



**OCLC Members Council
Notes on General Sessions
October 20-22, 2002**

“Libraries, Their Present and Future Global Environments: The National Context”

FIRST GENERAL SESSION, SUNDAY, OCTOBER 20, 2002

Marriott Northwest Hotel, Dublin, Ohio

Welcoming Remarks by President Kristin Senecal

PRESIDENT SENECA: Good Evening! On behalf of the Executive Committee and OCLC, we welcome you to this first meeting of the 2002/2003 Members Council year. The theme for this meeting is: “Libraries, Their Present and Future Global Environments: The National Context.” Along with other discussions, we look forward to our keynote speaker, Aziz Abid, Director, UNESCO Intergovernmental Informatics Programme during the webcast tomorrow.

First tonight, I want to introduce alternates attending. Please stand as I read your names. Alternates in attendance, who are representing delegates, include

Robert Ellett	FEDLINK
Kathleen Imhoff	SOLINET
Bruce Miller	OCLC Western

Other Alternates in attendance as observers are:

Julie Cunningham	NYLINK
Gregg Silvis	PALINET
Patrick Wilkinson	WILS.

Next I would like to introduce newly elected delegates. Please stand as your name is read:

Christine Bailey	OCLC PICA
Jeffrey Baskin	AMIGOS
Barbara Berg	OCLC WESTERN
Rhoda Channing	SOLINET
Greg Cotton	BCR
Eleanor Frierson	FEDLINK
Thomas Harris	ILLINET
Eileen Hitchingham	SOLINET
Ernie Ingles	OCLC CANADA
Sheldon Kaye	NELINET
Tammy Rabideau	PALINET
Judith Sessions	OHIONET
Sandra Yee	MLC

Seven members of the Board of Trustees are scheduled to be here tonight. Will you please stand as I announce your name, so that we can recognize you?

Brad Baker
William Crowe, Chair
Christine Deschamps
Maurice Glicksman, Vice Chair
Victoria Hanawalt
Jay Jordan
Sharon Rogers
Tom Shaughnessy
Betsy Wilson

And also in attendance is Larry Alford, a newly elected Trustee who takes his seat in November.

Former Council delegates Nancy Eaton and Sharon Rogers are concluding their terms on the OCLC Board of Trustees. They were originally elected to the Board by Users Council (now Members Council), and then were re-elected by the Board for additional terms. Bill Crowe and Christine Deschamps are also completing their six-year terms as Council-elected delegates. Christine was the first international trustee on the OCLC Board. And to show you the impact that Council has, Nancy, Sharon, and Bill have each served as Chair of the OCLC Board.

We would like Bill, Christine, and Sharon to come forward and receive a memento from Members Council in recognition of their contribution and importance to our organization. Nancy could not be with us tonight, but we will get her gift to her in an appropriate fashion. Thank you, Bill, Christine, and Sharon.

Ms. Senecal presented each of the retiring Trustees present with a gift watch from Council. In addition, Madame Deschamps was presented with a Members Council travel bag in honor of the many miles she had logged on behalf of the OCLC cooperative.

By the way, in addition to pictures of all delegates in the Members Council Directory, you will also find photos of the Board of Trustees and the OCLC Strategic Leadership Team as well. Would members of the SLT senior executive group please stand please stand together? Also scheduled to attend this evening are 11 network and service center directors that I would like to have stand as a group.

President's Report

PRESIDENT SENECA: I'd like to begin my remarks by telling you a true story, something that happened to me last May here in Dublin as I arrived to attend the Members Council meeting. An eager young man who worked at the hotel had grabbed my luggage and insisted on escorting me to my room. Since he was larger than I was I didn't think I'd be able to win a wrestling match to get my suitcase back from him, so I went along with it. As we were riding up on the elevator, he started to tell me about the hotel's amenities and I explained that I had stayed there many times before, while visiting on business with OCLC. His eyes lit up, and he said, "OCLC, that's the Online Computer Library Center." I was dumbfounded, and then I got excited. I thought, "Wow! This is really great! If this kid knows what OCLC is, that is progress!" Alas, my moment of euphoria was brief, as in the next instant he peered down at me and asked, in an earnest tone, "Just what is it you guys do, anyway?" I was crushed!

