Minitex Resource Sharing

In FY12 Minitex Resource Sharing staff processed nearly 400,000 interlibrary loan requests for users; filling 270,636 incoming requests—a new record. Of those, 140,000 were filled from the University of Minnesota collections. Many of the requests were for articles that were delivered electronically. In FY12 over 88,000 articles were delivered directly to requestors’ desktops. This is an increase over last year’s total of 84,791.

For the past eight years the fill rate for requests filled by materials from the University of Minnesota Libraries - Twin Cities Campus, has gradually improved. In the last two fiscal years, the fill rate has been 95%, up from FY2005 when the fill rate was 91%. Also, for the first time, our average turn-around time for requests filled on campus dropped below 24 hours. This combination of improvements has resulted in improved services to our libraries and end-users.
Minitex Delivery

In FY12 Delivery Staff handled 1,023,740 items, this includes the CIC numbers which have not been included in the past.

MnLINK Gateway Statistics 4th Quarter Fiscal Year 2012


- The Minitex office filled 5% more requests in FY2012 despite a drop in the number of total requests received by Minitex from Minnesota Public libraries. This was due to a significant improvement in our fill rates from 43.5% in FY2011 to 48.9% in FY 2012. Filled request volume increased from 81,550 in FY2011 to 86,034 in FY 2012 while overall volume was down from 187,288 in FY2011 to 176,056 in FY2012. A decline of (-6.0%). Loans dropped by (-6.1%) and copy requests increased by 2.2%. Copy requests account for only 2% of all requests.
- MELSA libraries accounted for 53% of all traffic from Minnesota Public libraries to Minitex. Their total volume to Minitex dropped from 103,811 to 93,138 requests or (-10.3%). Traffic from Non-MELSA libraries to Minitex remained unchanged.

- Requests filled for Minitex by Minnesota Public libraries increased by 6%. Request volume was stable compared to last year. We received 56,355 in FY 2011 compared to 55,617 in FY 2012. Fill-rates increased from 82.4% to 88.2%.
- Referrals to MELSA libraries increased from 22,929 in FY2011 to 25,815 in FY2012 or (+12.6%). They accounted for 46% of all Minitex requests to Minnesota Public libraries. Fill-rate was also up from 83.4% to 88.7%.


- Fill rates on the Gateway increased by 6% or 21,913 requests even as total traffic dropped from 563,831 to 542,766 requests, a (-3.7%) decline. Fill rates improved from 64.8% in FY2011 to 71.3% in FY2012. MELSA made up 43% of the traffic.

MnLINK Gateway Software Upgrade

The MnLINK Gateway was unavailable from Friday, Aug. 24, at 9 p.m. until Sunday evening, Aug. 26, as the system was upgraded to version 6.1 of OCLC’s Zportal/VDX software. There are important new features in this release of the VDX software for users in the Minitex region. Here are a few of the highlights:

- Unicode compliance
- Faster request searching
- Increased settings for request limits by material format
- Post-it icon to streamline the viewing of messages
- Improved customization of the work queue

In addition, there are other bug fixes that will help make the system run more smoothly. The upgrade went relatively well with some slowness issues that are being worked on by OCLC.

MnLINK Gateway Server Site Payments

A message has been distributed to all MnLINK Gateway server sites requesting an update on the number of unique titles in the collection. This will be used to calculate the payments for FY12. This is the first step in the process. Next will be formal approval of the distribution spreadsheet by each server site. Following that, the spreadsheet will be sent to Mary Lou Dresbach at the Office of Higher Education where the payments will be processed and sent out electronically.
Minitex/MnLINK Conference
This conference takes place every two years in the fall and this one is planned for Thursday, November 15 from 9:00 am – 3:30 pm. It will be held at the Continuing Education and Conference Center on the Saint Paul Campus of the University of Minnesota. The keynote speaker will be Clifford Lynch, Executive Director of the Coalition for Networked Information (CNI). He will be speaking about the issues related to e-books for all types of libraries. We also have a session planned on WorldShare for Interlibrary Loan that will be presented by Katie Birch, Portfolio Director for OCLC Delivery Services. Break out session topics will include discovery, an Alma update and RDA for the MnLINK Gateway. Registration information will be sent out this month.

Minitex/MnLINK Interlibrary Loan Committee Update
The committee has been meeting by conference call this spring and summer. The members completed work on a survey for interlibrary loan staff that we will be distributing to libraries this month. 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.

Minitex Information Technology Application Featured on OCLC Developer Network Site
We’re pleased that one of our staff, Paul Swanson, Minitex Systems Architect, is featured on the OCLC Developer Network site. The application he developed uses the WorldCat Search API to streamline workflow in Resource Sharing. The use of this application has resulted in a reduction of student staffing and less manual handling of the requests. Please take a look at: http://www.oclc.org/developer/applications/automatic-ill-request-verification to see the description of the programming work Paul has done. In Minitex, we are fortunate to have Information Technology staff who are able to find ways to help us work better and smarter. We wanted to share this example of that work with the library community.

