

MINITEX

Resource Sharing News

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Document Delivery update

Becky Ringwelski

The past year has been one of constant change in our office and I expect the same is true in your library. As the MnPALS libraries migrate to Ex Libris we've had some shifts from the PALS software to the use of our web request form and OCLC for requesting materials.

Libraries in South Dakota discontinued use of PALS software in March 2005 and have switched to OCLC or the MINITEX web request form for their ILL transactions. South Dakota libraries do not have the option of using PALS ILL as libraries in Minnesota do. North Dakota libraries continue to have access to and use the PALS ILL software.

On the Fretwell-Downing side of resource sharing activities, the "get it" button allows patrons to place their own requests. The "get it" button is now available in almost all of the Gateway server sites. We're hearing of increases in interlibrary loan requests with this change and statistics for ILL traffic on this system seem to bear that out.

In December, the MnLINK ILL Subcommittee sent out a letter asking interlibrary loan departments to update their records in the MnLINK/MINITEX ILL Policy Directory. The policy directory now includes information regarding overdue and lost materials, and replacement policies. Please take a few minutes to update the database with your library's approach for handling these tasks if you haven't already at: <http://www.minitex.umn.edu/illpolicy>

We know this is a busy time for everyone but we do hope to see you at the upcoming MINITEX Interlibrary Loan Conference on Friday, May 6, 2005!

Don't miss the 14th Annual MINITEX Interlibrary Loan Conference!

This year's conference entitled, "As the World Turns *Faster*: Resource Sharing for the Next Generation," will be held Friday May 6th from 9 AM – 3 PM at Bandana Square, 1295 Bandana Boulevard, in St. Paul, Minnesota.

Stephen Abram will deliver the morning program, "The Information Tornado: Toto, I don't think we're in Kansas anymore." His focus will be dealing with change through building alliances and leveraging technological tools for optimal performance.

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Mr. Abram is the current president of the Canadian Library Association, and Vice President of Innovation for the Sirsi Corporation. He has been listed by *Library Journal* as one of the top 50 people influencing the future of libraries and librarianship. Mr. Abram is also a columnist for *Information Outlook and Multimedia and Internet @ Schools*, as well as for *Library Journal*.

Matt Goldner, the afternoon speaker, will focus on new methods of delivering resources to users. Mr. Goldner joined Online Computer Library Center (OCLC) in October 2004 as the Global Product Manager – OCLC Resource Sharing. Prior to working at OCLC, he was Executive Vice President for the U.S. Subsidiary for Fretwell-Downing Informatics (FD). Mr. Goldner is currently serving as co-chair of the Metasearch Initiative Task Group 3 for search and retrieval.

Registration materials have been distributed. If you did not receive the information, or for questions about the conference, please contact Becky Ringwelski at e-ring@umn.edu; (612) 624-0375; (800) 462-5348 or Kathy Drozd at k-droz@umn.edu; (612) 624-9553; (800) 462-5348.

Creation of a “MINITEX ILLiad Users Group” to be explored

On June 9th, 2005, ILLiad users in the MINITEX region will meet for the first time to explore the possibility of forming a MINITEX or Midwest ILLiad Users Group. The meeting will be held at the MINITEX office in Andersen Library.

ILLiad Resource Sharing Management Software is an OCLC product that allows users to automate borrowing and lending interlibrary loan functions so all transactions can be recorded on one system. Interlibrary Loan patrons can also submit and track their own requests via the Web. Currently, users in the MINITEX region are:

Carleton College (MNN)
Macalester College (MAC)
Minnesota State University, Mankato (MNM)
University of Minnesota, Biomedical Library (UMM)
University of Minnesota – borrowing division (MNU)
DTU - MINITEX, University of Minnesota –
lending division (MNU)
University of North Dakota, Health Science Library,
Grand Forks (UNF)
University of South Dakota, Vermillion (USD)

The meeting’s agenda will include a description of each library’s use of ILLiad, a conversation about possible enhancements and whether or not the group would like to meet regularly.

A future issue of *Resource Sharing News* will include a follow-up on the results of the June meeting. If you would like more information about the user group, please contact Carol Nelson at (612) 624-7879; (800) 462-5348; c-nels@umn.edu.

Are you ready for OCLC FirstSearch?

