Seventeenth Annual MINITEX Interlibrary Loan Conference

May 5, 2008

Graphics by MINITEX Reference Staff
It’s all about partnerships & collaboration!

Resource Sharing at its best

- Regional Public Library Systems & Libraries
- Special Libraries
- K12 School Libraries
- North Dakota
- Multi-type Library Systems
- Minnesota State Colleges & Universities
- MN State Gov’t Libraries
- University of Minnesota Twin Cities & Coordinate Campuses
- South Dakota
- Minnesota Private Colleges
- North Dakota, South Dakota
• Future: integrating information into our environment --- are you discussing these tools with your users?
• Important for us to know about social computing Liz talked about:
  – Some of you already use many of these
  – Some of you will go and explore
  – Some of you will not do anything with social computing…
• Backlash to the tangible/physical
23 Things On a Stick

• The Minnesota Multicounty Multitype Library Systems announce the opening of registration for a second round of 23 Things On a Stick beginning on May 15 (same content). The program will run through September 15, 2008. Library staff, Friends of Libraries, and Library Governing Board members are invited to sign up. Those who participated in the first round can re-register, using their same blog, pick up where they left off, and complete the rest of the 23. Those who have never started, have a second chance to register and join in this round!
23 Things On a Stick

• Don't miss this chance to do all 23 Things. You want to be ready for Thing
• 24 and More Things On a Stick!
• Contact: Ann Walker-Smalley, Metronet Director
• ann@metronet.lib.mn.us

• 23 Things On a Stick blog is online at
• http://www.23thingsonastick.blogspot.com
• “…ILL for digital products will eventually disappear, replaced by open access, restricted access (no ILL rights), [licensed document delivery, pay-per-view), or consortial access.”

• I don’t personally believe that interlibrary loan will go away… not if current trends in Minnesota continue….
ILL and Digital World

• We are considering putting up a Copyright wiki or webpage with links to helpful sites.
• Each library should have a point person on copyright who keeps up with the literature and changes and announcements and will keep others informed.
• Each library is responsible for making its own decisions related to copyright issues – just do the best you can.
Anyone, anywhere, at any time can borrow anything from any other participating library

- Volumes: over 36 million
- Unique Titles: over 15 million
- MN population: 5.2 million
- Number of libraries: 266 libraries
  plus branch libraries

- Public, academic, state government, school libraries in Minnesota participating.
MINITEX Activity (some)– FY07

• MINITEX staff took 114,978 loans and photocopies from the collections of the University of Minnesota Libraries and over 94,600 of those items went to Minnesotans. Over 388,000 requests were received in the MINITEX Office.

• Over 916,000 items went through the MINITEX Delivery System (doesn’t include local delivery) which links with regional public library systems throughout Minnesota.

• Provided in-person and webinar training sessions for over 2000 academic, public library and school media staff

• Saved MN academic libraries more than $27 million.

• Provided desktop delivery of articles from University Libraries & other collections (MINITEX Electronic Delivery – MEDD)
  – Scanned 45,000 articles from U Lib and delivered 32,000 to patron’s or library’s desktop.
MnLINK Gateway – FY07

• Over 514,000 requests processed in the MnLINK Gateway

• Of the requests processed for loans (i.e. books, CDs, DVDs, audiobooks, videos) 304,794 were filled. That’s 59%. 
We talked last year about:

• New MINITEX Webpage
  ✓ Implemented July 2007
• MnLINK Gateway date of pub/price element to assist with borrowing or purchasing
  ✓ Waiting for final process requiring signature with Amazon for use of their database
• Linking MnLINK Gateway with MnPALS (Aleph) system in certain MN communities
  ✓ Waiting for final Aleph fixes from Ex Libris
• Telling our story better....
  ✓ Not yet, but we are trying......
We talked last year about:

- Public and academic library initiative to visit authorities on importance of having strong school library media centers staffed with professionals.
  - Not yet and budgets are going ‘south’
- Local staffs must better understand what’s happening statewide in order to better manage user expectations in resource sharing
  - I don’t think we are there yet
Issues that I worried about last year

• Library staffs at all levels in all types of libraries are experiencing increased stress in trying to do their jobs.
  ✓ Continuing issue
## Impact on Library Staff - examples

