Minitex completed its 39th year as a state-funded program during FY11 (July 1, 2010 - June 30, 2011), and it was a challenging year on many fronts. FY11 started with a one-time annual reduction of $205,000 from the base appropriation with the likelihood of further reductions for FY12/FY13. Reflecting the continuing problems in the Minnesota economy, Minitex ended FY11 with a 7.2% permanent reduction from the base budget of $6,031,000 (i.e., the sum of Minitex and MnLINK Gateway appropriations). Responding to the budget constraints that were projected for future state appropriations, staff reviewed all Minitex units and activities with the goal of making process improvements and finding efficiencies, cost savings, technological solutions, and administrative savings.

During the year, we continued to work to provide the level of services that staff of participating libraries have come to expect from Minitex. Where possible, we considered reductions in staffing and hours of operations; we explored reduction or elimination of subsidies supporting scholarly online resources and other possible program changes. Going forward we will attempt to minimize the effect, wherever possible, on our operations while striving to achieve planned operational reductions over the next three years.

This Facts & Figures document covers some of the year’s high points, including:

- an increase in ELM instructional offerings,
- continuing contractually required services during a University of Minnesota staff furlough at the end of December 2011,
- conferences and regional webinars,
- receiving state funding for the Minnesota Digital Library,
- expanded vendor options for discounts for libraries, and
- receiving over 400,000 requests for loans and copies for the fourth year in a row.

It is an indication of the strength of our great staff that, while budgets were static or being reduced, they were able to continue to provide expected services. During the last quarter of FY11, we started to plan to celebrate Minitex’s 40 years as an information and resource sharing program of the Minnesota Office of Higher Education and University of Minnesota Libraries in FY2012 -- with the expectations that we will be celebrating many more years of service to Minitex participating libraries and library users.

Bill DeJohn, Director
Minitex Overview: Fiscal Year 2011 (July 1, 2010-June 30, 2011)

During FY11, Minitex enjoyed another successful year in carrying out its mission to help participating libraries become more efficient and effective in filling the information needs of their users as well as improving access to the ever expanding world of information resources.

We continued to provide leadership in collaboration among all types of libraries in the areas of statewide resource sharing, cooperative purchasing and discounts, instructional activities, physical and electronic information delivery, innovation, and virtual reference.

Minitex completed its 39th year as an information and resource sharing program of the Minnesota Office of Higher Education and University of Minnesota Libraries during FY11 and will celebrate its 40-year anniversary during FY12. Minitex began as a pilot project in December 1969 and operated as a pilot until June 1971 when it obtained state legislative funding.

Minitex is a publicly supported network of academic, public, state government, K-12 schools and special libraries working collaboratively to improve library service by making library resources accessible to residents of Minnesota, North Dakota, and South Dakota. Minitex also has reciprocal arrangements with Wisconsin Interlibrary Services (WiLS) at the University of Wisconsin, Madison, and significant resource sharing occurs between libraries in Minnesota and Wisconsin.

Fiscal Year 2011 saw important advances for Minitex on several fronts, in particular:

- Growth in the use of ELM, MnKnows, and other electronic information tools, including the Research Project Calculator.
- Implementation of an automated verification process that led to significant workflow improvements and time savings for the Minitex unit that processes resource sharing requests for library users.
- Continued growth in the number of training, instruction, and professional development opportunities offered through conferences, in-person training sessions, and online webinars.
- A focus on preservation through activities related to the Minnesota Digital Library and the inclusion of more participating organizations, digitized objects, and resources in the MDL’s Minnesota Reflections collection.

Minitex continued its work of generating cost savings for libraries throughout the Minitex region in FY11 through consortial purchase agreements that reduced the cost of a wide array of electronic resources and libraries supplies for participating libraries. Total cost savings, regionwide, were calculated at more than $89 million. Total savings for Minnesota libraries were more than $83 million.
Growth and Redesigned Access and Logo for the Electronic Library for Minnesota (ELM)

The Electronic Library for Minnesota (ELM) provides a collection of research and information resources and databases to be used by Minnesota residents throughout their years in K-12 schools and higher education and beyond, in their daily work, and in their daily life. Available through K-12 school, public, academic, special, and state government libraries or the new, improved ELM Portal (elm4you.org), ELM provides a core group of resources available to Minnesotans regardless of their location or affiliation with an educational institution. During FY11, there were over 23 million searches of ELM e-resources, compared to over 17.7 million searches in FY10.

