles they needed. USF-HSC will need to provide titles for renewal back to Claire ASAP. Claire will take USF-HSC title list to Wiley and see what can be negotiated from this list. Since the Blackwell/Wiley renewal will be complicated, it is best that we move forward with this year under the current terms and focus energies on 2010 and beyond.

#### 2. Springer update

Claire has received two pricing models for the SUL's. One appears to be a continuing contract with print and electronic (status quo). The second model treats the Springer ejournals as a database with an additional eighty-nine (89) new titles. Neither contract includes ebooks or the monographic series (Lecture Notes in Computer Science, etc.) In the database model we would have archival rights to all titles within the database. Our subscriptions do not form the base for this approach.

There are three issues with the Springer pricing models. If we go with the database model we will need to determine how to break out the costs among the SUL's since pricing is not subscription driven. Springer is also breaking out USF with associated costs for the regional campuses. That will need to be addressed. Finally, if a library uses a subscription agent what will the library be billed?

Claire Dygert has trying to follow up but, in addition to their problematic formula, Springer has not been very responsive. She is still waiting for a list of non-subscribed titles and their prices. Claire has noticed a number of duplicate titles among the USF libraries on the list. She will send the list to Monica Metz-Wiseman to clarify that the duplications are ones which USF cannot drop contractually or otherwise. Claire stated that the Springer model is a priority and she will be reporting back to the ERS when she has more information. In the meantime, she asks that members not renew their titles via EBSCO, etc., until a database model has been agreed upon.

#### 3. Scopus

While there is some interest in Scopus among the SUL's, the overwhelming cost of this resource puts the acquisition out of reach for many. Cancelling Web of Science to help offset the cost of Scopus did not receive much support among the SUL's. As one exception, USF has asked USF Administration to consider funding Scopus. USF is interested in more complete picture of faculty productivity, data in support of grants, and comparative information among institutions.

Elsevier has been notified we are not pursuing the product consorcially.

#### **4. State Library and FirstSearch**

Claire learned in October that the State Library is considering reducing the number of FirstSearch databases to which they subscribe, due to their budget shortfall. Mark Flynn of the State Library had proposed that the State Library fund only WorldCat and FloridaCat. Claire and Mark had a follow-up conversation in late October. Although there is no final word from the State Library, it is likely they will renew the FirstSearch Base Package for one year in order to allow the SULs time to decide how to proceed. OCLC is adding Camio and Archive Grid to the package. The State Library should reach a final decision in a couple of weeks. ERS will need to have more discussion regarding this after checking FirstSearch statistics. Whether the State Library package will be funded for next year is still unknown.

#### **5. ERS Wish List**

There has been some confusion regarding the Wish List as to how often it has been/should be updated. A possible name change to “Unmet Curricular Needs List” in order to make a stronger statement was mentioned along with questions about what direction the ERS would like to take with it. Possible additions to the list such as vendor list prices and quotes were suggested, along with any additions and cancellations made by members. The list should reflect an inventory of our needs. This list should be prioritized as was stated in the ERS action plan. There was also a discussion about reviewing data about the various degree programs at the SUS. Claire will send the link to the State data book to the ERS for review. **Action item:** All members should have an up-to-date list of their non-FCLA purchases including any additions and cancellations.

#### **6. TAG and ERM – update**

Since the ERS’s initial request to TAG for review of consortial Electronic Resource Management (ERM) systems last summer, a number of SULs have completed their implementation of local ERMs. This shifts the focus to a system that would track e-resources held in common. Claire announced that FCLA was working on a relational database ERM that she believed would be a viable solution to meet FCLA needs. Although it is in the preliminary stage, the FCLA initiative could prove to be useful for the SUL’s. The ERS endorsed and supported this work. Claire and Valerie Boulos spoke with Selma Jaskowski, Chair of TAG, who agreed (pending TAG approval) to table TAG’s consideration of consortial ERMs for the time being.

Several Florida universities have been involved in the development of the EBSCO ERM and will serve as a beta site. This will be another development to watch.

#### **7. Data Warehouse/Aleph ARROW reports**

Jean Philips (FCLA) reported that new software, BIRT, is being used by FCLA to produce reports. FCLA would like suggestions/comments to assist them in improving the reports along with requests for types of reports that the libraries would like to see. Any staff member may request a particular type of report although there will be times when the requests must be prioritized and come from the ERS via the CPC. Monica inquired about ETD statistics and asked that a clearer definition of what they entail is needed. Also, the ETD statistics are not usually current – often delayed by several months. Jean will look into this. FCLA is revamping its website and its wiki. The statistical pages are one of their biggest challenges. Their new website will be more informational. Athena asked that abbreviations not be used, if possible, in order to eliminate some of the confusion. It was agreed that better communication is needed between the ERS and the CPC.

## **8. Procedures for Trials**

Clarification and amendment of procedures are currently needed for the procedures for trials. The current procedures were drawn up two years ago and need updating. Some of the confusion has arisen from staff members viewing the ERS listserv who are not members of the committee. Claire has had a couple of requests for trials from librarians outside the ERS, and wants to reaffirm that trial requests should be channeled through ERS. The ERS voting members for the institutions where these requests have come will be contacted.

## **9. Investext**

The Business Working Group was charged last week to determine alternates for Investext. A report is due to ERS in late November.

## **10. University of Chicago Press**

Monica mentioned that USF has received their renewal for the University of Chicago Press titles. A number of USF's subscribed titles will no longer be available. According to the UCP contract, if 5% or more of the titles are no longer available, the library will receive consideration for lost titles. UCP has a database model. Claire will contact them regarding the lost titles and to ascertain if more libraries will need to subscribe in order to renew.

Respectfully submitted,  
Valerie Boulos, Chair, Electronic Resources Subcommittee  
November 24, 2008

## **APPENDIX B**

### **State University Libraries – Special Collections Subcommittee Quarterly Report December 2008**

This report reflects discussions and activities from conference calls in August, September, and November 2008, as e-mail activities.

1. Dean DeBolt (UWF) will be the incoming chair of SCS in 2009. Nominations for vice-chair are still active; the final decision will be made during the December conference call.
2. The committee is considering how to focus its activities during 2009. Many of the members feel that, while digitization is an important preservation activity, that the committee's energies may be best spent in focusing on the preservation and cataloging of the physical artifacts in the SUL special collections.

Eileen Brady (UNF) and Dean DeBolt (UWF) are SCS's representatives to the Digital Initiatives Subcommittee. DISC has expressed a desire for closer collaboration with SCS. SCS members noted that the Janus RECON task force report would likely provide guidance for their 2009 activities and they expect to hear from CPC and CSUL about future goals for the subcommittee.

Respectfully submitted,  
Mark I. Greenberg, Chair  
Special Collections Subcommittee

## Appendix C

### Collection Valuation Task Force Report

TO: Collections Planning Committee

FROM: Collection Valuation Task Force, Rita Pellen and Linda Barrette

RE: Overview of Insurance Valuation Methodologies

DATE: November 12, 2008

State owned property in Florida is covered by a self-insurance program. The document containing the provisions of the insurance appears to be the Department of Financial Services, Division of Risk Management, State Risk Management Trust Fund Certificate of Property Coverage ("Policy"). This Policy states that the State Risk Management Trust Fund will "determine the value of Covered Property in the event of loss or damage at 'actual cash value' at the time of loss or damage." (Paragraph F., sec. 5.) It further defines "Actual Cash Value" as "replacement cost less depreciation." (Paragraph H., sec. 1)

Generally, there are two primary methods used to determine the value of a library collection. The first method involves totaling the actual cost of purchases each year, from the beginning of the collection, and adding the amount of purchases each successive year. Though this may be practical for new collections, it is not feasible for older collections. Additionally, it does not take into account appreciation or depreciation in value and so, especially with older collections, is a poor measure of current value.

