Date:       June 20, 2012
To:         Minitex Policy Advisory Council Members
From:       Mary Parker, Becky Ringwelski

Greetings,

This report is being sent in lieu of the June meeting that was cancelled. We want to thank all of you for submitting your constituent reports. We have gathered those along with the Minitex updates into two documents that are included with this message but will also be accessible from the Minitex website at http://www.minitex.umn.edu/committees/advisory/meetings/

Please let us know if you have any questions about anything that is included in the reports. We hope to see you all at the next meeting of the Minitex Policy Advisory Council on Friday, September 7, 2012.

Sincerely,

Mary Parker
Becky Ringwelski
BATS Becomes Minitex Digitation, Cataloging & Metadata Education

The Minitex unit currently known as Bibliographic & Technical Services (BATS) will, as of July 1, be changing its name to Digitization, Cataloging & Metadata Education. The new name more accurately reflects the scope of the training our unit offers. We will continue to provide training on OCLC services, RDA, and general cataloging issues, and will increase our emphasis on metadata, digitization and digital preservation training. You’ll see related changes to our web pages and publications.

On other fronts, the OCLC billing transition is proceeding apace. We’ve received instructions from almost 2/3 of the Minitex/OCLC libraries as to the disposition of their Minitex deposit account funds. We will continue as an OCLC certified training partner and will be working with them to co-sponsor events for the region and distribute information of interest to Minitex participants.

Electronic Library for Minnesota (ELM)

Databases Renewed:
Minitex and Minnesota Department of Education’s State Library Services, our state library agency, are pleased to announce that we have elected to exercise our option to renew the Electronic Library for Minnesota (ELM) e-resources, http://www.minitex.umn.edu/Elm/Product.aspx, for another year (July 1, 2012 – June 30, 2013).

ELM provides equitable access to authoritative, content-rich electronic resources for Minnesotans of all ages and all interests ranging from consumer information, arts and humanities, current events, health, math, science, social sciences, politics, business, and more. This statewide program raises the level of excellence and provides residents with the bridges necessary to succeed in K12 through higher education, into the workplace, and throughout lifelong learning. ELM gives a competitive advantage to Minnesota residents both academically and in the workplace.

Academic Standards:
Minitex Reference Outreach & Instruction (ROI) added common core English Language Arts (ELA) standards for grades 6-12 along with links to relevant content from Gale/Cengage to the ELM K-12 Academic Standards in early 2012. We plan to have ELA content from Britannica and EBSCO added this summer.
We’re working with all of our vendors to determine their timelines for aligning content to the newly created MN Social Studies standards and may incorporate stop-gap measures if they are not able to complete their alignments this summer.

Throughout the spring, we’ve been in contact with curriculum, technology, and media specialists at ten school districts within the Twin Cities metro area. We are working with these district-level employees to help them understand ELM for K-12 Academic Standards (using this new video: http://www.minitex.umn.edu/Training/SelfPaced/Standards/Standards.html and follow-up conversations) and to encourage them to share the value of it with classroom teachers in their districts.

ELM Instruction:
Between July 1, 2011 and May 31, 2012, ROI staff taught 2,491 attendees (2,713 registered) in the 166 sessions on ELM that they’ve offered.
Our suite of instructional and promotional videos on ELM continues to grow. Check them out at http://www.youtube.com/user/minitexref.

**AskMN: The Librarian Is In!**

**Increase in Volume:**
AskMN volume has already surpassed that of FY11, and we’ve surpassed a milestone 79,000 questions since the service began.

In FY12 YTD (Jul – May), AskMN received 29,678 questions.

As we’ve seen since 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>Queue</th>
<th>Affiliation</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
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<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
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<tr>
<td></td>
<td>MN Patron/24/7 Reference Cooperative</td>
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<td>110</td>
<td>246</td>
<td>510</td>
<td>547</td>
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<td>774</td>
<td>930</td>
<td>970</td>
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<td>301</td>
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<td>278</td>
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<tr>
<td><strong>Total Public</strong></td>
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<td>1138</td>
<td>1530</td>
<td>1888</td>
<td>1961</td>
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<th>FY11 Total</th>
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Minitex Reference Outreach & Instruction (ROI) staff manages the AskMN service as well as helping staff the public library queue.

