



Date: 01/20/2004  
To: Members of the Library Community  
From: MnLINK Interlibrary Loan Subcommittee  
Cc: Ken Behringer  
Re: Scenarios of Minnesota Interlibrary Loan

The purpose of this document is to provide a description of the current Minnesota interlibrary loan environment and provide an overview of how users and staff members of the various library systems will search, communicate, and carry out interlibrary loan transactions with each other. This report is intended to address the MnLINK Interlibrary Loan Subcommittee's charge to "Develop scenarios/workflow charts demonstrating the interrelationships of Aleph ILL, ZPORTAL, VDX, and any other ISO compliant software systems."

Describing the current interlibrary loan environment in Minnesota presents a challenge because patterns have already started to shift with the implementation of the MnLINK Gateway interlibrary loan software (VDX). However, the models that have served us well in the past will continue to influence future developments, so it is worth describing both where we started from and where we are right now.

Minnesota libraries, in general, have made use of local organizations and consortia, and common integrated library systems (ILS) in establishing partnerships for the purpose of resource sharing. Examples include the regional library system such as SELCO, the CLIC consortium of private Twin Cities colleges, and MnSCU/PALS. These partnerships are expected to continue to affect the choice of borrowing partners in the future, based as they are on proximity, effective delivery systems, similar types of patron needs, or shared catalogs. MINITEX also has played, and will continue to play, a crucial role in facilitating interlibrary loan in Minnesota, both because it draws directly from the largest, most diverse collection of library material in the state, that of the University of Minnesota, Twin Cities campus, and because it manages the referral of requests to other libraries in Minnesota, North & South Dakota, and Wisconsin, where direct borrowing arrangements do not exist.

Minnesota libraries are currently using a variety of methods in their interlibrary loan transactions with one another. Libraries interact with each other using paper, phone, or fax requests, e-mail requests, the PALS interlibrary loan module, OCLC's interlibrary loan system, or by placing direct holds on items in each others' catalogs. For the most part, libraries currently operate within well-established protocols for exchanging requests with one another. If they do not have a direct relationship, they rely on MINITEX to serve as an intermediary in facilitating both the request and the delivery of the material.

MINITEX, in interacting with all these libraries, uses either a web-based request form to receive requests from member libraries, or uses one of the methods mentioned earlier.

Recently, many public library systems, the CLIC libraries (lending only), and MINITEX have begun using Fretwell Downing's VDX interlibrary loan management software, also known as the MnLINK Gateway ILL system to transmit requests. In the future, many Minnesota libraries will also be using the ILL module of Ex Libris's Aleph, another ISO compliant system.

The use of VDX, ALEPH ILL, and other ISO compliant interlibrary loan software will allow for more direct transmission of requests from one library to another with patron initiated, unmediated requesting as an option. The following pages illustrate for users of each of the listed interlibrary loan systems how the request for an interlibrary loan will be placed and filled.

## **Interlibrary Loan in the PALS Environment**

### **Patron Perspective**

A Patron of a PALS library may search and enter an ILL request from either the PALS interface (WebPALS catalog) or the ZPORTAL interface (MnLINK Gateway.)

#### **WebPALS Interface**

1. When searching WebPALS, the patron will click the interlibrary loan button on the record of the desired material.
2. The patron will be asked to provide their library barcode and password for authentication, which is verification that they have a valid and acceptable (not blocked) status.
3. When the patron is authenticated, the request will then go unmediated to any direct borrowers on the borrowing library's "Unmediated ILL Borrow List," or go to the borrowing library's interlibrary loan office, via the PALS message file, for mediated processing.
4. The patron will either receive the request through electronic or physical delivery, if filled, or receive a NOS message informing them that the request will not be filled.
5. The patron can monitor the status of the request through the WebPALS interface, by clicking on "Patron Information and Requests," and choosing "Display items linked to your patron record."

