

6. MINITEX Resource Sharing – FY06 Report

1. I have attached report ‘stories’ from end users of MINITEX interlibrary loan, providing feedback through our MEDD program. I think you will find them interesting and useful in terms of how people are using interlibrary loan.
2. I have updated the report on MINITEX Resource Sharing to cover FY06 and that is attached.
3. MnPALS shifted over to Aleph ILL during the first part of 2006 and now all libraries are using this system to send requests to the MINITEX Office and to each other. At MINITEX, we are using the University of Minnesota’s Aleph ILL server to receive and send requests to MnPALS. We have been experimenting with North Dakota’s ODIN Ex Libris system and are now sending and receiving requests between libraries in North Dakota that can send and receive requests through the MINITEX Office.
4. The volume of requests being processed on the MnLINK Gateway system remains a concern for all involved. (See spreadsheets attached to Agenda item 4). This can affect the whole resource sharing program and we need to be careful about assuming that all is okay because end users are pleased with the system.

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5. It has been pointed out to me that the capacity for public libraries to handle new and expanded and enhanced activities may be challenged because of overall issues involving their staffing capacity. Many local public libraries have to bring in staff from other areas in order to process the large increase occurring with the borrowing and lending process of interlibrary loan. Several libraries have doubled their active processing of incoming and outgoing interlibrary loan materials. Interlibrary loan remains a labor-intensive activity even as we enhance the technology to improve the functionality of the system. Materials must still be retrieved, processed, sent out, returned and re-shelved.

This also affects the MINITEX Office as we have had to hire many more students and supervisors are now responsible for a larger number of students than is our normal practice in order to process the requests and try to avoid backlogs. And, the volume going through the MINITEX Delivery System and local delivery systems is increasing, adding to the concern at all levels especially with courier costs increasing.

I suspect some academic libraries may have some concerns if they begin receiving more direct requests because of the changes in ILL systems now underway in Minnesota. At what point will some libraries say they cannot handle any more volume and we see a growing delay in handling of materials and an impact on the total Resource Sharing System? We can discuss this situation further at the meeting.

MINITEX Resource Sharing Report, FY06 (September 2006) corrected 10/2/06

Background Information from MINITEX

A. Document Delivery Requests to MINITEX and Referrals from MINITEX to libraries

B. Usage of ELM Licensed Resources: Usage of Electronic Library for Minnesota (ELM) in FY04

Background Information from MINITEX

A. DOCUMENT DELIVERY

1. The Largest Single Library Suppliers of Resources: The University Libraries and Minneapolis Public Library.

MINITEX is staffed to provide access to the collections of the University Libraries for book loans and photocopies. In addition, MINITEX staff visit the Minneapolis Public Library collection daily to search for and check out loans and to photocopy articles. These two sources provide the resources needed to fill almost half the requests received by the MINITEX Office.

In FY06, the MINITEX staff **searched for 134,064 requests** for book loans (returnables) and photocopies (non-returnables) from the collections of the University of Minnesota Libraries and Minneapolis Public Library and **filled 118,245, or 88%**. This total of 118,245 filled requests represents 39% of the requests received from MN, ND, SD, and WI libraries. In our last benchmark in March 2003, MINITEX staff filled 95% of the requests in less than 24 hours when searching the University Libraries collections. The material is sent to requesting libraries via courier or electronically.

<u>University Libraries</u>	<u>FY03</u>	<u>FY04</u>	<u>FY05</u>	<u>FY06</u>	<u>Increase/ Decrease over FY05</u>
Total Searched	139,845	130,268	123,409	130,149	+ 6%
Total Filled	127,800	120,503	112,807	114,978	+ 2%
Loans	36,139	35,566	36,081	41,697	+16%
Copies	91,661	84,937	76,726	73,281	- 4%
Percent Fill Rate	91%	93%	91%	88%	---

Note that book loans are up and requests for photocopies are down due to:

- 1) increased availability to the end-user of general and academic journals with full-text articles via the Internet and use of SFX and their open linking sources that direct patron to licensed electronic journal articles subscribed to by the library;
- 2) cancellation of subscriptions by the University Libraries between 1995-2003 plus the purchasing of fewer monographs.

