MnLINK Gateway Statistics 1st Half Fiscal Year 2012

In analyzing the data for VDX System Traffic by Institution and Group: FY’11 (July 2010 – December 2010) compared to FY’12 (July 2011 – December 2011) we find that:

- Total Gateway borrowing traffic dropped from 276,326 to 270,312 requests, a (-2.2%) decline. Minitex was down (-1.1%) and MELSA was down (-5.6%). Non-MELSA libraries were down (-2.3%) and CLIC libraries down (-13.2%). Borrowing traffic by Washington County and Plum Creek were down by (-13.8%) and (-15.8%) respectively. Lake Agassiz was up by 19.9%.

- Total Gateway lending traffic dropped from 275,292 to 270,259 requests, a (-2.2%) decline. Minitex volume as a lender/responder was down (-3.2%) and MELSA libraries down by (-0.8%). MELSA libraries accounted for 31% of all Gateway lending traffic and all Public libraries as a group accounted for 63% of all lending traffic. Fill-rate improved from 61.9% to 68.6%.


Total request volume received by Minitex from Minnesota Public libraries dropped from 91,887 in FY2011 to 88,903 requests a (-3.2%) decline. Loans also dropped by (-3.2%) and copy requests by (-5.2%). Overall fill-rate was improved from 42% to 47%. Loans accounted for 98% of all incoming traffic.

Resource Sharing Volume for all Systems July 2011- Dec 2011

Total request volume from all systems is at 198,000 for the July – December 2011 period. This compares to 197,486 requests for the same period last year representing a .3% increase over last year’s figures.

Version 5 and 6 Beta Testing

MnLINK has continued to be involved in beta testing version 5 of the VDX software. Meanwhile we are awaiting an upgrade to version 6 on our test site. The primary feature coming with version 5 is an enhancement that will allow for the system to automatically place a hold on an item in the user’s home catalog when the requested material is owned locally. The hold would be placed through the NCIP process.
In testing version 5 we found two problems that are resolved in version 6. One is that the NCIP functionality is not allowing the staff member to move the request along if there is no available copy locally. For example, a hold would be placed on a damaged item. The other issue relates to the Amazon date/cost check including Kindle editions in the check so that requests were being stopped for staff review when the e-edition met the criteria. Both of these issues are resolved in version 6 and we look forward to testing it and getting this implemented in our libraries as soon as we’re confident that the software is functioning properly.

**NCIP Gateway for Innovative Interfaces Inc Libraries**

Kitchigami Regional Library was the first location on the MnLINK Gateway to use the OCLC gateway for NCIP functionality with their Innovative Interfaces ILS system. They went into production on Tuesday, November 29, 2011 using three of the NCIP messages to streamline their workflow. Configuration work has begun on the Carver County Library use of the NCIP option. The Saint Paul Public Library will begin work on this in the coming months.

**MnLINK Gateway ZPORTAL Search Interface Future**

OCLC announced last summer that at some point in the future they will discontinue support of the ZPORTAL search interface. Becky Ringwelski has been communicating with Katie Birch, Portfolio Director - OCLC Delivery Services, about possibilities for MnLINK. Becky and Carla Urban met with Katie at the American Library Association meeting in Dallas to discuss options. The WorldCat interface is what they have proposed in the past as a replacement to ZPORTAL and that is still the option they are promoting. The ZPORTAL software is using Z39.50 to link in to library catalogs whereas the WorldCat replacement would require libraries to catalog their holdings in OCLC. We learned at the meeting with Katie that the VDX interlibrary loan software would also be replaced by the WorldShare product that has recently been introduced to libraries.

Currently on the MnLINK Gateway we have seven locations that do not catalog their holding on OCLC (although some use CatExpress). Non-OCLC full cataloging libraries are: Duluth Public Library, East Central Regional Library System, Kitchigami Regional Library, Plum Creek Library System, Northwest Regional Library, Scott County Library and Viking Library System.

The strategy OCLC plans on putting in place for users of ZPORTAL/VDX is to move libraries to WorldShare region by region starting in the summer of 2014 and completing the move in the winter of 2016. They will be working with consortia such as MnLINK to make sure all of the necessary functionality is included in the ILL product. We will also be keeping attuned to other options in the marketplace that may be an alternate solution to the OCLC offering. In the meantime, we are in the second year of our contract with OCLC for MnLINK Gateway services and will be renewing in July 2012 as per the contract terms.

**Minitex Interlibrary Loan Conference**

The 21st Annual Minitex Interlibrary Loan Conference will be held on Thursday, May 10, 2012 from 8:30 AM – 3:15 PM at the Continuing Education & Conference Center on the University of Minnesota – St. Paul Campus. The keynote presentation "Learning in the Digital Age: Where Libraries Fit In" will be provided by Lee Rainie, Director - Pew Internet & American Life Project.
Rainie will speak on the topic, "Learning in the Digital Age: Where Libraries Fit In," a report on the new findings of the Internet & American Library Project's research into the way people use e-book readers and tablet computers and how those devices are fitting into users' digital lives. He will describe how three revolutions in digital technology – in broadband, mobile connectivity, and social media – have created a new social operating system that he calls "networked individualism." He will use the Project's latest findings to help describe how librarians can serve the new educational needs of networked individuals.

