40 Years of Collaboration

Minitex and South Dakota 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.

  (She served until Nov. 1982)

“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.
40 Years of Collaboration

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.

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.
40 Years of Collaboration

1976 - Regional participation in the OCLC online cataloging system began.

On Dec. 21, St. Cloud State input the first Minitex OCLC record.

1978 – A contract for Minitex services was signed with the South Dakota State Library.

There were 11 participating SD institutions:

- Alexander Mitchell Public Library
- Black Hills State College
- Dakota State College
- Northern State College
- Rapid City Public
- Sioux Falls College
- Sioux Falls Public
- SD School of Mines & Technology
- SD State Library
- SD State University
- USD, Springfield
- USD - I.D. Weeks Library
- USD - Lommen Health Sciences Library
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1978 – A $25,000 grant from the Bush Foundation supported the production of SD Union List of Serials as a subset of MULS.

1979 - The OCLC ILL subsystem goes online.
SD Historical Resource Center, SD State Library and USD were undergoing reclassification projects.

1979 - MULS 2nd Edition Revised was distributed on microfiche.

1983 – Only 11 MINITEX libraries had more than 2 OCLC terminals.
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1980’s – PALS being developed at Mankato St. Univ

June 1984 – Bill DeJohn became Director.
PALS became operational.
8 SD libraries transferred their affiliation from BCR to Minitex

Minitex staff worked with PALS staff in developing ILL system

40 Years of Collaboration

1988 – South Dakota Legislature appropriates $575,000 to fund SDLN using UNISYS/PALS system

1988 ++ Minitex worked with library staff in using the ILL system to send & receive requests, replacing Teletypewriters.

1989 - Minitex began brokering 3M tattletapes and online reference databases (DIALOG, BCR and DataStar).
40 Years of Collaboration

South Dakota Delivery System: story

Once Ellsworth Airforce Base became a primary stop, before 9/11, courier driver would deliver on base; pass the inspection; leave items with the library. The library would sort material into one tub for Black Hills State Univ and a faculty member who must hav been on base, would put it in his truck and drive it bafck to Spearfish.

----- Kathy Drozd
40 Years of Collaboration

1990 – FAX service began as a trial project for Document Delivery

1991 – Minitex, acting as fiscal agent, in partnership with SDLN, ODIN, MnPALS, UMN, contracted for access to IAC databases – 1st consortial contract for IAC databases in the country.

1994 – Minitex began using the Windows version of Ariel to send articles electronically to several South Dakota libraries.

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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 – Minitex Electronic Document Delivery (MEDD) was launched.

2000-2001 – Minitex arranges for NetLibrary E-Book collections to be available in the three state region.
40 Years of Collaboration

2000 – 2004 – I-Hyway -20 Librarians group met regularly to discuss common issues like delivery

2004 – Minitex negotiates at-a-discount access to 580 scholarly journals from Elsevier for 18 participating libraries including *includes U of South Dakota

2004-05 – SDLN switches to Aleph. Minitex works with SDLN to use Aleph ILL and/or OCLC ILL
40 Years of Collaboration

**Minitex staff** - SDLN staff; ODIN staff & MnPALS
Staff have monthly conference calls to coordinate.

**2011** – 23 SD libraries are full OCLC Cataloging users, and 49 use CatExpress.

We hope that Minitex has strengthened South Dakota 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.
Anniversary Fun

http://www.minitex.umn.edu/40th/

SDLA
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.

No South Dakotans, ...yet!

Many more still to come!
Mary Rae Oxborrow Interview

Mary Rae Oxborrow was one of the first full-time professional staff to be hired at Minitex in 1969. In the interview she describes what it was like to work with Minitex’s first director, Alice Wilcox; her main role at Minitex in bibliographic problem solving; a Halloween South Dakota trip gone bad on Needles Highway near Rapid City; early technology used at Minitex for sending interlibrary loan requests (for example, teletype machines); staff parties; Minitex office locations during the pilot project and beyond; and the first Minitex logo, the winged messenger.

