

Narrative

Introduction

The Tampa Bay Library Consortium was founded in 1979 to enable libraries in west central Florida to share resources. It was the first multitype cooperative in Florida and is currently the largest. TBLC's membership includes 92 libraries -- 6 community colleges, 3 State University System libraries, 28 private academic colleges and universities, 4 public school systems, 38 public, and 15 special libraries. Included in the public library member group are two countywide and one multi-county library cooperatives.

Through membership in TBLC, libraries in twelve counties serving over 3.8 million Floridians (approximately 30% of Florida's total population) have succeeded in creating a strong library automation infrastructure. TBLC projects have included retrospective conversion—creation of standard bibliographic and holdings records, implementation and maintenance of a shared integrated library automation system, and demonstration of the feasibility of library Internet access in Florida. The counties served by TBLC member libraries are Citrus, DeSoto, Hardee, Hernando, Highlands, Hillsborough, Manatee, Okeechobee, Pasco, Pinellas, Polk and Sarasota.

This project is built upon the library technology infrastructure already in place in the Tampa Bay Library Consortium's service area to create a common electronic gateway to member library services. It provides access **from anywhere at anytime** via the World Wide Web. While many TBLC libraries provide access to their own catalogs via the web or dial-in, prior to implementation of this prototype pilot, they did not share a common search tool (interface).

Libraries in the region are customers of at least five different automation vendors--Dynix, Innovative Interfaces, Gaylord, DRA and NOTIS. Searching on each system is different. The regional *virtual catalog* envisioned by this pilot provides one common search tool (interface) and enables users to search multiple libraries' in a single search. The virtual catalog has become known as **Alleycat**.

The *virtual library* seamlessly verifies eligibility for interlibrary loan. It is designed to expand capability to verify eligibility to access commercial information resources such as magazine indexes and full text articles and to provide access to databases created locally such as scanned photograph collections. In the first year activities have been centered upon demonstrating the feasibility of providing the virtual catalog and interlibrary loan components. Additionally, efforts have proceeded to assist libraries in purchasing electronic database content. When the necessary software is available for verification of user eligibility (remote patron authentication for database access), the participating libraries will have resources to test. An active Electronic Resources Task Force has worked with Beth Watson, Assistant Director to review resources and begin working with vendors on purchases. In addition they have initiated the TBLC member libraries "E-Books for Libraries" project which will provide on-line access to full image books.

Today residents of three counties and students at private academic institutions in a fourth are able to use the virtual catalog from anywhere at anytime to both search catalogs and request that materials be sent to their local library outlet. Visitors can also access and search the virtual catalog. This project has been designed to build from a few libraries to a large portion of TBLC's membership. Interoperability with other such systems in the state is a future goal. The software selected is modular and flexible relative to the features each member library will implement.

Implementation

Virtual Catalog and Interlibrary Loan Management

The project began with the implementation of a gateway, which consists of software running on a network Sun 450 Ultra server. Users of participating libraries access the server via the Internet. The software used is URSA version 2.5 by *epixtech*. The software is capable of searching across vendor platforms, provides patron authentication and interlibrary loan management. An Informix database handles the management aspect of the requests. The URL for the project is <http://alleycat.tbtc.org>. In September 1999, 21 libraries from the TBLC membership agreed to participate in the first year of this prototype pilot project.

They were:

Clearwater Christian College Library (S)	Pasco County Library System
Dunedin Public Library (S)	Pinellas Park Public Library
Eastlake Community Library (a branch of Palm Harbor)	Safety Harbor Public Library (S)
Florida Southern College Library (S)	Sarasota County Libraries
Gulf Beaches Public Library (SPIN)	SE College Library(S)
Gulfport Public Library (SPIN)	Seminole Library (S)
Largo Public Library (S)	St. Pete Beach (SPIN)
Manatee County Library System	St. Petersburg Public Library (SPIN Host)
New Port Richey Public Library (S)	Tampa-Hillsborough County Library
Oldsmar Public Library (S)	Tarpon Springs Public Library (S)
Palm Harbor Library	

(S) SUNLINE Library Management System

(SPIN) South Pinellas Information Network

The initial year project schedule was divided up into three phases.

Phase I	Creates the virtual catalog. This would make libraries searchable with patron-initiated requests and request filtering based on shelf status.
Phase II	Provides extended circulation for Tampa-Hillsborough and the SUNLINE Libraries.
Phase III	Provides patron initiated requests and shelf status for Pinellas Park and extended circulation for Pinellas Park and Sarasota.

Users of the **Anywhere - Anytime Virtual Library (Alleycat)** are able to perform a search in their home library's catalog and all of the other participating libraries by entering the search once. A title list of results is returned. This list is de-duped based on ISBN. The patron can then select to request a title or to see additional information. Additional information includes bibliographic information and availability. People can enter their library card number at a participating library to be "authenticated" for interlibrary loan or they can use the service as a visitor. Authenticated patrons can request items to be delivered to their library of choice. These patron requests become part of what is called "unmediated interlibrary loan." The user can locate needed items in participating libraries, see if they are theoretically available for checkout, and place holds on those items immediately. By enabling this direct, unmediated service, materials can move cost efficiently and quickly from owning library to borrowers library.

Regional reciprocal borrowing arrangements and statewide ground delivery are additional infrastructure - already in place, which support this improved, rapid, cost effective library resource sharing. Clients in Hillsborough, Pinellas and Pasco counties can go directly to an owning library in any of the three counties

and borrow material. The ground delivery service enables libraries to loan and return materials to remote locations by providing transfer of materials at a set cost for the year. The cost is not affected by a sudden increase in the number of items sent.

The project has demonstrated that residents can:

1. Access a the virtual catalog from anywhere that has an Internet connection
2. Search a virtual regional database of materials by subject, author, title or ISBN
3. Display a list of holdings in all of the libraries in a group regardless of the local automated system vendor
4. Display the status of the material at that moment in all holding libraries
5. Initiate requests for material to be sent to them at a convenient library without need for an intermediary
6. Confidently expect that the material will arrive for their use in less than 72 hours
7. Plan to pick up the item or to use it at the owning library in the time it takes to drive there

For libraries the project provides:

1. An efficient, paperless, means of tracking interlibrary loans
2. Software to manage interlibrary loan operations
3. A virtual staff member who interfaces with the library's automation system to perform such tasks as holds placement, check out, check in and patron notification
4. A vehicle for consortial acquisition of electronic resources at discounted or collaborative prices

Electronic Database Purchases

The activities of the Electronic Resources Special Interest Group and the Electronic Resources Task Force during the first half of the year were covered at length in the mid-year project report. These two groups continued to work on databases. At the same time they initiated an extremely exciting project to add e-books to the virtual library called *E-Books for Libraries*.

