

MINITEX

Resource Sharing News

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

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Minitex (not MINITEX) and MnKnows

Bill DeJohn, Minitex Director

Over the next few months, you will be watching our migration to a new name, Minitex (upper and lower case on Minitex), and a new name for a new portal site, MnKnows, (or, read it, Minnesota Knows, if you prefer). MnKnows will provide single-site access to the MnLINK Gateway, ELM, Minnesota Reflections, AskMN, and the Research Project Calculator – the Minitex services used most by the general public. For more information about these changes, see the article “And, What’s in a Name: MINITEX to Minitex and a new one, MnKnows” in Minitex E-NEWS #93: <http://minitex.umn.edu/publications/enews/2009/093.pdf>.

Document Delivery update

Becky Ringwelski

There have been a few changes this year that impact resource sharing in our region. We were one of the first locations in the nation to use NISO Circulation Interchange Protocol (NCIP) to communicate between a stand-alone interlibrary loan (ILL) system and an integrated library system (ILS) circulation system. The Traverse des Sioux Library System (with thanks to Jeanne DeMars for all of her work on this) is using this to streamline request processing between their SirsiDynix Symphony circulation system and the MnLINK Gateway VDX ILL system. This achievement is featured in a brochure produced by OCLC and can be viewed by accessing the “Success Story: MnLINK” article under the “Resource Sharing and Delivery” section at: <http://www.oclc.org/us/en/services/brochures/>.

After much testing and re-testing, we have finally been successful in moving into production use of ISO functionality between the PALS Aleph ILL system and the MnLINK Gateway VDX ILL system. We are now putting this capability for the two ILL systems to “talk” to one another into production for four locations. Minnesota State University, Mankato will exchange requests with the Traverse des Sioux Regional Library System. Saint Cloud State University has already begun exchanging requests with the Great River Regional Library system. This arrangement will take advantage of the local delivery that is already in place among these libraries and will expand to other locations that have delivery set up.

The 18th Annual Minitex Interlibrary Loan Conference is being held on May 19, 2009. Marshall Breeding, from Vanderbilt University, and quality improvement consultant Ray Wilson, from Indianapolis, will be the principal speakers for the conference. It is being held at the Continuing Education and Conference Center on the University of Minnesota’s St. Paul Campus. We hope to see you there!



Open source terminology: behind the buzzwords

Michael Berkowski

As libraries in the Minitex network become increasingly interested in open source options for automation systems and other library operations, the Minitex Information Technology staff thought it would be valuable to provide clear definitions to some concepts you are likely to encounter when evaluating software.

“Open source” itself can be an ambiguous term, referring not directly to the software, but rather to the licensing method chosen to govern its use and distribution. Several open source licenses exist with the common requirement that the program’s source code be made available to its users, who may modify it to suit their needs and redistribute it as necessary. Software meeting those criteria among othersⁱ specified by the Open Source Initiative (OSI, <http://www.opensource.org>) is said to be “open source.” OSI, which coined the term in 1998, approves and maintains a list of several open source licenses including the popular GNU General Public License (used by the Koha and Evergreen projects), the BSD License, and the Apache License.

In terms of open source licensing, “free software” refers not only to the monetary cost associated with the software, but also to the freedoms one is granted when using it. In particular, those freedoms as defined by the Free Software Foundation (<http://www.fsf.org>) includeⁱⁱ “the freedom to run the program for any purpose,” “study how the program works, and adapt it to your needs,” “redistribute copies so you can help your neighbor,” or “improve the program, and release your improvements.” This differentiates “free software” from software which may be obtained at no monetary cost (like many freely downloadable applications available on the Internet), but does not carry the other software freedoms defined by the Free Software Foundation. The FSF prefers the term “free software” to “open source.”

An “Application Programmer’s Interface,” or “API” is frequently promoted in context of software openness, allowing users to extend an application’s functionality through a limited set of hooks into its inner workings. Typical API uses in the world of library software might include the ability to programmatically retrieve report data from an OPAC, or to create a widget exposing a few features of your library’s automation system. Other popular APIs are offered by the social networking sites Facebook and Twitter; Facebook’s

API makes it possible for programmers to create the many 3rd party applications used inside the Facebook Web site, while Twitter’s API allows for the creation of client applications like Twihrl or TweetDeck. A well documented API simplifies development when modifying open source software. Vendors of closed source software may offer APIs giving customers the flexibility to extend some functions without requiring them to disclose the source code. An API should not be confused with open source software.