Listen / Download

- Hide Recording Index

<table>
<thead>
<tr>
<th>Time Span</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>00:00 - 01:13</td>
<td>Can you tell me about your first experience working in a library?</td>
</tr>
<tr>
<td>01:14 - 02:50</td>
<td>Do you remember what first attracted you to the profession?</td>
</tr>
<tr>
<td>02:50 - 03:43</td>
<td>Minitex started as a pilot project in 1969. Can you describe what you were doing around this time?</td>
</tr>
<tr>
<td>03:44 - 05:35</td>
<td>What was your role when you started working here?</td>
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<tr>
<td>05:35 - 05:56</td>
<td>Do you remember who you worked with in MULS at the time?</td>
</tr>
<tr>
<td>05:56 - 06:02</td>
<td>When did you leave Minitex?</td>
</tr>
<tr>
<td>06:03 - 09:18</td>
<td>Can you describe a memorable event, whether it was a good one or a bad one, during your time at Minitex?</td>
</tr>
<tr>
<td>09:16 - 10:00</td>
<td>What was it like working with Alice Wilcox (1st Minitex Director)?</td>
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<tr>
<td>10:00 - 11:40</td>
<td>If you could impart some words of wisdom to library staff today, what would they be?</td>
</tr>
<tr>
<td>11:40 - 14:34</td>
<td>Is there anything else that you would like to bring up during this interview? Additional topics discussed include: early Minitex staff parties, Minitex office locations during the pilot project and the early years, the first winged Messenger Minitex logo.</td>
</tr>
<tr>
<td>14:34 - 17:02</td>
<td>What do you remember about the technology that you were using at the time?</td>
</tr>
<tr>
<td>17:02 - 17:55</td>
<td>Can you tell me anything about what Minitex was using at that time to move materials to libraries?</td>
</tr>
</tbody>
</table>

Listen to the interview with Mary Rae Oxborrow using the built-in audio player:
Words of Wisdom from Doris Ott, former North Dakota State Librarian

“No one can do everything, but everyone can do something. Partnerships are the highest thing on my priority list, and I think they should be for all librarians. It’s the way that libraries are going to continue to succeed and to become stronger and stronger.”

Doris Ott Interview

Doris Ott served for eight years as North Dakota State Librarian (2002-2010). A native of Carson, ND, Ott graduated from Dickinson State University, and earned her MLS from George Peabody College (now, Vanderbilt University) in Nashville. She started her professional librarian career as an Assistant Professor of Library Science at Dickinson State, was the first librarian at Magic City Campus in Minot, and held positions at a school library and a public library in Indiana before returning to North Dakota in 1986. From 1986-2002 she worked at the North Dakota State Library and held various positions before being named State Librarian in 2002.

Listen / Download

- Show Recording Index
  A guide to the segments and topics covered in the interview.

Listen to the interview with Doris Ott using the built-in audio player:
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
Organization · Minneapolis, Minnesota · Edit Info

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

Minitex Then and Now
www.minitex.umn.edu
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.
Write a comment...
## Resource Sharing Activity

### FY09 FY10 FY11

**South Dakota Interlibrary Loan Activity to Minitex FY11**

<table>
<thead>
<tr>
<th>Compared</th>
<th>FY09</th>
<th>FY10</th>
<th>FY11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minitex</td>
<td>15,935</td>
<td>14,026</td>
<td>12,587</td>
</tr>
<tr>
<td>Filled</td>
<td>12,874</td>
<td>11,061</td>
<td>9,490</td>
</tr>
<tr>
<td>Percentage Filled</td>
<td>81%</td>
<td>79%</td>
<td>75%</td>
</tr>
</tbody>
</table>