When you think about it, that is really a very good question. It is something I have been trying to explain to my non-librarian husband for 10 years now, as I go trotting off to Ohio to attend yet another meeting. It is something I think many librarians and other knowledge workers have a hard time understanding, and in a way you can't blame them, because what OCLC does is complex and continually changing. When people who know of OCLC think of it, the first things that come to mind are cataloging, interlibrary loan, and FirstSearch. At this point in time, I don't think that digital archiving, QuestionPoint, or the OCLC Institute immediately come to mind like those three, not to mention Forrest Press, PromptCat, or TechPro. OCLC has grown and changed so much over the years that it is hard for the knowledge worker out in the field to keep track of everything it has to offer, much less the hotel staff at the Dublin Marriott. However, there is one thing about OCLC that has been constant over the past 30+ years of its existence, and that is its presence as a non-profit cooperative whose goal is not to maximize its profits for its owners or shareholders, but to help its members prosper and share information with their patrons and each other. However, that aspect of its existence is also not readily understood, even by its members. It is one of the reasons we have started doing the webcasts, so our members can see OCLC governance in action, by viewing a portion of the Members Council meetings. When you leave here on Tuesday and go back to your library, I ask you to bear this in mind, and whenever you get the chance remind other knowledge workers that OCLC does hold a unique position in the information community, that of a member-driven cooperative.

The theme of this year's meetings of the Members Council is Libraries, Their Present and Future Global Environment: National, Regional, Local. [Second slide] We will be looking at the opportunities and constraints under which libraries function at the national level (and by this I mean a variety of nations), the regional level, and the local level. The term national has a definition that is readily understood, but the Executive Committee and I understand that local and regional may mean different things to librarians in different areas, and that is part of what we want to explore in the upcoming meetings in February and May. It is our hope that by exploring these differences we will be providing OCLC staff with a valuable environmental scan that takes into account the diversity among us.

At this meeting we will be looking at libraries in a variety of national contexts. Our keynote speaker, Mr. Aziz Abid, the Director of the UNESCO Intergovernmental Informatics Programme, will be talking about work UNESCO has done around the world to help different nations further develop their information infrastructure. Following his talk we will be asking three of our delegates who represent three different national environments to comment on issues he raises. As a further exploration of different national environments, on Tuesday we will listen to and comment on the business plan for OCLC's division in Latin America and the Caribbean.

At this meeting we will also hear an interim report from the Task Force on Staff Development that was formed this past May. Delegates will be asked to respond in their Type of Library Group meetings to questions developed by the Task Force, in order to provide information reflecting that aspect of their environment. And tonight, back by popular demand, in response to requests coming from the May meeting, we will be hearing from OCLC's Lynn Kellar regarding FRBR and other aspects of the Future of WorldCat, an updated version of a presentation she gave to two of the interest groups in May. Following her presentation we will have a question and answer session with Lynn and other members of the WorldCat development team, so be prepared to be inquisitive. That is an important part of your responsibility as Members Council delegates!

I want to bring you up to date on developments that have occurred since the May meeting. I think of this as the "How I spent my summer vacation" part of my remarks. I have to report that as far as OCLC and Members Council are concerned, there is no summer vacation! [Third slide] The Executive Committee met five times, twice face-to-face and three times by conference call. The Task

Force on Staff Development met six times, three times physically and three times virtually via conference call. Bob Seal, Rich Van Orden, George Needham, Bunny Gunderson and I had more conference calls than I care to count, and we met face to face in Dublin in early September for the annual President's planning meeting. Last but certainly not least, the RONDAC Executive Committee met with the Members Council Executive Committee and OCLC Senior Leadership at a meeting held during the American Library Association's Annual Meeting in Atlanta this past June. During that meeting we discussed the issue of unauthorized use of cataloging records via Z39.50 access, and you will be hearing more about that issue at the February meeting. In fact, we were so busy, we finally wore Rich Van Orden out, and he had to check himself into the hospital just to get a rest. Seriously, I wanted to let you know that Rich continues to mend and, if he will quit trying to keep up with his e-mail and rest as the doctor has ordered, he should be back on the job by December. George Needham will be holding my hand at this meeting, and he, Bunny, Linda Arnold and Susan Saggio have done a terrific job stepping in for Rich and keeping things running smoothly in his absence. Please join me in thanking them for all the extra effort they have put in to help Members Council keep functioning without a hitch. (Applause)

