MnLINK Gateway Operations Committee Meeting  
- AGENDA -  
Thursday, February 7, 2013  
10:00 a.m. – 12:00 p.m.  
Hennepin County Library, Brookdale  
6125 Shingle Creek Pkwy, Brooklyn Center, MN

1. Welcome & Introductions
2. Review/Approve Meeting Agenda
3. Review/Approve Meeting Minutes from Thursday, August 2, 2012
4. Minnesota Office of Higher Education Update  
   - No update at this time
5. What’s new at your library – planning underway, status of discovery, ILS, etc..
6. Statistical Update – 2nd quarter FY13
7. MnLINK Gateway Software Updates  
   a) Upgrade to Version 6.3  
   b) Local hold functionality  
   c) NCIP Symphony issues with copy level hold  
   d) NCIP testing with Evergreen
8. Minitex/MnLINK Interlibrary Loan Committee Updates  
   a) Minitex/MnLINK ILL Committee Survey Summary  
      http://www.minitex.umn.edu/Committees/Ill/Reports.aspx  
   b) Communications from the ILL Committee
9. Meeting preference in May
10. Other
Minitex/MnLINK ILL Committee Survey Summary

The Minitex/MnLINK ILL Committee distributed a survey in October 2012. The purpose of the survey was to determine whether and how library personnel are finding out about the interlibrary loan reports and tools created by the Committee. We sought feedback on new methods of communication that we could use to share information. We also wanted to learn of interlibrary loan topics or trends that respondents would like to know more about. The survey consisted of 18 questions focusing on communication, challenges, trends, e-resources and purchase on demand. Survey participants could provide more than one answer to some of the questions.

General survey information:
- There were 277 responses to the survey.
- 54% of the respondents identified themselves as being from an academic library.
- 34% were from public libraries.
- 12% were from special libraries, and the remainder identifies themselves as “other.”
- 48% of the respondents said Interlibrary Loan was their primary area of responsibility.
- 16% were from Technical Services.
- 23% were Reference staff.
- 14% were from Public Services.
- 29% were Administrative staff, while the remainder chose “other” to describe their area of work.

In response to questions on communication:
- 50% of the respondents said that email announcements were the way they found out about the reports or resources created by the Committee or Minitex staff.
- Over 90% found the reports and tools useful.
- 6% of respondents had suggestions for additional tools or reports.

When asked to choose their top challenges as a borrower or lender:
- 45% chose electronic resources.
- 38% chose overdue/recall/lost items/replacement copy.
- 36% percent chose licensing and copyright issues.
- 34% chose audiovisual materials.

Electronic journal collections and access:
- Over 75% of respondents said their libraries subscribed to electronic journal databases besides ELM.
- 50% of respondents who had additional electronic journal databases said their electronic journal titles are cataloged and searchable in their library catalog.
The top challenges of lending from electronic journals:

- 50% interpreting license information
- 47% keeping current on changes to license information
- 36% of respondents identified access to licensing information
- 35% delivery options

In response to questions about access to electronic journal licensing and filling requests:

- 55% of respondents answered that they had access to information about their electronic journal licensing and rights.
- 65% of respondents will supply an article request when their license allows.

When asked about the role of the internet as a source of information:

- 75% of respondents will search the internet for materials needed by their patrons in addition to checking e-journal databases.

In response to questions about purchase-on-demand programs:

- 70% of respondents said their library doesn’t have a purchase-on-demand program.
- The libraries that have a purchase-on-demand program stated a variety of budget and purchasing guidelines.
- 60% of respondents said their Acquisition/Collection development librarians use interlibrary loan requests to influence the purchasing of materials for their library.

Minitex Policy Directory:

- 75% of respondents said their library had an entry in the Minitex Policy Directory.

Next Steps for the Minitex/MnLINK ILL Committee:

Based on the comments on communication, the Minitex/MnLINK ILL Committee will work on reviewing the reports, resources and tools on the website to make sure they are current. In addition to using the current mailing lists, the committee will determine whether there are other lists on which to post report announcements. The committee members will also investigate the use of social media to provide announcements, monthly topics, and trend updates.

From the challenges, trends and electronic resources questions and comments, the Minitex/MnLINK ILL Committee will work on such issues as licensing, e-books, mechanisms for tracking licenses and understanding delivery options for electronic resources. Audiovisual materials were another challenge identified by library staff. Issues surrounding audiovisual materials will be researched, including a suggestion received in the survey to increase the loan period for audiovisual materials provided by public libraries.
From the questions and comments about purchase on demand, the Minitex MnLINK ILL Committee will review and update the current documents about purchase on demand and stay attuned to new national trends. Also, the committee will continue efforts to keep the Minitex Policy Directory current and complete.

The Minitex/MnLINK ILL committee would like to thank all of the library staff who responded to the survey. We will be providing updates to the site and new reports throughout the year.

1/16/13
Members in Attendance: Barbara Misselt (Chair), Ken Behringer, Greg Sauve (attending for Audrey Betcher), Mary Kay Baden (attending for Vanessa Birdsey), Pat Conley, Ruth Dukelow, Stephen Elfstrand, Joann Frankena, Barbara Jauquet-Kalinoski (attending for Kathy Fredette), Brian Karschnia (attending for Kit Hadley), Connie Hendrick, Jenny Hill, Ann Hutton, Marlene Moulton Janssen, Carla Powers, Mark Ranum, Kirsty Smith, Jim Weikum, Peg Werner (Vice Chair), Jeanne DeMars (attending for Dayle Zelenka).

