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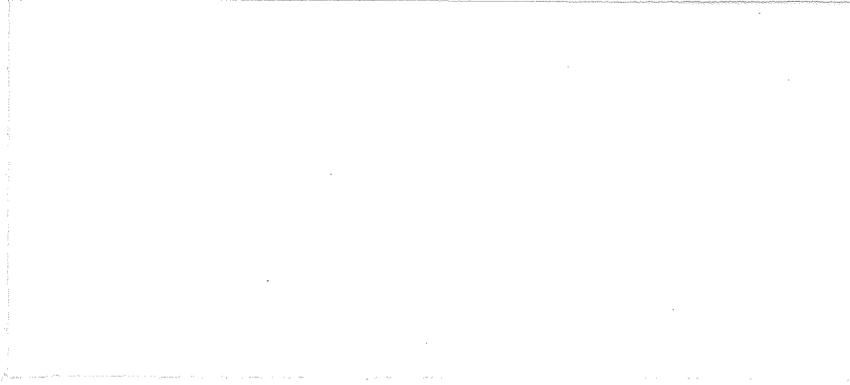
**MINITEX LIBRARY INFORMATION
NETWORK**

1991 Annual Report

*Minnesota
Higher Education
Coordinating Board*

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**MINITEX LIBRARY INFORMATION
NETWORK**

1991 Annual Report

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Prepared by the Staff of the
Minnesota Higher Education Coordinating Board

March 1992

CONTENTS

| | <u>Page</u> |
|---|-------------|
| CONTENTS | i |
| TABLES AND FIGURE | iii |
| EXECUTIVE SUMMARY | v |
| CHAPTER I. INTRODUCTION | 1 |
| CHAPTER II. BACKGROUND | 3 |
| CHAPTER III. MINITEX SERVICES | 7 |
| Document Delivery | 7 |
| MULS, A Union List of Serials | 10 |
| MULS Futures Task Force | 13 |
| Online Shared Cataloging Services | 14 |
| Additional Services and Activities | 15 |
| CHAPTER IV. PROGRAM ADMINISTRATION | 19 |
| CHAPTER V. SOURCES OF FUNDING AND PROGRAM COSTS | 21 |
| CHAPTER VI. RECENT DEVELOPMENTS AND CHALLENGES | 23 |
| APPENDIX A. MINITEX PARTICIPATING LIBRARIES, 1991 | 27 |
| APPENDIX B. MINITEX ADVISORY COMMITTEE, 1991 | 31 |
| APPENDIX C. MINITEX LIBRARY INFORMATION NETWORK | 33 |
| Mission | 33 |
| Principles | 34 |
| Criteria for MINITEX Participation | 35 |

TABLES AND FIGURE

| | <u>Page</u> |
|--|-------------|
| TABLE 1. MINITEX STATISTICS, 1990-91 | 9 |
| TABLE 2. PARTICIPATION IN OCLC, 1984-91 | 15 |
| TABLE 3. SOURCES OF REVENUE, FISCAL YEAR 1991 | 21 |
| TABLE 4. BUDGET BY SERVICE, FISCAL YEAR 1991 | 22 |
| FIGURE 1. MINITEX DOCUMENT DELIVERY STATISTICS, FY 1976 - 1990-91 TOTAL NUMBER OF REQUESTS RECEIVED | 11 |

EXECUTIVE SUMMARY

The MINITEX Library Information Network (MINITEX) is a publicly-supported network of academic, public, state agency, and other special libraries working cooperatively to improve library service by making library resources accessible to residents in Minnesota.

During 1990-91, MINITEX received and processed 271,059 requests from libraries in its three-state region--Minnesota, North Dakota, and South Dakota. Of these requests, 135,569 book loans and photocopied articles were supplied from the University of Minnesota-Twin Cities Libraries. The overall fill rate for document delivery requests in 1990-91 was 88 percent.

The Minnesota Legislature provided an increase of 12 percent in MINITEX funding for each year of the current biennium in order to maintain MINITEX services. Requests received in 1990-91 were six percent higher than in 1989-90. A local study indicated that 61 percent of requests sent to MINITEX were filled within three working days and 85 percent within five days. MINITEX staff believes this improved service effectiveness is a result of the 1989 Legislature's response to the Board's priority request for MINITEX by providing a substantial increase to its base budget for the biennium beginning July 1, 1989. This enabled MINITEX to increase its staffing and replace out-of-date equipment.

The report summarizes services which include Document Delivery, MULS, a Union List of Serials, Online Shared Cataloging Services, additional services, program administration, funding, and recent developments and challenges.

Some accomplishments of MINITEX highlighted in the report are:

- Establishment of group purchasing agreements that allow libraries to obtain items cooperatively at significant discounts.

- Negotiation of a joint agreement to license electronic reference databases and load them into online library automation systems for users to access.
- Improvement of MULS, the Union List of Serials, and completion of a survey of participants on the future direction of this service.
- Participation in the Online Shared Cataloging Services for 162 libraries including training more than 700 participants in 100 training sessions on using the new OCLC PRISM Service, an improvement over an automated system first developed in 1972.
- Response to over 1,600 reference questions from Minnesota public libraries under the HECB contract with the Office of Library Development and Services, Minnesota Department of Education.
- Initiation of planning cooperative collection management workshops to assist local libraries.
- Purchase of new scanner technology to test the feasibility of transmitting print directly over high speed telecommunications lines rather than making photocopies.
- Initiation of discussions about regional and statewide storage facilities for little-used materials.
- Enhancement of the MINITEX delivery system by adding more cities and libraries.
- Management of a shortfall in its budget midway through the fiscal year by reducing expenditures, controlling costs, and requesting library directors to reduce their requests sent to MINITEX in May/June 1991.

As funding continues to remain tight for local libraries and their costs increase faster than inflation, more requests have to be filled outside the three-state region. This affects the MINITEX service program since the MINITEX Library Information Network is made up of the cooperating libraries. However, MINITEX continues to work with local libraries and other agencies and organizations to improve cooperative resource-sharing efforts in Minnesota.

CHAPTER I. INTRODUCTION

The MINITEX Library Information Network (MINITEX) is a publicly supported network of academic, public, state agency, and other special libraries working cooperatively to improve library service by making library resources accessible to residents around the state. The mission of MINITEX is to enhance the effectiveness and efficiency of all participating libraries by expanding their access to local, state, regional, national, and international information resources. This is accomplished by effective delivery of needed information and by sharing library resources, including collections, bibliographic records, and locations, through conventional and innovative procedures and technologies. MINITEX provides students, scholars, and residents of Minnesota and its contiguous states much more cost effective access to a full range of library resources and information than otherwise would be available. Resource sharing through MINITEX will continue to be effective as long as libraries continue to add new books and periodicals to their collections so that they can be shared.

