MnLINK Gateway System Update
Becky Ringwelski

The contract we have with OCLC for the ZPORTAL/VDX software will be renewed for a one-year period starting July 1, 2014. This is the last contract extension that we have for the system. OCLC has indicated in the past that they have plans to move the consortial interlibrary loan (ILL) functionality to the WorldShare ILL platform. Carla Urban and Becky Ringwelski met with OCLC staff members Katie Birch, Portfolio Director, Delivery Services and Andy Bush, Executive Director, U.S. Library Services, during the recent ALA Conference in Philadelphia. This was an opportunity for us to learn more about OCLC’s future directions for the consortial discovery and interlibrary loan system.

The roadmap that OCLC has developed calls for the creation of a group view that will display holdings for non-OCLC members within a consortia. This would allow non-OCLC locations to participate in the MnLINK Gateway without becoming full members. The holdings of these locations would only display through this group view and not to entities searching across OCLC. This functionality has yet to be fully developed but is expected to be in place by the first quarter of FY16. The VDX interlibrary loan system would continue to be used until the WorldShare ILL system development for consortial use is completed in late summer of 2016.

Minitex will engage in a request for proposal (RFP) process beginning with the writing of our specifications for the system this summer. In talking to Katie and Andy, we confirmed that OCLC is likely to be one of the respondents to the RFP. The MnLINK Gateway Operations Committee members will be discussing the planning and timeline for the RFP process at the upcoming meeting on May 1, 2014.

The RFP committee for the MnLINK Gateway will include staff selected from locations that are current Gateway server sites. As part of the review process, we expect to include opportunities for library staff to preview the systems under consideration and to provide feedback. We’ll keep you informed as the process gets underway later this summer.

WorldShare Interlibrary Loan and FirstSearch News
Carol Nelson

OCLC Worldcat Resource Sharing end-of-life is May 19, 2014. Recently OCLC announced that they are beginning work on WorldCat Discovery which will eventually replace FirstSearch. Here is a quick update on recent changes and what’s on the horizon for WorldShare (ILL) and FirstSearch:

Recent and planned WorldShare (ILL) enhancements
Rather than having to check the lender’s record in the Policy Directory, you can now see at the point of creating a request whether or not a library will lend via OCLC, the ‘days to respond,’ the cost, and if the library participates in Interlibrary Loan Fee Management (IFM).

In a future release, OCLC will enable batch processing of up to 100 requests. Error messages will be clear and easy to understand.
Using the WorldCat® Knowledge Base
Carol Nelson

Over 600 OCLC Libraries have implemented the WorldCat Knowledge Base (KB). If your library is looking for ways to streamline your lending and borrowing workflows, consider learning more about the KB to decide if implementing it could save staff time at your library.

The KB works by linking a library’s online resources to OCLC’s database. Within the KB, are powerful features to assist interlibrary loan functions, including:

FirstSearch/WorldCat Discovery
The most noticeable change in FirstSearch for interlibrary loan staff is that you will no longer see the “Resource Sharing” tab on FirstSearch, as of May 19, 2014.

As OCLC begins the migration from FirstSearch to the new WorldCat Discovery Platform, you will find they will both work side-by-side, much as WorldCat Resource Sharing and WorldShare ILL have through this transition. The projected date for FirstSearch end-of-life is December 2015.

Occam’s Reader
Becky Ringwelski

Have you heard about the Occam’s Reader Project to share e-books from the Springer collection through ILL? Minitex will be including a session on the Occam’s Reader/Springer project at the upcoming Minitex Interlibrary Loan Conference on May 6, 2014. Here’s an excerpt from a press release on the topic:

GWLA and Springer Launch eBooks Interlibrary Loan Pilot with Occam’s Reader Project

Press Release
The Occam’s Reader Project is a partnership between Texas Tech University, the University of Hawai’i at Mānoa and GWLA

The Occam’s Reader Project – comprised of Texas Tech University, the University of Hawai’i at Mānoa, and the Greater Western Library Alliance (GWLA) – and Springer, are pleased to announce that they have entered into an agreement to run a pilot program with GWLA’s 33 members, focused on eBook interlibrary loans (ILL). This is the first major collaboration of its kind between academic libraries and a major publisher. The year-long project could revolutionize the way libraries share books in a digital world.

