

Delaware Division of Libraries Delaware Library Catalog Memorandum of Understanding

This is a living document that may be subject to change.

Purpose

The purpose of the Delaware Library Catalog (or DLC) is to provide enhanced access for the residents of Delaware to information through a single online library database. This catalog will enable Delaware Library Card holders to use any of the participating libraries. In addition this will provide a broader, more extensive collection of materials and resources and economy of scale savings for member libraries. The Delaware Division of Libraries (DDL) in cooperation with Delaware libraries will strive to offer Delaware's residents access to a full range of information materials and resources.

Members

Membership in the Delaware Library Catalog is a partnership with the DDL and participating libraries. Any publicly funded Delaware library may apply for membership. School districts and charter schools may also apply for membership. All publicly funded institutions such as Archives and Museums are also eligible for membership. Private and special libraries may also be considered for membership with final acceptance to be determined by the Directors Committee. As of September 1st 2009 members of the Delaware Library Catalog, in addition to the DDL, are: Bridgeville PL, Delaware Division of Historic and Cultural Affairs, Delaware Division of Substance Abuse and Mental Health, Delaware Public Archives, Delmar PL, Delmarva Christian High School, Dover PL, Delaware Technical College Owens, Stanton, Terry, Wilmington campuses, Frankford PL, Georgetown PL, Greenwood PL, Harrington PL, Kent County Library & Bookmobile, Laurel PL, Lewes PL, Lewes Historical Society, Milford PL, Millsboro PL, Milton PL, Rehoboth PL, Selbyville PL, Seaford District Library, Smyrna PL, South Coastal Library, Sussex County Department of Libraries & Bookmobile, Sussex Technical High School, ~~and~~ Wesley College Parker Library, Wilmington Institute Library, Wilmington Institute- North Wilmington Branch, and Wilmington University. The New Castle County Libraries are expected to join the Delaware Library Catalog in FY 2010.

Governance for individual libraries is overseen by the applicable library agency for the public libraries, administration for the college libraries and school districts for the school libraries.

Libraries or institutions interested in membership should contact the DDL. This request should include their intent to join the catalog and provide information about their collection. Libraries and or institutions should be prepared to supply all information about their collections.

Decision Making

Only members can participate in decision making.

DDL, Member Libraries, and County Library Agencies shall attempt to negotiate and resolve any problems or disputes arising from the operation of the Delaware Library Catalog, its related services, and/or network through discussions among themselves. Disputes which cannot be resolved shall first be referred to the Advisory Committee (see below) for resolution. Disputes which cannot be resolved by the Advisory Committee may be referred to the Council on Libraries for their advice before going before the State Librarian who will make the final decision to resolve disputes.

Committees

Each Member Library and each County Library Agency may send multiple persons to committee meetings. A committee should consist of no fewer than five members. However, in decision making, each Member Library shall have one vote. DDL staff coordinate committee meetings and committee work.

Meetings

Each committee shall meet no less than once annually either face to face or via electronic means. Notice of a committee meeting shall be posted in advance of the meeting or as required by any rules governing such meetings. All interested persons may attend.

Advisory Committee (16 people)

E-Mail List: ADVISORY The committee should consist of 16 members or seats. These seats will rotate among the various member libraries on an annual basis so that in any given year 2/3 of the committee remains intact. The seats will be divided as such: DTCC 1 seat, Academics 1 seat, Special Libraries 1 seat, School Libraries 1 seat, Kent County public libraries 2 seats, Sussex County public libraries 5 seats, New Castle County public libraries 5 seats (Reserved pending confirmation of membership in the Catalog). Members of this committee must be full time staff members approved by their director to serve on this committee for a potential maximum of 3 years. Nominations for this committee can be made by the directors to the Advisory committee and will be approved by the directors. Duties are as follows:

