



A Program of the Minnesota Higher Education Services Office at the University of Minnesota

MESSENGER

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Usage of the ELM Databases during FY04

By Bill DeJohn

Usage of the databases included in the Electronic Library for Minnesota (ELM) continued its pattern of sizeable increases in FY04. We had approximately 9,800,000 searches of the ELM databases in FY04 compared with 7,860,303 in FY03 -- for a 25% increase! Gale/Infotrac usage statistics for the databases available through ELM totaled 7,419,216 in FY04 compared with 6,784,625 searches in FY03 – an increase of 9%.

ProQuest newspapers were unavailable through ELM in FY03, but they had been available in FY02, and an expanded number of newspapers were introduced for ELM in FY04. So, the content available in FY04 increased over FY02 from five major newspapers to more than 250 newspapers worldwide with full text articles. The number of searches from FY04 rose 63% from that for FY02. There were approximately 716,000 full text articles viewed. I believe that having the newspaper full text content available may have resulted in a decrease in usage of some of the Gale databases during FY04.

NetLibrary usage continued to show increases as more libraries made e-books available on their web sites. There was a 24% increase in ‘accesses’ to the NetLibrary database of titles, which numbered around 12,000 titles in FY04, but the “Page Views” increased from 707,475 in FY03 to 1,533,300 in FY04 -- an increase of 117%! The ‘page views’ counts the number of pages viewed by users, so even though we still don’t believe people are ‘reading’ these books online, they are definitely looking at information found in the e-books in order to obtain information to answer their questions.

Statistics from OCLC for the number of searches of the OCLC Collection databases in FY04 are not complete at this time.

MINITEX Delivery Courier Overnight Staff and Sort Pilot Project

As part of a pilot project planned to run from Oct. 4-May 30, the MINITEX delivery staff has changed its hours to sort materials dropped by MINITEX's commercial courier, Velocity Express, in the evening. Our staff is staying until 11:00 p.m., sorting tubs that arrive at 6 and 10 p.m., repacking them, and preparing them for pick up later that night. Velocity picks up in the middle of the night and begins their routes to participating libraries. Most Minnesota libraries should see an improvement in the time required for materials to travel via MINITEX Courier delivery.

To gather baseline data to evaluate the project, the Delivery staff distributed time study sheets to primary delivery stops in September, asking library staff to fill them out and return them to the MINITEX Office. We will use these sheets in February to evaluate and compare time needed for materials going through the MINITEX office before and during the pilot project. If you have questions about the process or the studies, please contact the MINITEX Delivery Unit at miideliv@umn.edu or call 612-624-4575 (800-462-5348) and ask for Zach Kelly or Fred Finch.

ARL ILL/Document Delivery Study Report

A new Association of Research Libraries report about interlibrary loan and document delivery shows that the University of Minnesota is one of the three highest rated lending institutions in the study. At the University's Twin Cities Campus, the MINITEX Office manages lending from the Libraries' collections

(excluding the Law and Bio-Medical libraries) for libraries in Minnesota, North Dakota, South Dakota, and Wisconsin, and the MINITEX Documents to U (DTU) program manages lending serves to libraries outside the MINITEX region. The ARL study included requests processed by MINITEX and searched and filled from the Twin Cities Campus Libraries' collections.

The report, *Assessing ILL/DD Services: New Cost-Effective Alternatives* by Mary Jackson, Bruce Kingma, and Tom Delaney, contains a new element: data about user-initiated ILL services, defined as those where "requests. . .do not require ILL staff to handle or process them, but are received directly by a potential supplier." As reported in the Executive Summary,

This study confirms that user-initiated ILL/DD provides better service to users than mediated ILL/DD. In most cases, user-initiated services have lower unit costs, higher fill rates, and faster turnaround times than mediated services. . . .This study recommends moving as much mediated ILL traffic as possible to a user-initiated service, and as soon as possible.

Since a "low number of participants" submitted information about user-initiated services, the study did not identify characteristics of high-performing user-initiated operations – as it did for mediated ILL operations.

The report details characteristics of high-performing operations and lays out strategies for how libraries can improve local performance that centers around increasing the use of user-initiated services, improving mediated services by reducing turnaround time, and using appropriate staffing levels.

