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MINITEX LIBRARY INFORMATION NETWORK

1994 Annual Report

Minnesota
Higher Education
Coordinating Board

MINNESOTA HIGHER EDUCATION COORDINATING BOARD

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NETWORK

1994 Annual Report

Prepared by the Staffs of the
Minnesota Higher Education Coordinating Board
and MINITEX

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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 1993-94, MINITEX received and processed 324,337 requests from libraries in its three-state region--Minnesota, North Dakota, South Dakota, and reciprocal states, Wisconsin and Illinois. Of these requests, 169,051 book loans and photocopied articles were supplied from the University of Minnesota-Twin Cities Libraries.

Requests received in 1993-94 were five percent higher than in 1992-93. On the average, 61 percent of requests sent to MINITEX were filled within three working days and 86 percent within five days. MINITEX staff continue to strive to maintain service effectiveness. This has been the result of a substantial increase to the MINITEX base budget for the biennium beginning July 1, 1989. This enabled MINITEX to increase its staffing and replace out-of-date equipment.

Some accomplishments of MINITEX highlighted in the report are:

- Availability of online electronic indices to 2,500 journals and full-text articles of 1,300 journals.

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

- Provision of administrative support for the loading of licensed electronic reference databases into online library automation systems for users to access.

- Participation in the Online Shared Cataloging Services for 163 libraries, including training more than 883 participants.

- Response to over 2,168 reference questions from Minnesota public libraries under the HECB contract with the Office of Library Development and Services, Minnesota Department of Education.

- Establishment of a Cooperative Collection Management Task Force, which sponsored the first "Selector's Conference" in Minnesota, bringing together library staff who are responsible for selecting library materials to identify cooperative ventures.

- Implementation of new scanner technology to test the feasibility of transmitting printed text directly over high speed telecommunications lines rather than making photocopies.

- Participation in discussions about regional and statewide overflow facilities for little-used materials.

- Enhancement of the MINITEX overnight delivery system by adding more cities and libraries.

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. MINITEX continues to work with local libraries and other agencies and organizations to improve cooperative resource-sharing efforts in Minnesota, and MINITEX works to facilitate development of the "library of tomorrow" to help better serve customers in the library or from remote access points.

CHAPTER 1. 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 26th 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 has a reciprocal arrangement with the Wisconsin Interlibrary Services at the University of Wisconsin-Madison campus and the Illinois State Library.

Efficient and cost effective access to information is supported by overnight delivery of materials to participating libraries in Bemidji, Bismarck, Brainerd, 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 timely and high quality 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. Since 1988, MINITEX has offered serials exchange, reference services, and cooperative purchasing 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 1993-94, and explains other changes occurring in the program.

CHAPTER 2. 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 $811,925 in savings to libraries since Fiscal Year 1988.

- Completed negotiation of a joint agreement to license electronic reference and full-text databases and loaded 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.

- Publication of 11 editions of MULS, a Union List of Serials, providing access since 1972 to the magazine and periodical holdings of over 210 participating libraries in the region.

- Participation by 164 MINITEX libraries in the Online Computer Library Center, Inc. (OCLC's) shared cataloging system of over 27 million records since 1976.

- Automation of MULS by loading it into the Online Computer Library Center online system and as a separate reference file in MSUS/PALS.

- 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 106 participating libraries.

In 1969, the University of Minnesota-Twin Cities Campus provided 100 percent of the delivered items. Items now are being provided from other libraries; in 1993-94, 37 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. In 1993-94, MINITEX staff took 169,051 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, Carleton College, Concordia College (Moorhead), St. Olaf College, Gustavus Adolphus College, St. Mary's College, North Dakota State University, the Legislative Reference Library, St. John's University and the College of St. Benedict, Hill Reference Library, College of St. Scholastica, and the Minnesota Historical Society Library. The state universities, community colleges, state agencies, and several private colleges using MSUS/PALS accounted for 50 percent of the total requests received by MINITEX from Minnesota academic and state agency libraries. Moreover, 41 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 during the 1993-94 year. 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. In addition to MSUS/PALS, MINITEX accesses PALS-related systems located in the Mankato area Traverse des Sioux library system, North Dakota, and South Dakota. In 1993-94 MINITEX received over 164,000 requests on this electronic system.

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 3. 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) 1994, the 1993-94 academic year.

