

MINITEX

Resource Sharing News

A program of the Minnesota Office of Higher Education and the University of Minnesota

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Document Delivery update

Becky Ringwelski

Overview of the MnLINK Gateway

The MnLINK Gateway is a virtual library that links Minnesotans electronically to the state's rich information resources 24 hours a day, 7 days a week, and helps fulfill the vision statement of the Library Planning Task Force, which helped develop the MnLINK concept:

All people in Minnesota will have access to a wide array of high quality library services and global information resources in a range of formats whenever, wherever, and however the information services are needed.

The 24 server sites that make up the MnLINK Gateway serve the vast majority of academic, state government, and public libraries in Minnesota. Interlibrary loan (ILL) request traffic on the Gateway has continued to climb since implementation of user-initiated unmediated ILL in 2005, reaching a total of 514,460 requests in FY2007— compared to 375,200 the previous year— for a 37 percent increase.

Since FY2003, we have experienced a 136% increase in delivery volume going through the MINITEX Office, much of this related to MnLINK activity. In addition, there was a 20% increase in requests sent between public library Gateway server sites between July-December 2007, compared with the same period in 2006.

Recent MnLINK Gateway Developments

In mid-January, the MnLINK Gateway ZPORTAL/VDX software was upgraded to version 3.2.2. The upgrade included bug fixes as well as new functionality related to NISO Circulation Interchange Protocol (NCIP) and filtering of borrowing requests based on the publication's date and cost. The latter can be used to facilitate a purchase-on-demand program for interlibrary loan staff.

In mid-March, the servers that host the MnLINK Gateway software were moved from their current site in Kansas City to the OCLC server base in Dublin, Ohio, as part of the integration of VDX and ZPORTAL into the OCLC product line – a process that began when OCLC acquired Fretwell-Downing in 2005. This move should result in improved server support for the Gateway.

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NCIP testing between the VDX interlibrary loan software and the SirsiDynix Unicorn automated system has continued. The final pieces are expected to be added to the software in the coming weeks. It will then be available for production use by Unicorn sites. The next phase of testing NCIP functionality will be with the Innovative Interfaces, Inc., automated system. Work on that has already begun.

For those of you interested in the status of ISO ILL capability between Aleph ILL and VDX ILL – testing between the vendors has been underway for a few months. Initial testing confirmed known issues with Aleph's implementation of the ISO ILL protocol. Ex Libris has made changes, and another round of testing has been completed. We'll keep you posted about developments in this area.

At the OCLC ZPORTAL/VDX User group meeting at the American Library Association Midwinter Meeting in Philadelphia it was announced by OCLC staff that there will be a new release of the VDX ILL software in fall 2008 that will include significant enhancements to the staff user interface. The VDX interlibrary loan system is being marketed by OCLC and will be included in the OCLC resource sharing user group meeting topics at ALA.

OCLC plans call for the ZPORTAL interface to be replaced by a "WorldCat.org" style user interface sometime in the next two years. The 2008 release of ZPORTAL is to be the last one offered with enhancements for this product.

At this point, it appears that there will be two possible paths for ZPORTAL sites to follow in moving to a "WorldCat.org" type user interface. One method would use a physical union catalog, and the second would include the federated search capabilities that we currently have with ZPORTAL. It is likely that MnLINK will go with the second option and not create a union catalog, but we still have a lot to learn about how this will work before making a decision.

The VDX ILL system will continue to be an option for ILL management in combination with the front-end search product. We will be keeping libraries up-to-date on developments in this area.

