40 Years of Collaboration

Minitex and Minnesota Libraries, Then and Now

Bill DeJohn
Minitex Director
October 2011
40 Years of Collaboration

• **1969** Minnesota Interlibrary Teletype Experiment (MINITEX) - a 2-year pilot project to provide cost, volume and operational data to develop recommendations for a long-range statewide ILL service.

• **1971** The MN State Legislature approved funding and the Minnesota Interlibrary Teletype Exchange (MINITEX) was established at the University of MN with Alice Wilcox as Director.

“Before the teletype network, 2-3 weeks elapsed before a request was received. MINITEX has cut this to 2 days.” – Jan Schroeder, Assistant Director, Duluth Public Library, Dec. 1971
A Day in the Life of Minitex, 1971

“A visitor to MINITEX headquarters in Wilson Library on the U of M Minneapolis Campus (anyone is welcome) would see a beehive of activity. One would hear the constant receipt of requests on the TWX (sometimes more than 500 a day!). There is a bevy of student assistants fetching materials from the nearly two dozen library units of the University Library system. Couriers from CLIC and MELSA come and go. In all, upwards of 80,000 items were sent out to Minitex participants in 1971-72. More is expected in 1972-73.”

From:
MINITEX Progress Report for First Year 1971-72.
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1971 – Work begins on MULS, the Minnesota Union List of Serials

1972 - The National Union Catalog, New Serial Titles, and MULS were among the tools available to verify and locate holdings for requests.

1973 - Serials Exchange began.

1974 - A contract was signed with North Dakota, and MN and ND libraries began sharing resources.

1975 – Minitex began support of local couriers and overnight delivery of shared resources via commercial buses to libraries, in Duluth, Mankato, Moorhead, Northfield, Rochester, St. Cloud and Winona.
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1976 - Regional participation in the OCLC online cataloging system began with 18 academic libraries. Their participation was funded by a grant from the Bush Foundation.

On Dec. 21, St. Cloud State input the first Minitex OCLC record.
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**1978** – Minitex signs contract with South Dakota.

**1979** - The OCLC ILL subsystem goes online.

**1979** - MULS 2\textsuperscript{nd} Edition Revised was distributed on microfiche.

**1981** – Standards Task Force set up by Minitex & Office of Lib Dev.

**1983** – Only 11 MINITEX libraries had more than 2 OCLC terminals.
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June 1984 – Bill DeJohn became Director. PALS became operational.

1987 – Delivery moved from the Greyhound Bus system to a dedicated courier service.
- Minitex & PALS staff worked closely
Together to improve resource sharing.

1989 – Minitex staff attended “word processing” training for the first time.
We began brokering 3M tattletapes and online reference databases (DIALOG, BCR and DataStar).
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1991 – Minitex, acting as fiscal agent, in partnership with ODIN, SDLN, MnPALS, UMN, contracted for access to IAC databases – 1st consortial contract for IAC databases in the country.

This allowed users to search online catalogs & indices to electronic databases – some abstracts.

1995 – AV lending and borrowing is opened to all libraries through Minitex.
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1994 - MN Legislature established the Library Planning Task Force which was instrumental in obtaining funding for:

- **MnLINK**: replacing ILS for University of Minnesota and PALS with Ex Libris/Aleph.
- **MnLINK Gateway**
- **Minnesota Library Access Center** at U of MN
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the Library Planning Task Force Report in August 1996 called for:

• Develop statewide on-line library information system **MnLINK Gateway**
• Expand purchasing of statewide site licenses for electronic indices and full text articles. **ELM**
• Explore options for a statewide reference information referral backup network... citizens have access to quality reference services 24/7

**AskMN: The Librarian is In. (2008)**
40 Years of Collaboration

the Library Planning Task Force Report in August 1996 also called for sustaining state funding for:

• Regional public library systems (‘07 increased)
• Multicounty multitype library systems (‘07 increased)
• Document delivery, including information in both electronic and physical formats, (ELM funding increased) and
• Cooperative collections management. (nope)
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1999-2000 – Minitex negotiated RFP for three-state contract (ND, SD, MN) for electronic resources: IAC, Now Gale, Bell & Howell, and OCLC FirstSearch.

