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MINITEX ANNUAL REPORT

1973/1974

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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 for future direction.

DOCUMENT DELIVERY

For most of the 90 participants, MINITEX has become a regular part of their daily existence. During the year 100,111 requests were processed. Of these requests it was possible to fill 87.6%. This compares with 85.5% in 1972/73. 19% were for loans and 81% for photocopies. In 1972/73 the proportion was 17% loan and 83% photocopies.

1973/74 REQUESTS BY CATEGORY

16	Private Colleges	29.0%
6	University Campuses	26.0%
6	State Colleges	20.5%
	Public Libraries	9.3%
18	Community Colleges	9.1%
	WILS	2.2%
	NDSU	1.7%
	Government Agencies	1.1%
	Hospitals	1.0%
	Other	.1%
		<u>100.0%</u>

New participants include Mayo Clinic, Legislative Reference Library, six theological seminaries (Bethel, Luther, Northwest Lutheran, St. Paul, St. John's, United), five vocational technical institutes (Anoka Technical Education Center, Dakota County Area Vo-Tech School, Hennepin Technical Center, Hennepin Technical Center-North, 916 Vo-Tech Institute), three regional post-secondary centers (Mesabi Regional Post-Secondary Education Center, Rochester Regional Post-Secondary Center, Wadena Regional Post-Secondary Center), and the University within walls at Sandstone Federal Prison. Twin Cities hospitals have access through the

Minnesota Health Sciences Library Network at Bio-Med. It should be noted that for the first time the Twin Cities campuses of the University made significant use of MINITEX; they requested 1,692 items, and 497 of these requests were made in May and June.

Perhaps the most significant development of the year has been the expanded use of additional resources. This has resulted in a higher percentage of filled requests, although in some cases delayed service, and a decreased reliance on the University collections. The configuration of Minnesota libraries is such that the University will probably continue to be the major resource, but moving from 100% reliance on the University during the pilot project to filling approximately 20% in other locations is certainly noteworthy. It has been rewarding to note how pleased and responsive libraries have been to share their resources through MINITEX when asked.

RESOURCES UTILIZED BY MINITEX JANUARY 1, 1974 - JUNE 30, 1974

University-TC libraries	81.1%
CLIC	5.9%
WILS	3.4%
Minneapolis Public	2.5%
Various collections in & near U (ACK)	2.2%
Other academic libraries (Minn.)	1.9%
Mayo, TC hospitals, NLM	.9%
Minnesota Historical Society	.4%
CRL	.4%
St. Paul Public	.3%
State agencies	.2%
Other	.8%
	<u>100.0%</u>

During the year University of Minnesota-Crookston provided 42 items, University of Minnesota-Duluth provided 186, University of Minnesota-Morris 26, and University of Minnesota-Waseca 14.

This indicates that currently about 83.8% of the requests can be filled in the state; access to WILS and CRL and the National Medical Network adds approximately 4%.

New resources that have become available during the year include Mayo Clinic, Twin Cities hospitals, the Midwest Regional Library Network through the Minnesota Health Sciences Library Network at the Bio-Medical Library, seminary libraries, WILS, and state agency libraries.

In addition, access is now available to many collections in or near the University which are not included in the University Library card catalog. The ACK (Alternate Card Katalog) produced by Mary Rae Oxborrow contains approximately 3300 entries and includes most of the periodicals held in the following collections:

- Agricultural Economics
- Agronomy
- Botany
- Drug Information Service Center (DISC) (includes books)
- Economic Research
- North Central Forest Experiment Station
- Horticulture
- Immigrant Archives
- Industrial Relations
- International Studies
- Journalism
- Minnesota Women's Center (includes books)
- Public Administration
- Philosophy
- Special Education
- Soils
- Social Welfare History Archives (Feminist Collection)

This represents a valuable resource. Two additional copies of this catalog were made and given to Periodicals and Reference.

This is only part of the sharing that Minnesota libraries are engaged in. No attempt was made to collect all the data, and therefore it is far from complete, but during 1973/74 three Minnesota consortia and OPLIC shared 46,851 items.

CLIC	21,171
OPLIC	14,709
Tri-College	5,799
MELSA	<u>5,172</u>
	46,851

MINITEX-supported local couriers deliver materials between libraries, including MINITEX materials. There are now regular couriers in Mankato, Moorhead, Northfield, Rochester, St. Cloud and Winona. The TWX communication network is vital to the OPLIC, Tri-College and MELSA operations, and it is utilized to varying degrees in the other library cluster centers. When the first edition of MULS is produced, it will be possible to generate regional union lists of serials. Everything possible should be done to support and encourage local cooperative library activity.