So what were we doing during all those meetings this summer? In addition to all the planning that usually goes on, we were making quite a few changes. We wanted to give increased attention to the breakout group meetings at the Council, make them function even better. [Fourth slide] Towards that end, this year we invited people to become group chairs instead of just appointing them, and the vast majority of those we invited accepted the challenge of leading this important aspect of Members Council. We requested OCLC staff to serve as recorders at all the group meetings, instead of using delegates for that purpose. We felt that delegates who were recorders could not fully participate in the groups as well as take notes, hence the change. We formalized the liaison of OCLC Vice Presidents to each of the Library Type groups. For the first time we held a conference call in September for the Interest Group Chairs, their OCLC Liaisons, and the Executive Committee to discuss topics the groups might like to cover in the coming year, and during the course of that call discovered some common ground amongst several of the groups that may lead to several joint meetings. We did the same thing for the Library Type Groups, discussing the heightened expectations for those groups this year, and the additional support being offered them. Also in that call we discussed how the groups might serve in the place of the Library Type Advisory Groups OCLC proposes to disband, and how to evaluate how they function in that role. Library Type Group Chairs were advised that for the first time they will be given some control over setting the agendas for their groups, instead of always responding to questions given to them. To allow for that change we will be giving more time to the groups than ever before. You will notice that the groups have ample time at this meeting, and in February we hope to do even more, at that meeting allowing the Library Type groups to meet twice. In sum, we are bearing in mind an observation made several years ago by Larry Alford that the Interest Groups were the engine that drove Members Council. We want both types of breakout groups to serve as the engine that drives Members Council, and all these changes were made to achieve that goal.

There are some other changes and accomplishments you need to be aware of. [Fifth slide] In a change from the past practice of meeting at ALA Midwinter, the MC Executive Committee and the RONDAC Executive Committee will be having a breakfast meeting on Tuesday at this meeting. We are trying this, bearing in mind that travel budgets are shrinking for many of us, and that this change would make it easier for non-US delegates elected to the MC Executive Committee in the future. Another change grows out of a practice that began last year, but has now been codified. After every Members Council meeting Rich Van Orden and George Needham will prepare a short report on the meeting within 30 days after it adjourns, in consultation with the Executive Committee and the group chairs. The report will highlight areas that the senior leadership of OCLC needs to address. They have agreed to review recommendations and concerns highlighted in this report and respond in time for the next Council meeting. We're calling this "Closing the Members Council

Feedback Loop." Lastly, this month the Principles Of Membership document, developed and approved by this body last year, was sent out to some 20,000 Governing Member and Member libraries and information organizations, along with a cover letter signed by myself, as President of Members Council; Jay Jordan, as CEO of OCLC; Bill DeJohn, as Chair of the RONDAC Executive Committee; and Bill Crowe, as Chair of the Board of Trustees..

I've talked a lot about change, but now let's focus on continuity. Over the past few years the Council, Board of Trustees, and OCLC staff have worked hard on revamping the governance structure of OCLC. [Sixth slide] Now that there is a new system in place, the Standing Joint Committee on Membership will begin functioning this year to monitor the changes and serve as a review board for small improvements in the governance structure. At the same time they were revamping governance, past leaders such as Jerry Stephens and Larry Alford were working to bring the Members Council upstream in the decision-making process of OCLC, looking at business plans of the cooperative and providing advice on new ventures for OCLC. We will continue to look at business plans this year, and then via the breakout groups participate in a give and take with OCLC staff, in an effort to provide both a reality check and a glimpse of the future of the information environment. Finally we will be continuing the practice begun last year of holding webcasts of a portion of the Members Council meeting, this year doing one in October and another at the May meeting.

I now come to a topic that I wish with all my heart that I did not have to cover. Friend, colleague, librarian extraordinaire, Ian Mowat will be greatly missed by all who knew him. Library Director at the University of Edinburgh, Ian had served as a delegate on Members Council since 1996, and this past May we had elected him to serve on the OCLC Board of Trustees. His breadth of knowledge of the international library scene was second to none, and the humor with which he delivered his good advice and insights charmed everyone who met him. Perhaps you were fortunate enough, as I was, to hear some of his stories about work he did for UNESCO to help re-establish information infrastructures, like the time he flew into Kuwait right after the Gulf War, descending through the smoke and flames of the still burning oil fires. Or the time he went to war-torn Balkans, getting off the plane wearing a flak jacket, pieces of computer hardware clutched under each arm. Ian was unique. I personally benefited from having known him, as it was Ian who encouraged me to put my name in for Vice-President/President Elect of Members Council, and Ian who then placed my name before the Nominating Committee. I consider his faith in me the finest compliment I have received in my professional career. I am the poorer, OCLC is the poorer, and international librarianship is the poorer for Ian's untimely death. The Executive Committee has decided to remember and celebrate our memory of Ian in two ways. [Seventh slide] First, we will be collecting voluntary donations at this meeting and for two weeks after it from any delegates who care to contribute, which we will then send to the University of Edinburgh as the OCLC Member's Council contribution to the Ian Mowat Memorial Fund. The fund will support the professional development of librarians in central and southeast Europe, and throughout the developing world – an endeavor that was very important to Ian, and one he worked on throughout much of his career. Second, we will be placing a memorial resolution before this body at the Tuesday business meeting, and a copy of the text of the resolution will be sent to Ian's family after the meeting.