TBLC brokered discount purchases of NoveList, Ariel, Facts.com, Today's Science, Books in Print 2000 and Ulrich's Web for member libraries. The libraries that participated in each purchased are listed the *E-resources Purchases Timeline and Participants* section of the supporting documents. Brokering purchases of electronic resources is a challenging task. The challenges include:

- Vendors often cannot set a price without knowing how many libraries will participate, libraries often cannot commit to purchase without knowing the price,
- Libraries have different fiscal years,
- Libraries have varied purchasing practices,
- Best price is obtained for a one-time purchase, libraries must meet the deadline to receive the discount,
- Libraries change their minds after they hear the price,
- The entire process is very fluid – flexibility is essential,
- Need at least one good-sized library in the group to set a baseline for the vendor.

Brokered purchases were placed on hold while a statewide Electronic Resources Task Force went to work. Plans are to wait for the statewide Electronic Resources Task Force to determine what products it will broker purchase of and for the TBLC Electronic Resources Task Force to broker purchase of other desired resources. This will eliminate any duplication of effort. TBLC member libraries have benefited from a similar arrangement with SOLINET. TBLC's Electronic Resources Task Force does not duplicate products that are brokered by SOLINET as SOLINET's brokered products are offered to all TBLC member libraries.

The Electronic Resources Task Force initiated the TBLC *E-Books for Libraries* project. Twenty-eight TBLC member libraries have joined together to form a collaborative collection development project to purchase electronic books from netLibrary. Selection making was divided by subject areas and initial decisions were made by small groups. The collaborative effort to select titles met with favorable response by all of the participants. 1,221 titles have been purchased to date with plans to add additional titles. TBLC has provided bibliographic records for 785 of the titles purchased. Records for the remainder will be supplied by netLibrary in November.

Concerns

Manatee County Firewall

In late March, 2000 it was determined that Manatee County would be unable to participate in the first year project due to an irreconcilable firewall issue within the county. They were replaced by Clearwater Public Library. Clearwater had installed a new Polaris system in December 1999 and they were scheduled to have their Z39.50 server installed in August 2000. The server installation at Clearwater was postponed until November 2000. This will push back their connection to the project to late December 2000.

Data Research Associates Customers

Late in January 2000, an issue relating to connecting DRA libraries, St. Petersburg (SPIN) and Pasco County, became apparent. In order to have full functionality for unmediated interlibrary loan with extended circulation features, DRA needed to cooperate with *epixtech*. The DRA libraries were told that they might be in violation of their contract with DRA if they went ahead with their participation. Connecting these two systems was put on hold until the issue was resolved by production of a special DRA URSA Circulation Interface. The interface became available in late September 2000. At that time DRA began to quote costs to the libraries. Following initial contacts between *epixtech* and DRA, we had expected that the cost, if any, would be waived and that St. Petersburg would be a beta test site for the software. This did not occur and the libraries will pay part of the cost while some of the cost will be covered by the grant, either as part of the *epixtech* costs or as a reimbursement to the libraries. The libraries will pay for the ongoing costs as part of the project match.

There will be an additional challenge for DRA libraries. These libraries participate in DRANet. Their Internet service is obtained from DRA, so everything runs through St. Louis. However, the Internet connection to the Alleycat website from a DRA site is extremely slow. This was first noticed at St. Petersburg, during a presentation to the branch managers. It was later confirmed during a staff training session. St. Petersburg runs fiber optic within the city. This means that the route to St. Louis is at a good speed. A trace route utility run on their system shows that the speed slows down drastically once it reaches St. Louis. Internet access out of St. Louis slows to a crawl. This will affect library staff and patrons who use the Anywhere-Anytime Library within the two libraries. Patrons at home will not be affected. They will be limited only by their own Internet connection. Due to the slow speed and

consequent poor response time, we are developing a computer-based training (CBT) program. This will be available, on our portable lab computers or via the Internet. The program will provide off-line training for interlibrary loan and public service staff at all participating libraries.

Training

From past experience we have learned that the success of new technologies is often based upon knowledgeable staff who feel comfortable with the technology and are ready to tell their clients about it and the benefits of its use. Early in the project we saw staff concerns about workflow, job security, unmediated patron access, and specific tasks to be performed as a challenge that would best be met by providing clear, concise information. We selected to develop a training program that includes hands on experiences or opportunities and power point demonstrations. Training is tailored to different groups of staff members: from top management, to system administrators, to front line staff, and those responsible for the nitty-gritty of interlibrary loan. 297 people attended training sessions. Staff has also accepted all invitations to talk to community and library groups. Many of these show in the timeline.

Sustainability and Marketing

This LSTA grant is for a prototype pilot project. The major costs for the purchase of the software will be largely covered by the grant. The libraries and TBLC will be contributing the human resources and expertise necessary to its success. In the future there will be continuing costs. There are various possibilities for sustained funding other than having the participating libraries jointly share the full cost. Initially the electronic resources purchasing programs being developed were seen as an earned income source. Experience has shown that the net income to be earned is unlikely to be significant. In addition, the competition of other consortial sources for discounts or of statewide purchases contributes to making this an unreliable effort. Another possible source of funding would be corporate sponsorships and partnerships.

As part of TBLC's 1999 Strategic Plan results, a marketing consultant was engaged in July 2000 to assist in marketing the Anywhere-Anytime Library in particular. His efforts have been toward partners for the marketing efforts and in the long term for corporate sponsors for the ongoing maintenance. Samples of TBLC newsletters are included in the supporting documentation. Every issue of *Wavelinks* this year has information regarding electronic resources and the Anywhere-Anytime Library. Samples of other marketing materials are also included in the report.

Project Timeline

October – December 1999

Contract with *epixtech* negotiated

October 1999 – September 2000

Electronic Resources Task Force and Special Interest Group meet, members review products, e-books for libraries project is developed and implemented.

November 1999

The participating libraries completed the implementation forms.

