University of Maine System and URSUS

**Library Directors’ Council**

Held at Bangor Public Library

**Friday April 13, 2007**

**Meeting Notes w/ URSUS report at end**

**Attending:** Tom Abbott, Joyce Rumery, Sharon Johnson, Greg Curtis, David Nutty, Jonathan Williams, Frank Roberts, Bert Phipps, Barbara McDade, Karl Beiser, Susan Lowe, Lynn Randall, Brian Damien (PPL), and Deb Rollins,

**1.**     No additional changes on the meeting notes from March meeting

**2.**     **System Database Committee recommendations**: Task force recommendations are **attached.**Given flat funding expectation for next year and an expected 10% increase in cost of existing databases, there is an urgent need to pursue an increase in the budget for databases or reduce services.  Directors agreed to accept DB TF Proposal that replaces ERIC with Education Fulltext, and Replaces Books in Print with Book Index. There is enough money in the budget to do this for one year only, and then we will need to determine which items to continue and which to drop. The Directors expressed appreciation to the Db Task Force for their stellar efforts yet again.

**3.**     **LibQUAL:** A few notes from each campus’ experience thus far:

·        At UMF the Provost sent out an e-mail encouraging participation –

·        Feedback

o       More resources

o       More open time

o       Love staff, not crazy about student workers

o       Building needs attention

o       More space for study

·        Major observation is that we all need to market/explain/promote what we can do for patrons – many do not understand

·        Suggestion – use half of retreat for analysis of LQ results

·        Everyone should print their own notebook

·        Need to figure out national peer groups for comparison

·        Workshop at ALA on interpreting results (Joyce, David, Tom?)

**4.**     **Retreat at UMF: July 26 & 27:**Frank has agreed to chair the retreat planning committee and will be assisted by Jonathan

·       Possible topics:

1.     LibQual analysis and summit planning

2.     Breakfast with President Kaliko

3.     Strategic Direction #4 (TA to draft year end report) need to establish goals for next year

4.     Collection Development policy for Last Copy Center

a.     AND WHAT THAT MEANS FOR URSUS COLLECTIONS

5.     Budget for Dbs after next year

6.     Capital equipment plan

**5.**     **URSUS Budget:**Thanks to some transfers and deferred costs, we will end the year in the black.

**6.**     **EBSCO Serials Analysis:**EBSCO will complete the report as soon as PPL agrees to participate. Reports will go to all and results will be on next agenda**.**

**7.**     **Legislative update:**Joyce and Barbara provided information on LD 793/SP 242, An Act to Provide Essential Library Resources to all Maine Communities. This bill will provide an additional $600.000 for library resources in addition to the PUC and other funds now supporting statewide databases. Directors will be asked to contact legislators as the bill makes its way to the appropriations table.  New Century Legislation is pegged at $2 million at this point.

**8.**     **Karl’s departure:**The Maine Info Net Board will be discussing Karl’s retirement shortly.  There will be an interim director for a few months while a national search is conducted.  Karl is commended by all of the URSUS directors for his great work in this first year of establishing and breathing life into Maine Info Net. Thank you Karl.

**9.**     Reference Meeting At PPL:  Susan Lowe reported on the March 27th meeting between the URSUS Heads of Reference and Portland Public reference staff.  Minutes of the meeting were sent to the Library Directors previously.  The meeting was a great success not only for information sharing, but also networking between the reference staff.

**10.**  Security on III software: there is concern that student social security numbers are available to student workers and will continue to be accessible even after all student ID numbers are converted to random alpha numeric codes –**Jonathan is investigating**a method for blocking viewing access unless you have a staff PW (On Next Agenda

**11.**  **For next agenda**: Greg/Karl/Joyce please report on any progress on the possibility of using a building at BNAS as a last storage center – and draft strategy steps for our consideration – thank you

**12.**  **Reminder for all campuses**: Diversity Project: David shared the “Diversity at USM Project Proposal” with everyone with the request that we all support something similar at our campuses. The goal is to create a website for each campus that organizes information on diversity resources at that campus –

**13.**  **Library Assistant III** for**next agenda**: **David, Joyce, Susan and Frank** were asked to reframe the LA III position in light of this new concept describing the position as a Library Specialist or similar phrase.

**14.**  **URSUS report**: **See Jonathan’s report at end of notes:**  briefly:

·       III customer support declining – talk with them at ALA

·       Content Café is a useful tool to teach in BI to broaden the student’s ability to browse the collection

·       We need and are investigating a new global search tool to place above OPAC – Espresso may help here

·       Hacking continues to compromise some barcodes – greatly reduced with recent intervention by Jonathan and IT

·       Need to move to single portal access – with authentication – we all need to support this direction and encourage IT to build it at the System level

**15.**  **Communication with Jonathan’s Office**: The UMA staff expressed concern to Tom that they didn’t always know whether or not the URSUS Office received their calls and e-mails, and also about the slow response time to problems.  Jonathan reported that they recently installed software that addresses these problems. He and Tim are now using this system as a way to track incoming and ongoing support issues.