Now in its 23rd year of operation, MINITEX involves more than 200 libraries in Minnesota, North Dakota, and South Dakota. The MINITEX office is located in Wilson Library on the University of Minnesota-Twin Cities campus and provides access to the collections of the University and other participating libraries in the region. MINITEX staff have arranged for reciprocal arrangements with the Wisconsin Interlibrary Services at the University of Wisconsin-Madison campus and the University of Illinois Champaign-Urbana Libraries.

Efficient and cost effective access to information is supported by overnight delivery of materials to participating libraries in Bemidji, Bismarck, Duluth, Ely, Fargo/Moorhead, Grand Forks, Grand

Rapids, Hibbing, International Falls, Mankato, Marshall, Morris, Northfield, Rochester, St. Cloud, Virginia, Winona, and the Twin Cities.

Except for the 1987-89 biennium, MINITEX has, throughout its history, increased access to information. In 1987-89, revenue shortfalls resulting from limited appropriations for the program led to restrictions in MINITEX service. To restore full document delivery service, the 1989 Legislature responded to the Board's priority request for MINITEX by appropriating an additional \$610,000 to the base budget for the biennium beginning July 1, 1989. This appropriation enabled MINITEX to reverse some of the program adjustments made in 1987-89, and MINITEX processed an increase in document delivery requests during 1989-90. In addition, MINITEX continues to offer serials exchange, reference services, and selected brokered services to Minnesota academic and state agency libraries on a cost recovery basis.

This report provides background on MINITEX, describes the status of its services in 1990-91, and explains other changes occurring in the program.

CHAPTER II. BACKGROUND

From its origin as a small test project, MINITEX has developed into a major resource sharing program in Minnesota, North Dakota, and South Dakota and has become a model resource sharing network in the United States and Canada. In 1969, MINITEX was funded jointly by the Louis W. and Maud Hill Family Foundation and state and federal (Library Services and Construction Act Title III) funds. It used the Trans World Exchange (TWX) telecommunications network, United Parcel Service, and first class U.S. mail as a delivery system to test sharing University of Minnesota library resources with 10 representative Minnesota libraries. The project sought answers to three questions:

- Could needed material be provided to Minnesota users outside the metropolitan area in a useful format and in the needed time?
- What would be the comparative cost between sharing and duplicating resources?
- What would be the degree of conflict of interest with primary users at the host library?

By 1971, the resource sharing concept seemed educationally and economically viable, and the project became a program of the Minnesota Higher Education Coordinating Board funded by the legislature. Since then, it has been reviewed and funded as part of the biennial budget process. Since 1971, several milestones have been achieved:

- Establishment of group purchasing agreements that allow libraries to obtain items cooperatively at significant discounts. This program has resulted in over \$250,000 in savings to libraries since Fiscal Year 1988.
- Completed negotiation of a joint agreement to license electronic reference databases October 1, 1991 and load them into LUMINA (the University of Minnesota-Twin Cities Libraries online automated system), MSUS/PALS (Minnesota State University System PALS Integrated Automation System), South Dakota Library Network, and North Dakota Library Network. This provides

significantly enhanced access to information for library users of those networks resulting in greater use of the users' local library collections. These databases index over 2,500 magazines and newspapers. This is a unique agreement in the United States.

- Publication of eight editions of MULS, a Union List of Serials, providing access since 1972 to the magazine and periodical holdings of over 250 participating libraries in the region.
- Participation in the Online Computer Library Center, Inc. (OCLC) shared cataloging system since 1976, resulting in over 12.1 million records of 169 MINITEX libraries becoming available online via terminals.
- Automation of MULS by loading it into the Online Computer Library Center online system.
- Close working relationships with the Minnesota State University System PALS integrated automation system.
- Establishment of the MINITEX Delivery System which picks up and delivers the majority of requests for books and journal articles to 65 participating libraries.

In 1969, the University of Minnesota-Twin Cities Campus provided 100 percent of the delivery items. Items now are being provided from other libraries; in 1990-91 42 percent of the delivered items provided came from outside the University's Twin Cities campus. The University, however, continues to lead American research libraries in the quantity of materials it shares with other libraries.¹ In 1990-91, MINITEX staff took 135,569 book loans and photocopied articles from the University Libraries Collections to fill requests for participating libraries.

MINITEX participates in the Minnesota State University System Project for Automation of Library Systems (MSUS/PALS), along with state universities, community colleges, state agency libraries, Concordia College (Moorhead), St. Olaf College, Gustavus Adolphus College, St. Mary's College, North Dakota State University, the Legislative Reference Library, and the Minnesota Historical Society Library. State universities, community colleges, state agencies, and several private

¹Association of Research Libraries, ARL Statistics, 1989-90 A Compilation of Statistics from the 177 Members of the Association of Research Libraries, (Washington, D.C.).

colleges accounted for 35 percent of the total requests received by MINITEX from Minnesota academic and state agency libraries. Twenty-seven percent of the items that could not be retrieved directly by MINITEX staff were referred to the MSUS/PALS libraries in Minnesota to be filled. MINITEX continued to receive a growing number of requests from MSUS/PALS libraries as the MSUS/PALS online interlibrary loan system became available to more libraries in 1990-91. The MSUS/PALS interlibrary loan system is a major benefit to MINITEX because it eliminates the need for paper files, avoids retyping of requests, provides statistical reports, and provides online access to the circulation system. Because MSUS/PALS is an automated interactive system requiring constant staff attention to terminals, many MINITEX internal procedures and processes have undergone revision to meet this new automated environment.

All MSUS/PALS libraries participate in the MINITEX network. In addition, the MINITEX regionwide delivery system provides overnight pickup and delivery of materials in cities where it is feasible. Overnight service is available between all state universities; several community college, private college, and public libraries; several libraries in North and South Dakota; and the MINITEX office.

CHAPTER III. MINITEX SERVICES

MINITEX services are delivered to more than 200 participating libraries. The services and functions complement one another in an integrated, efficient library cooperation program. Following is a description of the status of each service during Fiscal Year (FY) 1991, the 1990-91 academic year.

DOCUMENT DELIVERY

A record number of requests, 271,059, were received and/or processed over the MINITEX Delivery System by the MINITEX document delivery staff in 1990-91. This was six percent higher than requests received in 1989-90. The document delivery service provides access to resources throughout Minnesota, North Dakota, South Dakota, Wisconsin, Illinois, the United States, and abroad. The major source of resources is the University of Minnesota-Twin Cities campus, which contributed over 135,569 photocopies and loans to MINITEX participants in 1990-91, an eight percent increase over 1989-90.

