



OCLC Members Council, February 10-12, 2003

Libraries, Their Present and Future Global Environments: The Regional Context

Introduction

Conducted by President Kristin Senecal (**PALINET**), the OCLC Members Council convened at 5:00 PM, U.S. Eastern Time, on Sunday, 9 February 2003 at the Columbus Marriott Northwest in Dublin, Ohio. Meetings of the Executive, Finance, Nominating, and Standing Joint Committee on Membership committees were held earlier that afternoon at the hotel. The Task Force on OCLC's Role in Library Staff Development also met during this Members Council. The Monday meetings were held at the Conference Center on the OCLC campus in Dublin while Tuesday segments re-convened at the Marriott. Approximately one hundred fifty individuals, including delegates, alternates, board members, OCLC staff, network directors, and guests participated in this meeting. (The meeting agenda, slides of presentations, and minutes when available are posted on the OCLC Members Council Web site <http://www.oclc.org/uc> under "Meetings.")

Presidential Report by Kristin Senecal, Members Council President

"On behalf of the Executive Committee and OCLC, I welcome you to our second, jam-packed meeting of the year with a theme of 'Libraries, Their Present and Future Global Environments: The Regional Context.' Please refer the list of more than 150 participants in your packets to see who is in attendance at this meeting. In addition to delegates, we also extend a welcome to the large number of Board members, OCLC management, network and service center directors, and guests who are attending this Members Council. I will introduce the new delegates and alternates attending in place of delegates tomorrow morning.

I have the pleasant duty of recognizing someone tonight for the longevity of her service and the exceptional quality of that service to OCLC. After starting out as a systems analyst at OCLC following library school, she has set the record for the number of vice presidential titles at OCLC including Vice President for Local Systems; Vice President, Sales; and Vice President, Worldwide Library Services. Over the years she has addressed Members Council more than anyone except for the OCLC presidents. I'd like you to join me in acknowledging and applauding Phyllis Spies for her 30 years of service to OCLC and its member libraries.

Now I want to bring you up to date on some activities related to the October meeting. As you know, at that time we passed a resolution and took up a collection in memory of Ian Mowat. I am extremely pleased to report to you that the members of this Council donated a total of \$1290 dollars to the Ian Mowat Memorial Fund. All of you will have seen the lovely thank you letter, forwarded via the listserv, from Acting Library Director Sheila Gove of the University of

Edinburgh, acknowledging the gifts of the Council and the Board of Trustees. I want to add my thanks tonight to all of you for your generosity. The best part about all of this is that in remembering and honoring Ian, we are also aiding librarians in Central Europe to participate in library meetings and educational opportunities. Who knows, perhaps someone aided by this fund may become a Members Council delegate someday.

I also wanted to report on the webcast that we did for two hours on Monday afternoon as part of the October meeting. One hundred eighty-three participants from 42 countries tuned into the webcast. We received 35 evaluations after the webcast, and all of them were quite positive. However, while our outside observers find the webcasts a positive experience, we heard from you in your evaluations that the experience is not always so positive for those present at the meeting. So, the Executive Committee is looking at several alternatives to the way we have done webcasts in the past, and has decided to limit whatever we decide to do in the way of webcasting to once per year. That means there will not be a webcast at the May meeting, and we can all relax and be our usual inquisitive selves without any qualms.

As I announced at the October meeting, new lines of communication have been set up between the Members Council and the Strategic Leadership Team of OCLC. Pursuant to this strategy, George Needham wrote a memo distilling what went on in the October meeting into 19 recommendations or observations. For example, the Cataloging and Metadata Interest Group, after viewing "coming attractions" in the new OCLC Connexion interface, expressed concerns about maintaining cataloging productivity when using the new interface. In his response, Gary Houk notes that after that meeting improved navigation and enhancements to constant data were implemented into Connexion, reducing the number of mouse clicks needed to perform a cataloging task. Further enhancements along those lines are planned.

The Resource Sharing Interest Group recommended that OCLC should develop an integrated marketing message that describes its resource sharing services as productivity tools and details the savings libraries would experience by using them. They also stressed the need for OCLC to be able to quantify for libraries the value of ILL Fee Management and serials union listing as part of its marketing message to prospective users.

In a few weeks OCLC and its networks will do a targeted mailing to the libraries that have been identified as having the potential to benefit the most from ILL Fee Management. OCLC also will provide regional networks with an online calculator -- to enable libraries to add up their potential savings with ILL Fee Management -- that networks can in turn offer their libraries. Fact gathering is taking place on ways to communicate the cost savings of union listing in order to develop marketing materials.