- Partner with DDL in determining reporting requirements
- Partner with DDL in selecting vendors to provide services
- Partner with DDL in developing and annually reviewing a development plan for the Delaware Library Catalog
- Partner with DDL in developing guidelines, policies, practices, and standards for participation in the Delaware Library Catalog
- Committee Membership is determined by member library directors
- State Librarian, System Administrator, one other administrator are constant members in addition to the 16. Their votes will count as 2 except for instances of a tie where the State Librarian will cast the final vote.
- Assist DDL in keeping member libraries informed and up to date of decisions affecting the catalog
- Review and advise regarding applications for membership upon receipt of an application
- Establish problem solving solutions and best practices for relaying information about the system to the member libraries.
- Explore future software upgrades and test compatibility with the Delaware

- Library Catalog.
- Provide input on related and future technologies

Decision Making

Only members can participate in decision making. All decisions regarding the Delaware Library Catalog will be put to a vote at the Directors' meetings. Each library either by their director or proxy shall have one vote. All decisions will be reached by majority rule and will be open for review following one year of implementation.

Catalog Database Committee

E-Mail List: CATALOGERS Their duties are as follows:

- Establish guidelines, policies, and standards for records and contents of the shared bibliographic databases to be documented in the Cataloging Manual.
- Advise DDL on the management of authority control for the shared databases.
- Partner with DDL on the application of quality control for the shared databases.
- Publish and distribute guidelines, policies, and standards as established and revised.

Circulation Committee

~~E-Mail List: CIRCSTAFF Their duties are as follows:~~

- ~~• Provide advice on guidelines, policies, and standards for records and contents of the shared databases relating to circulation transactions and patron records. To be documented in the Circulation Manual~~
- ~~• Publish and distribute guidelines, policies, and standards as established and revised.~~

Collaborative Collection Development Committee

E-Mail List: COLLDEV Their duties are as follows:

- Develop/evolve DLC collection development/management policy
- Develop/evolve DLC collection development/management procedures
- Build and maintain DLC Floating Collection
- Develop the DLC as a single collection
- Create/manage collective purchasing of materials

Cost Sharing

DDL has paid for the initial purchase of system hardware and software and networking. Recurring annual costs for network maintenance, software support & license fees, subscriptions and system maintenance will be shared by the member libraries [pending for FY2011: The State may assume responsibility for all network and catalog costs]. These costs will be broken down by: Hardware costs, Software costs and Network costs.

As sufficient funds are available, DDL will invest in the purchase of systems and operation of the Delaware Library Catalog and its supporting network. New members will pay migrating costs. Increases in annual costs and new development costs will be reviewed by the Advisory Committee and members to ensure fiscal feasibility. As necessary, costs will be shared with Member Libraries and County Library Agencies.

Cost shares will be according to the draft formula (to be attached). The Fiscal Year is July 1 through June 30. Six months notice must be given by DDL that costs will be shared along with notice of the specific charge to be collected from each Member Library and County Library Agencies. DDL will issue invoices to Member Libraries and County Library Agencies no earlier than 30 days after the end of the six month's notice.

Payments from Member Libraries and County Library Agencies will be due within 90 days of receipt of invoice.

The Fee Schedule and Cost Sharing Matrix may be revised by agreement of DDL and the Advisory Committee. DDL will serve as the fiscal agent.

Replacement Fund

Member libraries are advised to plan for the future and to maintain a contingency fund to replace or upgrade critical components as necessary. The development of a total system replacement fund may be developed by the DDL in discussion with the Advisory Committee. Any such fund will be managed by DDL.

Ownership

Systems purchased by DDL are owned by DDL. Equipment, purchased by individual Member Libraries and County Library Agencies for use with the Delaware Library Catalog and its related services, is the property of that agency. Equipment and services purchased collaboratively belong to the Delaware Library Catalog.

Termination and Withdrawal

Membership shall continue until a Member Library gives notice of its withdrawal or receives notice of termination.

Members may withdraw after a minimum of one full fiscal year of participation in the Delaware Library Catalog. Notice of intent to withdraw must be given no less than six months prior to the withdrawal date and must be received by DDL no later than January 2nd of the year in which the member intends to withdraw. The Member shall not be due any refund of any costs paid to share costs or participate. Withdrawing members shall be responsible for any and all costs to remove the member's records from the shared database and to terminate its participation including costs borne by DDL for these services, and DDL will cooperate in removing records of departing members.

