

Meeting Minutes/Summary October 2007 Members Council Meeting

Group Name:

Global Discussion Group Meeting

Prepared and submitted by: Janet Lees

Have the minutes been reviewed by the group chair? Yes x No .

Attending:

Delegates:

U.S. Regional Network & Distributor Staff:

Guests:

Board of Trustees:

OCLC Staff:

Meeting Minutes/Summary:

Sandy Yee, OCLC Members Council President opened the meeting observing that the numbers attending this group had grown considerably over the past few years and indicating that the Executive Committee particularly valued this discussion. She then handed over to Ellen Tise the incoming Chair of the Discussion Group

Welcome from Ellen Tise, Chair Ellen welcomed the Members Council delegates, network staff; members of the SLT and guests. She briefly reviewed the objectives of the meeting which were to provide a forum whereby the group could discuss issues and opportunities from a global perspective: She outlined these as: adding value to the cooperative; additional representation from outside the US; a forum where we could learn from each other; and a means to increase the visibility of OCLC in the world. She also announced that in the interest of starting the discussion she has asked some members of the group to come prepared to address different questions and that these short presentations would serve as an introduction to today's discussion.

Chew Leng Beh – the view from Singapore

Chew Leng began by referring of OCLC's necessity to act globally to sustain the business but that he considered that OCLC was moving too slowly for the web age. He made the following points:

- WC is not global unless more non-US bib and authority records are loaded.
- EU countries had made a significant contribution in recent years but WC was insignificant in terms of Chinese, Indian and Indonesian records and holdings
- Global revenues had increased to 20% but emphasis needed to focus on areas of under representation
- Window of opportunity for OCLC is narrow
 - Cataloging process outdated
 - Developing countries still in print world and only beginning automation
 - Researchers still find it difficult to discover cultural materials in these countries
- Recommended that SLT be asked to develop a roadmap for globalization – a 1 year fast track

Poul Erlandsen - the view from Denmark

Poul took his experience of using the OCLC Resource Sharing Service to illustrate how products do not always export well to other countries

- OCLC underestimates local traditions and workflows. WCRS is very influenced by US environment and staff
- US libraries are able to develop their own policies but in some countries such as Denmark is defined in law
- Other countries have legal deposit and national library infrastructure which defines resource sharing patterns
- WCRS does not always fit the workflow outside the US
- Non US users are isolated and find it difficult to access training, user groups etc – “teach yourself”
- MC should try and widen the perspective of interest groups to include discussion of products that are used around the world and not just US

Comment from Berndt Dugall : resource sharing is of global interest – in Germany 85% of resource sharing is done on OCLC systems – however these are OCLC PICA systems so they are not discussed at MC. MC's Product Update circulated to delegates should in future include all OCLC products not just those developed in Dublin

Margaret Rouse Jones - the view from the Caribbean

Margaret addressed the question of how MC is doing in becoming an organization with world-wide perspective

- LAC is a broad group with diverse countries, languages and economies – illustrated by selection of the two transitional delegates – 1 english speaking 1 spanish
- First step is to listen
- OCLC needs to focus its marketing on underrepresented countries in WC. Very rich cultural heritage eg music in Trinidad and Tobago
- Hold local user meetings in association with regional conferences – OCLC did this for the first time this year at ACCUBA conference as a consequence many more libraries discussing participation in OCLC in the region
- IFLA Fellows can stimulate interest eg Last year's Fellow from Jamaica will talk about QP
- **1 hour is not sufficient time for a global discussion**

Graham Jefcoate – the view from the Netherlands

Graham referred to his international experience of working in 3 different countries: UK, Germany and UK and of his experience in working with international organizations

- Global perspective is valuable – inspiration from US but needs to work in different countries
- As a new delegate he was wrestling with the real role of delegates
- Keen to participate and be influential in strategic direction – help build the collaborative *not* take anything away from the US
- Product and services need to be different across a global consortium – not less but more of everything

General discussion

- **No public web information about MC delegates and their role. Role in their country needs to be defined – not just attending MC meetings**
- Similarity of issues greater than differences
- Positive for non-US delegates to meet US delegates
- More discussion needed on strategy(ies) for developing internationalization process – limit time spent discussing internal issues and find time to discuss global issues
- OCLC services need to become more attractive to Asia
- Differential pricing will not go away – its not a level playing field
- Post purchase support and training needs to be local
- **Webjunction not used outside the US – opportunity in other regions / countries should be explored**

As time came to an end Ellen summarized the key points as follows

- OCLC needs to recognize that it has different products and services in different countries
- Recognise diversity of countries
- Give international role a wider perspective
- Define a role for MC delegates
- Many libraries face similar issues no matter where they are
- Need strategies for marketing to under-developed / under-represented countries

Ellen concluded that she felt the group re-energised and that proposals for topics for the February meeting should be forwarded to her or Barbara Dewey. She adjourned the meeting at 11.00am