December 1999

Tampa-Hillsborough purchased the SUN server.

Al Carlson at Tampa-Hillsborough became the contact for the server end of the project when Marilyn Sheck left Tampa-Hillsborough in mid-November. Marilyn was the Task Force Chairperson and was a significant loss. Monica Reed has replaced her as the Anywhere-Anytime Library Committee Chair.

Lauren Stokes, TBLC Project Manager assumed responsibility for technical and other aspects of implementation.

January 7 2000

TBLC Board of Directors approves contract with *epixtech*. A copy of the contract is included in the supporting material attached to this report.

January 14, 2000

Lauren Stokes visited the Pasco County Public Library System for a two-hour session with ten staff members to discuss how the Anywhere - Anytime Library will work and its impact on library staff. There was a particular concern about interlibrary loan workflow.

January 20, 2000

The Users Committee met for the first time. Major agenda items included the time frame for the project, participant costs in the second year, and policies and procedures. An interlibrary loan committee is addressing policies and procedures. 35 people attended the meeting. They represented most of the participants. Libraries agreed to pay a proportionate share of the ongoing software maintenance. This amount will be based upon the schedule defined by the vendor and will be charged on going sites beginning in the second year.

January 26-27, 2000

SUN server was setup and installed at Tampa-Hillsborough Public Library by Lauren Stokes.

February – October

Lauren works with Al Carlson at Tampa-Hillsborough to maintain the server. Particular concerns were need to purchase and install an additional hard drive, need to purchase and install a tape back up drive and persistent difficulties relating to the installation of Tampa Hillsborough's firewall. During this trial period, they determined that the service would be more reliable if the server were housed at TBLC rather than at Tampa-Hillsborough. Lauren Stokes has the SUN UNIX Server expertise that is needed and TBLC's firewall will be easier to configure and maintain. This move is scheduled for November 2000.

February 8, 2000

The *epixtech* URSA implementation team met with representatives from the first three systems that were expected to have the unmediated features configured. 20 staff members from Tampa-Hillsborough, Pasco and SUNLINE were present. A timetable for the project was firmed up. Later, Sarasota was substituted for Pasco County as part of the first group to become unmediated. This was due to a barrier placed by DRA on libraries using that library management system. Implementation of Pasco County and St. Petersburg was delayed pending the outcome of *epixtech*/DRA negotiations.

February 17, 2000

Lauren Stokes attended the monthly staff meeting at Dunedin Public Library to explain the project and discuss the impact on library staff.

February 17, 2000

Electronic Resources Task Force views a demonstration of NetLibrary. Task Force members decide to consider a possible e-books project.

February 28-March 3

Epixtech staff conducted telephone interviews with the systems administrator of each automation system to confirm the interfacing needed to connect the libraries.

March 13-22

All participating libraries' data maps are created and installed on the SUN server.

March 15

Proposal for Year 2 LSTA project to add additional public libraries submitted.

March 24

Virtual Union catalog was created and searchable using "guest" mode.

Goal I of the project to provide a virtual union catalog has been met by connecting the participating libraries through one searchable on-line catalog.

March 31

Configuration of patron authentication for installed libraries is complete.

This will satisfy Goal IV of the project by providing patron authentication. Authenticated patrons can place interlibrary loan requests electronically and track their progress in the system.

There is an additional aspect to patron authentication/verification. This is Remote Patron Authentication (RPA) for use of commercial databases. *Epixtech* is currently implementing this enhanced feature at other customer sites. The funding for 1999-2000 was insufficient for it to be implemented. This feature is now included in the 2000-2001 project plan.

The final module, to be tested in 1999-2000, is called "extended circulation". All of the participating libraries want to implement this feature. It is considered essential to reducing interlibrary loan workload. Workload reduction occurs because the software automatically performs functions that are currently performed by staff. This feature of the URSA software will provide each participating library with a virtual library assistant to process interlibrary loans. There is a considerable amount of work that occurs when library-to-library loans are made for patron use. This includes circulating the item to the borrowing library, checking the item into the borrowing library and creating a temporary record for it (to be used to track the loan to the client), managing the circulation of the item to the end-user and its return back to the owning library. Extended circulation automates the entire process.

Data maps for extended circulation are being built, tested and implemented for one library at a time. The initial 3 automation systems were operating when the Anywhere-Anytime Library (Alleycat) went live for the public. The 3 systems for which this was implemented were Tampa/Hillsborough, SUNLINE, and Sarasota. This aspect has been the biggest challenge to linking disparate systems and is the part of the operation for which DRA needed to write an interface.

April 1

Mid-year report submitted

April 4-5

URSA train-the-trainer all day workshops at TBLC provided by *epixtech*. 12 people from the participating libraries attended this initial workshop. Karen Wilber, Continuing Education Coordinator, Beth Watson, Assistant Director and Lauren Stokes, Project Coordinator were part of this training. Each library system sent one person. This person was designated as the in-house "expert". They are expected to be the URSA system administrator and trainer for new staff. They are also expected to assist TBLC staff in scheduling and providing initial training for the staff at their library and possibly nearby libraries.

SUNLINE and SPIN are each considered a single system. Each system sent one person, except SUNLINE and Tampa-Hillsborough. Due to the number of outlets served they each sent two people. This was planned to provide adequate depth of coverage to accomplish the initial training of interlibrary loan and front line staff. It was also an attempt to spread the training load. TBLC has worked with the designated "expert" to develop a training plan for each library. Training and retraining have continued and will need to be part of the ongoing process.

The entire training process has required considerable time, effort and commitment on the part of the libraries and TBLC staff. The success of this effort has been reflected in acceptance by staff of this major change in the way interlibrary loan is handled. Lauren has received recognition nationwide from other URSA users and new URSA users for her training program and materials. Samples accompany this report.

April 6

Lauren Stokes presented a 2-hour program about the Anywhere – Anytime Library project to the Pinellas Public Library Cooperative Reference Special Interest Group.

April 13

Lauren Stokes met with Manatee County's MIS department and the library director to seek a resolution to the firewall issue. At this meeting it was determined that the Manatee Library would be required by the county MIS Department to wait till they had moved to the Horizon/Sunrise product by epixtech. This product uses client/server technology and ESIP protocol. This will be the solution to the firewall issue. The library expects to migrate to this automation system in 2000/2001. Once the migration is complete, they will be ready to be included in the project.

