

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

Resource sharing has been the focus of some national and international discussions which have incorporated the white paper, "It's Time to Think Again About Resource Sharing" (<http://www.rethinkingresourcesharing.org/docs.html>). Discussions about the white paper resulted in three forums held in November 2005, March 2006, and the latest held in mid-April 2007, in Chicago.

I have worked on the Interlibrary Loan (ILL) Policies subgroup of this forum, and have found these meetings to be very worthwhile. The Rethinking Resource Sharing Policies and Cultural Issues subgroup discussions led to the writing of "A Manifesto for Rethinking Resource Sharing," which you can find at: <http://www.rethinkingresourcesharing.org/docs/Manifesto.pdf>.

To continue the policies discussion, the American Library Association Sharing and Transforming Access to Resources Section (STARS), established a committee on Rethinking Resource Sharing Policies that has affirmed the manifesto and will be reviewing and suggesting changes to the *Interlibrary Loan Code for the United States* that integrate some of the practices promoted in the manifesto.

The work of the group has been shared on the ILL-L mailing list (<http://lists.webjunction.org/mailman/listinfo/ill-l>), and will be part of the discussion at the upcoming 16th Annual MINITEX Interlibrary Loan Conference entitled, "Resource Sharing: Making a Difference."

I'm hoping that many of you will be attending the conference on Monday, May 7, 2007. The keynote and featured speaker will be Roy Tennant, who will be giving two presentations, the keynote, "Tips for Effective Change Agents," and a presentation on the topic "Top Technologies and Trends and What to do About Them."

We're anticipating that the afternoon panelists will provide for a lively discussion of resource sharing issues and challenges facing our libraries and users. The panelists representing academic and public libraries will be reacting to the paper, "A Manifesto for Rethinking Resource Sharing," and responding to a report from the MINITEX/MnLINK ILL Committee that addresses the responses to an ILL policy survey that was conducted in January of this year.



2nd Annual Regional Ex Libris Users' Group Meeting

Becky Ringwelski

The Regional Ex Libris User Group meeting was held on March 5-6, 2007 at the Northland Inn in Brooklyn Park. There were close to 200 attendees from Minnesota, North Dakota, South Dakota, Wisconsin, and Iowa. The first day of the meeting began with a keynote presentation by Gregg Silvis, Assistant Director for Library Computing Systems at the University of Delaware, entitled, "The Impending Demise of the Local OPAC."

Silvis proposed OCLC as the replacement to the local integrated library system (ILS), with the idea that there would still be background services running locally to support the automation needs of the library. This possibility generated much discussion, and from the responses on the evaluation forms, it provided a good start to the conference. (If you would like to see Silvis' PowerPoint presentation, it can be found at: <http://kinglear.lib.umn.edu/train-conf/highlights/2007-03-05/>.)

The conference was comprised of thirty sessions on topics related to Ex Libris' products, Aleph, Primo, SFX, MetaLib, and Verde. Staff from libraries in the region led the majority of the sessions, and this user perspective was well received by attendees.

Dan Trajman, president of Ex Libris (USA), concluded the two-day meeting with a presentation on strategic directions for the company. He discussed the future of the ILS, and plans for Aleph and Voyager, which was acquired by Ex Libris in a merger that became final in December, 2006. This presentation also supported the notion that change is a constant in the library world!

The comments we have received indicate that this type of conference is quite useful for library staff using the Ex Libris products. For those interested in the ELUNA 2007 (Ex Libris Users of North America) Conference to be held in Spearfish, South Dakota from June 5- 8, information can be found at: <http://www.sdln.net/eluna2007/?mode=eluna2007>.

VDX version 3.1 format changes

Nick Banitt

The roll out of the new OCLC PICA VDX software has introduced the eagerly anticipated format filtering and new alternate Rota building functionalities. Version 3.1 has also brought the introduction of the NISO Circulation Interchange Protocol (NCIP). These new tools will enhance the usability of the MnLINK Gateway.

In addition to format filtering, we have the ability to filter by language and audience level. The format filter available for searching on ZPORTAL/VDX is something that was regularly requested by our users.

The filter options are for a wide variety of different material types that we know are being identified in search results. The filter works by checking several points in a Machine-Readable Cataloguing (MARC) record to identify the material type. The vast majority of records are returning results properly, but we have found that the MARC fields being used may not have been verified for accuracy before the bibliographic record was added to the library database.

