Eighteenth Annual Minitex Interlibrary Loan Conference

May 19, 2009
William DeJohn
Minitex Mission

- To enhance the effectiveness and efficiency of participating libraries by expanding their access to information resources
- Promoting partnerships, effective delivery of needed information, sharing library resources.
- Pursing technological innovations to provide new opportunities for delivery of services
- We help libraries look good in the eyes of their patrons
• Bibliographic & Technical Services (BATS)
• Cooperative Purchasing & Electronic resources Services (CPERS)
• Minitex Delivery System
• Document Delivery
• Contract Cataloging
• Fiscal Office
• Staff Support Office
• Documents to U

• Electronic Library for MN (ELM)
• Minnesota Library Access Center (MLAC)
• Minitex Union List of Serials (MULS)
• Reference Services & AskMN
• Planning interlibrary activities & cooperation
• Staff Development & Continuing Education
• At Minitex, we have developed a highly organizational & technological infrastructure with highly skilled staff devoted to providing excellent services to Minnesota library community in a cost effective and efficient manner. We also provide excellent training opportunities for library staff and end users.

• In Minnesota, and in our region, we have developed a robust resource sharing system where people expect to request and receive almost anything they can find in library catalogs of other libraries.
What type of library are you from?

1. Academic
2. Public
3. Special
Resource Sharing Programs

- Document Delivery Service – 40 years
- Minitex Delivery System – linked with local delivery systems
- MnLINK Gateway
What We Do in our Resource Sharing Units

- **Hours:** Mon-Fri 7:00 a.m. – 8:00 p.m.
  - Sat. 8:00 – 2:00

- **Daily request volume in a recent week:** 1,570 – 2,850

- **Retrieve from:** 15 U of M campus locations + HCL/MPL

- **Campus fills and referrals**

- **Minitex Electronic Document Delivery (MEDD) Service**
ILL Systems We Use

- OCLC VDX
- Ex Libris Aleph ILL
- OCLC WCRS
- ILLiad
- Auto-Graphics AGent
## Total Requests for Loans/Copies sent to MINITEX Office

<table>
<thead>
<tr>
<th>FY</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY04</td>
<td>322,284</td>
</tr>
<tr>
<td>FY05</td>
<td>317,134</td>
</tr>
<tr>
<td>FY06</td>
<td>373,667</td>
</tr>
<tr>
<td>FY07</td>
<td>417,519</td>
</tr>
<tr>
<td>FY08</td>
<td>431,853</td>
</tr>
</tbody>
</table>

**Graph: Total Requests for Loans/Copies sent to MINITEX Office**

- **FY04**: 322,284
- **FY05**: 317,134
- **FY06**: 373,667
- **FY07**: 417,519
- **FY08**: 431,853
MnLINK Library Lenders Responded to the following Number of Requests from other libraries

<table>
<thead>
<tr>
<th>FY</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY04</td>
<td>153,139</td>
</tr>
<tr>
<td>FY05</td>
<td>207,551</td>
</tr>
<tr>
<td>FY06</td>
<td>375,167</td>
</tr>
<tr>
<td>FY07</td>
<td>514,457</td>
</tr>
<tr>
<td>FY08</td>
<td>572,039</td>
</tr>
</tbody>
</table>

Note: in FY08, approximately 180,000 requests came to the Minitex Office for processing. The rest were checked out and circulated between the Gateway libraries but were delivered through the Minitex delivery system.
Materials handled & delivered through MINITEX Delivery System
(Minitex contracts with commercial courier services for delivery)

<table>
<thead>
<tr>
<th>FY</th>
<th>OverallHandled</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY04</td>
<td>441,620</td>
</tr>
<tr>
<td>FY05</td>
<td>619,372</td>
</tr>
<tr>
<td>FY06</td>
<td>799,715</td>
</tr>
<tr>
<td>FY07</td>
<td>916,131</td>
</tr>
<tr>
<td>FY08</td>
<td>1,068,569</td>
</tr>
</tbody>
</table>

![Graph showing materials handled in MINITEX Delivery System from FY04 to FY08](image)
Searches in Electronic Library for Minnesota (ELM)