MINITEX participants transmit loan and photocopy requests to the MINITEX central office by electronic means, couriers, or the U.S. mail. The central staff retrieve needed materials from the University of Minnesota-Twin Cities campus libraries, Minneapolis Public Library and Information Center, and the Minnesota State Board of Health. Requests not filled at these libraries are referred to other participants known to hold the needed item. Information identifying the libraries that hold each item is found in MULS, in the OCLC shared online catalog, and in local automated library systems. For materials held by the University of Minnesota-Twin Cities campuses, MINITEX uses LUMINA, the University's online catalog, increasing the efficiency of the location of materials in the University collections.

When requests cannot be filled by participating MINITEX libraries, MINITEX turns first to Wisconsin or the University of Illinois. A reciprocal agreement exists with the Wisconsin Interlibrary Services (WILS). When items are not located in the MINITEX region, requests are referred electronically to the WILS offices at the University of Wisconsin-Madison campus. There is also a reciprocal agreement with the University of Illinois at Champaign-Urbana and the Illinois State Library. In addition, MINITEX refers to sources outside the region, including the Library of Congress, the National Library of Medicine, the National Agricultural Library, and the British Library Document Supply Center.

The MINITEX delivery service system transports needed items to requesting libraries. Commercial delivery services, first class mail, United Parcel Service, and local couriers provide efficient delivery. Local couriers, jointly funded by the local libraries and by MINITEX, provide delivery service between libraries in a local area.

In recent years, MINITEX has tried to accommodate the increase in local library automation, including microcomputers and online automated systems, among participating libraries by receiving document delivery requests in a variety of methods. In addition to local couriers, libraries use several electronic methods to send requests to MINITEX and to receive requests from MINITEX. In Fiscal Year 1991, MINITEX received 95,983 requests electronically using the Minnesota State University PALS interlibrary loan subsystem--a 25 percent increase over FY 1990.

Table 1 presents, by the type of library, the number of requests received by MINITEX, and the number of requests that MINITEX refers to those types of libraries. As Table 1 indicates, the academic and state agency libraries, which receive MINITEX services through the Coordinating Board's appropriation, request more items than any other sector and serve as the resource for an even greater proportion of all MINITEX document delivery requests.

TABLE 1. MINITEX STATISTICS, 1990-91

| <u>MINITEX Region</u> | <u>Requests Received By MINITEX</u> | <u>Requests Referred By MINITEX</u> |
|---|---|---|
| MN Academic and State Agency Libraries | | |
| UM/Twin Cities Campus | 21,518 | 135,569 * |
| UM/Coordinated Campuses and Institutes | 24,712 | 2,533 |
| State Universities | 37,161 | 9,703 |
| Direct Borrowing | 21,880 | --- |
| Community Colleges | 21,616 | 1,841 |
| Private Colleges | 44,809 | 22,282 |
| MN Technical Colleges | 963 | 64 |
| MN State Agencies | 13,676 | 3,147 |
| Health Sciences | 3,046 | 902 |
| All Others | 1,647 | 7,481 |
| Subtotal | 191,028 | 183,522 |
| MN Public Libraries | | |
| Minneapolis Public Library | 2,812 | 12,041 * |
| All Others | 44,540 | 9,866 |
| Subtotal | 47,352 | 21,907 |
| North Dakota | 15,020 | 6,445 |
| South Dakota | 11,429 | 3,428 |
| <u>Non-MINITEX Region</u> | | |
| Wisconsin | 6,230 | 11,271 |
| Illinois | --- | 6,280 |
| Canada | 117 | 214 |
| Great Britain | | 3 |
| Library of Congress | | 16 |
| National Library of Medicine | | 11 |
| TOTAL | 271,059 | 233,097 |

INCREASE OF 6% OVER 1989-90

*Physically searched and filled by the MINITEX staff.

SOURCE: MINITEX Library Information Network

In addition to its own document delivery service, MINITEX continues to work closely with the State University System to assist it in sharing resources among its MSUS/PALS libraries through a direct borrowing service. In 1990-91, 21,880 MSUS/PALS library books and journal articles were transported by the MINITEX delivery system of which 17,901 were processed by the MINITEX staff. An additional overnight delivery link was established by MINITEX between Mankato and Moorhead to allow academic libraries in Mankato and Moorhead to transport photocopied articles and loaned books back and forth. Items are requested, one library from another, electronically through the MSUS/PALS Interlibrary Loan System. The materials then are moved back and forth between libraries using the MINITEX statewide delivery system.

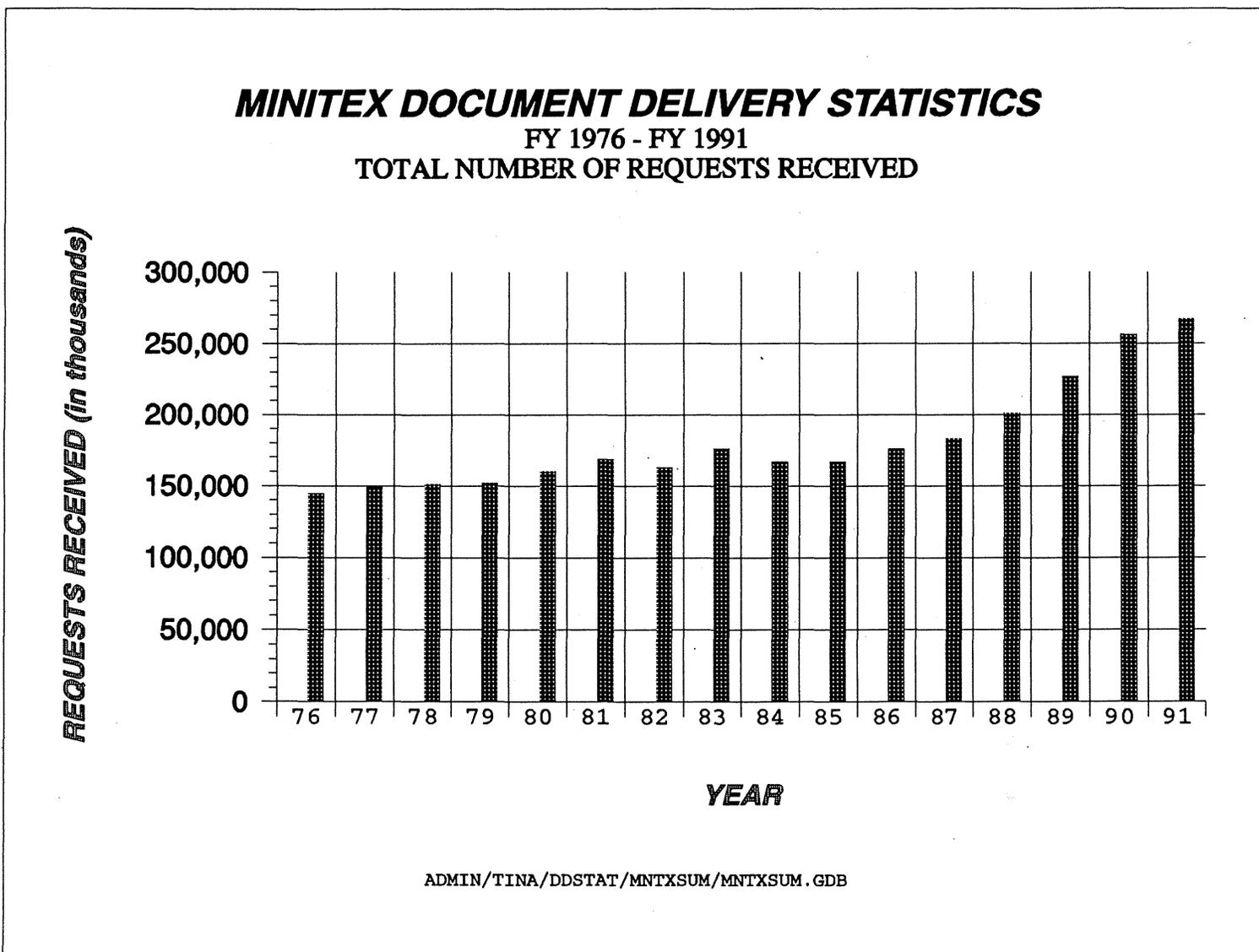
With an enhanced appropriation for 1990-91, MINITEX added student workers and full-time staff to handle the increased workloads. Overnight delivery services were extended to Sioux Falls, South Dakota, in order to facilitate the delivery of books and photocopies for Minnesota libraries back and forth between the MINITEX Office and the University of South Dakota, South Dakota State University, Augustana College, Sioux Falls College, and Dakota State College. The South Dakota State Library and MINITEX jointly share the cost for this delivery service.