The integrated library system (ILS) vendors provide shortcuts for labeling your material that are independent of the specific fields that VDX is using. We have started working with one library system to improve the search results. Their response so far has been positive that the changes are fairly easy to make. We expect to be expanding our contacts to other libraries soon.

The new alternate Rota building functionality is closely related to the new filtering ability. This alternate Rota building works by matching records on author and title. Author and title matching alone would create many false hits. These matching records are then filtered on a specified combination of Universal Product Code (UPC), material type, language or audience.

We have been working on a variety of configuration options, trying to determine what will produce the best results. Our initial evaluation has been that it is working pretty much as expected. Our speculation was that the additional Rota building functionality would create an

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VDX version 3.1 format changes *continued*

increase in the lending requests going to libraries using VDX, with a decrease in lending requests for MINITEX. Initial reports from those libraries have shown this to be true.

Talk about NCIP has been growing over the last year. With the increase in our request volume, libraries are finding their interlibrary loan (ILL) staff stretched further than ever before. NCIP is a technology which really looks like it may provide some solutions. VDX's NCIP will decrease the workload of the ILL staff by removing duplicated steps. Our initial testing with the Traverse des Sioux library system has been very positive.

Update on Aleph GUI ILL2

Agnes Lee

In the past month, MINITEX and the University of Minnesota Libraries' staff have been conducting tests on the Aleph version 18 Graphic User Interface (GUI ILL2) software, using a copy of data migrated from the production Web ILL application. The testing has been conducted between University of Minnesota Twin Cities (MNU), University of Minnesota Crookston campus (MCR), and MINITEX.

Each function in lending, borrowing, and services must be tested, which is a slow process. When something is not working as expected, we file a system incident report (SI) with Ex Libris. After Ex Libris staff in Israel provide a fix, we retest the functionality to make sure it is working correctly.

There is good news! With the GUI ILL2 software, we are seeing many enhancements; the response time is quicker, the searching and layout of the screen has improved, and there is better use of screen space, to name a few.

In the next few weeks, we hope to begin testing across servers with the MnPALS staff. If all goes well, MINITEX and the U of M Crookston campus will plan to move to the GUI ILL2 software sometime this June. At that time, we expect to be the first site in North America to use this new module.

DOAJ: Directory of Open Access Journals

Dave Paulson

The Directory of Open Access Journals (DOAJ) provides access to free, full text, quality controlled scientific and scholarly journals, and aims to cover all subjects and languages. There are now more than 2600 journals in the DOAJ, and 789 of these are searchable at the article level.

DOAJ defines "open access," as journals that do not charge readers or their institutions for access. All journals included in the directory must grant users the right to read, download, copy, distribute, print, search, or link to the full texts of these articles. To be included, journals must also exercise peer-review or editorial quality controls.

Libraries can obtain access to records from DOAJ for inclusion in their collection. DOAJ titles are currently included in MNCAT, the University of Minnesota - All Campus Catalog at: <http://www.lib.umn.edu/>.

To learn more about DOAJ, view a list of available journal titles, and search for articles, visit their Web site at: <http://www.doaj.org/>.

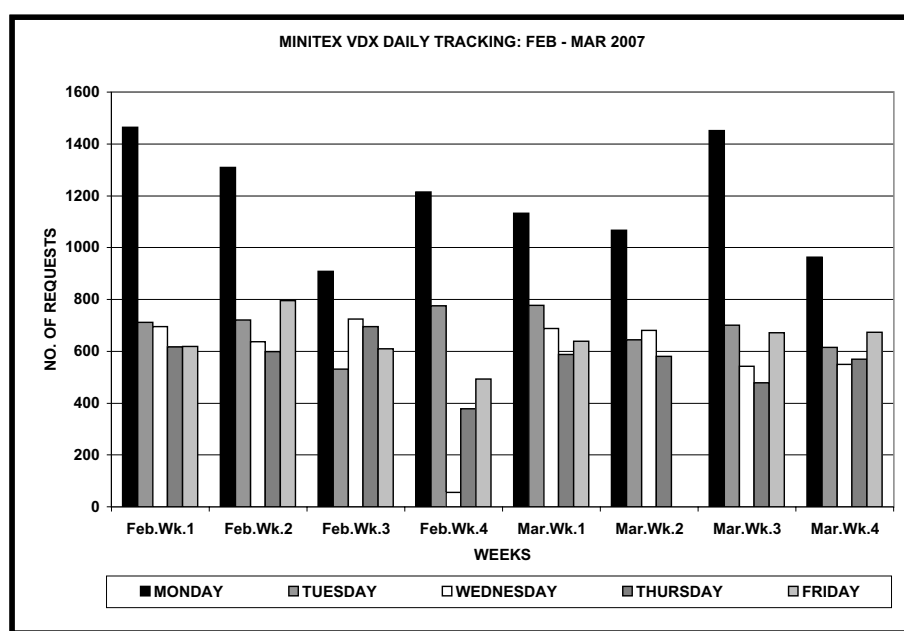
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Gearing up for Monday mornings: a statistical review

