Minutes of CCLINC Steering Committee Meeting
Conference Call
Tuesday, June 27, 2006

Facilitator: Roxanne Davenport, Chair, Pitt CC

Attendees:

☑	Peggy Quinn	District I Representative, Wake Tech CC
☑	Susan Basnight	District II Representative, Pitt CC
☑	Fannie Dillard	District III Representative, Rowan-Cabarrus CC
☑	Renee Dusenbury	District IV Representative, Central Carolina CC
☑	Harry Cooke	District V Representative, Gaston College
☑	Mamie Carpenter	District VI Representative, Mayland CC
	Tonya Robinson	Acquisitions Subcommittee Chair, Brunswick CC
☑	Charles Wiggins	Cataloging Subcommittee Chair, Blue Ridge CC
☑	Deborah Foster	Lending Services Subcommittee Chair, Fayetteville Tech CC
	Peter Kracunas	Media Booking Subcommittee Chair, Alamance CC
☑	Libby Stone	Reports Subcommittee Chair, Gaston College
☑	Linda Kressal	Serials Subcommittee Chair, Tri-County CC
☑	Dr. Bill Randall	VP, Learning Technology Services, & IIPS Representative
☑	John Wood	CCLINC/Sirsi System Administrator
☑	Ruth Bryan	Director of Learning Services Technologies
☑	Colleen Turnage	Director of Learning Services

Roxanne called the meeting to order at 2:06 and greeted members.

♦ **Old Business:** Ad hoc Portal Group

DISCUSSION: FYI only – At this time Ruth is still awaiting information from Sirsi re pricing and packaging of Serials Solutions, which has a federated search component. Roxanne suggested contacting other Sirsi consortia customers in Georgia and Massachusetts (PINES and SAILS, respectively) to see what, if anything, they might be using.

ACTION: None

♦**Old Business:** Upgrades (Unicorn 3.1/Test server)

DISCUSSION: Unicorn 3.1 will be available sometime in June. Tentative plans are to upgrade Thelma to 3.1 during the first week of July (after the 4th).

ACTION: None

♦**Old Business:** Ad hoc CCLINC Directors' Group

DISCUSSION: **FYI only.** Harry reported that the group met by telephone on June 15th for a round-robin discussion of the issues from the charge. The next meeting is planned for mid-July.

ACTION: No action at this time.

♦**New Business:** Library Research & Development help

DISCUSSION: At the last SC meeting, Bill asked the Steering Committee to submit a list of concerns, needs and information that could be used for justification for a library research & development position at the System Office level. Roxanne created a document and presented it via email to the SC members. It is attached at the end of the minutes.

Bill reported that his presentation at the Presidents' meeting had been bumped from the agenda. He noted that Dr. Martin Nadelman is the current head of the Technology Subcommittee and Bill hopes to begin a dialog with Dr. Nadelman in the near future. Roxanne noted that there used to be a liaison from the Presidents' Association to NCCCLRA, but this has not been the case in recent years. Proposals to add staff to Bill's unit for this and other purposes have not yet met with success.

ACTION: No action at this time.

♦**New Business:** Serials Training Modules

DISCUSSION: Linda Kressal provided the following link to a online module that she had created for serials training: http://www.tricountycc.edu/library/staff/Linda/Serials_Toolbar_Part1.htm

Since CCLINC trainers/subcommittees have historically developed their own training tools, it was agreed that no formal SC approval was necessary to permit use of these modules for CCLINC training. The SC members who had reviewed the module had very good things to say about it.

ACTION: Linda will work with Ruth to add the link to this and future modules to the CCLINC procedures website. The SC would like to encourage all trainers and Subcommittees to explore this and other methods of self-paced training.

♦**New Business:** Cataloging Proposals

DISCUSSION: The Cataloging Subcommittee presented a policy document for eBook cataloging to the SC for approval. Susan made the motion to accept the document as presented, Charles seconded and the motion carried.

Procedures for the actual process of creating bibs for eBooks have not yet been finalized; to that end, the Cataloging Subcommittee requested that an item type of EBOOK and a location of ONLINE be created in Louise (these already exist in Thelma).

