

**Florida Library Network Council
Meetings
August 21-22, 2003
Celebration Hotel
Celebration, Florida**

The following council members were in attendance: Judi Ring, State Librarian, Barry Baker, Mary Brown, John Callahan, William (Bill) Conniff), Jim Corey, Loretta Flowers, Danny Hales, Betty Johnson, Richard Madaus, Diane Solomon, Barbara Stites, Nancy Teger. Visitors included John Bertot and Pat McClintock. State Library staff in attendance included Mark Flynn, Debra Flemming, and Dan Lhotka. The meeting was held at the Celebration Hotel in Celebration, Florida.

August 21st Meeting

Judi Ring, State Librarian, convened the meeting with opening remarks

Announcements

- Ms. Ring announced that as Diane Solomon is retiring as Executive Director of the Tampa Bay Library Consortium this is her last meeting with the FLNC. Ms. Ring thanked Diane for her many contributions over the years.
- Ms. Ring introduced new members to the FLNC: Barbara Stites, Director of the Southwest Library Information Network, Bill Conniff, Director of the Panhandle Library Access Network (PLAN), and Nancy Teger, Program Specialist for School Library Media Centers, Florida Dept. of Education. Barbara Stites and Bill Conniff will be representing Florida multi-type library cooperatives on the Council, and Nancy Teger will be representing Florida school media centers.
- Debra Flemming was introduced as new staff to the Florida Electronic Library reporting to Mark Flynn. Debra's position is Web Administrator and she will be responsible for creation and management of the Florida Electronic Library Web site.
- Two guests were introduced: John Bertot from FSU Information, Information Use Management and Policy Institute, Florida State University, and Pat McClintock from RMG Consulting, Inc., Chicago, Illinois.
- The Minutes for February 21, 2003 were approved.

Re-Organization of the Division

Ms. Ring announced that the Division has gone through a re-organization along Division functional lines. The Division has been reorganized into four distinct areas.

- The technical services functions of acquisition and cataloging for the State Library, State Archives and Records Center were merged into one functional group that is now housed at the Records Center in Tallahassee.
- The Public Services areas of the State Library and Archives have been merged under one administrative area. This includes the Reference Area, Archives Reading Room, Florida Collection, Federal and State Documents, Circulating Collection, Interlibrary Loan, the “Ask a Librarian” service, and Legislative Library. The goal of this merger is to develop a one stop shopping approach for information available within the Library and Archives.
- The library development consultants have added records management consultants to their staff who are now available to provide workshops on records management throughout the state. With this change all consulting services are now housed and managed together as one resource.
- The State Library has a new communication manager, Noreen Brimacombe-Reagan, will work closely with the Secretary of State’s communication officer and the Governor’s office.

Consultant Report

Pat McClintock, RMG Consultant, gave an overview of his report and recommendations for implementation of the Florida Electronic Library plan and facilitated a discussion on the report’s findings.

On July 24, 2002, the FLNC adopted the Florida Virtual Library Plan for Statewide Implementation. This plan was the outcome of a strategic planning process guided by the FLNC. Since that time the State Library has moved forward with implementation. The statewide licensed database component is in place, the result of negotiations with database providers under state contract. The Gale Group was selected to provide access to a core of database products for all Florida residents. In addition the following key events were completed over the summer of 2003:

- The successful demonstration by OCLC of the Florida-only view of WorldCat, creating a union bibliographic database of Florida libraries’ holdings as represented in OCLC.
- The completion of a study and assessment of state-funded pilot projects related to the Florida Electronic Library components by the FSU Information Use Management and Policy Institute.
- The selection of Ex Libris (USA) to provide an integrated library system and portal software to the libraries of the state university system and state community college system and the resulting agreement allowing other libraries to use the terms and conditions to purchase software licenses.

- The successful launch of a statewide cooperative program for virtual reference using software developed by Docutek

RMG Consultants conducted an assessment of new technology to determine high level functional and technical requirements for the Florida Electronic Library and to identify vendors that might provide services to meet project requirements. As part of this assessment, RMG Consultants interviewed technology vendors and issued a Request for Information to gather data relating to implementation of other components of the Florida Electronic Library including a library portal with support for a virtual union catalog and an Interlibrary Loan Management System. The consultant's report includes tables that summarize the costs for these components as proposed by the library technology vendors consulted.

Based upon this data, RMG Consultants, Inc. made the following two recommendations:

1. That the combined features of the statewide portal and virtual union catalog be implemented on a pilot or proof of concept basis, and that the Ex Libris MetaLib/SFX product be the basis for the test implementation.
2. That consideration be given to implementation of a centralized statewide ILL management system as the next step after portal implementation. A centralized ILL management system would facilitate handling the increased traffic and could reduce the burden on staff at individual libraries necessary to manage and track ILL requests and transactions. RMG notes that when the library portal and virtual union catalog is implemented, traditional ILL mechanisms in place in Florida will be used for some period of time. Use may show that traditional ILL is sufficient to accommodate the activity generated by the virtual union catalog.