It is fair to assert that libraries have heartily accepted the concept of shared resources. Many Minnesota librarians have come to believe that lack of use is a more critical problem than abuse, and that by sharing, patrons everywhere enjoy increased service.

It is too early to judge the level and pattern of borrowing in Minnesota. It is certainly true that the bibliographic knowledge of ownership plays a critical role. Every additional library that has been added to MULS has made perceptible borrowing changes. The exchange of microfilm copies of the card catalogs and union lists of serials was essential to the WILS-MINITEX interface. A bibliographic data base is a necessary element of any sharing system. The logic of MINITEX undertaking MULS is continually affirmed. A viable sharing system and knowledge of ownership are essentials of a collection development program. This suggests consideration be given to the feasibility of beginning a monographic data base.

MULS

A separate full report on MULS is appended. However, a couple of things should be emphasized. During the year the holdings of seven private colleges, fifteen public libraries, Mayo Clinic and the six seminary libraries have been added. In addition, thousands of updates and corrections have been made to the holdings of the libraries already in the data base. The base now includes the holdings of the University's six campuses, all state and private colleges, 18

regional public libraries, the Minnesota Historical Society and eleven other state agency libraries, James J. Hill Reference Library, Mayo Clinic and six seminary libraries. Suffice it to say that it is indeed disappointing not to be able to report on the production of the 1st edition, however it should be available soon. This is a monumental task that the staff under Lois Upham has performed. Don Norris of the University systems staff is responsible for the programming and MINITEX is grateful for this contribution. The entire staff can be proud of their endeavors and it is fitting that MULS will become the basis of the CONSER Program (national serials data base).

During the year two microfiche editions were produced and distributed to 50 locations including 18 at the University. It is planned to issue quarterly cumulative updates on fiche.

COLLECTION DEVELOPMENT

It goes without saying that a workable collection development program is dependent upon a viable sharing system and the bibliographic knowledge of ownership. It is beginning to be possible to become involved in collection development of serials in Minnesota. Four items should be noted.

The serials librarians from the state colleges, three University campuses and the CLIC coordinator meet in a monthly conference call. Prior to the meeting each participant submits a list of their cancellations, withdrawals and new subscriptions to Lois Upham who checks each item in the MULS data base. Several items that were scheduled to be cancelled have been reinstated. The purpose of the conference calls is cooperative decision making which may eliminate unnecessary duplications and gaps. Withdrawn items are frequently offered to a holding institution in order to complete their set.

A surprisingly effective exchange program has developed. Serial librarians submit their want lists to Don Osier in University Library Gifts and Bulk Purchase

Division. During the year 7,794 needed issues or volumes were sent through the regular MINITEX delivery system. In addition, literally thousands of duplicates and withdrawn items were sent to the University through the same system. Practically every day items are sent in both directions. It obviously is better to replace a missing issue than to request photocopies of needed articles. It is fun when multiple use can be made of a service. Using the delivery system, especially where there is a courier, is very simple and almost free.

Last year a list of expensive and/or unique holdings was started among the state colleges, Morris and Duluth. Carolyn Johnson has expanded the list to include the TC campuses of the University, CLIC, the private colleges, major public libraries and state agency libraries. A preliminary edition was distributed, however the original intention was a clearinghouse file that could be queried by reference and acquisition librarians. Several reference librarians have pointed out its value as a reference tool and therefore it is hoped to make a subject approach and produce and distribute it. It is a big task and almost completed.

WESTAT analyzed some MINITEX data for their study for the National Commission on Libraries and Information Science. Their analysis is included in the appendix. As part of our contract with WESTAT, all unfilled requests for fiscal 1969-70 and calendar 1973 were pulled. Marcella L. Stark, who was hired for this project, analyzed the 1973 unfilled serial requests. Each title was checked against the resources currently available (WILS, Mayo, theological seminaries, Twin Cities hospitals and the MULS data base). 547 titles remained. 449 of these titles were requested only one time by one library, and only 11 were requested by at least five different libraries. It appears that it would be foolish to try to purchase these little used titles. We are currently checking the ACM Periodical Bank to see what percentage they could fill and at what cost and speed. Nine repeatedly requested nursing titles were submitted to Bio-Med and they have ordered several.

The identification of these titles and the analysis of unfilled monographs is

most useful in seeking additional resources, purchasing additional copies of heavily used items (many monographs may be owned, but seldom if ever available), or purchasing needed serials currently unowned in the state.

