Minitex

RESOURCE SHARING NEWS

In This Issue

Resource Sharing update

Becky Ringwelski

The Minitex/MnLINK Interlibrary Loan (ILL) Committee conducted a survey of best practices for interlibrary loan last summer. The goal of this survey was to gather information from interlibrary loan staff on tips and best practices they have learned in doing day-to-day activities. We received a great response to the survey and have completed a number of reports related to the feedback. We have been awaiting the release of the new Minitex website to make the reports available. The reports can be found at: http://www.minitex.umn.edu/Sharing/Tools/.

Areas that are currently covered in the website are:

Best Practices Survey 2009

- Loan Periods and Due Dates
- Renewals
- Recalls
- Paperwork
- Borrowing/lending

ILL Trends and Challenges

- Increasing volume of requests
- Restrictions on A-V materials
- Streamlining ILL Processing
- NCIP standard
- Multi-volume requests

E-Journals

- Full-text internet website links
- Using E-journals for ILL

ILL Workflow

- Aleph
- VDX
- OCLC WCRS
- General

We anticipate that this area of the website will evolve and include updates as they are warranted. Do you have an ILL tip that might be of use to other libraries? Please contact a Minitex/MnLINK ILL Committee member(s) with your comments and thoughts. The committee member list can be found at: http://www.minitex. umn.edu/Committees/Ill/Members.aspx. ■

Check out Resource Sharing on the newly designed Minitex website

If you haven't visited the Minitex website lately, take a look. In early April, we introduced a new design. The latest release of the website is organized by function. It avoids the use of some acronyms and unit names that are meaningful within our office, but might not be universally understood by our users. The changes will make it easier to locate the information you need. (You will find Minitex interlibrary loan information on the website at: http://www.minitex.umn.edu/, select "PRODUCTS & SERVICES," and then select "Resource Sharing.")

In the coming year, we will be looking at other ways to improve Resource Sharing information delivered on our website. If you have any suggestions, please send them to Carol Nelson at (800) 462-5348; (612) 624-7879, or c-nels@umn.edu. ■

Modern Web browser security: best practices

Michael Berkowski

During the last few years, Web browsing has become an increasingly risky practice for users who don't take steps to protect themselves. By and large we have all become well trained not to click on suspicious links and to heed security warnings presented to us by our Web browsers, but a new type of threat became popular in 2008 and 2009 that even the most vigilant browsing can't always prevent.

In the past, the Web browser software itself was the most common avenue for malicious attacks against your computer, whereby malicious websites would attempt to compromise the Web browser. This avenue has now shifted in large part to the supplementary applications, or plug-ins, your Web browser uses to display different types of multimedia. Some common examples include Adobe Reader for PDF documents, Adobe Flash for rich Web content and Apple QuickTime for certain media. These programs, if allowed to fall out-of-date, can leave your Web browser exposed to widely known and exploited vulnerabilities.

Plug-in vulnerabilities are commonly exploited by malicious advertisements, even on well-known, high profile websites. This happens because the ads are often provided through multiple tiers of resellers, making it difficult to identify and remove the dangerous ones. Without even requiring a mouse click, ads can make use of your browser's plug-in to deliver malicious instructions via rich Flash content, a PDF document you never see, or a few other methods.

The first and most important practice to protect yourself from modern Web threats is to make sure all your software is up-to-date. Vulnerabilities are usually repaired quickly by the software providers, but you may not receive updates

automatically. Visit the websites of plug-in providers frequently to download and install the latest versions. This practice alone goes a great distance in protecting yourself.

Another practice Minitex recommends to mitigate most ad-based attacks is to use a Web browser with Flash content blocking and ad blocking capabilities. Advertisement blocking is a highly controversial practice, since it may deprive a website of its only revenue stream—ads reaching your eyeballs. However, until ad providers are able to effectively prevent malicious content from entering their distribution channels, ad blocking is one of our strongest defenses. Our needs at Minitex are well served by using the Mozilla Firefox Web browser in conjunction with both the FlashBlock and Adblock Plus add-ons. Google Chrome supports the Kill-Flash extension, though its features are not yet on par with FlashBlock. We have not found comparably effective flash and ad blocking support for Microsoft Internet Explorer.

Finally, don't forget your anti-virus software. Anti-virus protection with up-to-date virus definitions may be able to warn you of an attack attempt and prevent access or damage to your computer or personal information.

Adblock Plus: http://adblockplus.org/en/
FlashBlock: http://flashblock.mozdev.org/
Kill-Flash for Google Chrome: https://chrome.google.com/extensions ■

Midwest Interlibrary Loan Conference 2010

Dave Paulson

The Third Midwest Interlibrary Loan Conference was held April 9, 2010, on the beautiful campus of Loras College in Dubuque, Iowa. Turnout was good with 75 attendees representing five states: Iowa, Wisconsin, Illinois, Minnesota, and Vermont.

Joyce Meldrem, Library Director of Loras College, and conference chair, started the day with a warm welcome. Cherie Weible, Head of Interlibrary Loan and Document Delivery at the University of Illinois, Urbana-Champaign followed with the keynote speech, "ILL as the Final Frontier." Cherie talked about the future of ILL and asked for lots of audience input.