In October the Global Librarianship Interest Group advised that OCLC should investigate working more closely with UNESCO and IFLA in international library and information development projects. OCLC has responded by opening discussions with UNESCO on several fronts, including cooperation on extending the Gates Portal Project and enhancement of the IFLA/OCLC Institute Fellows Program.

The Preservation and Electronic Collections Interest Group noted that rights management issues need to be addressed by OCLC if its Digital and Preservation Resources product line is going to be successful. Bob Harriman of DPR responded that this is happening via an education effort being launched by Digital and Preservation Resources. A Rights

Management Workshop will be offered at February's Web-Wise Conference; at ALA Annual; at meetings of the Society for American Archivists; at the American Association for State and Local History, and two other venues during 2003. Also, a rights management knowledge base is being developed for the Cooperative website.

The Cooperative Reference Interest Group made a number of observations concerning WorldCat, including that one problem with using WorldCat as a database of first resort is that there is no automatic access to local resources. Chip Nilges of OCLC responded that NISO Circulation Interchange Protocol patron authentication has just been announced, which allows libraries to authenticate FirstSearch users from a local authentication server using the Circulation Interchange Protocol. This also lays the foundation for supporting protocol-based holds from WorldCat and other FS databases against local circulation systems that are Circulation Interchange Protocol compliant, so access to knowledge of local resources via WorldCat is now a possibility.

I have reported on only a portion of the dialogue that is going on between OCLC and Members Council. If you wish to see all 19 recommendations and the responses, they will be made available at the handouts table tomorrow. This is our first test in closing the information feedback loop between Members Council and OCLC, and I think this important form of communication will grow in importance as it becomes more established. At this time I would also like to express my appreciation to the members of the Board of Trustees and OCLC Strategic Leadership Team for their active participation in our library and interest group discussions.

I want to switch gears now and just touch on some of the highlights of this February meeting. Over the next three days our theme is libraries in the regional context. We are fortunate to have Ann Okerson here as our keynote speaker, to address us on one aspect of that theme, the effect of consortia on the library environment. In thinking about that topic in relation to my own library, I started counting up the number of consortia to which we belong. I came up with eight, including OCLC, and I am sure many people here work for libraries that can top that number.

I am also reminded of a conversation I had with some of the delegates a few weeks ago. Wim Van Drimelen was telling us that in the Netherlands the consortia exist either for resource sharing or for licensing agreements. In the U.S. things are not so clear-cut, and frequently the consortia we belong to fulfill both of those functions, often in competition with each other. I think the growth of consortia is one of the defining characteristics of librarianship in the developed world in the second half of the 20th century, and one that has had and will continue to have a profound impact on OCLC. Because of that I am pleased that we will be hearing Ann Okerson's thoughts on the future of consortia, and also pleased that several Type-of-Library groups are going to be discussing the impact they have had on libraries in the regional context.

A constant goal of Members Council over the past few years is to get more upstream in terms of OCLC's strategic planning. Much of the rest of the meeting is given over to activities that fit that description. Tomorrow we have planned a substantial presentation and discussion of two issues central to OCLC planning, finances and pricing. As is our custom, OCLC Vice President for Finances and Human Resources Rick Schwieterman will update us on the latest indicators of OCLC's financial health. From there we are going right into a presentation and discussion of pricing, a topic always of consuming interest to OCLC members. Those of you

here at the meeting last May will recall that we started this conversation on pricing at that time, and a number of interesting ideas were put forth. After that meeting Hennie Viljoen wrote an open letter giving his perspective on the pricing discussion.

We have set aside a fair amount of time for the finance/pricing discussion, because we ran out of time at the May meeting, and many of you indicated to us that you thought it was important that we continue the discussion. We heard you and will continue it tomorrow, and I hope you will come prepared to ask questions and give OCLC the benefit of your thoughts on this important issue.

After lunch tomorrow we will hear Lorcan Dempsey, Vice President, Office of Research, and Cathy DeRosa, Vice President, Corporate Marketing, give a presentation looking at the market segments of the information community. This presentation was originally given to the Board of Trustees last fall, and it was the feeling of the Executive Committee that it would be helpful to the Members Council to see this broad picture as well, to give us an additional frame of reference in which to view all the different OCLC activities for which we offer advice. We will NOT ask you to sit through the entirety of the original presentation to the Board, as it took four hours – when I first heard that it occurred to me that it takes a strong constitution to be a member of the OCLC Board of Trustees. For Members Council, we asked Lorcan and Kathy to compress their presentation, and give you the highlights.

There are three other aspects of the meeting that focus on offering OCLC our insight in the early stages of their planning. First, we will hear and discuss the preliminary report of the Task Force on Staff Development, continuing a conversation started in October. We received excellent feedback during the small group discussions in the fall meeting, and the report reflects that. This is your chance to offer further input, before the final report is presented in May to be voted upon by the Council.

