



A Program of the Minnesota Office of Higher Education and the University of Minnesota

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**MINITEX Policy Advisory Council**  
**September 5, 2008**

8/29/08

The following comments, sorted geographically, are from users replying to the “**Share Your MnLINK Stories**” button on the MnLINK Gateway web site. The time period is July 2007-June 2008 (FY08). (Note: I have selected some comments from the full set of responses.)

**Share Your MnLINK Stories**

Tell us your story about how you have used the MnLINK Gateway to gain access to books, videos or articles! We are compiling MnLINK stories to educate administrators and others about the importance of MnLINK for all Minnesotans and to demonstrate how it is being used by people throughout the state.

We welcome your ideas, comments and suggestions. Your input will help us in serving you better.

*Note:* For help using the MnLINK Gateway, technical support or to ask a question, please do not use this form. Instead, you may [contact the MnLINK Staff directly](#).

**NORTHWESTERN MINNESOTA**

Northwestern Minnesota July 23, 2008 6:22 pm

I just wanted to take the time to say thanks to all those who have helped to fill so many of my requests in the last 8 months or so. I am working on my Masters in Education and the MN Link gives me the opportunity to access material that I would not be able to get without MN Link. Thanks so much. I really appreciate your work, and this service.

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Northwestern Minnesota

Northwestern Minnesota January 9, 2008 1:27 pm

I use MnLink all the time to get books that are not in our local library system. My kids love it too. If they find a series they really like to read they know they can get all of them off Mnlink if it's not in our local system. We all read more because of Mnlink

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**NORTHEASTERN MINNESOTA**

Northeastern Minnesota March 26, 2008 2:21 pm

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. May MN Link remain healthy and robust so it can continue to aid all of us in our

ongoing pursuits for knowledge. I hope recent cutbacks won't have long-term effects on the high quality of service MN Link has provided so far. Thanks for everything,

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Northeastern Minnesota March 12, 2008 2:52 pm

I am the kind of person who simply loves to read. I read every chance I get and libraries are some of my favorite places to be. When I go on vacation, I don't consider it complete unless I've visited at least one, if not four, different libraries. Anyhow, I love to read and I enjoy discussing books with friends and family members. One day, a dear friend of mine told me about a fabulous book she had read - it changed her life, it was so good - and told me that I just had to read this book. Well, I searched in vain at my library - all the area libraries, actually. My friend by now had passed her copy on to her daughter in Europe, so there was no chance of me reading her copy. Finally, however, I thought to try MnLINK. Well, what do you know, but they had the book and I was able to get and read it...and now recommend it to friends and family. It was truly a fabulous book and I don't know where I'd be without having read it...not only was it excellent, but it fit right into my life and helped me get over some pretty big humps I was dealing with at that point in my life. Truly, I shudder to think where I'd be now if not for that book...and thus, MnLINK. So, THANK YOU SO MUCH for that chance that you give people to read books and change their lives through them.

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Northeastern Minnesota August 31, 2007 2:17 am

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.)

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### **SOUTHWESTERN MINNESOTA**

Southwestern Minnesota February 19, 2008 2:40 am

I just want to say that if it wasn't for MnLink I would not have access to books and media that are hard to find. Also my children would not read and care about books if they could not access to the books that Mnlink help us find Thank you!!

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Southwestern Minnesota January 2, 2008 5:46 pm

I am so happy to have this service. It reminds me of my mother and I ordering books through the mail service when I was a young girl. I thought it was through the UofM, but am not certain. We lived on a farm near Canton and we were both voracious readers How happy we always were the day the mail man left a box of books for us . I feel that same joy now when my library calls to say a book I have requested has arrived. I urge you to continue this enlightened service. Thank You.

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Southwestern Minnesota December 28, 2007 1:33 am

I've used MNLINK for a few years now and would be lost without it. As a home school mom, an environmental educator, an ongoing student of life, and an avid reader, I am passionate about learning and teaching. There are many books that I find reference to on message boards on the internet or through other parents and friends that I would like to read, but can't find in our library system. It used to be disappointing and frustrating to not find them until I learned about MNLINK. I could've cried the

first time I located a book through a college that I never thought I'd be able to get my hands on. Through MNLINK I find 99% of the books I'm looking for and can't find in our library system. I use MNLINK to help us get literature, non-fiction and educational books as well as music, and movies for homeschooling and personal interest. As an environmental educator I am able to locate many resources to help me in my work and continuing education. Any materials or other books I am interested in buying, I can almost always get through MNLINK so I can peruse it first before I see if I want to buy it. I can't begin to express my gratitude for MNLINK and the world it has opened up to me and my family. I am so impressed with MNLINK, I share it with anyone who might be interested. Thank you for such a phenomenal service.