At the center of the project lies Occam’s Reader, new software developed by the Design & Development Team at Texas Tech University Libraries and the Web Interface Development Team at the University of Hawai’i at Mānoa Libraries, in collaboration with Greater Western Library Alliance (GWLA). Occam’s Reader creates a process for requesting, processing and delivering eBooks. ILL has always been possible under the terms of Springer eBook licenses, but previously there was no process for doing so. By integrating with the existing ILLiad framework, Occam’s Reader should make eBook ILL part of libraries’ everyday workflow.

You can learn more about the issues related to lending of ebooks from this article in the Chronicle of Higher Education.

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Minitex Delivery RFP Process is Underway
Fred Finch

The Minitex Delivery Unit has relied on various quality courier services for quite some time. Initially it was the Greyhound Bus Service that made deliveries to a handful of locations in Minnesota. It has evolved to a contracted service with several vendors spanning four states.

When we started with a contracted courier, there was only one company that could handle the distances that Minitex required. Tubs of library materials were delivered with the bank transfers that the Federal Reserve required, so most of the library material could make it to even small towns relatively quickly and at a reasonable price.

Over time bank transactions were handled electronically; therefore there were changes in the contract courier businesses. The result was that Minitex changed from a request for proposal (RFP) process every five years to every three years. This has allowed us to review parameters for delivery and billing, and to stay current in the contract courier market.

A lesson we learned in this process is that most contract couriers operate in a specific region. Minitex operates in several states, and we are best served by establishing different service areas for the RFP. Couriers can provide the best proposal by bidding on only those areas where they are established.

The Minitex Overnight Delivery Service has improved greatly because of this process. We have couriers that are willing to work more closely with our schedule and can handle the volume of materials that we send. Some couriers sort library materials and most handle the packaged tubs. All of them have been responsive to our needs when customer service issues arise.

The RFP responses are being evaluated by Minitex staff members Kathy Drozd, Terry Beseman, Bret Kasel, Yee Yang and Fred Finch. The new couriers will begin on July 1, 2014. If you have any questions about this process please contact Fred Finch at (612) 624-3374; (800) 462-5348; finch006@umn.edu.

Borrowing:
• The Knowledge Base will find and stop outgoing direct requests when your library owns the full-text electronic resource.
• It can help ILL staff more accurately chose lenders that are able to fill the request using electronic resources by linking to their KB information - you will be able to see if the library is licensed to fill your request using their electronic resource.

Lending:
• The Knowledge Base links to owned electronic resources and licensing information can be added so your ILL staff will know immediately if that resource allows ILL use.
• There will be a URL linking directly to the library’s electronic resource at the article level.

To learn more and to get started, check out OCLC’s website and sign up for training. This functionality is available at no additional charge to libraries that use OCLC Cataloging. For more information, OCLC can be contacted at 800-848-5800 or support@oclc.org.
Electronic Delivery Service Update

Kyle Triska

At the beginning of 2014, Minitex followed many libraries, including the Library of Congress, in migrating away from Ariel as a method of sending articles to our libraries. Ariel’s software vendor, Infotrieve, no longer supports most versions of Ariel that remain in use. Lack of support and technical issues have severely limited the choices libraries have to upgrade equipment or operating systems when using Ariel. At Minitex, we have migrated to transmitting all scanned materials via MEDD or Article Exchange.

If your library has used Ariel and is in need of new editing software to manipulate your scanned documents before you deliver them, check out this list of some possibilities for you to consider:

Free Software

- **NAPS2**
  NAPS2 is a free and open source-program that lets you build PDFs or multipage TIFFs. It is very simple, has a nice interface, and allows simple rearranging of pages. It uses your scanner’s built-in software to actually acquire the pages. This means that the program itself is not an image editor. It does not control brightness, contrast, or allow for cropping.