Finally, “community” is prevalent in two aspects of open source software. Open source projects frequently start out as the work of a single programmer or small team, and as their user-bases increase other programmers often join the project to contribute code of their own. The result is known as “community development” where anyone with programming expertise may add features to or fix bugs in the main application. Most open source projects also have a thriving ecosystem of “community support” where its users and core programmers contribute documentation and support information to mailing lists, wikis, or online forums. For some large projects, support may be purchased from a vendor as an alternative to community support.

We hope this helps you when evaluating open source applications.

ⁱ The complete Open Source Definition provided by the Open Source Initiative may be found at <http://www.opensource.org/docs/osd>.

ⁱⁱ A detailed explanation of the software freedoms is available at the GNU Project web site: <http://www.gnu.org/philosophy/free-sw.html>

Revamping our referral process

Beth Squires and referral processing staff



Our referral processing staff, Nicole Masika, Beth Squires, and Chau Nguyen

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Over the past year, staff involved in the processing of referral materials have made changes to enhance and improve our work processes. These changes have had a positive impact on our workflow and turnaround time, and we would like to share some of them with you:

- Staff began working on Saturdays in September 2008. This helps us get a jump start on processing materials dropped off by couriers late Friday and early Saturday morning, and evens out the volume we would normally see on Monday morning. Most of the items processed are also shipped out on Saturday.
- A statistical “dashboard” was created using Excel to analyze our work flow and to keep track of the volume of materials coming in daily. The dashboard has helped us spot trends, and we have been able to make staffing adjustments based on the data.
- Our wiki was populated with pertinent information like hiring, training, scheduling, and procedural information. We have found it to be a useful tool for communicating with both regular and student staff.
- Long term student staff are increasingly being trained to do advanced tasks. This allows flexibility for full time staff to cross-train and assist in other areas of Document Delivery.
- Our volume has increased from last year, and with the help of experienced students, we are able to maintain our goal of same day turnaround on all incoming materials.
- With assistance from our IT staff, we implemented the use of a receipt printer and use it instead of hand-writing bookmarks whenever possible. This eliminated the mis-routing of materials caused by illegible handwriting.

You can help us with the referral process:

- Please provide a due date on the request/pick slip for items your library is sending to fill a Minitex referral request. If no due date is provided, we will assign a four week loan period for books and a two week loan for AV items.
- An increasing number of overdue/bills are being sent electronically to ILL staff. This is more efficient as we do not have to print out multiple copies, and it also speeds up the process instead of going through Delivery or US mail.
- Please make every effort to return items being “Recalled” by the new assigned due date. We would be happy to try to obtain a copy of the material from another library for your patron if you wish.

Increasing volume: Minitex resource sharing mid-year statistics update

Obinnaya Oji

Much has changed over the past few years, but one thing is constant: the requests keep coming at an ever-increasing rate. This mid-year statistics update compares incoming requests (requests from libraries to the Minitex office) for the 6-month period from July to December 2008 to the same period for fiscal year (FY)'08 (July to December 2007.)

Simply looking at the incoming numbers without analysis, our total volume has grown from 168,172 requests in FY'08 to 196,883 requests in FY'09 (July-December 2008.) This represents a 17% increase. On the referral side (requests sent from Minitex to other libraries), the growth has been from 82,823 requests in FY'08 to 89,975 requests in FY'09 reflecting a 9% increase. It is always of great interest to me to know where the requests are coming from and on what systems we receive them.

About 78% of all incoming requests are from three primary sources: state universities, private colleges, and public libraries. Public libraries were responsible for 50% of all incoming requests to Minitex for FY'09. It is therefore no surprise that the VDX system, from which our public library requests are received, shows our biggest rate of growth.

Requests from state universities, which are received primarily via the ALEPH system, grew by 17% between FY'08 and FY'09(July – December), requests from private college received primarily via OCLC grew by 19%, and requests via the VDX system grew by 23%.



Behind the numbers: of the 97, 953 requests sent to the Minitex office from public libraries during FY '09(July through December 2008), MELSA libraries as a group accounted for 57, 490 requests or 59%. For the same period in FY'08 it was 58%. Within the private colleges, CLIC libraries accounted for 14,987 of 35,901 total requests in FY'09. This represents 42% of the private college’s traffic to Minitex.