**More Libraries Joining:**
This spring, AskMN welcomed three new libraries: Cloquet Public Library, McNally Smith College of Music, and Northwestern College. Participating libraries have access to their own QuestionPoint subscription to maintain statistics on their chats and other forms of reference services, if they choose to use the added features of their QuestionPoint account.

The recent purchase agreement between Meebo and Google has created a flurry of inquiries about AskMN participation.

**Cooperative Purchasing & Electronic Resources Services**

**ALA Annual Bound:**
Westward ho! Minitex Cooperative Purchasing staff will be attending the American Library Association Annual Conference in sunny Anaheim, California. Most of our schedule is dedicated to vendors: meeting with vendors, listening to vendor presentations, and walking the vendor floor to see what's interesting and new. We're always looking for suggestions on vendors or e-resources that interest you or that you've have heard about. Also, if you have any questions or comments about vendors or e-resources that we currently offer, we want that information, too: we can pass along this information to the vendors in person. Please send suggestions, comments, and questions to cpers@minitex.edu.

**More Spring Trials:**
Take a look at our [Spring 2012 Trials of potential vendor/e-resources](#) that CPERS is considering offering:

- A to Z Databases
- Foundation Directory Online
- Knowledge Unlimited NewsCurrents Online and Read to Know
- Learning Express Library
We compile this page of trials from suggestions we receive from libraries; products that are of current interest and/or need; and solicitations from vendors. Whether or not we offer these e-resources depends on feedback we receive from our libraries. So, if you have any questions or comments about these e-resources, please contact us.

We're always looking for suggestions on vendors or e-resources that you're interested in or have heard about. Please send suggestions, comments, and questions to cpers@minitex.edu.

**Minitex Resource Sharing**

**Resource Sharing Statistics**

Resource Sharing Volume for all Systems: FY’11 (July 2010 – March 2011) compared to FY’12 (July 2011 – March 2012): The total volume of requests sent to Minitex from all our resource sharing systems increased from 313,445 requests in FY’11 to 315,255 requests in FY’12. This represents an increase of 0.6%.

Statistics 3rd Quarter Fiscal Year 2012: In analyzing the data for VDX System Traffic by Institution and Group: FY’11 (July 2010 – March 2011) compared to FY’12 (July 2011 – March 2012) we find that:

Total Gateway borrowing traffic dropped from 427,793 to 413,063 requests, a decline of about (-3.4%). MELSA libraries accounted for 43% of all borrowing traffic and were down by (-8.1%). Minitex was down by (-3.2%) and all Public libraries combined dropped by (-3.5%). The CLIC library group was up by 4.4% due, primarily, to a 6% increase at the College of St. Catherine-St. Paul. Libraries with the most significant changes include Washington County library with a (-17%) drop and Lake Agassiz Regional library with a 16% increase.

Lending traffic within the Gateway system dropped from 428,819 to 413,414 requests, a decline of (-3.4%). Minitex was down by (-5.6%), the CLIC group was down by (-12.7%), the Public libraries combined down by (-1.9%), and MELSA libraries remained unchanged. Duluth Public Library increased their traffic by 17.6% while Plum Creek Library system declined by (-22.7%). MELSA libraries accounted for 31% of all Gateway lending traffic.

Requests sent to the Minitex Office by Minnesota Public Libraries: FY’11 (July 2010 – March 2011) compared to FY’12 (July 2011 – March 2012). Total request volume sent to the Minitex office by Minnesota Public libraries dropped from 142,468 to 134,332 requests, a decline of (-5.7%). In FY 2010, the volume for this period was 149,375 requests. Loans were down by (-5.8%), and copy requests remained about even. Loan requests accounted for 98% of the total traffic in FY’12. Fill rates improved from 43.2% in FY’11 to 48.5% in FY’12. This increase in fill-rates at just over 5% is due to improved verification processes in the Resource Sharing area.