Debuting in July 2010, the new ELM Portal provides targeted access options for users to begin the search process. Students, teachers, and librarians may use special tabs to begin their exploration of ELM, and another tab provides a search process geared to the general user. Other tabs allow the searcher to identify a specific topic, specify a type of content, or use A-Z lists to search for specific databases or publications.

During FY11, in addition to the new ELM Portal, new ELM projects made it possible for:

- Teachers and educators to have a single point of entry to content from select ELM databases to support the teaching of Minnesota K-12 academic standards, http://elm4you.org/standards. Teachers may locate the state standard they are building into their curricula and click into article-level content to support the curricula in their classrooms.

- Minnesota libraries to create a customized version of the ELM collection—selecting those databases of most relevance to their users and branding their selected collection with their library information, http://elm4you.org/personalized.

In addition to linking Minnesotans to the extensive collection of electronic journals, databases, and other electronic resources that make up ELM, the new ELM Portal provides links to Minnesota’s statewide online library services:

- MnLINK, Minnesota’s statewide virtual library that connects users to Minnesota’s libraries;

- AskMN, the live interactive chat service that allows Minnesotans to converse with a librarian any time, 24/7;

- Minnesota Reflections, the collection of more than 80,000 digitized photos, images, and documents that tell the story of Minnesota’s history and culture; and

- The redesigned Research Project Calculator (RPC).

Minnesotans have provided many comments illustrating the importance of ELM for a wide range of users. Since we are a rural school in a small K12 district, having access to ELM databases is vitally important for our students and staff. We don’t have the financial resources to purchase subscriptions to these databases on our own.

St. Paul Public Schools eliminated all subscription databases and online resources due to budget cuts. This school year we are relying on ELM resources to provide reliable online resources for our students.

I work with MBA graduate students in our School of Business. As students near the end of the degree program I... remind them... [to] keep up on business research post-graduation by using Business Source Premier Database through ELM and their local Minnesota public library.
The RPC provides students in middle and secondary schools, colleges, and universities with a structured way and resources needed to succeed on projects ranging from papers to oral presentations with slides to videos. The RPC software is available to educational institutions or other organizations that would like to adapt it for their use. Organizations across the country and abroad now use customized versions of the RPC.

The MnKnows website (http://www.mnknows.org/) also provides single-site access to ELM, AskMN, Minnesota Reflections, RPC, and the MnLINK Gateway.

ELM is supported through funds appropriated to the Minnesota Office of Higher Education and Minnesota Department of Education for Minitex and State Library Services, respectively, to provide electronic access to general information databases. The Legislative intent for this appropriation is to provide the best access to information resources across the educational spectrum on a statewide basis. Access is possible both in Minnesota libraries and remotely from home, businesses, and classrooms, or other locations that have Internet access.

**Bringing the World of Information to the Minitex Region**

Resource Sharing, Minitex’s original program which brings library materials to library users throughout the Minitex region, continued to achieve its goals during its 39th year as a legislatively funded program. A total of 401,844 requests for book loans, journal articles, audio-visual items, and other materials were received in the Minitex office in FY11 – approaching the 431,000 received in FY10. Requests came in from academic, public, state government, school, and special libraries through various electronic messaging systems and directly from library patrons via the MnLINK Gateway, Minnesota virtual library catalog.

Minitex’s resource sharing program began in 1968 to test the feasibility of sharing material from the libraries of the University of Minnesota, Twin Cities, with patrons of libraries throughout the state. Eleven Minnesota libraries, including public and private colleges and universities, junior colleges, and public libraries, were invited to participate in the experiment. By June 1970, 32,802 resource sharing transactions had been handled, and the success of the pilot project (known as MINITEX, Minnesota Interlibrary Teletype Experiment) was acknowledged with status as an ongoing program funded by the Minnesota Legislature.

In contrast with workflows developed for the Minitex pilot project, which “resisted the temptation to experiment with telefacsimile. . .and. . .computer-based data,” Minitex now fills incoming requests through extensive use of electronic journals and other online resources as well as books, audiovisual materials, and other physical items. Technology also provides important tools for handling the incoming requests, which can total more than 1000 on many work days.