Since its inception in 1969, the document delivery service has experienced dramatic growth in the number of requests, with some fluctuation from year to year, as shown in Figure 1. In Fiscal Year 1991, MINITEX received and processed the highest volume of document delivery requests in its history.

MULS, A UNION LIST OF SERIALS

MULS, A Union List of Serials, was developed in the early 1970s when it became clear that a database identifying the location of serials (periodicals and magazines) was necessary for an efficient resource sharing program. The preliminary edition of MULS listing 38,000 titles was issued in 1972. It grew to be a machine readable database containing over 127,923 bibliographic records and more

FIGURE 1.



than 325,000 periodical holdings in 212 academic, public, governmental, medical, and other libraries in Minnesota, North Dakota, and South Dakota.

MULS supports cataloging, resource sharing, and collection development. Accurate, standardized descriptions of items owned and information about where each item is held are essential characteristics of the MINITEX bibliographic databases.

Between 1972, when MULS was first issued, and 1983, the number of records in MULS grew to exceed the capacity of the computerized system used to produce MULS. The 1985 Minnesota Legislature appropriated \$200,000 to the Coordinating Board to automate MULS and put the MULS database online, making it more cost effective for the libraries with holdings in MULS to use the system for resource sharing. The Online Computer Library Center, Inc. (OCLC) was chosen as the system to house the MULS records. This is the same service that provides online shared cataloging services to participating MINITEX libraries. Consequently, libraries participating in OCLC for cataloging services have access to the MULS database of titles and holdings from terminals they already own and use. This important database identifying the location of serials (periodicals and magazines) owned by participating libraries also will be available to libraries that do not participate in the online shared cataloging services through online dial access and through an annually produced microfiche edition.

The first loading of MULS data into the OCLC system took place in August 1987. A second tape was loaded during October 1988, completing the tapeloading process. The loading of the backlog of MULS holdings, accumulated since 1983, is complete--except for a few problem titles. In 1990-1991, MULS staff held two training sessions for 37 library staff members in 26 libraries in the region on using and maintaining MULS online and provided additional training through two site visits and telephone support. As libraries using OCLC begin inputting and updating their own serial

holdings in the OCLC, they will send fewer updates to the MINITEX Office. During Fiscal Year 1991, the MULS staff received 7,545 updates to the MULS database.

MULS FUTURES TASK FORCE

A major MULS activity in 1990-1991 was the work of the MULS Futures Task Force.

Appointed at the request of the MINITEX/HECB Advisory Committee, the Task Force consisted of eight representatives of MULS libraries and a representative of the MSUS/PALS system. The Task Force studied MULS' role as a regional resource sharing tool and possible future uses of the database. The Task Force's final report, completed June 10, 1991, affirmed, "MULS is THE primary regional resource sharing tool for serials. MULS is a product of the cooperation of its participating libraries...While technological developments may change the way...MULS is accessed, maintained, and produced, the role MULS plays in resource sharing will expand in the future."

As part of its investigation, the Task Force prepared a questionnaire for distribution to MULS libraries and other MULS users. The questionnaire's purpose was to gain feedback on such issues as: purposes for which MULS is used and by whom, the accuracy of MULS holdings data, and methods for future maintenance of the database. By far, the greatest number of respondents said they considered resource sharing to be MULS' primary purpose. In reviewing questionnaire responses, the Task Force found that respondents considered MULS an important, useful resource sharing tool. The responses noted some problems with MULS but said it was the most comprehensive source of serials holdings information for the region.

The Task Force's final report contained 10 recommendations concerning the content, maintenance, and future uses of the MULS database. Implementation of the report's recommendations will be an important part of the MULS staff's work in the coming year.

ONLINE SHARED CATALOGING SERVICES

The Coordinating Board has a contract with OCLC Online Computer Library Center, Inc. (OCLC), the nation's largest system for computer-assisted cataloging, to provide these services in Minnesota, North Dakota, and South Dakota. From its facility in Dublin, Ohio, OCLC operates an international computer network used by more than 13,000 libraries to catalog books, order custom-printed catalog cards and machine-readable records, request interlibrary loans, maintain location information on library materials, and gain access to their databases. The OCLC database contains 34,900,000 records. In the MINITEX region, libraries contribute to and use information in the OCLC Online Union Catalog. The OCLC database is one of the first sources that libraries in the region check to determine if an item is held at the University of Minnesota or other participating libraries in MINITEX.

Computer-assisted cataloging by MINITEX/OCLC participating libraries improves access to local library resources while it builds an online catalog of books, serials, and other materials held in MINITEX libraries. This online catalog of materials, including MULS, allows efficient identification and location of items needed by MINITEX library patrons.