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There is a symbiotic relationship between Minitex and our member libraries which depends on our participating libraries to fill our referral requests. A future article will examine that relationship in detail. For statistics on traffic between your library and Minitex, please feel free to contact Obinnaya Oji at o-oji@umn.edu; (612)624-4385; (800)462-5348.

Minitex Delivery Web meetings

Kathy Drozd and Fred Finch

Minitex Delivery held its first Web-based meeting on March 24, 2009. Fred Finch and Kathy Drozd (with technical help from Minitex staff, Tammi Halverson and Beth Staats) met with library staff from the Northwestern Minnesota and Eastern North Dakota region to discuss delivery concerns.

The participants included:

- Krista Proulx, University of Minnesota, Crookston
- Diane Schmidt, Minnesota State University Moorhead
- Leah Anderson, Concordia College
- Deb Kvittum, Lake Agassiz Regional Library
- Deb Sayler, North Dakota State University

The meeting agenda took about thirty minutes, and topics included were delivery issues, schedules, tubs, and routes. The participants indicated that the meeting was worth the time spent, and from our perspective, this was a great opportunity to touch base with our participants without spending time and money on travel – important in this era of budget concerns. At this meeting, we were also anxious to hear how the Red River flooding was affecting libraries in the area.

Here are a couple of the topics that were discussed in the Web meeting that we wanted to share with you:

- To join the Minitex Delivery mailing list, please contact Fred at finch006@umn.edu. It is open to all who are interested, and we promise e-mails will not flood your inbox.
- If an item is misrouted to your library, please put a note on the item indicating why you are returning it to us so we know the item was not received at the intended borrower's library. This will help us prevent sending those items back to the lending library and further delaying service to the patron.

Over the summer, we will be looking at ways to expand these Web meetings to include Minitex Document Delivery staff.

Sending e-mail attachments to fill Minitex referral request.

Dave Paulson

Have you ever wished you could send Portable Document Format (PDF) files as email attachments to Minitex for filling our referral requests? Now you can. We have a new e-mail address just for these requests:

referrals@minitex.umn.edu.

This address is only to be used for filling requests with PDF attachments, not for messages about referrals. Please include the Minitex referral request number in the e-mail subject line.

If you are interested in using this method of sending articles to our office, please contact us before you begin. Talk to Agnes Lee at leexx050@umn.edu; 612-624-4574; or Dave Paulson at d-paul@umn.edu; 612-624-7568; (800)462-5348.

Amazon's Kindle™. Could this be the future of interlibrary loan?

Carol Nelson

Kindle™ readers are being used at the University of Nebraska to provide immediate interlibrary loan access to best sellers and other popular titles to students. Joyce Neujahr, Director of Patron Services, at the University of Nebraska-Omaha, explained how they have implemented the use of the Kindle™ in their interlibrary loan operation at the Library Technology Conference held March 18-19, 2009 at Macalester College in St. Paul.

There are currently over 260,000 Kindle™ titles available that can be wirelessly downloaded to a reader in minutes. The latest Kindles can hold up to 1500 titles. Neujahr's library has taken advantage of the Amazon offerings by purchasing nine Kindle™ readers. After one year, the library had added 104 book titles (most at a cost of \$9.99) to their Kindle™ collection.

University of Nebraska uses access to Kindle titles much like other libraries have implemented "buy versus borrow" programs in their ILL operations. Their license with Amazon allows them to move most purchased titles from one Kindle™ to another, as long as the readers are on the same account. Each device is loaded with several titles, and patrons check out the device with the title they desire.

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I borrowed the Minitex first generation Kindle™ for a week to get an idea of how a Kindle™ compares to reading print material. I found it to be easier to hold than a book and I loved the ability to change the text size – no more pesky reading glasses. At a certain point of increasing the text size, it does have a negative effect on the display, and I found myself needing to advance the screen so often it became annoying.

Just for fun, I downloaded several free electronic books in the public domain. They really did appear in just minutes. So, overall, I give the Kindle™ high marks in that aspect. On the negative side, the browser was extremely clunky, and it didn't always seem to select the correct text. I have heard that the Kindle 2™ browser is an improvement on the original.