- **IrfanView**
  IrfanView is primarily an image editor but it can be used to scan images as well. Like NAPS2, it acquires the scans through the scanner’s built-in system software. The software can be confusing because it is very powerful and gives many options.

Paid Software

- **Advanced TIFF Editor Plus**
  Minitex is currently using this software in our office. It has the capability to generate multipage tif, pdf, fax, eps, ai, as well as a dcx viewer, editor and converter. It is simple software to learn and use.

- **Softi Scanwiz**
  It has a simple, clean interface and gets good reviews. It has the ability to organize and rotate images.

- **Adobe Acrobat**
  Adobe Acrobat is a very robust, but expensive piece of software. This will create great PDFs and allow you to edit them. On the downside, you are paying more money for many other features that will probably go unused. Many institutions have volume licenses for Adobe products, so check with your library or IT staff to see if they have already purchased the software.

For more information, contact Kyle Triska at (612) 625-0886; (800) 462-5348; tris0020@umn.edu, or Carol Nelson at (612) 624-7879; (800) 462-5348; c-nels@umn.edu.
Midwest Interlibrary Loan Conference
Carol Nelson

The Midwest Interlibrary Loan Conference was held on April 10, 2014 at Loras College in Dubuque, Iowa. Attended by over 50 ILL practitioners from Iowa and surrounding states, it is sponsored by DALINC (Dubuque Area Library Information Consortium) to offer interlibrary loan staff the opportunity to learn about current ILL issues, copyright, software, and workflow. I attended the conference and thought it provided a really nice opportunity to network with ILL staff from libraries outside of the Minitex region.

"In demand: utilizing web tools to create an inexpensive ILL system," was a presentation by Ellie Kohler from Rockhurst University in Kansas City, Missouri. She told us that her small library needed a new ILL system but had a very small budget. Rockhurst's library created a system using a web-based service called Wufoo. Their system is cloud-based and provides library staff with the ability to view statistics and access request information when and where needed. Within their library, Wufoo has now replaced Survey Monkey as their software of choice whenever they need to create registrations and surveys.

Marie Harms, State Library of Iowa, spoke about "Interlibrary Loan and Iowa Public Libraries." It was interesting to learn more about interlibrary loan in Iowa. Funded by the "Enrich Iowa Program," lenders receive a small payment ($1.45 in 2013) per transaction for filling an ILL request. That payment helps to defray the lenders' postage costs because Iowa does not have a state-funded delivery system.

Mark Eriksen from Winona State University presented a well-attended session entitled, "A blueprint for maximizing the use of interlibrary loan data for collection development decisions in smaller academic libraries." The day provided attendees with a lot of variety and information about interlibrary loan.

Annual WiLS ILL meeting
Agnes Lee

"Transforming Resource Sharing Services 2008, Today and Beyond..." was the keynote speech delivered by Cyril Oberlander, Director, Milne Library, SUNY College at Geneseo at the Annual WiLS ILL Meeting on March 12, 2014 in Madison, Wisconsin. This was a return engagement for Oberlander, who was also the keynote speaker at the 2008 WiLS ILL Conference.

In 2008, Oberlander said that ILL had a user-centric focus with service delivery being the most important issue. In 2014, libraries are still working to stay relevant. Some of the focus has changed, and discovery has become one of the most important considerations for libraries. In addition, new and old challenges include:

- Lending of textbooks - Many libraries do not purchase or interlibrary loan textbooks.
- Supporting open-access publishing
- Digitizing on-demand and purchasing on demand
- ILL rights to e-books

At Milne Library, they have begun sharing their rare books which are available free online, or in print, through Amazon for a fee. In addition, they purchase on-demand, inexpensive paperbacks which are sent to distance users.
The 2014 ILLiad International Conference was held March 18-20, in Virginia Beach. I was one of several people from the Minitex region who attended the conference. One of the evenings, attendees from Minnesota were able to coordinate our schedules to take some time for a fun dinner at a local seafood restaurant. After the conference, we headed back to our libraries with lots of new ideas and enthusiasm.