Membership and withdrawal will be in alignment with the maintenance/costs renewal cycle to be determined yet.

Members which fail to abide by the terms of this agreement shall be notified of the intent to terminate their membership with no less than sixty days notice.

Dissolution

DDL may discontinue the Delaware Library Catalog and related services with six months notice to Member Libraries. Upon receipt of such notice, Member Libraries and/or County Library Agencies may enter into negotiation with DDL to purchase the systems.

Privacy

ALA Code of Ethics Adopted June 28, 1995, by the ALA Council

"We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."

Responsibilities

DDL

- Partner with Advisory Committee in selecting vendors to provide services
- Negotiate and administer contracts with vendors
- Serve as the liaison with ILS vendor and as the primary support contact with the ILS vendor for the Member Libraries.
- Manage maintenance contracts with vendors
- Coordinate training in using the services of the Delaware Library Catalog
- Schedule at least one meeting annually of all Member Libraries
- Communicate with Member Libraries news and information regarding the Delaware Library Catalog
- Establish additional committees or task forces not listed here, as necessary
- Coordinate and schedule committee meetings
- Partner with Advisory Committee in developing and annually reviewing a development plan for the Delaware Library Catalog
- Partner with the Advisory Committee to administer the development plan for the Delaware Library Catalog
- Partner with the Advisory Committee in developing guidelines, policies, practices, and standards for participation in the Delaware Library Catalog
- Coordinate the development, management and quality control for the shared database
- Manage the network
- Hire and employ staff to manage and support the Delaware Library Catalog and its related services
- Coordinate the publication and distribution of manuals, meeting notes, and other materials as developed by the committees
- Partner with County Library Agencies to develop new reports
- Develop and maintain the web site and internet-based applications and services for the Delaware Library Catalog
- Track and experiment with emerging technologies and other national/international trends for advancement/improvement of the DLC
- Coordinate promotion and publicity activities
- May coordinate group purchases of equipment and supplies for the Delaware Library Catalog
- Include and maintain records and holdings of all materials in its current collection in the Delaware Library Catalog
- DDL shall not be liable for any claims, losses, damages, failures, delays, or inconveniences related to the operation of the Delaware Library Catalog, related services, or the network.

County Library Agencies

- Provide support to member public libraries within that county in using the services of the Delaware Library Catalog
- Coordinate referral of support requests to DDL
- Provide representatives to committees
- Attend meetings of the Member Libraries as called by DDL
- Partner with DDL to develop new reports
- Coordinate and assist the member public libraries within that county with

the ordering and installing of new peripherals, i.e. bar code scanners, receipt printers, etc.

- Commit to abide by all guidelines, policies, practices, and standards established for members and County Library Agencies
- Support DDL for funding for the Delaware Library Catalog, related services, and the network
- Support funding initiatives from counties for the Delaware Library Catalog
- Support sustainability of the Delaware Library catalog and infrastructure
- Include and maintain quality records and holdings of all materials in their current collections in the Delaware Library Catalog

Member Libraries

- Commit to abide by all guidelines, policies, practices, and standards established for members
- Provide representatives to committees
- Attend meetings of the Member Libraries as called by DDL
- Generate and produce their own reports including notices
- Train library customers to access and use the Delaware Library Catalog and related services
- Promote the Delaware Library Catalog to residents using DDL coordinated PR materials
- Support DDL and County funding initiatives for the Delaware Library Catalog, related services, and the network
- Include and maintain records and holdings of all materials in their current collection in the Delaware Library Catalog
- Responsible for their share of costs associated with the Catalog and related services.
- Maintain a fund to support system upgrades
- Provide training for their new staff members
- Commit to open sharing across the catalog but member libraries reserve the right to retain materials for Reference, Delawareana, curriculum requirements, etc. Member libraries will advise the DDL of demand requests so that additional materials may be purchased.
- Coordinate local technology support with DDL and county agencies as appropriate.