Streamlining the referral process

Agnes Lee

This year, Document Delivery staff have a goal of enhancing the referral process. We want to concentrate on improving fill rate and turnaround time for those requests that are referred on behalf of your patrons. Feedback from ILL staff, gained during site visits, meetings, and via phone or email communication has helped us determine where we should be focusing our attention. Here are some of the areas where changes have been made in processes handled by MINITEX staff:

- *In Constant Demand:* This winter, hundreds of unfilled requests were evaluated to determine if there were patterns of unfilled items. While we are unable to list every title that is currently unavailable in most libraries, an additional list of items has been added to the "In Constant Demand" list that provides guidelines for certain types of materials that cannot be filled by MINITEX. You can see the new categories at the end of both the book and audiovisual "In Constant Demand" lists later in this newsletter.
- *Screening requests:* Joan Wollenberg is now working in a newly created position in Document Delivery with a focus on verification of requests. One of the changes we have implemented recently is the checking of availability at the point of referral, so we no longer refer a request to a library when we can determine that the item is unavailable. This also results in improved response time to the borrowing library because the total number of referrals sent from our office to obtain an item has decreased - our cumulative referral statistics for July 2007 through January 2008 show a drop in referrals from last year, during the same time period, of 17,572 requests.
- *Supplier/Rota lists in ALEPH & VDX:* MINITEX adjusts potential supplier lists quarterly, based on fill rate and turnaround time statistics.
- *OCLC requests-* Feedback from libraries using OCLC to refer to MINITEX indicates that when MINITEX fills an expired request for a returnable item, it can cause problems with record-keeping. Paul Swanson in our IT unit has made some changes to our printed requests. Now the last possible date a request can be updated is printed visibly on the slip. He is looking at other possibilities for ensuring that we do not process expired OCLC requests, from a programming perspective.

Midwest ILL Conference

Dave Paulson



Loras College, where the Midwest ILL Conference was held

The second Midwest Interlibrary Loan Conference was held April 11, 2008, on the beautiful campus of Loras College in Dubuque, Iowa. Turnout was very good, with 90 attendees representing eleven states. Some attendees came from as far as Vermont and Arizona.

Joyce Meldreth, Library Director of Loras College, started the day with a humorous welcome and keynote entitled, “It’s Not Your Traditional ILL Anymore: Fun with ILL.” There was plenty of variety throughout the day; each hour participants could choose from three concurrent sessions.

Highlights of the conference for me included, “Who Owns the Bytes? The Effects of Mass Digitization Efforts on Resource Sharing and Copyright,” presented by Heather Clark from Bibliographical Center for Research (BCR). Heather talked about the Google Project (of which the University of Minnesota is also a participant) and associated issues — some beneficial to libraries, some controversial. Heather also described the Open Content Alliance and touched on copyright issues related to digital resources.

“Universal Borrowing,” presented by John Leonard Berg from the University of Wisconsin-Platteville, was another highlight, in part, because of his excitement about this new service. All students, faculty, and staff in the University of Wisconsin system can check the online catalogs of all 26 campuses in the system and place direct requests for loans.

John logged into the system and gave us a live demonstration using his own account. It was then easy to see why he was so excited about it. It is very easy to use, it includes tracking and other features, and we could see from his account that he already has 30 or more items checked out from other libraries!

The next Midwest ILL Conference will be held in Dubuque in 2010, and I highly recommend it. It’s a well run conference, there is something of interest every hour, and Dubuque is a great city to visit. For more information, check out the Web site at: <http://www.dalinc.org/midwest-ill/index.html>.

New Midwest ILLiad Users Group

Share and learn with your ILLiad colleagues across Illinois, Iowa, Minnesota, North Dakota, South Dakota and Wisconsin. We'll create opportunities to contribute your ideas, tips, tricks and problems. For additional details:

contact Mark Beatty at: mbeatty@wils.wisc.edu

wiki: <http://midwestilliad.pbwiki.com>

e-mail list: <http://titan.wils.wisc.edu/mailman/listinfo/midwestilliad>

Update your ILL Policies

This is a reminder that Minnesota libraries should check and periodically update the information about their lending policies in the Interlibrary Loan Policy Database at: <http://www.minitex.umn.edu/illPolicy/>

Delivery News

Fred Finch

As I write this, Delivery staff are getting ready for the "Spring Push" we see every year, when delivery volume increases along with temperatures. This year is no different (but it could be warmer.)

High volumes of materials are coming through on the MnLINK/Gateway-VDX system and the MnPALS system. For items that are delivered between participating libraries (not including MINITEX Document Delivery requests) we had an increase of 36% through March 2008 compared to last year's numbers.

