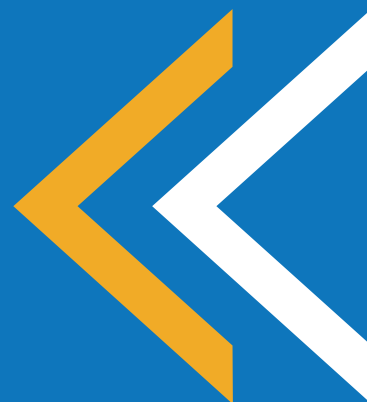




CELEBRATING **50 YEARS**

FY21 Annual Report

When Fiscal Year 2021 got underway last July, the COVID-19 pandemic was in its early stages, and it was impossible to know how the following year would unfold. But at Minitex, providing the best service to the citizens and libraries of Minnesota is our lodestar, and never more so than in a time of crisis. As we celebrate half a century of service, we are proud of what we have accomplished in our 50th year. We look forward to collaborating with our partners for another 50 years and beyond.



»» MISSION

To strengthen libraries, cultural institutions, and the communities they serve.

»» VISION

Connected libraries. Empowered communities. Enriched lives.

»» VALUES

Inclusiveness - Service - Partnerships - Expertise



A Letter from Maggie Snow

In my first year as director, Minitex was on the eve of its 50th anniversary. It was exciting to take my first steps as director just as my new colleagues were looking back on five decades of achievement. At its core, Minitex has always been about the future, not the past. Specifically, creating the best future for libraries.

We celebrate 1971 as our founding year, but our foundations were laid two years earlier, in 1969. That was when Minitex's inaugural director, Alice Wilcox, began the pilot project that would eventually partner with fifteen Minnesota libraries to determine whether teletype technology could be used to share the University of Minnesota's library collections statewide. Two years later, we had our answer. The MINnesota Interlibrary Teletype EXperiment was a success, and MINITEX was launched.

Wilcox and her colleagues didn't stop there, however. They continued looking for ways to support libraries. In her 1974 annual report, Wilcox wrote, "This has probably been the most challenging year for MINITEX. The concept of shared resources has been accepted, several new ideas have been tested, and there is the beginning of a focus on future direction."

We've eliminated all but one of the capital letters in our name, but we have continued testing ideas. Today, Minitex offers 12 services, available to all Minnesota libraries and every Minnesotan. Our efforts extend to North Dakota and South Dakota as well and, via our Cooperative Purchasing program, to all 50 states.

The future we're creating today is defined by our 2020-2023 Strategic Plan. It directs us to optimize our internal operations, promote our services more broadly and effectively, strengthen our support for K-12 schools, and to provide electronic library resources equitably to each and every one of Minnesota's communities.

The pilot project that made Minitex possible could not have happened without those original fifteen partner libraries. Today, our partners number in the hundreds, and include libraries of every type, in every corner of Minnesota. We are grateful for their partnership, their trust, and their service to their communities. They are our essential collaborators in the effort to create the best future for libraries over the next 50 years and beyond.

Maggie Snow, Minitex Director



FY21 Service Highlights



AskMN

Online reference service staffed by librarians 24 hours a day, 7 days a week

- » 64,836 questions answered, a **53% increase** over the previous year
- » Began FY21 with a new software platform, Springshare

AskMN saw an uptick in usage that coincided with the beginning of stay-at-home orders, a trend that continued through the year



Ebooks Minnesota

Minnesota's statewide ebook collection for readers of all ages

- » 268,433 titles opened, a 35% increase over the previous year
- » Following a rigorous review of its previous platform and in light of community feedback, Ebooks Minnesota moved to a new online platform, MackinVIA



eLibrary Minnesota

Encyclopedia, magazine, journal, and newspaper articles, plus multimedia, primary sources, and more

- » Over 57 million searches this year, a 15% increase over the previous year
- » FY21 marked the beginning of a new ELM collection, with reduced content from Gale and ProQuest and the addition of Capstone.