<table>
<thead>
<tr>
<th>FY</th>
<th>Searches</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY04</td>
<td>8,033,997</td>
</tr>
<tr>
<td>FY05</td>
<td>8,896,730</td>
</tr>
<tr>
<td>FY06</td>
<td>10,544,565</td>
</tr>
<tr>
<td>FY07</td>
<td>10,919,406</td>
</tr>
<tr>
<td>FY08</td>
<td>12,951,914</td>
</tr>
</tbody>
</table>
Request Traffic by System: FY 2008

- Aleph: 80,000 requests
- E-Mail: 20,000 requests
- MnLINK VDX: 180,000 requests
- OCLC: 120,000 requests
- Web: 40,000 requests
- WISCAT: 40,000 requests
Total Volume – 10 years

MINITEX DOCUMENT DELIVERY
INCOMING TRAFFIC 1998 - 2008
Filled Requests at U of M Campus Libraries 1999-2008

FY99 FY00 FY01 FY02 FY03 FY04 FY05 FY06 FY07 FY08

- Total Fills
- Copies
- Loans
The MnLINK Gateway

- Implemented for staff use in 2003
- Implemented for patron use in 2005
- OCLC ZPORTAL/VDX
MnLINK Gateway Impacts

- Primarily returnables
- Shift towards AV materials (40-50%)
- Significant increases in ILL
- Mostly used by public libraries
NISO Circulation Interchange Protocol (NCIP)

- Use between circ and stand alone ILL:
  - MnLINK Gateway VDX ILL – Sirsi/Dynix Unicorn ILS

- NCIP recently revised to:
  - simplify the requirements
  - improve usability
  - address problems
The Future

Challenges for Resource Sharing and Delivery
Challenges for Delivery

- Tracking of delivery
  - Interstate
  - Direct Delivery
- Home Delivery
- Fuel costs
- Sustainability of couriers
MINITEX--Challenges for ILL

- E-journals and licensing for ILL
- Electronic delivery options
- Increasing volume of requests
- Limiting number of active requests that ILL patron may have
- Restrictions on A-V materials
- NCIP/ISO standards
Copyright questions

- Re: - thanks to ALA hosting/funding, there is now a free solution.
- ALA's Copyright Advisory Network (CAN) which provides answers to library's copyright questions.
- The website is [http://librarycopyright.net](http://librarycopyright.net)
- Forum web page is [http://librarycopyright.net/wordpress/punbb/viewforum.php?id=1](http://librarycopyright.net/wordpress/punbb/viewforum.php?id=1)
- Librarians can post copyright questions to the Forum (requires creating an account & logging on), and one or more of the Forum members will respond, usually within the same day.
In FY08, Minitex staff took 90,000 loans and photocopies from the collections of the University of Minnesota Libraries and provided them to Minnesotans through their libraries.

“I have used interlibrary loan for years, to get references for my writing and teaching therapists and teachers who work with children with disabilities.”
• Over one million items went through the Minitex Delivery System (doesn’t include local delivery)
• Providing Webinars so library staff can attend training sessions from their desktop
• Providing desktop delivery of articles from University Libraries & other collections (Minitex ELECTRONIC DOCUMENT DELIVERY--MEDD)
  • FY08 scanned & delivered 70,000 articles to the patron’s desktop or ILL office desktops for redirection to users.
MnLINK – Minnesota Library Information Network

- $12 Million Appropriation from State Legislature (1997)
  - Replace integrated library systems of University of Minnesota Libraries and MnSCU libraries (done – using Ex Libris Aleph system)
  - Establish Gateway to enable all MN library online catalogs to be searched at once & include ELM databases (done)
How Gateway Works

- Requests generated – searches Gateway server (located at OCLC in Dublin, Ohio)
  - 24 different library automation systems searched
  - Item found-location-on the shelf or not
  - Protocol – set by your library system
  - Request sent to system for material
  - Request rec’d & INTERLIBRARY LOAN BEGINS
Do you actively participate in a local resource sharing arrangement with other libraries not of your type that are in your immediate area?