2000 – The MN Library Access Center (MLAC) opens, already 2/3 full!

2000 – Minitex Electronic Document Delivery (MEDD) was launched.

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2001 June 30th – Library Planning Task Force sunsets
2004 – MnLINK Gateway goes ‘live’ for patrons
2004 – Minitex negotiates at-a-discount access to 580 scholarly journals from Elsevier for 15 MN participating higher education libraries.
2004 – MDE receives $400,000 for ELM
2007 – Minitex receives major increase in funding & MDE receives $900,000 for ELM.
2008 – Minitex funds AskMN: The Librarian is In.

We hope that Minitex has strengthened Minnesota libraries!
Minitex 40\textsuperscript{th} Anniversary 1971-2011

- Requests for loans and copies received by Minitex in 1971-1972 \textbf{71,353}

- Requests for loans and copies received by Minitex in 2010-2011 \textbf{401,825}
Minitex Mission - Then

Strengthen Services
Facilitate Sharing
Cost Effectiveness
Provide Materials and Information
Minitex Mission - Now

Our core mission hasn’t changed in 40 years – we are still all about strengthening libraries and facilitating access to information.

Collaboration with and between libraries and other partners throughout our region is what makes it possible.
We hope you will join us this afternoon for our anniversary reception! Play Minitex Trivial Pursuit and share a story or memory in our anniversary journal. Be sure to pick up a limited edition anniversary pen at our exhibit table!

On the web:

Oral History Interviews

Interviews that help tell the story of Minitex and participating libraries and capture the voice and experience of some of our library innovators. Interviewees were asked to reflect on the early years of Minitex -- from the two-year pilot project that was the Minnesota Interlibrary Teletype Experiment (1969-1970) to the present.

Minitex Then and Now

A collection of images highlighting how much some things have changed, and how others are still very much the same.

Lots of Facebook activity (go ahead and “like” us on FB!)
Oral History Interviews

Ten interviews posted so far.

Four long-term Minitex staff members:
Bill DeJohn, Dave Paulson, Cecelia Boone, Kathy Drozd

Various library movers & shakers.

Many more still to come!
Oral History Interviews

Mike Kathman Interview

Mike Kathman is the former director of libraries at the College of St. Benedict (St. Joseph, MN) and St. John's University (Collegeville, MN). St. John's and St. Ben's was one of the 11 original participants in the pilot project that was known as the Minnesota Interlibrary Teletype Experiment (MINITEX), January 1969-June 1970.

Listen / Download

- Hide Recording Index

<table>
<thead>
<tr>
<th>Time Span</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>00:00 - 03:58</td>
<td>Mike Kathman's summary of early days of Minitex.</td>
</tr>
<tr>
<td>04:00 - 04:35</td>
<td>Tell me about your first experience working in a library.</td>
</tr>
<tr>
<td>04:38 - 05:15</td>
<td>Do you remember what first attracted you to the profession?</td>
</tr>
<tr>
<td>05:17 - 06:17</td>
<td>Minitex started as a pilot project in 1969. Can you describe what you were doing around this time?</td>
</tr>
<tr>
<td>06:19 - 07:23</td>
<td>Describe how library resources were shared at that time.</td>
</tr>
<tr>
<td>07:25 - 09:37</td>
<td>In your experience, what were some of the events that led to the idea that eventually became Minitex?</td>
</tr>
<tr>
<td>09:38 - 10:55</td>
<td>What would you like to tell me about your experience as a Minitex participating library?</td>
</tr>
<tr>
<td>10:56 - 11:53</td>
<td>Tell me about the first time you met Bill DeJohn, director of Minitex.</td>
</tr>
<tr>
<td>11:56 - 20:41</td>
<td>Can you describe a memorable event (good/bad) during your tenure as Library Director at St. John’s University? TROS (Tri-State Online System), Early beginnings of MrLINK Gateway, MLAC, Early development of Multi County, Multi Type library systems.</td>
</tr>
<tr>
<td>20:41 - 22:00</td>
<td>If you could impart some words of wisdom to library staff today, what would they be?</td>
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Listen to the interview with Mike Kathman using the built-in audio player:
Words of Wisdom from Mike Kathman

“What we do together has much greater benefit to our patrons than what we do separately.