Deborah made the motion to authorize John to create these settings, Colleen seconded, and the motion carried.

Note: The first phase of eBook cataloging will involve NC LIVE permanent resources such as Gale Virtual Reference Library. The bibs will be created by LTS, and then each library will be responsible for adding their own holdings, so there will need to be clear cut instructions for the catalogers when this begins. GVRL records have already been constructed in Thelma, if anyone is interested in looking them over.

The Cataloging Subcommittee recommended that the default setting in iLink's Change Display option be switched from Full to All, in order to ensure that all pertinent descriptive fields in the bib record are visible to the patron in at least one iLink display screen. Harry made a motion to authorize this change as recommended, Fannie seconded and the motion carried.

ACTION: Charles will distribute the eBook policies to the cataloging contacts list. John will create the desired settings in Louise as described above.

♦**New Business:** Review SC procedures / attendance policy

DISCUSSION: The SC reviewed the current SC procedures document. Discussion centered on whether the document needed any sort of policy statement on SC meeting attendance. Roxanne proposed that a provision be added to the document stating that if Steering Committee members are not able to attend scheduled SC meetings, they should arrange for an alternate or proxy to attend in their place on behalf of whatever constituency they represent. They should also notify the Steering Committee Chair. Deborah made a motion that such a statement be added to the SC procedures document, Charles seconded, and the motion carried.

ACTION: Roxanne will work with Ruth to add the statement to the current document and publish it to the CCLINC webpage.

♦**New Business:** CCLINC wiki

DISCUSSION: Roxanne requested that the SC consider the feasibility of creating a CCLINC wiki to contain CCLINC policies and procedures to improve access, readability and ease of updating. Discussion ensued, covering pros and cons including who would host it, how secure it might be, and who would have editing rights.

ACTION: Roxanne will continue to explore the concept and find some model wiki software to experiment on. Anyone wishing to help should contact Roxanne.

♦**New Business:** End of Year Reports

ACTION: Any Subcommittee chairs who have NOT already done so should submit their end-of-year reports to Roxanne as soon as possible. Roxanne will compile a complete SC end-of-year report to distribute to the membership prior to the Users' Group meeting during NCCCLRA.

Subcommittee Updates:

Acquisitions: No update at this time.

Cataloging: The Cataloging Subcommittee last met on Tuesday, 6/20/2006. Charles announced that Emily King will be succeeding him as Chair, beginning during the NCCCLRA Conference.   Colleen reported that at least one-fourth of the 'almost duplicates' report has been finished thanks to Douglas Bechtol. As of June 1, 2006 LC will no longer be providing Series Authority control for its records. In its response, OCLC indicated that it will be doing everything possible to protect the integrity of Series Authority in the OCLC database.   The long hashed-over eBook Cataloging Policies were approved to be forwarded to the Steering Committee for approval. We were finally able to discuss Roxanne's proposal that we attempt to update our bibs for annual serials, such as "Statistical Abstract of the United States." Colleen will begin the project by running a report to identify the bibs in question. Debbie Luck opened a discussion regarding cataloging of archives materials, noting that some schools are already engaged in this.   The Subcommittee will examine this issue and try to formulate policies and guidelines to aid libraries in this endeavor and protect the integrity of the CCLINC database.

Lending Services: The lending services subcommittee met on June 13, 2006. At that time they discussed the different issues that had been addressed which included the datatel situation, problems with people placing due dates on ILL books and other related issues. After asking for input on the header and footer notices they found that not many of the schools use the canned responses. Deborah will get with Libby Stone and see if they can come up with a few notices that give a little more emphasis on returning materials to keep the records from being blocked at the respective schools. The lending services sub-committee has also asked to have an impromptu meeting at LRA during one of the lunch times to meet with people there who are involved in the lending services functions to try and get volunteers for the committee for next year. Deborah will serve as the chairperson next year with hopefully the same members and add a few more.

Media Booking: Subcommittee suspended until such time as user demand warrants re-activation.

Reports: Year-end report attached below.

Serials: Year-end report attached below.

FYI: Ruth Bryan submitted the Learning Technology Services Section's End-of-Year report, attached below.