It is also interesting to note that in calendar 1973, 84% of the requests were for photocopies of journal articles and the fill rate for these requests was 92%. According to the WESTAT sample, this is some 32 % greater than the fill rate for monographs. While close to half (49%) of the unfilled monograph requests were not owned, in 15% of the cases they were non-circulating and in 34% all copies were in use and the patron could not wait to have it recalled. In other words, in 49% of the unfilled monograph requests the item is owned in Minnesota but unavailable for the patron. These particular titles should be given special consideration for purchase either by local libraries or by a network and tagged for network circulation. It certainly indicates that monitoring unfilled requests if^s useful and, to quote the WESTAT study, "will provide necessary refinements for responsive collection development."

In the long run, the most valuable benefit of MINITEX will probably be the part it plays in the decision making process. The data gathered from usage patterns should be invaluable in assigning staff and in collection development. Gradually the process should be refined so that local libraries can have the collection needed to support their curriculum and be responsive to most of their patron's needs. Peripheral items, which can be obtained when necessary, can then be held in fewer locations. Fewer libraries will be required to store vast quantities of little used materials.

INFORMATION AND REFERENCE NETWORK

OPLIC funded a \$20,000.00 one-year pilot project to test the feasibility of a state-wide back-up reference service. The document delivery service is based on

the assumption that if a local library is unable to fill a patron's need for a document, there should be some organized and responsive referral procedure to secure it. In like manner, if a patron has an information need that cannot be met because of limited resources in the local library, there should be some responsive method of assisting the local librarian to serve his patron. Beverly Thiede was hired as the reference librarian and an in-WATS line was installed. A complete analysis of the project will be made in January, 1975. To date 44 libraries have used the service at least twice. One of the benefits of the program is that it gives reference librarians who work in small libraries a sense of community with other reference librarians. Frequently a suggestion of what sources to use has been helpful; other times it has taken extensive searching in the University collection and quite frequently a long distance telephone call to get the answer.

CONTINUING EDUCATION

Because over three-fourths of Minnesota library resources are located in the Twin Cities metropolitan area, and in order to acquaint librarians with resources available to them, in-service training sessions were tried. Three groups of librarians have spent approximately a week at MINITEX central office. They have visited Minneapolis and St. Paul Public Libraries, Minnesota Historical Society, Legislative Reference, CLIC Union Catalog and James J. Hill Reference Library, and Hennepin County Library System in addition to the University. They have spent time examining expensive and new reference tools, conducted on-line computer bibliographic searches and used appropriate special collections. Each group has come from a particular geographical area. Too often there is not enough opportunity for librarians to meet with their counterparts locally. These sessions have been very valuable for our staff too. Several very good suggestions have been made, and our entire staff have enjoyed the opportunity to meet their

WILS INSERT

Of the 1709 items received from WILS, 784 were for the University of Minnesota.

WILS REQUESTS FOR UNIVERSITY

U of Minn-TC	624
U of Minn-Duluth	116
U of Minn-Morris	26
U of Minn-Crookston	8
U of Minn-Hormel	8
U of Minn-Waseca	<u>2</u>
	784

colleagues and exchange ideas with them. I have a theory that it is difficult to dislike people that you know. We hope to continue this program.

WILS

This year's experience with WILS has been a joy. We have found out that if two states or systems have similar resources and are at about the same stage of network development, it is easy to interface system-to-system. By exchanging bibliographic tools (microfilm copies of the card catalogs of the major collection and union lists of serials) equal use was made by each state. In this type of arrangement reciprocity works and there is no need for financial arrangements. The other three contiguous states have more limited library resources and less developed library systems than Minnesota and will require different arrangements.

ON-LINE BIBLIOGRAPHIC SEARCHES

Nine of the TWX machines have been modified to direct dial capability. This makes it possible to use time share and WATS lines, and go directly to a computer. MINITEX conducted a S.D.C. demonstration and a two day training session for interested librarians from the University and state colleges. Librarians have access to bibliographic data bases through their own terminals, through the MINITEX staff who will conduct the search, or they may negotiate a search with a University specialist.

NEWSLETTER

The MINITEX MESSENGER was launched May, 1974.

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

On April 3, 1974 MINITEX sponsored a meeting with Roderick Swartz, Deputy Commissioner of NCLIS and the directors of academic libraries, the Minnesota Advisory Council on Library Service, the MECC Task Force on Library Data Processing and various state officials to discuss the developing national plan for libraries.