I think that what Minitex has meant to me is cooperation – at all levels and in all ways. We all have to look at the much larger picture, and I think people are doing that and that Minitex has played a key role in helping us think that way.”
Minitex Then and Now

Minitex Delivery: Then

Every day, we packed tubs, and then drove them down to the Greyhound bus station. During the winter around the holidays, the lines were very long and we would send two people and stand there holding the tubs. The point was overnight delivery!!!

During this time we sent one box via Greyhound to each major city. One of the libraries took the responsibility to drive down to their Greyhound bus station and pick up their tubs for routing to libraries in their city and to bring down the one tub to get on Greyhound for us to pick up.

Each box was painted a distinct color and that helped for sorting purposes. Some cities, St. Cloud on very busy days, had two boxes. We moved from using beer boxes, to purchasing boxes from Chippewa Water.

To hear more about Minitex Delivery Services in the early years, listen to an oral history interview with Kathy Drozd.
“Like” Minitex on Facebook

MINITEX Library Information Network

In addition to posting our "Then and Now" photos on our Facebook Page, we’ve created an online slideshow on the Minitex website. We’ll be continually updating the slideshow with new content over the next year. Check it out at: http://www.minitex.umn.edu/40th/Slideshow

Every day, we packed tubs, and then drove them down to the Greyhound bus station. During the winter around the holidays, the lines were very long and we would send two people and stand there holding the tubs....

306 Impressions · 0.33% Feedback
Like · Comment · Share · September 9 at 5:09pm

Jennifer Wenner likes this.
### Resource Sharing Activity

**University of Minnesota Libraries**

- Provided from the University of Minnesota Twin Cities Campus Libraries Collections FY91 -- FY11

<table>
<thead>
<tr>
<th>Activity</th>
<th>FY91--FY11</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copies</td>
<td>2,092,534</td>
<td>76%</td>
</tr>
<tr>
<td>(average 99,644/month)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loans</td>
<td>677,196</td>
<td>24%</td>
</tr>
<tr>
<td>(average 32,247/month)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Total</td>
<td>2,769,010</td>
<td>and counting</td>
</tr>
<tr>
<td>*Average</td>
<td>131,858</td>
<td>/ month</td>
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</tbody>
</table>

*We are digging into archives to find the copies/loans for FY71 through FY90 and will probably add another 1 million to this total.*
### Resource Sharing

#### Five Top Minnesota libraries

<table>
<thead>
<tr>
<th>Top Requesting Libraries to Minitex FY11</th>
<th>Top Referral Libraries from Minitex FY11</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hennepin Co. Lib.</strong> 41,090</td>
<td>MN State Univ. Mankato 7,820</td>
</tr>
<tr>
<td><strong>St. Cloud St Univ.</strong> 15,331</td>
<td>Dakota Co. Lib. 6,178</td>
</tr>
<tr>
<td><strong>Dakota Co. Lib.</strong> 14,593</td>
<td>Great River Reg Lib 5,689</td>
</tr>
<tr>
<td><strong>St. Paul Public Lib</strong> 14,175</td>
<td>Pioneerland Lib. System 4,950</td>
</tr>
<tr>
<td><strong>SELCO</strong> 10,464</td>
<td>St. Paul Public Library 4,882</td>
</tr>
<tr>
<td><strong>Great River Regional Lib</strong> 10,236</td>
<td>St. John’s U/St. Benedict 4,514</td>
</tr>
<tr>
<td><strong>East Central Regional Lib</strong> 9,638</td>
<td>Rochester Public Lib 4,444</td>
</tr>
<tr>
<td><strong>St. John’s U/St. Benedict</strong> 9.494</td>
<td>Traverse des Sioux Lib Sy 3,882</td>
</tr>
<tr>
<td><strong>Ramsey Co. Public Lib</strong> 9,199</td>
<td>Ramsey Co Pub Lib 3,715</td>
</tr>
<tr>
<td><strong>Macalester College</strong> 8,518</td>
<td>St. Cloud State Univ 3,321</td>
</tr>
</tbody>
</table>
## Resource Sharing in the Region