An interesting comment I heard in a session presented by Collette Mak, University of Notre Dame, was “Compare your interlibrary loan operation to industry - Amazon Prime is the current standard for delivering physical items quickly.” The session taught us more about how to create informative and useful reports on our ILL activity.

Attendee Julie Rustad, from The College of St. Scholastica, was at the conference for the first time. She said, “We are only using lending (in ILLiad) at the moment and are trying to get borrowing and document delivery up and running. My colleague and I found the sessions to be fantastic, and we learned what ILLiad ‘could be.’ ... I left the conference excited to get ILLiad fully functioning.”

“This was my first time attending the ILLiad conference and I was blown away by the sheer amount of ideas coming from all directions at once” said Lindsey N. Loree, University of Saint Thomas. Loree heard a lot of tips that gave her information about how to leverage ILLiad’s customizability.

Jennifer Lund, from The College of St. Scholastica, “learned enough in my first two hours at the Pre-Conference to make it worth the trip. I also made valuable connections with people from libraries throughout the United States that offered their sincere advice and support. ”

Kay Westergren, University of Minnesota Duluth, has attended the conference many times before and says she enjoys the networking aspect of the conference. She appreciates the opportunity to see and hear how other ILL staff are solving their workflow problems.

One of the things we talked about is creating a virtual forum for ILLiad Users in the Minitex region to share information and bring problems to discuss. Watch your e-mail for information about the upcoming meeting of the virtual forum which will be taking place on May 28 at 1 pm via webinar. For more information, contact Carol Nelson at: 612-624-7879; 800-462-5348; c-nels@umn.edu.

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**Dear Del ILLa**

I'm very confused about all of the changes with WorldCat Resource Sharing, WorldShare Interlibrary Loan, and FirstSearch. Can you clarify what each of those mean, and what I need to know about them?

- Puzzled Searcher

Dear Puzzled,

Thanks for asking the question! You are right, unless you have a degree in “OCLCspreak,” it can be difficult to know exactly what people are talking about when they are referring to various OCLC products. That said, the biggest changes that are occurring right now are to interlibrary loan. Here is a rundown of what we need to know right now:

**WorldCat Resource Sharing** - This is the ILL service used by libraries to transmit and manage interlibrary loan services within OCLC. All WorldCat Resource Sharing users must transition to WorldShare Interlibrary Loan by May 19, 2014,
when access to WorldCat Resource Sharing ends. If you use WorldCat Resource Sharing for interlibrary loan, you should already have signed up for the service that is replacing it, WorldShare Interlibrary Loan.

**WorldShare Interlibrary Loan** is the new ILL service that replaces WorldCat Resource Sharing. According to OCLC, “the service centralizes workflows now managed in multiple systems, and provides new functionality that speeds fulfillment of interlibrary loan requests and saves time for your staff and users. Throughout 2013 and beyond, OCLC will expand WorldShare Interlibrary Loan with new features on an ongoing basis.”

**FirstSearch**
This is the WorldCat database where we find bibliographic information about the items that we are requesting. FirstSearch works with ILL, cataloging, and other library resources. (Note that after May 19, the “Resource Sharing” tab will disappear from FirstSearch.)

**WorldCat® Discovery Services** is the new suite of cloud-based applications that will replace the FirstSearch® interface. OCLC plans that to create a platform for searching that will enrich users’ discovery experience. OCLC has announced that WorldCat Discovery will work parallel to the current FirstSearch interface through December 31, 2015.

Del ILLa

Check out the latest, **In Constant Demand List**!
RESOURCE SHARING NEWS

MAY 2014

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