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### **SOUTHEASTERN MINNESOTA**

Southeastern Minnesota September 7, 2007 6:51 am

I got to use some awesome "period" cookbooks that were not available in my library group and were too expensive for me to buy. Thank you MN LINK! I hope SELCO will buy these books; they were very nice. Cooking in America, 1840-1945 Author: McLean, Alice L. Cooking in America, 1590-1840 Author: Eden, Trudy Cooking in Europe, 1250-1650 Author: Albala, Ken

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### **CENTRAL MINNESOTA**

Central Minnesota January 25, 2008 10:48 pm

I love reading Christian romances. I read 3-4 a week on average. Unfortunately, my library has a very poor selection. MnLINK has made it possible for me to have access to a nearly infinite selection of books. I love sitting on the computer and looking for new books to read. In fact, finding the books has become more of an addiction than reading them. Without MnLINK, I would probably have to give up 70% of the reading I do. If I bought all of the books I read I would have a \$250 a month addiction... at least. While being able to check books out from my own library would be ideal, I have grown to love MnLINK. It is an amazing asset.

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South Central Minnesota January 1, 2008 1:54 pm

When, at academic and professional conferences, colleagues ask me how I can live so far from a major research library, I tell them of MnLINK and the reference personnel of the Austin library.

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Central Minnesota

Central Minnesota ... October 29, 2007 1:34 pm

My local library has a decent selection for the average individual, but my reading taste is quite...unique...to say the least. I wouldn't be able to read half the books I want to if not for MNLink. I certainly can't afford to buy them! Thank you for providing this amazing service!

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Central Minnesota November 11, 2007 10:00 pm

I am a mental health practitioner. I work with children in the K-6 grade range. I teach social skills that include, but are not limited to anger control, following directions, accepting consequences, emotional regulation and other skills that allow them to be more successful in the classroom. The ability to use MNLink has been integral in the curriculum I use. It has allowed me to broaden the scope in which I teach. It has also allowed me to learn new ways to deal with difficult youth. There are many youth doing better in school, and life in general due to my ability to use MNLink resources.

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South Central Minnesota September 22, 2007 7:06 pm

All of my requests for books, cds, and movie DVDs are handled promptly. I just love the MN Link service. As a librarian I use it almost daily.

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## **TWIN CITIES METROPOLITAN AREA**

Twin Cities Metropolitan Area July 19, 2008 11:44 pm

I am a homeschooler. We have started utilizing MnLINK to get access to many of the books that are suggested and required by the curriculum we use. Sometimes these books are not available through our library, or there is a long wait list and we would not get them in time for us to use them.

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Twin Cities Metropolitan Area July 13, 2008 3:55 pm

MnLINK is great and the website rocks. Great job and thanks for providing such easy access to so many books!

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Twin Cities Metropolitan Area May 22, 2008 8:53 am

I use MnLINK to request books, audio books, and videos that are not available through my local library system. I appreciate that this service exists because it gives me access to resources I would not have had otherwise.

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Twin Cities Metropolitan Area May 9, 2008 10:58 am

Mn Link is really important to me as a library user. I rely on MnLink to get the books I need just as much as I do the "request option" of my regular library. It seems that I often need books, CD"s, etc. that my library does not have. But, since I'm a college student I really don't want to spend money purchasing the books I need if I need them for only a single project. So, if anything MnLink is a very reliable tool and also saves me an untold amount of money that I can put to other purposes- like paying for my college education. Please do everything you can to keep MnLink up and running. People like me rely on it heavily. Thank you.

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Twin Cities Metropolitan Area March 29, 2008 9:13 pm

I was looking for a set of non-fiction books to use with my students. When I found them all (at different MN libraries) I had them sent to my local library in Minneapolis. Sure beats driving 700+ miles to retrieve them! Thank you for a great service!

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Twin Cities Metropolitan Area February 6, 2008 12:50 pm

Easy, fast and powerful. MnLINK is exceptional!!

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Twin Cities Metropolitan Area October 17, 2007 10:08 pm

Thank you for the excellent service provided by MnLINK! It's wonderful to have access to every library in Minnesota right from my own local library. Sometimes, a book I'd like to check out might only exist at a library over a hundred miles away! With MnLINK, I place a request, and not long after, I can pick up the material(s) from my library just down the road. Thank you!

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Twin Cities Metropolitan Area October 15, 2007 5:13 pm

I am 15 years old and I love to read. Using MnLink has widened my reading horizon tremendously. Thank you, MnLink!

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Twin Cities Metropolitan Area December 19, 2007 10:47 pm

I am having tried to request DVDs and have received some, but for others, I have received a message back in my Washington Co account, stating that DVDs are not request able thru MNlink. If that is the case for certain libraries, that should be reflected in the info on MN link and I should easily be

able to see which libraries offer request able DVDs and which do not, saving my time and the time of those who respond to my requests. I have found this very frustrating. If this were improved, it would be very helpful. I have found this service helpful for books. I have wanted, however, to expose my child to older movies or movies about books he has read or movies I enjoyed as a child and that is why I have tried to request DVDs that may be unavailable in the library. The MNlink info should reflect whether or not that particular library allows requests. Thanks

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Twin Cities Metropolitan Area November 6, 2007 8:37 pm

I was/am reading an eight book series. I found books 1-5 at the high school library of the school where I work. I used my local South Washington County Library system to request books six and eight, however I was still missing book seven. I was able to locate one of only 14 copies in the whole state of MN at a Metro library and I requested book Seven today through MnLink. Prior to this I had also contacted a few bookstore chains in my area in hopes of locating the book, with no success. I am extremely grateful for the cooperation of libraries throughout the state of MN that participate in MnLink. Thank you for making book searches available at our finger tips!

