Sailor Advisory Committee
Minutes

Poe Room, EPFL, Central / SLRC
December 20, 2012
10:15 a.m. to 12:00 p.m.

In attendance: Lami Aromire (BCPL), Margaret Burri (JHU), Vicki Cone (AACC), Michael Gannon (PGCMLS), Irene Padilla (MSDE/DLDS), Stuart Ragland (EPFL), Anne Smith (EPFL), Greg Talley (MSDE), Joseph Thompson (WMRL), Michael Walsh (EPFL)
Attending online via Skype video conference: Jennifer Ranck (Somerset), John Venditta (ESRL)

1. Welcome (Michael Gannon, Chair)
   - The meeting was called to order at 10:20 a.m.
   - Lami Aromire was thanked for his service on the committee, as this will be his last meeting before leaving BCPL to begin work at the Washington DC Public Library as head of IT. Michael and Irene will be looking for a new member.

2. Approval of Minutes – October 17, 2012
   - Minutes, agenda, and reports were distributed via the listserv. Greg Talley motioned for approval of the minutes. Vicki Cone seconded. All in favor. The motion passed and the minutes were approved.

3. Relais/MARINA Update (Wendy Allen)
   - Held a training session at CARR on November 5 for Polaris libraries to go over the required Getting Started with NCIP guide some extra setup that is required in the Polaris ILL module.
   - CARR continues to work with Polaris and Relais to test NCIP connectivity and to map out the workflow for Polaris libraries.
   - All of the NCIP libraries had to have a patch installed to ensure NCIP functionality. All patches were installed prior to Thanksgiving as promised.
   - After the patch installs Relais began to test the NCIP connectivity between Relais and each library system and ran into connectivity issues at BCPL, HARF and WASH/WMRL.
   - A WebEx session was held for Polaris libraries on November 29 to go over the workflow steps in both the ILS and Relais. Some new technical and workflow issues were identified during the WebEx, but both Polaris and Relais are confident that they have figured out solutions.
   - After consulting with Mark Finlay about some ongoing technical issues and a couple of new problems that surfaced during a WebEx with the Polaris libraries and the fact that a few counties had expressed concerns to us about needing a bit more time to train staff, we decided to delay the "Go Live" date until January 14, 2013.
   - In terms of training, Relais hosted a training manual in preparation for the WebEx training sessions and Emma sent a PowerPoint that she created as a guide for training staff at Pratt to all the Marina libraries. Also, Mark has worked directly with several libraries as needed to help install clients or work out technical difficulties, and answers all questions as quickly as possible after they are submitted.

- We are very anxious to launch this, but at the same time, do not want to "go live" with some library systems not being comfortable that the bulk of the workflow is working properly for them.
- Polaris hosted a WebEx conference call with Relais, CARR and me on December 10 to discuss and test solutions to the ongoing issues. A decision was made to re-institute weekly calls until all is resolved. One of the major issues is that Polaris has to rework one of the NCIP messages in order to accommodate the centralized workflow that most of the Polaris libraries are using.
- We had a follow-up conference call the next day with Relais and CARR to discuss the workflow for centralized libraries.
- On December 12 a Relais hosted a WebEx session for BCPL, CARR, Relais and me to discuss the decentralized workflow.
- As of December 12 the connectivity issues at BCPL have been resolved
- As of December 19 the connectivity issues HARF/GARR/WASH/WMRL are still pending. Mark has requested assistance from Polaris to resolve.
- Other issues:
  - The NCIP issues at ALLE have been resolved and ALLE is testing with PRAT to be sure all messages are working properly.
  - Equinox/Evergreen has finally provided the information to allow Relais to test using ESIP for patron authentication at KENT. They will run some additional tests, but Mark expects that this will be a viable option for KENT.
  - There were a couple pending technical issues at ESRL, so Mark contacted them this week to set up a special WebEx to help them reconfigure the Relais client on one of the work stations.
  - Zary Necheva, Pratt provided a custom script and instruction to the Symphony libraries that will facilitate removing the brief bibs that are created in the ILS when items are received in Relais.
- Wendy will send an email update to Marina list. She noted that CCPL has been wonderful and their staff has really stepped up to the plate. Debbie McLaughlin, Scott, and Bob have been very willing testers and always happy to help. Issues with picklist have been resolved thanks to CCPL staff. In fact, this issue has only been worked out with all Polaris libraries thus far.

4. FY13 First Quarter Report (Stuart Ragland)
   - Report is similar to Oct. report, with updated statistics. See http://www.sailor.lib.md.us/committees/sac/Default.aspx?id=54294
   - Irene asked how long since Sailor hosted the Maryland Lottery site? It's been a gradual transition. They completely weaned themselves away earlier in 2012.
   - Cost-per-use stats are not provided in the report anymore since they became so skewed following SMRLA's launch of a federated search tool.
   - Irene would like to still have cost-per-use stats available, even if SMRLA's stats are taken out.
   - Stuart, Mike, and Joe will work with EBSCO to form a task force to look at how to present the stats with consideration that libraries will use federated search tools for periods of time. Use of a series of explanatory notes at the bottom of the cost-per-use stats was one idea suggested.

5. Sailor Network Managers Group (Stuart Ragland)
   - The SNMG November meeting notes are available at: http://www.sailor.lib.md.us/committees/Default.aspx?comm=snmg&id=55776

6. Sailor Network Report (Mike Walsh)
   - Sailor NOC staff installed new core routers increasing capacity by 10Gbps on the Baltimore fiber ring.
   - Sailor NOC replaced the radios handling the cross-Bay wireless links with models that increase speed by 50%, (from 200 to 300 mbps) and increased the stockpile of spares for existing radios.