<table>
<thead>
<tr>
<th>Library Type</th>
<th>FY 05 (12 months)</th>
<th>FY 07 (12 months)</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Library</td>
<td>filled 5,711 requests</td>
<td>filled 10,883 requests or 91% increase</td>
</tr>
<tr>
<td>Regional Library</td>
<td>filled 8,390 requests</td>
<td>filled 23,224 requests or 177% increase</td>
</tr>
<tr>
<td>Urban Public Library</td>
<td>filled 19,202 requests</td>
<td>It filled 38,638 requests or 101% increase</td>
</tr>
</tbody>
</table>
We are experimenting with MINITEX Delivery System

- Handled over 916,000 items in FY07
- Hours 7:00 a.m.– 11:00 p.m.
- Courier delivery Monday – Friday to all public library regional system headquarters and academic libraries and some state government libraries.
- MINITEX’s Office acts as a HUB so materials being borrowed and loaned between libraries are sorted in and out of delivery tubs daily to reach those libraries. **We are experimenting with materials going directly between Great River and TdS based on statistical data. Removes volume for our office.**
Delivery in FY09

• We are concerned about Delivery Costs due to rising costs of gas. We are reviewing RFP responses from our commercial couriers.

• High volume of materials moving back and forth among the MnLINK Gateway libraries. We see nothing but increases in this area over the next year.
Things to worry about in FY09

- **Serious state budget crisis** which could affect everyone.
- **Inability to tell our story** more effectively so that local libraries receive some increases in local funding.
- **Inability of libraries to increase staffing** during time when libraries are being used more and more.
- **Increasing need to be more linked to users** via online environment (my personal opinion).
Observations – Patrons Love It!

“What an amazing service! Thank you so much for allowing me to satisfy my addiction to murder mysteries from the 1930s and 1940s.”

“The MnLink system has opened access to normally difficult or impossible to find videos. The video catalog is expansive and varied, with many, many almost impossible to find elsewhere tapes and discs.”
Observations – Patrons Love It!

“I love MnLINK because it gives me access to resources and materials I can’t otherwise get locally or that I would have to spend quite a bit of money for.

It's given me access to a wide range of media that has exposed me to new books, movies, and documentaries for both my leisure time, work, and school. I also like that it's broadened my husband's interest to something other than action movies. Now if he sees something on PBS that catches his attention we can research the topic through the library website and find more information.

Our local library is great but can't have everything so MnLink gives us access to DVDs and books on things that were featured on such shows as Nova, Masterpiece Theatre, and Mystery. We’ve learned new things and found great movies that we otherwise would have missed. I can't say enough about how valuable MnLINK is and how much I appreciate it. (Not to mention how easy it is to use.) “
I think the MN Link system is just great. I have used the interlibrary loan system to obtain dozens and dozens of books and films in the last year or two that are otherwise out of reach in my community. I am preparing for post-graduate work in communication and film and so it has been essential I have the materials I've requested for my studies. This is an essential tool for students who perhaps don't live in major metropolitan areas to have access to information. It has also saved me quite a lot of money.
More User Comments

• Helped me complete 2 articles for publication and a few conference presentations.

• Information requested from your service have been requested as part of my literature review for topics in a book I am writing. I am thankful for the opportunity your service provides me, since I live/work isolated in the middle of a medical library desert.

• ILL helped me to access articles/books I could not find online or in my library, for a research paper in my environmental history class.
• It provided information needed to complete papers for my undergrad degree.

• I've done research for a teachers' "Learning Circle" and I've done research for conference presentations. Also this information has helped me improve my teaching.

• I have requested lots of articles that I have needed for both graduate level classes and to present at a professional conference. I feel that I have benefited a great deal from this service.
Question?

- How do we tap this vast resource of supporters to try and increase local library funding in order to achieve a reasonable level of adequate staff?
Any Questions
Thank you for your attendance!

• MINITEX staff will continue to try and meet your needs.
• In the evaluation form, please let us know what more we can do to help you help your users.
• Please leave the clickers on the table!
• Please don’t hesitate to call the office if you have a question about any service. If we don’t know the answer, we know where to find it.