Obinnaya Oji

Monday mornings in the world of MINITEX Document Delivery is very different from any other morning of the work week. The beehive is humming and you notice that caffeine consumption is higher than normal. This group behavior is also noticeable on workdays after holidays. Unable to find a logical explanation to the “phenomena” we decided to put our crack statistics team to work.

What did we find? Using incoming requests from the VDX system as a sample group, we did an analysis of daily requests for the months of February and March 2007. We found a direct correlation between residents of Minnesota using the “Get it!” button all weekend, and sleepless Sunday nights by MINITEX Document Delivery staff. Higher volumes should be expected for Mondays and workdays after holidays, however, planning and staffing for this weekly spike is another matter. The graph below provides a visual depiction of this trend.



On some days after holidays our volume has even been higher than those shown on the graph. On November 27, 2006 we received 1,691 requests. On December 27, 2006 the number was 1,475, and on January 16, 2007 after the Martin Luther King Holiday break, there were 1,681 requests.

Since we pride ourselves on our quick turn-around-time, we have increased staffing to meet this challenge in two ways:

- First, we have increased student hours to meet this and our ever increasing volume. February 2007 was our busiest month EVER in MINITEX Document Delivery with 36,122 requests coming in from all our systems. Our previous record month was March 2006 when we processed 35,813 requests.
- Second, we have temporarily scheduled staff to work on Saturdays. This allows us to process requests over the weekend, thereby easing the Monday crunch.

The result is that we are able to keep up with our spikes in volume and meet the needs of our patrons. If only we could find something better for student workers to do on these cold winter weekends! For statistics on traffic between your library and MINITEX please feel free to contact Obinnaya Oji at o-oji@umn.edu; (612) 624-4385; (800) 462-5348.

Odyssey: free electronic document delivery software

Dave Paulson

Odyssey software allows sites to send to and receive electronic documents from other Odyssey sites and OCLC ILLiad sites. It can be used in conjunction with ILLiad software or as a stand-alone system. It is similar to Ariel, but does not communicate with Ariel software.

Since December MINITEX has been using Odyssey with OCLC ILLiad to transmit Documents to U (DTU) article requests that our staff process. (DTU is the lending operation of the University of Minnesota's interlibrary loan department with the OCLC symbol MNU, managed in the MINITEX office.) Used in conjunction with the ILLiad ILL management software, a borrowing library has several options to control the delivery of the item to the user. One of these options is the "trusted sender" feature.

When "trusted sender" is implemented, the borrower receives articles from lending libraries, converts them to PDF format, posts it to the web, completes the OCLC transaction, and notifies the patron of the article availability — all without staff intervention. The "trusted sender" feature is so popular that Odyssey has replaced Ariel as the electronic document delivery (EDD) software of choice among ILLiad users.

We have also been testing the Odyssey stand-alone system for scanning and receiving MINITEX requests. (We do not use ILLiad for processing MINITEX requests.) The stand-alone version does not offer request management functions or the "trusted sender" feature for received or transmitted requests, however, it does offer all libraries, including low volume ILL departments, a very inexpensive electronic delivery (or receiving) option.

Use of Odyssey would improve your turnaround time, and perhaps save paper and delivery costs. Received documents can be printed, automatically converted to PDF format, or saved to a file. If you would like to test Odyssey sending and/or receiving with MINITEX, please call Dave Paulson at d-paul@umn.edu; (612) 624-7568; (800) 462-5348; or Joan Wollenberg at wolle006@umn.edu; (612) 626-9239; (800) 462-5348. Read more about it, and download free Odyssey software at: www.atlas-sys.com. Your savvy IT staff should be able to install and configure Odyssey software in about 15 minutes.

MINITEX interstate delivery is a go!

Fred Finch

MINITEX staff are now keeping track of direct delivery items that ride on the "MINITEX Overnight Delivery System" from one state to another. In order to do this, we have created the "MINITEX Interstate Direct Delivery" routing forms for each state. The new form should only be used by libraries filling requests for libraries that are on the "MINITEX Overnight Delivery System." There is a list of those libraries at: <http://www.minitex.umn.edu/delivery/mnlink/courier.pdf>.