The second method is the unit cost approach in which a value is assigned to each unit or item within a category or subcategory of a collection. This value is then multiplied by the number of units within that category or subcategory. The typical breakdown of categories seems to be by format, with some libraries further subdividing by discipline.

Based upon the spreadsheets forwarded by CPC members, it appears that, at least for general collections, most, if not all, Florida state libraries are using the unit cost approach. Even when a single approach is used, however, inconsistent results can be achieved from collection to collection and/or from library to library based upon a variety of factors, such as:

- the application of appreciation or depreciation;
- replacement value versus actual value;
- what standard is used to derive the average price per unit;
- how current the cost per unit data is;
- how detailed the category breakdown is;
- whether the cost of processing is added to the unit price in order to value the items as "shelf ready;"
- whether special libraries, such as medical and law, with higher average prices per unit, are included or broken out, separately;

- the accuracy of the statistics that are used to generate the number of units in each category;
- How special collections are treated.

Assuming the Policy is the most recent and accurate representation of the guidelines by which valuation is controlled, the first two items are spelled out: value is “actual cash value” derived from replacement value, less depreciation.

The remaining listed items are factors upon which the libraries can work to standardize the process. For example, most of our libraries break down by format, but at least one library further subdivides by discipline. Various standards are used for achieving the cost per unit including Bowker’s, YBP, Blackwell’s, the N.Y. State Library Division average, and the actual price paid; additionally, the multiplier should be updated each year to reflect current prices. At least one library added processing costs as a separate line item to its valuation schedule; it is not clear whether other libraries included the cost in the price per unit, but that is an approach that could be taken.

Special collections present other problems because of their inherent uniqueness, age, donor and foundation issues, etc. The state Policy specifically excludes from coverage “fine arts, manuscripts, nitrocellulose films, museum collections, artifacts, relics, bullion.” (Paragraph A., sec. 2, q.) In a conversation with Mark Greenberg, at USF, it was learned that the Special Collections Subcommittee has discussed the issue of coverage and valuation of special collections and it has not come to any conclusions, again, because of the particular factors that are involved. The Special Collections Subcommittee minutes detailing these specific characteristics, further evaluation of which might be helpful, can be found on the CPC Swiki at <http://swiki.fcla.edu:8000/CPC>. Username and password information are available. He, also, supplied the name of an appraiser (see Explanatory Notes at end of report) who has many university library clients and who, upon contact, mentioned that, typically, an appraisal, either item by item or as a collection, is required by an insurance carrier, but requirements of the individual carriers and the foundations of the individual institutions vary widely.

At this time, individual commercial insurance should be obtained by each institution for items that are not covered by the state Policy, if insurance is considered necessary. At least one library indicated that it is doing so. It should not be assumed that every special collection, or item within a special collection, is not covered by the Policy; each collection should be considered individually, where possible.

To summarize, it appears that collections must be valued at actual cash value which is determined by replacement cost less depreciation. The depreciation percentage to be used is, presumably, dictated by the Division of Risk Management. State libraries can standardize the valuation process for general collections by consistently using the cost unit method of determining value, using a common standard for ascertaining price per unit, standardizing the breakdown of categories, and treating special libraries (e.g. medical, law, music) consistently from institution to institution. Special collections issues are too varied to be adequately addressed without much more research and discussion. If further analysis is desired, in order to attempt to devise a standardized process with respect to the factors mentioned, for general or special collections, it is recommended that a larger group, that may include additional CPC,

Special Collections Subcommittee, and TSPC members, be established to pursue much more extensive evaluation.

#### Works Cited

Cady, Susan A., "Insuring the Academic Library Collection," Journal of Academic Librarianship 25.3 (1999) 211-215. H.W. Wilson, Florida A & M University Libraries, 10 Oct. 2008 <http://vnweb.hwwilsonweb.com>

Martin, Susan K., Insuring and Valuing Research Library Collections: SPEC Kit 272. Washington, D.C.: Association of Research Libraries, 2002.

#### Explanatory Notes

Department of Financial Services Division of Risk Management, State Risk Management Trust Fund, Certificate of Property Coverage document that was consulted is the most current document that was located during the time period allotted for research. Calls and requests have been made in an effort to confirm that this is the current Policy in use, but these requests have not, yet, been answered.

Rita Pellen spoke with Dr. Lori Verderame, of Masterpiece Technologies Inc., who produces certified appraisal documents for universities and donors with regularity. She conducts appraisal events for various institutions and can be reached at:  
www.DrLoriV.com  
(888) 431-1010.

## **APPENDIX D**

### **MEDICAL/HEALTH LIBRARIES TASK FORCE**

#### **Quarterly report**

**11/24/08**

Following the directive of the BOG, the task force is currently working on a number of consortial deals which will realize some cost savings for the Universities involved. Following is a summary of those activities:

1. We now have finalized consortial arrangements for Nature, MD-Consult and Thieme, as described in our previous quarterly report.
2. We will be holding a conference call on December 5 to discuss some new possible deals. AccessMedicine has offered a 50% discount off the list price for a site license of their product as opposed to the simultaneous user model most of us now have. MyiLibrary is offering to provide the Medical Libraries with “multi-user access to the group for less than the cost of buying 2 print copies.” We are looking into the content available and will discuss this at our upcoming conference call.
3. We are still working on a deal for the British Journal of Medicine.

Respectfully submitted,  
Cecilia Botero, Chair  
Medical/Health Libraries Task Force  
November 24, 2008

**APPENDIX E: NEWSPAPER MICROFILM SUBSCRIPTIONS AS OF NOVEMBER 2008**

Title	FAMU	FAU	FGCU	FIU	FSU	NCF	UCF	UF	UNF	USF	UWF	State Library
El Nuevo Herald.				x				x	x			
Florida Times-Union.								x	x			x
Florida Today.							x	x				
Gainesville Sun.								x				x
Miami Herald.			x	x				x	x			x
News-Journal (Daytona)								x				
News-Press (Fort Myers)			x					x				
Orlando Sentinel.							x	x				x
Palm Beach Post.								x				
Pensacola News Journal.								x				
South Dade News Leader.								x				
St. Augustine Record.								x				
St. Petersburg Times.								x		x		x
Star-Advocate.								x				
Star-Banner (Ocala).								x				
Stuart News.								x				
Sun-Sentinel (Ft. Lauderdale)								x				
Tallahassee Democrat.					x			x				x
Tampa Tribune.								x		x		x
Charlotte Sun Herald.								x				
Fort Pierce Tribune.								x				
Key West Citizen.								x				

UF will cancel sub

**Council of State University Libraries  
Public Services Planning Committee  
Quarterly Report: November, 2008  
Submitted by Laurel Crump, PSPC Chair**

This report includes discussions and activities from PSPC and PSPC subcommittees from September through November, 2008.

