MnLINK Gateway Operations Committee Meeting

MINUTES

Thursday, Feb. 4, 2010
10:00 am – 12:30 pm

(These minutes record discussion and decisions made at the meeting. For more information about the topics discussed, see the PowerPoint slides that were used as an agenda aid: https://www.minitex.umn.edu/Committees/Gateway/Meetings/2010/0204Webinar.pdf

Members in Attendance: Barbara Misselt (Chair), Ken Behringer, Audrey Betcher, Vanessa Birdsey, Melissa Brechon, Pat Conley, Stephen Elfstrand, Kathy Fredette, Brian Karschnia (attending for Kit Hadley), Ted Hathaway, Jenny Hill, John Houlahan, Ann Hutton, Marlene Moulton Janssen, Tom Nichol, David Ouse (attending for Carla Powers), Mark Ranum, (Mic Golden attending for Kirsty Smith), Jim Weikum, Dayle Zelenka

Members Unable to Attend: Heather Hessel, Peg Werner (Vice Chair), Chuck Wettergren.

Others in Attendance: Greg Sauve, Rochester Public Library; Mary Kay Baden, Scott County; Beth Lunn, Pioneerland Library System; Michael Scott, SELCO; Dixie Ohlander, CLIC; Jeanne DeMars, Traverse des Sioux; Chris Olson, MELSA; Nancy Walton and Jym Wroblewski, State Library Services.

1. Welcome & Introductions
Ringwelski welcomed all participants to the meeting, and participants introduced themselves.

2. Review/Approve Meeting Agenda
The agenda was approved as distributed.

3. Review/Approve Meeting Minutes of Nov. 5, 2009
The minutes were approved as distributed.

4. Minnesota Office of Higher Education Update
DeJohn said it is expected that Minitex will receive a 6% reduction in its budget for the current fiscal year as part of the Governor’s budget proposal. Also, he has been told to expect a reduction of about 6% for Fiscal Year 2011. He noted that Minitex and MnLINK have been combined as a single line item in the budget.

Discussing Gateway server site payments, he said he would like to see more weight given to the number of fills each library provides rather than using the number of unique titles as the primary determinant for calculation of server site payments. He said he would bring suggestions on this topic to the Committee’s May meeting.
Also, DeJohn noted that the statistical lines for Minneapolis Public Library and Hennepin County Library will need to be combined to reflect completion of merger-related changes.

5. Statistical Update – 1st Half
DeJohn said that we have seen a 0.6% decrease in overall borrowing in the first half of FY10 over the same period in FY09. Also, we have seen a 4.8% decrease in lending. These changes may be due to some Gateway libraries lowering the request limit for their patrons and to a broader use of the Amazon date/cost check functionality.

6. NCIP Implementations
   - SirsiDynix sites
     Banitt noted that seven Gateway libraries are using SirsiDynix’s NCIP functionality. He noted that there’s a wiki available on the Minitex website where library staff can share their experiences with NCIP: https://wiki.minitex.umn.edu/MnLINK/NCIP
     Ringwelski also reported on discussion about Innovative Interface’s work on developing NCIP functionality for use by libraries with its local systems.

7. OCLC Contract Process
   - Meetings with OCLC Staff
   - Information on the cost of OCLC for non-OCLC locations
     Ringwelski reported on meetings with OCLC staff to talk about the Gateway’s future. Ringwelski and DeJohn emphasized the participation of non-OCLC member libraries in the Gateway. OCLC’s Navigator product has been suggested as a possible successor to the Gateway’s ZPORTAL/VDX software, but Ringwelski and DeJohn noted that the Navigator’s requirement that all participating libraries be OCLC members is a major problem for the MnLINK Gateway. OCLC staff said they would present a proposal for the future of Gateway for our review by the end of March. Ringwelski noted that we are working forward on a successor to the current contract, which ends June 30, 2010. The expectation is that a two-year contract will be signed for the continued use of the ZPORTAL/VDX software that could be renewable annually for an additional three years, at our discretion.