STAFF

Five new staff members have joined us: Carolyn Johnson, Assistant Director; Beverly Thiede, Reference Librarian; Kathleen Drozd, Library Assistant; Ruth Pralle, Senior Clerk Typist; and David Paulson, Senior Clerk. They have all made a fine addition to the staff and are a joy to work with. One staff member, Linda Kroening, resigned in June when her husband finished Law School. We sorely miss Linda's cheerful spirit, but wish her well in New Ulm.

TRAVEL

Several in-state trips were made but special mention should be made of the spring trips with the Director and Ray Bohling to Carleton and St. Olaf in Northfield; St. Teresa, St. Mary's and Winona State in Winona; U. of Minnesota-Waseca and Mankato State; and St. Scholastica and U. of Minnesota-Duluth in Duluth. It was clearly evident that Dr. Hopp and Mr. Bohling were greatly appreciated by all those visited.

MINITEX continues to be a challenge. Almost all of the credit goes to the staff. They are simply remarkable. We are inordinately lucky. Except for Linda who just resigned and one other person, everyone is the original person hired for the position. Most of the staff originally worked as students and several of our students have worked for more than three years. They are all loyal and committed and seem to be happy and enjoy their work.

I am afraid that I take up more than my share of the Director's and Assistant Director for Administration's time, however I am grateful. Furthermore, when I consider how tedious it must be to read this dribble, I promise to do less and write less next year.

Respectfully submitted,

PROFESSIONAL ACTIVITY

Beverly Thiede

APPOINTMENT:

January 14, 1974

MEMBERSHIPS:

Minnesota Library Association

MEETINGS:

Systems Development Corporation Workshop, January 1974, Minneapolis, Minn.
Minnesota Library Association, Academic and Research Division Spring Meeting,
May, 1974, St Peter, Minnesota.

PROFESSIONAL ACTIVITY

Carolyn Johnson

APPOINTMENT:

September 24, 1973

MEMBERSHIPS:

Search Committee for Government Documents, April 1974
Library Council Service Committee, Secretary, 1974

MEETINGS:

Systems Development Corporation New User Workshop, January 1974, Minneapolis,
Minnesota
Minnesota Library Association, October, 1973, Minneapolis, Minnesota
Minnesota Library Association, Academic and Research Division Spring Meeting,
May, 1974, St Peter, Minnesota

PUBLICATIONS:

"Women in Architecture, a bibliography and guide to sources of information",
Council of Planning Librarians Exchange Bibliographies, no 549, March
1974.

PROFESSIONAL ACTIVITY

Alice Wilcox

MEETINGS:

MLA Minneapolis, October 1973
MLA, Academic and Research Division St Peter, May 1974
ALA, Las Vegas, July 1973
ALA Midwinter Chicago, January 1974
ASIS Los Angeles, October 1973
LARC Networking Conference Milwaukee, February 1974
ALA ISAD Networking, New Orleans, April 1974

SPEECHES:

Iowa Library Association, Academic Section Cedar Rapids, October 1973
MALC Milwaukee, May 1974

PUBLICATIONS:

Proceedings of ARL Pre-Conference on Networking
MINITEX and WILS: Responses to Access Needs RQ Vol 13, no 4, Summer 1974

COMMITTEES:

Minnesota Advisory Council on Library Service
Minnesota Health Sciences Library Network Advisory Committee
Minnesota Educational Computing Consortium Task Force on Library Data Processing
ALA-RSAD Interlibrary Loan Committee
ALA-ACRL Ad Hoc Committee on Interlibrary Communication and Information Networks.
ALA-ACRL Ad Hoc Committee on Chapter Development
Upper Midwest Regional Library Advisory Committee

OFFICES:

MLA Academic and Research Division, Secretary-Treasurer
Association of Cooperating Library Organizations, Vice-chairman and chair elect.