Minitex staff visit the University Libraries’ collections and Hennepin County’s Minneapolis Central Library as they have throughout Minitex’s history. Requests for items not available at locations visited by Minitex staff or through our extensive electronic resources are sent to libraries throughout the Minitex region after verification that the library owns the item.

This year, staff implemented new technology that provides for automatic checking of OCLC WorldCat, the world’s largest bibliographic database, for locations for items not owned on campus. This greatly reduces the manual work required for that function. This automatic verification eliminated the need for staff to search 60 percent of the MnLINK Gateway.0

Minitex Resource Sharing: Incoming Requests - 10 Yr. Trend

![Incoming Requests](image)
Gateway requests. This technology reduced by 90 percent the number of student work hours that were required when the task had to be completed manually.

Sixty-one percent of all requests coming into the Minitex office were filled in FY11; the fill rate varied depending on the type of item requested -- 97 percent of requests for articles were filled while 55 percent of requests for loans of returnable items, such as books and audiovisual materials, were filled. These physical items are often in high demand at the potential lending library. Many of the journal articles requests were filled from the University Libraries’ electronic and print collections.

Physical items travel via the Minitex Delivery System, which provides the backbone delivery network for interlibrary loan throughout Minnesota and the Dakotas. Local libraries build upon that backbone by linking it with their local and regional delivery systems, which move materials among their branches and cooperating libraries. The Minitex Delivery System also connects with delivery systems in Wisconsin to provide fast, dependable delivery of materials borrowed from and requested by Wisconsin libraries.

As a division of the University of Minnesota Libraries, Minitex is fortunate to have access to the Libraries’ extensive collection of online journals and information resources as well as its collection of more than 7 million volumes. (As a result of Minitex’s resource sharing activities, the University Libraries ranks first of 115 North American university research libraries in providing loans to other libraries.) Minitex Resource Sharing was the top lender on the OCLC WorldCat Resource Sharing system in FY11 with 58,366 requests.

By adhering to negotiated license agreements, Minitex may use most of the electronic journals to which the University Libraries subscribe to fill interlibrary loan requests for libraries in the region. In the current environment, a majority of the requests for journal articles received by the Minitex office are filled by using articles scanned from electronic journals. When a requested article is available in the print collection, it is also scanned for electronic delivery. The scanned materials are sent directly to the requesting libraries or individual library users through online systems – often within 24 hours of receipt of the request.

The Minitex Resource Sharing program is unique in its multistate reach and in the participation of all types of libraries (including academic, public, government, K-12 school, and special libraries throughout Minnesota, North Dakota, South Dakota, and, through reciprocal agreements, with Wisconsin).

Minnesotans have provided feedback and comments about Minitex’s resource sharing programs and about the MnLINK Gateway, in particular. Here are samples:

From a Twin Cities area resident: This is a fantastic service! My home library system has a very good collection, but for those items they do not have, I have been able to find most everything I need through MnLINK. Please keep it going! What a great resource to be able to access collections state-wide. In this era of doing more with less and getting the most out of our resources, the MNLINK program makes sense and works really well.

From a Twin Cities area resident: I am a civil engineer employed by a county government in the Metro Area. I used MnLINK frequently to access technical books (often from out-of-state libraries) through interlibrary loans for books not available from libraries in the area. Over the past 25+ years, I have saved taxpayers THOUSANDS of dollars by borrowing technical books from distant libraries via MnLINK, versus asking my employer to purchase them. Thanks for MnLINK and the work it does to facilitate interlibrary loans!!! FYI, I am typing this story on my own time, not my employer’s – MnLINK is that important to me.