April 14 – May 31 Initial Training

Who	What	Content	When	Where	How	Trainer(s)
9 System Administrators	Full-day	To become familiar with the URSA software and learn how to add staff logins	4/14	TBLC	Hands On	Lauren, Beth and Karen
12 ILL Staff Members	Full-day	Interlibrary Loan Procedures	4/17	TBLC	Hands On	Lauren, Beth and Karen
3 ILL ILL Staff Members	Half Day	Interlibrary Loan Procedures	4/18	Pinellas Park Library	Hands On	Lauren
8 Public Service Staff Members	Half Day	Orientation and Introduction to the Project	4/18	Pinellas Park Library	Hands On	Lauren
10 ILL Staff Members	Full-day	Interlibrary Loan Procedures	4/19	TBLC	Hands On	Lauren, Beth and Karen
12 Public Service Staff Members	Half Day	Orientation and Introduction to the Project	4/20	Tarpon Springs	Hands On	Lauren

Who	What	Content	When	Where	How	Trainer(s)
13 Public Service Staff Members	Half Day	Orientation and Introduction to the Project	4/24	Palm Harbor	Hands On	Lauren
8 Public Service Staff Members	Half Day	Orientation and Introduction to the Project	4/24	Oldsmar	Hands On	Lauren
18 total Public Service Staff Members	Full Day (2 half day sessions)	Orientation and Introduction to the Project	5/2	Safety Harbor for staff of various Pinnellas County libraries	Hands On	Lauren
21 Public Service Staff Members	Full Day (2 half day sessions)	Orientation and Introduction to the Project	5/4	Dunedin	Hands On	Karen
65 total Public Service Staff Members	2 Full Days (4 half day sessions)	Orientation and Introduction to the Project	5/9 & 10	Tampa- Hillsborough	Hands On	Lauren
3 ILL Staff Members	Half Day	Interlibrary Loan Procedures	5/10	New Port Richey	Hands On	Karen
10 Public Service Staff Members	Half Day	Orientation and Introduction to the Project	5/10	New Port Richey	Hands On	Karen
11 Public Service Staff Members	Full Day (2 half day sessions)	Orientation and Introduction to the Project	5/16	St. Petersburg	Hands On	Karen
24 total Public Service Staff Members	Full Day (2 half day sessions)	Orientation and Introduction to the Project	5/18	Largo Library for Largo and Seminole staff	Hands On	Lauren
7 Public Service Staff Members	Half Day	Orientation and Introduction to the Project	5/23	Florida Southern College		Beth
57 total Public Service Staff Members	2 Full Days (4 half day sessions)	Orientation and Introduction to the Project	5/24 & 26	Sarasota County		Beth
6 Public Service Staff Members	Half Day	Orientation and Introduction to the Project	5/31	Tampa Hillsborough	Hands On	Karen

April 26

Barrett Wilkins, State Librarian had the honors of cutting the “Virtual Ribbon” for the Anywhere-Anytime Library at the epixtech booth in the exhibit area of the Florida Library Association Conference. Lana Porter, CEO of epixtech was also present.

April 26-28

Epixtech hosted on going demonstrations of the Anywhere-Anytime Library in their booth at the Florida Library Association conference.

May 3

Lauren Stokes met with the SPIN library directors for 3 hours to explain the project and determine some workflow issues.

May 9

Representatives of member libraries meet to compare a possible TBLC e-books project with the announced SOLINET e-books project. Group decides to move forward with a TBLC project as a collaborative collection development opportunity utilizing a new format.

May 26

Lauren Stokes and Ken Adams (epixtech) had a conference call with David Ricco at St. Petersburg Library to determine if there was a local solution to the DRA issue. It was determined that the issue needed to be resolved at the corporate level before we could proceed.

May 30

The connected libraries began the use of Anywhere-Anytime Library with staff inputting requests.

June-September

Lauren, Karen and Beth interact with participating libraries and *epixtech* to resolve implementation issues, troubleshoot problems and plan for enhancements and expansion of the project.

June 1

Karen Wilber attended the Pinellas Public Library Cooperative’s Directors meeting to explain and promote the project.

June 5

Lauren Stokes attended the Largo Rotary meeting to promote the project.

June 7

Project announcement memo and purchase order forms for e-books sent to membership.

June 15

Lauren Stokes attended the Tarpon Springs Rotary meeting to promote the project.

June 20

Lauren Stokes conducted a half-day ‘refresher’ workshop for staff of SUNLINE libraries at TBLC. This covered issues particular to the operation in a shared library management system.

June 20

Deadline for *E-Books for Libraries* purchase orders

June 28

Alleycat Users participated in a half-day meeting at TBLC to discuss what they have learned during the initial two months of testing.

June 30

First meeting of libraries participating in *E-Books for Libraries* project. Focus of the collection is determined.

July – September

Representatives of participating libraries collaboratively select materials for the collection. Contract negotiations with NetLibrary proceed. Additional libraries join.

July –October

Marketing Consultant, Jim Scilligo develops Alleycat “Couple of clicks millions of picks” marketing materials. Begins to develop a program of corporate support for Alleycat. Through field testing he determines that AAL E-Cat is not meaningful to the general public and suggests translating this to “Alleycat”. New Cat & Mouse logo is designed and how to use tribold brochure is developed and printed for October 3 public kickoff.

July

TBLC is notified of award of a Anywhere-Anytime Library Expansion grant of LSTA funds as administered by the State Library of Florida.

July 10

Lauren Stokes gives a one-hour presentation at the American Library Association Conference at the *epixtech* booth in the exhibit hall. This presentation features implementation and training for URSA. Lauren attends URSA Users Group meeting at conference. Diane Solomon attended URSA Users Group meeting during ALA Midwinter in January.

August 17

A proposal was submitted to “Computers In Libraries” to present a program at the 2001 conference about the virtual catalog project.

August 24

Lauren Stokes met with Mark Derrick, *epixtech*’s Project Coordinator all day to review the project and discuss year two of the project. They 2 spent hours at Tampa Interlibrary Loan Department to see the project in action.