There is still a little time to prepare for the upcoming OCLC changes. On May 8th, 2005, if you attempt to use OCLC ILL Web interface, you will be redirected to the FirstSearch logon page. OCLC Passport and the ILL Microenhancer will also be “retired” on that date. By now, all libraries using OCLC for searching and Interlibrary Loan should have made plans to migrate to FirstSearch.

If you still need information about the migration, visit: <http://www.oclc.org/ill/migration/default.htm>

There is a lot of information including a Frequently Asked Questions (FAQ) section, and a list of current “open issues” with the new software.

Finally! A Webinar for Document Delivery

Kevin Lian Anderson

The Webinar. That splendidly efficient interactive presentation method which draws on over 150 years of communication, information and computing technology, allowing participants to be updated on the latest trends in everything from portfolio management to defense policy and yes, even interlibrary loan services, without ever doffing their bathrobes. All one needs is a phone, a computer and Internet access. Oh, if Bell and Babbage could see us now.

Last spring, a group of MINITEX Document Delivery staff members (Raquel Franklin, Agnes Lee, Kevin Lian-Anderson, Carol Nelson and Dave Paulson, with assistance from Kevin Kelley and Joan Krey) began developing a PowerPoint presentation that would serve as the basis for an introductory Webinar focusing on the key services and processes of their unit.

It was a formidable endeavor that would test the skills, knowledge and patience of all involved. Not only would the content have to be compiled and written, but the graphic elements would have to be designed and implemented in a manner that dispensed with the tired bullet-point visual format that is associated with so many PowerPoint presentations. Team coordinator, Carol Nelson, was the only member who had any previous experience with formulating and delivering a Webinar. Most of the other

participants had little to no experience with PowerPoint, let alone the conventions and techniques of contemporary graphic design.

There was also the challenge of presenting the MINITEX Document Delivery program's multitude of services and procedural minutiae in a coherent summarized form that highlighted the most significant information without getting bogged down in particulars. In the end, the project culminated in a sort of Document Delivery 101, with a little bit of history and some relevant statistics added to provide context.

We are hoping that this Webinar will serve as a catalyst for discussion, as well as generate further ideas and suggestions for future training sessions from participating libraries in the MINITEX network. It was the vision of the group that an overview of the fundamentals would prompt interest in additional presentations that plunged beneath the surface to lay bare all the procedural intricacies an ILL staffer could wish for. If you would like to see a Webinar devoted to a particular Document Delivery system, service, procedure or policy, please let us know. As you are now well aware, we have the technology.

If you would like to experience the sights and sounds of a future session, please check out the Webinar schedule on our Web site at: <http://www.minitex.umn.edu/train-conf/webinars/upcoming.asp>. Plans also include posting a recorded version of the Webinar which should be available sometime in May.

Electronic delivery overtakes traditional copy delivery at MINITEX

Dave Paulson

MINITEX now sends more than 70% of filled photocopies electronically. During the first two weeks of February 2005, we surveyed 3,800 items that were delivered electronically from our office. Our purpose was to determine where these articles are being sent, and what percent of the requests are filled from the collections of the University of Minnesota.

First we compiled totals of all requests filled from the collections of all MINITEX participating libraries, including the University of Minnesota Twin Cities Campus. We found that 85% were sent to Minnesota libraries, 9% to North Dakota libraries, 5% to South Dakota libraries, and 1% to Wisconsin.

Academic libraries in Minnesota receive 80% of the total MINITEX electronic deliveries. Statistics also showed that 88% of these electronic transmissions are filled at the University of Minnesota, Twin Cities Campus Libraries.



NEWS FROM LIBRARIES AROUND THE MINITEX REGION

Staff at Southwest Minnesota State University remain focused through challenging times

Carol Nelson

Southwest Minnesota State University (SMSU) in Marshall, Minnesota is a campus of about 2400 students. For the past several years, it has boasted a number one ranking from U.S News and World Report in the category, "Top Public Comprehensive Colleges-Bachelor's (Midwest)." Recently however, the SMSU Library has been through some tumultuous times.

A fire in 2002 caused the entire campus to be shut down for 1-1/2 weeks after Christmas break. In Spring 2003, SMSU received word that a 9 million dollar library remodeling proposal to the legislature had been unexpectedly funded. "You would always like an ideal time to do this – enough people, enough time, but that doesn't usually happen," librarian Mary Jane Striegel concedes. However, the small, tight knit staff at SMSU has been unusually successful in meeting the challenges.

