For this issue of Resource Sharing News I’d like to highlight two reports that stem from a survey of interlibrary loan (ILL) staff that the committee conducted in October 2012. The Minitex/MnLINK ILL Committee Survey Summary reports the responses to the survey which was distributed in January 2013, see: http://z.umn.edu/dgh. It provides information on ILL-related topics, including use of e-resources, communication methods, and challenges that ILL staff are facing.

Use of electronic resources for ILL and issues related to the licenses for e-journals were key areas of concern to the respondents. In an effort to address this, the committee has just completed the Minitex/MnLINK ILL Committee Report on Electronic Resources (http://z.umn.edu/dh8) that focuses on these areas and offers practical tips for advancing your use of e-journals for interlibrary loan.

The committee’s work on electronic resources to-date has focused on e-journals, but there is a need for ILL staff to gain an awareness of the e-book marketplace and the potential sharing of those materials in the future. So far, there has been little movement in this area. The primary use of e-books for ILL has been in academic libraries, when the license for the e-book may allow for supplying a chapter of the work. There are initiatives underway that will address this gap in our ability to share resources. I am involved in an undertaking that the Committee on Institutional Cooperation (CIC) has underway to determine if publishers are willing to work on a project to allow interlibrary loan of an entire book. I’ll share information on whether we are able to negotiate these terms when we get further along in this effort.

In the meantime, please share any thoughts you have on this topic or any other with the committee. You can find a list of committee members at http://z.umn.edu/dlh as well as additional information on the work of the group.
Ten Questions for our New Director
Carol Nelson

Valerie Horton, Minitex Director, came to Minnesota after serving as Executive Director for the Colorado Library Consortium for over 8 years. Recently I had the opportunity to ask Valerie a few questions about her new position, and how she is adjusting to life in Minnesota. I’m happy to report that so far she has endured our extended winter, in fact, better than many of us locals!

What do you like best about working in libraries?

This may sound a little gushy, but it’s true, so I’ll risk saying it. I really like the fact that we make an impact on people’s lives. For the last eight or nine years that I’ve been working in consortium, I’ve had the ability to make an impact on public libraries, schools, and rural libraries such as providing them with services they couldn’t afford, or help them gain training or expertise they didn’t have. I think what is a little surprising to me is, after 30 years, I still find it amazingly rewarding. You keep hearing about people becoming jaded, but I just continue to be stunned by the impact our profession has, and delighted by it. I just did this trip to the Dakotas, where seeing how they, like much of the country, struggle with inadequate resources and yet how much they still accomplish is just impressive. The Dakotas are working proof that, if you have limited resources, by working together you can achieve amazing things. The power of collaboration in those states really demonstrates that.

What is the biggest surprise, so far, for you in your new role as director of Minitex?

I had been hearing about Minitex for years, decades even, and had heard really good things about it. In fact when I was an academic library director, I actually used some of Minitex’s cooperative purchases and was very impressed by that. When I got here, what really amazed me was how efficient Minitex is. The staff overall is just astoundingly good. They have really enriched and deepened the quality of this organization. But I’m going to lay on Bill DeJohn’s feet the efficiency of this organization and how committed the staff are to doing as good of a job as they possibly can. It is so ingrained into the culture here that I think it makes Minitex a rather an extraordinary organization, and I most certainly want to keep that cultural trait.

What do you see as your greatest challenge as the new Minitex director?

On a personal level, it’s the learning curve. While I have a lot of years of experience in libraries and in library consortia, every state is different, and I’m getting to meet hundreds of people. It’s wonderful, but it can be a challenge given a region that’s as large as this one. I think that there is probably another challenge I should mention too. The Library profession is undergoing tumultuous change right now... Electronic journals over the last 20 years have had a huge impact and e-books now, of course. Now external pressures are causing changes in all American institutions, and the rate of it has sped up. It’s a challenging transition period. I think a lot about the new visions of how libraries operate, of what e-collections mean, of how collaboration is taking place among our institutions. I think it is a time of deep rethinking and a time to explore new options. I think it will be a challenge for Minitex, and for libraries in general, to surf all of these changing tides and stay relevant, meaningful, and impactful. That is something I think about every day, all the time. How do we stay impactful? How do we make a difference?

What was your first impression of Minitex?

I wrote a book on delivery, and Minitex has one of the better delivery systems in the country, so this is one of the places I came. Actually my strongest impression was of the MLAC long term storage facility. Over the last 4 years, I’m sure I told many people about this amazing storage facility here at Minitex.

When I came in for my interview, what made an impression on me were all the little cubicles. I’m still find myself a little bit overwhelmed by all of the cubicles. There are a lot of them here!

What’s the (chose one: best/worst/funniest) thing to happen since you started working as the Director of Minitex?

There are so many. The worst is falling and injuring my foot this winter. That was just terrible.

The thing I think about a lot, is it was sometime in February, and the weather had warmed up to 35 degrees, and I found myself turning to my husband and saying, “Oh it’s a warm day!” Then thinking, when did 35 degrees become a warm day
in my world?! I was raised here as a child, and I can say with absolute certainty that children have no sense of the weather at all. I have come to appreciate the weather here, in the good and bad meaning of that word. I have such spring fever, and there is no SPRING!