AWARDS:

MLA Librarian of the Year 1973

MINITEX

JULY 1, 1973 to JUNE 30, 1974

EXPENDITURES

COMMUNICATIONS	37,254.50	
PHOTOCOPY	21,085.18	
DELIVERY	14,014.72	
SUPPLIES AND EQUIPMENT	11,014.72	
MEETINGS AND WORKSHOPS	1,845.44	
PERSONNEL (INC. FRINGE BENEFITS)	<u>120,303.98</u>	206,095.64 *

UNIV OF MINN	20,000.00	<i>10%</i>	226,095.64
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MULS	147,808.32	} MULS total cost	
ENCUMBERED FOR PRODUCTION	35,000.00		
	<u>182,808.32</u>		408,903.96
(1971-73)	- 194,350.21		
	<u>377,158.53</u>		

*Note: 70,000 titles
 ∴ \$5+/title
 With more titles, 120,000 titles
 ∴ \$3+/title*

INCOME

MHECC	248,600.00	
INFORM	6,276.25	
WESTAT	400.00	
OP LIC	155,246.65	
SALES	<u>450.00</u>	410,972.90

Bal 2,068.94

*includes \$9,970.80 for Reference Service

ANNUAL REPORT

Minnesota Union List of Serials
July 1, 1973 - June 30, 1974

ACCOMPLISHMENTS:

The main effort during the past year has gone into adding new lists to the data base and, to a smaller but no less important extent, into handling correction and update material from libraries already in the list. During 1973/74 material was added from the seven private four-year colleges which weren't already included (St. Mary's, St. Olaf, St. Scholastica, St. John's, St. Benedict, St. Teresa, and Carleton), from fourteen public libraries (the rest of the MELSA libraries and the regional public libraries), from the Hormel Institute Library, plus more than 4,000 closed entries from the University of Minnesota shelf list. In addition, most of the work to add holdings from five seminary libraries (Bethel, Luther, Northwest Lutheran, St. Paul, and United) as well as the Mayo Clinic Library was completed.

A few of the locations which had already been included needed to be completely rechecked due to difficulty either in procuring completed worklists or difficulty with the worklists which were received. Minneapolis Public Library, the Minnesota Historical Society, Mankato State, Wilson Library (Cat. Seps. and GL), and the State Welfare Libraries had virtually be redone. In addition, fifty-five other worklists were also handled and much proofreading (including one complete listing of twenty-five volumes) was done.

As of June 30th there were a total of 99,962 entries in the data base (67,926 parent records and 32,036 added entries and cross references). The total number of holdings locations was up to 120 and some of these were further broken down into sublocations. The projection is for 70,000+ entries plus cross references and added entries (possibly totaling 110-120,000 entries) to be included in the First Edition.

One further activity which has been undertaken during the past year should also be mentioned. In attempting to conform to the rapidly changing national and international standards for serials handling, the MULS staff has endeavored to convert as many records as possible to successive form of entry. This effort has consequently made the list into something of a front-runner in this regard. It should further be added that there has been an active interest in the Minnesota Union List of Serials on the part of the CONSER (Cooperative Conversion of Serials) Project and, in fact, an agreement was reached in May with the Council on Library Resources to supply the MULS data base to the project to be used along with the MARC serials tapes as initial input into their data base.

PLANS:

The most immediate plan for the coming year is for the production of the First Edition of MULS. At year's end the award was about to be made for the job of photocomposition. The First Edition will be available in two formats: hard bound (probably in five volumes) and on microfiche. The hardbound edition should, hopefully, be available in September; the microfiche edition will be available somewhat later.

Following production of the First Edition, there are still some other tasks above and beyond the regular updating which need to be undertaken. These include the generation and handling of worklists for all the libraries which have not already had them. There are also some other tasks which need to be worked on, for instance, much of the Immigrant Archive and Social Welfare History Archive collections should be added to the list; the newspaper entries need to be standardized; and a good deal of document material has yet to be entered. Also, terminals will be received in connection with the CONSER project and updating of that file will be done on-line.

STAFF:

One full-time staff member (Francoise Fechtner) and one part-time student (Catherine Eich) left during the year. One part-time library assistant (Paul Stuehrenberg) was added. Our staff presently consists of thirteen people (six of whom are part-time and one of whom is on leave from MINITEX for the summer).

PROFESSIONAL ACTIVITIES:

Lois Upham: Spoke at the Technical Services Section of the 1973 MLA Conference as one of a four-member panel which considered the topic of book catalogs.

Spoke at the November 1973 Minnesota Chapter meeting of ASIS/SLA on the subject of the Minnesota Union List of Serials.

Participated in the work done on the contract for NSDP which determined the requirements for converting MULS to a format compatible with that of NSDP.

Actively participated on various working committees associated with the CONSER Project. Attended four meetings in Washington, D. C.

Member and Co-Chairman of the Operations & Planning Committee; Secretary of the Serials Planning Task Force.