DOCUMENT DELIVERY

A record number of requests, 324,337, was received and/or processed over the MINITEX Delivery System by the MINITEX document delivery staff in 1993-94. This was five percent higher than requests received in 1992-93. 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 169,051 photocopies and loans to MINITEX participants in 1993-94, a three percent increase over 1992-93.

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 to either the Wisconsin Interlibrary Services (WILS) or the University of Illinois, Champaign Urbana. In addition, MINITEX refers to sources outside the region, including the Library of Congress, the National Library of Medicine, the National Agricultural Library, the British Library Document Supply Center and Lakehead University in Thunder Bay, Canada.

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. Overnight delivery between the MINITEX office and the WILS office at the University of Wisconsin, Madison, carrying materials for both University ILL offices, is now a regular service.

MINITEX tries to accommodate the increase in local library automation, including microcomputers and online automated systems, among participating libraries, by receiving and referring document delivery requests in a variety of methods. It is increasingly interactive with local automated systems to check circulation status and place "holds" on requested items, thereby speeding up the delivery of materials and increasing the fill-rate. In addition to local couriers, libraries use several electronic methods to send requests to MINITEX and to receive requests from MINITEX. In Fiscal Year 1994, MINITEX received 140,000 requests electronically using the Minnesota State University PALS interlibrary loan subsystem--a 10 percent increase over FY 1993.

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 the majority of all MINITEX document delivery requests.

TABLE 1. MINITEX STATISTICS, 1993-94

MINITEX Region	Requests Received By MINITEX	Requests Referred By MINITEX
MN Academic and State		
Agency Libraries		
UM/Twin Cities Campus	22,961	169,051 *
UM/Coordinated Campuses and		
Institutes	26,292	3,203
State Universities	43,851	8,987
Direct Borrowing/Direct-Delivery	28,125	---
Community Colleges	24,281	2,069
Private Colleges	52,999	21,878
MN Technical Colleges	1,642	44
MN State Agencies	14,515	3,216
Health Sciences	3,781	1,243
Subtotal	218,447	209,691
MN Public Libraries		
Minneapolis Public Library	2,646	18,487 *
All Others	53,092	11,562
Subtotal	55,738	30,049
North Dakota	18,842	6,515
South Dakota	19,360	4,511
Non-MINITEX Region		
Wisconsin	10,302	13,829
Illinois	1,430	4,023
Canada	218	188
Great Britain		4
Library of Congress		10
National Library of Medicine		1
TOTAL	**324,337**	**268,942**

INCREASE OF 5% OVER 1992-93

*Physically searched 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. The overnight delivery link was established by MINITEX between Mankato, Moorhead, and St. Cloud to allow academic libraries in those cities to request and send photocopied articles and loaned books back and forth without going through the MINITEX office in Minneapolis. Items are requested, one library from another, electronically through the MSUS/PALS Interlibrary (electronic) Loan System. The materials then are moved back and forth between libraries using the MINITEX statewide delivery system. In 1993-94, 28,125 library books and journal articles from libraries using the MSUS/PALS system were transported by the MINITEX delivery system, of which 19,776 were processed by the MINITEX staff.