#### **ZPORTAL (MnLINK Gateway) Interface**

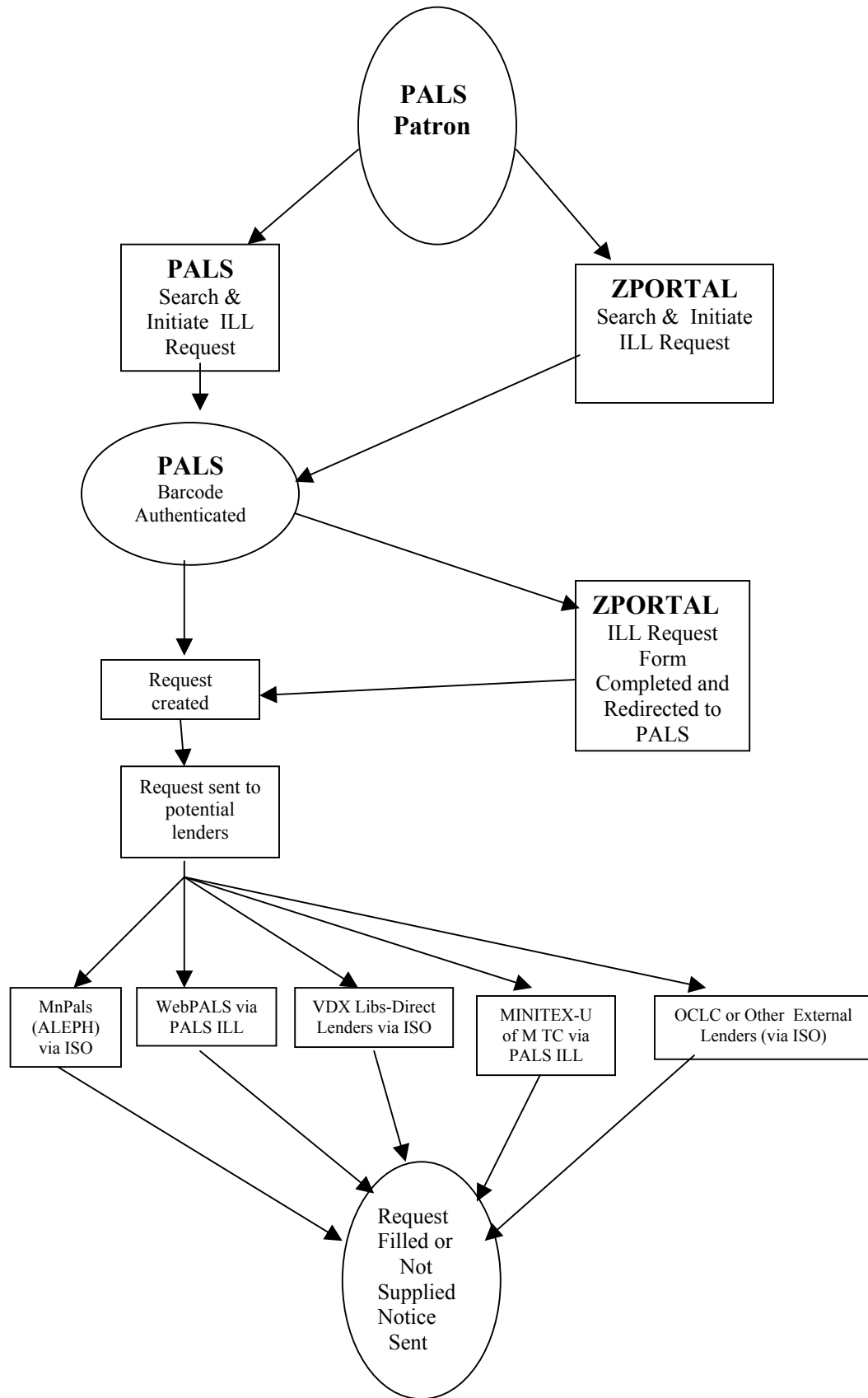
1. The patron searches in the ZPORTAL (MnLINK Gateway) interface and selects an item to request.
2. The patron is asked to log in so that ZPORTAL can check their PALS patron record to verify that they have a valid and acceptable (not blocked) status.
3. Once the patron is authenticated, the request can be entered. If properly authenticated, the patron is presented with an ILL request form to complete in the ZPORTAL interface.
4. When the request form is submitted in the ZPORTAL interface, it is transferred to the PALS ILL software for management, either to the borrowing library's direct borrowers or to the PALS ILL message file for staff mediation.

