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Resource Sharing update

Becky Ringwelski

What's in a name?



For many years, Minitex has used Document Delivery as the name of the program that supports the borrowing and lending of materials from libraries, including the University of Minnesota Twin Cities, where we have direct access to the collections. Here at Minitex, we used the term before it took on an entirely different meaning in more recent years. According to Wikipedia, the term document delivery means:

the supply of journal articles and other copies on a personalized basis, whether these come from other libraries or direct from publishers. The end user is usually

responsible for any fees, such as costs for postage or photocopying. Commercial document delivery services will borrow on behalf of any customer willing to pay their rates. 1

This widely-used definition no longer fits as a term for our services. So, what are the options? We considered interlibrary loan and resource sharing. Here's how Wikipedia defines interlibrary loan:

a service whereby a user of one library can borrow books or receive photocopies of documents that are owned by another library. The user makes a request with their local library, which, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return. 2

This doesn't describe us either, since we don't work directly with users who are borrowing materials. The exception to this is a helpdesk that we run on the MnLINK Gateway where we often direct users back to their borrowing library for assistance. That brings up another reason why interlibrary loan doesn't quite fit our services. We include the management of the MnLINK Gateway under the umbrella of functions that this unit provides, and that goes beyond regular ILL services.

That leaves us with resource sharing, and though not perfect, it works better than the other options. I like this blog entry that appears on the *talis Source Blog*. It cites a quote from Ted Koppel of Auto-Graphics, Inc. This is an excerpt:

It was interesting to read Ted Koppel's blog on demolishing the narrow constructs we have put on defining resource sharing:

I'm struck by one consistent theme - that resource sharing (in this context) is the equivalent of interlibrary loan. The two phrases seem to be used interchangeably. That is simply wrong. Resource sharing - in my definition - covers a far broader scope. It can include consortial reciprocal borrowing, it should include ILL, but to be relevant for the future it cannot stop there. It must include Google (and other similar) book and journal delivery efforts. It must include patron (ugh, how I hate that word) provoked as well as library provoked activities. And by my definition, resource sharing should include document delivery and similar commercial services. They're part of the continuum. 3

This broader definition of services goes further towards encompassing the functions we provide in what has, to date, been called the Document Delivery unit. You will see us move towards using the name Resource Sharing to describe our unit and our services in our future written communications and on our redesigned Web site when it is introduced this winter.

1 "Interlibrary loan" Web site <http://en.wikipedia.org/wiki/Interlibrary_loan> (9 November, 2009).

2 Ibid

3 What do we mean by resource sharing?" Web site <http://www.talis.com/source/blog/2006/06/what_do_we_mean_by_resource_sh.html>(9 November, 2009).

New Web-based interlibrary loan statistics

Michael Berkowski

Minitex is excited to announce our new, Web-based interlibrary loan (ILL) statistics tool, now available on the Minitex MyLibrary Portal. The tool enables you to view your library's borrowing and lending ILL activity as far back as we have records available, to see interactive charts, and to export your report to view and manipulate in a spreadsheet. Reports available now include monthly and yearly borrowing and lending via Minitex, and MnLINK Gateway VDX system activity. A few additional reports are planned, and we welcome your suggestions for reports as well.

To get started, visit the Minitex MyLibrary Portal and follow instructions to create your account. (<https://www.minitex.umn.edu/MyLibrary>) Please email Michael Berkowski at mjb@umn.edu with any questions or suggestions you may have. ■

Aleph MNU & MII

Agnes Lee

As we welcome South Dakota libraries migrating to using Aleph ILL with us, it is a good time to clarify our dual role in Aleph with supplier codes MNU & MII. Minitex staff manage both codes. What is the difference between MNU & MII?

MNU

Minitex receives requests as MNU when the system's automatic locate feature finds a title that is owned at the University of Minnesota Twin Cities campus libraries. When Minitex receives these requests, the sub-library information and call number is already provided on requests, so staff are able to retrieve items immediately. These requests are checked only at University of Minnesota Twin Cities campus libraries, and loans are charged directly to the borrowing library.

MII

Minitex receives requests in Aleph as MII when the automatic locate in Aleph cannot find a match for the item. The majority of MII requests are verified and referred by our staff to partnering libraries using various interlibrary loan subsystems. We are doing availability checking in libraries' OPACs before submitting a referral. Availability checking has proven to be a success based on the increased fill rates we have seen for referrals. In addition, the total number of referrals has declined since we are not referring requests for items that are in use or otherwise unavailable.

