Minitex/MnLINK Interlibrary Loan Committee
Becky Ringwelski

Have you taken a look at the Minitex/MnLINK Interlibrary Loan Committee page lately? The committee has been hard at work over the summer creating new content and updating the information on the website. See the “Trending” section for current information on topics that may be of interest to those of you working in interlibrary loan.

The charge for the committee has been revised and was approved by the MnLINK Gateway Operations Committee meeting in August 2013. The purpose of this group is to:

• Share and communicate about the committee’s work with the library community.

• Explore, discuss, and make recommendations on resource sharing policies affecting libraries in Minnesota.

• Advise and make recommendations on the use, configuration, and interconnections of resource sharing systems used by Minitex and MnLINK Gateway libraries.

• Facilitate communication of best practices for resource sharing and other options.

• Explore the needs and new options available for delivery of resources in our changing environment.

• Determine what issues are outside the purview of the committee and to be addressed by other groups.

The committee needs your help in order to be successful. The redesigned website includes a box on the right-hand side with a “Share your thoughts” link. We would like to hear from you -- what are the issues you face when working in interlibrary loan? Are there trends you’ve been noticing that others may be interested in or may be worth further exploration by the committee? Also, if there are additional communication methods you think we should be using, let us know. We welcome any and all comments you’d like to share with us.

 RESOURCE SHARING NEWS
If your library uses OCLC to send and receive interlibrary loan requests, there are some important changes to your work processes coming in WorldShare. The dates for migrating to WorldShare recently changed from the original planned migration dates, allowing for some additional time for libraries to make this transition. The new dates are:

- APRIL 14, 2014 - the last day you may create a new request in WorldCat Resource Sharing.
- MAY 19, 2014 - the last day you will have access to WorldCat Resource Sharing.

If you haven’t started the migration process, OCLC recommends you do that soon so you can familiarize yourself with the new platform and adapt your work processes, if necessary. You will be able to use both WorldShare and WorldCat interfaces to process your requests until April 14.

The latest WorldShare upgrade in mid-November introduced several new features. The new OCLC “days to respond” feature has been well-publicized as a replacement to the “Enter my Symbol Twice (EMST)” workflow that has been in use for many years. Lending libraries that require more than 4 days to fill a request should have updated their settings in the OCLC Policies Directory to reflect that.

For sending requests to Minitex, this means a change as well. Prior to the introduction of the “days to respond” feature, we asked libraries to list “MII” five times to allow us to refer your requests to other libraries in our network. Minitex (MII) is now automatically using 20 days as our “days to respond.” While most requests will be filled in less than 20 days, this will allow us the time to refer requests on to other libraries in our network. When you chose “MII” as a lender symbol, please only list it one time, as the system will automatically provide 20 days to respond.

Here are a few examples of how this will work:

- Your library lists Minitex (MII) one time. Minitex staff find that the item is located at the University of Minnesota, and your request is filled within 24 hours.
- Your library lists Minitex (MII) one time. Minitex staff find that the item is not owned on the University of Minnesota Twin Cities campus but is owned at 4 libraries in the region. The request is referred to those libraries and is filled within 20 days or less.

Other enhancements to WorldShare with this latest upgrade include:

- An improved integration of Article Exchange workflow into WorldShare ILL.
- The option for lenders to change loan requests to copy requests and copy requests to loan requests.
- The ability for the lender to print book stickers.
- Links to freely available open access resources.

Additional details about the new features are provided in the November 2013 WorldShare Interlibrary Loan Release Notes.

The next release of enhancements to WorldShare ILL will occur in February 2014. If you are an OCLC ILL user who has not begun the migration process, you should be transitioning your ILL workflow from WorldCat Resource Sharing to WorldShare now. You can learn more about WorldShare on the OCLC website. Subscribe to updates to stay informed about WorldShare and upcoming changes for interlibrary loan.

One last reminder - this transition only involves libraries that use OCLC for processing their interlibrary loan requests using WorldCat Resource Sharing. If your library does not use OCLC for ILL, and only uses it for other services, such as cataloging, this change will not impact your library. If you need additional assistance, contact OCLC support at: support@oclc.org or 1-800-848-5800.
Dave Paulson Retires
Carol Nelson

Dave Paulson, who joined Minitex staff as a student in 1973, retired on November 1. Throughout his career in Minitex’s Resource Sharing area, he spent part of his day traveling to and working in every library on the University of Minnesota, Twin Cities campus. At one point, Dave oversaw request processing at six libraries on St. Paul Campus in the morning and 10 more libraries on the Minneapolis East Bank in the afternoon. Needless to say, he was in very good shape!