Discussion on Portal Recommendation

Because of the terms and conditions under which the Ex Libris products were selected and licensed by Florida's public academic libraries, there is the equivalent of a state contract for Ex Libris products. Any publicly supported library in the state can purchase products under the same terms and conditions of this agreement. Ex-Libris has a portal product, MetaLib/SFX, that is currently licensed and implemented by the state university and community college libraries. Ex Libris has offered to do a pilot implementation for a small group of Florida public libraries for \$50,000 in an effort to demonstrate that their portal product can meet the functionality requirements to serve the entire state.

McClintock noted that using the Ex Libris product would allow for the development of the Florida Electronic Library portal component to draw upon the existing knowledge, experience, and lessons learned from the current implementation of MetaLib/SFX undertaken by the Florida Center for Library Automation (FCLA) and the College Center for Library Automation (CCLA). Whereas the focus of the pilot project proposed is on public library participation in a Florida library portal, state-wide implementation assumes that the use of the portal would be incremental to the State University and/or community college MetaLib/SFX implementations.

Action: The FLNC voted to adopt the RMG recommendation on Portal and Virtual Union Catalog. (There were two Council members who abstained: Jim Corey, Florida Center for Library Automation and Richard Madaus, College Center for Library Automation).

Discussion on ILL recommendations.

- Cost data for ILL systems were presented from three vendors. Currently, approximately \$1.5 million a year goes to OCLC for statewide ILL. During 2002-2003 there were 465,000 ILL transactions in OCLC with 66% in state fill rate and 34% going out of state. Florida has about 300 OCLC users counting full users and selective users
- The OCLC ILL system has the highest installed base of ILL users in the State. Further negotiations with OCLC on behalf of Florida libraries using OCLC was recommended by the Council
- The URSA system in use among the members of Tampa Bay Library Consortium has demonstrated that a third party ILL management system can reduce the per unit transaction cost for in-state ILL requests, can provide support in efficiently managing ILL workload, and support reciprocal borrowing agreements that have been defined by a regional resource sharing group. McClintock noted that the infrastructure cost for extending the URSA system or similar system would be substantial.

ACTION: The FLNC voted to table the discussion of the second RMG Recommendation until after implementation of the portal and virtual union catalog.

The ILL issue will be reviewed at a later time once more information is known about the portal, the Union Catalog, and subsequent impact on Interlibrary Loan.

The Council recommended that the State Library:

- Continue to promote the regional efforts to develop strong resource sharing programs including ILL and extended circulation.
- Continue to negotiate with OCLC about lowering prices.
- To learn about what other states are doing about ILL management

Evaluation of the Florida Electronic Library

In May 2003, the State Library contracted with the Information institute to develop assessment criteria that can be used to evaluate the pilot projects related to the Florida Electronic Library. John Bertot described the evaluation process and reported on the Institute's findings. The Pilot Projects assessment resulted in two reports: "Assessment criteria and guidelines for selected projects related to the Florida Electronic Library" and "Florida Electronic Library: pilot project functionality assessment." The two reports together document the degree to which each of the pilot projects have developed technology and services that can support state-wide resource sharing goals as outlined in the Florida Virtual Library Plan and are scalable to a state-wide service scope. The report findings were shared with RMG Consultants, Inc. and were used by RMG to formulate recommendations for future implementation.

Bertot then described the next phase for evaluation of the Florida Electronic Library: the development of a plan that will include evaluation methods, metrics and a timeline. The intent of the evaluation plan is to provide a practical and useful means for assessing the Florida Electronic Library and to assist staff and others in evaluating the overall quality of services in an effort to seek continuous improvement in the program.

Bertot facilitated a discussion by the Network Council about desired outcomes, indicators of success, and methodology.

Action: The Council requested that the Institute prepare a draft plan incorporating outcomes assessment as a methodology and setting out indicators for success for each of the Florida Electronic Library components.

Florida Electronic Library Web Site

In July 2003, the State Library began to plan and design a Web site that will aggregate all of the digital resources funded under LSTA in support of development of the Florida electronic Library. The Florida Center for Interactive Media (FCIM) was awarded the contract for design of the site as well as design of a logo for the Florida Electronic Library. In addition to providing links to Florida digital resources, the Web site will also provide a program overview, description of activities, and status of implementation. The URL for this site will be:

<http://www.flelibrary.org>. FCIM will also undertake the creation of a variety of collateral marketing products including a new brochure, bookmark, poster, and other graphic materials designed to promote the Web site.

Flynn presented the logo and Web site designs to the Council and led a discussion on recommendations for improvement and further development.