MINITEX



Minnesota Digital Library

Historical content from Minnesota's cultural heritage organizations, all in one place

- » 238,000 user sessions on the MDL website, up 26% over the previous year
- » Updated by-laws added new roles to MDL's governance committee: one for Tribal College Libraries and Cultural Institutions, filled by Keith Cich of the Fond du Lac Tribal and Community College, one for cultural heritage societies, filled by Coventry Royster Cowens of the Minnesota African American Heritage Museum and Gallery, and one for K-12 Schools, filled by Katie Craven of Saint Paul Public Schools.



Minnesota Libraries Publishing Project

Online publishing tools for independent authors, supported by Minnesota's libraries

Four MLPP textbook authors saved their college students \$26,694 per semester in textbook costs



- » Minnesotans have now authored 938 texts via MLPP



MNLINK

The online interlibrary loan portal to Minnesota's vast library resources

- » Minnesota library patrons requested 309,441 items through MNLINK

Cataloging and Metadata

Education and support including standards, tools, and best practices, plus contract cataloging

Cooperative Purchasing

Discounted prices on a wide variety of e-resources and products for libraries

- » Processed 2,398 orders from 455 libraries this year

Minnesota libraries saved \$5.6 million with Cooperative Purchasing



Digital Initiatives

Education and support for staff who build, manage, and preserve digital collections

Minnesota Library Storage

High-density storage for academic, public and governmental libraries

- » 1.5 million volumes housed in Minnesota Library Access Center (MLAC), our high-density storage facility
- » Minitex congratulated longtime MLAC head Tim McCluske on his well-deserved retirement

Minitex relocated to new offices in Wilson Library in 2017.



Professional Development

Webinars, conferences, and in-person training sessions for library professionals

- » Minitex is now a member of the Professional Development Alliance. The Alliance shared 14 Minnesota professional development sessions with a national audience of 2,169 attendees and made 89 sessions from national partners available to anyone in Minnesota.
- » The combined 2020 Upper Midwest Digital Collections Conference and MDL Annual Meeting attracted 622 registrants from 43 states and countries
- » Minitex staff:
 - » Facilitated the Media Landscapes campaign on behalf of Level Up Minnesota. The ongoing campaign addresses misinformation, filter bubbles, radicalism, media literacy, and related topics. More than 500 attendees attended four sessions in FY21
 - » Co-organized and hosted the North American Virtual Reference Online Conference, a virtual 3-day conference, for 1,000 registrants
 - » Led, organized, and hosted the Project Management for Libraries series for 459 registrants

Resource Sharing & Delivery

The rich resources of Minnesota libraries, available to patrons and libraries in every corner of Minnesota

Resource Sharing & Delivery staff exhibited incredible flexibility, handling materials and processing requests despite shifting health and safety requirements and a lack of student workers



- » Delivery handled approximately 620,000 items
- » Resource Sharing staff processed nearly 194,000 requests and transmitted 57,702 articles/book chapters electronically, a 6% increase over the previous year

Strategic Objectives 2020-2023

- » Ensure that all Minnesota libraries are fully aware of Minitex services.
- » Improve services to K-12 schools and media centers for student success.
- » Build upon e-resource and digital collections for sustainability, equity of access, and inclusion.
- » Develop responsive, strategic, and efficient operations and processes.
- » Share expertise, advocate, and collaborate to help partners respond to the needs of their communities.



Scan the QR code
or visit z.umn.edu/minitexmn
to watch a short video about Minitex

all we have we offer

A poem commemorating Minitex's 50th Anniversary
by Diver Van Avery

to live together in such a way
that all resources are shared
to see all libraries as one library
to understand that the links need tending
the deliveries need coordinating
because the knowledge is ready for knowing
this is what we offer.

let us meet you where you are
show us your treasure, the records of time
you have compiled
the evidence and guidance of culture
let us be the link; this is what we offer.

we hold the collective memory
to make it yours, ours, revealed, available
let all time that has already passed be known
and the years still to come
offered context
truth honored/held/recorded
this is what we offer.

because it is work to build a collective field
to democratize the sacred act of learning
to support a culture of reading
we navigate the back roads
hold the source so that when you need it
it can be yours
so that you will be sourced
as you form your understandings
learn what you need
this is what we offer;
the experience of what it feels like
to be finding
and to be found

Minitex is an information and resource sharing program of the Minnesota Office of Higher Education and the University of Minnesota Libraries.

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