8. Minitex/MnLINK Interlibrary Loan Committee Sub-group Report
   Ringwelski presented the Committee Subgroup’s report, noting that the report was in response to a question from the Gateway Operations Committee’s during its November meeting. She said the Subgroup identified areas where its members thought efficiencies could be gained. Specific suggestions included, among others:
   - the possibility of eliminating overdues,
   - reconsideration of invoices for damaged items of less than $5 in value,
   - changes to the number of checks made on A-V materials.

   Committee members talked about difficulties related to ILL of audio-visual materials and other items that don’t have an ISBN number. Ringwelski said changes to the NCIP protocol are being discussed that would allow use of identifiers in addition to the ISBN.

   Committee members discussed the Subgroup’s suggestion to eliminate some of the checks for the completeness and condition of AV material that occur at various points in the ILL process. The Subgroup noted, “The results of the data collection clearly demonstrated that the multiple, time-consuming steps that are being taken to insure the proper item has arrived,
all parts are included and that there is no damage results in the discovery of only a small number problems . . . Eliminating these checks will save staff time on all ends of the process.” Committee members discussed their preferences for the number of checks and their placement during the ILL process. They also discussed the importance of staffs of all Gateway libraries having a shared understanding of how other libraries were handling ILL procedures.

Conley noted that Gateway libraries need to have a common understanding of procedural activities. She made a motion, “The borrowing library will check AV material before returning it to the owning library. Also, Minitex staff will not check the item as it passes through the Minitex office.” Hutton asked that the motion be tabled, that the Subgroup be asked to look at its suggestions and return them to the Committee as recommendations for procedures for Gateway library staffs. Committee members discussed the request to table the motion. Moulton Janssen agreed with the request, saying that the Subgroup should be asked to respond before the Committee’s May meeting. Behringer said it’s important that the Subgroup suggest minimum expectations for procedures carried out by ILL staffs at Gateway Libraries.

Conley said she agreed with the proposal to table her motion. Misselt said she remembered a previous document that provided more specificity about some of the issues included in the Subgroup’s suggestions. She asked the Committee to vote on the proposal that the Subgroup be asked to consider its suggestions further and prepare recommendations for action for presentation at its May meeting. The Committee voted 10 yes, 2 no, on the proposal to table Conley’s original motion and return the suggestions to the Subgroup with a request that it prepare recommendations for the Committee’s review in May.

9. Version 4.1 Implementation Update
   - Issues with downtime/slowness
     Banitt discussed issues related to the Version 4.1 implementation, particularly continuing problems with slowness in the work queue. OCLC is working on the problem.

     Discussing user alerts, Banitt said Rochester Public has tested “not supplied” status with the system automatically sending updates to the user. There are plans to push this out to additional libraries, but libraries will need to have e-mail addresses for their patrons to use this feature extensively. Sauvé noted that the automatic message has helped with staff time. Banitt said more information will be distributed about the feature.

10. Minitex/MnLINK ILL Subcommittee
    - Best Practices website
      Ringwelski said that Minitex staff is developing a website to share Best Practices, and it’s expected that the website will be available after the redesign of the Minitex website in the spring.

11. MnLINK User Group Meeting
    Committee members said they would be interested in having another User Group meeting this fall. Ringwelski said there would be additional discussion in May.

12. Other matters
Berkowski told the group about planned changes to the links on the MnLINK Gateway website. The URLs, mnlinkgateway.org and mnlink.org, will retrieve the main Gateway search page.

Misselt noted that the May meeting has been a face-to-face meeting in the past. Members said they would like to follow this pattern this year. Ringwelski said she will check on possible locations, with suggestions being Hennepin County Brookdale, St. Cloud Public Library, Washington County Library, Willmar, or the Rum River branch of the Anoka County Library.

8) **Adjourn**
   
   The meeting was adjourned.

   **Meeting Dates for 2010:** May 6, August 5, November 4