A library is able to use cataloging records produced by other libraries through cooperative participation as a member of OCLC; this greatly lowers cataloging costs at individual libraries. In addition, as libraries acquire local automated online catalogs and circulation systems, they can use the same records they input into OCLC with their local system. The MSUS/PALS database is derived and tapeloaded from the OCLC database records input by Minnesota MSUS/PALS libraries, as are the South and North Dakota online databases and the database of the Twin Cities' private libraries. MINITEX continues to provide a tape processing service to assist those libraries wishing to use their OCLC records to build their library databases.

Beginning in November 1990 and extending through 1991, OCLC implemented three major changes that affected all library staff using OCLC. These changes included:

1. Migrating to a new OCLC managed SPRINT telecommunications network.
2. Replacing the OCLC Terminal Software with PASSPORT, a multi-purpose communication software package.
3. Implementing the searching and cataloging features of the First Release of the OCLC PRISM Service, a multi-year redesign of the OCLC Online System developed in the 1970s.

During Fiscal Year 1991, an Orientation to the PRISM Service was presented to 90 of the MINITEX/OCLC libraries in 48 small group sessions. These sessions included hands-on exercises with the new service for both technical service and public service staff.

TABLE 2. PARTICIPATION IN OCLC, 1984-1991

| | <u>1983-84</u> | <u>1984-85</u> | <u>1985-86</u> | <u>1986-87</u> | <u>1987-88</u> | <u>1988-89</u> | <u>1989-90</u> | <u>1990-91</u> |
|-----------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Libraries | 126 | 159 | 161 | 160 | 165 | 164 | 164 | 162 |
| Terminals | 145 | 191 | 204 | 211 | 214 | 222 | 229 | 237 |

SOURCE: MINITEX

OCLC was increasingly available in the region in Fiscal Year 1991.

- 162 MINITEX libraries participated in OCLC using 237 OCLC terminals.
- MINITEX/OCLC participating libraries contributed 649,029 cataloging transactions to the OCLC database, which consists of over 34 million records.

ADDITIONAL SERVICES AND ACTIVITIES

The MINITEX Office administrative staff continued to serve as a joint purchasing agent for participating libraries. Joint purchasing agreements have saved 90 cooperating libraries over \$257,540 since 1988 by implementing and managing group purchases and discount programs with commercial vendors for such products as 3M security strips, compact disc read-only databases

(CD-ROMS), and online database services. In 1990-91, \$71,857 was saved by libraries using MINITEX's group purchasing and discount services.

Prior to Fiscal Year 1988, MINITEX provided a telephone reference service to all participating libraries. Due to limited funding, this service was not supported by the direct MINITEX appropriation during 1990-91. Since FY 1988, MINITEX has offered a back-up reference service to Minnesota public libraries through a contract with the Minnesota Office of Library Development and Services.

In FY 1991, 23 Minnesota public library systems referred 1,673 questions to the MINITEX Office because they were not able to find answers in their own collections. This was a 20 percent increase over questions referred in FY 1990. The reference staff relied heavily on the collections of the University of Minnesota Libraries and Minneapolis Public Library and Information Center. Over 1,600 book loans and photocopied articles from these libraries were sent to Minnesota libraries in answer to patrons' reference questions. Reference staff have made site visits to public libraries using the MINITEX Reference Service to discuss the service and to provide demonstrations of various electronic tools used by the staff to answer questions. In addition, reference staff have undertaken several training workshops in Minnesota in cooperation with the Office of Library Development and Services in the Department of Education.

Through the serials exchange service, libraries send duplicate and withdrawn issues of periodicals and annual reference materials to MINITEX so that other libraries needing back issues or replacement copies can request them for their collections. Issues and special sets are provided to requesting libraries for a small charge. Last year, the number of libraries using the service increased 33 percent, from 67 in 1989-90 to 89 in 1990-91, and although the number of issues provided decreased 26 percent from 3,628 in 1989-90 to 2,686 in 1990-91, the number of special sets provided increased 20 percent from 1,361 in 1989-90 to 1,640 in 1990-91. As libraries fill in their

collections, the demand for single issues has decreased; however, the volume of requests for current reference volumes and special set materials continues to increase, especially from small academic, special and public libraries with small acquisitions budgets.

CHAPTER IV. PROGRAM ADMINISTRATION

MINITEX combines the broad higher education perspective of the Higher Education Coordinating Board with the resources of the University of Minnesota. Coordinating Board staff determine the general policies of the MINITEX program, set the goals and objectives, define services, develop budget requests, contract for major services, and represent MINITEX to the legislature and the public. In fulfilling its responsibility, the Coordinating Board works with an advisory committee appointed by the executive director. The committee met three times in 1991 (see Appendix B for the members of the advisory committee).

The Coordinating Board contracts with the University of Minnesota-Twin Cities campus for MINITEX services. In 1990-91, the University managed the day-to-day operation of the program and services with a staff of 34.4 full-time equivalent employees plus 16.2 full-time equivalent student workers at the MINITEX office in Wilson Library.

The MINITEX Advisory Committee completed a two-year planning process that culminated with its endorsement of a revised statement of the MINITEX Mission, Principles, and Criteria for MINITEX Participation in September 1990. The statement includes the expectations that MINITEX libraries have of each other. The criteria emphasize the responsibility of each library (1) to provide for most of its patrons' needs before turning to MINITEX, and (2) to maintain a qualified staff able to meet the technical and operational demands of interacting with MINITEX. The underlying assumption is that MINITEX document delivery services should not be used as a substitute for local library service. The Higher Education Coordinating Board adopted this statement in March 1991. . The revised mission, goals, principles, and criteria for participation are found in Appendix C of this report.

CHAPTER V. SOURCES OF FUNDING AND PROGRAM COSTS

The MINITEX program is supported through direct appropriations to the Minnesota Higher Education Coordinating Board for service to post-secondary educational institutions and state agency libraries. In addition, the Coordinating Board contracts with the Minnesota Department of Education Office of Library Development and Services (LDS), North Dakota State Library, and South Dakota State Library to provide service to Minnesota's public libraries and designated libraries in North and South Dakota. Table 3 indicates the sources of revenue for the 1991 fiscal year.

TABLE 3. SOURCES OF REVENUE, FISCAL YEAR 1991

| | |
|-----------------------------------|---------------------|
| Direct Appropriation to HECB | \$ 1,083,000 |
| LDS Contract | 337,663 |
| North Dakota Contract | 134,595 |
| South Dakota Contract | 123,921 |
| Independent OCLC Subscriptions | 34,892 |
| Miscellaneous Fees and Income | 50,017 |
| Total Operational Revenues | \$ 1,764,088 |

SOURCE: MINITEX

In Fiscal Year 1991, the MINITEX budget was allocated by MINITEX service. In addition, under the contracts with North and South Dakota, there is a payment to the University of Minnesota for collections development to compensate for the borrowing from those states. The budget for Fiscal Year 1991 is shown in Table 4.