There are some other considerations to take into account with Kindle™ books:

- E-ink is not available in color at this time. That would affect the usability of materials with photos, pictures, or some types of graphs.
- Interlibrary loan staff cannot send a requested title to a patron's personal Kindle™.
- For ILL purposes, each time a Kindle™ is lent to a patron, it must be deregistered to disconnect the unit from the account so the patron doesn't accidentally (or purposely) order titles to be charged to the library's account.
- You can't accurately cite from a Kindle™ – the pages do not match the print form, and page numbers change on the reader depending on the print size chosen.

At the University of Nebraska, patrons fill out special forms when borrowing a Kindle™, which adds to staff time. The form contains all of the special rules that go along with borrowing their Kindle™ units and a list of accessories that must be returned with the unit.

Neujahr said that students are starting to ask about textbook availability for Kindles. Students are also reading Kindle titles on their iPhones. They have experienced no mechanical or technical problems with their units to date. The e-book readers at University of Nebraska continue to gain in popularity, and patrons are now signing up on waiting lists to use them.

Free Internet resources – focus on Minnesota Historical Society's resources

Joan Krey and Joan Wollenberg

There are times when staff are unable to fill some the items requested by patrons in the format they requested. Whether the item is reference material, too fragile to loan, too long to copy, or not owned in the region, we try searching for the item's availability on the Internet. In this issue, we are focusing on the Internet resources available at the Minnesota Historical Society. At: http://www.mnhs.org/library/library_inhouse.htm, you will find links to a large variety of subjects dealing with Minnesota that may be of use to you and your patrons. In addition, check out the special sites listed here:

Periodicals: Minnesota History Bulletin (1915 – 1924) and Minnesota History (1925 – date)

<http://www.mnhs.org/market/mhspress/MinnesotaHistory/>

This periodical site has been recently added to the MHS resources. These quarterly publications by the Minnesota Historical Society Press offer articles on a variety of topics drawn from more than 150 years of state and regional history. The Web site includes the complete index and article abstracts available online, as well as full text articles. There is a full text embargo on the most recent five years.

Books: Minnesota history books

<http://www.mnhs.org/library/ebook.html>

Here you will find Minnesota history books available on the web.

Photographic Images: Photo and Art Database of the Minnesota Historical Society

<http://collections.mnhs.org/visualresources/>

Included in this database are photographs, artwork, posters, and fine art photographs from the collections of the Minnesota Historical Society. These historical collections visually represent Minnesotans, their lives, landscapes, leisure and occupations from the pre-territorial period to the present.



Dear Del ILLa.

You can now ask questions of Del ILLa on the Minitex Web site. Go to <http://www.minitex.umn.edu/docdell> and click on the links to ask Del ILLa a question.

We have also added articles on libraries from "News from libraries around the Minitex region" that were profiled in past issues of *Resource Sharing News*. Let us know if you would like to see your library featured in an upcoming edition of the newsletter. Contact Carol Nelson at cnels@umn.edu; (612)624-7879; (800) 462-5348.

IN CONSTANT DEMAND TITLES - AV Titles

May 2009

Most new release entertainment videos from the current year will not be available for loan through Minitex due to high demand at local public libraries. The titles include, but are not limited to:

Appaloosa	Reader
Australia	Righteous Kill
Bedtime Stories	Role Models
Beverly Hills Chihuahua	Secret Life of Bees
Bolt	Seven Pounds
Bride Wars	The Sisterhood of the Traveling
Caprica	Pants 2
Changling	Slumdog Millionaire
Curious Case of Benjamin Button	Stepbrothers
Day the Earth Stood Still	Taken
Doubt	Transporter 3
Eagle Eye	Twilight
Fireproof	Vicky Cristina Barcelona
Frost/Nixon	Wanted
High School Musical 3	Wrestler
Horton Hears a Who!	
Hotel for Dogs	
Kung Fu Panda	
Let the Right One In	
Little Dorrit	
Mama Mia! The Movie	
Marley and Me	
Milk	
Nights in Rodanthe	
Pineapple Express	
Pride and Prejudice	
Quantum of Solace	
Rachel Getting Married	

AV materials in the following categories, released in 2007-2009, are not available for interlibrary loan through Minitex:

- Anime DVDs
- Exercise DVDs
- Television series – DVDs of entire seasons of television programs
- Television mini-series DVDs
- Popular music CDs