5. The patron will either receive the request through electronic or physical delivery, if filled, or an NOS message informing them the request will not be filled.
6. The patron can monitor the status of the request through: 1) the WebPALS interface, by clicking on “Patron Information and Requests,” and choosing “Display items linked to your patron record,” or 2) the ZPORTAL interface, which will transfer the patron into the WebPALS interface.

## **Staff Perspective**

1. Whether the patron of a PALS library searches and enters an ILL request from the WebPALS interface or the ZPORTAL interface (MnLINK Gateway), the request is managed in the PALS ILL software.
2. The request will either be processed in an unmediated fashion, routing the request automatically through a list of preferred direct lenders (Unmediated ILL Borrow List) that has been set up on PALS by the ILL staff, or staff may mediate the request, manually deciding where to send the request for filling or “not supply” it for a stated reason.
3. Whether mediated or unmediated, the ILL request can be sent to other PALS lenders, or to lenders outside the PALS environment. The ISO functionality is used to transfer the request to non-PALS lenders’ ILL management software (such as MnPALS, VDX, OCLC, etc.). In turn, requests can be accepted within the PALS ILL software from these non-PALS locations (as borrowers) via ISO functionality.

# PALS Libraries - Interlibrary Loan from the Patron Perspective



## **Interlibrary Loan in the VDX Environment**

### **Patron perspective**

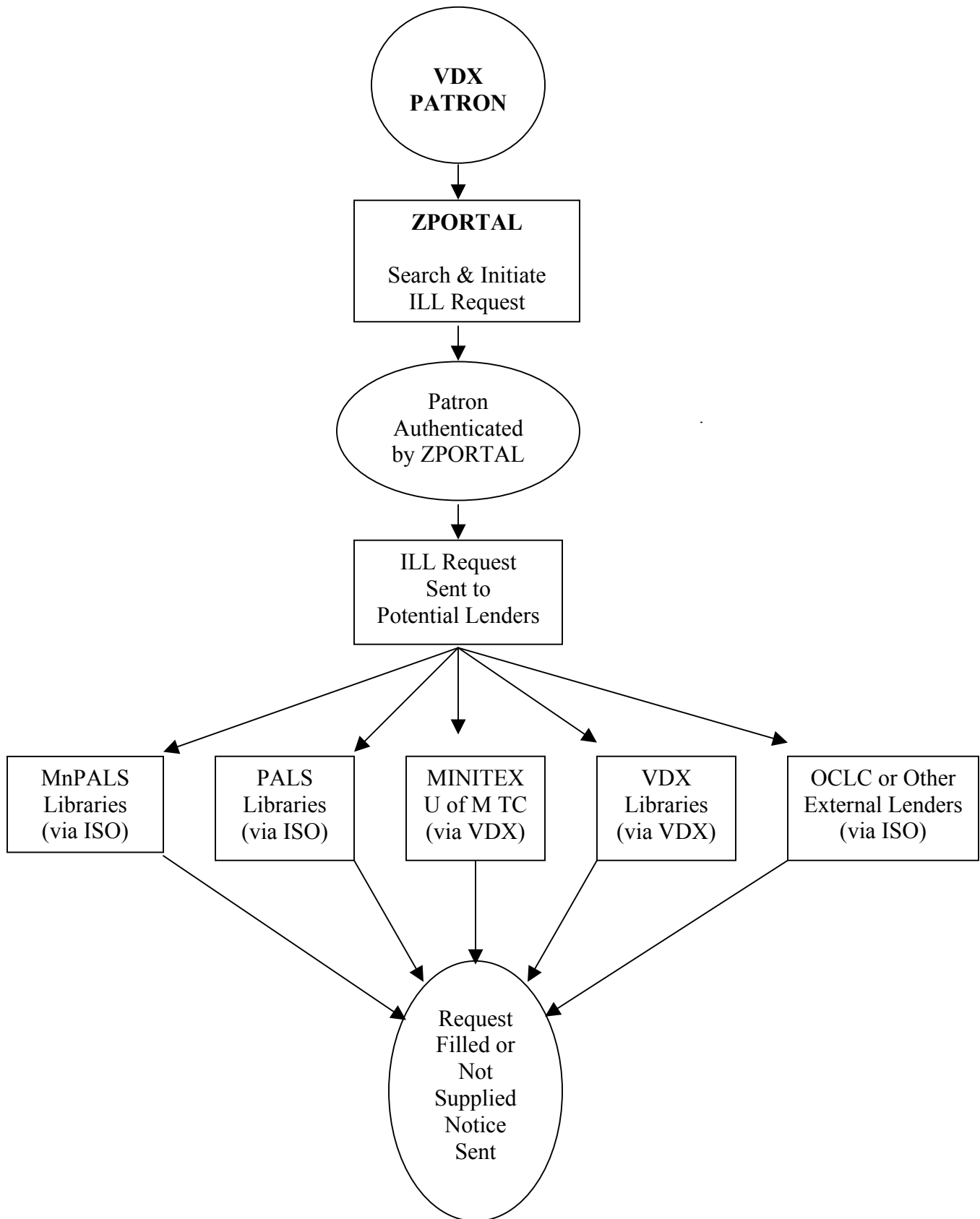
A patron of a VDX library may search and enter an ILL request from the ZPORTAL interface of the MnLINK Gateway. ZPORTAL is the searching interface that replaces OCLC's SiteSearch in February 2004.