**1. Public Services Planning Committee:**

**The Unmediated Borrowing Task Force** report on “U-Borrow” has been approved by PSPC and **is submitted separately for CSUL review**. We stand behind the Task Force recommendation concerning the creation of a broader UBorrow Task Force:

**“Create a UBorrow Task Force to reflect the broader vision of resource sharing among the SULs.** Membership should include representation from across the CSUL committees and subcommittees: CPC, PSPC, Circ Subcommittee, ILL Subcommittee, OPAC Subcommittee, TSPC, Shared Storage, and a CSUL liaison. Reflecting this diversity of representation, the Task Force should function much like the Shared Storage Task Force.

The purpose of this group is to foster resource sharing among the SULs. Initially, this group or a smaller group of appointees needs to focus on developing policies and performance standards for UBorrow Phase 1. Future work might include developing SUL-wide resource sharing strategies, and building resource sharing relationships beyond the SULs”

**Dawn Smith**, incoming 2009 PSPC Chair and I attended the joint meeting in Gainesville with the other SUL Committee Chairs and Chair elects, and members of CSUL on Friday, November 14, 2008. Dawn and I both agreed it was a good meeting and facilitated our understanding of what is expected of our Committee, and how to better communicate among the groups. Thank you for the opportunity to have candid discussions about this topic.

**The PSPC** had conference calls on August 25, September 22, October 27 and November 24, 2008. The PSPC will have a face-to-face meeting in Orlando on Wednesday, December 10 to follow the ILL/CIRC Subcommittee meeting. We will discuss the status of our current Action Plan and new actions; have a “lightening round” to discuss new services; discuss “Security” issues; and special services for our Graduate students. Dawn Smith will discuss her plans for 2009.

**2. Circulation Subcommittee: Bridgett Turnipseed, no report.**

**3. ILL Subcommittee: Michelle Foss, Chair**

- We had a joint ILL/Circulation conference call in September where we continued discussions on unmediated borrowing. Doug Hasty offered to gather statistics on borrowing within the SUL. Most SUL ILL offices participated. Michelle also collected # of FTEs in ILL offices with most SULs reporting. Other topics discussed: the joint face to face meeting in December; print receipts; CRL membership and; campus delivery services.
- The Unmediated Borrowing Task Force sent out their final document for approval. This document will be submitted to CSUL at their December meeting.
- The Joint ILL/Circ meeting agenda was finalized and approved by the ILL & Circ subcommittees.
- **Resubmitted ILL Guidelines are being sent as a separate document with this Report.**

#### **4. Information Literacy Subcommittee: Jacque Druash**

Members at the meeting on December 15 will be discussing library instruction surveys and other forms of assessment.

- Meeting on September 22, 2008  
Conference call chaired by Jacque Druash  
7 members present  
Presentation: Library Instruction and Distance Learners by Catherine Lavelle-Welch
- Meeting on October 26, 2008  
Conference call chaired by Jacque Druash  
11 members present  
Presentation: Avoiding Burnout by Stephanie Brenenson
- Meeting on November 17, 2008  
Conference call chaired by Carol Maksian  
6 members present  
Presentation: Library Catalog by Drew Smith

#### **5. OPAC Subcommittee: Melinda Gottesman**

The OPAC Committee only met once this quarter - mainly for maintenance-type stuff. The biggest news is that we will be implementing Call Number Browsing by the end of December.

The catalog's location mapping feature was blogged about in a popular librarian blog The Ubiquitous Librarian, where it was very much praised. The blog is at this address:

[http://theubiquitouslibrarian.typepad.com/the\\_ubiquitous\\_librarian/2008/11/where-can-i-find-this-book-floor-plan-maps-in-the-catalog.html](http://theubiquitouslibrarian.typepad.com/the_ubiquitous_librarian/2008/11/where-can-i-find-this-book-floor-plan-maps-in-the-catalog.html)

Respectfully submitted,

Laurel M. Crump  
Chair, Public Services Planning Committee  
November 24, 2008

# CSUL Attachment 6a

## UBorrow: A New Service of the State University Libraries of Florida

### Phase 1

*Submitted by:*

Jennifer Kuntz, Florida Center for Library Automation  
Kristine Shrauger, University of Central Florida Libraries  
Robb Waltner, University of North Florida Library

#### **Executive Summary**

UBorrow Phase 1 is the outcome of the Unmediated Borrowing Task Force's continued investigation to determine an unmediated borrowing solution using current software. UBorrow is a user-centered service to enable users to request materials from any library with one request. Phase 1 is focused implementing this service among the state university libraries (SULs) for returnables (books, etc.).

The idea for UBorrow has arisen from our conversations with other resource sharing sites who emphasized the need to shift from a *process-centered* workflow to a *user-centered* workflow. This requires a high level of commitment to and an attitude of cooperation to make changes where needed. Leadership must facilitate this.

At this time, FCLA is setting up Aleph ILL to determine if it will meet our needs. For reasons outlined in the following report, we believe this is potentially the most cost-effective solution that also gives us the flexibility to create an optimal user interface and consistent service. ILLiad is another option as it is currently in place for all of the SULs. ILLiad allows for greater customization at each site, but has other drawbacks also outlined below.

CSUL is asked to consider the recommendations beginning on page 7 of this report. A final

recommendation for the UBorrow back-end technical solution will be delivered prior to the March 2009 CSUL meeting.

## UBorrow, Phase 1

The Unmediated Borrowing Task Force has continued to investigate current options for facilitating more efficient and cost-effective resource sharing between Florida's state university libraries (SULs) following the approval of the initial [Unmediated Borrowing report](#) at the June 2008 CSUL meeting. We were charged to find a solution at little or no additional cost.

As our investigation has proceeded, we have learned that much more is involved than determining a technological solution. Common themes emerged from conversations with resource sharing system representatives from across the country, including MnPALS, SUNY IDS, and OhioLINK:

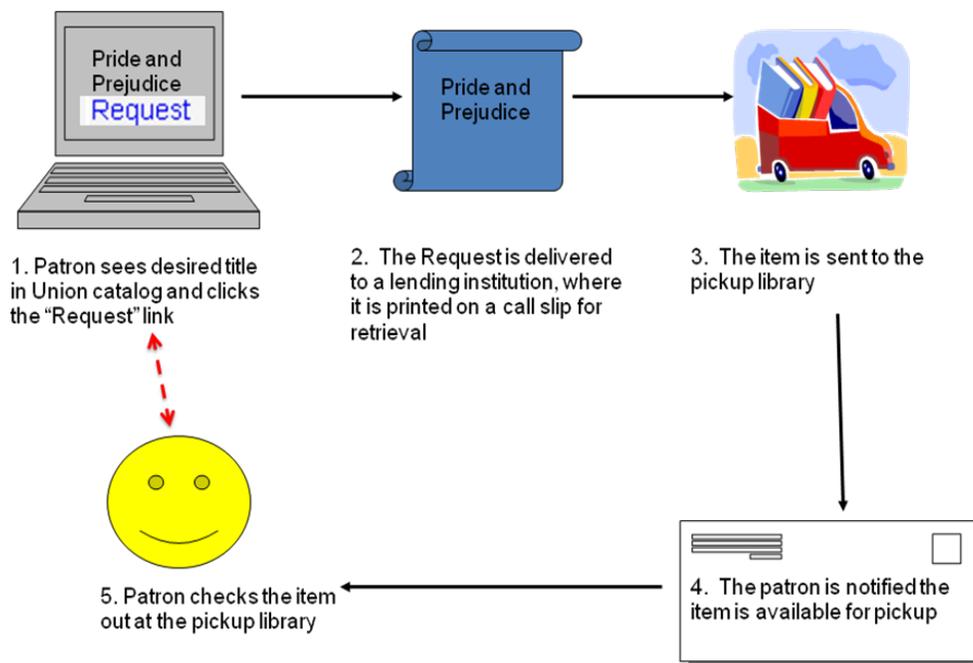
- the service must start from the user; it must be focused on providing what the user wants, where s/he is, and how s/he wants it
- there must be high level of commitment, an attitude of sharing and an expectation of performance among participating libraries

From this perspective, the focus is on the user's interaction with an overall resource sharing model. It requires a shift in thinking from the *process* of resource sharing to the *user experience* of discovery and delivery of shared resources.