Next Meeting: Users' Group Meeting at NCCCLRA

> Roxanne adjourned the meeting at 3:40 p.m.
> Minutes submitted by Roxanne W. Davenport

Library Research & Development Justification Document

From: Roxanne Davenport
To: Bill Randall
Date: Fri, Nov 18, 2005 1:03 PM (revised & updated 6/6/06)
Subject: library technology R&D assistance

Hi, Bill -

Ever heard of a tag cloud? It's a way to portray the metatags of any database (including library catalogs) in a visual manner that makes it evident which terms elicit the most content (or other priority which can be defined). In the case of a library catalog, the metatags would be things like the subject headings or name authorities.

Here's an example: http://www.daveyp.com/blog/stuff/subjects.html

Each term on that webpage is a subject heading from that library's catalog. The font size of the term indicates the relative number of items they own on that particular subject – i.e., the bigger the font, the more stuff they have on that subject. If you click on any of the terms, you are taken into the library catalog where you can access the actual item records.

Here's a link to another article that discusses ways library holdings can be displayed to patrons that alleviate the need for library jargon, or are more friendly to visual learners, etc. There are some other links there that you can follow if you're interested in finding out more about this kind of thing. It's being used in many other contexts than libraries. If you want to see a really cool non-library one, check out this link that does a similar thing for items that have been searched through Google News: http://www.marumushi.com/apps/newsmap/

This may be what the patrons see when they click on "library catalog" in the future. It's a small part of a growing movement, dubbed "Library 2.0," that seeks to integrate new technologies, ones that patrons or businesses are already using in other contexts, into the library. Even patrons themselves are getting into the act – the "Superpatron" blog details the work of a patron who provides code for nifty services at his local public library because they weren't getting it done fast enough to suit him.

But the effective identification and integration of these and other new technologies will materialize for the NCCCS libraries only if we have some centralized research and development assistance from the System Office.

In a "normal" library setting with a catalog the size of CCLINC, there is usually a staff of systems librarians that come up with these kinds of applications. In our situation, since the "system" is centralized, we have a catalog which is bigger than most of the universities and colleges in this state, with the exception of the major research universities, but we have no analogous dedicated "systems" staff beyond the vendor-provided system administrator. Even the Division of State Library has a regiment of Library Consultants for the express purpose of providing this sort of service to the public libraries.

Take a look at NC State. Their library holdings numerically are comparable to ours in CCLINC.
I doubt they serve as many patrons as CCLINC does cumulatively, let alone the number served
by all the NCCCS libraries. However, according to the NCSU Libraries website, they have a
library IT department with 14 staff members, not counting auxiliary development personnel in
their other departments like Cataloging and Metadata, and Digital Library Initiatives. They
recently adapted Endeca, a business technology system, to integrate with their Sirsi Unicorn
system to cause patrons' searches to display in a ranked order according to relevance. You can
read all about that here, but what is the likelihood that NCCCS libraries could offer anything
similar to their patrons?

We need someone, or more than one someones, who follow and research trends in library
systems technology and *figure out ways to get them implemented in our library system.* Rapid
technological changes are passing us by because there is no analogue to a systems library staff in
our scenario. The library staffs at the colleges are administrators, public services librarians, and
technical services librarians. They do not have systems or R&D expertise.

There are many varied and wonderful things that are possible to do: canned searches, tag clouds,
rss feeds (see http://www.theshiftedlibrarian.com/archives/2005/11/15/patron_choice.html),
portals, federated searching, etc., etc. But we need dedicated staff to do the research and
strategic thinking/planning, and put proposals together for the library directors and System
Office administration to consider.