Minneapolis Public Library	FY03	FY04	FY05	FY06	Increase/ Decrease over FY05
Total Searched	7,088	7,690	6,236	3,915	-37%
Total Filled	5,723	6,777	5,328	3,267	-39%
Loans	5,560	6,488	5,138	3,134	-39%
Copies	163	289	190	133	-30%
Percent Fill Rate	81%	88%	85%	83%	- 2%

Major parts of the collections, especially journals, are in storage.

	FY03	FY04	FY05	FY06	Increase/ Decrease over FY05
Combined MNU/MPI Fill Rates	134,644	126,870	118,135	118,245	+ .09%

2. Where Do Requests Come From?

Requests from Libraries Within the Region

Within the region (which includes MN, ND, and SD plus WI), the following table indicates the origin of the requests. In analyzing available data, it is interesting to note the breakdown between requests for loans (returnables) and requests for photocopies (non-returnables). Though this is not a surprising finding, it is useful to keep it in mind in thinking about resource sharing in the future.

The following table indicates the number of requests received by the MINITEX Office from these library groups:

	FY03	Filled FY03	FY04	Filled FY04	FY05	Filled FY05	FY06	Filled FY06	Percent Filled
HESO Requests									
MnSCU									
State Universities	33,959	28,332	28,037	24,082	28,845	25,224	28,557	24,454	86%
Two Year Colleges	16,583	12,909	13,588	10,818	11,675	8,918	10,335	7,662	74%
Private Colleges	60,476	53,948	57,450	51,357	58,621	52,909	64,346	57,020	89%
U of MN Campuses*	41,982	40,627	41,797	40,496	47,655	44,250	14,285	12,849	90%
State Gov't Libraries	6,006	5,031	5,649	4,851	4,253	3,549	3,748	3,159	84%

Hospital Libraries	1,900	1,680	1,615	1,406	1,478	1,323	1,218	1,068	88%
MN Public Libraries	70,248	54,946	69,511	53,319	85,399	60,449	145,112	95,121	66%
MN K-12 Schools\Special Libraries	607	550	986	882	1,048	971	1,150	1,081	94%
South Dakota	14,486	12,155	15,673	2,851	13,662	11,620	12,698	11,337	89%
North Dakota	15,930	13,625	16,914	14,837	12,286	10,620	8,804	8,000	91%

Requests from Libraries Outside Three-State Region

University of Illinois	47	15	2	0	1	0	0	0	---
Wisconsin – WiLS (WiLS provides access to WI libraries that are WILS members)	1,233	951	923	788	796	683	593	521	88%
Wisconsin – WIRL (WIRL provides access to WI public and two-year academic libraries)	9,378	5,527	14,957	11,171	10,376	6,380	9,779	6,234	64%
WILS Academic Libraries							2,402	1,916	80%
Lakehead University (Thunder Bay, Ontario)	314	246	259	244	227	203	156	139	89%

* Morris, Duluth, Crookston & Twin Cities ILL/DTU

** These K-12 schools are in the Twin Cities metropolitan area (plus MN Art Institute). Many other K-12 school requests are received from public, multi-type, and academic libraries in Greater Minnesota through existing resource-sharing arrangements.

3. Referral of Requests to Other Libraries

When materials are not available from the collections of the University Libraries or Minneapolis Public Library, where are the requests filled?

When MINITEX staff determines that material is not available from the University Libraries and/or Minneapolis Public Library, we rely upon a highly effective referral network that includes:

a) libraries throughout the three-state region plus Wisconsin, and b) locations outside the region where we can locate desired materials. The following data provide just a snapshot of where requests are referred when staff cannot fill them from the two major collections, either because the material is checked out or not held. Once we send the referral, MINITEX no longer has control of the requests and must rely on local staff to expend time and resources to process referral requests.