**16.**  **Virtual Reference:**Agreed to look at other products in addition to Docutek – and find out if Docutek will continue to be supported – at this time only UM and OCLS will continue with it – reduction from 6 to 2 seats is planned by Joyce – Goal is to continue the ability to push web pages to students – Other campuses will either work on their own version of IM or resort to e-mail.  Links for “ask a librarian” need to be corrected where they are not in use –  “EBSCO apparently has an ask a librarian” link for their Dbs – **Susan would you please inquire and** brief us at the next meeting – thanks –

**17.**  **Weeding priorities:**Discussion on last copy center and what campus and public libraries might be able to weed based on the likelihood of the last copy center being built – **Deb. Barbara and Chris agreed to draft a Last Copy Center Collection Development Policy for our next meeting – thanks.**It was suggested that if two or more URSUS Libraries hold the item it was safe to weed it – And Barbara is going ahead with a start up plan for a shared small scale last copy center to be in place by 2008 – the larger center at the Brunswick Naval Air Station still remains the ideal at this time but is not available until 2010

**18.**  **URSUS Reference Staff meeting was a huge success – thanks to all**

**19.**  Other:

·       **Summer retreat meeting in Farmington** –Summer Fest in Farmington which is held on Saturday July 28th – Arrive afternoon of Thursday the 26th, dinner together that evening, Meetings all day Friday the 27th, with the option to stay for the Summer Fest activities on Saturday  -- Frank and Mary will work together to prepare a questionnaire for retreat planning – please respond promptly

**THIS YEAR’S MEETING SCHEDULE:**

All at Bangor Public Library – scheduled as follows:

May 25

**LIBRARY DIRECTORS’ ITEMS FOR THE YEAR –**this is the beginning of the year’s agenda – feel free to edit as needed

·        Fine policy for future

·        LibQual – ongoing

·        Decision on continuing Docutek

·        Career ladder system for MLS librarians – system-wide

·        Library Assistants III for support staff

·        Cooperative collection development consistent with goals of UMS Strategic Plan

·       Analyzing “avoidable” collection duplication

·       library buying items to be shared instead of each purchasing them, and/or,

·       sharing campus library purchase funds to purchase shared central database or single item to be shared

·       Last copy center if possible and if not – planned sharing via cooperative collection development

·       Digitizing bound publications where we control copyright

URSUS Report for Director’s meeting

April 13, 2007

1.  **Portland Public Library:**  Joyce Rumery, Gary Nichols, and Steve Podgajny have met with representatives from III to discuss the services related to the migration.

2. **Espresso:** I am migrating Espresso to a new server this week.  This process has taken somewhat longer than expected, but will be finished very soon.  Marilyn and I have reviewed the details of the user interface, which is still being tweaked, and we hope to have a pilot ready for use within the library system by the beginning of May.  I will be asking for input from librarians throughout the system on enhancements to the user interface and the feature set.

3. **Forms for Claims and Purchase Orders:**  III has indicated that they will no longer provide laser printer forms for purchase orders and claims.  Deborah Rollins at Fogler Library has ordered a set of compatible forms from a local printer.  If any other libraries in the system are using or thinking about using laser printers for printing POs and claims, there is a potential for cost savings if multiple libraries purchase them from the same vendor.  We will also share this opportunity with the III user community at large.  Please contact Deborah Rollins or me if you are interested in using these forms.

4. **Site Visits:**  I have been able to make site visits to a number of libraries in the URSUS system since I took up my post.  There are still a number of sites that I have not visited, however.  With the warmer weather approaching, I would like to visit all of those sites that I have not yet had a chance to see.  If I have not yet visited your library, I will be in contact with you in the next few weeks to arrange a trip.  Please let me know if there is anything that you would like me to address when I come to visit your library.

4. **Digital Object Management System**:  The cataloging interface for the Digital Object Management System has been completed.  The ability for the public to access brief and full bibliographic records, including links to the digital object, has been put in place.  Marilyn and Tim are working with the developer to complete the project and revise the user interface.

5. **Patron Authentication:** We continue to find cases where patron barcodes have been compromised, either through sharing or through guessing passwords.  We have been begun blocking these barcodes from logging into databases.  Patrons are encouraged to replace their library barcode when theirs is blocked.  It is clear that in most of these cases, the patron is not responsible for the unauthorized use of their barcodes.  A number of the barcodes have been guessed using ‘brute force’.

Replacing the barcodes for affected users may require the reissue of the campus ID card.  So far, the problem has been small enough that this has not caused many problems, but it may require coordination with the offices that issue these cards.  Marilyn has been in contact with the card office at Orono about this problem, and we are willing to work with the analogous offices at other institutions to address this problem if the need arises.  A system has been put into place which will prevent malicious users from guessing an incorrect barcode more than 5 times, so we expect to see a decrease in this kind of unauthorized activity, but a small amount of it will undoubtedly continue.

Submitted by

Jonathan Williams