I mentioned earlier that Ian had been elected to the Board of Trustees this past May, and he would have started serving on the Board this November. We now find ourselves in a situation without precedent, replacing a newly elected Trustee before his term has begun. George and I have consulted with the Executive Committee, Bill Crowe, Jay Jordan, and OCLC counsel Jim Houfek, and collectively we have decided to hold an election at this meeting to fill the now open spot on the Board. As you know leadership interest forms were solicited in September, and the Nominating Committee met this afternoon to choose candidates for the position, whose names will be announced in a few minutes. The candidates will give short speeches tomorrow afternoon, and biographical information on them will be provided to all delegates. The voting will take place during

breakfast on Tuesday morning, and the winner will be announced during the business meeting that same morning. By this process the will of the Members Council in choosing who should represent them on the Board is honored, and the open seat can be filled before the term has begun.

In my remarks I have outlined an ambitious agenda, not only for this meeting but for the entire year ahead. We are building on the energy and the hard work of Members Council that have preceded us, trying to take us even further along in the process that was begun three years ago. Many of us are starting out the year with heavy hearts, but keeping Ian's example in mind I am confident we will do our best to further the vision of OCLC's members, which is, and I quote, to help libraries serve people, by providing economical access to knowledge, through innovation and collaboration. With your help and cooperation, I know we will have a great year. Thank you.

President Senecal's PowerPoint presentation may be found at <http://www.oclc.org/oclc/uc/oct02/ppt/senecal/senecal.ppt>

Committee Reports

PRESIDENT SENEAL: Next we will hear from Susan Fifer Canby, Chair of the Nominating Committee; Ken Bierman, Chair of the Election Certification Committee; and Michael Kathman, Chair of the Bylaws Committee. Susan, please start us off.

Ms. Canby reported that the Nominating Committee has recommended Jay Starratt and Jerry Stephens as nominees for the opening on the OCLC Board of Trustees.

President Senecal asked for nominations from the floor. Hearing none, she asked for a motion to close nominations. Tom Kirk moved, seconded by Vickey Johnson, that nominations be closed. The motion passed unanimously, and nominations were closed.

Mr. Bierman reported that the INCOLSA election, which was held late, had been certified by the Elections Certification Committee, and that Council was now at full strength.

Mr. Kathman reported that the Bylaws Committee would bring changes to the Members Council Bylaws to the February meeting. These changes would bring the Council Bylaws into line with the OCLC Code of Regulations and would formalize the rule that prevents a delegate from losing his or her seat when a network delegation size is reduced.

PRESIDENT SENEAL: Thank you! We appreciate the work of these and other committee chairs and discussion leaders and recorders in accomplishing the important work of Member Council.

Just a note - Voting for the Board of Trustees will be held from 7:30 to 8:30 a.m. Tuesday, October 22, at the Marriott Hotel, where you will find the ballots at the registration table. The tellers will convene and count the ballots at 8:30 am with the results announced at the Business Meeting a 10:00 a.m. If you are leaving before this time, please contact Linda Arnold to arrange to receive your ballot and have the opportunity to vote before you depart.

The Future of World Cat: Lynn Kellar and Glenn Patton

PRESIDENT SENEAL: Our next presentation is "The Future of WorldCat" by Lynn Kellar and Glenn Patton.

Lynn Kellar is the Director of OCLC's Enterprise Database Technology Division. She has been with OCLC since 1984 and has served in many capacities including Development, Marketing and Research. Lynn is currently the Project Manager for the new WorldCat infrastructure project.

Glenn is Director of WorldCat Content Management Division at OCLC. He has spent more than 20 years doing support, training, product development, and quality and standards activities for OCLC services and products. He currently serves as the OCLC liaison for the Cataloging and Metadata Interest Group.

Ms. Kellar and Mr. Patton's PowerPoint Presentations may be found at <http://www.oclc.org/oclc/uc/oct02/ppt/pattonkellar/pattonkellar.ppt>

Discussion with Lynn Kellar, Glenn Patton, and Gary Houk, President Senecal moderating

PRESIDENT SENEAL: At this time, Lynn and Glenn will answer questions along with the help of Gary Houk, OCLC Vice President of Metadata and Cataloging Services.

Delegate Eleanor Frierson expressed her support for the moves to Oracle and new forms of metadata that Ms. Kellar and Mr. Patton had described. She then asked about the business model, Will there may be many more credits outstanding due to the ease of entering a variety of new forms of unique metadata into WorldCat? Also, is OCLC ready for a deluge? Mr. Houk replied that OCLC has been planning for increased use but that the credit structure will need review, but he stressed that this review is in the very early stages. Ms. Kellar said that the Oracle system was being built to withstand considerably harder and greater input than we have experienced in the past.