To reflect this broader vision, we are calling the service **UBorrow**. Supporting unmediated patron requests of returnables among the SULs is only Phase 1 of the UBorrow project. The goal of Phase 1 is to

***Enable faculty, students and staff of any Florida state public university to easily and seamlessly request materials from the state universities' libraries, without intervention on the part of the patron's home library.***

Here is a simplified picture of the service:



Success of UBorrow Phase 1 should result in

- increased fulfillment of patron requests from within the SULs' collections
- more patron requests being placed
- faster turnaround time for UBorrow returnables
- greater efficiencies in workflow
- greater patron satisfaction with the request service
- reduced costs to the SULs

While this report is focused on current technological options for accomplishing Phase 1 in our environment over the next year, considerations are made in the context of a broader resource sharing environment. It is intended that UBorrow will grow and develop over time to accommodate non-returnable requests, and ultimately facilitate resource sharing beyond the SULs.

## **The User Experience: Discovery and Delivery**

A lot of thought must be given to the two primary points of interaction with the user: discovery and delivery.

The SULs already have the ability to provide a successful discovery experience for the user. We have the MANGO Union catalog of all SUL holdings, <http://catalog.fcla.edu>. FCLA has control over the web application which controls the interface and functionality of MANGO, allowing for responsiveness and flexibility in development. The ability to dynamically interact with the Aleph library system to determine such things as availability and requestability already exists. Related functionality already in development for the CRL project is the ability to determine appropriate services for users via the Union catalog depending on the institution with which they are affiliated, and sending OpenURL requests directly to ILLiad.

Users will discover materials via the MANGO interface. Once they have identified a title of interest, authorized users will then click the Request link. Logic built into MANGO will determine where the title is currently available, which of those items the user is eligible to request, and the appropriate mechanism for placing the request. Then MANGO will pass the request to the back-end system for processing. The degree of development to accomplish this in MANGO depends upon the back-end system used.

Here is an example of how the Request function might appear to a UCF student in the MANGO Union Catalog:

**1. The secret life of bees**

Sue Monk Kidd.  
**Author:** Kidd, Sue Monk  
**Published:** New York : Viking, 2002.



<b>Florida A&amp;M University</b> COLEMAN LIBRARY African-American Collection - 4th Floor, Room 403	PS3611.I44 S38 2002	Lost
<b>Florida Atlantic University</b> Boca Raton Campus General Collection	PS3611.I44 S38 2002	Available
Treasure Coast Campus General Collection	PS3611.I44 S38 2002	Available
<b>Florida Gulf Coast University</b> FGCU Library General Collection--Library East, 2nd and 3rd Floors	PS3611.I44 S38 2002	Available
<b>Florida International University</b> Biscayne Bay Library General Collection - 3rd Fl.	PS3611.I44 S38 2002	Available
Green Library General Collection	PS3611.I44 S38 2002	Available
<b>Florida State University</b> GOLDSTEIN LIBRARY Juvenile (Children's Literature)	PS3611.I44 S38 2002	Due 11/25/08 10 PM
<b>New College of Florida</b> Jane Bancroft Cook Library Circulating Collection	PS3611.I44 S38 2002	Due 12/19/08 11 PM
<b>University of Central Florida</b> Main Library General Collection - 4th Floor	PS3611.I44 S38 2002	Lost
<b>University of Florida</b> LIBRARY WEST General Collection	PS3611.I44 S38 2002	Due 11/25/08 11:59 PM
<b>University of North Florida</b> General Collections - 4th Floor	PS3611.I44 S38 2002	Due 11/25/08
<b>University of South Florida</b> USF LIBRARY--Tampa Circulating Collection	PS3611.I44 S38 2002	Due 7/15/10 11 PM



add print email txt cite this RefWorks

Once the material has been delivered to the pickup location, the user must be notified promptly and automatically. The user will then come into the pickup library and check out the item.

Regardless of the source of the material, the user should be able to expect the same level of service. Ideally, this means that service standards, loan periods, fines and fees, etc. should be consistent across all participating libraries. This area in particular is one which will require much further work and coordination between the SULs.

**Behind the Scenes: Current Technological Options**

Our primary challenge was to consider the options for supporting UBorrow Phase 1 with existing software. This narrowed our focus to two possible options: Aleph and ILLiad.

We first considered the requirements for a successful unmediated borrowing system, and then gathered information on how well each solution might meet these requirements. This investigation included the opportunity for feedback from the PSPC and its Circulation and ILL subcommittees on the requirements listed, as well as discussions with PALS, CCLA and SUNY IDS. In addition, we considered how a change in Aleph architecture might impact the possibilities given the recent investigations into a single BIB architecture. A summary of our understanding thus far is represented by the matrix below:

### Service Requirements and Possible\* Options: UBorrow

\*Based on information gathered so far; none of these are yet thoroughly tested

	ILLiad	Current Aleph architecture	Possibilities AFTER changing Aleph architecture to a Single Bib/Multiple Administrative file structure	
		Aleph ILL	Aleph ILL	Aleph PDQ
<b>Where is Request button?</b>	MANGO	MANGO	MANGO	MANGO
<b>Request link appears the same to users regardless of system?</b>	development	Y	Y	Y
<b>System locate function (like titles)</b>	Y, via OCLC holdings	Y	Y	Y
<b>Item available that can fulfill the request?</b>	development	Y (some additional MANGO development)	Y (may need some additional MANGO development)	Y
<b>Patron checks - blocks, fines, etc.</b>	development	Y	Y	Y
<b>Load balancing / randomization?</b>	Y	Y	Y	Y
<b>Automatic routing of request to initial lender?</b>	Y, with Direct Request	Y	Y	Y
<b>Automatic printing of pull slips?</b>	N	Y	Y	Y
<b>Automatic forwarding of unfilled after certain period of time?</b>	Y	Y	Y	Y
<b>Automatic recall?</b>	N	development	development	Y
<b>Automatic patron notification of status via OPAC?</b>	development	Y, via X-service	Y, via X-service	Y
<b>Automatic patron notification of status via email?</b>	Y	Y	Y	Y
<b>Can patron access one comprehensive list of loans / requests?</b>	development	N - SI in to fix	N - SI in to fix	Y?
<b>Borrowed item automatically created for circulation?</b>	N	Y	Y	N/A - item already present
<b>Lending library automatically notified when patron returns?</b>	Y - when checked in on ILLiad	Y	Y	Y
<b>Do requests go through OCLC?</b>	Y	N	N	N
<b>Are comprehensive statistics available?</b>	Y	?	?	?
<b>Example implementations</b>	SUNY IDS	PALS	CCLA, PALS	Five Colleges

Patron interface
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Back-end system
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## **Analysis**

Each option outlined above has its strengths and drawbacks, as well as specific requirements and questions related to its implementation. Pros and cons for options available in our current Aleph architecture are detailed below. We cannot thoroughly analyze the two options available should we move to a single Bib Aleph architecture until completion of a test environment.