When using Aleph, libraries should include both codes MNU and MII in your potential supplier lists to take advantage of all Minitex Resource Sharing has to offer. ■

Minitex staff attend library conferences in three states

SDLA 2009

Agnes Lee

The annual South Dakota Library Association (SDLA) conference was held this year in Aberdeen, South Dakota from October 7-9, 2009. Besides offering a vast variety of programs, the conference offered an opportunity to reconnect with many library staff. We saw a lot of familiar and friendly faces stopping by our booth for a chat.



From the left: Agnes Lee, Bill DeJohn, Kathy Drozd, and Sara Ring at SDLA in Aberdeen, South Dakota.

This year I was particularly enthusiastic about attending this conference because we were on the verge of having South Dakota libraries migrate to exchanging interlibrary loan requests on the Aleph system with us. As with every change, there is testing, adjusting, and more testing. I am happy to report that as of November 9th, several South Dakota libraries have begun using Aleph with Minitex. If you have any questions, please contact Agnes Lee at leex050@umn.edu, (612)624-4574; (800)462-5348. ■

NDLA 2009

Dave Paulson

Minitex was one of 26 exhibitors at the conference, "Evolution of the Library," the 103rd Annual Conference of the North Dakota Library Association (NDLA), held in Dickinson, North Dakota on September 23-26, 2009. The 162 attendees included five from Minitex: Director, Bill DeJohn, Mark Wilhelmi and Sara Ring from Bibliographic and Technical Services (BATS), Anne Hatinen from Cooperative Purchasing and Electronic Resources Services (CPERS), and Dave Paulson from Resource Sharing. Bill, Sara, and Mark all presented at the conference. Virtually all of the attendees stopped by our booth to ask questions, or to say hello. Many of the people we spoke with mentioned how much they appreciate the online training sessions and webinars that MINITEX offers.

In keeping with the "Evolution of the Library" theme, there were many presentations with historical content, including one entitled "Evolution Fact and Theory: Examining the Changing Face of Life." Unfortunately, Dickinson's Dakota Dinosaur Museum was closed for the season. The 2010 NDLA Conference will be held in Grand Forks on September 29-October 2, 2010. ■

MLA 2009

Carol Nelson

The Minnesota Library Association's (MLA) annual conference this year was held in St. Cloud on October 14-16, 2009. Throughout the three days, there were a lot of interesting presentations, including keynote addresses from Minnesota Public Radio's host of Morning Edition, Cathy Wurzer, and children's author, Nancy Carlson.

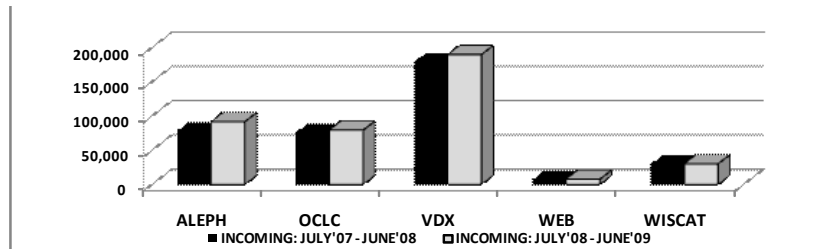
The packed session rooms seemed to indicate that this was a well-attended conference. Thanks to those of you who stopped by our booth in the vendor area to say hello. We hope you picked up the new blue Minitex pen, which is sure to become a collectors' item. ■

Resource Sharing annual systems traffic: fiscal year 2009 statistics update.

Obinnaya Oji

The end of each fiscal year gives Minitex the opportunity to compare our total request traffic volume for that year to that of the previous year. When comparing our fiscal year 2008 (July 2007-June 2008) to fiscal year 2009 (July 2008-June 2009), we saw an 8% increase, which is a record high for our office. Total incoming volume on our combined systems was 399,449 requests in FY'09 compared to 369,844 requests in FY'08.

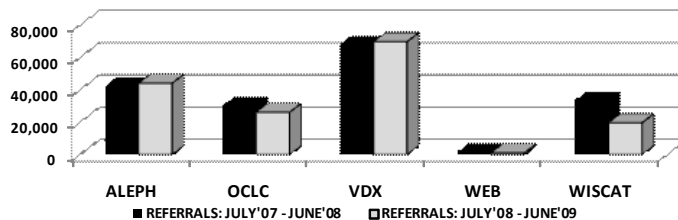
Incoming:



Requests received via the Aleph system accounted for the greatest increase both in terms of volume (13,204 requests) and percentage (17%).

The VDX system continues to be the source of the greatest number of requests, accounting for 48% of our volume; total volume jumped 6% from last fiscal year. There was an overall decline in our fill rates from 66% in FY'08 to 60% in FY'09. We are going to follow up with a study to determine the possible reasons for this change. We believe that there may be multiple reasons; however two likely reasons are the increase in requests for more popular and audiovisual materials through MnLINK for requests which are not staff mediated, and requests for copies we are not able to fill due to electronic licensing embargos.