The University of Minnesota was among 72 North American research, college, and government libraries that responded to ARL's 2002 invitation to participate in the study, which involved collecting data on unit cost, fill rates, and turnaround time. The study is the third in a series by ARL with previous studies published in 1992 and 1995.

MINITEX staff responded to the request for data on mediated services, which was collected via a "General Characteristics Questionnaire." The scope of the mediated ILL portion of the study focused on costs directly associated with interlibrary borrowing and lending. Unrelated costs of major library functions, such as circulation, collection development, acquisitions, and cataloging, were not included.

Data collection for the "Lending Turnaround Time Worksheet" was very staff intensive. It involved tracking 100 requests and collecting data in 12 categories for each request. The requests were chosen at random and included all types of materials filled by MINITEX from the University of Minnesota, Twin Cities Campus libraries.

The University of Minnesota lending operation (MINITEX) was the only institution that appeared among the top five performers in each of the three lending categories that were measured: turnaround time, fill-rate, and cost. We'll be sending out more information on this study in an upcoming issue.

For more information about the study's content and for information about ordering copies, see:

http://www.arl.org/arl/pr/ill_dd_study.html

MHESO Holds Town Hall Meetings on Higher Education, Fall, 2004

The Minnesota Higher Education Services Offices (MHESO) held town hall meetings in September and October in Rochester, Duluth, St. Paul, Mankato, Moorhead, and St. Cloud. Susan Heegaard, MHESO Director, opened each meeting with a welcome and explained that the purpose of the meetings was to:

- 1) receive comments on higher education policies, programs, services;
- 2) inform biennial budget development and policy agenda; and
- 3) summarize and share public input with Governor, policymakers, and stakeholders.

She presented a brief overview of higher education in Minnesota and, then, took testimony from attendees. We were fortunate to have local library directors or staff attend most of the sessions. Library directors and staff offered testimony about the importance of maintaining funding for MINITEX, MnLINK, Learning Network of Minnesota, and ELM databases. Other library directors and staff sent their comments to the MHESO office via e-mail messages.

The following institutions have notified us that their representatives provided testimony during the hearings: Minnesota State University, Mankato; South Central Technical College, Mankato campus; University of Minnesota, Duluth; The College of St. Scholastica; Duluth Public Library; CLIC; Dakota County Library; Concordia University; Minnesota State University Moorhead; Concordia College; Lake Agassiz Regional Library; and St. Cloud State University.

Joan Roca, Dean of Library Services, Minnesota State University, Mankato, and his staff prepared a

packet that was distributed in addition to providing testimony. Included was an overall memo in support of MINITEX, MnLINK, WorkStudy, Learning Network of Minnesota, and ELM. Also included were:

- a list of electronic resources subsidized by or contracted via MINITEX,
- statements from graduate students regarding MINITEX,
- a statement by the Chair of the English Department on Work-Study Grants and the use of MINITEX and electronic resources,
- a MINITEX Brief by the Assistant Professor and Undergraduate Program Director in the School of Nursing on the importance of CINAHL (Nursing) database through MINITEX and how nursing students and faculty are using it.

The packet could serve as a ‘template’ for anyone contemplating preparing information for either a state agency or legislative hearing. It included information on specific cost savings and specific uses of services.

Additional institutions sending e-mail messages directly to MHESO in support of MINITEX, MnLINK, and ELM included SMILE, Bethany Lutheran College, and Martin Luther College, (MHESO’s announcement of the Town Hall Meetings can be found on their website at <http://www.mheso.state.mn.us/>. See the item dated 9/14/2004 in the News column on the right side of the page.)

MINITEX CPERS Fall Trials Run through Nov. 15

The MINITEX Cooperative Purchasing & Electronic Resources Services (CPERS) program has announced its line up of resources available to participating libraries for Fall Trials through Oct. 5-Nov. 15. For information about the wide range of resources see:

<http://www.minitex.umn.edu/cpers/electronic.asp>

Keeping Up on MINITEX News!

Do you keep up with schedules of MULS training sessions and conferences?

Have you seen the access information about new ELM resources – and information about CPERS’ new database trials?

Do you get information about MINITEX programs that are relevant to your work duties?

MINITEX staff write and distribute eight print publications and more than 20 electronic discussion lists to help staff of participating libraries keep up-to-date with MINITEX news – and to solicit your suggestions and input about our activities.