**Minitex Referrals to South Dakota Libraries FY11**

<table>
<thead>
<tr>
<th>Compared</th>
<th>FY09</th>
<th>FY10</th>
<th>FY11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minitex</td>
<td>2,910</td>
<td>5,308</td>
<td>4,263</td>
</tr>
<tr>
<td>Filled</td>
<td>1,965</td>
<td>2,910</td>
<td>2,512</td>
</tr>
<tr>
<td>Percentage Filled</td>
<td>68%</td>
<td>55%</td>
<td>59%</td>
</tr>
<tr>
<td>Top Requesting Libraries FY11</td>
<td>Top Referral Libraries from Minitex FY11</td>
<td></td>
<td></td>
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<tr>
<td>-----------------------------</td>
<td>----------------------------------------</td>
<td></td>
<td></td>
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<tr>
<td>SDSU</td>
<td>USD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3,523</td>
<td>668</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SD St. Lib</td>
<td>SDSU</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1,728</td>
<td>537</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alex Mitchell P.L.</td>
<td>Alex Mitchell P.L.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1,167</td>
<td>365</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USD</td>
<td>Augustana College</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1,163</td>
<td>293</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SD Sch Mines &amp; Tech</td>
<td>Brookings P.L.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>626</td>
<td>285</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brookings P.L.</td>
<td>Northern State Univ</td>
<td></td>
<td></td>
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<tr>
<td>577</td>
<td>235</td>
<td></td>
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</tbody>
</table>
Resource Sharing in the Region

Request processing

U of MN Libraries

- Average Supply days
  - Same day fills
- Loans fill rates-83%
- Photocopies fill rates-91%

Referrals

- Average supply days
  - Depends upon library
- Check Availability before any referrals
- 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.
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.*
• 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.
• **Data: Supplemental Materials (Part 1)**
  *Data – Part 1*
  Wednesday, October 12, 2011, 12:00 PM – 1:30 PM (Central Time)

• **Data: Technical Management (Part 2)**
  *Data – Part 2*
  Wednesday, October 19, 2011, 12:00 PM – 1:30 PM (Central Time)

• **New Discovery Tools**
  Wednesday, November 9, 2011, 12:00 PM – 1:30 PM (Central Time)

• **Assessment Metrics**
  Wednesday, December 14, 2011, 12:00 PM – 1:30 PM (Central Time)
Regional Statewide Database Contracts

- Statewide databases available and savings –
  - Minitex includes South Dakota in its RFP for databases. RFP requires pricing on ‘Statewide’ basis.
  - This allows the *leveraging of local dollars* so libraries can subscribe to more customized databases for their users
  - South Dakota State Library pays for:
    - WorldCat PLUS FirstSearch’s Base Package,
  - SDLN pays for:
    - Gale K – 12 Resources
    - EBSCO’s Databases
  - Minitex negotiated a ‘no increase in price’ for first years of a three-year contract which has helped us all. Potential for increases for FY13.
Cooperative Purchasing & Group Discounts for licensed resources

- **Approximate Cost Savings for South Dakota Libraries FY11**
  - List Price for libraries $3,879,824.00
  - Library Price $1,082,396.00 28%
  - Cost Savings Approximately $2,797,428.00 72%
  * majority of savings for academic libraries

**TRIALS This Fall:**
- **Take a look** at the e-resources available at discounted Minitex pricing!
- Access to trials is available now through November 11, 2011:
  - Streaming Video: Alexander Street Press, American Psychological Association, Films on Demand
  - ebooks: EBSCO, Gale, Project MUSE
  - Archives and Social Sciences: EBSCO, Gale, Plunkett, ProQuest Research
  - K-12 and Public Resources: Britannica, Gale, ProQuest
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…
ROLE OF LIBRARIES PRE-K – 20 & BEYOND: LIFELONG LEARNING

Pre-School Library/Day Care/Parents
• ELM, MnLINK Gateway
• Partnerships with Minnesota Braille and Talking Book Library

Public Library
• Storytime
• Early Literacy Programs
• Local Library Resources
• Activities When There is ‘No School’
• Support Home Schooling
• Access to Internet
• ELM, MnLINK Gateway
• Partnerships with Minnesota Braille and Talking Book Library