**MnLINK ZPORTAL/VDX Version 6 Beta Testing:**

MnLINK has continued to be involved in testing version 6 of the VDX software. The primary feature coming with version 6 is an enhancement that will allow 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 and would be available to the libraries using “true” NCIP and not the NCIP gateway. Currently, institutions using “true” NCIP are locations on SirsiDynix ILS systems.

We continue to experience problems with the instance of the software that we have been testing. OCLC staff has informed us that there will be another release of the software in November 2012 that is expected to resolve these problems. We look forward to testing it and getting this implemented in our libraries as soon as we’re confident that the system is functioning properly.

**MnLINK Gateway Contract with OCLC Renewed:**

The contract we have with OCLC for the MnLINK Gateway system was for a two year period with up to three additional renewals. We are in the second year of our contract and have renewed effective July 1, 2012 as per the contract terms.
**Minitex Interlibrary Loan Conference:**
More than 230 staff members from Minitex participating libraries attended the 21st Annual Minitex Interlibrary Loan Conference on Thursday, May 10, 2012. The conference was held at the Continuing Education & Conference Center on the University of Minnesota – St. Paul Campus. Lee Rainie, Director, Pew Internet & American Library Project, and Kenneth Crews, Director, Copyright Advisory Office, Columbia University, were the featured speakers.

The day also included activities to celebrate the close of the year-long commemoration of Minitex’s 40th year as a legislatively funded program of the Minnesota Office of Higher Education and the University of Minnesota Libraries. Attendees were urged to check out the information about Minitex’s history on the Minitex website and shared some highlights from interviews included in the Minitex Oral History Project.

Delivery of interlibrary loan materials was another topic of conversation. Kathy Drozd, Assistant Director for Minitex Delivery Services and MLAC, discussed the work and findings of a NISO working group of which she was a member and the new NISO recommended practices document, Physical Delivery of Library Resources.

Feedback from this conference was very positive with a number of respondents indicating this was the best ILL Conference they’ve attended. Here are some comments from the evaluations:

- “Both the keynote address and copyright presentation were exceptional, informative, thought-provoking, and entertaining.”
- “You’ve done it again! Great “big picture” speakers and themes. Really appreciate the opportunity to be stimulated by such thoughtful presentations.”
- “I greatly enjoyed and learned from Lee Rainie’s and Kenneth Crews’ presentations. Very interesting topics, made approachable by quality speakers!”
- “Both keynote speakers were excellent. It was also good to see other attendees and more about NISO delivery.”

**Minitex/MnLINK Interlibrary Loan Committee Update:**
The Committee has been meeting by conference call this winter and spring. We are working on a survey for interlibrary loan staff that we will be distributing to libraries this summer. The responses will provide us with information about interlibrary loan services in our participating libraries and use of e-collections. The committee will review the survey results and determine what approach to use in dealing with the issues that are brought forward.

**Resource Sharing Web Meetings and Site Visits:**
Our web meetings and site visits provide us the opportunity to offer training and enhance communication with and among our partner libraries. Through these activities, we obtain information from partners about what their patron needs are and how we can best provide them. We also share information about best practices and ideas that assist us in improving our processes and thereby productivity.

Our web meetings are in the form of a one-hour structured, detailed discussion aimed at achieving our desired goals and also minimizing the staff time required of our partners. We also visit libraries around the region for face-to-face training and discussions. In the past few months, we have visited with the CLIC group of libraries, Anoka County Library, St. Scholastica, St. Cloud State University, and the University of Minnesota, Duluth. We have also had web meetings with Lake Superior College, Bemidji State University, and Lake Agassiz Regional Library.

Library staff is encouraged to request a visit to the Minitex office too. We would love to hear from you if you are interested in a visit via web, in-person, or to our office. Contact Carol Nelson (c-nels@umn.edu) or Obinnaya Oji (o-oji@umn.edu) by e-mail or call (800) 462-5348.