From a northeastern Minnesota resident: I never thought I was interested in reading. Throughout college, I barely cracked a book. It was far too laborious and time consuming to read. I faked it a lot! Determined that this would not happen to my own three children, there were weekly trips to the library. I discovered books on tape during one of these trips. I had heard about them, but I thought they were only available to blind people. What a difference they have made for me!!! I have listened to, finally understood and really enjoyed many of the books I should have read in high school and college. I finally get what the “big deal” is about books. It has made a huge impact in my life. . . .I have used the MnLINK many times to access titles, fiction and nonfiction, that are not available in my library. How could one library system afford to purchase and house all the titles in all the different formats that help people be literate? Because of all these marvelous reading/listening experiences, I have decided to take a reading course alongside my 11 year old son through the College of St. Thomas. Maybe they can help two auditory learners interpret the written word.
Instruction, Training, and Conferences

In FY11, Minitex again was a major provider of instruction, training, and conferences to help staff of libraries and current heritage institutions, teachers, students, and others to be more informed and aware of resources available in today’s ever expanding information environment. Topic-specific online webinars and in-person training sessions are the most numerous educational opportunities provided by Minitex staff, while in-person and virtual conferences on a variety of topics provide library staff with the opportunity to learn about major topics and trends and network with colleagues from throughout the Minitex region.

Nearly 4,800 individuals attended Minitex instruction events, webinars, and conferences during FY11. Staff of Minitex programs provide training and instruction in their areas of expertise ranging from the content and effective use of ELM to cataloging, metadata, digitization, and 39 reference-related topics. Special sessions helped nearly 1,400 middle and high school students prepare for their annual History Day projects. Nearly 400 training and instructional sessions were provided by Minitex staff.

Minitex staff also organized and presented major conferences, including the Twentieth Annual Minitex Interlibrary Loan Conference, which was attended by 160 staff from throughout the region; the Minnesota Public Library Library Node Meeting; and the annual MnLINK User Group. Staff also participated in the planning of the Upper Midwest Region CONTENTdm User Group, the Ex Libris Regional Users Group Meeting, and the 2011 Library Technology Conference at Macalester College.

To provide Minitex-region library staff with more opportunities to learn about major trends and questions confronting libraries today, Minitex also licensed teleconference and webinar series from national sources so the region’s library staff could take advantage of these presentations at their desks or in groups in their workplaces.

Minitex training sessions and conferences have received positive reviews from attendees from within the Minitex and beyond.

From the 20th Minitex Interlibrary Loan Conference:

- You had two speakers today who were about the best you’ve ever had. Thanks so much for these invigorating conferences. I look forward to this every year. You are doing good work for all of us.
- Two excellent speakers = good ideas to carry back to the libraries. Please keep this conference ongoing. Excellent source of information and new ideas.

From ELM instructional sessions for library staff, K-12 teachers and school media specialists:

In response to the question, “How will your end-users (or patrons) benefit from the training you received today?”

- I can interview my patrons to better assist them in finding what they need.
- Ability to find relevant, useful video clips or other length videos for use in their classes without having to expend time and resources looking for them for purchase and cataloging.
Minnesota Digital Library/Minnesota Reflections

The Minnesota Digital Library (MDL), which is made up of more than 120 contributing libraries, archives, historical societies and museums across Minnesota, is creating a digital collection of the state’s unique resources and special historical collections. Minnesota Reflections, MDL’s initial collection of digitized photos, maps, and other resources, contained more than 80,000 digital objects at the end of Fiscal Year 2011.

Minitex is the administrative home for MDL, which supports education, scholarship, and enrichment through Internet access to the Minnesota Reflections collection. The MDL provides a server and database environment and imaging support that is the technical foundation for current and future digitization activities.

Begun in 2004/2005, the Minnesota Reflections collection includes digitized photographs and images, maps, journals, documents, letters, and works of art as well as information about the images and a searchable database to help people access and use them. Two scanning centers are in operation at the University Libraries’ Digital Library Services and the Minnesota Historical Society.

MDL is supported by appropriations from the Minnesota Legislature and federal grant funds provided through the Minnesota Department of Education’s State Library Services division. Federal LSTA grant funds directly support MDL digitization, while funds from the Minitex budget and a grant provided to Minitex by the Minnesota Historical Society from funds generated by the Clean Water, Land and Legacy Amendment support MDL personnel and operational costs. In FY11, the Minnesota Historical Society’s grant from Legacy Amendment funds totaled $250,000. This will fund ongoing MDL projects in scanning and digitization preservation in FY12 and FY13.

Major partners in the MDL, including the University of Minnesota, the Minnesota Historical Society, Minitex, and St. Cloud State University, continue to contribute hundreds of hours of in-kind effort toward assuring the present and future success of the MDL initiatives.