Referrals:



Our total referral volume dropped from 175,841 requests in FY 08 to 161,244 requests in FY 09. This drop was expected due to the implementation of availability checking into our processes. Our referral fill rates rose sharply from 74% in FY'08 to 82% in FY'09, however, referrals on the OCLC and WISCAT systems accounted for most of the decrease in total volume. ■

H1N1 and staffing issues

Carol Nelson

This school year began with a new warning— students returning to campus were going to be bringing the H1N1 virus with them. At the University of Minnesota, we were told to begin planning for legions of staff calling in sick, which necessitated several meetings, spent planning for the worst-case scenario. So far, this has mostly only resulted in washing our hands more, coughing into our sleeves, and using hand sanitizer after touching door handles.

We made it three weeks into the semester before the Minitex office had our first case of H1N1. Up to the publication of this newsletter, illnesses in our office due to influenza have remained spotty. It appears we may avoid major disruptions in our work processes due to the H1N1 outbreak.

Some your workplaces may have very different circumstances when several staff members are ill at the same time. If your library's staff are stretched beyond their ability to continue regular work functions, please contact us. We can help by temporarily discontinuing referrals from our office to yours. If you need to suspend lending on a temporary basis to Minitex, contact Raquel Franklin (for VDX, OCLC, Web, Wiscat) at valle005@umn.edu; 612-624-5222; or Kevin Kelley (Aleph) kelle088@umn.edu; 612-624-1575; or 1-800-462-5348. ■

The van

Kathy Drozd

Minitex has used a van leased from University Fleet Services since 2001. We have found many ways to use it that supports the work of our staff. Here is a look at a day in the life of our van:

10 a.m.

A delivery staff member drives the van from Andersen Library to Wilson and St. Paul campus libraries to pick up the materials retrieved by Resource Sharing staff that morning. While at Wilson Library, our Delivery staff member also drops off materials for University Libraries ILL borrowing division from other libraries in the Committee on Institutional Cooperation (CIC) consortium.

Noon

We head to Hennepin County Central Library (HCO) to pick up items retrieved by Minitex staff and to drop off storage materials retrieved by the Minnesota Library Access Center (MLAC) staff for HCO patrons. The van makes a return trip to Wilson, and also visits Biomedical and Walter libraries to pick up materials retrieved by Resource Sharing staff working that morning. Some days, the driver also delivers items to our Contract Cataloging unit housed in Wilson Library.

On each return to Andersen, the van driver unloads all of the materials from the various campus libraries and transfers them to the conveyor to move them upstairs to our Delivery staff for sorting.

2:00 p.m.

Occasionally, the van might go to a Twin Cities library for a special delivery. Recently, we picked up a sesquicentennial DVD from the Minnesota History Center which Minitex Delivery staff distributed to libraries throughout the state. Some days the van has a rider from our Administrative Financial Services staff to the East Bank to deposit checks into the University's accounts. We also use the van to drop off or pick up computers and office furniture from our Resource Sharing offices at the campus libraries.

4:00 p.m.

On the 4:00 p.m. run, the van makes one last trip to Wilson Library to pick up materials retrieved by the afternoon shift of Resource Sharing staff for distribution throughout the state in the Minitex Delivery System.

5:00 p.m.

The van is finally parked for the night in the cavern, awaiting its next adventure.

So you see, by the end of the day, the van and our Delivery staff has served Resource Sharing, MLAC, Contract Cataloging, Administrative Financial Services, University of Minnesota ILL borrowing, as well as a number of other outside entities needing delivery and distribution throughout the Minitex region. ■

MnLINK VDX 4.1

Nick Banitt

The VDX software which powers the MnLINK Gateway was upgraded to version 4.1.1 on October 6, 2009. This version of the software has a new interface for ZPortal which provides a cleaner display. We hope this change, along with the development of on-demand tutorials which are being posted in the online help section will make the system easier to use.

Several webinars were held to prepare everyone for the myriad changes with this upgrade. The significant changes with this upgrade are on the VDX staff view. One of the most visible changes is with the single screen request display, rather than having tabbed screens. With the single screen display many functions that were unused were removed. The work queue has also undergone a significant reorganization. The Work Queue now has some additional categories which point out that a request process hasn't been executed in a certain amount of time. The work queue itself is also editable to allow users to see only the areas that they work with.

Also, there is some new functionality that we will be releasing in the near future. The system has been collecting email addresses via the SIP authentication and soon, we expect to begin testing user alerts. These alerts will allow VDX to send a preformatted or customized message to your users. If you have any questions about any of the changes, please contact Nick Banitt at banit006@umn.edu; (612)624-8096. ■

Full text Internet newspaper resources

Joan Krey and Joan Wollenberg

There are times when Minitex staff are unable to fill some of the items requested by patrons in the format they requested. Whether the item is considered to be reference material, too fragile to loan, or not owned, we try searching for the item's availability on the Internet. Some of the Web sites we have found to be valuable resources are listed below. In this issue, we are focusing on the Newspaper Resources available on the Internet.