The afternoon presentation "Copyright, Licenses, Treaties, and Pressure for Change: The Law of ILL in Transition" will be presented by Kenneth D. Crews, Director- Copyright Advisory Office, Columbia University. Crews topic will provide information on how Copyright law in the U.S. permits libraries to engage in interlibrary loan arrangements through application of fair use and the specific library provisions of the Copyright Act. The law may allow libraries to make and ship copies, but copyright also puts caps and conditions on ILL transactions. Seen this way, the law strives to address the divergent interests of copyright owners and users. Yet the narrow pathway for ILL, as crafted by Congress, is today at risk due to inaction by Congress, assertive license terms, threatening lawyer letters, and multinational treaties from Geneva. Amidst such heightened pressures, how can the views and needs of libraries be carefully articulated and actively asserted? This session will explore the challenge of advancing the library's place in a time of transition for copyright law.

Registration information will be distributed in March.

**Minitex/MnLINK Interlibrary Loan Committee Update**

This winter Donna Peterson resigned from the committee due to changes in responsibilities in her position. She was replaced by Mary L Wilson who is also from the Carver County Library. The committee has been meeting by conference call over the winter months. We are working on a survey for interlibrary loan staff that we will be distributing this spring.
March 2, 2012

7. Program Updates – Electronic Library for Minnesota (ELM)

Electronic Library for Minnesota (ELM)

Minitex Reference Outreach & Instruction (ROI) continues promoting the redesigned ELM Portal and two special features, ELM Personalized and ELM for K-12 Academic Standards, which were released the beginning of July 2011. Staff are also extending our outreach to include STEM activities.

Between July 2011 – January 2012, ROI staff have taught 2,071 attendees in the 120 sessions on ELM they’ve offered.

We’ve recently added a number of instructional and promotional videos on ELM to our YouTube channel http://www.youtube.com/user/minitexref. Check out the latest:

ELM Personalized: A Quick Introduction (4:59) http://youtu.be/Ev3g_8vGs1E
Schoology and ELM: Creating Updates (4:40) http://youtu.be/5BnVotitOoE
Schoology and ELM: Adding Pages (11:42) http://youtu.be/PnFQgDQ6_G4
How to Cite Your Sources (5:12) http://youtu.be/9PArJLWUO2s
Minnesota Resources for Researching History Day (4:39) http://youtu.be/RUQK0CINN_g

We are in the third year of our contracts with the five vendors that provide statewide electronic resources to Minnesota, North Dakota, and/or South Dakota and are working through our usual process to extend our agreements for the next year (July 1, 2012 – June 30, 2013) as per the contract terms of each.
Minitex Policy Advisory Council Meeting

AGENDA ITEM #7

7. Program Updates – AskMN

Increase in Volume

In FY12 YTD (Jul – Jan), AskMN received 17,937 questions, a 78% increase in traffic over the comparable period in FY11 (Jul – Jan) during which we received 10,072 questions. In part, this increase is attributable to a large increase in K12 History Day questions submitted to AskMN this year.

Minitex Reference Outreach & Instruction (ROI) staff manages the AskMN service as well as helping staff the public library queue.

<table>
<thead>
<tr>
<th>Queue</th>
<th>Affiliation</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
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<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
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<tr>
<td></td>
<td>MN Patron/24/7 Reference Cooperative library</td>
<td>103</td>
<td>119</td>
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The impact of History Day is also measured in the volume of instruction Minitex ROI provides. In FY12 YTD (Jul – Jan), staff taught 120 sessions on ELM; of these, 40 (33%) were specific to History Day. The ELM instructional sessions reached 2,071 participants; of these, 1,192 (58%) attended History Day sessions.

As we’ve seen from the beginning of the service, the public library queue continues to receive and respond to more questions than does the academic queue.

<table>
<thead>
<tr>
<th></th>
<th>FY08 Total</th>
<th>FY09 Total</th>
<th>FY10 Total</th>
<th>FY11 Total</th>
<th>FY12 YTD Total</th>
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<tbody>
<tr>
<td>Academic Total</td>
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<td>3787</td>
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<td>Public Total</td>
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<td>17937</td>
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If the trajectory continues over February - June, FY12AskMN volume will surpass that of FY11.
Increase in Number of Participating Libraries
Since December 2011, four more libraries have joined AskMN: Bethel University, University of St. Thomas, University of Minnesota, Morris, and Lake Superior College.

### Participating Public Libraries
- Carver County Library
- Dakota County Library
- Hennepin County Library System
- Lake Agassiz Regional Library
- Minitex
- Rochester Public Library
- Saint Paul Public Library
- Washington County Library

### Participation Begin Date
- November, 2011
- April, 2009
- March, 2008
- July, 2009
- March, 2008
- March, 2008
- December, 2008
- January, 2009

### Participating Academic Libraries
- Augsburg University
- Bethel University
- Hamline University
- Joint Libraries of the College of St. Benedict/St. John’s University
- Lake Superior College
- Macalester College's Wallace DeWitt Library
- Minnesota State University – Mankato
- Normandale Community College
- St. Catherine University
- St. Cloud State University
- University of Minnesota – Duluth
- University of Minnesota - Morris
- University of Minnesota – Twin Cities
- University of St. Thomas

### Participation Begin Date
- June, 2011
- January, 2012
- November, 2010
- March, 2008
- March, 2008
- March, 2008
- March, 2008
- April, 2008
- May, 2012 – Expected