August 31

A half-day meeting was held at TBLC with Year One Users to discuss the Year Two projects and other matters of interest and concern to users. Materials from this session are included with the supplementary material to this report. In Early October, Delivery address label templates were distributed to libraries and removable routing labels of Alleycat loans were made available to participants. These were two follow-up items from the August 31 meeting

September 13

Lauren Stokes and Karen Wilber spent 4 hours at St. Petersburg working with the SPIN interlibrary loan staff, discussing workflow issues.

September 13

E-Books for Libraries initial selection list is completed and sent to netLibrary. 1221 titles are purchased. All configuration information is sent to netLibrary. Each library identifies their local cataloging needs particularly regarding holdings information.

September 15

License agreement with netLibrary signed by TBLC

September 20

Libraries can access e-books from netLibrary site

September 27

A half day meeting of Year Two participants was held at TBLC to familiarize them with the project, provide a review of Year One accomplishments and to prepare for Year Two.

October 3

Lauren Stokes traveled to Boston Library Consortium, which is starting a similar project, to discuss with them our experiences with the project.

October 3

The Tampa-Hillsborough County Public Library at the John Germany Library (Main) and the Sarasota County Library – Selby, hosted media events. News releases were sent to local media by the libraries. Two Tampa television stations taped interviews with Diane Solomon for later showing. The Alleycat brochures were distributed.

October 4

784 MARC records for e-books purchased as part of the *E-Books for Libraries* project are made available to participating libraries

Alleycat Success and Challenges

SUCSESSES	NOTES
Fostering of cooperation and promotion of resource-sharing	<ul style="list-style-type: none"> • 15 libraries connected • 3 out of 15 are academic type libraries • Group purchasing of electronic databases
Providing a much needed service to library patrons	<ul style="list-style-type: none"> • Loaning of materials not usually loaned i.e. videos & audios • Patron initiated requests via the Internet • Well received by patrons • Patrons find it easy to use
Communication	<ul style="list-style-type: none"> • Established project website http://tblc.org/aal; updated monthly • Established local listserv (aal-talk); provided frequent updates to libraries • Users meetings • Provided an abundance of training
ILL impacts – faster, less cost, more efficient; redefined workflow	<ul style="list-style-type: none"> • Drastic reduction in OCLC use by smaller libraries • Finding items locally – within the virtual catalog participants • Receiving items significantly faster • Easier to package items for shipping (DLLI) instead of USPO • Significant & positive impact on library service • Redefining ILL workflow

SUCSESSES	NOTES
TBLC support	<ul style="list-style-type: none"> Helped libraries resolve workflow issues Developed item identifier Bulk purchasing of book labels, & brochures Providing DDLI Labels templates with addresses Responding to feedback issues Fostering cooperation among ILL staff
Elimination of paperwork trail	<ul style="list-style-type: none"> Software tracks request through entire process Records kept for at least one year Patron can review status of request at anytime
Training workshops	<ul style="list-style-type: none"> At TBLC for ILL staff & system administrators On-site for public service staff Users' meeting – review of training procedures On-going training – web based
Promotion by TBLC	<ul style="list-style-type: none"> Hiring of outside marketing consultant Staff meetings Community meetings Brochures for libraries Supplying press releases
Promotion by libraries	<ul style="list-style-type: none"> Media day Press releases Mention at group talks such as home schooling parents, book discussion groups, library web sites, OPAC computers
epixtech support <i>"To spare you all the techno-babble, basically...I did some voodoo on the map which will prevent this from happening again." (Ken Adams)</i>	<ul style="list-style-type: none"> Good working relationship with epixtech On average 3 days per week contact with Ken Adams of epixtech support Receptive to changes in software

CHALLENGES	NOTES
Gathering configuration information	<ul style="list-style-type: none"> Terminology on profile sheets confusing Worked on-to-one with libraries on profiles
Library staff concerns	<ul style="list-style-type: none"> Change in work flow – some tasks moved out of ILL department to circulation and/or reference Increase volume of requests Afraid of losing job Patrons would obtain unnecessary materials Patrons would request too many items
Overcoming Security concerns of System Administrators	<ul style="list-style-type: none"> Firewall issues Establishment of permanent connection to access of library's automation system
Outside Influences - DRA	<ul style="list-style-type: none"> DRA cooperation with epixtech Getting DRA to working with in time frame of the grant
Moving libraries from mediated to unmediated mode	<ul style="list-style-type: none"> Started libraries in mediated mode Moved to unmediated mode after 1-3 months Staff had difficult making adjustment – less steps in the ILL process; still wanted to do steps even though not needed

CHALLENGES	NOTES
Public vs. Academic	<ul style="list-style-type: none"> Academics to loan items to general public One academic went back to mediated mode to control loans
Promoting project to library staff	<ul style="list-style-type: none"> Initially relied on director or "ILL expert" Information not always filtered down to staff Needed to proactively train staff directly
Philosophy of ILL lending	<ul style="list-style-type: none"> Accepting materials normally not loaned Constraints placed on ILL transactions in the past no longer apply Library staff had a difficult time making adjustments
Library staff - difficulty following procedures in performing certain tasks	<ul style="list-style-type: none"> Change status of item Using correct DLLI address labels Putting correct information on book band Using feedback button for issues

Objectives:

In the grant application TBLC outlined three major objectives for this prototype pilot project.

They objectives were:

1. By September 30, 2000, 1.4 million registered library patrons in five counties in west central Florida will have access to a virtual catalog containing over 2.5 million machine-readable bibliographic records from 21 participating libraries.
2. By September 30, 2000 authenticated patrons of participating libraries will be able to access commercial databases from anywhere at anytime using a PC connected to the Internet.
3. Eighty percent of patrons surveyed by participating libraries after implementation will indicate they found the online search mechanism either very friendly or friendly.

At this juncture we are well on the way toward fully meeting these objectives. As with most technology projects, timelines are a challenge to maintain. Variables such as software readiness, configuration delays and optimistic expectations abound in this type of project.

Objective 1

With reference to the first objective we have demonstrated that it is possible to create a virtual catalog with more than 1 million machine-readable bibliographic records. Four library management systems are searchable by anyone, from anywhere, at anytime via the world wide web. Before September 30th the project provided access to the virtual catalog of materials in five counties. The public libraries and 3 small private academics in SUNLINE combined have 1,152,586 registered library patrons and 1,867,690 machine-readable bibliographic records. There are 15 libraries represented. Registered library patrons have access to the virtual catalog and can self-initiate interlibrary loan requests. These requests are managed by the system in an efficient manner. Comments from library staff are included as part of the supporting documentation.