As background reference, I refer you to a 3-part article by Stephen Abrams, who is SirsiDynix's
Vice President of Innovation. The article is **32 Tips to Inspire Innovation for You and Your
Library** and here are the links to the three parts:

Part 1: http://www.imakenews.com/sirsi/e_article000423643.cfm?x=b4TcM1g,b2rpmkgK,w
Part 2: http://www.imakenews.com/sirsi/e_article000436456.cfm?x=b5yKS7f,b2rpmkgK
Part 3: http://www.imakenews.com/sirsi/e_article000458643.cfm?x=b11,0,w

Note particularly his number 6 point:

> **Brainstorm, Mock-Up, Build, Alpha, Rebuild, Beta, Pilot, Test, Launch,
> Evaluate, Re-Do.** And there's the process. It's pretty simple, and many make the
> mistake of trying to skip a step. I've rarely seen a skipped step that didn't cause
> problems later. Each step can be quite small and contained. You don't need to bet
> the organization's future on a single initiative writ large in the strategic plan. You
> do need to actively seek to have many projects at different stages of development
> in your funnel. That way you have built innovation processes into the DNA of
> your culture. By **building teams focused on a few key initiatives** (for example
> virtual reference, Rooms, and Web portals) you can focus attention and run
> several projects in parallel. This starts to create excitement and a practical image
> of action over study.

This will not happen in the NC community college library environment without library research
and development support at the System Office. With the possible exception of Central
Piedmont, the colleges just do not have the staff and resources for it. What can we do to
facilitate this?

There's a meme going around the library blogging world called "The User is Not Broken."
While the point of this particular meme is a bit off-topic to our discussion, it raises one germane
point I'd like to close with:

> The average library decision about implementing new technologies takes longer
> than the average life cycle for new technologies.
> If you are reading about it in Time and Newsweek and your library isn't adapted
> for it or offering it, you're behind.

We owe it to our patrons NOT to be behind.

Thanks for your attention,

Roxanne Davenport

Chair, 2005-2006 CCLINC Steering Committee

Director of Library Services
Pitt Community College

CC: Lisa Driver
                2005-2006 CCLINC Steering Committee members

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CCLINC Reports Subcommittee
Year End Report, July 2006

The Reports Subcommittee developed a manual for CCLINC users and distributed the first
copies at the "Beyond the Basics" preconference session during the annual NCCCLRA
conference in July 2005. Feedback from participants in the workshop was very positive. The
manual can now be found on the NCCCS website with other procedures for CCLINC at
http://www.nccommunitycolleges.edu/Library_Resources/CCLINC.htm.

Several more procedures were developed by committee members, but will not be available until
after the upgrade to GL 3.1.

Libby Stone led Basic Reports training sessions at the System Office in December 2005 and
again in May 2006.

The committee sent out a poll to report runners and library directors to determine what reports
each library runs at the end of each year. Libby Stone will compile the results and send out
before the conference.

The first Reports Jam session was held in April for report runners. The group talked via conference call about "Spring Cleaning" and the removal of saved templates and finished reports. The next jam session will be later this summer after the upgrade.

Libby Stone presented at Guilford College for the NC SIRSI Users' Group meeting in May. Libby shared CCLINC experiences with other librarians from across the state from public, academic and special libraries.

A blog for CCLINC Reports has been set up for report runners by Allen Mosteller (Cleveland CC). Look for invitations in your e-mail soon! Allen has also set up a blog for CCLINC Catalogers. Thank you, Allen! We hope that this will encourage communication and help us share and learn from each other.

Libby Stone has agreed to chair the subcommittee again in 2006-2007. Current members are Ruth Bryan (System Office), Renee Dusenbury (Central Carolina CC), Linda Leighty (Pitt CC), Martha Robinson (Gaston College), and Charles Wiggins (Blue Ridge CC). If any report runners are interested in joining the reports subcommittee, or if you have ideas for future jam sessions, please e-mail Libby at stone.libby@gaston.edu. Have a wonderful summer!

Respectfully submitted,

Libby Stone, Chair

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CCLINC Serials Subcommittee
2005/2006

Year-End Report

Subcommittee Members

Stephanie Bowers	Pitt Community College
Kay Criss	Fayetteville Community College
Sharon Day-Lowe	Gaston Community College
Deborah Foster	Fayetteville Community College
Linda Kressal, Chair	Tri-County Community College

♦**Committee Activity** ♦ The Serials Subcommittee corresponded frequently via e-mail and held two conference call meetings in December 2005 and May 2006.

♦**Serials Training** ♦ *Basic Serials Training Session November 18, 2005* **-** 3 persons attended the CCLINC Serials training session in Raleigh.