Better service! More targeted to their needs. Familiarity with additional resources will mean better answers.

Developed an awareness of the importance and use of data in selecting materials and evaluating their use.

From an online conference co-hosted by Minitex:

This was fantastic. It is hard to get money to travel these days and to take the time but it was pretty easy to get the ok to attend a conference like this online. I loved the virtual format. I never would have gotten permission or funding to go in person.
Bibliographic and Technical Services (BATS)
In Fiscal Year 2011, Bibliographic and Technical Service staff provided services and resources pertaining to cataloging, digitization and metadata, and OCLC products and services. BATS staff helped technical staff at Minitex participating libraries prepare for changes to traditional cataloging and metadata work that will come with the expected implementation of the new cataloging standard, Resource Description and Access (RDA), and the development of a successor to MARC21.

The Minitex BATS unit presented training about RDA, in-person workshops and online webinars covering cataloging materials in various formats, as well as addressing issues with original cataloging. These sessions have attracted high numbers of attendees from within and beyond the Minitex region and have garnered strongly positive reviews.

These RDA and cataloging courses are part of the overall BATS training program, which has Guaranteed OCLC Training Partners status for OCLC Connexion and Local Holdings Records Maintenance, and also includes training on digitization and metadata topics. Through the OCLC Training Portal, training sessions provided by BATS staff are available to library staff throughout the US and to international libraries as well. OCLC WorldCat is the world's largest cooperative cataloging and resource sharing service.

While BATS has discontinued its role as a provider of OCLC product-specific support, BATS staff have enlarged their role in supporting metadata and digitization activities by libraries throughout the Minitex region and for the Minnesota Digital Library.

Also, BATS staff participated, on behalf of the University Libraries, in a new project during FY11 -- the University of Michigan’s Copyright Review Management System. From August 31, 2010, through June 30, 2011, the BATS reviewers’ activity led to more than 14,000 digitized volumes being determined to be in the public domain and, thus, opened to full viewing in HathiTrust.
Contract Cataloging (ConCats)
Eleven projects for libraries and organizations in Minnesota and South Dakota resulted in 1,194 titles cataloged (including 19 titles to which subject analysis alone was made) and 2,552 items processed in FY11. Institutions served included 9 academic libraries (4 of which are part of MNSCU) and 2 state government libraries. Formats cataloged included books, serials, visual materials, sound recordings, computer files, music scores, and cartographic materials.

ConCats staff:
• Completed a special collection (DVDs) cataloging project for Fond du Lac Tribal and Community College,
• Provided temporary cataloging services for the Minnesota Department of Natural Resources,
• Performed subject analysis on 19 titles for Bemidji State University,
• Performed additional activities related to projects for the Hong Kierkegaard Library at St. Olaf College and Dakota State University.

ConCats staff, and all Minitex staff, lost a great friend and former colleague in December 2010 when Edward Swanson died after a short illness. Manager of Contract Cataloging until his retirement in January 2010, Swanson’s long and productive career was recognized when the Association for Library Collections and Technical Services, a division of the American Library Association, named him the recipient of the premier United States award for catalogers, the ALCTS CCS Margaret Mann Citation, in Spring 2011.

Cooperative Purchasing & Electronic Resources Services (CPERS)
CPERS activity for FY11 included working with 1,967 institutions, up from 1,917 in FY10, throughout the United States and Puerto Rico. Staff continued work with the Cost Savings Database, which indicated that Minitex’s consortial buying efforts had saved participating libraries more than $89 million in FY11.

CPERS staff:
• Managed subscriptions, renewals, and support with 77 vendors, fulfilling 2,830 orders for databases and products;
• Remained Computype’s largest customer for barcode labels and coordinated barcode purchases for over 560 libraries in the U.S.;
• Coordinated and staffed exhibits at numerous conferences and events, including professional library and education conferences in Minnesota and the Dakotas;
• Provided outreach to participating libraries through various communications, including blogs, elists, newsletters;
• Produced and sent spring and fall catalogs to over 3,200 K-12 schools in Minnesota, North Dakota, and South Dakota;
• Coordinated spring and fall trials of selected databases;
• Were awarded an agreement with the Iowa Private Academic Libraries (IPAL), a consortium of 31 institutions, to manage invoicing and renewals for selected e-resources;
• Assisted in support for the Electronic Library for Minnesota (ELM).
Minitex Delivery System

Fiscal Year 2011 was another challenging year for staff of the Minitex Delivery System. With the large number of resource sharing requests moving among Minnesota libraries and throughout the Minitex region, the volume of materials handled by Delivery System staff held steady with FY10 -- a record year in which more than 1 million items moved through the Delivery System. During FY11, Delivery shipped 55,619 delivery tubs and 11,043 United Parcel Service packages.