### **Aleph ILL in our Current Architecture (completely separate Bib databases)**

Aleph ILL is a module within the Aleph GUI client. It is being used with success elsewhere between separate implementations of Aleph.

Pros:

- No additional cost – part of the Aleph software
- Because it is within Aleph, burden of staffing the service would not necessarily fall on the ILL department
- Intra-SUL transactions would be processed completely within Aleph / MANGO – no OCLC involvement or cost
- Current availability information is available to MANGO from within Aleph; requests would only be routed to sites which actually have the item available for request by that user.
- Provides an opportunity to enhance services between separate / remote campuses within one institution
- Enhances services at joint use facilities shared with the community colleges (CCLA), since they use Aleph ILL

Cons:

- An additional module for staff to learn
- To our knowledge, supports returnable requests only
- Statistical reports would need development
- Further development would be required to automatically transfer unfilled UBorrow requests into ILLiad / OCLC

### **ILLiad**

Atlas Systems' ILLiad ILL management software provides a highly customizable interface to OCLC's resource sharing system, including copyright compliance tracking and comprehensive statistics. It is completely independent of Aleph.

Pros:

- Commonly used – all of the SULs main libraries, plus other libraries worldwide
- Each SUL could continue using their own configuration
- A single system could be used for all transactions from the get-go, rather than a separate system for intra-SUL versus outside requests, and returnable versus non-returnable requests

Cons:

- Costs associated with using ILLiad:
  - purchasing for the Shared Storage Facility and any special libraries or branches that want to participate and do not currently use ILLiad
  - potential costs of increased traffic in OCLC over the long term
- Less flexibility for staffing of the service – the expertise resides only in ILL
- No centralized control over the request once it is passed from MANGO to ILLiad

## Some Challenges

As with any new service, there are many potential challenges, only some of which can be foreseen. CSUL's support broadly and within each library is absolutely essential to the success of the service.

Short-term challenges include:

- *Agreement on policies and performance standards*
- *Educating users and staff regarding UBorrow*
- *Learning new procedures and adaptation of workflows*

Over the longer term, we must consider:

- *Authentication and authorization*
- *Delivery of an increased volume of materials*
- *Handling article requests*
- *How to move unfilled UBorrow requests into the standard ILL process*

## Recommendations

Because of the successful use of Aleph at other institutions and a greater ability to configure functionality, FCLA is concentrating on fully testing Aleph ILL to ensure that it would be a viable solution for Phase I. A final software recommendation for UBorrow will be made by the March 2009 CSUL meeting.

At this time, we ask CSUL to please consider the following:

1. **Create a UBorrow Task Force to reflect the broader vision of resource sharing among the SULs.** Membership should include representation from across the CSUL committees and subcommittees: CPC, PSPC, Circ Subcommittee, ILL Subcommittee, OPAC Subcommittee, TSPC, Shared Storage, and a CSUL liaison. Reflecting this diversity of representation, the Task Force should function much like the Shared Storage Task Force.

The purpose of this group is to foster resource sharing among the SULs. Initially, this group or a smaller group of appointees needs to focus on developing policies and performance standards for UBorrow Phase 1. Future work might include developing SUL-wide resource sharing strategies, and building resource sharing relationships beyond the SULs

2. **Commit the resources to ensure the success of the UBorrow implementation and ongoing support for the service.** This includes staffing, training and ongoing support such as a mentoring program between participants.

## Conclusions and Next Steps

While further investigation continues, we are taking steps now towards implementing UBorrow Phase 1 during the 2009-2010 academic year.

1. FCLA staff is currently setting up Aleph ILL in the Test environment, beginning with UF and UCF.
2. After FCLA staff has performed initial in-house testing of Aleph ILL, UF and UCF staff will be asked to test. FCLA will continue setting up Aleph ILL for the other 9 institutions, making configuration adjustments based on staff findings.
3. In the meantime, FCLA will be further developing the Request function in MANGO to accommodate UBorrow. It is anticipated that there will be a lot of development in the MANGO front-end to take advantage of such strengths as item availability information to route requests to the most likely potential lenders.
4. Policies and procedures for the service will need to be developed and agreed to between the SUL participants in UBorrow Phase 1.
5. Information will continue to be gathered regarding
  - the potential implications of a single Bib Aleph architecture on the service
  - ILLiad ISO messaging outside of OCLC
  - the SUNY IDS model and its feasibility for the SULs
  - if unfilled Aleph ILL UBorrow requests can be moved directly into ILLiad
  - how best to accomplish Phase 2, article request and delivery
  - developments in resource sharing, such as the Rethinking Resource Sharing initiative and the Evergreen project to develop a cross-system resource sharing tool
  - opportunities to streamline resource sharing with CCLA and private higher academic institutions
6. UBorrow Phase 2 and beyond will need to be identified and scoped by the UBorrow Task Force. Currently plans add article requests among the SULs in Phase 2. Examples of possible future developments include:
  - a. The ability to pickup requested materials at any SUL, regardless of the item or patron home library
  - b. Direct home delivery
  - c. Unmediated passing of requests from the SULs to outside systems / lenders

To: CSUL Directors  
From: Public Services Planning Committee (PSPC)  
Date: October 22, 2008  
Subject: Revised ILL Guidelines (please put actual document title here)

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The revised *State University Libraries of Florida Resource Sharing Guidelines* are attached and submitted for your approval.

The interlibrary loan guidelines for the State University Libraries were last revised 10 years ago in 1998. The PSPC ILL Subcommittee has been working diligently over the last year to update, revise and combine these documents to reflect the current trends of interlibrary loan operations, and to be consistent with the newly revised *ALA ILL Codes, Guidelines and Technical Standards*. The revised document has been reviewed and approved unanimously by both the SUL PSPC Committee and the PSPC ILL Subcommittee.

While the new document has a different format from the previous one, the core policies remain largely unchanged. The proposed changes are underlined and listed below with accompanying explanations bolded. The full document follows.

- Participate in consortium communications via conference calls, consortium-wide ILL list-serv and at annual meetings in order to coordinate resource sharing and to share best practices.
- Review the recommendations that ILL units should maintain staffing levels sufficient to meet consortium minimum standards. (Mary Jackson, ARL, 1998)
- Use appropriate systems, such as Ariel<sup>®</sup> and Odyssey workstations, and make them available to receive requests twenty-four hours per day. [No longer use mail or fax.]
- Consider alternative replacements of lost materials (e.g. library to library purchased replacement) Local policies may apply. [Rather than paying for an item, a borrowing library may, in some cases, replace the actual item for the lending library.]
- Adhere to the “Scanning Best Practices\*” for all article requests. [\*accepted by the ALA ILL Codes, Guidelines and Technical Standards Committee]
- Accept a request if you can meet the conditional agreement. [special shipping requirements]
- Use load leveling – libraries should make every effort to spread requests evenly among the institutions. [Do not send all requests to only one library.]
- 12.3 Contact TBLC immediately if items are lost via the TBLC “Deliver” program. [Policy per TBLC.]