July 2006-March 2007	171,466
July 2007-March 2008	232,936
Increase in volume FY '08	61,470

Figure 1. Total number of "direct delivery" items traveling through the MINITEX office.

In order to address this increase in work, we have hired more student workers at the busiest times of the day. Student workers are an excellent resource because we can often find people who are available to work at the specific times to fit our workflow, such as when materials arrive, get processed, or get sent out for delivery.

Another way we have addressed the increase in volume is to look at patterns of delivery need. Based on an emerging pattern we detected, we have started a direct delivery pilot project between two locations where we have seen increasing volume between the libraries — Traverse de Sioux Library and Great River Regional Library System. This pilot began on February 4th and will run through June 30th.

Items for Martin Luther College, going to Great River Regional Library, also ride in the tub from Traverse de Sioux. We will be evaluating the success of the project based on the MnLINK/Gateway – VDX data, volume statistics that compare the number of tubs coming through the MINITEX office before and during the pilot project, along with any relevant anecdotal data. We also continue to monitor volume between other sites.

Anne Mostad-Jensen attends BOB-CATSSS conference in Croatia

MINITEX employee, Anne Mostad-Jensen, is currently a student at the College of St. Catherine in the Master of Library and Information Science (MLIS) program. She comes from a family with a strong tradition of library service as well. Anne's twin sister Liv (a former MINITEX employee) is in an MLIS program in Denmark, and her brother works at the library in their hometown in northern Minnesota.

Anne's current position in Document Delivery is in the campus locations area. It involves student supervision, solving of "puzzle" requests, and locating requested items to scan, copy or deliver to the borrowing library for materials

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Some of the attendees at BOBCATSSS: Back row: Lacey Prpic Hedtke, College of St. Catherine; Lelo Dlamini, South Africa; Liv Mostad-Jensen, Denmark (former MINITEX employee); Front row: Margaret Ostrander, College of St. Catherine; Sarah Kleppe, College of St. Catherine; Anne Mostad-Jensen, MINITEX and College of St. Catherine; Elke Greifeneder, Germany.

located in Wilson, Walter, Music, Law, Architecture, Math, and Journalism libraries. After just 2-1/2 years at MINITEX, Anne has worked in every campus library!

Anne heard about BOBCATSSS from an MLIS classmate who had a paper accepted to be presented at the conference. BOBCATSSS is an annual symposium for library and information science students to gather to share their expertise from universities worldwide. It originated in 1993. The name is an acronym comprised of the first letters of the cities of the universities that originally created the symposium: Budapest, Oslo, Barcelona, Copenhagen, Amsterdam, Tampere, Stuttgart, Szombathely and Sheffield.

This year Anne attended BOBCATSS which was held in Zadar, Croatia. She spent some time with her sister, Liv, and her College of St. Catherine classmates and also met some new library colleagues from other countries. Here is Anne's report on her experience:

Have you ever wondered where the maraschino cherry comes from? I hadn't, but while attending the 16th Annual BOBCATSSS Conference in Zadar, Croatia January 28-30, I discovered that Zadar is the home of the maraschino cherry. I made many more discoveries along the way, about Croatia, and librarianship in different parts of the world.

BOBCATSSS is a conference put together by and for Master of Library and Information Science (MLIS) students in Europe, but is also attended by MLIS professors, and other library professionals from around the world. Every year, two or more library programs take on the task of hosting and organizing the library conference. The theme for this year's conference was *Providing Access to Information for Everyone*.

Topics were varied, but included open access and the effect it is having and will have on libraries, providing access to youth, the digital divide, and the effect of Web 2.0 on libraries. One interesting highlight from the conference included a presentation on the Laundromat Cafe, which the presenter described as taking three non-hot things and making one very hot thing. So what is this Laundromat Cafe? It is a combination of a laundromat, cafe, and library in Copenhagen Denmark. Can you imagine doing laundry, grabbing a cup of coffee, and the latest best-seller all at the same time? What an interesting idea!