Delegate Paul Gherman asked how OCLC is soliciting input on what sorts of applications it will offer in the new infrastructure. Also, is OCLC going to expand its outreach to the museum community, and if so, how? Mr. Patton said that OCLC is soliciting input through Members Council interest groups, with advisory committees, and in other circles in which OCLC is represented. In response to the second question, Mr. Houk asked about the relationship between academic libraries and the museums, departmental collections (such as art slides) and archives extant on most university campuses. Mr. Gherman noted that this experience is limited, and that there is no application in place yet that meets all needs. There was general agreement that there is room for considerable work in this area. Discussion ensued on the experiences of the Colorado Digitization Project, and Liz Bishoff's work to bring in materials across traditional institutional boundaries. Delegate Bruce Newell added that members of the SiteSearch community could provide valuable insights, and that this is another place where museum staff and librarians could find common ground. Delegate Bruce Miller added that the Institute for Museum and Library Services could be a good source for bringing these communities together for digital project.

Delegate Robert Ellett asked about the proposed Group Catalog Project. Mr. Houk and Ms. Kellar described ways in which the Oracle project would enhance this project, making it easier to scope a collection out of WorldCat. However, the current Group Catalog Project is tied to the current infrastructure of WorldCat and is not dependent on the new structure.

Delegate Chris Bailey asked how the Oracle project related to Open Archives Initiative. Mr. Houk noted that the Office of Research is using OAI software with the test database for harvesting software. To ingest large volumes of metadata for huge collections will take more efficient systems, and OAI could potentially permit this.

Delegate Susan Fifer Canby asked about privacy for small collections that may not want their collections exposed. What would be the incentive for these institutions to share metadata? Mr. Houk

recognized OCLC President Jay Jordan, who asked to respond to this question. Mr. Jordan noted that OCLC does not know enough about these collections at this point to offer a meaningful answer to this question. He said that a number of initiatives, including the Gates Portal Project, will provide insights into these smaller institutions. He pointed to the concept of having collections housed in many areas but sharing common standards that would allow them to be shared. He also said that the goal could be to ingest the metadata without providing access to restricted materials. Ms. Canby noted that just pointing to the object may not be enough for the researcher, but that rights management issues loom large in this discussion. Mr. Jordan concurred. He noted that there are many business models to pursue, and that while OCLC will never sign up everyone, the cooperative can find ways to work with everyone who wants to work with us.

Delegate Joan Kuklinski said that she supports OCLC as it moves toward a "FRBR" model. She asked about the status of the development of FRBR, and about who is working with the local systems vendors to make this happen. Mr. Patton said that there is considerable discussion in the cataloging community about this development, and that OCLC is in the middle of these discussions on a number of fronts, such as IFLA. OCLC is also actively discussing the requirements of such a system in the many standards setting bodies with which it works, and in ongoing discussions with local system vendors.

President Senecal closed the session with an invitation to the delegates, alternates, and guests to enjoy the reception.

SECOND GENERAL SESSION, MONDAY, OCTOBER 21, 2002

Smith Board Room, OCLC, Dublin, Ohio

Please note that the next three sections of the meeting were presented as a live webcast, and may be viewed online at <http://www.oclc.org/events/videoondemand/memberscouncil/>

Welcome and Introductions, President Kristin Senecal

PRESIDENT SENECA: On behalf of Members Council and OCLC, I welcome all of you to this worldwide web cast, a portion of the OCLC Members Council meeting convened here in Dublin, Ohio. More than 125 delegates, Board members, network and service center directors, OCLC senior management and staff, and special guests are assembled in the Boardroom of the Smith Conference Center on the OCLC Campus. The audience beyond this room includes individuals in libraries, networks, and OCLC in more than 180 locations around the world. We are delighted that you also are able to participate in the historic Members Council and extend to you our warmest greetings!

Our first speaker is Jay Jordan, OCLC President & Chief Executive Officer who will deliver the OCLC President's Report. Jay Jordan became OCLC's fourth President and Chief Executive Office in 1998. Previously, he was President, New Business Development, for Information Handling Services Group. Jay was based in Europe for two years during the time of IHS's initial expansion into global markets and has maintained an active interest in the international community ever since. While at IHS he played a leadership role in worldwide standards organizations and recently was appointed to the ASTM Board of Directors.

Jay served as a director of the Association for Information and Image Management and the Colorado Center for the Book. He also was active in the Standards Engineering Society, the Standards Publishing Advisory Board, and the 1991 White House Conference on Libraries and Information Services. In addition to all of his accomplishments at OCLC, Jay has been generous with the time that he has devoted to Members Council along with his support. Please welcome Jay Jordan!