# State University Libraries of Florida Resource Sharing Guidelines 3

## State University Libraries of Florida Resource Sharing Guidelines

*October 1, 2008*

Working Group members: Priscilla Henry (FAMU), Teresa Van Dyke (FAU), Marilyn Burke (USF), Barbara Stites (FGSU), Michelle Foss (UF-lead)

Note: A supplemental code document will be created for the Shared Storage Facility once procedures are in place.

This document should be reviewed every 2 years, and updated if necessary.

### **1 Definition:**

Interlibrary loan is the process by which a library requests material from, or supplies material to, another library. (ALA ILL Code)

### **2 Purpose:**

The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, material not available in the user's local library. (ALA ILL Code)

### **3 Scope:**

The stated collective goal of the State University Libraries [SUL] is to increase access to scholarly materials for SUL students, faculty and staff. In support of this goal, the SUL Interlibrary Loan Subcommittee strives to establish guidelines and procedures designed to provide liberal resource sharing at the highest priority for the benefit of all SUL students, faculty, and staff.

The objective is to make resource sharing services available for all SUL clientele, whether on campus or distributed learner with access to the collections of each library that participates, circulation of library materials, and fast document delivery.

The active participation of the State University Libraries of Florida is essential for these policies and procedures to become a true reflection of resource sharing practice. The subcommittee urges these library administrations to encourage full participation and cooperation.

### **4 Membership: Participating School and OCLC Symbol**

Florida Agricultural and Mechanical University: (FCM)

Florida Atlantic University: (FGM)

Florida Gulf Coast University: (FGA)

Florida International University: (FXG)

Florida International University, Biscayne Bay: (FXN)

Florida State University: (FDA)

New College of Florida/USF/Sarasota: (FHC)

University of Central Florida: (FTU)

University of Florida: (FUG)

University of North Florida: (FNP)

## State University Libraries of Florida Resource Sharing Guidelines 4

University of South Florida: (FHM)

University of South Florida St. Pete: (FHS)

University of West Florida: (FWA)

NOTE: The Health and Law Libraries do not currently participate in the SUL ILL Agreement. They have their own policies, procedures, fee schedules, and consortia agreements.

### 5 Leadership by Library Administration

- 5.1 Incorporate resource sharing initiatives into the library's strategic plan.
- 5.2 Encourage collection development and resource sharing activities.
- 5.3 Allocate adequate resources, such as staff and equipment, to provide high level resource sharing services.

### 6 Patron Services

- 6.1 Provide for the information needs of its clientele, wherever they may be located. This includes both document delivery and interlibrary loan services. Local policies may apply.
- 6.2 Allow SUL patrons, who are currently enrolled or employed, to submit requests to the nearest SUL institution, and receive the same interlibrary loan/document delivery services. Local policies may apply. Patron verification: <http://catalog.fcla.edu/checkPatron.jsp>

### 7 Collection Development

- 7.1 Support cooperative collection development and resource sharing activities by reporting interlibrary loan statistics, as needed.
- 7.2 Use resource sharing responsibly, not as a replacement for responsible collection development. (may change with the state wide collection development initiative)

### 8 Communication

- 8.1 Maintain a high level of cooperation, consideration and communication among ILL staff of each SUL library.
- 8.2 Communicate needs and the trends of resource sharing to appropriate library administrators and library staff.
- 8.3 Participate in consortium communications via conference calls, consortium-wide ILL list-serv and at annual meetings in order to coordinate resource sharing and to share best practices.
- 8.4 Discuss any issues that may arise in a prompt manner, and prior to the 'finished' status of the request. For issues with Deliver, please consult the TBLC website:  
TBLC Reporting Issues Guidelines: <http://www.tbtc.org/delivery/documentation.shtml>

## State University Libraries of Florida Resource Sharing Guidelines 5

### 9 Staffing and Workflow Design Recommended Procedures

9.1 Review the recommendations that ILL units should maintain staffing levels sufficient to meet consortium minimum standards. (Mary Jackson, ARL, 1998)

9.2 Use appropriate systems, such as Ariel<sup>®</sup> and Odyssey workstations, and make them available to receive requests twenty-four hours per day. [No longer use mail or fax.]

### 10 Responsibilities of Lending (Supplying) Libraries

10.1 Give SUL lending requests high priority.

10.2 Process requests at least once a day during normal business hours.

10.3 Read, respond and update all messages and requests daily.

10.4 Verify that the OCLC Policy Directory is current.

10.5 Ship returnables via Delivery (fka DLLI Courier) service, unless otherwise specified. Only accept a request if you can meet the conditional agreement.

10.6 Provide articles electronically. [No longer use mail or fax.]

10.7 Respond to RUSH requests within the same day where available. (Not all SUL ILL units provide RUSH services.)

10.8 Invoice procedures for lost/damaged books should only include the replacement cost. No additional late or processing fees should be added.

10.9 Consider alternative replacements of lost materials (e.g. library to library purchased replacement) Local policies may apply. [Rather than paying for an item, a borrowing library may, in some cases, replace the actual item for the lending library.]

10.10 Consider requests for traditionally non-circulating materials on a case by case basis.

10.11 Use the most current OCLC "Reasons for No."

10.12 Adhere to the "Scanning Best Practices" for all article requests. [\*accepted by the ALA ILL Codes, Guidelines and Technical Standards Committee]

10.13 Verify that items are shipped by the next business day, when they are updated to the status of "shipped."

### 11 Responsibilities of Borrowing (Requesting) Libraries

11.1 Verify that the OCLC Policy Directory is current.

11.2 Provide full citation information for all requests.

11.3 Adhere to copyright compliance (CCG or CCL).

11.4 Follow all restrictions placed on the item by the lending library.

## State University Libraries of Florida Resource Sharing Guidelines 6

- 11.5 Invoice procedures for lost/damaged books should only include the replacement cost. No additional late or processing fees should be added.
- 11.6 Return materials by the due date and with the original documentation.
- 11.7 Be in compliance with requests that have been recalled or denied for renewal.
- 11.8 Update OCLC records promptly.
- 11.9 Use Deliver (fka DLLI courier) for books, unless otherwise specified.
- 11.10 Accept a request if you can meet the conditional agreement. **[special shipping requirements]**
- 11.11 Consider "Rush Requests" carefully, balancing the need of the patron and the burden such requests impose upon the supplying library. (Not all SUL ILL units provide RUSH services)
- 11.12 Use load leveling – libraries should make every effort to spread requests evenly among the institutions. **[Do not send all requests to only one library.]**
- 11.13 Submit all ILL requests through the ILL management system, such as ILLiad, WCRS, or Clio.

### 12 Charges

- 12.1 Follow the "free of charge" agreement for all participating SUL requests. (see 4)
- 12.2 Invoice procedures for lost/damaged books should only include the replacement cost. No additional late or processing fees should be added. Replacement copies may be an option.
- 12.3 Contact TBLC immediately if items are lost via the TBLC "Deliver" program. **[Policy per TBLC.]**

### 13 Blocking of Institutions

- 13.1 Avoid blocking of requests between SUL Libraries. Any issues should be resolved between the ILL units or supervisors.