Please note the following color scheme for routing slips:

- Yellow: for items originating from Minnesota to be routed to North Dakota, South Dakota, and Wisconsin.
- Salmon: for items originating from North Dakota to be routed to Minnesota, South Dakota, and Wisconsin.
- Blue: for items originating from South Dakota to be routed to Minnesota, North Dakota, and Wisconsin.

We will be working with Wisconsin to determine a color and format that will work for both states.

If you have any questions regarding this new program, or would like to order the new forms, contact Fred Finch at finch006@umn.edu; (612) 624-3374; (800) 462-5348; or Kathy Drozd at k-droz@umn.edu; (612) 624-9553; (800) 462-5348.

NEWS FROM LIBRARIES AROUND THE MINITEX REGION



Dakota County Library System

Carol Nelson

The interlibrary loan (ILL) office of the Dakota County Library System (DCB) is located at the Wescott Branch in Eagan, Minnesota. Like most public libraries, the collection is diverse, but as Evan Kelley, who works in ILL says, "we do a huge business in public library materials that no one library is big enough to have; interlibrary loan requests are for everything under the sun, from technical to romance."

Four years ago, Evan and Jo Bunn, the ILL Office Specialist, attended a training session on the VDX

Interlibrary Loan system. A few weeks later, DCB was in the first group of libraries to start using the VDX ILL system in the MINITEX region in January 2003. Since that time, there have been dramatic changes in the ILL process and the incoming request volume, which Dakota County has successfully managed by making some major changes.

In the beginning, Evan remembers, “It was a very stressful and difficult start up. The system didn’t quite work perfectly either.” At the time, the ILL office was using two systems which added to the pressure. Then, when the “Get it!” button became available to the public on the MnLINK Gateway, Dakota County, like all of the VDX libraries, saw their volume go through the roof.

Fortunately, they have had the advantage of a supportive and experienced ILL supporter in their director, Ken Behringer, who previously served as the MnLINK Director. Consequently, he understood why the ILL office needed more staff to handle the increasing request traffic. Now, in addition to Evan and Jo, Linda Shaw and Carolee Eide assist with processing for several hours a day. Jeanette Hall also steps in to aid ILL when needed.

While extra staffing was required to manage the skyrocketing request numbers, some of the features of the VDX software allow the ILL office staff to process more requests with less than a corresponding addition of staff. For instance, when rethinking some of the former processes, the staff decided that they could no longer keep track of all the requests as they had in the past. VDX is a self service system that allows patrons to check the status of their requests electronically. It allowed Dakota staff to get rid of item request cards, and the filing that goes with that process. In addition, VDX automatically balances requests among the libraries, which helps keep the incoming workload consistent.

Evan notes that “there is huge unmet, insatiable demand for popular music CD and DVD materials. It really smacked you in the face when you looked at the (ILL) requests.” Lending and borrowing audiovisual materials account for a large percentage of the increasing request volume on VDX; however, Evan keeps things on an upbeat tone when he introduces VDX to staff. He emphasizes that the system works (with some idiosyncrasies), and the patrons LOVE it!



From left: Jo Bunn, Carolee Eide, Evan Kelley, Linda Shaw. Not pictured: Jeanette Hall and Maureen Gormley, ILL supervisor.

Summary of Dakota County Library Interlibrary Loan Activity – five year change

Items obtained for DCB patrons – up 185%

2001	5337
2006	15204

Items supplied by DCB to other libraries – up 88%

2001	8111
2006	15286



*Dear Del Illa,
I'm new here at the library and I'm just learning how to use VDX. I'd like to make a good impression – is there any help for me out there?
Just Starting Out*

Dear Newbie,

I'm happy to report that if you watch the MINITEX Web site at:

<http://www.minitex.umn.edu/train-conf/webinars/>, you will soon see an announcement for an “Introduction to VDX” Webinar to be offered in June. It’s sure to help you astound your boss with your knowledge of the system! This first VDX Webinar is designed for people who are just learning how to use VDX, or who are familiar with VDX, but want a good review (to fill in while an ILL staff member is on vacation perhaps?) Additional advanced VDX sessions are in the works for late summer and early fall.