TABLE 4. BUDGET BY SERVICE, FISCAL YEAR 1991

| | |
|---------------------------|---------------------|
| Document Delivery | \$ 1,273,627 |
| MULS | 117,485 |
| Reference Services | 90,463 |
| OCLC | 246,576 |
| Collections Development | 35,937 |
| Total Expenditures | \$ 1,764,088 |

SOURCE: MINITEX

MINITEX predicted a shortfall in its budget halfway through the fiscal year. Steps were taken within the Office to control costs and reduce expenditures where possible. Library directors were requested to reduce their use of MINITEX document delivery during May/June, 1991 in order to reduce staff expenses. One time miscellaneous income and fees were used to balance the budget at the end of the fiscal year.

The reference service was supported by a contract with the Minnesota Office of Library Development and Services to serve Minnesota public libraries.

MINITEX has been a low-cost service because of its nature and organization. Because MINITEX is a state program funded through an appropriation to the Coordinating Board and housed at the University of Minnesota-Twin Cities, there are no direct overhead charges to support these costs; thus, they are modest compared to those of other networks. The low cost is also the result of economies of scale, with many library requests being processed daily.

CHAPTER VI. RECENT DEVELOPMENTS AND CHALLENGES

The Minnesota Legislature provided an increase of 12 percent in MINITEX funding for each year of the current biennium in order to maintain MINITEX services. During the first seven months of the current fiscal year (July 1, 1991 through January 31, 1992), the MINITEX staff has been working on several innovative ways to develop and implement improved access to information in a network environment where local library resources are diminishing.

MINITEX continues to receive requests from participating libraries and is projecting another record year. One recent study by a local library indicated that 61 percent of requests sent to MINITEX were filled within three working days and 85 percent within five days. In addition, the current fiscal climate is resulting in more libraries reducing their holdings in magazine or serials subscriptions, which will result in more demand on the MINITEX system. One four-year university library recently reduced its subscriptions by 569 titles beginning January 1, 1992. MINITEX has initiated a regionwide "serials cancellation" project to keep track of cancelled serial subscriptions by MINITEX libraries. MINITEX staff are attempting to track those titles for which there is now only one holding or no holdings in the three state region, requiring requests to be sent outside the region to be filled.

Due to massive budget cuts at the University of Illinois, they imposed fees on loans and photocopies where previously there had been no charges. MINITEX stopped referring requests to the University in September 1991. MINITEX referred over 6,000 requests to the University of Illinois in 1990-91 and will not easily find a replacement for such a rich referral collection for MINITEX libraries.

Cooperative collection management activities have been planned and two work sessions on the topic took place on March 9 and 10, 1992, in the Twin Cities. On March 9, 65 collection development and acquisition librarians met to discuss how libraries could implement a more in-depth and formal program of cooperative collection management. In addition, the directors of the four-year college and university libraries met March 10 to discuss the same subject. A follow-up workshop co-sponsored with the MSUS/PALS Office is being planned for 1992-93.

The use of technology to speed transmission of information over high-speed lines will begin in the MINITEX Office in April 1992. MINITEX has purchased a microcomputer workstation and scanner technology to scan directly from a printed page and transmit to other libraries over the Internet, a high speed backbone network covering the United States through various research institutions' computer centers. In addition to the MINITEX Office, the libraries at St. Cloud State University, University of Minnesota-Twin Cities, University of Minnesota-Duluth, and the MSUS/PALS Office will have the same type of workstation and software with linkages to the Internet. The MINITEX Office has submitted a proposal for \$275,797 to the U.S. Office of Education under the Higher Education Act Title II-D College Library Technology and Cooperation Grants Program. The proposal, "Strengthening Higher Education Programs through Just-In-Time Information Delivery" would place 40 workstations with the same capability as the MINITEX workstation in libraries in Minnesota, North Dakota, and South Dakota.

Greater access online to electronic reference databases in the form of journal citations and abstracts of needed information is a reality. The MINITEX Office, along with LUMINA, MSUS/PALS, South Dakota Library Network, and North Dakota Library Network, has licensed the online files for Business Index, Expanded Academic Index, and Magazine Index from the Information Access Company, Inc. Combined, these databases index over 2,500 of the magazines most

commonly held by libraries. In MSUS/PALS, students and faculties have access to this information over their public terminals if their library was able to subscribe to the databases.

Magazine titles owned by the local library are "highlighted" on the screen directing the user to their local collection rather than to borrowing from other libraries. The result is increased use of existing collections. Many of the magazines have large abstracts of their content in each citation, enabling the user to determine how useful the article might be before they read it. Some libraries lacked sufficient funding to subscribe to all these databases. MINITEX is exploring how to obtain the full-text of articles indexed in these databases.

MINITEX has been told that this is a unique project in the United States because of the number of academic, special, and public libraries involved, the cooperative licensing by five different agencies of the databases, and the large geographical area covered. The MINITEX Office is the fiscal agent for the project.

At the initiation of the University of Minnesota Librarian, regional and statewide storage facilities for little-used materials have been discussed within Minnesota. Meetings have been held between the University Librarian, the Minnesota State University System Board Office, the MINITEX Director, and several public library directors in the Twin Cities. Discussions to explore potential solutions continue.

The MINITEX staff implemented office use of the automated circulation system of the University of Minnesota Libraries online catalog, LUMINA. This required staff to develop new procedures to use with the online system and integrate those procedures throughout the office. The staff continue to increase their use of other local library circulation systems to determine if materials are on the shelf before sending that library a request. For example, in January 1992, the staff did not take 350 requests to Minneapolis Public Library because they knew from searching the online system

at Minneapolis Public remotely from the MINITEX Office that those items were checked out and not on the shelf. These requests were immediately sent to other libraries.

The MINITEX delivery system between Mankato and Moorhead to deliver material directly between libraries when appropriate instead of through the MINITEX Office was strengthened by adding St. Cloud to the delivery route. No other cities were added because of lack of additional funding. This service will provide data to analyze how the direct delivery service enhances the timeliness of the delivery of information to students and faculty and reduces the pressure on the MINITEX Office.

Orientation to OCLC's new PRISM Service was completed for more than 700 MINITEX/OCLC participants in 100 training sessions, and all the libraries have migrated to the new Service for cataloging of materials using the new Passport software and telecommunications network.