FINAL DRAFT

RESOURCE AND BIBLIOGRAPHIC SUPPORT
FOR
A NATIONWIDE LIBRARY PROGRAM

by

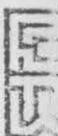
Vernon E. Palmour
Marcia C. Bellassai
Nancy K. Roderer

for

National Commission on Libraries and Information Science
1717 K Street, NW, Suite 601
Washington, D.C. 20036

Westat, Inc.
11600 Nebel Street
Rockville, Maryland 20852

July 1974



APPENDIX E

ANALYSIS OF UNFILLED REQUESTS IN THREE STATES

of the system will probably involve the identification of a few, primarily research, libraries as bibliographic centers and resource centers, but care must be taken to insure that the network will be responsive to the needs of all libraries and library users, and that eventually all libraries will be included.

Development of the resource network must closely parallel that of the bibliographic network, with coordination at every level. The eventual goal is the merger of the two networks to create a unified system of organization and provision of materials to users.

Goal 5: The development of a satisfactory funding approach.

A substantial barrier to the rapid provision of all needed materials to users has always been, and will continue to be, the inadequacy of available funds. The functions which will be performed by the national resource and bibliographic network with regard to this problem include:

- a. The fostering of a national awareness of the importance of information to all components of our society and of the concept of the total U.S. information resource as a "national resource which should be sustained and made available to the maximum degree possible in the public interest."
- b. The coordination of services provided to allow for maximum utilization of available funding.
- c. Assumption of the responsibility to provide the needed services, and to assure the provision of reasonable levels of local, state, and national funding.

APPENDIX E

ANALYSIS OF UNFILLED REQUESTS IN THREE STATES

An important factor in the identification of all, and in particular state level, resource centers is the characterization of resources to be made available to Resource Network users by the designated library. The State Resource Center is mandated both to provide a minimum fill rate in response to in-state requests and also to cooperate with other zonal resources in meeting the zonal fill rate criterion, and its resources must be adequate to meet these requirements. While the definition of an adequate collection will vary widely, depending on such factors as the characteristics of the demands made and the particular kind of organization within the state, we present below data from three state systems to indicate in a general sense the kinds of definitions which might be made. The data presented is primarily on requests unfilled within the state systems, and suggests the kinds of requests which might be found above the state level in the National Resources System, as well as models for the State system development.

New York

A study of unfilled interlibrary loan requests in the NYSILL system, based on a sample of 140 unfilled requests selected from those handled in October - December 1968, was conducted by Nelson Associates, Inc.¹ Eighty-one percent of the requests in

¹ Ellis, Richard A., Thompson, Sarah Katherine, and Weiss, Janet, NIL: A Study of Unfilled Interlibrary Loan Requests in the NYSILL System, Washington, D.C.: Nelson Associates, Inc., September, 1970.

the unfilled sample were for monographic materials (Table E-1) as compared with monographs representing 72 percent for all requests. The fill rate for nonbook materials was 25 percent greater than for books.

Table E-1. Type of publication of 140 unfilled NYSILL requests

Type of Publication	Number of Requests	Percent
Serial	21	15
Monograph	114	81
Other	5	4
TOTAL	140	100

For the sample requests, subject matter and date of publication were distributed in a manner similar to all requests. The breakdown by subject matter (Table E-2) shows concentrations in the professional fields and the social sciences, with miscellaneous subjects also well represented. When compared with all NYSILL requests, the subject distribution shown has a slightly greater proportion of foreign literature, philosophy and religion, and business requests and a lesser proportion of requests in the natural sciences, education and medicine.

Date of publication of the unfilled requests (Table E-3) ranged from 1634 to publishing delayed indefinitely; the mean was 1950. In a pattern similar to that for all requests, approximately 30 percent of the requests were for materials published in the preceding three years and another 30 percent were for materials published in the eight year period 1958-1965.

Table E-2. Subject of 140 unfilled NYSILL requests

Subject	Number of Requests	Percent
Philosophy and Religion	16	11
Social Science	22	16
Natural Sciences, Mathematics	6	4
Applied Biological Sciences	5	4
Professional Fields	28	20
Fine Arts	5	4
Applied Arts	5	4
Literature	18	13
History	8	6
Fiction	2	1
Biography	3	2
Travel	1	1
Government Documents	3	2
Miscellaneous subjects	18	13
TOTAL	140	100

Table E-3. Date of publication of 140 unfilled NYSILL requests

Date of Publication	Number of Requests	Percent
to 1897	5	4
1897 - 1957	53	38
1958 - 1965	39	28
1966 - 1968	40	28
1969 -	3	2
TOTAL	140	100

Language of the unfilled requests is shown in Table E-4. About 14 percent of the sample requests were for foreign language items, compared to an overall NYSILL average of about seven percent. Among the foreign language requests, French and German were more common than the other languages requested.