Del Illa



IN CONSTANT DEMAND TITLES

Spring 2007

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

About Alice Calvin Trillin
 Act of Treason Vince Flynn
 Alexandria Link Steve Barry
 Amen Corner Rick Shefchik
 The Audacity of Hope Barack Obama
 Best Life Diet Bob Greene
 Born on a Blue Day Daniel Tammet
 Cross James Patterson
 Daddy's Girl Lisa Scottoline
 Dear John Nicholas Sparks
 Double Bind Chris Bohjalian
 Echo Park Michael Connelly
 Exile Richard North Patterson
 For a Few Demons More Kim Harrison
 For One More Day Mitch Albom
 Forever in Blue Ann Brashares
 The God Delusion Richard Dawkins
 Grace (Eventually) Anne Lamott
 Heart-shaped Box Joe Hill
 High Profile Robert B. Parker
 How Doctors Think Jerome Groopman
 I Feel Bad about My Neck Nora Ephron
 In an Instant Lee Woodruff
 Infidel Ayaan Hirsi Ali
 Innocent in Death Nora Roberts
 The Innocent Man John Grisham
 The Life and Times of the Thunderbolt Kid:
 a Memoir Bill Bryson
 A Long Way Gone Ishmael Beah
 Marley and Me John Grogan
 Measure of a Man Sidney Poitier
 The Memory Keeper's Daughter Kim Edwards
 Natural Born Charmer Susan Elizabeth Phillips
 Nature Girl Carl Hiaasen
 Nineteen Minutes Jody Picoult
 Obsession Jonathan Kellerman
 Omnivore's Dilemma Michael Pollan
 Palestine Peace Not Apartheid Jimmy Carter
 Plum Lovin' Janet Evanovich
 Power, Faith, and Fantasy Michael B. Oren
 Road Cormac McCarthy
 Secret Rhonda Byrne
 Shadow Dance Julie Garwood
 Shopaholic & Baby Sophie Kinsella
 Sisters Danielle Steel
 Speaking of Faith Krista Tippett
 Stalemate Iris Johansen
 Step on a Crack James Patterson
 The Thirteenth Tale Diane Setterfield
 Water for Elephants Sara Gruen
 Wild Fire Nelson DeMille
 What the Dead Know Laura Lippman
 Whitethorn Woods Maeve Binchy
 Women and Money Suze Orman
 You: On A Diet: The Owner's Manual Michael F. Roizen

IN CONSTANT DEMAND TITLES - AV Titles

May 2007

Black Dahlia	<u>Series Television</u>
Blood Diamond	24
Borat	Boston Legal
Break-Up	CSI Miami
Cars	Charmed
Casino Royale	Desperate Housewives
Charlotte's Web	Family Guy
Children of Men	Firefly
Clerks 2	Ghost Whisperer
Crank	Grey's Anatomy
Da Vinci Code	House, M.D.
Déjà vu	Lost
Devil Wears Prada	Office
Dreamgirls	Rome
Eragon	Simpsons
Good Shepherd	Six Feet Under
Happy Feet	The Sopranos
The Holiday	Stargate Atlantis
Ice Age: the Meltdown	Twin Peaks
Illusionist	Weeds
An Inconvenient Truth	
Jackass number two	
Last King of Scotland	
Little Children	
Little Miss Sunshine	
Mission Impossible III	
Monster House	
Night at the Museum	
Night Listener	
Notes on a Scandal	
The Omen	
Open Season	
Prairie Home Companion	
Pirates of the Caribbean:	
Dead Man's Chest	
Pursuit of Happyness	
The Queen	
Rocky Balboa	
Saw III	
Sherrybaby	
She's the Man	
Snakes on a Plane	
Superman Returns	
Talladega Nights:	
The Ballad of Ricky Bobby	
Texas Chainsaw Massacre:	
the beginning	
Volver	

CALENDAR OF UPCOMING EVENTS

- May 7** Sixteenth Annual MINITEX Interlibrary Loan Conference
“Resource Sharing: Making a Difference”
Continuing Education & Conference Center
University of Minnesota – St Paul Campus
- May 22, June 12, July 18** Introduction to Using OCLC Resource Sharing Statistics (Webinar)
To Register: <http://www.minitex.umn.edu/train-conf/oclc/#143>
- May 28** Holiday – MINITEX office closed
- July 4** Holiday – MINITEX office closed
- August 7-9** Branch Out 2007 “Connecting People and Ideas”
St. Cloud State University Campus / St. Cloud, Minnesota
- August 2007** Public Library Node meeting – watch for more information at
a later date
- August 23 – Sept 3** Watch for our booth at the Minnesota State Fair!
- September 3** Holiday – MINITEX office closed



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