Check out:

<http://lists.minitex.umn.edu/mailman/listinfo> for a list of our electronic discussion lists – and sign up for all those relevant to your duties and interests

and

<http://www.minitex.umn.edu/publications/> for a list of MINITEX publications. Use the MINITEX Message Center (<http://www.minitex.umn.edu/contact.asp>, click on “General”) if you want to be added to mailing list for a publication.

Also, feel free to use the MINITEX Message Center to weigh in on the question of electronic vs. print distribution of our publications. All organizations are facing the question of whether to continue to produce print publications – or shift entirely to electronic (with notification of availability of new issues via e-mail). We will be considering the question from the perspective of readers of MINITEX publications over the next few weeks.

Edward Swanson Serves on IFLA Governing Board

Edward Swanson, Manager of the MINITEX Contract Cataloging Program, is serving his first term as a member of the Governing Board of the International Federation of Library Associations and Institutions (IFLA). He was elected during IFLA's 69th annual conference, which was held in Berlin, Germany, last year. The Governing Board currently consists of 22 members from 17 countries. In addition to serving on the Governing Board, Edward also is a member of the Professional Committee and the Publications Committee and serves as chair of the Serials and Other Continuing Resources Section as well as the Division of Collections and Services.

Please join the MINITEX staff in congratulating Edward and thanking him for his service to the profession.

A Reminder: MINITEX Is Your Info. Pipeline & Advocate on Standards

One of MINITEX's objectives is to take part in national, regional, and state activities related to library and information standards on behalf of MINITEX participating libraries. To carry out this

objective, MINITEX is a member of the National Information Standards Organization (NISO), the Coalition for Networked Information (CNI), and the International Coalition of Library Consortia (ICOLC). On the state level, we work with the Minnesota state library agency, State Library Services and School Technology, to sponsor a task force that identifies and/or develops standards related to data transfer and linkages among online library systems.

We'd like to update you on the following state and national standards news items:

- A working group of the MINITEX/state library task force is hard at work updating the 5-year-old "Indexing Standards and Guidelines for Bibliographic Records." The group is enhancing the standard's discussion of indexing internal to a library's integrated local system – and is adding information designed to improve retrieval of results via searches delivered via the MnLINK Gateway and other Z39.50-based search services. The group plans to complete its work in the next few weeks, and the draft document will be distributed to staff of libraries with integrated library systems for review and comment before being submitted to the full task force.
- Next up for MINITEX/state task force working groups will be updates to the existing "Z39.50 Attribute Set Recommendations" and consideration of a new issue of interest to a wide range of library staff: possible guidelines for terminology to be used to identify library services and resources (for example, terminology to identify the various kinds of electronic resources that are becoming such an important part of libraries' collections).

- On the national level, we track the work of NISO, ICOLC, and CNI and distribute information that we think will be of interest to staffs of libraries in Minnesota and the Dakotas. We also distribute announcements of proposed NISO standards to help you keep up-to-date on these issues.
- Currently, NISO is conducting a yearlong strategic planning process, which will include a review by a panel of 11 experts from industry, academia, and the library committee to evaluate NISO's progress, challenges, and opportunities. Clifford Lynch, Executive Director, CNI, is to chair the panel, and the group's formal report is expected to be open for public review and comment later this year. For more information about the NISO review panel, see:
<http://www.niso.org/news/releases/pr-BlueRibbonPanel.html>
- And, at its last meeting, the MINITEX Advisory Committee voted that MINITEX should add its name to the list of organizations approving the ICOLC's new "Statement of Current Perspective and Preferred Practices for Selection and Purchase of Electronic Information." To read the Statement, see:
<http://www.library.yale.edu/consortia/statement.html>

NEWS FROM THE MINITEX REGION

MDL Holds Annual Meeting & Appoints Project Manager for "Minnesota Reflections"

The annual meeting of the Minnesota Digital Library Coalition was held in St. Paul on Oct. 25 for Minnesota librarians, archivists, educators, and museum staff. The program focused on:

- "Minnesota Reflections," MDL's initial project, and the Minnesota Digital Library Project,
- CONTENTdm, the digital management software purchased by the MDLC to help create, organize, and present its collections,
- Digital collections as a teaching and learning tools,
- Presenting cultural heritage collections online,
- Participating in "Minnesota Reflections" and the Minnesota Digital Library Coalition.