We will also hear tonight from Gary Houk, Vice President of Cataloging and Metadata Services, on an issue that has hovered threateningly on horizon for a number of years, and lately there is evidence that it may be gaining strength. Gary will be speaking to us on the issue of non-member use of OCLC-derived cataloging records, and then we have asked the library type groups to give us their insight on the issue. This is a topic that the Executive Committee has been discussing with the senior leadership of OCLC and with the RONDAC Executive Committee since last summer, and we look forward to hearing your thoughts upon the matter. Gary did a white paper on the issue that was distributed ahead of time, and we also have made available in the lobby copies of the OCLC Principles of Cooperation and the Principles of Membership, if you need to refresh your memory on either of those.

Last but not least, on Tuesday we will be hearing the business plan for OCLC's newest product, QuestionPoint, and where it fits into OCLC's overall strategic plan. For those of you who are not familiar with this product, there will be a demo during breakfast on Monday to introduce it.

At this meeting we also will do work relevant to the future of the Members Council itself. We will be discussing and then voting on some by-laws changes, which are coming forward due largely to the changes in the governance structure we made last year. Also, we are continuing to emphasize the role of the Type-of-Library Groups, giving them a greater role and more autonomy than they have ever had in the past. We are watching them closely to see if they can

take on the role currently occupied by the Library Advisory Groups, and will be having a discussion in May on that issue. The Interest Groups continue to do very important work, much of it between meetings via listservs that have been set up for each group. And, as you will shortly hear from Jerry Stephens, the Standing Joint Committee on Membership is grappling with new issues that came out of the governance changes, and Jerry will give a brief update tonight and then the committee will report to us again in May on several issues.

Along those lines, I need to report to you on one matter that just came up in January. Francoise LeMelle, the transition delegate from France, resigned from Members Council last month when she took another position. The Member Council Executive Committee, after consultation with the Chair of the Board of Trustees, the Chair of the Standing Joint Committee on Membership, and with OCLC Counsel Jim Houfek, requested that OCLC Pica undertake the process of finding a new Transition Delegate from France as soon as possible. The term of this replacement delegate will run through May 2004. The process will involve selection of candidates and election by a group of identified users in France, and the Members Council's Election Certification Committee will review it. We hope to have the new transition delegate from France in time to attend the May meeting. You also have received a report of the entire delegate allocation for next year's Members Council, sent out earlier this week."

**Report of the Standing Joint Committee on Membership—
Jerry Stephens (SOLINET), Chair**

"As you know, I was elected to the Board in October of last year. Prior to that election, I was appointed to the Standing Joint Committee as a delegate from Members Council and elected chair of the committee. After considerable discussion with the leadership of Members Council, the Board, my network, and OCLC, I decided to remain as a delegate for the balance of my term that expires in May 2003. My decision was supported by everyone that I talked with and all indicated it would have a positive effect on the work of the Standing Joint Committee on Membership. I want to publicly thank everyone that advised me as I made that decision.

To date we have had three meetings, one at the October meeting of Members Council, one at ALA in Philadelphia and one earlier today. Our goal from the beginning was to strengthen the process that Members Council and the Board put in place last year. We have developed a strategy and timetable for our work and for the work of future committees. From our work, we have realized the importance of an early start, hit the ground running approach and have worked with the leadership of Members Council, the Board of Trustees and RONDAC to ensure appointment to the committee by June 1 of each year, allowing for a smooth transition year to year.

In addition, we have been working with George Needham to establish the mechanisms necessary to identify products and services that should be considered as contribution. We have also explored what information must be necessary to evaluate all products and services (new and old) that should be included as contribution to the collaborative and therefore form the basis for computation of representation.

While new OCLC products and services are being introduced and several items are under consideration for counting as contribution, I want to report that at present changes in the definition of contribution are not being considered. Finally, we have examined possible scenarios that could be used in determining the geographical distribution of the six transition

delegates for the period 2004-2007. To remind everyone, the committee's recommendation must be approved by Members Council and by the Board. Elections must occur in early 2004 and be certified by Members Council's Election Certification Committee in May of that year. Thank you for your continued interest in and support of our work."

Introduction of Keynote Speaker Ann Okerson by Kristin Senecal

"It is now my pleasure to introduce our keynote speaker. Ann Okerson has spent her entire career in and around librarianship and has served as Associate University Librarian at Yale University since 1995. After 15 years of academic and library management experience, particularly in serials and collections development as well as several years in the commercial sector, Ann served for five years as a senior program officer for the Association of Research Libraries as its Director, Office of Scientific and Academic Publishing. She is a key leader and contributor to the International Coalition Of Library Consortia and one of the most respected observers worldwide on scholarly communication. In her return visit after speaking to Members Council a decade ago, please join me in welcoming Ann Okerson to the podium."