With an enhanced appropriation for the 1994-95 biennium, MINITEX maintained the student workers and full-time staff to handle the increased demand for document delivery. The increasing number of different delivery services and different online local library systems have resulted in better service for the library user, while increasing the complexity of MINITEX staff work processes. In Minnesota, overnight delivery services were extended to the University of Minnesota-Crookston, Brainerd Community College, Anoka Ramsey Community College, Normandale Community College, and James J. Hill Reference Library. In addition, MINITEX and the Office of Library Development and services collaborated to extend overnight delivery services from the Twin Cities to Fergus Falls, Pine River, Thief River Falls, Cambridge and Montevideo. Overnight delivery services also were extended to Sioux Falls, Rapid City, and Pierre South Dakota, in order to facilitate the delivery of books and photocopies for Minnesota libraries back and forth between the MINITEX Office and South Dakota libraries. 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 1994, MINITEX received and processed the highest volume of document delivery requests in its history.
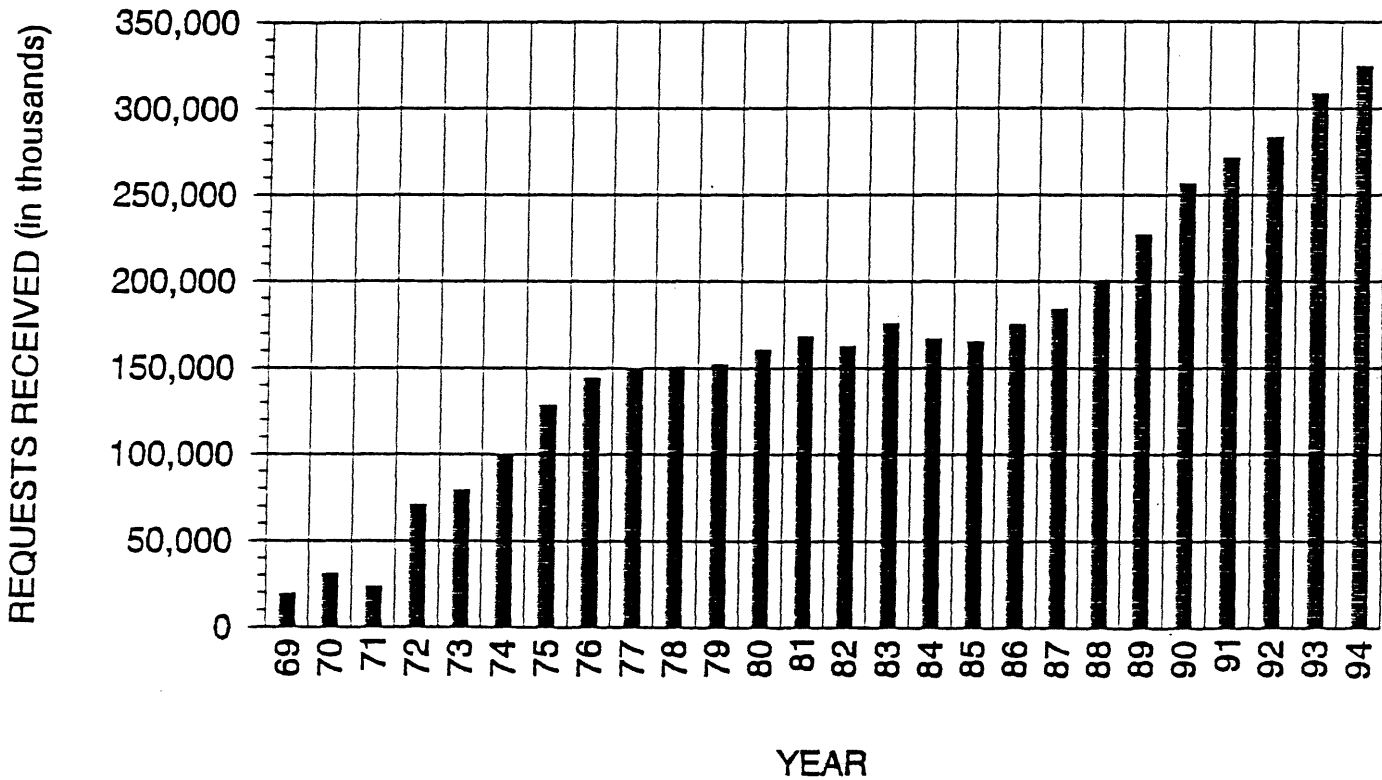
MULS, A UNION LIST OF SERIALS

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 has grown to be a machine readable database containing over 138,900 bibliographic records and nearly 349,000 periodical holdings in 210 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 this and other 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. MULS also is available to libraries that do not participate in the online

MINITEX DOCUMENT DELIVERY STATISTICS
FY 1969 – FY 1994
TOTAL NUMBER OF REQUESTS RECEIVED

shared cataloging services through online dial access and through an annually produced microfiche edition.

In a special project with MSUS/PALS, MINITEX has enabled library staff and users in Minnesota to search MULS through the MSUS/PALS online system at no cost. Previously, online access had been available only to library staff, and only on a fee-for-use basis. Moreover, some interlibrary loan staff have begun using the online MULS to search and download bibliographic information directly into an electronic interlibrary loan form through MSUS/PALS for transmittal to the MINITEX Office, thereby saving much rekeying (and potential errors) of data. In the first nine months of operations, there have been 736,179 transactions (including searches, updates, and new entries) in the MULS database on MSUS/PALS. The MULS microfiche continues to be produced and distributed since workflow in many libraries requires several access points to the MULS data.

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. During Fiscal Year 1994, the MULS staff received 8,695 updates to the MULS database, a decrease of about 7 percent which reflects the fact that most MULS libraries have completed the initial updating of their holdings and are maintaining their holdings -- a less intensive task.

