Present: Joy Hansen, Karen Fecko, Diane Klare, Carol Kubala, Michelle Luhtala (by phone), Deborah Sanford, Kate Sheehan

Absent: Sylvia Boyd, Franklin Edrich, Sarah Gager, Mara Whitman, Kendall Wiggin

Guests: Galadriel Chilton, Debbie Herman, Roger Kemp, Sarah Ludwig

Others: Lynette Baisden, Sharon Brettschneider, Stephen Cauffman, Eric Hansen, Gail Hurley, Bill Sullivan,

1. Call to Order
Deborah Sanford called the meeting to order at 1:05 p.m.

2. Introductions

3. Approval of Minutes
Karen Fecko MOVED (2nd Carol Kubala) to approve the minutes of October 5, 2011. VOTED unanimously.

4. Approval of Agenda
Carol Kubala MOVED (2nd Karen Fecko) to approve the agenda of December 7, 2011. VOTED unanimously.

5. Public Comment
There was none.

6. ForeSee User Satisfaction Survey Update by Gale
Jackie Sullivan of Gale presented the results of the ForeSee online user satisfaction survey covering most of the Gale products used in iCONN. The survey captured data from 374 respondents (300 is the threshold for statistical significance) from August 2009 to October 2011. The survey results rated a score of 70 as the target for satisfaction and 80 as a threshold for excellence. The survey found the overall level of satisfaction was 62, and the highest levels of satisfaction were for Content (72), Site Performance (74), Likelihood to Return (74) and Would Recommend (69). User demographics show that students are the largest block of users (46%), and that 49% of the use of iCONN is for school assignments. Awareness of iCONN is primarily driven by librarians (33%), school or library websites (32%) and teachers (17%). 55% of users access iCONN from outside the school or library. Significantly, 70% of users trust the content in iCONN more than the content found through web search engines. There was a discussion about the ways in which iCONN users can discover iCONN content outside of iCONN. Content from Academic OneFile is present in Google Scholar, and Gale’s AccessMyLibrary.com is a way to discover iCONN content in Google.com. Jackie agreed to provide more information about how AccessMyLibrary works.

7. State Library Report
Sharon Brettschneider reported for Kendall Wiggin, who was at a prior engagement. The LSTA grants are now available. There are mandatory grant workshops scheduled for all libraries that
are interested in applying. The workshops dates can be found on Webjunction. The grant categories are: Collaborations to Support Literacy for Children and Young Adults, Programs for Children and Young Adults in Poverty, Programs for Multi-language Populations, Programs for Older Adults, Services to People with Disabilities, and Programs for Young Adults. Tom Newman has posted the public library annual statistics report on Webjunction. An early draft of the “Statistical Profile of Connecticut Public Libraries” shows circulation, library visits, and program attendance modestly lower than in FY2010. A C-car volume study will be done December 5 through December 9.

8. New Business
a. Nominations Committee – CDLAB DOC 11-09 – Diane Klare
Diane Klare presented the recommendations of the Nominations Committee that were documented in CDLAB DOC 11-09. Kate Sheehan MOVED (2nd Joy Hansen) that the Connecticut Digital Library Board approves the appointment of Karen Fecko to a second term on the Connecticut Digital Library Advisory Board in the category of Library Media Specialist through December 31, 2013; and the appointments of Galadriel Chilton, Debbie Herman, Roger Kemp and Sarah Ludwig to the Connecticut Digital Library Advisory Board in the categories of Academic Librarian, Academic Librarian, Business Community / Library User, and Professional Librarian, respectively, for first terms of January 1, 2012 to December 31, 2013. VOTED unanimously.

Eric Hansen presented the Collection Development Guidelines recommended by the Database Committee. Bill Sullivan stated that periodically suggestions are made by users and librarians for links to be added to the iCONN’s Other Useful Sites, but there are no written guidelines in place to either accept or decline the suggestions. The major considerations for selecting links from the open Web for iCONN are the informational and educational needs of iCONN’ s academic, school and public library users, and to complement the licensed resources. Deborah Sanford stated that there was a need for flexibility in administering the guidelines and that therefore it was important that these be interpreted as “guidelines” rather than as “policy.” Carol Kubala MOVED (2nd Karen Fecko) that the Connecticut Digital Library Board adopt the Collection Development Guidelines for Other Useful Sites. VOTED unanimously.