Among the speakers was James Dildine, the new Project Manager for *Minnesota Reflections*. Previously an archivist for the Arizona Historical Society/Northern Arizona Division and a curatorial specialist at the University of Arizona, Dildine joined the MDL over the summer, bringing experience in working with and digitizing historic photography collections.

The Minnesota Digital Library Coalition is supported by an LSTA grant from the Minnesota state library agency, State Library Services & School Technology, which is a unit of the Minnesota Department of Education. For more information see:

<http://www.mndigital.org/>

Minnesota Library Council Votes to Dissolve

Formed two years ago to provide a united voice for the Minnesota library community, the Minnesota Library Council voted to dissolve itself on Sept. 13. The Council, made up of representatives of the state's library organizations, came together in 2002 in response to personnel layoffs and budget cuts that threatened the Minnesota state library agency and highlighted the need for effective statewide library advocacy.

In announcing the group's dissolution, Chair Ann Hutton outlined the Council's achievements:

- *Initiated and continued to develop a relationship with the Minnesota Department of Education (MDE) [the state library agency's parent department]*
- *Actively participated in the interview and selection process of the new State Librarian, Suzanne Miller*
- *Advocated for and came close to establishing as part of the 2003 legislative session, an independent state library board*
- *Conducted frequent meetings with legislative leaders, the Commission of Education, and the MDE Deputy and Assistant Commissioners*
- *Participated in the preparation of the new five-year LSTA plan and had regular discussions with the federal staff at the Institute of Museums and Library Service (IMLS), as well as communications with members of Congress in order to ensure continued receipt of LSTA funds*
- *Shared expertise during the dissolution of the LDS professional collection*
- *Increased communication among library constituencies and created a focal point for communication.*

Initial plans called for the Council to exist for one year, but Council members and their supporting organizations decided in Sept. 2003 that a second year (Oct. 2003-Sept. 2004) of Council operation was needed.

Hutton said the Council played an important role in enhancing communication "between library organizations and among all types of libraries," which is "essential for the future success of strengthening the image of libraries and providing quality services. Council members are heartened by recent discussions between MLA and MEMO leaders and endorse potential efforts by the professional associations and the State Library to redesign services that are responsive and relevant to today's dynamic environment."

Hutton concluded, "As the Minnesota Library Council sunsets, members and alternates reaffirmed their personal and professional dedication to a strong State Library and are committed to working with the new State Librarian, Suzanne Miller. It is our continued objective to regain and expand the recognition of the State Library as [an] integral part of the Minnesota government and a valuable state resource."

Public Libraries to Participate in Centralized Filter

(From the July/August issue of *North Dakota State Library FLICKERTALE*)

Forty-three public libraries across North Dakota have signed on to participate in the centralized Internet filtering network that is managed by the North Dakota State Library and North Dakota Information Technology Department (ITD). By joining the centralized filter, the libraries guarantee that the library will be compliant with the Children's Internet Protection Act (CIPA) by July 1, 2004.

In order to determine local standards for each library community, a list of categories that can be filtered was sent to the participating libraries. CIPA requires libraries to filter certain visual depictions for adults and minors. These include visual depictions that are (1) obscene, (2) child pornography, or with respect to use of computers with Internet access by minors, or (3) harmful to minors.

*In order to meet community standards, the library may choose to filter other categories. If your library is not participating in the centralized filtering network and receives E-rate, LSTA, or StageNet funds to provide Internet access for patrons, the deadline to have the filtering software operating is **July 1, 2004**.*

If filtering software is not functioning in a library that receives one or more of these federal or state funds by July 1, the library will become ineligible to receive further funding for Internet access.

MN & SD Transportation Depts. Help Found Group Catalog Created from OCLC WorldCat

A new catalog, formed by bringing together resources from leading U.S. transportation libraries, offers a single, subject-focused group of records for finding information related to transportation. Two MINITEX-region libraries, the Minnesota Dept. of Transportation and the South Dakota Dept. of Transportation, were among the group's 15 original members. The new resource, the Transportation Libraries Catalog (or TL Cat), includes the catalog records and holdings information that its participants have contributed to OCLC WorldCat.