ONLINE SHARED CATALOGING SERVICES

The Coordinating Board has a contract with 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 almost 18,000 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 over 29 million records and identifies over 500 million holding locations internationally. 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 a regional 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 college libraries. MINITEX continues to provide a tape processing service to assist those libraries wishing to use their OCLC records to build their own library databases.

Beginning in November 1990 and extending through 1994, OCLC has been implementing various phases of its new, upgraded system called the PRISM Service, a redesign of the OCLC Online System that had been developed in the 1970s. Table 2 indicates the use of OCLC by MINITEX libraries.

TABLE 2. PARTICIPATION IN OCLC, 1986-1994

	1986-87	1987-88	1988-89	1989-90	1990-91	1991-92	1992-93	1993-94
Libraries	160	165	164	164	162	163	164	163
Terminals	211	214	222	229	237	237	248	249

SOURCE: MINITEX

OCLC in the region in Fiscal Year 1993/94.

- 163 MINITEX libraries participated in OCLC using 249 OCLC terminals.

- MINITEX/OCLC participating libraries contributed 507,237 cataloging transactions to the OCLC database, which consists of over 29 million records. Of this number, 25,426 were contributions of original cataloging. These cataloging transactions provide access to items owned in the MINITEX region through OCLC, local online systems, and catalog cards.

- 34 workshops on OCLC services that were attended by 256 participants.

ELECTRONIC TECHNOLOGIES AND ACCESS TO ONLINE DATABASES

MINITEX received a 71 percent increase in funding from the legislature for each year of the 1994-95 biennium. The majority of these funds were designated for access to telecommunications technologies, including online access to the University LUMINA online catalog, joint licensing agreements for the use of online reference and full-text databases, and the electronic transmittal of materials.

MINITEX, working with the University of Minnesota Computer and Information Center, established an 800 number for residents and local library staff in Greater Minnesota to access the University Libraries' LUMINA online catalog. From November 1993 through October 1994, there were 4,352 "calls" (computer connections) made to the 800 U LUMINA number. There was an

average of 335 "calls" per month. Faculty, students, and teachers from both college and school libraries are making heavy use of the 800 number.

MINITEX also facilitated access to the "electronic information highway" by the installation of veronica software at the University of Minnesota Computer Center. This is a navigator or index to the 2000 Gopher menus around the world giving Minnesota Internet users priority before non-Minnesota users.

The 1994-95 biennial appropriation extended online access to the full-text files of 1,300 journals and periodicals. Sixty-five academic and state agency libraries were provided access to these databases. These included the libraries of the University of Minnesota (Twin Cities and coordinate campuses), all state universities, 17 community colleges, 5 technical colleges, several state agencies, and 18 private colleges. In addition, approximately 78 public and school libraries are accessing the files through two public library systems.

Full-text means that only the text of magazine articles displays without any of the tables, photographs and graphs that may be in the printed or photocopied document. One of the objectives of this project is to determine the advantages and disadvantages of having this truncated version of a printed document available online. The full-text databases now available through the MINITEX contract include Expanded Academic Index, Business Index, Magazine Index, Company Profiles. MINITEX supported equipment and software to provide electronic storage capacity for these databases in the University of Minnesota and State University System computers. By Spring 1994, MSUS/PALS and LUMINA had loaded full-text files into their mainframe systems and begun providing access to full-text articles to their staff, faculty, and students.

Library staff and their users already had been accessing the reference citations and abstracts to approximately 2,500 journal titles since 1991. At that time, MINITEX, acting as the fiscal agent, collaborated with library systems and networks in Minnesota, North Dakota, and South Dakota to

arrange for a joint licensing agreement that was approximately a 40 percent discount. In Minnesota, this included LUMINA, MSUS/PALS, Southeastern Libraries Cooperating (SELCO in Rochester), and the Traverse Des Sioux Library System (Mankato) in South Central Minnesota. The Private Colleges in Twin Cities (CLICNET) joined the MINITEX contract in Spring 1994. The cooperating public library systems were able to purchase access to the full-text files at the same discount as MINITEX participants. The MINITEX account is one of the largest multi-state accounts with this vendor.

MINITEX continued its use of the scanning workstation over the Internet with a number of libraries, including the University of Minnesota-Duluth, North Dakota State University, Lakehead University in Thunder Bay, the University of North Dakota, Dickinson State University, Minot State University, and the University of Wisconsin WILS office. On average, over 200 articles are being scanned and transmitted over the scanning workstation a month, and approximately 50 articles are being received from other transmitting sites per month.