So, while Dave has logged countless miles on campus buses and on foot, his favorite part of the job has been meeting and working with people in the Minitex office, the campus libraries, and Minitex participating libraries. Dave was an employee early in Minitex’s existence, and he fondly recalls that the close-knit staff spent time together during their non-work hours at picnics, parties, and even as members of a softball team.

In his recorded interview for the Minitex 40th Anniversary, Dave recalls the days when requests were tracked by filing a second copy of the request on the delivery shelves. If a request was referred to another library and an item was received or returned related to that request, updates were written on the duplicate copy. Articles were sent in envelopes for which all Minitex staff spent a certain portion of their afternoons licking stamps. In today’s digital world, it’s hard to believe that so many processes were ever manual, and harder still to believe that some of us can remember actually doing the work that way.

Dave says his favorite change at Minitex over the years has been the creation of MEDD (Minitex Electronic Document Delivery). “I believe that Minitex was the first network, and, perhaps, the first interlibrary loan service, to deliver articles electronically directly to end users from other libraries. It also opened the door to our direct contact with end users, who are now responding to the MEDD email message, the ILL survey link in the message, and using the ‘Contact Us’ link on the Minitex website,” Dave said.

To hear more about Dave’s career at Minitex and what things were like in the Minitex office during the “early days,” check out the oral history recording from the Minitex website. With Dave’s departure, we are losing a colleague who has been a leader in the Minitex office and who has freely shared his wealth of knowledge with all of us. He will be greatly missed. We wish him luck as he makes plans for the future.
# Resource Sharing Contact Information

<table>
<thead>
<tr>
<th>Category</th>
<th>Contact Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Requests</td>
<td>Patrick Blomquist, Raquel Franklin</td>
</tr>
<tr>
<td>Aleph/Alma</td>
<td>Kevin Kelley, Agnes Lee</td>
</tr>
<tr>
<td>Campus Libraries Retrieval, U of MN - Twin Cities</td>
<td>Joan Krey, Agnes Lee</td>
</tr>
<tr>
<td>Decline</td>
<td>Joy Knoll, Carol Nelson</td>
</tr>
<tr>
<td>Electronic Delivery</td>
<td>Kyle Triska, Carol Nelson</td>
</tr>
<tr>
<td>ILLiad</td>
<td>Joy Knoll, Carol Nelson</td>
</tr>
<tr>
<td>Lost books, overdue items</td>
<td>Agnes Lee</td>
</tr>
<tr>
<td>MnLINK Gateway</td>
<td>Nick Banitt, Becky Ringwelski</td>
</tr>
<tr>
<td>Referral Processing</td>
<td>Raquel Franklin</td>
</tr>
<tr>
<td>Request Verification</td>
<td>Joan Wollenberg, Agnes Lee</td>
</tr>
<tr>
<td>Resource Sharing policy questions</td>
<td>Becky Ringwelski</td>
</tr>
<tr>
<td>Site visits</td>
<td>Obinnaya Oji</td>
</tr>
<tr>
<td>Statistics</td>
<td>Obinnaya Oji</td>
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<td>VDX</td>
<td>Raquel Franklin</td>
</tr>
<tr>
<td>Web requests</td>
<td>Kevin Kelley</td>
</tr>
<tr>
<td>WorldShare, WorldCat requests</td>
<td>Raquel Franklin</td>
</tr>
</tbody>
</table>

Our departmental email accounts are checked throughout the day and are responded to quickly. Often, it is preferable to use one of those addresses rather than addressing your email message to a personal account of an individual employee (in case they happen to be out of the office). Here is a list of phone and email addresses for Resource Sharing:

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:docdel@umn.edu">docdel@umn.edu</a></td>
<td>check request status, change request status, general questions, recalls, renewal requests, unfilled requests</td>
</tr>
<tr>
<td><a href="mailto:medd@othello.minitex.umn.edu">medd@othello.minitex.umn.edu</a></td>
<td>MEDD</td>
</tr>
<tr>
<td><a href="mailto:overdue@othello.minitex.umn.edu">overdue@othello.minitex.umn.edu</a></td>
<td>overdue items, lost items</td>
</tr>
<tr>
<td><a href="mailto:referrals@minitex.umn.edu">referrals@minitex.umn.edu</a></td>
<td>pdf or tiff files to fill requests, Article Exchange, Ariel</td>
</tr>
<tr>
<td>Minitex General office and Toll Free Number</td>
<td>612-624-7879, 800-462-5348</td>
</tr>
<tr>
<td>Agnes Lee</td>
<td>612-624-4574</td>
</tr>
<tr>
<td>Becky Ringwelski</td>
<td>612-624-0375</td>
</tr>
<tr>
<td>Carol Nelson</td>
<td>612-624-7879</td>
</tr>
<tr>
<td>Joan Krey</td>
<td>612-624-1388</td>
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<tr>
<td>Joan Wollenberg</td>
<td>612-626-9239</td>
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<tr>
<td>Joy Knoll</td>
<td>612-624-4388</td>
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<tr>
<td>Kevin Kelley</td>
<td>612-624-1575</td>
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<tr>
<td>Kyle Triska</td>
<td>612-625-0882</td>
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<tr>
<td>Nick Banitt</td>
<td>612-624-8096</td>
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<tr>
<td>Obinnaya Oji</td>
<td>612-624-4385</td>
</tr>
<tr>
<td>Patrick Blomquist</td>
<td>612-626-8162</td>
</tr>
<tr>
<td>Raquel Franklin</td>
<td>612-624-5222</td>
</tr>
</tbody>
</table>
Data for Decision Making

Obinnaya Oji

Two sessions at the American Library Association Annual Conference held in Chicago in June 2013 were dedicated to the process of data collection and its usefulness in decision making.

In “OCLC Library Analytics-Data to inform decision making and measure impact,” the focus was on combining collective data with analytical tools to inform decision making. Discussions included the use of e-journal statistics for collection development analysis. Kathryn Harnish, OCLC, reminded attendees to be mindful that “When we transform data for analysis, we are imposing an interpretation of it. We have to be aware of it. We are imposing a business logic.”

The second session on data was “Does your data deliver for decision making? New directions for Resource Sharing assessment.” Various speakers discussed gathering statistics via focus groups, how to interpret those statistics, and how the information informs decision-making.

Most informative to me was “A combinatorial approach to ILL data gathering” by Margaret Ellingson (Emory University). She defined “combinatorial” as an advanced way of finding a needle in a haystack and where to look for it. The session asked attendees to examine the answers sought, the data needed, the uses for the data, as well as where, how and from whom you are going to obtain the information. These are all basic questions to be answered before we assess, analyze, share, and implement results in an effort to demonstrate the value of our services to our users and funders.

Resource Sharing Trends in Technology From Discovery to Delivery

Obinnaya Oji & Agnes Lee

The different needs of libraries and the response of vendors to these requests were all part of the discussions at the ALA pre-conference session on “Discovery to Delivery: Rethinking Resource Sharing.” The all-day session included presenters from different library types, vendors, and other technological experts. The discussions covered the gamut ranging from patron needs, discovery platforms, e-books, delivery best practices, vendor options and input.

Anya Arnold (Resource Sharing Program Manager, Orbis Cascade Alliance) delivered the keynote address highlighting the process of planning and transitioning their 37 member libraries to Ex Libris-Primo. The rationale for the change was to improve staff tools as well as to provide better resource sharing services. Additional content included cooperative e-book purchasing and a description of their delivery system that processed 360,000 packages to 83 sites/drops last year.

Clare MacKeigan (RELAIS International) discussed the complexities in working with consortia where services may be running across multiple systems. She stressed the need for libraries to have choices, and how vendors meet those needs. She observed the challenges vendors face and how they try to solve them. She also talked about incorporating the requirements of delivery staff into software development.

Marshall Breeding (LibraryTechnology.org) noted that libraries have different strategic needs. He believes that what is needed is a “more comprehensive approach to index based discovery systems.” He foresees consolidation to products like Alma and Primo, the progressive consolidation of library services, and the reconvergence between discovery and management (mostly in academic libraries).

Jamie LaRue (Douglas County Library System, CO.) discussed a new approach to e-books which includes an investment in e-books management, direct communication with publishers, and accommodating the prevailing trend which is towards self-publishing. Lars Leon (University of Kansas) gave an update on the 2011 ILL cost study, Jason Kucsma (Metropolitan New York Library) on their delivery RFP process, and Lori Ayre (Galecia Group) on what a future state-of-the-art delivery system might look like.
Minitex Overnight Delivery System Distributes a Variety of Materials

Kathy Drozd and Fred Finch

The Minitex Overnight Delivery System’s primary purpose is to move interlibrary loan materials between libraries in Minnesota, North Dakota, South Dakota and Wisconsin. Another task we have taken on is to distribute pamphlets, posters and other publications to libraries for some state agencies and other collaboratives. This opportunity to help distribute materials to libraries has given us some interesting collaborators. Materials have included posters urging people to get a flu shot from the Minnesota Department of Health, identification guides for the Emerald Ash Borer from the Minnesota Department of Agriculture, the Minnesota Rural Journal from the Center of Rural Policy Development, and the weekly publication of Vida y Sabor (formerly La Prensa). We have been happy to support libraries and other state agencies in the distribution of materials to your libraries.