This alone is a major achievement. When the DRA interface is installed early in the new fiscal year, two additional library management systems will be added. There will be five more libraries. Had TECO Energy kept their library open the full complement of 21 libraries would have been reached. TECO closed this library which was part of SUNLINE in April. The goal could have been exceeded had either Manatee County or Clearwater Public Library been able to overcome technical issues.

The following spreadsheet lists the participating libraries, the number of registered patrons reported by each library, the number of machine-readable records reported by each library and the county in which each library is located. The last column indicates the date the records for the library became accessible within the gateway for real-time searching.

Year One Libraries - Statistics

Library	Number of Registered Patrons	Number of Machine-Readable Records	County	Date Available
Clearwater Christian College Library	935	75,517	Pinellas	30-May-00
Dunedin Public Library	37,108	105,356	Pinellas	30-May-00
Eastlake Community Library	2,679	11,445	Pinellas	30-May-00
Florida Southern College Library	3,389	129,517	Polk	30-May-00
Gulf Beaches Public Library			Pinellas	
Gulfport Public Library			Pinellas	
Largo Public Library	72,838	190,248	Pinellas	30-May-00
New Port Richey Public Library	15,107	45,245	Pasco	30-May-00
Oldsmar Public Library	12,995	31,603	Pinellas	30-May-00
Palm Harbor Library	56,871	94,502	Pinellas	30-May-00
Pasco County Library System			Pasco	
Pinellas Park Public Library	32,935	86,258	Pinellas	30-May-00
Safety Harbor Public Library	12,102	62,216	Pinellas	30-May-00
Sarasota County Public Library (Venice, FL)	214,948	320,816	Sarasota	30-May-00
SE College Library	2,278	71,886	Polk	30-May-00
Seminole Library	26,805	58,618	Pinellas	30-May-00
St. Pete Beach			Pinellas	
St. Petersburg Public Library			Pinellas	
Tampa Hillsborough Public Library	640,310	505,872	Hillsborough	30-May-00
Tarpon Springs Public Library	21,286	78,591	Pinellas	30-May-00
TOTAL	1,152,586	1,867,690		

Objective 2

The goal of providing authenticated patrons of participating libraries with access to commercial databases from anywhere at anytime using a PC connected to the Internet is within reach. To provide this access two things are necessary, 1) Commercial databases licensed for unlimited users with access from the Internet, and 2) Vendor supplied remote patron authentication software.

Beth Watson spent more than 10% of her time during the year working with libraries and vendors to develop a program of electronic resource purchasing for TBLC member libraries. The challenges of this effort were enormous. A major accomplishment was development of a TBLC Member Libraries Project called "E-Books for Libraries." All of the participants in this project, except Tampa-Hillsborough are currently part of the TBLC project. And Tampa-Hillsborough will be able to participate in the State Library funded public library access to e-books. In the sense that these projects entail purchasing from a commercial firm, NetLibrary, and that patrons are authenticated by becoming e-borrowers at a participating library; authenticated patrons of participating libraries have access to commercial databases from anywhere at anytime using a PC connected to the Internet.

In addition, purchases of commercial databases have been initiated and there will be content available when the remote patron authentication software is tested and ready for broad implementation. The patron authentication software is undergoing re-development to operate with the URSA search engine. Once the software meets our expectations, we will be able to connect to the commercial databases. The new version of RPA (the software) by *epixtech* is available. Tampa Hillsborough has purchased the software for use on their automation system. *Epixtech*, Tampa Bay Library Consortium and Tampa Hillsborough plan to test the interoperability of the RPA software and URSA once Tampa Hillsborough has the software setup.

Objective 3

The third objective regards user satisfaction with the software. The big public introduction to Alleycat was scheduled for October 3. Promotional brochures were being distributed as the year drew to a close. However, the software had been operational and library staff were using it and telling selected patrons about it since early June.

To meet the objective of a post implementation survey prior to the end of the fiscal year surveys were distributed with received ILL materials in September. There were 29 users who indicated that they were able to locate materials they received as interlibrary loans in September themselves. Of the 29 responses, 19 (66%) of the people used home or office pc's. The remaining 10 (34%) used the library's pc. Of the 29 responses 23(79%) were aware that they could now search a virtual catalog in several west central Florida libraries from their home, office or school pc, 6 (21%) indicated that they did not know.

When asked if the software was friendly, 27 (93%) of the respondents indicated that it was very friendly or friendly. Of the 29 people, 2 (7%) found the software to be somewhat friendly or had no opinion. The objective was that 80% percent of patrons surveyed by participating libraries after implementation would indicate they found the online search mechanism either very friendly or friendly. According to this small sample the objective was amply met.

When asked about satisfaction with the service, 86% of respondents indicated that they were very satisfied with the service received in obtaining this material, 7% were satisfied and 7% were somewhat satisfied.

It is our intent to revise the survey and to repeat it prior to the mid-year reporting date for the Year 2 grant.

TBLC Project Staff:

Lauren Stokes - Automation Services Support Coordinator

Lauren is the project manager. .5 FTE on this project was the amount of time being allocated in year one. Her responsibilities have included vendor negotiations, interacting with, informing participants, and working with Tampa-Hillsborough County library staff to set up and maintain the SUN server, library staff training and technical evaluation.

Beth Watson - Assistant Director

Beth is the lead person for the electronic resources aspect of the pilot. Beth is working with an Electronic Resources Special Interest Group and a working group called the Electronic Resources Task Force. All TBLC member libraries are included in the electronic resources initiative. Development of the regional or statewide Union List of Serials (ULS) as a locally mounted database will be part of Beth's responsibility. At this time, Beth is the TBLC OCLC ULS expert.

Beth is also a trainer and back up support person. Beth spent .4 FTE of her time on project related activities.

Karen Wilber – Continuing Education Coordinator

Karen is the third member of the TBLC training team and provides training and back-up support. She is included in the three-person support triage team. She has spent .2 FTE of her time on the project.

Diane Solomon – Executive Director

Diane is responsible for overall coordination of the project. This required .1 FTE of her time.