School Library
• Information & Technology Literacy Curriculum
• Partner with Teachers to Improve Learning & Communication Using Technology
• Local Print, Media & Online Resources
• Partnership with School Reading Curriculum
• Partnerships with Public Library
• After School Programs
• ELM, MnLINK Gateway, Minnesota Reflections, AskMN
• Partnerships with Minnesota Braille and Talking Book Library

Public Library
• Reading & “After School” Programs
• Event Programming
• Homework Help
• Computer Literacy
• Access to Internet
• Activities When There is ‘No School’
• Local Library Resources
• Support Home Schooling
• Partnerships with School Library
• ELM, MnLINK Gateway, Minnesota Reflections, AskMN
• Partnerships with Minnesota Braille and Talking Book Library

School Library
• Information & Technology Literacy Curriculum
• Partner with Teachers to Improve Learning & Communication Using Technology
• Local Print, Media & Online Resources
• Partnership with School Reading Curriculum
• Partnerships with Public Library
• After School Programs
• ELM, MnLINK Gateway, Minnesota Reflections, AskMN, Research Project Calculator
• Partnerships with Minnesota Braille and Talking Book Library

Public Library
• Local Library Resources
• Access to Internet
• Interlibrary Lending/Borrowing Service
• ELM, MnLINK Gateway, Minnesota Reflections, AskMN, Research Project Calculator
• Partnerships with Minnesota Braille and Talking Book Library

Academic Library
• Supporting Teaching & Learning
• Local Library Resources
• Interlibrary Lending/Borrowing Service
• Partnerships with Public Library
• ELM, MnLINK Gateway, Minnesota Reflections, AskMN, Research Project Calculator
• Partnerships with Minnesota Braille and Talking Book Library

Public Library / Special or Corporate Library
• Adult/Continuing Education
• Reading Programs
• Access to Internet
• Event Programming
• Career & Small Business Development Resources
• Local Library Resources
• Collaboration with Local School & Academic Libraries
• Interlibrary Lending/Borrowing Service
• ELM, MnLINK Gateway, Minnesota Reflections, AskMN, Research Project Calculator
• Partnerships with Minnesota Braille and Talking Book Library

Parental & Teacher Support

Library Staff Support

www.mnknows.org
Dig Deeper @ Your Library

Updated 6/21/10 Questions?
Bill DeJohn, Director, w-dejo@umn.edu

Minnesota Libraries Collaborate to Serve Minnesotans

Graphic by Jennifer Hootman
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)
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.

LIBRARIES: PREPARING STUDENTS FOR COLLEGE AND WORKFORCE.

Pre-K

School Library

Critical thinking skills
Research help
Help w/ searching Google, ELM, etc
Curriculum support
Teacher education, development

Academic Library

Access to Internet
Software courses
Reader advisory
Help w/ searching databases.

Public Library / Workforce

Access to Internet
Software courses
Reader advisory
Help w/ searching databases.

Public Library

Access to Internet
Software courses
Reader advisory
Help w/ searching databases.

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Help w/ searching databases.

Public Library

Access to Internet
Software courses
Reader advisory
Help w/ searching databases.

South Dakota can use as an Example.

ELECTRONIC LIBRARY FOR MINNESOTA
MNLINK GATEWAY
MINNESOTA DIGITAL LIBRARY
ASKMN, THE LIBRARIAN IS IN
RESEARCH PROJECT CALCULATOR
LIBRARY STAFF SUPPORT

South Dakota can use as an Example.
AskMN: The Librarian is in (Minnesota)

6 public libraries; 9 academic libraries

*Partial year data, April – June 2009

- FY08*: 455
- FY09: 7,654 (62%) Questions received from MN patrons, 38% Questions received from non-MN patrons
- FY10: 18,701 (29%) Questions received from MN patrons, 71% Questions received from non-MN patrons
- FY11: 22,056 (18%) Questions received from MN patrons, 82% Questions received from non-MN patrons

* Minitex
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!