### Request processing

<table>
<thead>
<tr>
<th>U of MN Libraries</th>
<th>Referrals</th>
</tr>
</thead>
</table>
| • Average Supply days  
  • Same day fills | • Average supply days  
  • Depends upon library |
| • Loans fill rates-83% | • Check Availability before any referrals |
| • Photocopies fill rates-91% | • Loans fill rates-70% |
|                   | • Photocopies fill rates 88% |
## Feedback On Interlibrary Loan From Users

- I could not have written the book I am now completing without ILL services!!
- The interlibrary loan privilege is a wonderful program. Thank you for your generosity in sharing your books and materials with other library systems in the state.
- **ILL has been a life saver professionally. Essentially, I would have no professional development without ILL. ILL has been vital to efforts in publishing, academic refereeing, and course development**

- I received material to help document a Wikipedia article, so Wikipedia users in general can benefit from the information.
- It's invaluable in my research. I could not publish without it. The service is very fast.
- Many of the documents I order are only owned by a few libraries across the country, for example articles out of early 20th century newspapers or scholarly research reports, and I would have to do without these resources if my library did not provide interlibrary loan services.

- I have saved money with ILL, I would have had to purchase the articles otherwise
- **I loved this service. I was able to retrieve old journal articles right from my computer at home.**
- Essential for my work as a college professor.
### Feedback On MnLINK Gateway From Users

<table>
<thead>
<tr>
<th>Region</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Central Minnesota</td>
<td><strong>MnLINK helps you connect with other libraries and get books that you couldn't get in your regular library. My home town library is very small</strong> with only a few thousand books, with the wonderful help of MnLINK I can get any book I want!</td>
</tr>
<tr>
<td>Southeastern Minnesota</td>
<td><strong>A friend told me about MNLink and it seemed too good to be true!</strong> Using MNLink to borrow books my library and cooperating regional libraries don't own has saved me from spending lots of money on amazon. Many of these books have helped me tremendously. I honestly believe nothing we can buy or borrow has the power to change people's lives like books can. Thank you for this incredible service!</td>
</tr>
<tr>
<td>Twin Cities Metropolitan Area</td>
<td><strong>I am very grateful for the opportunity to borrow materials through MnLINK.</strong> I often get books in genres not as readily available in my county library system. Thank you!</td>
</tr>
<tr>
<td>Central Minnesota</td>
<td><strong>We are a home school family that used Literature for our curriculum.</strong> Unfortunately, not all books on our list are in our local ... library. We've been blessed to order from all over the state of MN and learn about other cities within the state at the same time.</td>
</tr>
<tr>
<td>Southeastern Minnesota</td>
<td><strong>This summer I took an online course about Interactive ReadAlouds through AASL of the American Library Association and</strong> needed several professional texts that weren't available within our regional system. It was easy to order those titles through MnLINK, and even easier to pick them up at my local library. I was grateful, both to be able to use the books for my studies, and also for the opportunity to preview them as possible additions to my school's professional collection.</td>
</tr>
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</table>
Feedback On MnLINK Gateway From Users