Members Unable to Attend: Nick Dimassis, Chuck Wettergren

Others in Attendance at the Meeting: Dixie Ohlander, CLIC; Sonja Eilertson, MnPALS; Nancy Walton, State Library Services

Minnesota Office of Higher Education Staff in Attendance: Mary Lou Dresbach

Minitex Staff in Attendance: Nick Banitt, Cecelia Boone, Kathy Drozd, Carol Nelson, Matt Niehoff, Becky Ringwelski

1. Welcome & Introductions

2. Review/Approve Meeting Agenda
   Ringwelski suggested that Agenda Items 8 and 9 be discussed in reverse order. Hutton made a motion, seconded by Moulton Janssen, that the agenda be approved as amended. Motion carried.

3. Review/Approve Meeting Minutes of May 3, 2012
   Hutton moved and Werner seconded approval of the minutes as distributed. The motion was approved.

4. Minnesota Office of Higher Education Update
   a) Gateway server site contract renewal process
      Dresbach reported that new server site contracts are in place and will be in effect through June 2017. The server sites should have received their copies of the contracts for their files.

   b) Gateway server site payments
Dresbach and Ringwelski said Minitex staff will generate the information needed to complete the server site payment spreadsheets. Ringwelski reminded Committee members that she will be asking the sites for the updated information that’s needed to complete the spreadsheets.

5. **Elections for Gateway Operations Committee chair/vice-chair**
Misselt thanked Hutton and Moulton Janssen for their work as the nominations committee. Werner was nominated as Chair, and Moulton Janssen was nominated to serve as vice chair. Ringwelski, speaking for the Committee as a whole, thanked Misselt for her years of leadership of the Committee.

6. **Statistical update – FY2012 review**
Referring to the PowerPoint slides shared through the webinar, Ringwelski noted that there was a small decrease in the number of patron requests sent through the Gateway system in FY12 as compared to FY11 – 542,766 compared to 563,831. The number of fills, on the other hand, rose from 63.9% in FY11 to 70.4% in FY12 – resulting in a greater number of fills in FY12 even though the number of requests was smaller. Drozd noted that the number of items moved through Direct Delivery among Gateway libraries increased 2.3% in FY2012 from FY2011.

7. **MnLINK Gateway software updates**
   a) **Version 6.1 upgrade**
   Ringwelski told the Committee that the Gateway will be down between Aug. 24 and Aug. 26 for installation of Version 6.1 of the OCLC ZPortal/VDX software. Webinars will be provided to explain the changes that will result from the update, and the upgrade will be discussed at the Minitex Annual Public Library Node Meeting on Aug. 10.

   The upgrade will bring enhancements including: Unicode compliance, work queue and workflow improvements, and improved request searching.

   b) Banitt reported that the problems with the Amazon price/publication check feature have been resolved.

8. **Minitex/MnLINK User Group Meeting**
Ringwelski reported that the tentative date for the meeting, which will be held at the St. Paul Campus Continuing Education and Conference Center, is Nov. 15. Clifford Lynch, Executive Director, Coalition for Networked Information (CNI), will give the keynote address on the relationship of e-books and libraries. Other topics will include OCLC WorldShare Interlibrary Loan with Katie Birch, OCLC; discovery systems with Cody Hanson, University of Minnesota Libraries; and an update on Ex Libris Alma from Betsy Friesen, University of Minnesota Libraries.

9. **Meeting with OCLC staff at the ALA Annual Conference**
Ringwelski reported that she met with Katie Birch and Mindy Pozenel from OCLC during the ALA Annual Conference in June and talked with them about possible future changes for the MnLINK Gateway and other users of the ZPortal/VDX software. The timeframe for institutions to begin to move from ZPortal/VDX to other options is about three years out (2015). Potential options include WorldShare Interlibrary Loan. The status of the non-OCLC MnLINK Gateway libraries remains an important component of this discussion.
10. **Minitex/MnLINK Interlibrary Loan Committee update**
   Ringwelski noted that the Committee has drafted a survey asking about current issues with an emphasis on e-resources and ILL. The survey will be distributed in the next couple weeks.

11. **Minitex director search update**
   Ringwelski noted that she, Ann Hutton, and Nancy Walton are among those on the Search Committee for the new Minitex director. Three candidates have been scheduled for in-person interviews and public presentations: Ken Behringer, Director, Dakota County Library; Michael Piper, former Interim Executive Director, Reaching Across Illinois Library System; and Valerie Horton, Executive Director, Colorado Library Consortium. The candidates' public presentations will be broadcast throughout the Minitex region, and library staff are invited to submit evaluations and comments through the Search website.

12. **Other**
   Elfstrand reported that MnPALS plans to test its hosted Evergreen implementation with OCLC’s NCIP Gateway functionality.

13. **Adjourn**

   Remaining MnLINK Gateway Operations Committee meetings for 2012: Nov. 1