Electronic Library for Minnesota (ELM)
There are a number of FY12 ELM highlights to summarize:

ELM Instruction: Minitex Reference Outreach & Instruction (ROI) provides instruction on the eresources known as Electronic Library for Minnesota (ELM). Between July 1, 2011 – June 30, 2012, ROI staff taught 2,500 Minnesota library staff, educators, students, and residents in 167 webinars and on-site workshops.
K12 attendees (e.g., school librarians, teachers, students) made up the bulk of total instruction participation at 80%, followed by 9% of public library staff, 4% academic library staff, and 7% Other (which include home educators and MN residents).

![ELM Instruction Attendees by Library Type FY12](image)

Through our ELM promotion and instruction ROI provides Minnesotans with the best possible access to convenient, accessible, and reliable information resources across the educational spectrum, including K-12; higher education; local, state, and federal government; and public libraries.

**Database Renewal:** In partnership with Minnesota Department of Education’s State Library Services, Minitex elected to exercise our option to renew the Electronic Library for Minnesota (ELM) e-resources, [http://www.minitex.umn.edu/Elm/Product.aspx](http://www.minitex.umn.edu/Elm/Product.aspx), for another year (July 1, 2012 – June 30, 2013).

**ELM Portal Redesign:** Minitex ROI decided that the 6-year-old ELM Portal was in need of a redesign to better address the research needs of the Minnesota community. With the help of our IT colleagues, ROI launched the new ELM Portal at the start of the fiscal year along with a new tool they developed for K12 teachers that maps ELM content with Minnesota K12 curriculum benchmarks. Enhancing the accessibility of ELM resources increases usage and broadens application.

**K-12 Academic Standards:** The common core English Language Arts (ELA) standards for grades 6-12 along with links to relevant content from Gale/Cengage were added to the ELM K-12 Academic Standards in early 2012. We continue working with Britannica and EBSCO to add ELA content.

As of this week, the ELM vendors have yet to align their content to the new MN Social Studies standards. Minitex ROI is investigating ways to integrate the new standards into our ELM for K-12 Academic Standards tool and anticipates launching a temporary solution in September.

A new video ([http://www.minitex.umn.edu/Training/SelfPaced/Standards/Standards.html](http://www.minitex.umn.edu/Training/SelfPaced/Standards/Standards.html)) was created to help curriculum, technology, and media specialists understand ELM for K-12 Academic Standards and encourage them to share the value of it with classroom teachers in their districts.
Our suite of instructional and promotional videos on ELM continues to grow. Check them out at [http://www.youtube.com/user/minitexref](http://www.youtube.com/user/minitexref). Here are a few to whet your interest:

- ELM for K-12 Academic Standards: An Introduction (5:12)
- ELM Personalized: A Quick Introduction (4:59)
- Schoology and ELM: Creating Updates (4:40)
- Schoology and ELM: Adding Pages (11:42)
- Search Strategies Part 1: Finding the Most Relevant Information for Your Research (2:41)
- Search Strategies Part 2: Finding Reliable Resources (2:57)
- How to Cite Your Sources (5:12)
- Minnesota Resources for Researching History Day (4:39)

And, in FY13 as the "Back to School" season approaches, Minitex ROI has a new group of [Electronic Library for Minnesota (ELM) webinar offerings](http://www.minitex.umn.edu/Training/?Filter=ELM) packed with practical information that can be applied to work, school, or personal interests. For more self-paced instructional materials, be sure to take a look at our new supplementary website called the [ELM Learning Center](https://sites.google.com/a/umn.edu/elmlearningcenter/) that was released in August. It is a collection of instructional materials on the ELM databases that have been organized into courses. Each course contains a number of different types of materials, such as short videos, fact sheets, and hands-on activities.

**AskMN: The Librarian Is In!**

**More Libraries Joined:** AskMN welcomed thirteen new libraries in FY12: Bethel University, College of St. Scholastica, Concordia University, Lake Superior College, Cloquet Public Library, McNally Smith College of Music, Normandale Community College, University of Minnesota – Morris, University of St. Thomas, Carver County Library, Duluth Public Library, Great River Regional Library, 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.

**Increase in Volume:** In FY12, AskMN received 31,329 questions. Of those, 27,352 were from Minnesota patrons. The Table 1 and Chart 1 show the increased volume from FY08 (partial year) – FY12.