REFERRALS by MINITEX Staff TO:	FY03	Filled FY03	FY04	Filled FY04	FY05	Filled FY05	FY06	FY06 Filled	Percent Filled
MN State Universities	9,022	7,766	10,044	8,519	11,507	8,966	15,592	11,927	76%
Two Yr Colleges	6,514	5,443	7,031	5,745	7,336	5,777	8,356	6,228	75%
Private Colleges	29,602	24,422	30,262	23,548	30,495	22,934	38,361	27,856	73%
Univ of MN campuses*	1,519	1,029	1,676	1,170	2,246	1,517	3,506	2,181	62%

State Government	2,391	1,816	2,167	1,618	1,829	1,278	2,085	1,596	77%
Health Centers/Hospitals	648	409	517	351	310	204	299	199	67%
North Dakota	5,086	3,768	5,457	4,058	4,710	3,232	8,293	4,038	49%
South Dakota	4,867	3,642	4,835	3,704	3,387	2,270	10,270	4,762	46%
MN Public Libraries	33,241**	23,566	35,500	19,829	39,518	22,340	63,366	39,841	63%

* Morris, Crookston, Duluth, Twin Cities

**Referral increases due to MnLINK Gateway VDX functionality. May change with upgraded software.

REFERRALS to Libraries

Outside MINITEX 3-State Region	FY03	Filled FY03	FY04	Filled FY04	FY05	Filled FY05	FY06	FY06 Filled	Percent Filled
Wisconsin									
* WiLS	6,495	5,160	6,429	5,434	7,016	5,724	4,911	3,935	80%
WIRL (WI State Library)	10,475	7,509	10,888	8,432	13,806	10,283	16,024	12,393	77%
Lakehead University	3	1	34	28	22	15	23	13	57%
North Central Experiment Station	2	2	8	2	1	1	0	--	---
US Environmental Library (Duluth)	69	56	49	40	45	33	37	27	73%
Illinois State Library	276	239	217	185	245	226	366	238	65%
* Great Britain (1)	30	21	0	0	0	0	0	0	---
* Univ of Illinois (1)	795	577	0	0	0	0	0	0	---
Nat'l Lib of Medicine	0	0	0	0	2	1	0	0	---
Library of Congress	1	1	8	5	8	4	0	0	---
* University of Alberta (1)	1,096	905	1	0	48	34	2,455	1,811	74%
* OCLC-IFM out of region (2)	4,426	1,952	0	0	0	0			
* Wisconsin Acad. Libraries							6,608	5,014	76%

* MINITEX pays for this service from these sites

(1) Suspended arrangements July 1, 2003 but started up again in June 2005.

(2) Suspended arrangements May 2003

C. Usage of ELM Licensed Resources: Electronic Library for Minnesota (ELM)

<u>Minnesota Usage</u>	<u>FY02</u>	<u>FY03</u>	<u>FY04</u>	<u>FY05</u>	<u>FY06</u>
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GALE DATABASES						
Searches	5,050,931	6,784,625	7,419,216	3,017,667	3,157,391	
EBSCO DATABASES						
Searches	--	--	--	4,322,392	5,699,318	
OCLC SEARCHES*	848,930	1,013,446	676,640	1,102,574	1,090,865	
NEWSPAPERS SEARCHES **	N/A	N/A	289,521	454,425	466,264	
ELECTRONIC BOOKS						
NetLibrary - Accesses (cumulative Browsers & Checkouts)	30,269	62,232	77,414	---	---	
NetLibrary Page Views	N/A	707,475	1,533,300	8,792,929	10,413,838	

*We had a problem with vendor statistics – either FY03 was incorrect or FY04 is incorrect. I think we lost some data in FY04.