This discussion document originated from a discussion at the Database Committee where it was noted that the phrase “Kid Safe” was no longer an accurate description of all content in iCONN.org, given the current presence of adult fiction titles among downloadable audiobooks and also free e-books. This discussion acknowledged the accuracy of that assessment but also noted that iCONN as a digital library is similar to a physical library that houses collections for all ages, and age-appropriate sections are designated in iCONN for students. Bill noted that there is a need to replenish our supply of bookmarks, so for practical reasons, a decision needed to be made regarding whether or not that phrase should be retained. After discussion, the consensus was to remove this phrase from the reprinting of all marketing materials, and from the website, but to continue using the marketing materials already printed until the supplies are depleted.

9. Reports
a. Commission on Education Technology – Kendall Wiggin
The Connecticut Education Network is proceeding with funding for fiber lines to public libraries.
b. Statewide E-book Task Force update – Sharon Brettschneider
   The Task Force met at the Middlebury Public Library. Michael Porter of Library Renewal
   established a non-profit organization to help libraries provide e-book content. Library Renewal
   works on behalf of libraries, with the publishers. The company needs $2.5 million to get it going.
   GlueJar, another non-profit organization, helps to make content available through creative non-
   profit content, attributions and negotiations with publishers for a fair price. Both of these
   companies are in the start-up mode and fundraise to acquire pledges to purchase e-book titles
   for libraries. Sharon will also meet with 3M to discuss their services. A subcommittee is
   meeting to look at the C-card impact of e-book lending.

c. Digital Library Progress – William Sullivan
   Bill distributed the latest iCONN Cost Benefit savings statement which includes all the resources
   that were restored in iCONN to the Board which also listed the goals of iCONN. The total
   annual cost of iCONN, including the statewide library catalog, is $2,204,832. If all libraries had
   to license the same setoff resources on their own, the aggregate cost in FY 2012 would
   increase to $79,224,937 – a savings of $77 million for the state’s libraries and municipalities.
   Regarding the statewide library catalog, Bill reported that Auto-Graphics has agreed to move
   Iluminar off the Adobe Flex platform and on to a web-based platform, due to the performance
   issues highlighted by iCONN staff. If that can be accomplished in time, we hope to be able to
   migrate the statewide catalog to Iluminar by the summer of 2012, and think users will prefer that
   interface to the current interface as long as the performance issues can be resolved. Regarding
   the issue of e-resources in the statewide catalog, as a short-term solution, Gail Hurley drafted a
   set of criteria that Auto-Graphics can use to identify and add disclaimer text to the records of
   locally licensed e-resources from Overdrive, NetLibrary and Ebrary, and we are awaiting word
   from Auto-Graphics on whether they can implement this. Regarding Gale’s improved search
   relevancy algorithm, this will be implemented differently for different formats, and it is already
   implemented in the improved Gale Virtual Reference Library that the Database Committee is
   now evaluating.

d. Database Committee – Eric Hansen
   The Database Committee met on November 17. The Committee recommended replacing the
   text in the public, high school, and middle school classic menus with graphical icons and
   mouseovers for text descriptions. The Committee also continued its discussion of the budget
   allocations for Tier 1 & Tier 2 databases. Pursuant to those discussions, Eric is setting up trials
   of periodical databases that would be comparable to Academic OneFile and General OneFile.
   Eric demonstrated the new Gale Virtual Reference Library.

e. reQuest Frequency Report – CDLAB DOC 11-12 – Gail Hurley
   Libraries contribute holdings to reQuest in different ways. The FY2011 reQuest Frequency
   Report gives a comparison of updates by libraries in FY10 and FY11. Most of the update
   frequencies stayed the same in terms of the percentages, but there was a large decrease in the
   number of libraries who did not contribute an update in FY11 (from 112 down to 67). There was
   also an increase in the number of libraries with holdings in reQuest (from 419 up to 445 in
   FY11). There are over five million titles and 22 million holdings in reQuest. Holdings more than
   two years out of date are removed from reQuest each year.

9. Adjourn
   Deborah Sanford as well as the entire board thanked the iCONN staff for all their work on
   iCONN. Roger Kemp MOVED (2nd Carol Kubala) to adjourn the meeting at 3:00 p.m. The next
   scheduled meeting will be held on February 1, 2012 at the Middletown Library Service Center.
Respectfully submitted,

Lynette Baisden
Connecticut State Library