- SOC purchased upgraded routers for all 70 Sailor points of presence to accommodate more advanced features from the vendor, Cisco. Installation of the new routers by the 3 members of the Sailor Network Technician staff is almost complete. Cisco had changed the image used in their equipment. While doing this they bloated the size of switches. We got attractive price from Cisco, but had to upgrade switches. One last to replace on Eastern Shore and one in computer room here at Sailor. By end of this calendar year all switches will have been upgraded.
- Mike is investigating a lower cost Internet supplier in Virginia (Hurricane Electric). If successful we may enter partnership with state of Maryland and University of Maryland. Contract may be pending in 2013.

7. Budget (Ann Smith)
   - This is the same report provided to the SLRC commission covering first quarter of FY13. The biggest Sailor expense will occur in April when the contract for the statewide databases is paid. Roughly $600,000 will all come out at once.
   - MILO currier services are paid to Baltimore County and Montgomery County. This was paid for the current quarter.

8. Sailor Databases Update (Ann Smith)
   - Last week the Database Review Committee met on Wednesday at EPFL and the Maryland Library Consortium met on Friday at UMBC.
   - June 2013 will be end of 3-year contract with EBSCO. The 3-year contract helped the libraries in planning. We want to replicate with another 3-year contract. The process started in October. Lynn Stonesifer presented with Lyrasis at an MPERL meeting, held at the Orleans Street Library of EPFL. Gale, EBSCO, and ProQuest all presented their products. MPERLs had been surveyed prior to meeting. A great deal of progress was made that day. Libraries had a good general feeling for what they wanted in overall picture. It was clear that all wanted to renew HeritageQuest. All, including the schools wanted an Auto Repair product.
   - Database Review Committee is chaired by Jo Pinder. The DRC met last week with Lyrasis negotiators, Tim Cherubini and Beth Scheinfeld. Members of the committee also represent the University of Maryland system and K-12 schools. The committee immediately made decisions on HeritageQuest from Proquest, with only 2.5% increase in the new contract. The committee's conversation was mostly focused on the EBSCO and Gale proposals. EBSCO presented much better pricing and included a Business resource. Through further negotiation with Gale, they only came down by $20,000, which still was not in our ballpark and did not include an auto repair resource. It became an easy decision to go with the EBSCO proposal. Tim followed up on every question asked by the committee. Geoauthentication is included.
   - The new 3-year EBSCO contract will include what we have now, plus:
     - Business Source Premier
     - MAS Ultra, Middle Search Plus, & Primary Search (inc. Searchasaurus) available to both Public Libraries and K-12 Schools
   - The new contract transition should be easy for the libraries. Because of the early decision we will also get access 6 months early, beginning January 2013. Official notice of the contract should be expected the first week of January. EBSCO will invoice us in April.
   - MDL is also using Lyrasis for their negotiations.

9. Video Conferencing Equipment Update (Mike Walsh)
   - Sailor videoconferencing system (Polycom) is at end of life, from 2002. One of the sites is not in operation. One other in partial operation.
   - Nini had convened meeting last week about online broadcasting technologies – somewhat related.
   - Today for the SAC meeting we are using Skype to connect with John and Jennifer at ESRL.
   - Greg – MSDE is using a Verizon teleconferencing system. He's in communication with state of Maryland representatives about a new system they are considering.

- Mike reviewed some of the options:
  - Polycom sells good equipment, but expensive. A replacement part would be $16,000. If we purchased the equivalent modern equipment from Polycom to replace what we have at the current sites, we would be looking at spending $86,000 - $100,000. We are looking at other models.
  - Keep in mind that in the past 10 years there's been a move toward software-based conferencing rather than dedicated equipment. The cameras that can sit atop a PC/monitor are also much better. We are using a Logitech c920 1080p camera here, with integrated microphone.
  - Today we are using Skype. At the next meeting we'll try Google+, which allows up to 10 sites for free.
  - Sometimes you don't always get what you want with a professional package.
  - Cloud based conferencing: you can have a mix of desktop, tablets, and proprietary camera systems. He is looking at companies, but it could be $1000 a month. If we were running videoconferences every week, we might consider, but right now we're not.
  - SeeVogh is a new company that might have a model where they charge per month per site. We will continue to investigate.
  - Baltimore Education Research Network is an EPFL and Baltimore research libraries partnership to share resources in downtown Baltimore area. Sailor gets its Internet 2 this way.
  - We need to build the network to handle a camera of this type.
- Next time we'll try an external microphone, not the one integrated with the camera.
- Greg asked, what is the demand? Stuart, as chair of MLA Technology Committee, said that the requests come from the public libraries. Most libraries are now using Blackboard Collaborate for regular web conferencing. It's not as rich an environment though since video isn't as developed.
- Next time we can try projecting on to a screen or a 40" TV.

10. Other Business

- In the future Michael would like to review at end of each SAC meeting what he will report on at SLRC Commission meeting the following month. So far he will report on:
  - Stuart, Mike, Joe forming task force on reporting database stats
  - Marina/Relais update
  - Sailor databases update
  - Videoconferencing update

- Irene noted that SLRC commission should also talk about Marina ILL statistics.

11. Adjourn

- Joe Thompson offered a motion to adjourn that was seconded by Margaret Burri. All in favor. The motion was approved. The meeting adjourned at 11:42.