### Table 1

<table>
<thead>
<tr>
<th></th>
<th>FY08*</th>
<th>FY09</th>
<th>FY10</th>
<th>FY11</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questions received from MN patrons</td>
<td>455</td>
<td>4,729</td>
<td>13,220</td>
<td>18,115</td>
<td>27,352</td>
</tr>
<tr>
<td>Questions received from non-MN patrons</td>
<td>0**</td>
<td>2,925</td>
<td>5,481</td>
<td>3,941</td>
<td>3,977</td>
</tr>
<tr>
<td>Total questions received from all patrons (MN and non-Minnesota)</td>
<td>455</td>
<td>7,654</td>
<td>18,701</td>
<td>22,056</td>
<td>31,329</td>
</tr>
</tbody>
</table>

*Partial year data, April – June 2009
**AskMN did not begin accepting questions from non-Minnesota patrons until December 2008
Chart 1

Total Questions Received by Fiscal Year

*Partial year data, April – June 2009

Chart 2 shows AskMN activity by queue between FY08 (partial year) – FY12. We’ve surpassed 81,000 questions!

Chart 2

AskMN Activity by Queue
Table 2 shows the total number of requests Minnesota patrons sent via AskMN.org and participating Minnesota libraries by queue (27,352) in FY12. For AskMN, patron requests are directed into one of two queues: an academic queue and a public queue. 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 2

<table>
<thead>
<tr>
<th>MN Patron Requests</th>
<th>Jul - Sep 11</th>
<th>Oct - Dec 11</th>
<th>Jan - Mar 12</th>
<th>Apr - Jun 12</th>
<th>Total</th>
<th>% Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic</td>
<td>1389</td>
<td>2292</td>
<td>2084</td>
<td>1444</td>
<td>7209</td>
<td>26%</td>
</tr>
<tr>
<td>Public</td>
<td>3166</td>
<td>5191</td>
<td>7720</td>
<td>4066</td>
<td>20143</td>
<td>74%</td>
</tr>
<tr>
<td>Total</td>
<td>4555</td>
<td>7483</td>
<td>9804</td>
<td>5510</td>
<td>27352</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 3 shows the breakdown of who answered the 27,352 questions from Minnesota patrons in FY12. Questions are answered either by staff of participating Minnesota libraries or by staff of the 24/7 Reference Cooperative, the back-up service to which Minitex subscribes. Minnesota library staff answered 16,957 (62%) and the 24/7 Reference Cooperative answered 10,395 (38%) of the questions from Minnesota patrons. With the continued increase of questions from Minnesota patrons, many libraries are staffing AskMN beyond their required minimum to the AskMN Cooperative to capture sessions from their own patrons. The 24/7 Reference Cooperative helps maintain our 24/7 statewide coverage when Minnesota library staff are unavailable to answer questions from Minnesota patrons.

Table 3

<table>
<thead>
<tr>
<th>Questions Answered for Minnesota Patrons, FY12</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Answered by MN library staff</td>
<td>16,957</td>
<td>62%</td>
</tr>
<tr>
<td>Answered by QP 24/7 Reference Cooperative</td>
<td>10,395</td>
<td>38%</td>
</tr>
<tr>
<td>Total questions received from MN patrons</td>
<td>27,352</td>
<td>100%</td>
</tr>
</tbody>
</table>
Chart 3 shows the total number of requests from Minnesota patrons by fiscal year and who picked them up.

### Chart 3

**Questions Answered for Minnesota Patrons by Fiscal Year**

*Partial year data, April – June 2009*

Minitex ROI staff manage the AskMN service as well as helping staff the public library queue.

### Cooperative Purchasing & Electronic Resources Services

**CPERS Products Catalog:** Each year, CPERS produces and mails spring and fall print catalogs to K-12 schools in Minnesota, North Dakota, and South Dakota. The catalog is a valuable tool for marketing library products. In FY2012, staff reformatted the catalog using a new template so that it can be repurposed electronically and reach not only K-12 but a wider audience. The catalog is now viewable on the CPERS website ([http://minitex.umn.edu/Products/Catalog2012.pdf](http://minitex.umn.edu/Products/Catalog2012.pdf)), and a link to the online catalog is now included in all emailed products confirmations.

**Cost-Savings Database:** The cost-savings database (CSDB) is an internal administrative database that CPERS staff uses to manage and track e-resource and library product orders and renewals. Inventory functionality was recently added to the CSDB. CPERS staff worked with IT to create specifications for functionality and populated the database once the functionality was added. Inventory can now be tracked automatically as orders for library products are entered into the CSDB.

**CPERS in Numbers, FY12:** FY12 was another productive year.
- Staff fulfilled 3,079 orders for databases and products.
- CPERS has customers in every state except New Hampshire.
- We work with over 2,000 libraries and schools.
- Over 100 support requests were answered for the Minitex MyLibrary eresources portal.

**Increased Outreach:** In order to market our services and increase our visibility, CPERS staff developed and expanded our outreach to our institutions. We presented at a number of conferences, created and hosted
conference recap webinars, made site visits, and increased our online media presence through a regular CPERS column in *Reference Notes*, and contributing to the Minitex Facebook page.

**Fall Trials:** Watch for our Fall 2012 Trials of e-resources that are offered through the CPERS program.

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.