Staff of Participating Libraries

Participating libraries are part of the governance of the virtual catalog segment of the project and send staff for training. Staff are trained upon implementation of the project and when new functionality is added. Each library has a designated contact person who is included in an electronic distribution list. That person is expected to communicate with senior management and line staff regarding the project. The larger library systems have a designated “expert” who is a trainer and is able to provide first level trouble shooting assistance. Libraries with only one outlet turn to TBLC or the nearest library with an “expert.”

Attendance sheets for training conducted by TBLC and informational and governance meetings document that there were 352 attendees (almost 300 attended training sessions) of sessions held between October 1999 and September 2000. This resulted in 856.5 contact hours. In addition, staff spent time travelling to workshops and the larger systems – Sarasota and Tampa-Hillsborough conducted orientation and training for staff at all of their branches.

The SUN Server is housed at the Tampa-Hillsborough County Library – John Germany Library – Main. Al Carlson is responsible for this equipment. He devoted time to ordering the equipment, set up, maintaining connectivity and configuring when the firewall was installed and updated. This working relationship has greatly contributed to the success of the project.

The Future

Year Two of project

The Anywhere-Anytime Library has received LSTA grant funding for an expansion project for Year Two. At the end of the second year it is anticipated that only Manatee County of public library systems in the region will be participating in the project. As with Year One the participants and timelines could change pending library management system changes at participant libraries.

This is a demonstration pilot project. SEFLIN has been funded for a virtual library project in 2000-2001. TBLC is committed to working to develop interoperability of various virtual library projects in the state. In the future, the project will need to be self sustaining. Among the steps that have been taken towards this goal is agreement by the participants to pay annual fees toward software maintenance. These fees are based upon the designations of small, medium and large libraries as established in the contract with *epixtech*.

Funding and Fees

Year one participants will contribute to the maintenance and annual license charges at the following rates:

- | Small Libraries \$250 | Medium Libraries \$ 500 | Large Libraries \$750 |
|---|---|--|
| <ul style="list-style-type: none"> • Clearwater Christian College Library • Florida Southern College Library • Gulf Beaches Public Library • Southeastern College Library • Seminole Community Library • St. Pete Beach Public Library • New Port Richey Public Library • Oldsmar Public Library • East Lake Community Library | <ul style="list-style-type: none"> • Dunedin Public Library • Largo Library • Palm Harbor Library • Pinellas Park Public Library • Safety Harbor Public Library • Tarpon Springs Public Library | <ul style="list-style-type: none"> • Manatee County Public Library • Pasco County Library System • Sarasota County Public Library • St. Petersburg Public Library • Tampa Hillsborough County Library |

Initially, TBLC hoped to sufficient value added earned income from the electronic resources portion of the project to subsidize ongoing costs. After a year of working with e-resources purchasing, we have learned that this is an extremely time consuming process and the value administrative fees are unlikely to generate sufficient earned income to cover more than a small part of the costs. As mentioned earlier, corporate sponsorships are another alternative to contribute funding. Other possibilities include use of member library dues and increased State Library Cooperative Grant Aid. Another possibility for the future is that this pilot would be funded as part of a new statewide “Access for All” virtual library initiative.

Expansion Grant Participants

The Anywhere-Anytime Library Expansion grant is designed to add the following libraries. They are shown arranged by their library management systems:

DRA Classic

- Citrus County Library
- Hernando County Library

Polaris from Gaylord

- Heartland Library Cooperative
 - Desoto
 - Hardee
 - Highlands
 - Okechobee
- Clearwater Public Library

Horizon from *epixtech*

- Polk County Library Cooperative
 - Auburndale
 - Bartow
 - Dundee
 - Eagle Lake
 - Ft. Meade
 - Haines City
 - Lakeland
 - Latt-Maxcy
 - Mulberry
 - Polk City
 - Winter Haven

Additional Functionality**Remote Patron Authentication and Commercial Databases**

In addition, the Year Two project will provide additional functionality. This includes Remote Patron Authentication (RPA) for access to the electronic resources purchased by participating libraries.

Remote Patron Authentication (RPA) is the term used for using the library card number of the patron to determine if they are eligible for access to a vendor supplied on-line database. Vendors sell access to full

text and other informational on-line databases and require that the library limit that access to their registered patrons. Until now, it has been cumbersome to do this for people outside of the walls of the library. Vendors have been reluctant to sell access to information databases unless the library can provide password verification or verification based upon the Internet server address. The remote patron authentication feature will be implemented for continuing libraries and new participants as part of the second year project.

RPA addresses the need for a mechanism to enable remote (home or office – anywhere or anytime) clients to use purchased databases such as full text articles from periodicals or newspapers. RPA in conjunction with databases purchased by libraries will provide residents with the full advantages of a virtual library 7-day/24 hour library.

TBLC will continue to work with member libraries, the State Library, SOLINET and others to provide electronic resources at group prices. The Electronic Resources Task Force and Special Interest Groups are expected to continue to function.

Database Access to the Union List of Serials and FirstSearch

As part of year two project TBLC plans to mount the TBLC subset of the Union List of Serials (the combined listing of all magazines owned by cooperating libraries) as a local database. The TBLC subset includes 47,957 local data records in 76 cooperating libraries.

Since the list will be searchable by guests from anywhere at anytime, it will greatly enhance the value of the Anywhere-Anytime Library for all residents of Florida. Once the tie in to OCLC as the library of last resort is implemented (described later in this report), it should be possible for authenticated library cardholders in Anywhere-Anytime Libraries to utilize OCLC Direct Request features in FirstSearch to request periodical articles from any lending library on the statewide listing.

Use of the URSA software as the search engine for the Union List of Serials has been successfully demonstrated in Maryland. Pat Wallace of the State Library of Maryland reports that they have mounted the statewide ULS on a separate SIRSI server and maintain it as a separate local database for use by everyone in the State.

This will provide a first test of mounting and offering locally provided databases as part of the pilot project.

Patrons will be able to use First Search to request items through the use of Direct Request and OCLC interlibrary loan products by libraries that implement an OCLC feature called custom holdings. Our understanding is that OCLC, as the library of last resort will best be accomplished in conjunction with implementing Direct Request and custom holdings. FirstSearch combined with remote patron authentication will enable residents to search beyond the regional virtual union catalog to find materials not owned by participating libraries and to place requests for these materials.