## CSUL Attachment 7

### TSPC Quarterly Report November 25, 2008

The Technical Services Planning Committee met in conference calls on September 25 and October 30, 2008. In addition, Dan North (UWF), TSPC chair, and Cecilia Botero (UF-HSC), incoming vice-chair/chair-elect, attended the special CSUL meeting with all four committees and FCLA at UF in Gainesville, November 14. Cecilia attended in place of Sue Wartzok (FIU), the incoming TSPC chair. This report is based on the discussions and recommendations at those meetings and on subsequent email interactions.

During the fourth quarter of 2008, TSPC work was primarily focused on action plan items while awaiting decisions from CSUL regarding moving toward a single bibliographic record architecture for our database files.

#### 1. Upgrade to Aleph v. 19 in 2009

At CSUL's request the TSPC polled its members on the desirability of an upgrade to v. 19 of Aleph in 2009. The result was mixed: for cataloging/authorities the vote was 9 no and 5 neutral, and for acquisitions/serials the vote was 4 yes, 2 no, and 5 neutral. Based on this weak endorsement the TSPC feels that our vote does not give CSUL a solid basis for a decision, especially considering the many features in circulation, administration, and other areas.

**Action item: The TSPC recommends that CSUL poll other groups as well, particularly the PSPC and the project coordinators list, for their opinions on upgrading to v. 19.**

#### 2. Reports

More progress was made on improvements to Aleph reporting options. In order to reach a consensus on what fields and types of records should be included in collection reports where all included records are counted the same way for all SULs – e.g., where status field (STA) = SUPPRESSED or the records are temporary in nature and will be eventually replaced by full cataloging records - FCLA polled the TSPC members, who agreed to exclude such records in collection reports and to vote as a group again on any future changes. FCLA is also investigating with the libraries the many item record status combinations which are currently in use across the SUS in order to reach a consensus on how to deal with item records in collection reports.

FCLA has also continued to investigate adopting BIRT as a new internal report-generating platform (see the previous TSPC quarterly report, August 18, for further information), and has converted some Aleph ARROW acquisitions reports to BIRT for testing. BIRT reports will be included in the Aleph ARROW menu as they are finalized.

#### 3. Single bibliographic record report

Although TSPC is awaiting a decision from CSUL on implementing a single bib architecture, to be discussed again at the December, 2008 CSUL meeting, TSPC continued to discuss this in its conference calls and by email. FCLA is also continuing its own investigation – for example, to make sure that all holdings, item, acquisitions, and other records will link correctly, and to make site visits to other

institutions. SULs would continue to have access to their Aleph instances for some time after migration to single bib. A WorldCat Local-based OPAC, which USF has implemented, is also being discussed. In addition, there was considerable discussion, with TSPC representatives' participation, at the special November 14 CSUL meeting. Important factors influencing a decision include the current negative economic trends and staff shortages at many SULs vis-à-vis the complexity and two-year or longer length of the process.

#### 4. Indexing review

Considerable progress in this high-priority action plan item was made. All the authority indexes were rebuilt on the DEV18 server, and the various bib indexes are being tested. In November the SULs voted on final changes to the word indexes. After testing, FCLA will then rebuild each SUL's local indexes. When reindexing is completed, work on an additional action plan item, to improve authority control through automatic updating of authority headings in Aleph, would begin.

#### 5. Other TSPC action plan items

Significant progress on the rest of our action plan items continued to be achieved during this quarter. The following reports further accomplishments to date for those items not already noted above or in our previous quarterly reports:

**1.1 Improve access to information via Mango/Endeca:** Since January FCLA has been able to move from 4-day latency for new Aleph data to updates 5 days a week with 24-hour latency while reserving 35-hour latency for correcting problems or errors. They continue to explore the feasibility of even more frequent updating, e.g., three times per day.

**1.3 Centralized Marcive full dataload for e-government document records:** . The TSPC previously approved a feasible technical model developed by FCLA, and this item continues being pursued by the PSPC.

**1.5 Improve access to digital materials in Mango/Endeca:** In August the Metadata subcommittee identified updating the CAGER guidelines to include both MARC and Dublin Core metadata as its top priority, and is working with the DISC subcommittee on this project. See also # 3.5 below and the separate Metadata subcommittee quarterly report attached.

**3.2 Data cleanup activities in the local SUL catalog databases:** Needed projects are being identified and posted on the TSPC swiki. In addition, FCLA has provided various new reports for the SULs, such as identifying obsolete OCLC record numbers which need to be updated, new Aleph call number and call number error tables, review of certain uses of 856 fields (URL links), and others.

**3.3 Improve authority control through automatic updating of authority headings:** Work on this item will begin after the indexing review in 3.4 below has been completed and our local indexes have been regenerated.

**3.5 Metadata Subcommittee will establish a working relationship with the TAG DISC Subcommittee:** The two groups continue to collaborate actively, e.g., on updating the CAGER guidelines as in # 1.5 above. Two working groups have been formed, one for MARC guidelines (Metadata) and one for Dublin Core (DISC), and a joint swiki has been created. See also the separate Metadata subcommittee quarterly report attached.

**4.1 Participate in planning for a remote statewide storage facility:** The TSPC has continued to keep abreast of the work of the storage facility task force. In addition, Ben Walker (UF), the chair of that group, gave a presentation and answered questions during the October 30 TSPC conference call. This was a very productive discussion and several issues where TSPC participation will be required were identified, such as the Aleph architecture for the records for the materials that will be relocated, maintenance of the records, institutional statistics, etc.

**6. Authorities Subcommittee**

The Authorities Subcommittee is submitting a separate report.

**7. Metadata Subcommittee**

The Metadata Subcommittee is submitting a separate report.

Respectfully submitted,  
Dan North (UWF), Chair

**CSUL Attachment 7a**

**Quarterly Report of the  
Metadata Subcommittee  
November 2008**

In August, the Metadata and DISC subcommittees concluded that revision of the CAGER Guidelines would be the priority collaborative effort between the two subcommittees. The CAGER Guidelines were revised in July 2003 when the institutions were using NOTIS. This effort will be an expansion of the MARC based guidelines to include Dublin Core and eventually other non-MARC metadata. As more state university libraries become responsible for their own metadata creation, the revised guidelines will be beneficial to all those involved with digitization and more traditional electronic resources.

Two working groups have been appointed to work on the revision of the guidelines composed of the following members of the Metadata and DISC subcommittees:

**DISC (Dublin Core)**

Gail Clement (FIU)  
Lee Dotson (UCF)  
Lu Ai (FCLA)  
Salwa Patel (FAU)

**Metadata (MARC)**

Naomi Young (UF)  
Yue Li (FSU)  
Jim Michael (USF) (followed by Linda Smith) (UNF)  
Emmett Denny (FAMU)

A mutual swiki has been created for the subcommittees to post their writing. The link is:  
<http://swiki.fcla.edu:8000/cagerrev> .

The subcommittee expressed concern that DLU01 records were only loaded twice a week into MANGO. It was confirmed that the frequency of updates has recently increased to five times a week.