♦**Serials Procedures** ♦ Serials procedures were revised to include property settings changed due to the WorkFlows update. The revised procedures were posted on the CCLINC website.

♦**Serials Training Objectives**- A set of instructional objectives for the training workshop were developed to provide potential attendees with enough information to decide if the workshop will satisfy their training needs. The objectives were submitted to the CCLINC Steering Committee and to Ruth Bryan in the CC System office.

♦**Training Format 2006/2007**- Plans are under way to develop an Internet based *Basic Serials Training* module as a replacement and/or supplement to live training. Members agreed that on-demand Internet based training could serve as a cost-effective alternative to travel, allowing new-hires to utilize the module as necessary, rather than waiting for a scheduled live session. An initial segment of the training module has been developed and submitted to the Steering Committee for approval.

♦**Chairperson** Sharon Day-Lowe was elected Serials Subcommittee chairperson for 2006/2007 ♦

Submitted by
Linda Kressal
Serials Subcommittee Chairperson

NCCCS-Learning Services Technology
(formerly Library Resources)
CCLINC
End of Year Report
2005/06

Our copy catalogers, Kathy Overton and Malissa Oakley retired after 30 years of service. We have hired and trained Loreta Arballo and Doug Bechtol to fill those positions.

Ruth worked with the community college librarians and data coordinators to make sure everyone completed the NCHEDS report by the November 15th deadline. It was a little challenging this year because of a couple of vacancies in the directors positions in addition to a number of new directors.

The next federal report due will be the Academic Library Survey. Library directors should receive packets sometime in early fall. (probably in mid-October) This report will be due January 31, 2007. Ruth will be sending out more information as the time approaches.

After assessing what training sessions were needed on CCLINC functions, training was offered on Basic Reports, Cataloging, Circulation, Reserves, and Serials in the fall and Basic Reports, Cataloging, and Circulation in the spring. Colleen also did an additional training session on CCLINC cataloging at Gaston College, as well as one-on-one sessions upon request. Thanks to all of the trainers for continuing to serve the CCLINC community.

Ruth worked with Sirsi, the NCCCS State Board, legal affairs, finance office, and the State IT Procurement Office to secure a contract for continuation of the Service Agreement with Sirsi. This was a long drawn out process due of the new terms and conditions required by the State IT Procurement Office. The current service agreement contract is valid until June 30, 2008.

Ruth also worked with Solinet, the NCCCS State Board, our legal affairs, our finance office, and the State ITS Procurement Office to secure a new contract for Group Services (group catalog and unlimited cataloging) for all community college libraries. Currently this project is totally funded out of Learning Technology System funds.

Ruth secured funding through a grant for the De-duplication Project. Ruth and Colleen worked with Sirsi to fine-tune the parameters for the de-dupe of the CCLINC database. The automated process of the duplicates has been completed by Sirsi. The de-dupe process resulted in the elimination of over 26,000 duplications. Together with the work that has been done by Colleen and her staff on the potential duplicates that must be processed manually, these de-duplication efforts have reduced the size of the database from around 830,000 bibs to around 751,000. The automated de-dupe had the added benefit of identifying and removing 484 serials holdings that had erroneously been attached to non-serial bibs during the conversion from Dynix.

Following are the figures for CCLINC cataloging from 1/1/2005—12/31/2005 for Colleen and her staff…

12,423 transfers
3,422 bibs created
2,158 records added
3,453 total slips done
330 titles originally cataloged
168 authority records created
157 titles removed
6282 volumes modified/edited
2039 titles modified/edited

The operating systems of the test and production servers have been upgraded in order to accommodate the new release of the Sirsi Client software. We plan to install the upgrade, release GL 3.1, on the test server (Thelma) the first week of July. After reviewing the upgrade on the test server for about a month, it will be installed on Louise. More information will be forthcoming about these upgrades.

Bill and Ruth have secured funding to replace the test (Thelma) and production (Louise) servers. Both are nearing end-of-life since they are now six years old. We should have the new servers implemented hopefully by the start of fall semester.

We have enjoyed working with the members of CCLINC this year.

6/27/2006