The Minitex Delivery System provides the backbone delivery network for interlibrary loan throughout Minnesota and the Dakotas. Local libraries build upon that backbone by linking it with their local and regional delivery systems, which move materials among their branch and cooperating libraries. The Minitex Delivery System also connects with delivery systems in Wisconsin to provide fast, dependable delivery of materials borrowed from and requested by Wisconsin libraries.

Minitex Union List of Serials (MULS)

Minitex's second oldest program, MULS is an online database of more than 380,000 holdings statements attached to more than 166,000 bibliographic records, which identify journals, periodicals, newspapers, and other serial publications owned by more than 200 libraries in Minnesota, North Dakota, and South Dakota. Over its 40-year history, MULS has been used, primarily, to support interlibrary loan of copies of articles from these publications.

Information that comprises the MULS database is available through OCLC WorldCat (the world's largest cooperative cataloging and resource sharing service). The OCLC Resource Sharing system uses the information included in MULS holdings to route interlibrary loan requests, assuring that MULS libraries receive appropriate requests -- requests for which they have indicated they hold the appropriate issues.

Because of enhancements to resource sharing technology, which have provided more detailed, less labor intensive ways to find information about the location of serial publications, and budget pressures that brought about the reduction to Minitex's state appropriation for FY12 and FY13, it was decided to discontinue MULS as a separate Minitex program, effective at the end of FY11 (June 30, 2011).
Minnesota Library Access Center (MLAC)

Since its opening in January 2000, Minitex staff have accessioned more than 1.4 million items for deposit into MLAC, a high density storage facility for lesser used print materials owned by Minnesota libraries. In addition to ongoing lending from MLAC, FY11 brought new activity for MLAC staff as they took part in research and planning looking toward the facility’s future.

To support the discussion of possible future directions for MLAC, staff took on the detailed work of studying the serials publications housed in MLAC with the goal of identifying overlap among the holdings of multiple depositing libraries. Staff have been working with the University Libraries to determine the best way to gather the data needed for a detailed comparison of holdings in MLAC and the University Libraries Twin Cities Campus collections.

MLAC staff paged University Libraries-owned items to be sent to Google as part of the Libraries’ participation in the Google Digitization Project (http://www.lib.umn.edu/google). (The items are returned to MLAC after they have been scanned.)

MLAC is divided between space allocated for items deposited by the University of Minnesota’s Twin Cities Libraries’ collection and that reserved for items from other Minnesota libraries. MLAC staff paged 19,284 items for all patrons during FY11.

MLAC has reached capacity, and the MLAC Advisory Board is assessing libraries’ interest in shared storage for the future.

Reference Outreach and Instruction (ROI)

During FY11, Minitex’s Reference Services made a transition to a new name, Reference Outreach and Instruction (or ROI), to more accurately portray its current scope and mission. The ROI staff continued to provide major support for the Electronic Library for Minnesota (ELM); prepared and presented in-person training sessions and webinar (online) workshops; administered and helped staff AskMN, Minnesota’s statewide virtual reference service; and maintained the reference referral service, which answered reference questions for Minnesota libraries.

ROI staff:

- Developed and taught 163 ELM-related instructional sessions on 48 topics to 2,696 attendees the majority of whom were from K12.

- Presented or coordinated 54 reference-related instructional sessions or workshops on 39 topics for approximately 536 participants. Academic library staff accounted for 26%, while public library staff and others represented another 35% each attending non-ELM (i.e., other reference-related topics) instructional sessions. K12 attendees were 4% of the total participants.

