

**Customers of SirsiDynix User's Group Inc. (COSUGI)**  
**Executive Board Teleconference**  
**August 17, 2010**

The meeting was called to order by Coleen Neary at 2:03 (CDT).

Board members present were Esther Blood, Laura England, Sean Farrell, Joel Hahn, Coleen Neary, Frances Orton and Sharolynn Pyeatt.

Absent: Andy Gulati, Chris Hauser, Liz Rowe-Rawlinson, and Brian Sherman.

Sean moved; Sharoynn seconded that the minutes of the previous meeting, with the correction of Experient not Experion, be approved.

Motion carried.

**SirsiDynix Report:**

SirsiDynix was unable to send a representative but forwarded a report to Coleen (see below.) Coleen expressed concern that though the LRM program is listed as “on-going” many members have yet to get an initial contact from their LRM.

**SirsiDynix COSUGI Update: August 17**

General Updates:

- COSUGI conference planning is becoming active. Julianne Hancock, our Marketing Manager, will be the SirsiDynix contact and she is already conversing with Coleen and Liz via email and calls on a variety of details.
- Several customers, particularly those from California, have contacted SirsiDynix with concerns about the location given the recent legislation. We will forward those inquiries to Liz and Coleen (or to your preferred contacts).
- Final preparations for the COSA conference in Australia are well underway with registration open. The conference will be in late October.
- The Library Relations Managers program rollout continues. We anticipate adding three additional staff to provide further coverage in the EMEA and APAC regions shortly.
- We are very close to beginning the beta test process for the updated Customer Support Portal. The major remaining events center around final hardware preparation for the live environment and we are finalizing that schedule. Benefits of the new CSC include:
  1. Shared look/feel with Corporate site (uses Drupal engine and tools)
    - a. Products fit under ILS / Patron Discovery / Management and Productivity
    - b. JFY (Just For You) suggests content relevant to you and your system
    - c. Cleaner look and should be more easily maintained
  2. Quick links to commonly used features (hover over menus can get you to frequently used areas in a single click)

3. Single sign-on access to Mentor, downloads, solutions, and other content
4. Indexing (faceted search) to:
  - a. Solutions – better filtering through faceted search, better presentation
  - b. Documentation
  - c. Downloads
  - d. Announcements
  - e. Articles
5. Alerts – time sensitive and prominent notices of any issues affecting SD customers
6. JIRA view that allows customers to monitor the status/progress of a bug or enhancement through Engineering
7. More distributed administrative features – adding content and even users will be available to LRMs and to more CS staff
8. Listserv archives now become Forums (the archives have not worked well, if at all, for several months now)
9. Cleaner access to contacts and escalation paths – prominent placement of who to contact, when, and how!

Later we will be updating the “Manage Cases” section and then the intranet as well.

#### Software:

- The Portfolio Digital Media Archive product went through a successful beta period. As many of the customers interested in early implementation have security requirements that prevent them from using a hosted solution, SirsiDynix has decided to expand the first release to include a customer self-hosting option. This will push out the release timeframe to early/mid-4<sup>th</sup> quarter.
- Due to the decision to expand the Portfolio release, there will be two implementation options: Portfolio may be hosted in the SirsiDynix SaaS facilities or customers may implement locally on RedHat Linux with the PostGreSQL database.
- SirsiDynix also anticipates include a customer self-hosting option for the next major release of Enterprise, which we expect to version as v. 4. We will continue to recommend the hosted option for most customers due to efficiencies of scale for crawling and indexing large data sets.
- Symphony Version 3.4 will go into beta testing in late September, 2010. Currently we have approximately 15 customers who plan to participate in the beta process with at least two planning to go into production on 3.4 prior to general release. We would like to have at least five additional beta test sites.
- The Horizon 7.5.1 release will be slightly delayed to Q1, 2011. This will allow us to address a few additional localizations that have prevented some customers from upgrading to more current versions of Horizon.