No relief has been received or is likely to be received soon for space limitations in the MINITEX Office. The grim fiscal climate could affect library funding for acquisitions and staffing while technology and demands for improved education outcomes add to the stress on library staffs. These events affect the MINITEX service program since the MINITEX Library Information Network is made up of the cooperating libraries. However, MINITEX continues to provide leadership and expertise in cooperative resource sharing efforts within Minnesota, working closely with many other agencies and organizations.

APPENDIX A. MINITEX PARTICIPATING LIBRARIES, 1991

LIBRARIES RECEIVING MINITEX SERVICES DIRECTLY

Minnesota Academic Libraries

| | |
|---|--|
| Alexandria Technical College | Mankato Technical College |
| Anoka Technical College | Mankato State University |
| Anoka-Ramsey Community College | Dr. Martin Luther College |
| Arrowhead Community College | Mayo Clinic Library |
| Hibbing Campus | Metropolitan State University |
| Itasca Campus | Minneapolis College of Art and Design |
| Mesabi Campus | Minneapolis Community College |
| Rainy River Campus | Moorhead State University |
| Vermillion Campus | Natural Resources Research Institute |
| Augsburg College | Normandale Community College |
| Austin Technical College | North Central Bible College |
| Austin Community College | Northland Community College |
| Bemidji State University | Northeast Metro Technical College |
| Bethany Lutheran College | Northwestern College |
| Bethany Lutheran Seminary | Pillsbury College |
| Bethel College | Red Wing Technical College |
| Bethel Theological Seminary | Rochester Community College |
| Brainerd Community College | Rochester Technical College |
| Carleton College | St. Cloud Technical College |
| College of St. Benedict | St. Cloud State University |
| College of St. Catherine | St. John's University |
| College of St. Scholastica | St. Mary's College |
| Concordia College, Moorhead | St. Olaf College |
| Concordia College, St. Paul | St. Paul Bible College |
| Dakota County Technical College | St. Paul Seminary |
| Faribault Technical College | St. Paul Technical College |
| Fergus Falls Community College | Southwest State University |
| Freshwater Biological Institute | United Theological Seminary of the Twin Cities |
| Gustavus Adolphus College | University of Minnesota - Biomedical Library |
| Hamline University | University of Minnesota - Freshwater Biological Institute |
| Bush Memorial Library | University of Minnesota - Law Library |
| Law Library | University of Minnesota - St. Paul Campus Library |
| Hennepin Technical College/North Campus | University of Minnesota - Wilson Library |
| Hennepin Technical College/South Campus | University of Minnesota - Crookston |
| Inver Hills Community College | University of Minnesota - Duluth Campus Library |
| Lakewood Community College | |
| Luther-Northwestern Seminary Libraries | |
| Macalester College | |

University of Minnesota - Duluth Health
Sciences Library
University of Minnesota - Morris
University of Minnesota Technical College -
Waseca
William Mitchell College of Law
Willmar Community College
Winona State University
Worthington Community College

Minnesota State Agency Libraries

Iron Range Research Center Library
Fire Information Research and Education
Center
Minnesota Attorney General's Office
Minnesota Criminal Justice Program Library
Minnesota Department of Administration,
Intertechnologies Library
Minnesota Department of Education
Minnesota Department of Energy and
Economic Development
Minnesota Department of Health
Minnesota Department of Human Services
Minnesota Department of Jobs and Training
Minnesota Department of Natural Resources
Minnesota Department of Public Welfare
Minnesota Department of Revenue
Minnesota Department of Transportation
Minnesota Historical Society
Minnesota Legislative Reference Library
Minnesota Office of Library Development
Services
Minnesota Pollution Control Agency
Minnesota State Law Library
Minnesota Zoological Gardens
Minnesota Center for the Arts

Minnesota Public Libraries

Anoka County Library
Austin Public Library
Carver County Library System
Dakota County Library System
Duluth Public Library
East Central Regional Library
Great River Regional Library
Hennepin County Library

Kitchigami Regional Library
Lake Aggasiz Regional Library
Marshall-Lyon County Library
Minneapolis Public Library and Information
Center
Montevideo Public Library
Pioneerland Library System
Ramsey County Public Library
Rochester Public Library
St. Paul Public Library
Scott County Library System
Traverse des Sioux Library System
Viking Library System
Virginia Public Library
Washington County Library

Other Minnesota Libraries

Abbott-Northwestern Hospital Library
Bethesda Lutheran Hospital Library
Fairview Hospital Library
Fairview-Deaconess Hospital Library
Hennepin County Medical Center
James J. Hill Reference Library
Methodist Hospital Library
Midway Hospital Library
North Memorial Medical Center Library
St. Mary's Hospital Library
U.S. Environmental Protection Agency
U.S. Fish and Wildlife Service
Veteran's Administration Hospital

North Dakota Libraries

Dickinson State University
North Dakota State School of Science
North Dakota State Library
North Dakota State University
University of Mary
University of North Dakota - Chester Fritz
Library
University of North Dakota - Harley E.
French Medical Library
University of North Dakota - Thormodsgard
Law Library
Veteran's Memorial Public Library

South Dakota Libraries

Alexander Mitchell Public Library
Augustana College
Black Hills State University
Dakota Wesleyan University
Dakota State University
McKenna Hospital Medical Library
Northern State University
Rapid City Public Library
Rapid City Regional Hospital
Sioux Falls College
Sioux Falls Public Library
South Dakota School of Mines and Technology
South Dakota State Library
South Dakota State University
University of South Dakota - I.D. Weeks
Library
University of South Dakota - Law Library
University of South Dakota - Lommen Health
Sciences Library
Veteran's Administration Medical Center

Wisconsin Libraries

Wisconsin Interlibrary Services - University
of Wisconsin
Wisconsin Reference and Loan Library

Canadian Library

Lakehead University (shares Canadian
documents with MINITEX participants)

**OTHER LIBRARIES RECEIVING OCLC
SERVICES THROUGH MINITEX**

Minnesota

Arrowhead Library System
Cargill
General Mills
Hennepin County Law Library

Hibbing Public Library
Honeywell (8 libraries)
Minneapolis Art Institute
Metronic
Minnesota Professional School of Psychology
Pillsbury Company
Red Wing Public Library
UNISYS Corporation (2 libraries)
Walker Art Center
Winona Public Library
3M

North Dakota*

Alfred Dickey Public Library**
Bismarck Schools
Bismarck State College**
Dickinson Public Library**
Fargo Public Library**
Grand Forks Public Library**
Jamestown College**
Mandan Public Library**
Mayville State University
Minot Public Library**
Minot State University**
State Historical Society of North Dakota**
Trinity Bible College
Valley City State University**
Valley City Public Library**
Williston Community Library

South Dakota*

Brookings Public Library
Huron College**
Mitchell Public Library
Mount Marty College**
National College
North American Baptist Seminary**
Oglala Lakota College
Presentation College
Sinte Gleska College
South Dakota Historical Research Center**
Sturgis Public Library

* Libraries may also receive MINITEX document delivery service through their state library.