OCLC President's Report

Mr. Jordan's report can be found at <http://www.oclc.org/oclc/uc/oct02/ppt/jordan/jordan.ppt>

PRESIDENT SENECAL: Our next speaker is Aziz Abid of UNESCO. Mr. Abid has served as Secretary-General of the National Library of Tunisia. He joined UNESCO in 1976 as a UNESCO expert and later as Chief Technical Advisor of the School of Library and Information Science project in Rabat, Morocco. Today Mr. Abid is in charge of the "Memory of the World" Programme, which is a successful preservation and access initiative, and projects relating to libraries and access to information. He also coordinates joint IFLA/UNESCO library and information work.

Please welcome Aziz Abid.

Keynote Speaker: Aziz Abid on "UNESCO and the Development of Libraries Worldwide"

Mr. Abid's PowerPoint presentation is available at <http://www.oclc.org/oclc/uc/oct02/ppt/abid/abid.ppt>

PRESIDENT SENECAL: Next we have a panel discussion that will respond to Mr. Abid's remarks in general and in the context of any or all of the meeting's theme questions:

What support and constraints are afforded libraries by national governments and organizations?

What opportunities and challenges do these pose for OCLC?

What is OCLC doing well and what can it do better to build upon the global library cooperative?

Please welcome our panelists: Hennie Viljoen, Delegate from South Africa; Shirley Leung, Delegate from Asia Pacific; Michael York, Delegate from NELINET; and our moderator, Bob Seal, a Delegate from AMIGOS and Vice President/President Elect of Members Council.

DELEGATE SHIRLEY LEUNG. Ms. Leung opened the discussion by discussing the varied circumstances in which libraries in the Asia Pacific region find themselves. She said that throughout the region there has been considerable involvement to promote libraries but that the results have been quite uneven. China, Japan and Taiwan have seen positive impact from their emphasis on libraries. She pointed out the results of some projects that have been funded for a certain period but have not been able to garner ongoing operational support after the initial grant. She also noted that where there is strong support for libraries, OCLC plays a key role, and she singled out the efforts of Andrew Wang, Executive Director of OCLC Asia Pacific in accomplishing this success. She said that libraries need stability to ensure long-term growth. OCLC could work with national government agencies responsible for libraries, where such entities exist. Where they don't, OCLC will have to work harder to create the individual contacts that can be strong and long lasting. Such partnerships can also assist OCLC in shedding the "vendor" image.

Ms. Leung said that one way in which OCLC could make a strong case is to show the accrual of benefits it provides, even in short-term projects. Once a retrocon or digitization project is complete, it can be "frozen" with OCLC, and be there when another round of funding becomes available.

DELEGATE HENNIE VILJOEN: Mr. Viljoen addressed the state of libraries in Africa. He began by paraphrasing Nelson Mandela, saying that bringing African libraries to OCLC is "creating a rainbow." Mr. Viljoen listed a number of serious social, health, economic, and technical issues that the continent faces, and said that in this environment, countries in transition have little access to or ability to use information.

However, there is room for hope, as South African President Thabo Mbeki referred to, as "Africa in Renaissance." Various projects and plans to bring telecommunications, audiovisual, and communications upgrades to Africa are in process. He outlined several foundations, nongovernmental organizations, and quasi-governmental groups that are involved in these efforts. He stressed that these groups need to be made aware of what libraries can do to facilitate the economic and social goals of the organizations, and noted that OCLC could play a role in this. In countries in transition, libraries, especially public libraries, are not in a position to carry out all the roles they are assigned in more affluent areas. This is particularly true when local currencies are dropping in value and making information provision prohibitively expensive.

Mr. Viljoen outlined several steps he felt OCLC could undertake to achieve its stated goal of extending the cooperative and providing more value to libraries worldwide.

- Plan a feasibility study on decentralizing OCLC services around the world
- Investigate differential pricing for different parts of the world
- Investigate offering the right products in the right markets
- Investigate new partnerships with national groups and supranational organizations, such as UNESCO
- Investigate the diplomatic protocols necessary to make this happen

Mr. Viljoen closed by noting that these steps could make OCLC an indispensable player in the international information superhighway.