1. In the process of initiating an ILL request in ZPORTAL, the patron is asked to log on with their library card number (and PIN if needed) so that ZPORTAL can check their patron record(s) to verify the patron as having a valid and acceptable (not blocked) status at both their home library and the library they have chosen as pickup location, if different. The pickup location library will manage the request.
2. Patron is authenticated and enters an ILL request.
3. The ILL request is managed through the VDX software, which may include mediated processing, requiring staff to review the request and approve it for transmission; or unmediated processing, transmitting the request automatically through a list of preferred lenders that has been set up by the ILL staff.
4. The patron can monitor the status of the request through the ZPORTAL interface of the MnLINK Gateway.

### **Staff perspective**

1. When a patron of a VDX library enters an ILL request from the ZPORTAL interface of the MnLINK Gateway, the request is managed in the VDX ILL software.
2. Staff may mediate the request, reviewing and approving the request before transmission, or process it in an unmediated fashion, routing the request automatically through a list of preferred lenders that have been set up by the ILL staff.
3. Whether mediated or unmediated, the ILL request can be sent to other VDX lenders, or to lenders outside the VDX environment. To send to non-VDX lenders, the ISO functionality is used to transfer the request into the other lenders' ILL management software (such as OCLC, MnPALS, PALS, etc). In turn, requests can be accepted from these non-VDX locations (as borrowers) via ISO functionality.

## VDX Libraries - Interlibrary Loan from the Patron Perspective



## **Current VDX Libraries**

ANK Anoka County Library  
ALV Arrowhead Library System  
MNA Augsburg College  
MNK Bethel College  
BTA Bethel Seminary  
CCE Carver County Library System  
SMC College of St. Catherine, Minneapolis  
MNE College of St. Catherine, St. Paul  
MNC Concordia University, St. Paul  
DCB Dakota County Library  
ETC East Central Regional Library  
GRR Great River Regional Library  
MHA Hamline University, Bush Library  
MHL Hamline University, Law Library  
HCO Hennepin County Library  
KRL Kitchigami Regional Library System  
LAL Lake Agassiz Regional Library  
MAC Macalester College  
MPI Minneapolis Public Library  
NRG Northwest Regional Library  
NOW Northwestern College  
MLM Plum Creek Library System  
RCL Ramsey County Library  
SSH Scott County Library System  
S#L Southeastern Libraries Cooperating (SELCO)  
SPP St. Paul Public Library  
MNT University of St. Thomas, O'Shaughnessy-Frey Library  
TL# University of St. Thomas, Law Library  
XOL Viking Library System  
WLM Washington County Library  
MII MINITEX – University of Minnesota, Twin Cities & Referral

## Interlibrary Loan in the MnPALS (Aleph) Environment

### **Patron perspective**

A patron of a MnPALS (Aleph) library may search and enter an ILL request from either the Aleph interface (MnPALS Web OPAC) or the ZPORTAL interface (MnLINK Gateway).