ADDITIONAL SERVICES AND ACTIVITIES

The MINITEX Office administrative staff continued to serve as a joint cooperative agent for participating libraries. Joint purchasing agreements have saved 150 cooperating libraries over $811,925 since 1988 by implementing and managing group purchases and discount programs with commercial vendors for such products as 3M security strips, bar code labels, compact disc read-only databases and hardware (CD-ROMS), bibliographic software, online database services, and library office products. In 1993-94, $245,842 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; since then, it has been available on a cost recovery basis. In Fiscal Year 1994, Minnesota public library systems referred 2,168 reference questions to the MINITEX Office because they were

not able to find answers in their own collections. This was a 11 percent increase over questions referred in Fiscal Year 1993. The MINITEX reference staff relied heavily on the collections of the University of Minnesota Libraries and Minneapolis Public Library and Information Center. Data from each reference referral are entered into a database. By identifying resources used in answering questions on a same or similar topic, staff time is saved by using past research efforts.

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 reference books are provided to requesting libraries for a small charge. Last year, 150 libraries used the service, and 4,951 issues and reference books were provided through MINITEX.

CHAPTER 4. 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 four times in 1994 (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 1993-94, the University managed the day-to-day operation of the program and services with a staff of 41.25 full-time equivalent employees plus 17.23 full-time equivalent student workers at the MINITEX office in Wilson Library.

MINITEX continues to be guided by a statement of the MINITEX Mission, Principles, and Criteria for MINITEX Participation. 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 revised Mission, Principles, and Criteria for Participation, adopted by the Higher Education Coordinating Board in March 1991, are found in Appendix C of this report.

CHAPTER 5. 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 1994 fiscal year.

TABLE 3. SOURCES OF REVENUE, FISCAL YEAR 1994

Direct Appropriation to HECB	$ 2,063,000
LDS Contract	394,611
North Dakota Contract	142,826
South Dakota Contract	145,864
Independent OCLC Subscriptions	48,056
Miscellaneous Income	23,494
Total Operational Revenues	**$ 2,817,851**

SOURCE: MINITEX

In Fiscal Year 1994, 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. North Dakota chose to allocate funds that were used specifically for continuing education. The budget for Fiscal Year 1994 is shown in Table 4. The Minnesota Legislature also appropriated funds for specific initiatives ($855,000). Since some of these initiatives involved establishing contracts that span several fiscal

years, it was not possible to commit all committed funds by June 30, 1994; $339,413 has been carried
into Fiscal Year 95 to fund contracted commitments.

TABLE 4. BUDGET BY SERVICE, FISCAL YEAR 1994

Document Delivery	$ 1,576,748
MULS	179,367
Reference Services	145,523
OCLC	255,055
Collections Development	39,482
Electronic Technology and Online Databases	282,264
Total Expenditures	**$2,478,439**
Carry Forward Additional Technology for Initiatives	**$339,412**

SOURCE: MINITEX

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.

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

CHAPTER 6. RECENT DEVELOPMENTS AND CHALLENGES

TRADITIONAL ACTIVITIES

During the first eight months of the current fiscal year (July 1, 1994 through February 28, 1995), the MINITEX staff has continued to receive a steady increase in document delivery requests from libraries, up seven percent compared to the same period in 1993-94.

In January 1994, MINITEX staff began accepting requests for titles in non-print format including audio cassettes, videocassette, recordings, compact disks and other media desired by patrons of local libraries. Currently, this is being operated as a pilot project to evaluate procedures and policies. Only those libraries willing to lend their media to other libraries can send media requests to the MINITEX Office.

TECHNOLOGY INITIATIVES

After seven months of access to full-text database files, overall use continues to increase. In January, 1995, there were 43,696 uses of full-text recorded in the MSUS/PALS database, up from 37,000 in December. In February, 1995, there were over 58,000 users of full-text records. However, the type of use appears to be shifting. MINITEX Office staff report a decrease in requests for general and consumer-type magazine articles and an increase for requests for articles in more specialized journals or for earlier time periods not available online. In addition, some libraries are installing printers and directing users to print any article available in full-text files rather than sending a request to MINITEX. If the user, however, needs graphs, tables or illustrations not shown in the more truncated full-text online version, they still request photocopies of the printed version through MINITEX

Full-text files are not a substitute for having printed journals in libraries, but they do provide a basic collection of journal titles that supplement hard copy subscriptions in local libraries. This project enhances access to electronic journals for participating libraries. One major issue for libraries considering whether to discontinue their print subscriptions is how long they can rely on these journals being available online over the long term. Unlike hard copy subscriptions, online access to back editions can only be guaranteed through current licensing agreements. The current contract for these database files expires on June 30, 1996. MINITEX will fund an evaluation report in 1995-96 prior to the expiration of the contract in order to recommend joint licensing agreements for the future.