The Effect of Consortia on the Library Environment

Ann Okerson, Associate University Librarian, Yale University

(These and other presentation slides are available as indicated above at <http://www.oclc.org/uc>)

Issues in Non-Member Use of Cataloging Records

Gary Houk, Vice President, Cataloging and Metadata Services, OCLC

(These and other presentation slides are available at <http://www.oclc.org/uc> .)

Monday and Tuesday Morning Interest Group Discussions

(Meeting notes and presentations are added to the Members Council website when available.)

- Cataloging and Metadata: Carol Diedrichs, Chair; Glenn Patton, Liaison
- Cooperative Reference: Lynne King, Chair; Tam Dalrymple, Liaison
- Preservation/Electronic Coll.: Rich Doyle, Chair; Meg Bellinger/Bob Harriman, Liaisons
- Digital Libraries: Paul Gherman, Chair; Lorcan Dempsey and Shirley Hyatt, Liaisons
- Resource Sharing: Shirley Leung, Chair; Collette Mak, Liaison
- Global Librarianship: Wim van Drimmelen, Chair; George Needham, Liaison

Plenary Discussion on Finances and Pricing

Rick Schwieterman, Vice President for Finance and Human Resources, and Phyllis Spies, Vice President, Worldwide Library Services, gave presentations and led discussions on OCLC finances and pricing. Maurice Glicksman, Vice Chair, Board of Trustees described the role of the Board in OCLC financial planning and participated with Rick, Phyllis, and Jay Jordan, President and Chief Executive Officer, in a panel discussion on the topic of finances and pricing. (Slides used by Phyllis on the principles of pricing are posted on the website.)

Revising the Members Council Bylaws

After a report on Monday afternoon from Bylaws Committee Chair Michael Kathman and George Needham, Vice President for Member Services, Council voted unanimously in its Business Meeting on 12 February to ratify the changes in the Members Council Bylaws as noted in the chart below.

P	Article Number and Nar	Section (if applicable): Reason for Change
	II. Definitions	References new relationship categories and "Membership and

		Contribution Protocols"
	III. Purposes	1: References new relationship categories
	IV. Membership	1 Criteria: References Joint Committee and Protocols, eliminates algorithm language
	IV. Membership	3 Powers and Duties: References new relationship categories
	IV. Membership	4 Nomination and Election: References new relationship categories
	IV. Membership	5 Term: Formalize Bergman Rule Eliminating Shortening of Delegation Terms
	Transition Delegate	Moved from the Bylaws to the Protocols
	VII. Committees	Introduction: Add reference to Standing Joint Committee on Membership
	VII. Committees	1 Membership: References new relationship categories
	VII. Committees	7 Standing Joint Committee on membership: Adds composition and duties
	VIII Board of Trustees Meeting	4 Nomination and Election: Brings Council Bylaws in line with OCLC Code in nominating and electing Members Council-elected Trustees Members to the Board; deletes old language. New procedures will be adopted by Council to implement.

Preliminary Report from Task Force on Staff Development (Slides at <http://www.oclc.org/uc>)

Charlene Hurt, Chair, Task Force on OCLC's Role in Library Staff Development

Delegate Discussion of Libraries' and OCLC's Role in the Information Environment

Moderators: Lorcan Dempsey, Vice President, Office of Research, OCLC
Cathy DeRosa, Vice President, Corporate Marketing, OCLC

Library Group Discussions on Unauthorized Use of Cataloging Records

(Discussion Reports on Members Council website <http://www.oclc.org/uc> under "meetings.")

Government and Special Libraries: Carol Bursik, Chair; Fred Lauber, Liaison
Large Research Libraries I: Lunn Sipe, Chair; Phyllis Spies, Liaison
Large Research Libraries II: Sue Phillips, Chair; Gary Houk, Liaison
Private Academic Libraries: Michael LaCroix, Chair; Frank Hermes, Liaison
Public Libraries: Bruce Newell, Chair; Cathy De Rosa, Liaison
State Academic Libraries I: Emma Perry, Chair; Rick Schwieterman, Liaison
State Academic Libraries II: Stephen Rollins, Chair; George Needham, Liaison

OCLC: Business Plan Discussion: QuestionPoint (Slides at <http://www.oclc.org/uc>.)

Frank Hermes, Vice President, Cooperative Discovery Services, OCLC

Adjournment and Next Meeting

This meeting adjourned by acclamation at 11:00 a.m. The next meeting of the OCLC Members Council is 18-20 May 2003 at the Columbus Marriott Northwest in Dublin, Ohio.

Respectfully submitted,
Richard Van Orden
Program Director, OCLC Members Council