**Suspended in MN statewide for FY03 but reinstated in FY04

VDX STATISTICS: TRAFFIC BY INSTITUTION AND GROUP: JULY 2005 - JUNE 2006
corrected 8/18/06

		BORROWER/REQUESTED FROM:			LENDER/RESPONDED TO:		
		TOTAL (ALL VDX)					
CODE	INSTITUTION	TOTAL	FILLED	PERCENT	TOTAL	FILLED	PERCENT
MII	MINITEX	72666	43466	60%	123570	71021	57%
MIUM	MINITEX - Uof M	0	0	0	10162	7361	72%
	TOTAL	72,666	43,466	60%	133,732	78,382	59%
PRIVATE COLLEGES							
BTA	BETHEL SEMINARY	15	9	60%	3426	2523	74%
MAC	MACALESTER COLLEGE	13	7	54%	6017	3924	65%
MAC	HAMLIN UNIV.-Bush Lib.	46	32	70%	2144	1346	63%
MHL	HAMLIN UNIV.-Law Lib.	162	105	65%	523	326	62%
MNA	AUGSBURG COLLEGE	428	288	67%	2565	1812	71%
MNC	CONCORDIA UNIVERSITY	31	18	58%	1220	738	60%
MNE	Coll. of St. Catherine-Stp.	837	471	56%	3004	1981	66%
MNK	BETHEL COLLEGE	27	16	59%	1491	803	54%
MNT	UNIV. OF ST. THOMAS	61	34	56%	6145	4228	69%
NOW	NORTHWESTERN COLLEGE	46	32	70%	1876	1279	68%
SMC	Coll. of St. Catherine-Mpls.	153	57	37%	645	405	63%
TL#	Univ. OF ST. THOMAS-Law	9	3	33%	150	58	39%
	CLIC TOTAL	1,828	1,072	59%	29,206	19,423	67%
PUBLIC LIBRARIES							
ANK	ANOKA COUNTY LIB.	13892	8473	61%	11584	6050	52%
ALV	ARROWHEAD REGIONAL	8933	5310	59%	11196	5829	52%
CCE	CARVER COUNTY LIB.	7432	4667	63%	6444	4556	71%
DCB	DAKOTA COUNTY LIB.	21312	13208	62%	20684	13097	63%
ETC	EAST CENTRAL REGIONAL	10666	6976	65%	8365	5031	60%
GRR	GREAT RIVER REGIONAL	13318	8200	62%	15735	8539	54%
HCO	HENNEPIN COUNTY LIB.	46529	27642	59%	15992	7554	47%
KRL	KITCHIGAMI REGIONAL LIB.	62	35	56%	80	31	39%
LAL	LAKE AGASSIZ REGIONAL	6942	4319	62%	4304	1702	40%
CRM	PIONEERLAND LIB. SYSTEM	4456	2561	57%	2074	1048	51%
MLM	PLUM CREEK LIB. SYSTEM	13017	7865	60%	7907	3238	41%
MPI	MINNEAPOLIS PUBLIC LIB.	24611	13926	57%	10121	4195	41%
NRG	NORTHWEST REGIONAL	4293	2290	53%	1932	689	36%
RCL	RAMSEY COUNTY LIB.	15184	9462	62%	18799	12220	65%
S#L	SELCO	9558	5833	61%	21449	12846	60%
SPP	ST. PAUL PUBLIC LIB.	30828	15982	52%	24966	17570	70%
SSH	SCOTT COUNTY LIBRARY	5766	3307	57%	8492	5642	66%
TDS	TRAVERSE DES SIOUX	21347	12436	58%	8163	5233	64%
WLM	WASHINGTON COUNTY	31575	17871	57%	7911	4888	62%
XOL	VIKING LIBRARY SYSTEM	10983	6479	59%	6031	3614	60%
	PUBLIC LIB. TOTAL	300,704	176,842	59%	212,229	123,572	58%
GRAND TOTAL		375,198	221,380	59%	375,167	221,377	59%