- Cooperated with librarians from Minnesota academic and public libraries to answer 22,056 reference questions (up from 18,638 in FY10) through AskMN, the live interactive chat reference service.
service that allows Minnesotans to converse with a librarian any time. Hours not staffed by Minnesota librarians are covered by OCLC QuestionPoint’s 24/7 Reference National Cooperative, a group of hundreds of U.S. libraries that work together to provide online reference service.

AskMN librarians handled 14,457 reference questions from public library patrons, while the academic library queue answered 7,599 questions during FY11.

• Staffed exhibits and presented programs at 21 professional library and education conferences throughout Minnesota.

• Helped respond to over 290 ELM-support questions from libraries, schools, and end users via phone, email, and web.

• Maintained active blogs about Reference, Digital Reference, and ELM and wrote and published 12 issues of their monthly publication, Reference Notes.

Due to reduced federal funding to states through the Institute of Museum and Library Services for the coming federal fiscal year, Minnesota's State Library Services reduced the funding for the FY12 Minitex reference and training agreement. Therefore, Minitex ROI announced that effective July 1, 2011, Minnesota libraries (including schools and library systems) could no longer submit reference referrals to Minitex Reference Outreach and Instruction.

ROI has handled reference referrals for libraries on behalf of their patrons over the last 38 years. Under Library Services and Technology Act (LSTA) funding, the reference referral service was available to all types of libraries across Minnesota. During FY11, ROI staff received and answered 395 reference referrals from Minnesota libraries.

Resource Sharing
The Resource Sharing staff used technological innovations to help them deal with another year of 400,000+ total requests for book loans, journal articles, and other materials during FY11 - a total of 401,844. Resource Sharing staff received requests from libraries in Minnesota, North Dakota, South Dakota, and Wisconsin and supported the MnLINK Gateway, a virtual catalog of Minnesota libraries that allows Minnesotans to request interlibrary loan of items owned by other libraries.

The MnLINK Gateway allows library staff and library users to search the collections of many Minnesota libraries at the same time. Minnesota library users continued their heavy use of the Gateway’s Get-It button, which allows individual library patrons to request items themselves -- without needing to visit their local library’s Interlibrary Loan Offices. A total of 564,267 borrowing requests flowed through the MnLINK Gateway system during FY11.

The MnLINK staff provides support for the MnLINK Gateway for both end users and library staff. The MnLINK helpdesk is the primary vehicle for receiving questions from end users. In FY11, 842 questions were submitted to and answered with the helpdesk. Each question has multiple possible answers depending on the situation. Some may be resolved easily by MnLINK staff, while others need to be referred to the user’s library. We have taken advantage of web conferencing

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<th>Statistical Summary</th>
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<td><strong>Incoming Requests</strong></td>
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<tr>
<td>• Incoming Requests Processed: 401,844</td>
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<tr>
<td>• Incoming Fill Rate: 61.4%</td>
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<td>• Total Incoming Loans: 257,165</td>
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<td>• Incoming Loans Fill Rate: 55%</td>
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<td>• Total Incoming Copies: 97,514</td>
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tools available through the University of Minnesota to do one-on-one problem solving sessions. While continuing to do site visits, these conferencing tools have allowed Minitex Resource Sharing staff to keep in touch with libraries through online meetings.

**Resource Sharing staff:**

- Implemented new software to speed processing of MnLINK Gateway requests by automatically verifying interlibrary loan request locations in OCLC WorldCat, the world’s largest bibliographic database. This greatly reduced the student staffing costs needed when this verification was completed manually.

- Using reorganization and reengineering work processes, reduced the total number of employees from 32.19 FTE in July 2010 to 30.35 FTE in June 2011 and reduced student hours by the equivalent of 3 FTE.

- Searched in the collections of the University of Minnesota, Twin Cities Libraries and Hennepin County Library’s Minneapolis Central Library for items to fill more than 144,272 requests. Of the total number of requests searched by Minitex staff, 128,178 (or about 95 percent) were filled – 55,226 for book loans and 72,952 for copies of articles.

- Referred 150,363 requests to participating libraries after searching the libraries’ catalogs to determine whether the library owned the item. Of these requests, more than 76 percent were filled. Reasons for a library not filling a referred request ranged from the item being unavailable to local policies that prohibited circulation of the item outside the libraries’ buildings.