Jerry Baldwin, Director of the MnDOT library, explains, "TL Cat was conceived...as part of [a]...local initiative, the Midwest Transportation Knowledge Network (www.mtkn.org). The development of that network was led by librarians in the DOTs of Minnesota and Wisconsin, and the U of MN's Center for Transportation Studies. TL Cat is initially funded by the National Transportation Library as a demonstration project of what needs to happen with transportation libraries on a national basis."

This OCLC group catalog makes it possible for users to search the collections of these libraries simultaneously through a single interface. Users also have other searching options, such as limiting searches to a specific group of libraries. To take a look at the catalog, go to <http://ntl.bts.gov/> (the National Transportation Libraries Web site) and click on "TransCat."

Baldwin said that, "within two weeks of the service going live, MTKN or NTL was contacted by staff of 10 additional transportation libraries, in both the public and private sector, asking how their libraries could participate. The initial 15...libraries has now grown to 20, with more waiting in the wings to join as soon as funding can be provided." TLC Cat is also available at www.mtkn.org

To find out more about OCLC Services for Groups, go to <http://www.oclc.org/groupservices/> or contact the MINITEX Bibliographic and Technical Services unit (612-624-4002, 800-462-5348, mino@othello.minitex.umn.edu).

University of Minnesota Enters 139,000,000th Request into OCLC ILL Service

OCLC has a long tradition of identifying the libraries that enter each millionth request into the OCLC ILL service. The most recent, the 139 millionth request, was created on Sept. 30 at the University of Minnesota, Twin Cities for a thesis, *The history and development of wax-printed textiles intended for West Africa and Zaire*, and was filled Oct. 1 by Indiana University. The request was created via the FirstSearch/ILL Direct Request link, probably by a library user rather than by a library staff member, according to the OCLC news release.

Metropolitan State Univ. & St. Paul Public Library Open Minnesota's First Joint-Use Facility

The official opening of Minnesota's first joint-use library, a \$21 million facility built through a partnership of Metropolitan State University and St. Paul Public Library, was marked this month on St. Paul's East Side. The facility was built to serve Metro State's students and faculty as well as residents of the Dayton's Bluff neighborhood, the largest St. Paul neighborhood without a branch library.

Of the 86,000 square-foot total, 6700 square feet is reserved for public library services.

The Metro State portion contains 102 computer stations and 15 laptops with wireless connections that students can use with in the building. David Barton, Metro State's Dean of Library and Information Services, told the *Library Journal Academic Newswire* that the facility's early months of operation have gone well.

"We've been open since summer, working out the bugs," Barton said. He noted that in late afternoon more than 90 percent of the library's terminals are in use. "I don't know where everyone was going before." Metro State had not had official library space prior to the opening of the new building.

The facility's staff includes five full-time librarians for Metro State and one librarian and paraprofessionals for St. Paul Public Library. The *Newswire* reported on Oct. 12:

The facility holds 25,000 books, with plans to double the collection, though students who may need deeper resources can still rely on the University of Minnesota Library. Metropolitan plans to rely significantly on online electronic offerings, which, Barton notes, suit both student needs and preferences. From its \$1.6 million budget, the library spends about \$250,000 a year on online resources and also buys consortially, with some offerings paid for entirely by MINITEX. . . . The library offers electronic access to about 40,000 periodicals and journals.

Although students and community residents can access and use both library collections, the management structure is separated. 'Separate spaces, but a shared philosophy,' Barton said. In addition, Barton said the library will serve as beacon to residents of the surrounding community, which has one of the highest poverty rates in St. Paul. 'We hope to bring in a lot of high-school and other students to give them an idea of what a university education is and let them know that they too can have one. . . .'

Dorothy Liegl Named South Dakota State Librarian

Dorothy Liegl, a member of the South Dakota State Library staff for 32 years, is the new South Dakota State Librarian. In announcing Liegl's appointment, Dr. Rick Melmer, Secretary of the South Dakota Dept. of Education, cited her leadership among libraries both in-state and regionally and her years of experience with the State Library. Liegl succeeds Suzanne Miller who resigned earlier this year to become Director of Minnesota's state library agency, State Library Services and School Technology, a unit of the Minnesota Department of Education.