You have lived in Minnesota before. What is different this time?
I’m now in Minnesota as an adult, rather than as a child, and you see the world differently as an adult. I am amazed by this state’s genuine belief that there is such a thing as public good, and by helping each other, and working together that we can make huge impact. There are places in this country where that belief has been challenged and is diminished. I find it very comfortable to live in a place where we are helping each other, and we are all in this together.

I’m also learning the roads, which you don’t know as a child. On my drive to work, I go past Moore Lake and that’s where I learned to swim as a child, so a lot of good childhood memories have come back since I have moved here.

How hard was it to convince your husband to move to Minnesota?
My husband didn’t like Colorado, which is very unusual. I personally loved Colorado. He had lived in Indiana, and he loved the Midwest, and he was ecstatic to come here. He likes the weather. My husband’s been the easiest part of this entire process. He’s happy.

What was the last book you read?
I just finished Jim Butcher’s “Ghost Story.” It’s a fantasy novel set in modern day Chicago. I really, really, liked it. Any Jim Butcher fan out there will know exactly how good that book was. The author killed off the main character and then wrote an entire book with the main character as a ghost. That is the nice thing about fantasy; you can do anything that you want.

What is your favorite leisure-time activity?
I love swimming. Anything that has the water involved with it is going to be my favorite activity. And there are some great gyms here in this area, so it’s been wonderful to be able to swim regularly.

If you had won the lottery (before learning that this job was open), what would you be doing now?
Oh, I’m pretty sure I’d be on a boat somewhere in the ocean sailing. As long as there was water involved, I would be happy.

New Scanner in Wilson Library
Adam Johnson

Microfilm and microfiche are two formats that often give us some trouble. They are fragile, expensive, and require a film reader on the user end, all of which makes lending them a challenge. Luckily, most patrons are simply looking for an article or chapter, so copying the item from the film/fiche is the better option. The downside to this however was our microfilm copying equipment, which was slow, temperamental, produced a lot of unusable copies…and still often yielded poor results.

So I’m happy to report that our microfiche/film copying capabilities have taken a big step forward with our recent addition of the ScanPro 2000, manufactured by e-ImageData. Unlike our previous setup, which reduced both image resolution and exposure levels in producing a paper copy from film, the ScanPro uses a high resolution digital camera to snap a “photo” of the screen, which can then be printed out or converted to a variety of digital file formats. This means that what we see on the monitor is essentially what you will get as a copy. The ScanPro’s imaging software has controls to adjust the contrast and brightness, allowing us to fine-tune the image to get the best copy possible.

A brief list of what we love about the new reader so far:

- Clear and accurate copying of microfiche and microfilm.
- Less waste—saves on paper, toner, and machine maintenance.
• More formats—microcards and ultrafiche can now be copied, too. (A first for us!)
• Ability to send files electronically (MEDD, Ariel, Article Exchange)
• Searching via optical character recognition—a big help with old newspapers!
• Copy time per page is about ¼ of the previous reader’s—a big time-saver.

If you have any questions about the scanner, or type of items that we can scan, please contact Dave Paulson at: d-paul@umn.edu; (612) 624-7568; (800) 462-5348, or Adam Johnson at: johns292@umn.edu; (612)625-2041; (800) 462-5348.

Plan Now for Your Library’s Transition to OCLC’s WorldShare™ Interlibrary Loan

Libraries are already migrating to the new OCLC WorldShare™ Interlibrary Loan service that will replace WorldCat Resource Sharing by November 2013. The new platform became available to the US in March 2013. If your library has not already begun making plans for the switch, you can do several things to prepare for your use of the new service. These include:

• Set up a new user account for access to interlibrary loan. Your new OCLC Services account will replace the 9-digit authorization number and password you now use to log in to WorldCat Resource Sharing. Each person who uses WorldShare™ will need their own individual account, so if several people will need access, designate someone to coordinate this step for everyone at your institution.

• Update your library’s information in the OCLC Policies Directory. Some key areas to review include contacts and policies for copy, loan and deflections: http://z.umn.edu/deh

• Review and update your address information in constant data records in the WorldCat® Services administrative module. (NOTE: Label printing will not work if addresses are not formatted by individual data elements): http://z.umn.edu/dei

• Update your library’s browser to support WorldShare™ Interlibrary Loan. View browser requirements: http://z.umn.edu/c23

• Support For the Transition: Check out training resources where you can view a tutorial or sign up to participate in an upcoming webinar to help you prepare for your library’s transition. http://z.umn.edu/dej

• Review Documentation: Take a look at the WorldShare ILL documentation at your own pace to become familiar with the new service. http://z.umn.edu/dek
Alma Migration Update
Agnes Lee

Since my last Alma update in November 2012, I have transitioned to working with the Fulfillment Group. Our charge is to review current workflow in circulation, booking, interlibrary loan, and reserve. We are also exploring options in Alma to establish efficient practices. Our group will work with two other Alma groups:

- The Workflow Group, to design a holistic approach to work processes.
- The Interoperability Group, to ensure accurate display and function of fulfillment services in the discovery environment.