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Twin Cities Metropolitan Area September 19, 2007 9:50 am

I just discovered MnLINK today and I've already reserved a few items. I'm looking forward to getting them - they have not been available at any of the Dakota County libraries. This is really a tremendous resource, and it's very easy to use.

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Twin Cities Metropolitan Area August 27, 2007 10:02 pm

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

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Twin Cities Metropolitan Area July 12, 2007 6:06 pm

I had a minor problem with my ILL request list--an old item that had been returned but was still showing up. I reported the problem, and got an email response within a few business hours, saying that it was fixed. This was followed up by a phone call from another person a few days later, trying to solve the same problem for me. She called because she couldn't find the source of my complaint. That is phenomenal service, in any industry. Would that doctors and pharmacists and legislators were that attentive!

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Twin Cities Metropolitan Area January 9, 2008 4:25 pm

With MnLINK I've been able to access dozens of books and audio books that my local library does not carry. I love that requests are active for one year if the item is not immediately available. I appreciate MnLINK because it allows for greater use of existing library materials across Minnesota without having to expend additional funds at local libraries.

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Twin Cities Metropolitan Area July 4, 2007 7:05 pm

MnLINK has opened up the world of the Scarlet Pimpernel to me. Dakota County does not own the sequels to this wonderful series but MnLINK allows me to search for these from home and get them delivered to my local branch. I feel lucky to live in a state that keeps information located throughout the entire state at my fingertips.

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Twin Cities Metropolitan Area December 9, 2007 2:19 pm

I ordered a very expensive book on biofuel for fuel cells. It came from the University of MN. I am so excited after reading about the state of electricity production from biomass! I went to school for horticulture and this opens up a whole new world that applies to my degree. I look forward to

integrating this information with my knowledge of food production and structural wood producing forestry. Mixed planting of species and multiple use of the biomass is an exciting future to be a part of. Thank you for this service. I will buy trees with the money I saved in borrowing this book. :)

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**The following comments are from users replying to the MEDD User Survey web site, which states:**

“We are interested in your feedback about this transaction, as well as your other experiences with interlibrary loan. As part of our efforts to make interlibrary loan services valuable for your needs, we are asking you to assist us by answering a few questions in a brief survey. Your answers will be kept confidential; however, you may grant us the option of contacting you.”

“**Share Your MnLINK Stories**” button on the MnLINK Gateway web site. The time period is July 2007-June 2008 (FY08). (Note: selected comments, but spelling has not been corrected).

**MEDD replies From Public Libraries 7/12/08 through 5/1/08**

**Date:** 5/1/2008

**May we contact?** YES

**Comments:** I am a reference librarian and use MINITEX to help my patrons find the information they need.

1/4/2008

**May we contact?** YES

**Comments:** I work as a freelance copyeditor for Oxford University Press and as a researcher for the Oxford English Dictionary.

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**Date:** 12/13/2007

**May we contact?** YES

**Comments:** wonderful help in literature searches for all my writings

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**Date:** 12/12/2007

**May we contact?**

**Comments:** I published an article and wrote several others

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**Date:** 12/3/2007

**May we contact?** YES

**Comments:** Yes to both Q's 1 & 2 - helped me for both my studies AND business projects.

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**Date:** 11/5/2007

**May we contact?** NO

**Comments:** Got information on health issues

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**Date:** 9/26/2007

**May we contact?** YES

**Comments:** Students come to me for resources and this service often fills a real need.

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**Date:** 9/25/2007

**Comments:** With my first request I received an article that I would not have been able to otherwise find.

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**Date:** 8/24/2007

**May we contact?** YES

**Comments:** Helped provide me with clinical trial data to reverse my insurance companies denial of medical coverage for tinnitus.

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**Date:** 8/16/2007

**May we contact?** YES

**Comments:** Essential for comprehensive review of the literature relating to work projects (writing for publication, research, etc.)

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**Date:** 7/12/2007

**May we contact?** YES

**Comments:** I am a program manager with a county social services agency. I am doing research with the intent of redesigning some of our programming. I have ordered numerous journal articles via the MINITEX system that have been critical to my efforts. The ease of ordering on-line has been of tremendous value and a great time saver to having to travel to the library and do such, in person. Also, it is equally as tremendous when I can get the article on-line. Quick, easy and a great time saver.