Since the beginning of Fiscal Year 1995, MINITEX has continued to expand access to new databases through new licensing agreements and collaborative arrangements providing the technical support for local access. Among the databases now being provided is the Nursing Index and LegiSlate. The Nursing Index includes English language journals in the nursing and health fields. The libraries using the Nursing Index include 9 community colleges, 4 state universities, 6 private colleges, and 2 University of Minnesota campuses. LegiSlate is a service of the Washington Post and includes information about all bills and resolutions introduced along with the full-text of Congressional bills and amendments. There are daily updates and the status of bills before Congress, including status and narrative descriptions of bills. Included in the service is the Congressional Research Service bill digest, plus a list of bill text versions published, and the full-text of the most recent version of the bill. Scheduled committee and floor actions are included. In addition, the service provides full-text of all documents published in the Federal Register since 1993. The Legislative Reference Library was the first participant, and there are now 10 academic libraries and 3 state agencies using the service.

COORDINATING COLLECTIONS DEVELOPMENT AND MANAGEMENT

MINITEX is working on the development of a serials management system that will be loaded on MSUS/PALS to work with the MULS online database in Spring 1995. The purpose of this project is to encourage local library staff to plan for cooperative collection management when removing or adding journal titles to their collections. This will provide the opportunity to make improved use of collection dollars as the cost of journal subscriptions continues to increase and consume a larger share of acquisitions budgets. MINITEX is also working with the Copyright Clearance Center to determine if a partnership can be worked out to assist libraries that exceed copyright guidelines to obtain the needed material and pay the appropriate copyright fees. MINITEX maintains and supports a Cooperative Collection Management Task Force to advise the staff and make recommendations to local libraries regarding this issue as the whole region moves forward rapidly into electronic access as well as ownership of materials.

DISTANCE EDUCATION INITIATIVES

An Extended Campus Library Services Task Force was established in Summer, 1994 with the charge of developing recommendations about library and information services for distance education students. A draft vision statement was developed in January, 1995 and plans are to present it to the MINITEX/HECB Advisory Committee in June, 1995. In addition, the Task Force and the MINITEX staff are collaborating with the University of Minnesota-Twin Cities Libraries project, Assessing Information Needs to Support Distance Education at the University of Minnesota (funded by a planning grant from The Bush Foundation). MINITEX's role is to provide staff assistance and to help extend the assessment instrument to three academic institutions outside the University. Assessment will be carried out in March and April 1995 and include, in addition to the University participants, distance education students and instructors from Mankato State University, St. Cloud State University, and St. Mary's College in the Twin Cities.

CONTINUED INVESTMENT IN NEW INITIATIVES

The Coordinating Board is requesting an increase in MINITEX funding of $450,000 in Fiscal Year 1996 and $510,000 in Fiscal Year 1997. The request covers four areas:

- $325,000 in Fiscal Year 1996 and $360,000 in Fiscal Year 1997 targeted to extend the use of information and telecommunications technologies to improve resource sharing and to position library resources to support state efforts to establish a distance delivery network for Minnesota.

- $45,000 per year to absorb the projected 9.7 percent increase in consumer demand for document delivery.

- $30,000 in Fiscal Year 1996 and $55,000 in Fiscal Year 1997 to expand from three to 11 sites a pilot project using scanning technologies for sharing library materials over the Internet.

- $50,000 per year to provide training to staff from participating libraries, particularly so they can use MINITEX processes and electronic data bases and technologies more effectively to minimize the number of documents requested.

Increasing use of electronic indices, the rising cost of journal subscriptions, and the lack of inflation funding in many local library acquisition budgets are expected to increase the demand for service from libraries already being served. In addition, libraries continue to request MINITEX to lead in encouraging coordinated collections development and collaborative initiatives.