Illinois

In a study of interlibrary loan and reference activities of the four Research and Reference Centers in Illinois, Westat collected a total of 1,875 requests received in late 1971.² About 66.5 percent of these were not filled. Analysis of all requests showed that 94 percent were for monographic materials, with a 30

² Palmour, Vernon E. and Gray, Lucy M., Costs and Effectiveness of Interlibrary Loan and Reference Activities of Resource Libraries in Illinois, Springfield, Illinois: The Illinois State Library, 1972.

Table E-4. Language of 140 unfilled NYSILL requests

Language	Number of Requests	Percent
English	121	86
German	5	4
French	7	5
Russian	3	2
Spanish	1	1
Italian	2	1
Other	1	1
TOTAL	140	100

percent fill rate and seven percent were for other materials with a 64 percent fill rate (Table E-5).

Subject, language and date of publication were found to be similarly distributed for all requests and for unfilled requests. Table E-6 shows the subject breakdowns, with social science, technology, "other," and fiction each accounting for more than 10 percent of the requests made. Language (Table E-7) of the requested materials was predominately English, and the distribution by publication date (Table E-8) was approximately 30 percent in each of the preceding three and eight year periods. Fill rate was slightly less for more recent materials.

Table E-5. Type of publication, Illinois Resource Library requests

Type of Publication	All Requests		Unfilled Requests	
	Number	Percent	Number	Percent
Periodical or Serial	106	6	36	3
Monograph	1,708	94	1,189	97
Thesis/Dissertation	1	*	-	-
Other	11	1	7	1
TOTAL	1,826	100	1,232	100

Table E-6. Subject of Illinois Resource Library requests

Subject	All Requests		Unfilled Requests	
	Number	Percent	Number	Percent
Philosophy and Religion	163	9	116	9
Social Science	336	18	235	19
Language	31	2	16	1
Pure Science	154	8	106	9
Technology	236	13	186	15
The Arts	175	9	107	9
Literature	99	5	59	5
History	143	8	80	7
Fiction	201	11	134	11
Biography	76	4	49	4
Other	235	13	142	12
TOTAL	1,849	100	1,230	100

Table E-7. Language of Illinois Resource Library requests

Language	All Requests		Unfilled Requests	
	Number	Percent	Number	Percent
English	1,859	99	1,238	99
French	6	*	3	*
Spanish	2	*	2	*
Other	3	*	2	*
TOTAL	1,870	100	1,245	100

* less than one percent.

Table E-8. Date of publication of Illinois Resource Library requests

Date of Publication	All Requests		Unfilled Requests	
	Number	Percent	Number	Percent
to 1900	31	2	16	1
1900 - 1960	501	27	284	23
1961 - 1968	558	30	336	27
1969 - 1971	528	29	390	32
Unknown	226	12	209	17
TOTAL	1,844	100	1,235	100

Analysis of the reason for requests not being filled (Table E-9) shows that 72 percent of the unfilled requests were for materials not owned, indicating that addition of new titles to the system should have greater priority than duplication of titles already held.

Table E-9. Reason request not filled, Illinois Resource Libraries

Reason	Number of Requests	Percent
Non-circulating	44	4
In use	248	20
Not owned	888	72
Other	53	4
TOTAL	1,233	100

Minnesota

In Minnesota, a special study was conducted of 1969-70 and 1973 unfilled monograph requests made to MINITEX to identify the trend and recent demand for materials. Serial requests were excluded from the study because of our recommendation that serial demand be handled through a separate National Periodical Resources System, but it is interesting to note the overall statistics on demand and fill rate for 1969-70 and 1973 MINITEX requests (Table E-10). With regard to serial demand, in 1973 84 percent of the requests made to MINITEX were for serial materials, and the fill rate for these requests was 92 percent, some 32 percent greater than the fill rate for monographs. This illustrates

Table E-10. Type of publication, 1969-70 and 1973 MINITEX requests

Form of Material*	1969-70 Requests			
	All Requests		Unfilled Requests	
	Number	Percent	Number	Percent
Photocopy or Microfilm	18,724	73	2,503	54
Loan	6,700	26	2,154	46
TOTAL	25,424	100	4,657	100

Type of Publication	1973 Requests			
	All Requests		Unfilled Requests	
	Number	Percent	Number	Percent
Serial	69,000**	84**	5,377	51
Monograph	13,000**	16**	5,221	49
TOTAL	82,127	100	10,598	100

* Most photocopies supplied are of serial materials; most loans are of monographs.