We have also begun viewing webinars on functionalities provided by Ex Libris. The University of Minnesota Libraries are on track to migrate to Alma in December 2013.

ILLiad Conference
Carol Nelson

This year I had the opportunity to join over 350 people who attended the 2013 ILLiad Conference in Virginia Beach, on March 20-21. Several other people from libraries in the Minitex region also participated in the conference.

During one of the keynote presentations, Minitex received some nice recognition. Katie Birch, Portfolio Director, Delivery Services, for OCLC talked about the changes in WorldCat and WorldShare ILL and what interlibrary loan staff can do to prepare. She told the group that Minitex is OCLC’s largest user of Article Exchange, averaging 1,200 documents per month. (See the article by Dave Paulson on page one for more information on how many requests Minitex has sent electronically.)

Minitex Interlibrary Loan Policy Database
Agnes Lee

Do you know you can search the Minitex Interlibrary Loan Policy Database (http://z.umn.edu/dhc) for interlibrary loan contact and policy information for libraries in Minnesota?

I was recently at a meeting and a library staff member commented that she found it useful to learn about a library’s fees and policies for lost materials. We have just made an enhancement in the database which indicates when your library last updated your policy information. This would be a great time to review your library’s information and make changes. Keeping your policies up-to-date is beneficial to the entire Minitex interlibrary loan community.
New Request Format for Worldcat Resource Sharing Requests

Agnes Lee

If your library uses OCLC’s Worldcat Resource Sharing to send interlibrary loan (ILL) requests to Minitex, you have recently seen a new printed request format. This was already in use for libraries using Aleph, MnLINK VDX, and Wiscat Agent. With help from IT staff member, Paul Swanson, we made this change as part of a bigger project to standardize all of our incoming requests. The standardization of ILL request printouts on all systems has accomplished two things:

• Request pull slips also serve as a bookmark, so the need to print a separate bookmark is eliminated. We are saving both staff time and paper, making our process both more efficient and “green.”

• There is now a uniform look to all of our printouts, regardless of the system on which the request was generated. That allows for easier training since the information our staff uses while processing the request is always in the same place.

If you have any questions about the request format, or how to handle processing of items with this new paperwork, please contact Agnes Lee at: 612-624-4574; 1-800-462-5348; leexx050@umn.edu.

Dear Del ILLa

Dear Del ILLa,

I know that Minitex isn’t providing support for OCLC anymore, but I always forget who to contact. What should I do if I have a problem with my OCLC ILL requests now?

Confused

Dear Confused,

For issues with specific interlibrary loan requests that you have sent to Minitex, you can still contact Raquel Franklin in our office for assistance at: 612-624-5222; 1-800-462-5348; docdel@umn.edu.

If your question is about billing, an issue with the OCLC system or how it works, or your migration to WorldShare, you can contact OCLC at: support@oclc.org or 1-800-848-5800.

Del ILLa
Remembering Bill DeJohn’s Legacy to Resource Sharing

Carol Nelson

The loss of our former director, Bill DeJohn, on December 31, 2012 has deeply saddened the Minitex library community. Bill’s work had such a strong impact on libraries in our region, that we thought it was appropriate to reflect on some of his contributions to Minitex’s strong resource sharing program, and the legacy he left for library patrons in our region.

In the 1990’s, Bill was a member of the Library Planning Task Force that adopted the vision statement, “All people in Minnesota will have access to a wide array of high quality library services and global information resources in a range of formats whenever, wherever, and however the information services are needed.” The work of this group ultimately resulted in the creation of the MnLINK Gateway and the Integrated Library System (ILS). Both help Minnesota residents gain easy access to items in any library across the state, and have made Minnesota one of the premiere resource sharing networks in the United States.

Every legislative session, Bill made himself available to answer questions and to testify on behalf of libraries, MnLINK, and Minitex at the legislature. He worked with his colleagues to find patrons statewide who were willing to contact their legislators to tell them how their libraries had provided ILL services that helped them in their education or businesses.

Working in an office with Bill as our director made me proud of my workplace and what I do. He supported employees by thanking us frequently for our work, reminding us that we were doing something important, and by encouraging us to learn skills beyond those required by our current position. He trusted that in the long run, a well-educated and well-rounded staff helps the whole Minitex organization.

“...we don’t want to spend any more time with a request here than we have to. There is no secret or magic – just empowered staff.” Bill DeJohn, interview May 2011

Bill always reminded us that libraries will continue to change, and that change sometimes comes as fast as we can handle it, but we will manage it. Bill’s first priority was always to be a good public servant, and then to ensure that his staff provided excellent customer service. Regardless of what happens in the library landscape, good customer service will never become obsolete.
APRIL 2013

- Ten Questions for our New Director
- 1 Millionth Electronic Delivery of Resource Sharing Articles
- Plan Now for Your Library's Transition to OCLC WorldShare™ Interlibrary Loan
- Remembering Bill DeJohn’s Legacy to Resource Sharing