CONCLUSIONS

The rapid advancement of electronic files and the growth of the Internet continue in the MINITEX three-state region. More libraries are becoming automated and making various files in their libraries available electronically to their users and to other libraries and their users via the Internet. Current user demands and expectations for information are increasing. In addition, people who have not used libraries previously are finding many of their sources of information through libraries and beginning to make demands on libraries. Many people, new to searching the Internet, are requesting of libraries access to some of the materials they found on the Internet in other libraries. All of this increases demands on local libraries and on MINITEX document delivery services as

service demands continue to grow and as MINITEX staff adapt procedures and processes to fit this new, rapidly emerging electronic world.

Even if the demand for document delivery begins to level off because of online access to full-text information, the office staff will continue to have a heavy workload. Staff has been absorbing three additional online systems for searching and receiving document delivery requests. Some of the services being put in place transfer some of the work processes to the local library staff, and some transfer work processes to the MINITEX staff who are now spending additional time electronically transmitting requests rather than physically sending them through the MINITEX delivery system. MINITEX staff now search the online systems of over 60 libraries to determine availability of material prior to routing requests to these libraries. By placing "holds" on many titles, electronic access saves time for both the MINITEX staff and local library staff. However, as new emerging technologies are introduced into the MINITEX Office, they place new demands on MINITEX which must continuously review work processes to determine what time savings or enhanced services are possible

The three 1995 budget initiatives for MINITEX are designed to assist the MINITEX staff and participating libraries in planning for the next century and for the library of the future. The challenge facing MINITEX and its participating libraries in Minnesota is to be effective as a provider of services as well as a coordinator of planning for the future. Expectations for MINITEX to provide service and leadership will increase as telecommunications systems allow for an expansion of distance education opportunities around the state.

MINITEX will facilitate development of the "library of tomorrow" which will have print, media, and electronic resources available for its customers to use in the library or from remote access points. Libraries will become doorways to global information resources and will continue to develop services to assist library customers to access those resources. Nevertheless, the demand for

traditional MINITEX services continues to accelerate even as MINITEX, libraries, state agencies, and other organizations in Minnesota move toward integrating electronic technologies and as the federal government's plans for an information superhighway take shape.

APPENDIX A. MINITEX PARTICIPATING LIBRARIES, 1994

LIBRARIES RECEIVING MINITEX SERVICES DIRECTLY

Minnesota Academic Libraries

Alexandria Technical College
Anoka Hennepin Technical College
Anoka-Ramsey Community College
Arrowhead Community College
   Hibbing Campus
   Itasca Campus
   Mesabi Campus
   Rainy River Campus
   Vermillion Campus
Augsburg College
Austin Community College
Bemidji State University
Bethany Lutheran College
Bethany Lutheran Seminary
Bethel College
Bethel Theological Seminary
Brainerd Community College
Carleton College
College of St. Benedict
College of St. Catherine
College of St. Scholastica
Concordia College, Moorhead
Concordia College, St. Paul
Crown College
Dakota County Technical College
Duluth Technical College
Fergus Falls Community College
Freshwater Biological Institute
Gustavus Adolphus College
Hamline University
   Bush Memorial Library
   Law Library
Hennepin Technical College/North
   Campus
Hennepin Technical College/South Campus
Willmar/Hutchinson Regional Technical
   College
Inver Hills Community College
Lakewood Community College
Luther-Northwestern Seminary Libraries
Macalester College

Mankato State University
Dr. Martin Luther College
Mayo Clinic Library
Metropolitan State University
Minneapolis College of Art and Design
Minneapolis Community College
Moorhead State University
Natural Resources Research Institute
Normandale Community College
North Central Bible College
North Hennepin Community College
Northland Community College
Northeast Metro Technical College
Northwest Technical College
   Detroit Lakes
   East Grand Forks
Northwestern College
Pillsbury Bible College
Pine Technical College
Rainy River Community College
Red Wing/Winona Technical College
Riverland Technical College
Rochester Community College
St. Cloud Technical College
St. Cloud State University
St. John's University
St. Mary's College
St. Olaf College
St. Paul Bible College
St. Paul Seminary
St. Paul Technical College
South Central Technical College
Southwest State University
United Theological Seminary of the Twin
   Cities
University of Minnesota - Biomedical Library
University of Minnesota - Freshwater
   Biological Institute
University of Minnesota - Law Library
University of Minnesota - Twin Cities Campus
University of Minnesota - Crookston
University of Minnesota - Duluth
University of Minnesota - Morris

