MINNESOTA INTERLIBRARY TELECOMMUNICATIONS EXCHANGE (MINITEX)

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Prepared by the Staff of the

Minnesota Higher Education Coordinating Board

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CHAPTER 1. INTRODUCTION

The Minnesota Interlibrary Telecommunications Exchange (MINITEX) is a network of academic, public, and governmental libraries sharing resources to better provide needed materials and information to scholars and residents in Minnesota and its contiguous states. The program began in 1969 as a two-year pilot project involving 11 Minnesota libraries. It now involves 162 libraries in Minnesota, North Dakota and South Dakota (see Appendix A for participating libraries) and has five programs: (1) document delivery, (2) a telephone reference service, (3) serials exchange, (4) a common union list of serials, and (5) online union catalog and cataloging, jointly with the University of Minnesota Twin Cities libraries. This report describes the background and status of MINITEX programs.

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CHAPTER II. BACKGROUND

From its origin as a small test project, MINITEX became a pioneer in library resource sharing. 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 II) monies. It used the Trans World Exchange (TWX) telecommunication network, United Parcel Service and first class U.S. mail 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?
- 2. What would be the comparative cost between sharing and duplicating resources?
- 3. 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 (Commission) 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:

- o publication of seven editions of MULS: A Union List of Serials;
- o participation in the OCLC (Online Computer Library Center) online cataloging system since 1976, and
- o negotiation of contracts or reciprocal agreements with the Minnesota Office of Library Services and Development (LDS), Wisconsin Interlibrary Services, North Dakota State Library, and South Dakota libraries.

All these developments have helped to make information more available than before to residents in Minnesota and its contiguous states.

In the early years the number of requests for materials grew rapidly as the number of participating libraries increased and as libraries and library users became aware of the MINITEX services. A detailed history of MINITEX participation, funding, costs and programs since 1969 can be found in Appendix B. While the types and levels of service have grown, the cost of providing these services per library and per request has remained low and relatively constant in terms of real, uninflated dollars. In 1969 the University of Minnesota Twin Cities campus provided 100 per cent of the delivered items. More recently, document requests have leveled off; and 31 per cent of the delivered items are provided from outside the University Twin Cities campus. The University, however, shares more materials with other libraries than any other University library in the country, except the National Library of Medicine.

In the past year, MINITEX has been operating in a rapidly changing environment. Libraries in Minnesota, as well as those in North Dakota and South Dakota, have been discussing new technologies for automating card catalogs, circulation services, and acquilition systems. More than 20 libraries have joined in a tri-state corporation to explore a common approach to automation, and MINITEX has assisted their efforts by providing administrative and technical support. Recently, the Coordinating Board staff have been working with the Minnesota Department of Education Office of Library Development and Services (LDS) and the state librarians of North Dakota and South Dakota to determine how the three states can best help their libraries move from traditional to automated online processes and services.

Library automation is an important issue because it affects the day-to-day workings of a library, involves a large initial investment, and has the potential to link the holdings of several libraries. Many automated systems will

allow one library to request an item from another by terminal; but the actual delivery of the item between libraries may require more traditional methods.

The introduction of automation raises two key issues for MINITEX. First, when different libraries and groups of libraries choose different computerized systems, how can the state assure that library resources will continue to be easily accessible for libraries around the state and region? Second, how can MINITEX encourage resource sharing in this new environment?

Regarding the first issue, MINITEX and LDS jointly have sponsored a task force to review and update guidelines for library automated online systems. One outcome of the task force is to include guidelines that will assure both common standards for bibliographic records and the potential for dial-up access to the automated system of one library from another.

Secondly, MINITEX has undertaken a pilot test to see if it can aid direct resource sharing between libraries sharing a common automated system. In addition, MINITEX will play a key role in resource sharing between libraries with different automated systems and in assuring resource sharing between automated and non-automated libraries.

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CHAPTER III. PROGRAM ADMINISTRATION

The Coordinating Board contracts with the University of Minnesota for MINITEX services. The University manages the day-to-day operation of the program and services with a staff of 19.4 plus the equivalent of 16.3 full-time students working at the MINITEX office in Wilson Library. Coordinating Board staff determine the general policy direction of the MINITEX program, set the goals and objectives of MINITEX, define MINITEX services, develop budget requests, contract for major services, and represent MINITEX to the legislature and the public. In addressing its responsibility, the Coordinating Board works with an advisory committee appointed by the Minnesota Higher Education Coordinating Board executive director; the committee met six times in 1983 (see Appendix C for the members of the advisory committee).