- **Region:** Northwestern Minnesota

I am AMAZED! Our book study is studying Walter Wink's: "The Human Being: Jesus the Enigma of the Son of the Man"; and Wink continually cites an author Edward L. Carpenter. A quick google search produces more curiosity than can be gained from internet search. This all happens Tuesday evening. **Late Tuesday evening, I search KRL for Carpenter's 1912 book, "Towards Democracy". No book. I search MNLink immediately. Results: All University of Minnesota campuses have this book, as does Hennepin County. With the MN State shutdown, I better trust Hennepin County. This morning as I checked my email at 8:15 am, my Bemidji Public Library notified me the book: "Towards Democracy" was in Bemidji. I picked the book up as the library opened one hour later. THIS is SERVICE. This is beyond amazement that anything can happen this quickly in any business. AND I didn't have to pay overnight shipping or extra for less than 3 day service. Truly I am grateful for knowing I can get any book in Minnesota, right here in Bemidji, and sometimes in less than 3 days. *(msg sent on Friday)*
Staff Development Opportunities
Staff Development

- Staff development is very important to us at Minitex, not only within our office, but within the three-state region. One of the ways we meet our mission is to provide:

  *Training, continuing education, and professional development for library staff members so libraries can serve their users more efficiently and effectively.*

- We are a firm believer in recognizing staff as ‘vital assets’ in a library organization and doing more than giving lip service to this notion.

- One way we do this is to subscribe to several sites to bring teleconferences into the three-state region....
### Special Regional Webinars being Planned FY12

- **Copyright** -- relating to 1) digitization & digital rights, and 2) interlibrary loan.
  
  *Nancy Sims, Copyright Program Librarian, University of Minnesota Twin Cities Campus.*

- **Cooperative collection management**, print storage collaboration; information on overlaps of digitized books and books held in Minitex libraries.
  
  *Mary Miller, Collection Management and Preservation Strategist, University of Minnesota Libraries & Sam Demas, Consultant.*
College of DuPage/Library Learning Network Teleconferences

- Minitex will again license the 2012 series of College of DuPage/Library Learning Network teleconferences for the entire Minitex three-state region once DuPage decides what they are going to present.

- “College of DuPage and the Library Learning Network are planning two Library Futures teleconferences this season, beginning in 2012. Dates are yet to be determined. Detailed information on those two programs will be posted as soon as it is available. During this transition, the Library Futures staff is carefully reviewing your feedback from last season in order to develop programs that will be most beneficial to you... We are busy planning the finest continuing education and professional development programming to a nationwide community of library professionals for the spring of 2012 “from the DuPage website.”

- Look for announcements on the Minitex E-lists. We encourage you to host downlink sites in your area. This is a great way to bring you and your library staff together for professional development & feel free to invite staff from other nearby academic, special, and school libraries. contact Matt Lee, leems001@umn.edu or 800-462-5348 If you wish to be a regional/local site. We help publicize your sites – please acknowledge that these sessions are provided by Minitex.
# National Information Standards Organization's (NISO) 2011 webinar series

<table>
<thead>
<tr>
<th>Topic</th>
<th>Date</th>
<th>Time</th>
<th>Central Time</th>
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<tbody>
<tr>
<td><strong>Data: Supplemental Materials (Part 1)</strong></td>
<td>Wednesday, October 12, 2011, 12:00 PM – 1:30 PM</td>
<td>Central Time</td>
<td></td>
</tr>
<tr>
<td><strong>Data: Technical Management (Part 2)</strong></td>
<td>Wednesday, October 19, 2011, 12:00 PM – 1:30 PM</td>
<td>Central Time</td>
<td></td>
</tr>
<tr>
<td><strong>New Discovery Tools</strong></td>
<td>Wednesday, November 9, 2011, 12:00 PM – 1:30 PM</td>
<td>Central Time</td>
<td></td>
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<tr>
<td><strong>Assessment Metrics</strong></td>
<td>Wednesday, December 14, 2011, 12:00 PM – 1:30 PM</td>
<td>Central Time</td>
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### Statewide Database Contracts

- **Cost to license ELM resources for statewide access**: $2,243,601
  - Minitex funding through Office of Higher Education: $1,343,601
  - Funding through Department of Education: $900,000

- **Note**: does not include instructional/staff support costs for Minitex and local libraries.