Prior to construction, a conference call with Stu Rosselet at Bemidji State University, who had recently dealt with their own construction, helped SMSU staff prepare and devise a workable storage plan. During the initial planning phase, most of the library's materials would need to be relocated. Reference, government documents, a children's collection, and videos remained accessible to students in the library's temporary quarters.

For the rest of the items, the SMSU staff collaborated with engineers to determine how to position additional items on fifth floor of the old library. File cabinets were lined up around the staircase to take advantage of the extra supports, and a few microfiche cabinets were stored in a hallway near the temporary library location. Lesser-used collections were stored.



At the completion of the project, the library will gain two state-of-the-art classrooms. Enhancements to the entrance of the library will provide library users clearly recognizable reference and circulation areas. The fifth floor will feature administrative offices and provide a new centralized technical services area. Wireless infrastructure will also be in place throughout the Library.

Mary Jane Striegel provided these tips for other libraries undergoing major renovations:

Staff

Engage your staff in what is happening and keep them apprised of what is going on during the project. Originally SMSU had 2 librarians working as co-planners on the renovation, but the entire staff continued to brainstorm on how to accomplish all of the rest of the work.

Assign projects to various staff members, but make sure that you don't "dump" extra work on people who already have a lot of daily responsibilities.

Be conscious of what you are asking of people and the stress involved. You want to come out of this healthy.

Campus Communication

Make sure faculty and students know they can still count on their library. Keep the campus aware of what is going on in various phases of the project.

Devise a schedule for retrieval from remote or non-public storage sites and publicize it widely. Mary Jane felt that the biggest challenge was convincing the faculty and students that they could still provide great service during the construction. However, after a few months with the process operating smoothly, it was clear that they had achieved that goal.

This academic year library staff offered tours to faculty and students at times when the construction crew wasn't working. This helped to promote a sense of ownership in the new library. Frequent smaller events also helped build momentum and excitement about the project. The library sponsored a poetry contest focusing on change and construction. There was also a "survivors" party to thank the physical plant people who were instrumental during the move.

Mary Jane credits University Librarian, Sandy Fuhr, with helping everyone maintain the focus along with a healthy sense of humor throughout the renovation period. She also communicated with the campus, writing articles and keeping faculty and students current with changes and a sense of expectation.

Library staff had planned to move into the new library space in June, but on April 2nd a pipe from the fire suppression system burst causing water damage that may delay their return somewhat. The grand opening is expected to take place as planned on October 23 – 29th coinciding with "Marshall Writers' Festival '05."

Mary Jane says, "We are truly looking forward to the new space. Some of the hurdles that we went through to get to this time were very daunting, but it is going to really be worth it for the library and the campus. We are grateful to the legislature and the taxpayers who made this possible. I think it's going to serve the current and future students well. "



Fourth floor group study rooms



Dear Del Illa,

Dear Del ILLa,

I feel like I have been working harder than ever on our new ILL system to process the same requests I used to handle easily with my old system. It would make me feel better if I knew that someone else was going through the same thing! All of this is making me crabby when I get home from work.

Bee Grudge

Dear Bee,

We all have those days where you sit in traffic for 20 minutes on your drive home from work and before you can even take off your coat when you get home, the kids, your spouse and the dog all want to know what's for dinner. It's as if they think you have spent the day planning a menu instead of dealing with slow response times, demanding patrons and a few too many other things on your plate at work.

Rest assured that MINITEX staff (as well as staff at many of our participating libraries) do relate. In the MINITEX region, countless libraries have adopted a new online library catalog or interlibrary loan system in the past 4-5 years. Those that haven't made a change yet are probably scheduled to make one in the next year or so.

One thing that helps me is remembering that whenever we have adopted a new automated library system in the past, there has always been a "painful" period of time spent redesigning work processes to fit around the new software. It is typical to experience initial slow response times, downtime and glitches. Eventually, however, the kinks get worked out and processing becomes smooth and normal again.

