

5. MnLINK Update Report

The MnLINK Update report by Becky Ringwelski is attached as a separate document.



*A Program of the Minnesota Office of Higher  
Education and the University of Minnesota*

University of Minnesota  
15 Andersen Library  
222 21st Avenue South  
Minneapolis, MN 55455-0439

Telephone: 612-624-4002  
800-462-5348  
Fax: 612-624-4508

---

MINITEX Policy Advisory Committee  
Update on MnLINK Gateway Activities  
Monday, December 8, 2008

### **MnLINK Gateway RFP Process**

Members have been named to a group that will write and spearhead the review of responses to a Request for Proposal for the MnLINK Gateway over the coming months. The current contract with OCLC for the ZPORTAL /VDX software applications that currently operate the Gateway will end June 30, 2010. The Gateway went into use for staff in 2004 and was opened to patron requesting in Feb. 2005. The original contract was through June 30, 2007. Since then, there has been one yearly extension – to June 30, 2008—and the second extension will end June 30, 2009. The last extension allowed will be the third year extension that would go through June 30, 2010.

Current plans call for the RFP process to be concluded by Spring 2010. The resource sharing environment has undergone significant changes over the past five years. Now, there are open source solutions as well as new offerings from traditional vendors. Throughout the RFP process, we will try to keep the best of what we have in the current Gateway environment – double authentication, Amazon cost and publication date checks, patron limits, etc. as we review our options.

The membership of the MnLINK Gateway RFP Group is shown below along with the timeline for the work of the group.

#### Timeline:

- RFP process 4/1/09 – 11/30/09
- Contract negotiations - 12/1/09 – 2/28/10
- Test system 3/1/10 – 6/30/10
- System goes live 7/1/10

#### RFP Group Members:

##### Library Staff

- Barb Misselt – Executive Director, East Central Regional Library
- Doug Guthrie – Information Technology, Saint Paul Public Library
- Evan Kelley – Librarian, Interlibrary Loan & Public Services, Dakota County Library
- Greg Suave – Librarian, Interlibrary Loan & Public Services, Rochester Public Library
- Carol Johnson – Library Director, College of St. Catherine
- Stephen Elfstrand – Executive Director, PALS

Minnesota Office of Higher Education Staff

- Emily Kissane - Library programs and Learning Network of Minnesota

MINITEX Staff

- Becky Ringwelski – Associate Director, MINITEX , Chair
- Michael Berkowski – Information Technology, MINITEX
- Nick Banitt – MnLINK Gateway Support, MINITEX

### **Publication Date/Cost Enhancement**

Ten of the twenty-four MnLINK Gateway server sites have implemented the publication date and/or price check against Amazon in order to route requests for staff review. The majority of locations are using the date parameter to route requests for newer materials to staff. Some locations are using this as a method of identifying materials for possible purchase. The process in place at Saint Paul Public Library is to allow the ILL staff to purchase items using strict guidelines.

### **ZPORTAL/VDX Version 4.0 Upgrade Schedule**

The timeline for the upgrade of the MnLINK Gateway software to version 4.0 calls for testing to begin in February 2009. If the testing goes well the implementation would occur in April 2009. We'll be keeping the server sites posted as we receive more information on this.

### **Traverse des Sioux NCIP Time Study**

Jeanne DeMars, Automation Coordinator for the Traverse des Sioux Library System has been active in testing and implementing the use of NCIP (NISO Circulation Interchange Protocol) functionality between the OCLC VDX interlibrary loan system and the Sirsi/Dynix Symphony (Unicorn) circulation system. Jeanne has recently conducted a time-study to measure the staffing impacts of production use of NCIP. The study shows that the key impact of NCIP on the **borrowing** side is the automation of these tasks:

#### **Receipt of item**

- Creation of a brief MARC record for the catalog
- Patron hold is placed
- Item placed "in transit" to the pickup library

These changes resulted in a time savings of 27% for borrowing activities.

The study shows that the key impact of NCIP on the **lending** side is the automation of these tasks:

#### **Lending an item**

- Creation of hold on requested title
- Discharge of item in the circ system

These changes resulted in a time savings of 42% for lending activities.

### **Overall impacts**

The staff savings for borrowing tasks was divided into the time spent at the Traverse des Sioux system office and at the local library where the patron is picking up the item. The savings for the local library staff were slightly higher than for the central ILL staff. Jeanne does point out that there are still glitches in the process that if corrected, would increase the time savings. She has also supplied the vendors with a list of enhancements that would lend efficiencies to the process.

### **MnLINK Gateway Statistics for July – September FY'08**

First quarter total systems request volume has grown from 118,723 to 143,892 on the borrower side, a twenty one (21%) increase, and from 135,581 to 152,286 on the lender side, a twelve (12%) increase. Lending activity by the private colleges as a group declined slightly by three percent (3%). Borrowing activity by MELSA libraries as a group grew dramatically by twenty three percent (23%).

### **MnLINK User Group Meeting**

The annual MnLINK User Group Meeting was held on Wednesday, November 12, 2008 at the Northland Inn in Brooklyn Park. The presentations of our speakers - Lee Raines, founding Director of the Pew Internet & American Life Project, and Matt Goldner, Executive Director, End User Services at OCLC, were audio-taped and are available on the MINITEX website along with the accompanying slides. In the afternoon there was a panel of four Minnesota library directors who responded to questions related to Open Source software options for libraries. This part of the program is not available on the website.

We had around 120 attendees for this event. The feedback from the evaluations was very positive and the consensus from attendees was to continue to hold the meeting annually.

### **MINITEX/MnLINK ILL Committee**

The committee held an in-person meeting on Tuesday, October 7, 2008. The group is in the process of developing a survey to capture feedback on best practices that interlibrary loan staff has put into place that others might benefit from. The next meeting of the group will be held by webinar on Wednesday, December 10.