A variety of topics were covered, and we had a choice of two concurrent sessions every hour. Highlights included "The Locator and SILO Interlibrary Loan: Past, Present & Future," presented by Marie Harms, Library Consultant and Technical Support for the State Library of Iowa. Marie talked about updates to SILO Interlibrary Loan and the Locator, which have new capabilities since moving to a new database structure. Marie also gave us an update on their joint project with six other states to develop a statewide open source ILL system from Equinox called FulfILLment.

John Leonard Berg from Karrmann Library at University of Wisconsin-Platteville presented a lively session entitled "Successful ILL Practices for Distance Education Students." Karrmann Library has been promoting its distance education programs, which can be lucrative (John says). They offer distance education students access to the same materials and services that traditional students receive. This includes easy access to all UW libraries' holdings, ILL, e-mail delivery of articles, and mailing books to them. UW-Platteville also uses the same online information for traditional and distance education students. Many institutions have separate sites for them.

I had the privilege of giving a presentation entitled, "Mainstreaming ILL in Minnesota, Minitex Desktop Delivery and the MnLINK Gateway."

For more information about the conference and to see the programs from all three years, visit their website at: http://www.dalinc.org/midwestill/index.html. ■

Best practices for handling lost material

Agnes Lee

Minitex serves as an intermediary between lenders and borrowers whenever an item loaned through Minitex is lost or damaged. Still, you might wonder, "Why do I have to send the check or replacement copy for a lost item to Minitex, and not directly to lender?" The answer is that during any Minitex interlibrary loan transaction, the item appears in our records twice, once as a lender and once as a borrower. We need to update both of the requests on our end, to make sure the lost payment transaction is properly recorded and cleared from our records.

What do you need to know about lost transactions?   First, Minitex does not own any materials, so the bills you receive are always coming from the lending library. If the lender does not send a bill, we can't refer one on to the borrower, even if they are ready, willing, and able to pay for the lost item. We receive bills in one of two ways:

> • The lender sends a bill for material that was not returned. (Minitex staff locates the borrower and sends the bill to the library.)

> • The borrowing library requests a bill. (Minitex contacts the lender for a bill and forwards it to the borrower when it is received.)

Once communication is established for a lost item, it is a waiting game. We might get a response within days, but in other instances, it is a long wait. The same goes for payment expectations. In some cases, a library has to wait for a monthly or quarterly county meeting before a check can be approved for payment.

Whenever an item is lost or damaged through interlibrary loan, the borrower is always responsible for the replacement costs. Keeping that in mind, make sure that a lender accepts alternate forms of reimbursement, before you, as the borrower, begin the process.

We are always looking for ways to make this process easier. Here are a few recent changes we have made to help:

> • You can think green! Send your invoice or bill via e-mail. For Minitex, you can send to overdues@othello. minitex.umn.edu, or leexx050@umn.edu.

> • More libraries are accepting replacement copies (you must make sure that the edition you purchase is acceptable to the lender) for a lost item. In most cases there is still a processing fee.

> • If a replacement copy is acceptable and able to be located, Minitex staff is willing to help. We can purchase the replacement copy on your behalf and deduct the expense from your OCLC account. (Or, we can also accept credit card payment.)

> • Some lending libraries are now accepting credit card payments for lost books.

> • If the borrowing and lending libraries both have an OCLC account and it is agreeable to both parties, Minitex can deduct the cost of replacement from the borrower's OCLC account and transfer that amount to the lender's OCLC account.

If you have an idea to improve this process, please feel free to contact me and I can spread the word. Thanks in advance! ■

The Greening of delivery

Fred Finch

At the American Library Association Midwinter Meeting, Dennis Massie, OCLC Research, presented on "Greening ILL Practices: Data's, Do's and Don'ts."   His PowerPoint has great information about the environmental impact of our packaging materials and solid recommendations for being more "green." See it at: http://www.oclc.org/research/events/2010-01-15a.pdf.

Important points from the presentation include:

• When purchasing materials, select those that are durable, contain recycled content, and are recyclable. Cardboard mailers (e.g. Uline Easy-Fold Mailers) are durable, can be reused several times, contain 20-30% recycled content, and can be folded to the size of the item. This reduces the volume of the package and the need for additional padding material.

• Participate in a local delivery consortia; they are often cheaper, reduce book miles traveled, and do not require packaging other than a canvas bag or a paper routing slip rubber-banded to the books and dropped in reusable totes.

• Reusing packaging materials cuts the carbon footprint of delivery nearly in half.

The reusable tubs used for delivery in the Minitex region help us keep the process green.

Here are some ways the Minitex Delivery Unit has been working to be more eco-friendly:

• When materials can no longer be reused, we recycle them, whenever possible.

• We sort packing materials into three categories: "reuse," "recycle," and "trash."

• We collect and make use of used boxes and shipping materials from staff and even from other departments on campus (not just the library) for reuse.

• The Minitex Delivery Unit uses a tub and lid combination to move library materials to and from our high volume participants. These tubs are weather tight, and when they become worn or damaged, we replace them. They are made from recycled content and are themselves recyclable.