Flynn noted that promotion of the Florida Electronic Library is guided by a strategic plan that was adopted by the Council in February, 2003. The strategic plan calls for a launch of the Florida Electronic Library once the Web site is developed and offers recommendations for ongoing promotion of the program as new services emerge and are made available statewide.

Meeting adjourned at 4:30 pm to be continued on August 22nd.

August 22, 2003

The Organization and Operations of the Council

Judi Ring opened the meeting with a discussion on the organization and operations of the council. To be successful, the Council needs to have a formal description of its organization and operation. The Florida Library Network Council is the only advisory council that does not have a 'guidance' document. The implementation of programs such as the Florida Electronic Library, has far reaching impact for libraries statewide. It's very important that the State Library has a document that sets out how the Council operates and how decisions are made.

M. Flynn presented a draft document titled “The Florida Library Network Council Guidelines for Organization and Operations” and facilitated a review and discussion for improving the draft.

ACTION: The following changes were recommended and adopted by the Council as changes in the draft document under review. A revised Guidelines document incorporating the changes will be distributed for review at the FLNC meeting in February.

Term of appointment. The following positions should be made standing (ongoing) appointments as they represent unique agencies that are regarded as strategic partners in state-wide resource sharing planning and programs. The Director of the College Center for Library Automation, the Director of the Florida Center for Library Automation, and the Department of Education’s Office for School Media Centers.

Length of terms. Other members representing types of libraries and multi-type library consortia will serve a term of four years.

Membership. The Council reviewed the makeup of membership and felt it was optimized with its current membership of fourteen representatives. The Council recommended appointment of a Special Libraries representative to fill out the present Council. (This appointment will bring the number of representatives to fourteen.)

The Council recommended that the State Librarian should be able to make appointments and replace Council members as needed.

The Council recommended that the Guidelines should explicitly state that the State Librarian as Chair is also a voting member as well as the Head of the Office of Community Development (formerly known as the Bureau of Library Development) when acting as Chair may vote.

Meeting Protocol. The Council clarified that Roberts Rules of Order will be the protocol for conducting meetings of the FLNC. But the Guidelines document should specify that electronic voting and email notification for meetings are both acceptable. .

Voting Conflicts. The Council recommended amending the section on “Voting Conflicts” as follows: “In compliance with Section 112.3143 , Florida Statute, members who have a conflict of interest may make motions or vote on issues, proposals or other matters before the Council. However, the member must disclose the nature of the conflict before voting or before making any attempt to influence the decision by oral or written communication. If the member does vote on an issue after disclosing a conflict of interest, the member must complete a Memorandum of Voting Conflict for State Officers Form 8A.”

Amendments. The Council recommended the following change “The Guidelines can be amended at any meeting of the Council by a two-thirds vote of the membership with the concurrence of the State Librarian. “

Oversight and Guidance for the Florida Electronic Library. The Council took up discussion of the Florida Electronic Library and how it fits into an administrative structure as an LSTA grant funded program falling under the Florida Library Network Council purview. Most components of the Florida Electronic Library start out as grant funded programs under LSTA. As the programs evolve, how do they come under the guidance of the FLNC and the Florida Virtual Library planning process? As new LSTA projects are developed and submitted to the grant program how are they evaluated in terms of potential contribution to a coordinated approach to planning and implementation of the Florida Electronic Library.

THE FLNC Guidelines state that this Council makes policy for resource sharing statewide yet has no formal role in the review of LSTA grants that claim participation in the Florida Electronic Library. Council expressed concern over its ability to coordinate the Florida Electronic Library implementation without requiring those LSTA funded programs to include a channel of communication through the FLNC. The State Library has oversight over the LSTA and makes final recommendations for grant funding based on a grant review process that includes the LSTA Advisory Council. The Secretary of State makes final decisions on LSTA grant awards.

Loretta Flowers offered to propose a process whereby the FLNC would have input into the LSTA review process as it impacts the Florida Electronic Library planning and implementation.

ACTION: The Network Council appointed a working group to craft guidelines for administering FEL components, programs and services. The document should describe the relationship, roles and responsibilities of the various people who provide oversight and administration of the Florida Electronic Library whether they are administered by the State Library or a participating agency through the LSTA program or other partnership agreement. The following members volunteered to serve: Richard Madaus, Danny Hales, Nancy Teger, Loretta Flowers and Mark Flynn as Director. A draft document will be brought to the next FLNC meeting to be held in February, 2004.

ACTION: The FLNC passed a motion to include the virtual Reference program as a component of the Florida Electronic Library.

Budget

Mark Flynn gave an overview of the proposed Budget for the Florida Electronic Library as presented in the LSTA Grant awarded for 2003-2004. .

The meeting adjourned at 12:30 pm.