Throughout the last decade, several principles have guided the administration of MINITEX:

- The local library is the most appropriate user service level. MINITEX
 is an interlibrary network, and therefore does not serve patrons
 directly. It is an agency to enhance local library service through
 cooperation among libraries.
- 2. The local library is responsible for its own collections, bibliographic records and personnel. It is the responsibility of an academic library to provide the collection to support its institution's educational and research programs, and the responsibility of other libraries to provide the collection to support the needs of their clientele. There is no substitute for having needed items available locally; in fact, 95 percent of library needs should be met at the institutional level, and only exceptional needs should be referred to MINITEX.
- Local libraries are responsible for determining their clientele and selecting appropriate services. Screening of requests is done locally by the librarian, not by MINITEX.
- Participation in MINITEX should improve or provide additional service to the user. In no case should participation lead to deterioration of service to the user.

- MINITEX participation should aid in cost effectiveness in individual libraries and allow for improved use of available funding.
- National standards and protocols (bibliographic, telecommunications, formats, etc.) should be adopted uniformly in the development of any programs or systems. Programs should be developed with flexibility so they can be expanded to integrate with regional or national programs, or support local cooperative activity.
- To the degree that it is economically feasible, it is appropriate for the network to support access to the communication, delivery, and bibliographic systems, but local use of the system and the accompanying costs are the responsibility of the individual library.
- 8. All functions should support sharing resources.
- 9. All procedures and functions should be service producing.

In the past year, the program has been in transition with an interim director. During this period, the MINITEX Advisory Committee reviewed the mission of the program and recommended a management plan to guide it in the achievement of its goals and objectives.

CHAPTER IV. SOURCES OF FUNDING AND PROGRAM COSTS

The MINITEX program is supported through direct appropriations to the Minnesota Higher Education Coordinating Board for service to educational and state agency libraries. In addition, the Coordinating Board contracts with the Minnesota Department of Education Library Development and Services Office (LDS), North Dakota, and South Dakota to provide service to Minnesota's public libraries and designated libraries in North and South Dakota. Table 1 indicates the source of revenue for the 1983 fiscal year.

TABLE 1: SOURCES OF REVENUE, FISCAL YEAR 1983

Direct appropriation to HECB	\$601,500.00
LDS contract	\$143,262.00
North Dakota contract	\$ 57,390.50
South Dakota contract	\$ 49,721.50
TOTAL REVENUES	\$851,874.00

Expenditures for the MINITEX program are allocated to the five MINITEX services. 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. Expenditures for Fiscal Year 1983 are shown in Table 2.

TABLE 2: EXPENDITURES BY PROGRAM, FISCAL YEAR 1983

Document delivery	\$543,238
MULS: A Union List of Serials	\$125,910
Reference and information	\$ 82,202
Online cataloging	\$ 58,418
Serials exchange	\$ 27,900
Collections development	\$ 14,206
TOTAL EXPENDITURES	3851,874

MINITEX is a low cost service because of its unusual nature and organization. Most other library networks in the country are organized as private non-profit corporations with their own independent library boards. These networks must be concerned with operational detail such as capital investment, overhead, and internal management systems necessary for tracking costs to be translated into user fees. Because MINITEX is a state program funded through a state appropriation to the Coordinating Board and housed at the University of Minnesota, there are no overhead charges to support these costs; thus they are modest compared to those of other networks. Further, the sophisticated accounting systems necessary to determine and create billing procedures are unnecessary due to the method of MINITEX funding. This greatly increases program efficiency and cost effectiveness.

CHAPTER V. MINITEX PROGRAMS

MINITEX services are delivered to 162 participating libraries through its five programs. These services complement one another and together provide an example of efficient library cooperation. Following is a description of each program's status.

DOCUMENT DELIVERY

MINITEX participants transmit loan and photocopy requests to the MINITEX central office located at the University of Minnesota Wilson's Library. The central staff locate and retrieve needed materials from the University of Minnesota Twin Cities campus libraries, State Law Library, Minnesota State Board of Health, Minneapolis Public Library and Information Center, and Minnesota Historical Society. Requests not filled at these libraries are referred to other participants known to hold the needed material.