Mountain Plains Library Association Tri-conference 2013

Dave Paulson

“The Library: All Travelers Welcome,” was the title of the Mountain Plains Library Association Tri-conference (with NDLA and SDLA) held in Sioux Falls, South Dakota on September 25-27. There were more than 400 attendees, including Minitex staff, Valerie Horton, Kathy Drozd, Tim Peters, Sara Ring, Rita Baladad, Anne Hatinen, Agnes Lee, and Dave Paulson.

The MPLA is comprised of twelve states from Arizona to Montana. Staff from Minitex attend the conference every ten years or so, when it is held in North Dakota or South Dakota. Minitex was one of sixty-seven vendors with a booth in the exhibition building, and we had staff at our booth throughout the conference to chat with the attendees. The MPLA conference was a great opportunity for us to talk to old and new friends from the Dakotas, to meet with library staff from many other states, to hear what’s new in their states, and to tell them about Minitex and our many services.

Minnesota Library Association Annual Conference

Carol Nelson

The Minnesota Library Association (MLA) Annual Conference theme this year was “Libraries Rock,” with a lot of fun, related activities to entertain attendees. Minitex staff look forward to the conference as a great opportunity to connect with library staff from around the region, and we usually find some time to attend a few informative sessions as well.

This year two of the sessions I chose to attend were:

- Reading our History - Sarah Nagle, Carver County Library, and Donovan Lambright, Southeastern Libraries Cooperating.
- The Brain Fitness Project - Laura McDermott, Ramsey County Library; RoseAnn Foreman, St. Paul Public Library; Angela Hunt, Carver County Library; Janet Kleckner, Anoka County Library; and Kathleen James, MELSA.

Nagle provided a comprehensive overview of historical fiction, describing its current trends, various genres, and a bit about who becomes an aficionado. Lambright’s expertise is in literature on the United States Civil War. He provided a number of interesting suggestions that looked at the subject from a wide variety of viewpoints. I have now added a number of interesting books to my “want to read” list - not that it needed any expansion!

Another session that I found very intriguing was the “Brain Fitness Project.” Brain health and brain fitness are currently very popular topics, and libraries have found a way to support this growing field of interest in the community. The “Brain Fitness Project” was supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in Minnesota by State Library Services & School Technology. The presenters shared how they assembled kits for their patrons, and the talking points they used when sharing and circulating them to patrons. Like many of the other attendees at this session, I picked up a few ideas for games and other methods of helping to keep the brain sharp.
Dear Del ILLa,

I get confused about the meaning of some the reports I get from Minitex. Can you clarify a few of them for me?

Puzzled

Dear Puzzled,

Remember, that as a referral center, Minitex relies heavily on the reasons the lender provides to us when they cannot supply an item. But, you are in luck! Raquel Franklin recently clarified some of these in an e-mail message she sent to the MnLINK list. Here are some more detailed definitions of the non-supply reasons we use frequently:

- Not licensed to fill - the lending library lacks the contractual authorization/license to provide the item. This option may also be used for e-book, sound file and play-a-way requests.
- At bindery - this reason usually pertains to serial requests, however some libraries may use this option when the item is in mending or repair status.
- In process- item is received but not ready for use. There could be a number of reasons why that include: mending, item being barcoded and also in repair.
- Lacking - the title is owned but the volume, issue, pages or part is not.
- Lacks copyright compliance - although this option is available as a reason for nonsupply, Raquel encourages everyone to respond with a message and inform the requesting library that you need copyright compliance to fill the request. The borrower must indicate compliance with applicable copyright regulations or laws before copying can be done.
- Non-circulating - an item is held but not available for loan. You can also use this reason for audiovisual material that your library does not circulate. Use this reason for an alternative to charges and cost exceeds limit.
- Not found as cited - when using this option, if possible please respond with a message stating the identification information for the requested item is incomplete or incorrect. The library can then respond to the message giving the lender more information.
- Not owned - this reason should only be used when the requested item is not owned at your library. This reason can be used as an alternative option for locations not found.
- On reserve - This is used to indicate the item is on course reserve at an academic library.
- Other - Use this reason when you cannot fill request for reasons other than those provided by the system. If you select this reason it's always good to provide more information in the notes field.

Del ILLa
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