### **MnPALS (Aleph) Interface**

1. In the process of initiating an ILL request in the MnPALS Web OPAC interface, the patron is asked to log on so that their MnPALS patron record can be checked to verify them as having a valid and acceptable (not blocked) status.
2. Patron is authenticated and enters an ILL request.
3. The ILL request is managed through the Aleph ILL software, which may include mediated processing, requiring staff to manually review the request and/or decide where to send it for filling; or unmediated processing, routing the request automatically through a list of preferred lenders that have been set up by the ILL staff.
4. The patron can monitor the status of the request through the MnPALS Web OPAC interface.

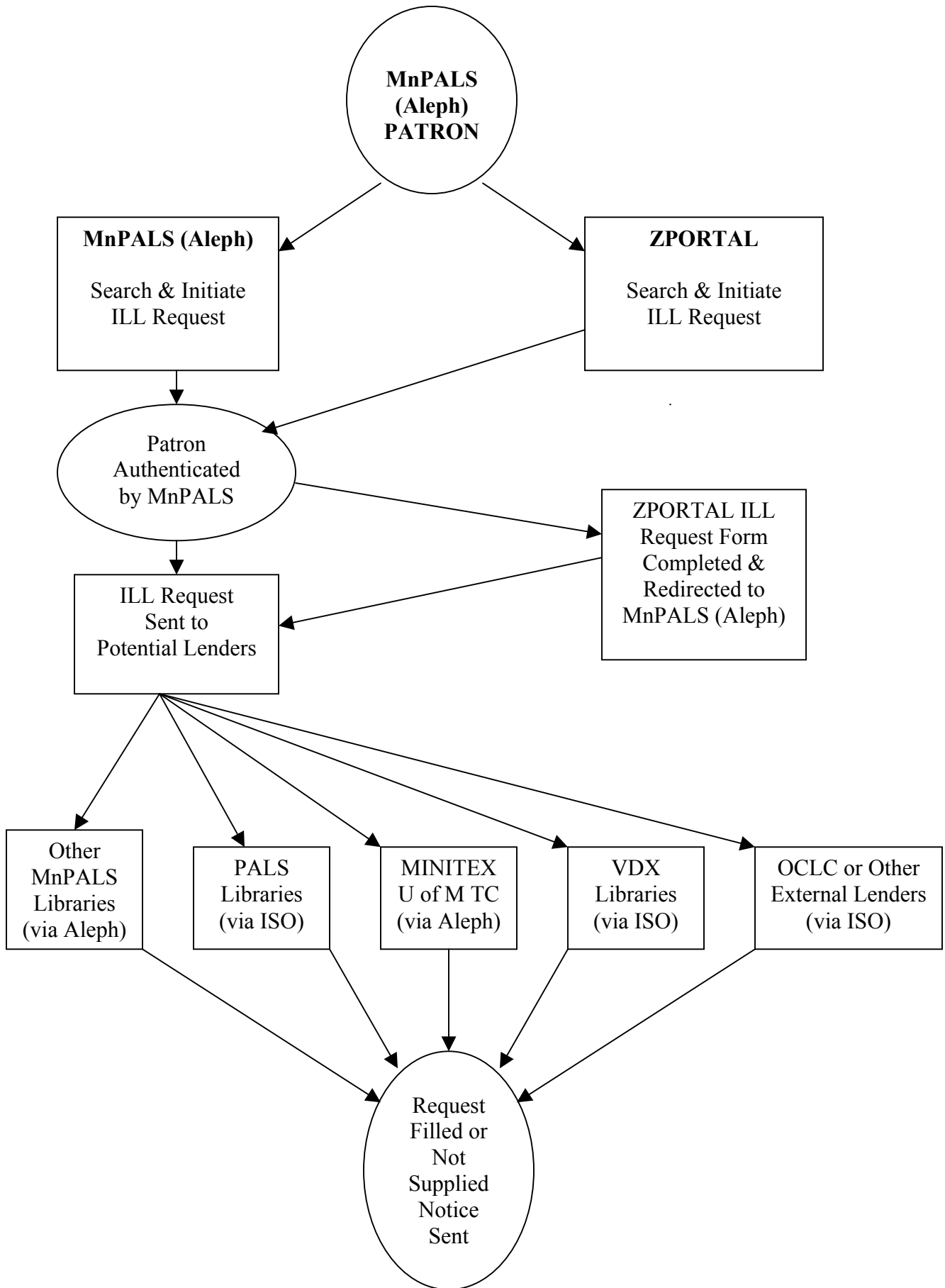
### **ZPORTAL (MnLINK Gateway) Interface**