Requests which cannot be filled in Minnesota, Wisconsin, North Dakota or South Dakota are referred to the Midwest Health Science Library Network, the Library of Congress, National Library of Medicine, National Agricultural Library and the British Library, Lending Division. For libraries wanting to pursue requests that cannot be filled from resources available to the network, MINITEX serves as the Minnesota state agency for obtaining locations for needed materials in other states from the National Union Catalog at the Library of Congress.

Rapid delivery provides the needed material to the patron when it is wanted. Commercial buses, commercial delivery service, first class mail, and local couriers provide efficient delivery. Couriers, supported by MINITEX as part of delivery service to areas with concentrations of libraries, also make it

easier for libraries to share resources in local arrangements. Table 3 presents the number of requests and items provided by types of library.

The Document Delivery Service has experienced dramatic growth since its inception in 1969, from the original 11 libraries to 162 in 1983. As Figure 1 indicates, the number of requests has increased significantly from approximately 20,000 in the first year.

- o During 1982-83, 176,197 document requests were transmitted to MINITEX.
- o 156,197 (88.7%) were delivered to libraries for their patrons.

Two pilot projects regarding document delivery services were initiated by MINITEX in the past year. In response to requests from many libraries to investigate the possibility of direct borrowing, MINITEX developed a plan to assess the feasibility of such borrowing. Libraries using the State University System online catalog have been able to use the MINITEX delivery system for the delivery and return of materials requested directly by one library from another. The results of the project are being evaluated.

Another pilot project has been to develop multiple levels of document delivery service based on the amount of time requesting libraries are willing to have MINITEX search for an item. Libraries indicate, for example, one level of request for items needed quickly by the patron on the understanding that fewer sources can be searched in the time allotted, while another request level is indicated for items which the patron wants despite possible delays due to the time needed for more thorough searching. This project was initiated to allow libraries to choose how HINITEX should hundle their request based on time constraints, as even out the flow of work in the MINITEX office, and to enable the library to tell a patron when the material or a report on the request can be anticipated. Data on the turn-around time for each request level and for the whole document delivery service will be evaluated at the end of this project.

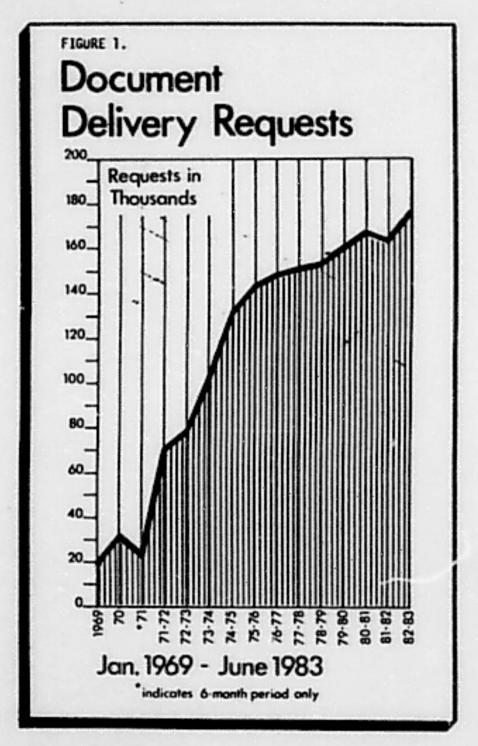
TABLE 3: DOCUMENT DELIVERY STATISTICS, THE NUMBER OF ITEMS REQUESTED AND PROVIDED, 1982-83

	Requests Rc'd by MINITEX	t of Total	Requested Items Provided to MINITEX	t of Total
MRECB	112,959	64%	135,041	831
University of Minnesota Twin Cities Campus 7,797 Minn. Dept. of Health 580 Minn. Historical Society 134 Other (academic and atate 104,448 agency libraries)			107,663 364 520 26,494	
LDS	29,722	171	13,000	81
Minneapolis Public Library 1,888 Other 27,834			9,143° 3,857	
North Dakota	15,465 ,	91	3,051	2%
South Dakota	10,077	61	1,638	11
Wisconsin	7,409	41	8,124	51
allinois	431	-	1,346	11
Canada	134	-	209	-
Anational Libraries	-	-	59	-
b _{CRL}	-	-	25	-
b _{BLLD}	-	-	287	-
	176,197	1001	162,779	100

Percentage of requests filled 88.7% Percentage of requests for copy 69.6% Percentage of requests for loan 30.4%

afilled requests processed by MINITEX staff acontract or reciprocal agreement bpurchase/membership

Source: MINITEX office.



Source: MINITEX office.