** Periodical holdings are listed in MULS.

APPENDIX B. MINITEX ADVISORY COMMITTEE, 1991

City and County Libraries

Judith Keller Taylor
Rochester Public Library

State Agency Libraries

Elizabeth Wade
Fire Information, Research and Information
Center

State Universities

Elizabeth Lange
Winona State University

Regional System Libraries

Tom Scott
Plum Creek Library System

Technical Colleges

Dick Blasjo
Dakota County Technical College

Community Colleges

Pamela Reiersen
Normandale Community College

County Libraries

James Wells
Washington County Library

Private Colleges

T. John Metz
Carleton College

**University of Minnesota-Coordinate
Campuses**

Harold Opgrand
University of Minnesota-Crookston

University of Minnesota-Twin Cities

Thomas Shaughnessy
University of Minnesota - Twin Cities

Neighboring States

Jane Kolbe
South Dakota State Library

Patricia Harris
North Dakota State Library

Ex-Officio

Bill Asp
Minnesota Department of Education
Office of Library Development and Services

William DeJohn
MINITEX

Ann Kelley
Minnesota Higher Education Coordinating
Board

APPENDIX C. MINNESOTA LIBRARY INFORMATION NETWORK

[Endorsed by the MINITEX/HECB Advisory Committee on September 27, 1990]

The MINITEX Library Information Network (MINITEX) is a publicly-supported network of academic, public, state agency, and special libraries working cooperatively to improve library service for their users.

The MINITEX program is funded by the Minnesota Legislature through the Minnesota Higher Education Coordinating Board (MHECB). Programs for Minnesota public libraries are funded through a contract with the Minnesota Office of Library Development and Services. Libraries in North Dakota and South Dakota participate in MINITEX programs through contracts between MHECB and the North and South Dakota State Libraries. MINITEX programs are coordinated by the MINITEX staff located at the University of Minnesota-Twin Cities Libraries, which fills the majority of requests sent to the MINITEX Office.

MISSION

The mission of the MINITEX Library Information Network is to enhance the effectiveness and efficiency of participating libraries by expanding their access to local, state, regional, national, and international information resources. This is accomplished by effective delivery of needed information and by sharing library resources including collections, bibliographic records, and reference services through conventional, and innovative means.

The goal of the MINITEX staff is to facilitate resource sharing activities of participating libraries by providing:

- Delivery of materials and information;
- Access to bibliographic records and other information in electronic format;
- Leadership and expertise to participating libraries and other public bodies to further interlibrary cooperation, innovation, and the effective use of emerging technologies to improve services;
- Forums for ongoing planning of interlibrary activities and cooperation with groups and agencies with similar goals and activities and establishing a planning framework for inclusion of participants in state, regional, national, and international networking;
- Training, continuing education, and professional development for library staff members relevant to the mission of MINITEX so libraries can serve their users more efficiently and effectively.

PRINCIPLES

The following principles guide the administration of and participation in the MINITEX Library Information Network (MINITEX) and describe roles of participating libraries.

1. The MINITEX Library Information Network is a publicly-supported network created to enhance local library service by facilitating cooperation and resource sharing among libraries.
2. MINITEX participating libraries are the most appropriate user service levels and are responsible for their own collections, bibliographic records, personnel, determining their clientele, and selecting among MINITEX programs for which they are eligible to enhance services to their users. Libraries are strongly encouraged to strive to provide excellent services to their users. Screening of document delivery and reference requests sent to the MINITEX office is done locally by the library staff, not by the MINITEX staff.
3. MINITEX participation by a library should improve or provide additional services and increase the availability of other libraries' resources to a library's users. In no case, should participation of any library lead to deterioration of service to its users or to other MINITEX participating libraries.
4. MINITEX participation should aid cost-effectiveness in individual libraries, allow for improved use of available funding, and reduce the rate of increase in library costs.

5. MINITEX programs should be developed with flexibility to interface with regional or national programs and/or support local cooperative activity. National standards and protocols (bibliographic, telecommunications, formats, etc.) should be adopted uniformly in the development of any programs or systems. Standards relating to online catalogs and online circulation systems are considered by the MINITEX/LDS Joint Standards Task Force and recommended for adoption to appropriate advisory committees.
6. MINITEX staff will support access to communication, delivery, and bibliographic systems to the degree that it is economically feasible, but local use of those systems and the accompanying costs are the responsibilities of the individual library.
7. MINITEX libraries should meet the appropriate standards and guidelines for their type of library.
8. MINITEX participation does not preclude participating libraries from using services available from other agencies or organizations. Libraries are expected to first use locally available resources whenever possible. Libraries are encouraged to participate in other regional or national networks as appropriate.
9. MINITEX participating libraries should adhere to established criteria for participation in the MINITEX Library Information Network.

CRITERIA FOR MINITEX PARTICIPATION

These criteria are the expectations for each library participating in MINITEX.

"Library" is defined as an agency having a bibliographically-organized collection of materials such as books, periodicals, pamphlets, maps, and audio-visual materials; such collections should be available to users for reference information and for reading, listening, and/or viewing. A library should be staffed with trained personnel to assist users in locating and securing materials and information. Each participating library is expected to have at least one full-time professional librarian to administer the library service program.

- A. Each participating local library is responsible for providing its own collections, bibliographic records, and personnel to support its institution's programs or to serve its community of users.

The MINITEX Document Delivery Program should not be considered a substitute for local ownership of needed resources. Infrequent and/or supplemental information needs should be referred to the MINITEX office (approximately five percent) and 95 percent of user information needs should be met by their own library and/or library system. The figure of 95 percent was chosen to protect the value of the Network so there is more equal sharing of resources throughout the Network and no one library abuses its participation in the Network.

Participation in the MINITEX Library Information Network does not diminish the responsibility of each library's appropriating authority to provide adequate financial support to meet current and ongoing collection and operational needs.

- B. Each participating library is expected to have a designated staff member for day-to-day operations and for contact with the MINITEX Office. The library's staff is expected to interact with the MINITEX staff during regular business hours and to perform the following responsibilities:
- Share resources consistent with library policies, including collections, bibliographic records, reference support;
 - Update and maintain cooperatively-developed Network information (for example, serials holdings in MULS and information in the MINITEX directory, and, for OCLC participants, current cataloging);
 - Abide by MINITEX policies and protocols, such as v

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MINITEX Library Information Network

LEGISLATIVE REFERENCE LIBRARY
605 State St. Bldg. 10
Spartanburg, S.C. 29155

DEMCO

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