University of Minnesota - Hormel Institute
University of St. Thomas
William Mitchell College of Law
Willmar Community College
Winona State University
Worthington Community College

Minnesota State Agency Libraries

Iron Range Research Center Library
Minnesota F.I.R.E. Center
Metropolitan Council
Minnesota Attorney General's Office
Minnesota Department of Administration,
     Intertechnologies Library
Minnesota Department of Education
Minnesota Department of Trade and
     Economic Development
Minnesota Department of Health
Minnesota Department of Human Services
Minnesota Department of Economic Security
Minnesota Department of Natural
     Resources
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 State Planning Agency
Minnesota Zoo
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
Nobles County Library

Northwest Regional 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
Winona Public Library

Other Minnesota Libraries

Abbott-Northwestern Hospital Library
Children's Hospital
Fairview Riverside Medical Center
Fairview-Southdale Hospital
Hazelden Foundation
Hennepin County Medical Center
James J. Hill Reference Library
Methodist Hospital Library
Minneapolis Institute of Art
North Memorial Medical Center Library
Northwestern College of Chiropractic
St. Mary's Hospital Library
St. Paul Ramsey Medical Center
United Hospital
Veteran's Administration Hospital

North Dakota Libraries

Bismarck Schools
Dickinson State University
Jamestown College
Mayville State University
Minot Public Library
Minot 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 - Library of the
     Health Sciences
University of North Dakota -
     Thormodsgard Law Library
Valley City Public Library
Valley City State University
Veteran's Memorial Public Library

South Dakota Libraries

Alexander Mitchell Public Library
Augustana College
Black Hills State University
Brookings Public Library
Dakota Wesleyan University
Dakota State University
Ellsworth Air Force Base
Huron University
McKennan Hospital Medical Library
Mitchell Public Library
Mount Marty College
National College
North American Baptist Seminary
Northern State University
Oglala Lakota College
Presentation College
Rapid City Public Library
Rapid City Regional Hospital
Sioux Falls College
Sioux Falls Public Library
Sioux Valley Hospital
South Dakota School of Mines and
    Technology
South Dakota State Library
South Dakota State University
South Dakota State Archives
Sturgis Public Library
University of South Dakota
University of South Dakota - Law Library
University of South Dakota - Lommen
    Health Sciences Library
Veteran's Administration Medical Center
Watertown Regional Library

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

Wisconsin Libraries

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

Canadian Library

Lakehead University

OTHER LIBRARIES RECEIVING OCLC SERVICES THROUGH MINITEX

Minnesota

Alliant Techsystems, Inc.
Arrowhead Library System
Bakken Library
Cargill
Federal Reserve Bank of Minneapolis
General Mills
Hennepin County Law Library
Hibbing Public Library
Honeywell (8 libraries)
Minnesota Professional School of
    Psychology
Pillsbury Company
Red Wing Public Library
UNISYS Corporation (2 libraries)
Walker Art Center
3M

North Dakota*

Alfred Dickey Public Library
Bismarck State College
Dickinson Public Library
Fargo Public Library
Grand Forks Public Library
Mandan Public Library
Minot AFB
North Dakota State Hospital
State Historical Society of North Dakota
Trinity Bible College
Williston Community Library

APPENDIX B. MINITEX ADVISORY COMMITTEE, 1994

City and County Libraries

Judith Keller Taylor
Rochester Public Library

State Agency Libraries

Pamela Newsome
Department of Transportation

State Universities

John Berling
St. Cloud State University

Regional System Libraries

John Christianson
Traverse des Sioux Library System

Technical Colleges

Lynette Olson
Pine Technical College

Community Colleges

Pamela Reierson
Normandale Community College

County Libraries

James Wells
Washington County Library

Private Colleges

Jean Haley
University of St. Thomas

University of Minnesota-Coordinate Campus

Karen Fischer
Morris Campus

University of Minnesota-Twin Cities

Thomas Shaughnessy
Twin Cities Campus

Neighboring States

Jane Kolbe
South Dakota State Library

Bill Strader
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 verifying requests in MULS (and OCLC, if a user), and using approved forms and communications systems; and

- Keep up to date with new developments and changes in the Network and participate in MINITEX training/retraining opportunities.

**Minnesota
Higher Education
Coordinating Board**

Suite 400, Capitol Square
550 Cedar Street
Saint Paul, Minnesota 55101

612-296-3974