** Estimated.

the differences in nature of and solutions to the demand for serials vs. monographs. Two samples of unfilled monograph request forms, 512 from 1969-70 and 522 from 1973, were selected for analysis. For these requests, subject, language and date of publication breakdowns are shown in Tables E-11 through E-13. As in

Table E-11. Subject of 1969-70 and 1973 unfilled MINITEX monograph requests

Subject	1969-70 Unfilled Monograph Requests		1973 Unfilled Monograph Requests	
	Number	Percent	Number	Percent
Philosophy and Science	68	13	42	8
Social Science	119	23	142	27
Language	10	2	9	2
Pure Science	29	6	22	4
Technology	65	13	95	18
The Arts	36	7	40	8
Literature	52	10	33	6
History	64	12	43	8
Fiction	21	4	22	4
Biography	8	2	17	3
Education	4	1	15	3
Other	38	7	42	8
TOTAL	514	100	522	100

Table E-12. Language of 1969-70 and 1973 unfilled MINITEX monographs requests

Language	1969-70 Unfilled Monograph Requests		1973 Unfilled Monograph Requests	
	Number	Percent	Number	Percent
English	450	88	473	91
German	44	9	18	3
French	11	2	16	3
Russian	-	-	3	1
Spanish	2	*	7	1
Italian	-	-	1	*
Other	7	1	4	1
TOTAL	514	100	522	100

* less than one percent.

Table E-13. Date of publication of 1969-70 and 1973 unfilled MINITEX monograph requests

Date of Publication	1969-70 Unfilled Monograph Requests		Date of Publication	1973 Unfilled Monograph Requests	
	Number	Percent		Number	Percent
to 1900	56	11	to 1900	25	5
1900-1961	222	43	1900-1964	228	44
1962-1967	146	28	1965-1970	170	33
1968-1970	88	17	1971-1973	97	19
Unknown	2	*	Unknown	2	*
TOTAL	514	100	TOTAL	522	100

* less than one percent.

Illinois, social science and technology requests account for the highest percentages of demand. Variations in demand distribution by subject between 1969-70 and 1973 are probably related to the introduction of new libraries and types of patrons as users of the system and also to reinforcement of certain frequently requested subject areas as appropriate to the system collections.

The language of unfilled MINITEX monograph results is overwhelmingly and increasingly English. As in other systems studied, German and French language materials account for some, though not extensive, demand. The language breakdown for unfilled requests is similar to that for all requests.

Observing the date of publication for unfilled MINITEX monograph requests for both 1969-70 and 1973, about 20 percent of the requests were for materials published in the three years

prior to the request date, and an additional 30 percent were for materials published in the six years previous to that. Somewhat less recent materials seem to be requested from MINITEX than through NYSILL or the Illinois system.

The breakdown of reasons for nonfulfillment of monograph requests is shown in Table E-14. As in New York and Illinois, "not owned" is the reason cited most frequently, although the percentage of requested materials "in use" has increased significantly between 1969-70 and 1973.

Table E-14. Reason request not filled

	1969-70 All Requests		1969-70 Monograph Requests		1973 Monograph Requests	
	Number	Percent	Number	Percent	Number	Percent
Non-circulating	373	6.6	51	10	80	15
In use	1,809	31.7	67	13	176	34
Not owned	3,150	55.2	383	74	256	49
Other	370	6.5	13	3	10	2
TOTAL (sent later 1,045)	5,702	100.0	514	100	522	100

Summary

Overall, analysis of the unfilled requests of the three state systems indicates that there are similarities in the demand characteristics of the three systems and furthermore, that there

are many similarities in each system between all requests and those which go unfilled. The predominant reason that requests are not filled is that the material is not owned. These observations combined suggest the possibility of use of existing resources within a network providing materials not found within an individual state system. Materials not available in one system are likely for the most part to be held by another state, and the same can be said for materials held but temporarily in use. These conclusions could not be reached if characteristics of demand varied widely among states or between filled and unfilled requests.

The data analyzed also has some implications for collection development within a state resource library or system, indicating general subject, publication date, and language classes which could be supported. Monitoring of requests within the Resource System - down to the local level - will provide necessary refinements for responsive collection development.

APPENDIX F

DEVELOPMENT OF THE ON-LINE
FILES OF THE NATIONAL BIBLIOGRAPHIC
CENTER