DELEGATE MICHAEL YORK. Mr. York summarized what is happening in US libraries. He harkened back to the days of Andrew Carnegie, who called public libraries "the university of the people." He said that libraries continue to play this role in assisting the independent learner. He reviewed the Library Services and Technology Act and its role first in helping small and remote communities get public libraries in the first place, and now in helping them interconnect and adapt electronic resources. The new Institute of Museum and Library Services, established when the federal legislation was revised in 1996, encourages services to underserved populations and multi-type consortia. This is creating new levels of communication among different types of libraries and also bringing museums and other cultural heritage groups into the mix. This and the efforts of the Gates Foundation to make sure that all public libraries have Internet access have changed the landscape of information. This has resulted in many smaller projects that might never have gotten started in the past having a chance to grow today. He gave an example the digitization of a collection of political materials in a New Hampshire museum that would never have been able to be used outside of the building without the new technology that's available.

The panel fielded questions from the audience dealing with a number of topics.

Delegate Paul Gherman asked about the possibility of creating sister library relationships to further awareness and cooperation. Mr. Abid said that this concept is solid, but it is at a scale at which UNESCO generally doesn't involve itself. Mr. Viljoen said that these relationships could be seen as being at the microlevel. He then identified a "microlevel," at which OCLC works with national libraries and cooperative efforts, and a "macrolevel," such as UNESCO's involvement at the national level.

Delegate Cliff Glaviano, referring to Mr. York's remarks, said that it was important for libraries to take a leadership role in making museums and other cultural organizations aware of IMLS and its grant programs. Mr. York added that libraries have played a key role in reaching out to museums and other collections to be part of the political history project he described.

Delegate Rich Doyle asked about the benefits that accrue to faculty, staff, students, and other members of the academic community from OCLC membership and participation.

Ms. Heung said that faculty members in Hong Kong do not recognize the OCLC name, but they take advantage of the access OCLC provides. She added that the name is not as important as providing good content. Mr. Viljoen agreed. He said that if OCLC pulled out of South Africa, there would be an outcry because the faculty members have become accustomed to these services. He described OCLC as the "e-melting pot:" everyone is pouring content into this bowl of information and the results are stronger than any individual contribution. What is difficult for countries in transition to see the bridge from the current realities to future possibilities. OCLC has a role in creating that view.

Vice President Bob Seal said that the goal is always to strengthen WorldCat; the more information that's included in the database, the more useful it will be for libraries of all types. OCLC Mexico City representative José Antonio Yañez talked briefly about a UNESCO project to digitize several of the key texts in Mexican history.

This sparked a question from Shirley Leung to Mr. Abid. She asked what UNESCO has discovered about the characteristics of successful programs. Mr. Abid said that the sense of ownership among the people who much continue the project is the difference. When ideas originate with the people who are to be served by the results, and they are committed to the project, then success is much more likely. Such a program will be marked by a diligent search for additional funds, continuity of leadership, and expansive thinking.

Mr. Abid noted that OCLC has done quite well in dealing with the cultural variety of the world and recognizing the importance of cultural diversity. He referred to the meeting of the Global Librarianship Interest Group in which discussion revolved around OCLC's interest in dealing with multiple scripts and languages. He also used the phrase "E-melting pot" to describe OCLC's database. He said that UNESCO is looking for ways to undergird libraries, and that they have worked quite successfully with IFLA to build library capacity. He invited OCLC to join this endeavor.

Delegate Charlene Hurt asked if the US government's recent decision to re-join UNESCO will open new possibilities for cooperation. Mr. Abid said that while the US never completely broke off relations with UNESCO, full membership will allow a fuller engagement with the US organizations that have harmonic missions. He noted that UNESCO and OCLC are both global organizations with a mission to serve the world's information and cultural institutions. Working with IFLA, we can achieve more together than any individual entity.

PRESIDENT SENEAL: We thank all of you for participating in this webcast. The next webcast of Members Council will be held at our May 2003 meeting. Please plan to join us then. Goodbye.

The meeting adjourned for lunch and re-assembled at 2:30 p.m.

When the meeting resumed at 2:30, President Senecal introduced Jay Starratt and Jerry Stephens, who each made five-minute comments in support of their election to the OCLC Board of Trustees.

After these comments, President Senecal introduced Charlene Hurt, the chair of the Task Force on OCLC's Role in Staff Development. Ms. Hurt reviewed the work of the Task Force, introduced the three questions that each library group was asked to discuss, and discussed the next steps for the Task Force. The goal of the Task Force is to have an interim report ready for the February meeting, and its final recommendations completed no later than May 1, 2003.

When Ms. Hurt completed her comment, President Senecal made a few logistical remarks, and the second General Session adjourned at 3:00 p.m.

THIRD GENERAL SESSION, TUESDAY, OCTOBER 22, 2002

Marriott Northwest Hotel, Dublin, Ohio

PRESIDENT SENECA: It is my pleasure to announce the results of the OCLC Board of Trustees election: The new member of the Board of Trustees is Jerry Stephens. Congratulations, Jerry!