There are some things that the Delivery Unit does that are not recommended, but we still try to use these materials responsibly:

• We sometimes use packing peanuts, but we also reuse them.

• Jiffy Bubble mailing envelopes are reused as packing material in outgoing deliveries. We recycle the paper-filled Jiffy envelopes that we receive, since they shred too easily and can damage audiovisual materials. ■

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You will still be seeing us, virtually!

Carol Nelson

Most libraries are finding travel funds are limited during this time of budget reductions. Resource Sharing staff have been looking for more cost-effective ways to stay in touch with you. One measure we have implemented is the use of Web conferencing software as a way to "visit." Resource Sharing held their first official "Web visit" with Mike Grossman and Vivian Gangl from Duluth Public library on Friday, March 12, 2010.

In many respects, this was similar to an in-person site visit. During our virtual meeting we talked about workflow, statistics, communications, training, conferences, and delivery. After the meeting, Mike and Vivian gave us some helpful feedback on their experience, which we will incorporate into future virtual visits with library staff.

Minitex staff, from left, Kathy Drozd, Kevin Kelley, Agnes Lee, and Dave Paulson participating in a recent Web visit.

The highlight of the Web visit for our staff was learning what measures the Duluth staff have been making to meet their tighter budget. By learning about the issues you are facing in your libraries, it helps us provide and tailor services to meet your needs. In the case of Duluth Public, we learned that they have been forced to reduce the maximum number of ILL requests per patron, and they are no longer allowing renewals.

Web visits take about one hour, and we will be contacting more libraries in the upcoming months to schedule virtual meetings. We anticipate that Web visits will be easier to schedule and more cost-effective than an in-person meeting. One real benefit of a Web meeting: it allows us to have many more staff members available to meet and discuss issues than we could ever include on an in-person visit.

We do not expect that Web meetings will completely replace all in-person site visits. If your library has new staff and really needs some one-on-one training, make sure to let us know and we will do everything possible to schedule an in-person visit to accommodate your request.

We look forward to a meeting with you soon! ■

Full text Internet newspaper resources

Joan Krey and Joan Wollenberg

Focus on Minnesota Visual Resources:

This is the fourth in a series of internet resource websites we think may be of value to library staff and patrons. In this issue we are focusing on Minnesota Visual Resources. Check these websites periodically as more data and images are frequently added.

Photo and Art Database of the Minnesota Historical Society
http://collections.mnhs.org/visualresources/

The Visual Resources Database includes photographs, artwork, posters, and fine art photographs from the collections of the Minnesota Historical Society. These historical collections visually represent Minnesotans, their lives, landscapes, leisure, and occupations from the pre-territorial period to the present. This collection has over 140,000 digital images.

Minnesota Reflections
http://reflections.mndigital.org/

Minnesota Reflections is a collection of more than 45,000 images and documents depicting the history of Minnesota. More than 100 institutions including historical societies, public libraries, special archives, universities and colleges have shared their original materials with the Minnesota Digital Library. This site offers a variety of resources on Minnesota's history for researchers, educators, students, and the public.

Minneapolis Photo Collection
http://www.hclib.org/pub/search/MplsPhotos/

The Minneapolis Photo Collection contains roughly 10,000 historic photographs of the city dating from the 1840s to the present. The photo collection is particularly strong in the late nineteenth and early twentieth centuries and contains images of buildings, people, places and events.

Prints and Photographs Online Catalog of the Library of Congress
http://www.loc.gov/pictures

Prints and Photographs Online Catalog (PPOC) contains catalog records and digital images representing a cross-section of still pictures held by the Prints & Photographs Division and other units of the Library of Congress.   This collection of more than 1.2 million digitized images is particularly rich in materials produced in, or documenting the history of, the United States and the lives, interests and achievements of the American people. ◼

Dear Del ILLa

Dear Del ILLa,

I want my loaned items to stay in good shape, so what is the best way to package my items to make sure the paperwork stays with the item?

Fretful lender

Dear Fretful,

To answer this question, I talked to our experts in the processing area at Minitex, (AKA "The Backroom"). What I learned is that after processing tens of thousands of items every year, the staff who work there are pretty sure that for printed materials, the best way to send the paperwork is simply to insert it between the pages of the item. For audiovisual items, a single or double rubber band works best to secure the paperwork. What really can slow things down for them are plastic bags, excessive use of tape or rubber bands, and unnecessary, extra packing material around the item. The delivery article in this issue on page four gives some good tips about packing your items. Also, see the example below for an illustration of what works and what doesn't related to attaching your paperwork. ◼

Above: The items on the left are properly prepared for shipping. Items on the right are over-packaged, and it will take staff extra time to remove excessive tape, envelopes, and rubber bands.

In Constant Demand

To see the most current list of "In Constant Demand" titles, visit the Minitex website at:
http://www.minitex.umn.edu/Sharing/ConstantDemand.aspx.

We hope to see you at:

The 19th Annual Minitex ILL Conference
Tuesday, May 4, 2010
Continuing Education & Conference Center
University of Minnesota, St. Paul Campus

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