IN CONSTANT DEMAND TITLES

May 2009

These titles are unlikely to be available in any format, including spoken audiocassette and CD

- 21 Nights Prince
- Act Like a Lady, Think Like a Man Steve Harvey
- Agincourt Bernard Cornwell
- Always Looking Up Michael J. Fox
- American Lion Jon Meacham
- Artisan Bread in Five Minutes a Day Jeff Hertzberg
- Ascent of Money Niall Ferguson
- The Associate John Grisham
- The Best Way to Rob a Bank Is to Own One William K. Black
- Bold Fresh Piece of Humanity Bill O'Reilly
- Bone Crossed Patricia Briggs
- Corsair Clive Cussler
- Cream Puff Murder Joanne Fluke
- Cross Country James Patterson
- A Darker Place Jack Higgins
- Dewey Vicki Myron
- Don't Look Twice Andrew Gross
- Eclipse Stephanie Meyer
- Extreme Measures Vince Flynn
- Fool Christopher Moore
- The Gate House Nelson DeMille
- Growing Up Again Mary Tyler Moore
- Guernsey Literary and Potato Peel Pie Society Mary Ann Shaffer
- Handle with Care Jodi Picoult
- Heart and Soul Maeve Binchy
- The Host Stephenie Meyer
- The Hour I First Believed Wally Lamb
- House Of Cards William D. Cohan
- How we Decide Jonah Lehrer
- The Inaugural Address 2009 Barack Obama
- Jesus, Interrupted Bart D. Ehrman
- The Last Lion Peter S. Canellos
- Lavender Morning Jude Deveraux
- Liberty And Tyranny Mark R. Levin
- A Lion Called Christian Anthony Bourke
- Lost City of Z David Grann

- The Lost Quilter Jennifer Chiaverini
- Long Lost Harlan Coben
- Lucky One Nicholas Sparks
- Malice Lisa Jackson
- Meltdown Thomas E. Woods Jr.
- Mounting Fears Stuart Woods
- The Next 100 Years George Friedman
- New Moon Stephanie Meyer
- Night and Day Robert B. Parker
- One Day at a Time Danielle Steel
- Outcast Aaron Allston
- Outliers Malcolm Gladwell
- Plum Spooky Janet Evanovich
- Private Patient P.D. James
- Promises in Death J.D. Robb
- Run for your Life James Patterson
- Scarpetta Patricia Cornwell
- The Shack: a novel William Young
- A Slobbering Love Affair Bernard Goldberg
- Smooth Talking Stranger Lisa Kleypas
- The Story of Edgar Sawtelle David Wroblewski
- Terminal Freeze Lincoln Child
- True Detectives Jonathan Kellerman
- Unaccustomed Earth Jhumpa Lahiri
- What I did for Love Susan Elizabeth Phillips
- White Witch, Black Curse Kim Harrison
- Why we Suck Denis Leary
- Wordy Shipmates Sarah Vowell
- The Yankee Years Joe Torre

In addition, Minitex is unable to fill requests for items published in 2008 for the following categories:
Romance Publishers: Aphrodisia, Avon, Bantam, Berkley, HQN books, Harlequin, Pocket Books, Silhouette

Anime, Graphic Novels, Manga
Publishers: DC Comics, Del Rey, Diamond Comic, Image Comics, Marvel, Net Comics, Tokyopop, VIZ

Books on the following topics:
Celebrity biography and autobiographies, Cookbooks (especially celebrity-authored), Diet, Disease cures, Health, How-to (investment, money, real estate, and taxes; crafts such as carpentry, jewelry-making, knitting, quilting), Iraq and the war, "Oprah" books (published in any year), Politics (by famous or celebrity politicians, journalists, or TV personalities), Regional or local history by Minnesota authors, Religion and Spirituality (on topics such as, but not limited to, apologetics, autobiography, and fiction titles), Video game strategy guides.

CALENDAR OF UPCOMING EVENTS

May 19 Eighteenth Annual Minitex Interlibrary Loan Conference
Continuing Education & Conference Center
University of Minnesota, St. Paul Campus

May 25 Holiday - Minitex office closed

July 3 Holiday – Minitex office closed

September 7 Holiday - Minitex office closed

For more calendar information, see <http://lists.minitex.umn.edu/forums/calendar.php>.



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