I also became much more aware of the different histories and traditions of libraries in different countries and how that affects attitudes and services. For example, an Italian presenter discussed attitudes that youth had towards public and school libraries and noted that youth felt less restricted and more comfortable in school libraries than in public libraries. This seems to be the opposite of my experience in the US.

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My experience in school libraries involved 15-30 minutes to quickly check out one or two books or find the information I needed on the Internet, whereas the public library has less limits.

The Italian presenter felt the reason the youth had a more positive attitude towards school libraries is because they are a rather new phenomenon in Italian schools, so they are fairly new facilities with a lot of resources and open attitudes.

There were also many interesting posters at the three poster sessions. One interesting poster I saw was created by a South African student. She took mental health information about schizophrenia translated it into local languages, and then adjusted the wording for people with low levels of literacy so people suffering from schizophrenia could understand and use the information. It was a great example of providing access to information to those who need it most.

Overall, this conference was a lot of fun and a great opportunity to gain a global perspective on librarianship!



Dear Del ILLa,

I don't know how this happened, but I just ran out of bookmarks and I need to send some items via MINITEX delivery. What is the quickest way to get them?

Ina Hurry

Dear Ina,

We fill requests for all routing forms every Friday. This time, you have an urgent need for the routing slips, so please call a delivery staff member and we will send them out immediately!

Del ILLa

IN CONSTANT DEMAND TITLES

April 2008

These titles are unlikely to be available in any format, including spoken audiocassette and CD

- 7th Heaven James Patterson
- Age of American Unreason Susan Jacoby
- The Almost Moon Alice Sebold
- Animal, Vegetable, Miracle. Barbara Kingsolver
- The Appeal John Grisham
- Artisan Bread in Five Minutes a Day Jeff Hertzberg
- Beautiful Boy David Sheff
- Born Standing Up Steve Martin
- Bridge of Sighs Richard Russo
- Change of Heart: a novel Picoult, Jodi
- The Choice Nicholas Sparks
- Common Wealth Jeffrey D. Sachs
- Compulsion Johnathan Kellerman
- Dead Heat Joel C. Rosenberg
- Deceptively Delicious. Jessica Seinfeld
- The Dog Says How. Kevin Kling
- Double Cross (Alex Cross) James Patterson
- Duma Key Stephen King
- Eat, Pray, Love Elizabeth Gilbert
- Escape Carolyn Jessop
- Final Warning James Patterson
- First Patient. Michael Palmer
- The Florist's Daughter Patricia Hampl
- Free Lunch. David Cay Johnston
- Geography of Bliss Eric Weiner
- Heroin Diaries Nikki Sixx
- Hollywood Crows. Joseph Wambaugh
- Hope's Boy. Andrew Bridge
- Human Smoke Nicholson Baker
- I Am America (And So Can You!) Stephen Colbert
- In Defense of Food. Michael Pollan
- An Inconvenient Book Glenn Beck
- Killing Ground Jack Higgins
- Lady Killer Lisa Scottoline
- Land of Amber Waters Doug Hoverson
- Liberal Fascism Jonah Goldberg
- Losing It Valerie Bertinelli
- Lush Life Richard Price
- Memo to the President Elect. Madeleine Albright
- Mistaken Identity: two families. Tabb, Mark
- Musicophilia: Tales of Music and the Brain Oliver Sacks
- A New Earth. Eckhart Tolle
- The Nine:
Inside the Secret World of the Supreme Court. . . Jeffrey Toobin
- The Other Boleyn Girl Philippa Gregory
- Out Stealing Horses Per Petterson
- Outlaw Demon Wails Kim Harrison
- People of the Book Geraldine Brooks
- Predictably Irrational Dan Arieli
- Prisoner of Birth. Jeffrey Archer
- Protect and Defend: A Thriller. Vince Flynn
- Real Change. Newt Gingrich
- The Reason for God Timothy Keller
- Reconciliation Benazir Bhutto
- Remember Me? Sophie Kinsella
- Rhett Butler's People Donald McCaig
- Run. Ann Patchett
- Senator's Wife Sue Miller
- The Shack: a novel. William Young
- Slash Slash with Anthony Bozza
- Stone Cold. David Baldacci
- Stori Telling. Tori Spelling
- Strangers in Death. J.D. Robb
- T is for Trespass Sue Grafton
- This Republic of Suffering Drew Gilpin Faust