REFERENCE AND INFORMATION

The back-up reference service helps the librarian provide needed information to patrons—a name, address, statistic, formula, etc. Sometimes this information is available in libraries, sometimes in computer data bases, and sometimes through individuals knowledgeable in the subject area. Toll free WATS telephone lines enable librarians to discuss each request directly with MINITEX reference staff. MINITEX staff use all available resources, including the telephone and computer-assisted literature searching of subject data bases, to find the answers to a variety of reference questions.

- o During Fiscal Year-1983, 5,040 questions were answered by the reference staff.
- o This number constitutes an eight percent increase over the previous fiscal year.

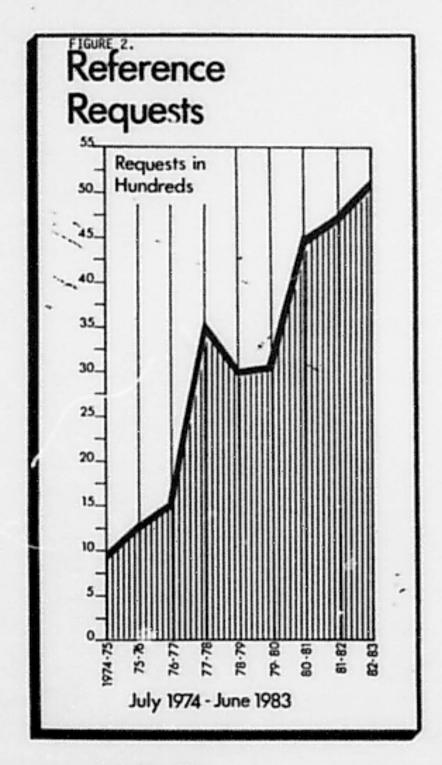
Figure 2 indicates the number of questions received since this program began in 1974.

SERIALS EXCHANGE

In this cooperative program with the University of Minnesota Twin Cities
Libraries Gift and Exchange, libraries send duplicate and withdrawn issues of
periodicals to MINITEX so that other libraries needing back issues or replacement copies may place requests and receive copies needed for their collections.
Since 1974, librarians have sent approximately two million items, and over
210,000 of these were provided by MINITEX to other libraries.

o During Fiscal Year 1983, librarians sent in 220,058 items which produced 27,314 needed items for participating libraries.

Table 4 shows the activities of this service the past three fiscal years:



Source: MINITEX office.

TABLE 4: SERIALS EXCHANGES, 1980-83

	1982-83	1981-82	1980-81
Received at the University	220,058	230,525 23,129	232,792
Provided to other libraries	27,314		30,744

THE MINNESOTA UNION LIST OF SERIALS (MULS)

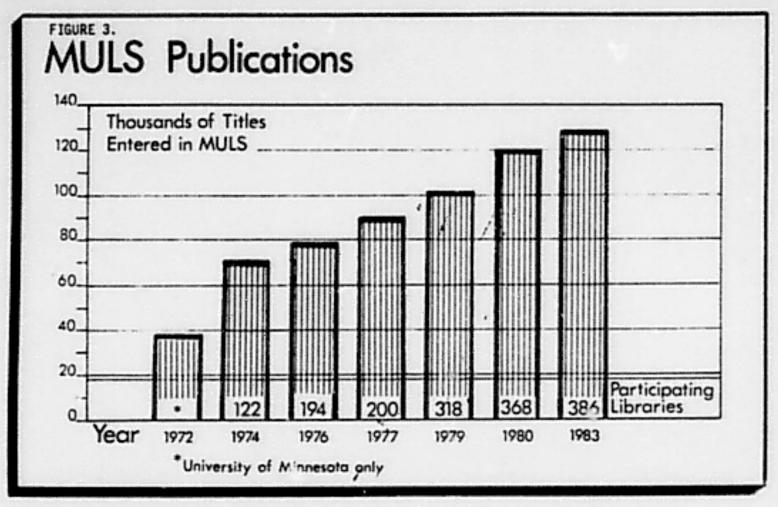
The Minnesota Union List of Serials (MULS) is a machine-readable data base which contains over 126,000 titles representing periodical holdings of 386 academic, public, governmental, medical, seminary and other libraries in Minnesota, North Dakota, South Dakota, Wisconsin, and Iowa. MULS supports cataloging, resource sharing, and collection development. Originally used as the basis for CONSER (Conversion of Serials), a national online data base, it continues to contribute updated records for MINITEX libraries. Accurate, standardized descriptions of items owned, and knowledge of where each item is held are essential characteristics of the MINITEX bibliographic data bases.