- **This allows the *leveraging of local dollars* so libraries can subscribe to more customized databases for their users**
  - WorldCat PLUS FirstSearch’s Base Package,
  - Gale’s Informe,
  - Encyclopedia Britannica,
  - Gale K – 12 Resources
  - EBSCO’s Databases
  - ProQuest’s Newstand Complete

- **Minitex negotiated a ‘no increase in price’ for first years of a three-year contract which has helped us all.**
ROLE OF LIBRARIES PRE-K – 20 & BEYOND: LIFELONG LEARNING

• You may recall I showed the following graphic to show how an individual goes through life and has accessible to him/her libraries, especially the public library into Lifelong Learning.

• Audience would be
  • EDUCATORS
  • ADMINISTRATORS
  • STATE AND LOCAL GOVERNMENT OFFICIALS
  • OTHERS

• LIBRARY STAFF ‘GET IT’ but not everyone else does until you explain it. Now I have another one under way...
Reaching the Goal: The Applicability and Importance of the Common Core State Standards to College and Career Readiness

- September 2011. From a college faculty member:
  - “I do not see any standards missing, but the primary issue we encounter with students is the challenge of critical thinking and applying knowledge to specific situations. Students are very good at memorizing, but need more help with synthesis, analysis, and application of information.” (problem solving/critical thinking/reasoning, and practical application)
- [https://www.epiconline.org/standardsvaliditystudy](https://www.epiconline.org/standardsvaliditystudy)
The ERIAL Project, a two-year ethnographic study of the student research process.

- At Illinois Wesleyan University, “The majority of students -- of all levels -- exhibited significant difficulties that ranged across nearly every aspect of the search process,” according to researchers there. They tended to overuse Google and misuse scholarly databases. They preferred simple database searches to other methods of discovery, but generally exhibited “a lack of understanding of search logic” that often foiled their attempts to find good sources.

- However, the researchers did not place the onus solely on students. Librarians and professors are also partially to blame for the gulf that has opened between students and the library employees who are supposed to help them, the ERIAL researchers say. Librarians tend to overestimate the research skills of some of their students, which can result in interactions that leave students feeling intimidated and alienated. Some professors make similar assumptions, and fail to require that their students visit with a librarian before embarking on research projects. And both professors and librarians are liable to project an idealistic view of the research process onto students who often are not willing or able to fulfill it.

- http://www.erialproject.org/
AskMN: The Librarian is in (Minnesota)
6 public libraries; 9 academic libraries

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Questions</th>
<th>MN Patrons</th>
<th>Non-MN Patrons</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY08*</td>
<td>455</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>FY09</td>
<td>7,654</td>
<td>38%</td>
<td>62%</td>
</tr>
<tr>
<td>FY10</td>
<td>18,701</td>
<td>29%</td>
<td>71%</td>
</tr>
<tr>
<td>FY11</td>
<td>22,056</td>
<td>18%</td>
<td>82%</td>
</tr>
</tbody>
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*Partial year data, April – June 2009
### Final Observations on 40 years of Collaboration

- **40 Years of Collaboration** has resulted in more effective and efficient services to library patrons.
- **Minitex is a resource sharing program** of the University of Minnesota Twin Cities Campus and the MN Office of Higher Education.
- **Our Minnesota Legislative** state funding provides us with a base to reach out and provide services to the entire region.
- **We look forward** to being around for the next 40 years, though Minitex may look different, depending upon how you, local library directors & staff, evolve your libraries in your communities and campuses in order continue to serve your users effectively & efficiently.
Final Observations

• **We stand ready** to provide services you may need that fit our mission of collaboration and cooperation in the Upper Midwest.

• **We need to work together** to fill information needs of our users.

• **We have a long history** of working together across state boundaries in this Upper Midwest Region.

• Let’s be sure we are **building our staff’s skills sets** since most libraries can’t add more staff.

• We continually need to improve our processes, both at Minitex and in each of your libraries. Change is necessary even if some staff don’t want to. So, don’t hesitate to make suggestions to your colleagues **and to the Minitex staff**.
Collaboration has worked for over 40 years in the Minitex region and is alive and well!