- Electronically delivered 84,791 requested articles directly to the requesting library or directly to the patron. As a division of the University Libraries, Minitex is fortunate to have access to the Libraries’ extensive collection of journals and may use most of the electronic titles to fill interlibrary loan requests for libraries in the Minitex region.

- Handled the work of Documents to U, a service that Minitex provides for the University Libraries to process requests for University Libraries materials submitted by libraries from outside the Minitex region. Docs to U staff received 45,741 requests in FY11. The CIC libraries, which include the Big 10 universities and the University of Chicago, provide a large portion of Docs to U’s incoming request traffic.

- Facilitated collaboration among Minnesota libraries by chairing and participating in the work of the Minitex/MnLINK Interlibrary Loan (ILL) Committee, which completed reports including: “Best Practices for Delivery,” “Greening of Interlibrary Loan,” “Purchase on Demand,” and “Interlibrary Loan in Minnesota.” These reports and others are available at: http://www.minitex.umn.edu/Sharing/.

- Designed and created a new processing slip for MnLINK Gateway requests that reduced paperwork and work time for staff of Minitex and the participating library. This reflects the national initiative on the “greening” of the interlibrary loan process.

- Developed 10 tutorials for MnLINK Gateway users with the goal of improving the public’s understanding of the software. Two of the tutorials have each been viewed more than 2,000 times by users.

- Planned and hosted the Public Library Node Meeting, which provided training for frontline interlibrary loan staff in Minitex participating libraries and gave attendees the opportunity to meet colleagues with whom they communicate regularly.

- Served on a University Libraries/Minitex committee to make recommendations regarding the transfer of lending activity for the Health Science Libraries to Minitex. The team evaluated the process and recommended that Minitex take over the processing of HSL lending requests effective July 1, 2011.
Minitex Program Administration, FY11

Minitex, an information and resource sharing program of the Minnesota Office of Higher Education and the University of Minnesota Libraries, is a publicly supported network of academic, public, K-12 school, state government, and special libraries working cooperatively to improve library service for their users. The Minitex office is located at the University of Minnesota, Twin Cities, and is a division of the University of Minnesota Libraries.

Minitex receives legislative appropriations through the Minnesota Office of Higher Education to enable Minnesota academic and state government libraries to share their collections to support their students, faculty, and other users. The Minnesota Legislature also provides appropriations to Minitex to operate a suite of programs that enhances and supports resource sharing.

Minitex staff also negotiate contracts for services with Minnesota State Library Services (Minnesota’s state library agency) and with the state libraries in North Dakota and South Dakota to support Minitex services for additional Minnesota libraries and for libraries in the Dakotas. Minitex collaborates with WiLS, a Wisconsin library consortium, and Wisconsin libraries to operate an extensive interstate resource sharing program and provide training for staff of Minitex and Wisconsin libraries. The University of Minnesota receives no direct reimbursement for infrastructure or resources it provides to host the Minitex service program.

The Minitex Policy Advisory Council advises the Minnesota Office of Higher Education and the Minitex Director in planning, development, and evaluation of the programs and services of the Minitex and provides a forum for active discussion. Appointment to the Policy Advisory Council is made by the Director of the Minnesota Office of Higher Education based upon nominations from the various types of Minnesota libraries that participate in Minitex programs. The Director of Minnesota State Library Services is an ex officio member as are the state librarians of North and South Dakota and the Library System Director for Minnesota State Colleges and Universities.

The Minnesota Office of Higher Education, the Minitex Policy Advisory Council, and the Minitex staff collaboratively set goals and objectives and define services. During FY11, Minitex carried out the day-to-day operation of its programs and services with a staff of 69 and 83 student workers.

In addition to determining general Minitex policies, the Minnesota Office of Higher Education is responsible for Minitex program evaluation, external relations, and legislative liaison. The University of Minnesota Libraries provide access to its extensive collections of monographs, serials, services, and other materials for Minitex participating libraries. The Hennepin County Library’s Minneapolis Central Library serves as the second major resource collection searched daily by Minitex staff to fill incoming requests. Requests not filled from these collections are referred to other libraries known to have the item available at the time of the search.
The Minitex Messenger is an occasional newsletter published by Minitex, a publicly supported network of academic, public, state government, and special libraries working cooperatively to provide and improve library services in Minnesota, North Dakota and South Dakota.

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