Before we continue, I want to recognize three OCLC staff members who have made outstanding efforts to make this meeting a success, and recognize them each with a small gift. Would Bunny Gunderson, Linda Arnold, and Susan Saggio please come forward?

President Senecal thanked each OCLC staff member and presented her with a gift certificate for a local restaurant.

The Chair would like to recognize Charles Kratz who, on behalf of the Executive Committee, will present a resolution in memory of our friend and colleague, Ian Mowat.

DELEGATE CHARLES KRATZ: On behalf of the Executive Committee, I offer the following resolution in Memory of Ian Mowat

WHEREAS Ian Robert Mackenzie Mowat was an internationally recognized leader in libraries and information service; and

WHEREAS, Mr. Mowat exercised this leadership with formidable intelligence, impressive warmth, endless patience, and an apparently bottomless reservoir of jokes, puns, and subtly instructive stories; and

WHEREAS, Mr. Mowat chose to commit much of his professional service effort helping OCLC Online Computer Library Center understand and serve the international library community, a community he helped create; and

WHEREAS, this commitment took the form of serving as a delegate to OCLC Members Council, including two terms on Council's Executive committee, as the liaison to the Large Research Libraries Group and the Cooperative Reference Interest Group, as a mentor to new delegates, and as a voice of reason and internationalism in the recent OCLC governance study, in the process becoming a trusted friend and colleague; and

WHEREAS, Mr. Mowat's colleagues on Members Council honored him in May 2002 with election to the OCLC Board of Trustees; and

WHEREAS, the library world in general and Members Council in particular were deeply shocked and saddened by Mr. Mowat's untimely passing in September;

BE IT THEREFORE RESOLVED, that Members Council shall note Mr. Mowat's passing with a minute of silence at its October 2002 meeting; and

BE IT FURTHER RESOLVED, that Council extends its condolences to the family of Mr. Mowat and to his colleagues at the University of Edinburgh by the sharing of this resolution; and

BE IT FINALLY RESOLVED, that Council encourages its delegates to contribute singly and cooperatively to the memorial funds established in his memory at the University, with Council providing an appropriate instrument for such donations.

PRESIDENT SENEAL: Since this is a resolution coming from the Executive Committee it does not require a second. Is there any discussion? *There was no discussion and the resolution passed unanimously.* We will now observe the minute of silence.

PRESIDENT SENEAL. Next, the floor is now open to any announcements. The chair recognizes Bill DeJohn, Chair of the RONDAC Executive Committee.

BILL DEJOHN: RONDAC has approved the following resolution with regards to Ian Mowat and has asked me to share it with the Members Council delegates at this time.

WHEREAS, Ian Mowat was an internationally recognized leader in librarianship and information science, a valued delegate to the OCLC Members Council, and an elected member of the OCLC Board of Trustees; and

WHEREAS, members of the Regional OCLC Network Directors Advisory Committee (RONDAC) held Mr. Mowat in high esteem for his professional leadership and personal warmth and good humor,

BE IT THEREFORE RESOLVED, that RONDAC extends its condolences to the family of Mr. Mowat and to his colleagues on the OCLC Members Council and at the University of Edinburgh by the sharing of this resolution; and

BE IT FINALLY RESOLVED, that RONDAC is making a contribution to the memorial funds established in his memory at the University of Edinburgh.

There were no further announcements.

OCLC Latin America's Business Plan

PRESIDENT SENEAL: At this time I would like to introduce Nancy London, Executive Director, Library Services to the Americas, and José Antonio Yañez, Director of OCLC Mexico. We all heard his great talent Sunday night and now we would like to hear from him regarding the Business Plan for Latin American and the Caribbean.

Ms. London and Mr. Yañez's PowerPoint presentation may be found at <http://www.oclc.org/oclc/uc/oct02/ppt/yanez/yanez.ppt>

Vice President Bob Seal commented during the question and answer period following the presentation that he was quite pleased with the progress OCLC has made in making its services available in México. He also noted that while OCLC is serving libraries in México, it is also important to re-

member that there is a large and growing need for Mexican and other Spanish language materials in the United States.

PRESIDENT SENEAL: Thank you, José. Before we adjourn, I'd like to express my appreciation the service of the discussion leaders and recorders, the OCLC liaisons, and all of you who have contributed so much to these deliberations. I also want to thank the members of the Executive Committee and the Member Services team for their work in planning and arranging this meeting. I would now entertain a motion to adjourn this meeting of the Members Council. On motion by Bob Seal, seconded by Cliff Glaviano, the meeting was adjourned by acclamation.