Accessible Archives

<http://www.accessible.com/accessible/archives.jsp>

The focus is on newspapers from the early 18th and 19th centuries. It includes eyewitness accounts of historical events, vivid descriptions of daily life, editorial observations, and commerce as seen through advertisements and genealogical records.

Chronicling America: Historic American newspapers chroniclingamerica.loc.gov

More than 170 newspapers from 1880-1922 for the states of Arizona, California, District of Columbia, Florida, Hawaii, Kentucky, Minnesota, Nebraska, New York, Ohio, Pennsylvania, Texas, Utah, Virginia and Washington. It includes these Minnesota titles:

Minneapolis Journal 1901
St Paul Globe 1880-1905

Historic Minneapolis Tribune www.elm4you.org

(Only available for Minnesota residents who have a valid library card.)
This includes the Minneapolis Tribune 1867-1908, and the Minneapolis Morning Tribune 1909-1922.

Winona Newspaper Project

<http://www.winona.edu/library/databases/winonanewspaperproject.htm>

This is an online archive of three late 19th century and early 20th century Winona newspapers. The archive includes issues of the Winona Argus, the Winona Daily and the Winona Republican Herald. Issues through 1960 are included in the archive. ■

Dear Del illa

Dear Del iLLa,

I use OCLC to send requests to Minitex. Wouldn't my request be filled faster if I used the symbol MNU instead of MII?

Confused A. Boutcampus

Dear Confused,

Some people mistakenly believe that sending a request on OCLC to MNU instead of MII will speed up service; however, that is not the case.

The MNU lending staff is actually located within Minitex as a sub-unit called Documents to U (DTU). All of the requested items are retrieved on campus by the same Minitex staff 2-3 times a day. However, while our DTU staff is working on the ILLiad system to process requests for libraries outside of the Minitex region, Minitex staff process MII OCLC requests using our internal database system, Alexis. Requests are downloaded two to three times a day from all the systems on which we receive requests.

When a Minitex library sends an OCLC request to MNU instead of MII, it can delay processing somewhat because our staff must send a conditional message asking your library to redirect the request to MII. The reason for this is two-fold – first, requests from Minitex libraries are handled through the MII account and non-Minitex requests are handled through the MNU account. Secondly, MNU charges for filling requests – \$15 for requests from libraries in the United States. This is why we do not process requests for Minitex network libraries under the MNU symbol. The revenue collected from filling those requests for MNU, after expenses, is turned over by Minitex to the University Libraries.

Though Minitex libraries will not utilize it, InfoNow is a new fee-based information service provided by the University of Minnesota. It serves patrons who are not affiliated with a library, or whose library is within a for-profit organization. InfoNOW requests are handled by a separate staff outside of the Minitex office.

Did you know that you can ask Del ILLa a question on the Minitex Web site? Ask your question now at: <http://www.minitex.umn.edu/docdel/>.

In Constant Demand

To see the most current list of "In Constant Demand" titles, visit the Minitex website at <http://www.minitex.umn.edu/docdel/constantaspx>.

Holiday Closings

The Minitex office will be closed on the following days for University holidays:

December 24
December 25
January 1
January 18
March 19

Resource Sharing News

Minitex Resource Sharing staff and their areas of expertise:

Agnes Lee, Overdue and lost materials, Aleph.....	612-624-4574
Becky Ringwelski, Resource Sharing and MnLINK policy issues	612-624-0375
Dave Paulson , difficult citations, electronic delivery.....	612-624-7568
Fred Finch, Delivery.....	612-624-3374
Kathy Drozd, Delivery policy questions	612-624-9553
Kevin Kelley, Requesting via Aleph	612-624-1575
Nick Banitt, MnLINK	612-624-8096
Obinnaya Oji, Request statistics.....	612-624-4385
Raquel Franklin, Requesting via VDX,OCLC,Web and Wiscat	612-624-5222

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Carol Nelson, Editor.....612-624-7879

Minitex

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

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DEDICATION. EXPLORATION. INNOVATION.

*An Information and Resource
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of Minnesota Libraries*

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

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Over the past year we have been involved in a marketing project with the Riley Hayes advertising firm. One result of that effort is the MnKnows Web site at <http://www.mnknows.org/>. Another element of that work is the redesign of our print publications, starting with this issue of Resource Sharing News. We hope you like the new look of this newsletter!

RESOURCE SHARING NEWS