1. The patron searches in the ZPORTAL (MnLINK Gateway) interface and selects an item to request.
2. The patron is asked to log on so that ZPORTAL can check their MnPALS patron record to verify them as having a valid and acceptable (not blocked) status.
3. If properly authenticated, the patron is presented with an ILL request form to complete in the ZPORTAL interface.
4. When the request form is submitted in the ZPORTAL interface, it is transferred to the Aleph ILL software for management, which, as above, may include mediated or unmediated processing.
5. The patron can monitor the status of the request through the MnPALS Web OPAC interface or through the ZPORTAL interface, which will transfer the patron into the MnPALS Web OPAC interface.

## Staff perspective

1. Whether a patron of a MnPALS (Aleph) library searches and enters an ILL request from the Aleph interface (MnPALS Web OPAC) or the ZPORTAL interface (MnLINK Gateway), the request is managed in the Aleph ILL software.
2. Staff may mediate the request (manually review the request and/or decide where to send it for filling), or process it in an unmediated fashion (routing the request automatically through a list of preferred lenders that have been set up by the ILL staff).
3. Whether mediated or unmediated, the ILL request can be sent to other MnPALS (Aleph) lenders, or to lenders outside the MnPALS environment. To send to non-MnPALS lenders, the ISO functionality is used to transfer the request into the other lenders' ILL management software (such as OCLC, VDX, PALS, etc). In turn, requests can be accepted within the MnPALS ILL software from these non-MnPALS locations (as borrowers) via ISO functionality.

# MnPALS (Aleph) Libraries – Interlibrary Loan - Patron Perspective



## **Current MnPALS (Aleph) Libraries**

### **Beta Group (August 2003):**

SCS St. Cloud State University  
SJU St. John's University  
CSB College of St. Benedict  
MSL State Law Library

### **Gamma Group (February 2004):**

GAC Gustavus Adolphus  
LRL Legislative Reference  
MHS Minnesota Historical Society  
MSU Minnesota State University, Mankato  
RAL Riverland, Albert Lea  
RAU Riverland, Austin  
SCF South Central, Faribault  
SCM South Central, Mankato  
UCR University Center Rochester  
WSU Winona State University

**MnLINK Timeline**  
**(All dates are subject to change)**

<b>July 2002</b>	<b>University of Minnesota, Twin Cities Campus goes live on Aleph version 14.2</b>
<b>July 2003</b>	<b>University of Minnesota Coordinate Campuses go live on Aleph version 14.2</b>
<b>January 2003</b>	<b>Fretwell-Downing version 2.27 VDX ILL software in production use</b>
<b>August 2003</b>	<b>MnSCU PALS beta libraries go live on Aleph version 15.5</b>
<b>February 2004</b>	<b>Fretwell-Downing version 2.7 of ZPORTAL/VDX goes live. Patron initiated interlibrary loan via the gateway is available</b>
<b>February 2004</b>	<b>ISO pilot test between VDX and PALS locations</b>
<b>Feb/Mar 2004</b>	<b>MnSCU PALS gamma libraries go live on Aleph version 15.5.2</b>
<b>Feb/Mar 2004</b>	<b>Ex Libris Aleph interlibrary loan software available to the MnSCU PALS beta and gamma libraries</b>
<b>March 2004</b>	<b>ISO pilot test between PALS and Aleph ILL locations</b>
<b>June 2004</b>	<b>MnSCU PALS implements version 16.02 of the Ex Libris Aleph software – ILL available</b>
<b>July 2004</b>	<b>University of Minnesota implements version 16.02 of the Ex Libris Aleph software – ILL available</b>
<b>July 2004</b>	<b>ISO pilot test between Aleph ILL and VDX locations</b>
<b>December 2004</b>	<b>MnSCU PALS implements version 16.03 of the Ex Libris ILL software – Increased ILL functionality</b>
<b>January 2005</b>	<b>MnSCU PALS delta libraries go live</b>

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Last Updated: October 13, 2003

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