OCLC as Library of Last Resort

With the Anywhere-Anytime Library, participating libraries will be able to enable clients to place requests within the TBLC system without fear of running out of funding when the volume of business increases. The software vendor and North Bay Library Cooperative (CA) are currently beta testing a connection to OCLC. This module will enable designation of OCLC as “library of last resort.” When this module is implemented, participating libraries will be able to mediate interlibrary loan requests for materials not located in the region. TBLC expects to implement this module in many of the participating libraries in 2000-2001.

SUMMARY

The **Anywhere-Anytime Virtual Library** pilot project demonstrates that cost-effective, easy to use, patron empowered, regional resource sharing is possible now. By providing bibliographic access, holdings status, unmediated interlibrary loan and patron authentication for access to library resources, this project forges new ground in linking libraries via technology based upon inter-institutional cooperation. The project is well on the way to fully meeting its primary objectives.

In the body of this report, several project corrections have been noted. The most significant are:

- 1 More libraries will be participating in AAL E-CAT than originally expected. Up to 15 had originally been anticipated. The additional libraries are served by the automation systems of libraries on the original list but were not counted in the initial count.
- 2 Patron Authentication for interlibrary loan will be activated in 1999-2000; but remote patron authentication (RPA) for use of external databases will wait until 2000-2001.
- 3 Software for OCLC as Library of Last Resort will be ready after October 1, 2000. Implementation will be postponed until 2000-2001.
- 4 The DRA libraries are behind schedule because of the length of time it has taken to obtain a DRA utility from that vendor. This was an unanticipated problem.
- 5 Clearwater has been delayed due to a Gaylord delay in upgrading the software for Clearwater's automation system.
- 6 Palm Harbor Library's delay has been due to the scheduling of their upgrade to Horizon version 6.

Fortunately, TBLC had allocated plenty of staff time to work on this project. However, the project has required considerably more staff time than originally anticipated. The amount of time spent by staff of member libraries also adds up faster than could have been anticipated. Lauren Stokes has spent numerous hours on the phone with *epixtech* correcting maps in the software, communicating with library staff and developing the CBT training program. Training and familiarization in general have required extensive amounts of time.

Overall the efforts pay off when users begin to see the results. It is particularly gratifying when comments are returned such as:

- I LOVE AAL E-CAT!
- This was fun + great – I really love this program – fast + efficient
- Excellent Service!

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Supporting Documents List

Alleycat Statistics
 Pre & Post Implementation Surveys (Alleycat)
 Library Staff Comments
 Contracts
 Epixtech for URSA
 Jim Scilligo, Marketing Consultant
 NetLibrary for *E-Books for Libraries*
 E-resources Purchases Timelines and Participants
 Electronic Resources Special Interest Group Representative Documents
 Electronic Resources Task Force – Representative Documents
 E-Books for Libraries – Sample Documents
 AAL-Talk – Electronic Discussion List Samples (Go to <http://lists.tbtc.org/pipermail/aal-talk/> to view archives)
 Participant Meeting Materials
 Training Materials
 Public Relations Materials including presentations, brochure, *Wave Links*, the TBLC Newsletter

Library/Organization Tampa Bay Library Consortium
 Project I.D. Number 99-LSTA-J-10

REQUESTS MADE BY LIBRARIES

Library	COD E	JUNE 2000					JULY 2000					AUGUST 2000					SEPTEMBER 2000				
		Filled	Unfilled	Total	% Filled	Average Ship	Filled	Unfilled	Total	% Filled	Average Ship	Filled	Unfilled	Total	% Filled	Average Ship	Filled	Unfilled	Total	% Filled	Average Ship
Clearwater Christian (Sunline Key)	FYB	30	83	113	26%	1	3	5	8	37%	1	0	5	5	0%	0	5	6	11	45%	3
Dunedin	FDL	19	28	47	40%	2	11	16	27	40%	2	7	-2	5	140%	2	6	6	12	50%	3
Florida Southern	FSC	4	5	9	44%	1	1	1	2	50%	0	2	1	3	66%	0	2	0	2	100%	0
Largo Public Library	FLA	9	7	16	56%	2	10	9	19	52%	2	3	12	15	20%	0	10	11	21	47%	2
New Port Richey	FYI	0	0	0	0%	0	1	0	1	100%	0	1	0	1	100%	0	8	6	14	57%	5
Oldsmar	FVU	10	7	17	58%	2	14	22	36	38%	3	10	10	20	50%	3	18	10	28	64%	3
Safety Harbor	FYR	5	11	16	31%	1	9	19	28	32%	1	17	17	34	50%	2	20	4	24	83%	2
SE College Library	FYQ	1	3	4	25%	0	0	4	4	0%	0	0	0	0	0%	0	0	0	0	0%	0
Seminole Library	SM	6	8	14	42%	1	10	12	22	45%	2	5	2	7	71%	1	2	2	4	50%	4
Tarpon Springs Public	FTP	16	16	32	50%	1	10	6	16	62%	3	5	0	5	100%	2	17	4	21	80%	2
Sunline TOTAL		100	168	268	37%	0	69	94	163	46%	0	50	45	95	60%	1	88	49	137	58%	1
Clearwater Public	CLW	0	0	0	0%	0	0	0	0	0%	0	0	0	0	0%	0	0	0	0	0%	0
Palm Harbor Library	FYJ	98	101	199	49%	2	95	69	164	57%	1	67	29	96	69%	1	88	20	108	81%	2
Pasco County	PAS						0		0												
Pinellas Park	FYL	134	39	173	77%	2	178	33	211	84%	1	138	62	200	69%	1	190	18	208	91%	2
Gulf Beaches	GB						0		0												
Gulfport Public	GPL						0		0												
St. Pete Beach	STP B						0		0												
St. Petersburg Public	STP						0		0												
SPIN KEY																					
Sarasota Public	SAR	56	44	100	56%	1	63	67	130	48%	2	85	46	131	64%	1	202	71	273	73%	1
Tampa Hillsborough	TPA	67	66	133	50%	1	91	51	142	64%	0	179	82	261	68%	1	187	35	222	84%	1
Monthly TOTAL		455	418	873	54%	1	496	314	810	60%	1	519	264	783	66%	1	755	193	948	77%	2

**Library/Organization Tampa Bay Library Consortium
Project I.D. Number 99-LSTA-J-10**

Running total for Requests	455	418	873	54%	1	951	732	1683	57%	1	1470	996	2466	61%	1	2225	1189	3414	69%	2
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