- A Thousand Splendid Suns Khaled Hosseini
- Unaccustomed Earth Jhumpa Lahiri
- Water for Elephants Sara Gruen
- World Without End. Ken Follett
- World Without Us Alan Weisman
- You: Staying Young: Michael F. Roizen

In addition, MINITEX is unable to fill requests for items published in 2007-2008 for the following categories:

Romance

Publishers: Aphrodisia, Avon, Bantam, Berkley, HQN books, Harlequin, Pocket Books, Silhouette

Anime, Graphic Novels, Manga

Publishers: DC Comics, Del Rey, Diamond Comic, Image Comics, Marvel, Net Comics, Tokyopop, VIZ

Books on the following topics:

Celebrity biography and autobiographies, Cookbooks (especially celebrity-authored), Diet, Disease cures, Health, How-to (investment, money, real estate, and taxes; crafts such as carpentry, jewelry-making, knitting, quilting), Iraq and the war, "Oprah" books (published in any year), Politics (by famous or celebrity politicians, journalists, or TV personalities), Regional or local history by Minnesota authors, Religion and Spirituality (on topics such as, but not limited to, apologetics, autobiography, and fiction titles), Video game strategy guides.

IN CONSTANT DEMAND TITLES - AV Titles

April 2008

Most new release entertainment videos from the current year will not be available for loan through MINITEX due to high demand at local public libraries. The titles include, but are not limited to:

- | | |
|--|------------------------------|
| • 3:10 to Yuma | • Juno |
| • 28 Weeks Later | • Knocked Up |
| • Across the Universe | • Live Free or Die Hard |
| • Amazing Grace | • Lives of Others |
| • American Gangster | • Michael Clayton |
| • Are We Done Yet? | • No Country for Old Men |
| • The Assassination of
Jesse James by the Coward
Robert Ford | • Persuasion |
| • Atonement | • Premonition |
| • Away From Her | • Ratatouille |
| • Becoming Jane | • Rush Hour 3 |
| • Bee Movie | • Simpson's Movie |
| • Before the Devil Knows
You're Dead | • Stardust |
| • The Bourne Ultimatum | • Superbad |
| • Breach | • Surf's Up |
| • Casino Royale | • Sweeney Todd |
| • Dan in Real Life | • Sydney White |
| • Disturbia | • There will be Blood |
| • Dreamgirls | • Things We Lost in the Fire |
| • Eastern Promises | • Transformers |
| • Elizabeth – the Golden Age | • Waitress |
| • Enchanted | • Wild Hogs |
| • Fantastic Four – Rise of the
Silver Surfer | |
| • Gone Baby Gone | |
| • Good Luck Chuck | |
| • Hairspray | |
| • High School Musical 2 | |
| • I am Legend | |
| • An Inconvenient Truth | |
| • Into the Wild | |

AV materials in the following categories, released in 2006-2008, are not available for interlibrary loan through MINITEX:

- Anime DVDs
- Exercise DVDs
- Television series – DVDs of entire seasons of television programs
- Television mini-series DVDs
- Popular music CDs

CALENDAR OF UPCOMING EVENTS

- May 20** Enhancing Quality Staff (EQS)
Radisson University Hotel, Minneapolis
- May 21** Introduction to Using OCLC Resource Sharing Statistics
<http://www.minitex.umn.edu/events/training/webinars.asp#143>
- May 26** Holiday – MINITEX office closed
- May 29-30** Midwest Library Technology Conference
Macalester College, St. Paul
- July 4** Holiday – MINITEX office closed
- September 1** Holiday – MINITEX office closed

For more calendar information, see <http://lists.minitex.umn.edu/forums/calendar.php>.



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