1. Yes
2. No
3. Don’t know
What percentage of your requests are filled outside the Minitex region?

1. Zero%
2. Under 10%
3. 10–20%
4. 20–30%
5. Over 30%
Do you purchase-on-demand for items requested through ILL?

1. Yes
2. No
3. Don’t know
If you do purchase items requested via ILL does the ILL staff make the decision to purchase?

1. Yes
2. No
3. Sometimes
4. Don’t know
Last year, I suggested the following as serious concerns.....

- **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).
This year, I would add

- State funding crisis - Global economic crisis---- stimulus funds will be gone in two years
- MN predicting another deficit in FY12 and FY13
- Governor unallotment possible of several budgets
- Our current situation seems to be the “new normal”
- We can’t be complacent because libraries gained additional funding in this legislative session in Minnesota – may mean ‘they’ expect more from us!
- Even being seen as essential does not mean more funds – so all of us may have to operate differently.
We may be in the new “normal”

- How do libraries repurpose themselves to strengthen their services and become even more essential to their governing systems?
- We are embedded in large ‘systems’: schools; college & university systems; counties; cities; etc. We all are part of something. The financial health of system you are embedded in is crucial.
- Business as usual is not an ‘option’ in the future.
- Keep your sense of humor --- it will be needed.
John Gunyou, Minnetonka city manager; former state finance commissioner

• “For cities, the plan going forward can’t be to beg the state harder every year. Cities need to repposition their organizations to be more self-sufficient. Some of the money they received [from the state] this year should go into one-time investments in things like energy conservation and technology improvements, so they can operate more efficiently in the long run.”

• StarTribune, Lori Sturdevant, Sunday May 17, 2009, Opinion Page 1
“Economically, both the state and families are going to be less able to pay for the quality of higher education that they desperately need. All institutions will need to provide much greater support to students and their families. That means that Minnesota’s private financial resources need to be better targeted to higher education’s future. And it requires institutions to improve our performance, especially with students of promise who are not fully prepared to do college work when they enroll.”

StarTribune, Lori Sturdevant, Sunday May 17, 2009, Opinion Page 3
Peggy Ingison, chief finance officer, Minneapolis Public Schools, and former state finance commissioner

• “’We [schools] have to be careful about how we use the stimulus funding. What can we spend money on now to do things that maximize energy savings, and use online learning to meet educational needs in a way that improves productivity? Class size is not the silver bullet for better education. Productivity improvement is.”

• StarTribune, Lori Sturdevant, Sunday May 17, 2009, Opinion Page 3
Important Words in those quotes

- operate more efficiently in the long run
- self-sufficient
- reposition
- improve our performance, especially with students of promise who are not fully prepared to do college work when they enroll.
- use online learning to meet educational needs in a way that improves productivity?
- Productivity improvement
Do you feel confident that your branch staff and or federated local library staff know how to respond when someone brings in a book/media loan from another library to be returned?

1. Yes
2. No
3. Unsure
Future is getting more difficult

- We see uncertainty in funding at same time service demands are increasing;
- School library media specialists are being reassigned to classroom teaching responsibilities and away from the media center. **Is there a public & academic library role in this situation? Kids are your future users!**
- College enrollment is increasing while library budgets are decreasing, along with everything else.
- Travel & training budgets are strained/cut while increased training is needed for existing staff to cope with everything.
Future is getting more difficult

- User expectations growing—how are libraries essential?
- How can we communicate more with users to help them understand the limitations and potential of the resource sharing system we’ve developed?
  - Are we assuming too much? Can we make them ‘partners’ in our services?
- When Ray Wilson talks this afternoon, see if you can adapt at least one idea from his presentation to take home and carry out.....
Minitex staff will be there to help out where we can

- Resource Sharing Services will continue
- Training and support programs and staff development programs will be there for you
- ELM will continue to be funded and supported
- Scholarly databases will continue to be subsidized
- MnLINK Gateway will continue while we try and find ways to improve its operation for users and staff
- AskMN is providing a service to users when they want it 24x7
Minitex staff will be there to help out where we can

- Many of us want to know the future, but we’ll have to work even closer together in order to survive and be stronger in an age of uncertainty.
Thank you for the opportunity to talk about Minitex!