- o During the 1983 fiscal year, the MULS staff expanded the data base of serials by adding 5,000 new titles and processing 40,000 update reports. The data base now includes 126,000 titles, 72,000 cross-references, and more than 525,000 holding locations.
- An updated microfiche edition of MULS containing full bibliographic and library holding data was published and distributed to all participating libraries in Fiscal Year 1983.

Figure 3 shows the change in the number of titles and participating institutions since 1972.

ONLINE CATALOGING SYSTEM

The Coordinating Board has a contract with OCLC, Inc., the nation's largest system for computer-assisted cataloging, to provide these services in Minnesota and its contiguous states.



Source: MINITEX office.

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In 1975 two urgent concerns that needed to be addressed to insure effective and efficient delivery of library resources within their institutions and the network were identified: (1) the development of a machine-readable bibliographic data base for library materials use, and (2) the implementation of a systematic cataloging process to reduce costs and improve processing time.

With funds provided by the Bush Foundation, \$216,066 in July 1976 and \$134,980 in October 1977, together with \$88,000 of institutional grants from the Kellogg Foundation, an online cataloging system has been made available to many MINITEX participants to build a MINITEX Minnesota/North Dakota/South Dakota data base of library holdings. In addition, many participants are adding their previously cataloged holdings to the data base; this enhances increased resource sharing among libraries in MINITEX and provides local libraries with additional alternatives to the costly card catalog.

Computer-assisted cataloging by MINITEX libraries improves access to local library resources while it builds an online catalog of materials held in MINITEX libraries. This online catalog of materials, like the MULS union list of periodicals, newspapers and serials, allows efficient identification and location of material needed by MINITEX library patrons.

- O During Fiscal Year 1983, the staff of 21 new libraries were trained on the OCLC system. Participating libraries added 28,700 new titles to the data base which now contains over six million machine-readable records. The 127 MINITEX libraries created approximately 1.1 million records during the year.
- The total number of OCLC terminals reached 143 at 127 individual institutions.

OCLC has been increasingly available as Table 5 indicates.

TABLE 5: PARTICIPATION IN OCLC, 1980-83

	1982-83	1981-82	1980-81	
Libraries	127	106	97	
Terminals	143	118	110	

RELATED SERVICES

MINITEX workshops, seminars and training sessions provide librarians with opportunities to learn from each other and to find new ways to realize the benefits of cooperation in providing service to library patrons. MINITEX has had workshops on automation, work flow, reference resources, computer-assisted cataloging, serials management, library instruction, and computer-assisted literature searching.

During Fiscal Year 1983 MINITEX provided the following:

20 Data base training sessions

4 Reference workshops/training sessions

21 OCLC cataloging start-up training sessions

4 OCLC interlibrary loan subsystem workshops 4 OCLC basic books format tagging sessions

6 Operator update sessions for OCLC participants

7 Other training workshops/sessions

200 Site visits by MULS, Document Delivery, Reference and OCLC Coordinators

Resources beyond Minnesota are accessible to MINITEX. A reciprocal system-to-system arrangement with Wisconsin Interlibrary Services (WILS) provides access to Wisconsin resources. A contract with the North Dakota State Library shares Minnesota and North Dakota resources, and a contract with the South Dakota State Library similarly permits access to South Dakota library resources.

CHAPTER VI. CONCLUSION

Throughout the last decade, the importance of MINITEX to individual libraries has grown not only because of increases in the number of participating libraries and the level of service, but also because of the fiscal constraints that have been placed on libraries.

Resource sharing is in efficient and important way of supplementing local resources and improving service to library patrons, but it is not intended to replace local collections. Individual collections are the heart of all libraries and all resource sharing activity. The local academic, public, or special library is the patron's first choice and the most appropriate place for library service. Every Minnesota library needs a basic collection to support its mission and recurring local needs. Support of individual libraries will enable them to develop the collections that best serve their students, faculties, and communities.

The collections development capability of individual libraries is enhanced by the MINITEX program of resource sharing for lesser-used items, cooperative processing, and statistical documentation of use. MINITEX aids resource sharing among Minnesota libraries, supplements local collections, and enables libraries to provide service which they could not offer independently.