Technical Support

As of September 2009 the minimum PC and network requirements for running Sirsi Symphony are:

- IBM-compatible Pentium PC
- 512 MHz or faster processor minimum (1.4 GHz or faster recommended)
- One of the following operating systems: Windows 2000 Professional, Windows XP
- Sufficient memory for your operating system
- Windows 2000 Professional, 256 minimum (512 MB recommended)
- Windows XP, 256 MB RAM minimum (512 MB recommended)
- 20 MB disk space
- Network card

- If a receipt printer is to be used, either parallel (LPT1 - LPT3) or serial port (COM1 - COM4) different from host attachment port
- SVGA display adapter and color monitor
- Keyboard
- Mouse or equivalent pointing device

Technical support shall be provided on three levels DDL, County Library Agencies and Member Libraries according to the following:

DDL

The DDL shall provide all Server and Network technical support. This support includes:

- Connectivity from the libraries to the ILS servers.
- Installation of all ILS software upgrades and new modules and coordinate the rollout of those modules with the member libraries.
- Support and maintenance for the ILS including, system upgrades, scheduled backups and disaster recovery.
- Support of all upgrades and new modules with up to date and advance communication to the member libraries of timelines, expected availability and any impact on current network operations.
- Support and maintain up to date web pages and web-based applications for the Delaware Library Catalog not including member library pages.
- Provide system wide reporting including but not limited to daily holds, monthly activity, and overdue items.
- Handle all system maintenance and database maintenance reports as required by the system.
- Work with member libraries on meeting their reporting needs.
- Coordinate initial system software training and follow-up training on an annual basis.
- Alert member libraries of all updates to training materials and manuals as they are released and will provide electronic access to new materials.
- Continue to investigate and explore new and emerging technologies and issue plans for new technology application in the member libraries.

County Library Agencies

- Support and act as a liaison between member libraries and the DDL for network and system problem resolution.
- Assist the DDL in the roll-out of system upgrades and new software.
- Assist the DDL in resolving networking or system problems.
- Assist the DDL in passing on communications regarding the ILS to the member libraries.

Member Libraries

- Member libraries will support their own PC's and local, (i.e. in the building), network.
- Member libraries will be responsible for printing the reports delivered to them by the system administrator and running any report they may require beyond what is delivered to them, these include patron requests and daily activity.

- Member libraries will be responsible for running overdue notices as delivered by the system administrator.
- Member libraries are responsible for the training of their staffs after the initial training offered by the DDL.
- In addition, member libraries will make available to their staffs all training materials and manuals provided by the DDL
- Member libraries will coordinate with DDL and County Library Agencies regarding local technology support for DDL- or County-organized trainings and library events
- Member libraries will record current email addresses for patrons to the extent possible
- Member libraries will create and maintain their own library web pages.

WHO TO CONTACT

DDL wishes to encourage and foster cooperation and communication among the member libraries in all areas regarding the Delaware Library Catalog, this is especially true with system support and problem solving. The first step in resolving problems is identifying where the problem lies. Member library staff, working with their local IT departments or person will troubleshoot and determine if the problems falls under one of three categories: PC (nothing is happening), Software, (this is not working), or Network, (cannot connect). From there the appropriate person can be contacted.

County System Administrators will be the first point for network and connectivity issues. Member Libraries are urged to use all of the available materials for software issues including the online help available through the Workflows software. When that is insufficient, Unicorn System Administrators will be the first point of contact for problems relating to the Workflows or Hyperion clients. The support decision tree follows below.

Calls to Sirsidynix Client Care will be made by the System Administrator.

For Technical Support:

- System: Email address for system issues: sirsi.support@lib.de.us reaches all DDL systems admin staff and network technology staff. These staff can also be reached at the main Division of Libraries telephone number 302-739-4748 or 1-800-282-8696
Richard James 1 302 739 ext 5129 | cell: 302 220 0048
Ben Sauselein 1-302-739-4748 ext. 125 | cell: 302-521-9885
Sussex County Department of Libraries IT staff can be reached at 1-302-855-7890

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