In the meantime, don't forget that you can call MINITEX staff for suggestions on making the change less stressful. For instance, if you need an interim method of transmitting requests to us during system changes, contact Agnes Lee who will help you sort out the options. In fact, we also implement and use most of the major ILL systems that our participants use. We might be able to help with your questions. Here is a list of the systems in use at MINITEX currently:

E-mail
Web requests
OCLC Passport and Web Version

MnSCU PALS
North Dakota PALS
Fretwell-Downing VDX MnLINK
Fretwell-Downing VDX Wiscat
ILLiad – used by Documents to U

Coming soon:
OCLC FirstSearch (Mandatory on May 8, 2005)
MnPALS – (Aleph ILL)
South Dakota Aleph ILL
North Dakota Aleph ILL

I hope this makes you feel better, but if not, give one of our staff members a call and we might be able to offer some suggestions for surviving your transition.

Del ILLa

IN CONSTANT DEMAND TITLES

April 2005

3-hour Diet	Jorge Cruise
All Your Worth	Elizabeth Warren
America (The Book).	Jon Stewart
Angels and Demons	Dan Brown
Blink	Malcolm Gladwell
Blood Brother	Anne Bird
Chronicles: Volume One	Bob Dylan
Confessions of an Economic Hit Man	John Perkins
Conspiracy of Fools	Kurt Eichenwald
Da Vinci Code	Dan Brown
Deadly Game	Catherine Crier
Eats, Shoots and Leaves	Lynn Truss
Egyptologist	Arthur Phillips
Eragon	Christopher Paolini
French Women Don't Get Fat	Mireille Guiliano
Full Cupboard of Life	Alexander Smith McCall
Genghis Khan and the Making...	J. McIver Weatherford
Good Grief: A Novel	Lolly Winston
Honeymoon	James Patterson
I am Charlotte Simmons	Tom Wolfe
Impossible	Danielle Steel
Kite Runner	Hosseini Khaled
Last Season	Phil Jackson
London Bridges	James Patterson
Mermaid Chair	Sue Monk Kidd
Money Book for the Young, Fabulous and Broke	Suze Orman
My Sister's Keeper	Jodi Picoult
Night Fall	Nelson DeMille
Northern Lights	Nora Roberts
Plan B	Anne Lamott
Plot Against America	Phillip Roth
Power of Intention	Wayne Dyer
Purpose-driven Life	Rick Warren
Reading Lolita in Tehran	Azar Nafisi
Rising	Tim LaHaye
Salty Piece of Land	Jimmy Buffett
State of Fear	Michael Crichton
View from Delphi	Jonathan Odell
What's the matter with Kansas?	Thomas Frank
Whiteout	Ken Follett
Winning	Jack Welch
Your Best Life Now	Joel Osteen

CALENDAR OF UPCOMING EVENTS

April 28

ILL Basics Using WorldCat Resource Sharing 9 AM -4 PM
Ridgewater College, Hutchinson, MN

May 6

MINITEX Annual ILL Conference 9 AM -3 PM
“As the World Turns FASTER: Resource Sharing for the Next Generation”
Bandana Square, St. Paul, MN

June 9

ILLiad Users Group – 1-4PM
Andersen 18, MINITEX Office, 222 21st Avenue South, Minneapolis, MN

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



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Carol Nelson

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Who to contact for Document Delivery request questions or problems For recalls, status checks, incorrect items received, negative replies, not supplied...

If you send requests to MINITEX via:	Contact:
e-mail	Raquel Franklin, Agnes Lee
Fretwell-Downing VDX	Raquel Franklin, Agnes Lee
MINITEX Web form	Raquel Franklin, Agnes Lee
OCLC	Raquel Franklin, Agnes Lee
PALS (MnSCU, ODN, SDN)	Kevin Kelley, Agnes Lee

Who to contact for other Document Delivery topics

Delivery problems.	Fred Finch
Document Delivery Web site	Carol Nelson
Difficult citation problems, verification	Dave Paulson
Electronic delivery (Ariel, Fax, MEDD)	Joan Wollenberg, Dave Paulson
Hospital libraries.	Carol Nelson
K-12 school requests.	Agnes Lee
MnLINK issues	Becky Ringwelski
Overdue & lost books	Kevin Lian Anderson
<i>Resource Sharing News</i>	Carol Nelson
Statistical information.	Obinnaya Oji
Visits to the MINITEX office, site visits.	Obinnaya Oji