Naomi Young of the University of Florida was elected chair and Kim Montgomery of the University of Central Florida was elected vice-chair of the Metadata Subcommittee for 2009.

Respectfully submitted by,

Emmett Denny  
November 20, 2008

## **CSUL Attachment 7b**

### **Quarterly Report of the TSPC Authorities Subcommittee November 2008**

The Authorities Subcommittee submitted recommendations to the TSPC for retaining, dropping and adding bibliographic WORD indexes in the (xxx01) Bibliographic Library for approval. Suggestions were also made for changing some index names as well as requesting new indexes. The comments were based on the review of FCLA's Proposal for Dev18 Reindexing. Mary Ann O'Daniel will coordinate the TSPC's comments with an eye for consistency. We're hopeful that the Subcommittee's input will be valuable to the TSPC and will be considered in its overall recommendations to FCLA on bib WORD indexes in DEV 18.

Elaine and I felt that FCLA's spreadsheet with the proposed indexes was very helpful. It enabled each SUL to see all of the indexes as defined for each (xxx01) Bibliographic Library and to make suggestions according to the current spreadsheet. This indexing exercise hopefully, will result in a push towards the uniformity across the board that would make it easier for FCLA to do maintenance and to work with tables for each of us.

Status report on Indexing:

- All the authority indexes on dev18 have been rebuilt

What's next on DEV18: bib headings will be rebuilt and linked to the authority headings. The Subcommittee will participate in this review.

Respectfully submitted by Priscilla Williams  
Priscilla Williams and Elaine Winske, Authorities Subcommittee, Co-chairs

## CSUL Attachment 8

### Council of State University Libraries Technology Advisory Group (TAG)

#### Quarterly Report: December 2008

**Members:** Gail Clement (FIU), Bill Covey (UF), Selma Jaskowski (UCF), Michael Kucsak (UNF), Mark Stoffan (FSU)

#### **Informational:**

TAG met by conference call September 1, 15, 29, October 13, 27, November 10, 24 at 2:00 pm.

**Through UF's involvement with Duke's OLE project, TAG is discussing open source library management system development** – Bill Covey has been attending planning meetings and is developing a Business Process Modeling plan that will be shared with the SULs. There was a webinar on 20 November attended by 125+ from libraries around the country to learn OLE's progress. A 2-day design workshop will be held in Raleigh on 15-16 December for the first 100 people to register to discuss the work and propose ideas on the functional specifications of a system. More information is available at <http://oleproject.org/>.

**Video conferencing solutions for the SULs** – TAG has been examining video conferencing alternatives. A demonstration of Elluminate was held 16 October, and Bill Covey made the system available to TAG members for the next week to test. A WebEx demo was held during the 10 November conference call. The OPAL solution used by NEFLIN has compatibility issues with Apple computers so has not been tested. Adobe Connect is being used by the OLE group with mixed reviews (Selma Jaskowski attended the 20 November webinar and there were problems with audio). Elluminate and WebEx each offer features of interest – a whiteboard for viewing files, a chat window for participants without audio, and video capabilities. Neither vendor has been forthcoming with pricing so far. Michael Kucsak has been evaluating both products for a campus-wide solution at UNF and will forward pricing information as he receives it. TAG would like to see the pricing structure to measure cost against functionality before asking CSUL to test either one.

**Electronic Resource Management Systems** – The Electronic Resources Subcommittee has shared with TAG the results of their ongoing investigation of electronic resource management systems. With the demise of Verde, the selection of Serials Solutions by some of the SULs, and the testing of the new EBSCO product, the group has decided to re-visit the marketplace in the spring. At that time, UCF will have completed their participation in testing the EBSCO product and will have information to share with the group.

**FCLA Activities Report** - After reviewing the extensive data submitted by FCLA before the last CSUL meeting, the group felt that it was difficult to determine what the consequences would be on FCLA resources in the event that new projects needed to be undertaken.

TAG has reviewed the Fowler paper on "The New Methodology" suggested by Jim Corey, and has determined that, while this piece has relevance to considerations of application design and testing, it does not speak to resource allocation (time, money, staff) needed to evaluate the FCLA Activities Report.

**Digital Initiatives Subcommittee** – The DISC quarterly report is submitted separately.

Submitted by:  
Selma Jaskowski  
Coordinator, TAG

CSUL Attachment 8a

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**Digital Initiatives Subcommittee**

Quarterly Report  
November 21, 2008

Salwa Ismail Patel, Chair  
[spatel37@fau.edu](mailto:spatel37@fau.edu)

Lee Dotson, Vice-Chair  
[ldotson@mail.ucf.edu](mailto:ldotson@mail.ucf.edu)

**Summary**

This report reflects DISC activity during September, October, and November 2008. The group met 3 times by conference call to discuss various issues related to DigiTool and coordination of activities with the Metadata Subcommittee. The minutes of the conference calls are posted on the DISC wiki at <http://swiki.fcla.edu:8000/DISC>.

**Progress on priorities**

-Recent discussions have provided progress on all the three of the agreed-upon priorities ~~for of~~ the subcommittee:

- 1) Assist FCLA in the development of a METS-maker program/tool to aid in the generation of METS files for FDA submissions:

-There was a general discussion on the importance of communication with FDA. UF has offered to demonstrate its UFDC METS-making tool so the subcommittee can evaluate whether it would be usable in a broader context.

- 2) Discuss and provide input/decisions on issues related to DigiTool:

~~—T~~DigiTool issues regarding the overall organization of collections and categories ~~were~~was discussed. FCLA created some mock-up pages for ~~rethe~~the organization of the collections with input from the DISC members. ~~There was agreement among DISC members about choosing one particular collection organization mock-up. FCLA will start~~

~~testing the mock-up style in the DigiTool test server.~~ [DISC approved one mock-up which FCLA will implement in the Test system for review.](#)

- 3) Create formal and informal communication structures with committees/subcommittees, such as the Special Collections and Metadata Subcommittees, whose charges overlap with DISC's charge to facilitate cooperation and collaboration with regards to digital collection building and maintenance:

Collaboration with Metadata SC was started. A few DISC members joined the metadata SC for their calls and a working group was established with members from both SC's to discuss the revision to the CAGER guidelines. FCLA set up a swiki for the revision guidelines that will be used by the members to post schemas, questions and other pertinent information that can be incorporated into the revision.

#### **Detailed Activities:**

Topics discussed by the DISC members during conference calls in the last quarter include:

- 1) Issues have been discussed about the following DigiTool items:
  - a. Collection categories in DigiTool: Discussion related to possible options for categorizing the different collections continued. The group members discussed ideas with other colleagues in the library and different examples from other universities' digital collections were provided. FCLA is investigating the different methods of display.
  - b. FCLA will test the mock-up that DISC members agreed on in their test server.
- 2) Working with Metadata SC to revise CAGER guidelines: Most of the discussion during the past three months was devoted to determining a method for working with Metadata SC and revising the CAGER guidelines to reflect metadata standards instead of a specific software tool. A working group was formed to include members of DISC and Metadata SC who will focus on the revision to include guidelines for MARC, VRA, Dublin Core, and MODS. Mapping issues were discussed and committee members were asked to use the CAGER

revision swiki to post their ideas, comments, and questions. It was suggested that the working group break down the overall guidelines into multiple deliverables.