APPENDICES

APPENDIX A: MINITEX PARTICIPATING LIBRARIES

Minnesota Academic Libraries Anoka Area Voc-Tech Institute Anoka-Ransey Community College Arrowhead Community College Hibbing Campus Itasca Campus **Hesabi Campus** Rainy River Campus Vermilion Campus Augsburg College Austin Area Voc-Tech Institute 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 College of St. Teresa College of St. Thomas Concordia College, Moorhead Concordia College, St. Paul Dakota County Area Voc-Tech Institute Fergus Falls Community College Freshwater Biological Institute Golden Valley Lutheran College Gustavus Adolphus College Hamline University Bush Memorial Library Law Library Hennepin Technical Center, North Hennepin Technical Center, South Hornel Institute Inver Hills Community College Lakewood Community College Luther-Northwestern Seminary, Libraries Macalester College Mankato Area Voc-Tech Institute Mankato State University Dr. Martin Luther College Mayo Clinic Library Minneapolis College of Art and Design Minneapolis Community College Moorhead State University Normandale Community College North Central Bible College North Hennepin Community College Northland Community College Northwestern College Red Wing Area Voc-Tech Institute Rochester Community College

St. Cloud Area Voc-Tech Institute St. Cloud State University St. John's University St. Mary's College St. Mary's Junior College St. Olaf College St. Paul Bible College St. Paul beminary Southwest State University United Theological Seminary of the Twin Cities Library University of Minnesota-Biomedical Library University of Minnesota-Law Library University of Minnesota-St. Paul Campus Lib. University of Minnesota-Wilson Library University of Minnesota-Duluth Campus Lib. University of Minnesota-Duluth Health Sciences Library University of Minnesota-Morris University of Minnesota Technical College-Crookston University of Minnesota Technical College-William Mitchell College of Law Willmar Community College Winona State University Worthington Community College 916 Area Voc-Tech Institute

Minnesota Academic Libraries

Minnesota State Agency Libraries Iron Range Research Center Minnesota Attorney General's Office Minnesota Criminal Justice Program Library Minnesota Department of Economic Security Minnesota Department of Education Minnesota Department of Energy and Economic Development Minnesota Department of Health Minnesota Department of Public Welfare Minnesota Department of Transportation Minnesota Historical Society Minnesota Legislative Reference Library Minnesota Office of Library Development Services Minnesota Pollution Control Agency Minnesota State Law Library Minnesota Zoological Cardens

Minnesota Public Libraries
Anoka County Library
Austin Public Library
Carver County Library System
Dakota County Library System
Duluth Public Library

Minnesota Public Libraries East Central Regional Library Great R . r Regional Library Hennepin county Library Kitchigami Regional Library Lake Agassiz Regional Library Marshall-Lyon County Library Minneapolis Public Library and Information Center Nobles County Library and Information Center Northwest Regional Library Pioneerland Library System Rangey 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 *Bethesda Lutheran Hospital Library *Children's Hospital Library Fairview Hospital Library Fairview-Deaconess Hospital Library *Golden Valley Health Center Library "Hennepin County Medical Center James J. Hill Reference Library Mercy Medical Center Library "Methodist Mospital Library Midway Hospital Library Mount Sinai Hospital Library North Central Forest Experiment Station Morth Memorial Medical Center Library *Ramsey County Medical Society/United in up. "St. John's Hospital Library "St. Joseph's Hospital Library St. Louis Park Hedical Center Library "St. Mary's Hospital Library *St. Paul Ramsey Hospital U.S.Environmental Protection Agency U.S. Fish and Wildlife Service Unity Bospital Library "Veteran's Administration Hospital

North Dakota Libraries
North Dakota State Library
North Dakota State University
University of North Dakota-Chester Fritz Lib
University of North Dakota-Harley E French
Hedical Library
University of North Dakota-Thormodsgard
Law Library

South Dakota Libraries Alexander Mitchell Public Library Black Hills State College Dakota State College Northern State College Rapid City Public Library Sioux Falls College Sioux Falls Public Library South Dakota School of Mines and Technology South Dakota State Library South Dakota State University University of South Dakota, Springfield University of South Dakota-I.D. Weeks Lib. University of South Dakota-Lormen Health Sciences Library Veteran's Administration Medical Center

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

Canadian Library Lakehead University

*partial MINITEX service

Walker Public School

APPENDIX B: HISTORY OF MINITEX ACTIVITIES, JANUARY 1969-JUNE 1983

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APPENDIX C: MINITEX ADVISORY CONNITTEE

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