Liegl had served as Interim Director since Miller's departure and had served as Deputy State Librarian since 1982.

Her activities with the State Library have included development of the Library Training Institute and other staff development programs, work with state and regional humanities planning initiatives, work to enhance the Library's and South Dakota film and multimedia collections generally and writing a grant application to the Bill and Melinda Gates Foundation that allowed public libraries statewide to receive to \$1 million in free computers, software, and training.

She holds a bachelors degree from the University of South Dakota and a masters degree in library science from the Kansas State Teachers College in Emporia.

Amy Ryan to Assume Directorship of Hennepin County Library

Amy Ryan, a staff member of Minneapolis Public Library system since 1976, will take over as Director of the Hennepin County Library in Jan. 2005. She replaces Charles Brown, who resigned after 10 years as Hennepin County Library Director to run the city-county libraries in Charlotte, NC.

The Hennepin County system includes 26 libraries serving 45 towns and cities.

Ryan started with Minneapolis Public as a business librarian in 1976 and moved to the senior administrative level in 1995. Since 2001, she has been Director of Community Partnerships and Development with responsibilities for directing capital projects at the neighborhood libraries, community outreach, media relations, and development of relationships and partnerships with corporations, nonprofits, community organizations and other governmental jurisdictions.

Ryan earned a master of arts degree in library science from the University of Minnesota.

University of MN Creates Libraries Position To Honor Former Gov. Elmer L. Andersen

The University of Minnesota has created a new University Libraries leadership position designed to provide strategic direction for the Libraries' archives and special collections. Named for the former governor and long-time supporter of the University, the position, the Elmer L. Andersen Director of Archives and Special Collections, was announced this summer at an event hosted by Libraries and the University of Minnesota Foundation to celebrate Andersen's 95th birthday.

"Governor Anderson has been one of our most enduring champions of the University Libraries. It is only fitting that we create this important new position with the job of enhancing and preserving some of our most unique and valuable special collections—in his name," University President Robert Bruininks said.

The opening of the Elmer L. Andersen Library in 2000 marked the coming together of the University Libraries' archives and special collections. Prior to that, the collections had been scattered throughout the Twin Cities campus.

University of Minnesota Librarian Wendy Pradt Lougee said, "The new director position will enable the university and University Libraries to leverage the significant investment in these priceless cultural resources to the benefit of the university's academic programs and the institution's vital relationships with the community and the broader world of scholars."

The search committee for the new position has been appointed.

News of Staff of MINITEX Libraries

- Charlotte Knoche, Director at Concordia University, St. Paul, has been appointed Concordia's Director of the Library Technology Center.
- Curtis LeMay is the new Director of the Archbishop Ireland Memorial Library at the University of St. Thomas. LeMay comes to Minnesota from the University of Wisconsin, River Falls where he has been the Senior Collection Development Librarian at the Chalmer Davee Library
- Carole Williams, retired director of the St. Paul Public Library, died Oct. 13 of ovarian cancer. Services were held in St. Paul. Carole was a staff member of St. Paul Public Library for 28 years, serving as director from 1997 until her retirement in 2002. Before her death, Carole donated \$50,000 to the Friends of the St. Paul Public Library. The donation will be used to create a permanently endowed fund to help the Library provide services to small businesses and to support the Library in its cooperative efforts with the James J. Hill Reference Library, which shares the building occupied by St. Paul Public's Central Library.

Those wishing to provide a memorial may send a check (made payable to The Friends of the St. Paul Public Library with a note that it is to be added to the Carole Williams Endowment Fund) to: The Friends, 325 Cedar Street, Suite 555, St. Paul, MN 55101.

MINITEX's Electronic Communications

In addition to our print publications, MINITEX maintains a number of electronic communications vehicles to provide information about our programs.

The MINITEX electronic discussion group, MINITEX NEWS, will allow MINITEX users to exchange questions and answers about new technologies, MINITEX policies and procedures, and other issues. To subscribe, follow these steps:

1. Point your web browser to: <http://lists.minitex.umn.edu>
2. Click on **minitex-news** in the list
3. Provide the information requested on the information page

The MINITEX World Wide Web homepage (<http://www.minitex.umn.edu>) provides information about MINITEX services and programs and access to MINITEX publications. It also allows searchers to link to other Internet homepages.

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