#### **Frances Report:**

Frances reported that she has sent a letter expressing COSUGI’s history and concerns with the escrow of software. Previously Dynix had paid for this software for that product to be held in escrow. SirsiDynix’s legal team is reviewing and working on the issue.

Frances has ordered her new computer, but it has not arrived (purchase of computer approved by Board by email vote.)

### **Treasurer's Report:**

Sharolynn shared a list of expenditures by vendor: some notable ones including Jones (Pia Jones our conference coordinator), BlackBurn/Stoll (legal firm), Kneeream & Evanofski (accounts) and Merchant Service Merchandise (credit card processing firm.)

We are in good financial condition - \$109,000 in CDs, \$182,600 in savings, \$27,765 in checking. There is little financial activity for the group at this time of the year.

Shayolynn requested a payment of \$800 for a milestone payment on Pia Jones contract. Laura moved the payment be made, Sean seconded. Motion carried.

### **Enhancement Report:**

Not much immediately new. The enhancement process is frustrating. The current client care software was, in Joel's opinion, never correctly implemented and now software to be run by a third party will be used. Joel has doubts whether this will be the most effective means of allowing members to discuss software, suggest enhancements.

Right now users are in a "holding pattern" for 4.0. We don't know the future of forums, nor when we can send in enhancement requests for 4.0.

Historically while over-all enhancements requests has been fairly high (Joel estimates approximately 50%) in the round of enhancements coming out in 3.4 only 25% came from the forums. Suggestions from sales, client care and RFP commitments were other sources of enhancements.

Because of the last several years of trouble with the software and enhancement process, it could take SirsiDynix several years to "catch up" on enhancements.

The new system of doing enhancements should however be more flexible. It will allow for later date of requested enhancements and may allow other enhancements to be tackled if the first batch is finished early.

3.4 should have some good enhancements, though Joel has not seen the draft list.

### **Pre-Conference Report**

Liz had to be absent but reported to Coleen two pre-conference sessions have been scheduled, with a possible third in the works.

June English is busy working on the logo (her work approved via Board email vote.) Colleen expressed desire to have membership polled on logo – using the SirsiDynix sales force mail list and/or Survey Monkey is a possibility.

The sales force mailing list can be a valuable tool for COSUGI – but it needs to be clear that anything COSUGI gets using this mailing list will belong to COSUGI.

There was discussion of member vs. non-members, particularly as it relates to conference attendance. In UUGI anyone basically who attended conference and paid the higher fee became a member. Coleen thinks we should look into giving as much “de facto” member status to non-members who attend conference at the higher non-member rate.

A theme for the conference needs to be decided on soon (this may also influence theme of SirsiDynix Party.)

### **Chair-Elect**

Brian is unable to attend, but Coleen reports he is working on a spreadsheet that will show financial status.

Coleen said that many documents; the one Brian is working on, Sharolyn’s reports, contracts COSUGI is entering into, could be put on COSUGI website for Board and/or members to review.

### **Old Business**

Video conferencing was discussed in light of SirsiDynix’s support of it and the fact that LA County (and perhaps others) cannot attend the Phoenix conference. After lengthy discussions it was decided that this is basically a political issue which the COSUGI Board is not interested in involving itself in.

Pia Jones 2012 contract was discussed. There was general support, Sean asked about the dollar amount before approving. Coleen agreed she would work on the actual contract with Pia, removing the site visit for Orlando for 2012, then forward the contract the Board for a vote (several Board members were also absent and this would enable them to consider and vote on the issue.)

Membership registration should be open in September/October. Frances expressed the need for a simplified membership form.

There was a discussion of the pros and cons of videoconferencing. Issues included the level of such conferencing (high level would mean high costs) and the effect on conference attendance. Videoconferencing could be live, or provided after the conference. Chris advised exercising caution, particularly with the need for a good in-person attendance in Orlando in 2012. Coleen thought that perhaps SirsiDynix might want to videoconference

the opening session only and share that. A future pre-conference might be a good test for working out issues involved in video conferencing.

Sharolyn made the motion meeting be adjourned; Laura seconded. Motion carried, the meeting was adjourned at 3:18 CST