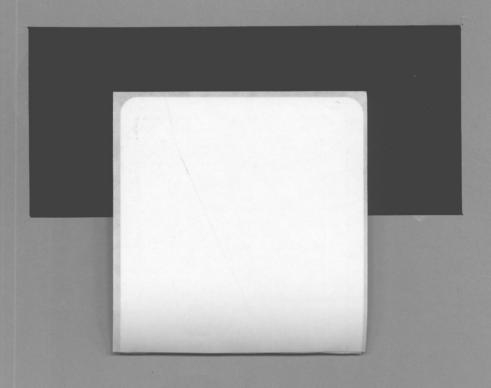
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MINNESOTA INTERLIBRARY
TELECOMMUNICATIONS EXCHANGE
(MINITEX)



MINNESOTA HIGHER EDUCATION COORDINATING BOARD



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TELECOMMUNICATIONS EXCHANGE (MINITEX)

Prepared by the Staff of the Minnesota Higher Education Coordinating Board

March 1988

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The Minnesota Interlibrary Telecommunications Exchange (MINITEX) is a publicly supported network of academic, public, state agency, and special libraries working cooperatively to improve library service by making library resources accessible at a low cost 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 state, regional, national, and international library resources. This is accomplished by sharing library resources, including collections, bibliographic records, holdings, and reference services through conventional as well as 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.

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Now in its 19th year of operation, MINITEX involves more than 200 libraries in Minnesota, North Dakota, and South Dakota. The MINITEX office is located in Wilson Library at the University of Minnesota/Twin Cities campus and provides access to the collections of the University and other participating libraries in the region. MINITEX staff have arranged for reciprocal arrangements with the Wisconsin Interlibrary Library Services at the University of Wisconsin/Madison campus and the University of Illinois/Champaign-Urbana.

Efficient and cost effective access to information is supported by overnight delivery of materials to participating libraries in Bemidji, Duluth, Fargo/Moorhead, Grand Forks, Mankato, Marshall, Northfield, Rochester, St. Cloud, Winona, and within the Twin Cities. Throughout its history, MINITEX has increased access to information.

This has been reversed by recent revenue shortfalls resulting from limited appropriations for the program. Despite the commitment to cooperation among libraries and a dedicated staff, MINITEX service has been cut to balance revenues with expenditures. Fiscal Year 1988 is a watershed year, in that it is the first year in which MINITEX has offered fewer services than provided the year before. Prior to July 1, 1987, including the year of this report, MINITEX offered five major programs: (1) document delivery, (2) a common union list of serials, (3) an online union catalog and related services, (4) a backup reference service, and (5) serials exchange. MINITEX staff also provided planning, training, workshops, and skills development to participants throughout the region.

The fiscal demands for providing these programs have exceeded the funds available to MINITEX. Consequently, the Higher Education Coordinating Board requested that the 1987 Minnesota Legislature increase the appropriation to MINITEX by an amount to cover the cost of pay equity adjustment for MINITEX employees at the University, enhancement of current services, and an adjustment for inflation. The appropriation made to MINITEX included no funds for inflation or for improvements in service despite all-time high demands for document delivery service.

In response to the limited state appropriation, the Coordinating Board staff, in consultation with MINITEX, identified core and secondary services.

Document delivery, the union list of serials, and online catalog are the services at the heart of resource sharing between libraries. Serials exchange and the reference service, while important to Minnesota libraries and part of resource sharing, supplement document delivery and require different professional and staff activities. Consequently, these two services were defined as

secondary. MINITEX has worked to maintain the level and quality of service related to the core programs and will provide reference and serials exchange services only if sufficient resources are available.

This report provides background on MINITEX, describes the status of its services in 1986-87, the restructuring of services which have occurred with the 1987 appropriation, and other changes occurring in the MINITEX region.

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CHAPTER II. BACKGROUND

From its origin as a small test project, MINITEX has developed into a major resource sharing program in the Minnesota, North Dakota, and South Dakota region and become a model network in the United States. 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:

- o Could needed material be provided to Minnesota users outside the metropolitan area in a useful format and in the needed time?
 - o What would be the comparative cost between sharing and duplicating resources?
- o 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:

- o publication of seven editions of MULS, a Union List of Serials, providing access since 1972 to the magazine and periodical holdings of over 250 participating libraries in the region.
 - o participation in the Online Computer Library Center, Inc. (OCLC) shared cataloging system since 1976, resulting in over 9 million records of 161 MINITEX libraries becoming available online via terminals.
- o negotiations of contracts or reciprocal agreements with the Minnesota Office of Library Development and Services (LDS), Wisconsin Inter-

library Services (WILS), and North Dakota and South Dakota state library agencies, and the University of Illinois at Champaign-Urbana.

 Automating MULS by loading it into the Online Computer Library Center online system.

In the early years, the number of document delivery and reference requests grew rapidly as the number of participating libraries increased and as libraries and library users became aware of the MINITEX services. While the types and levels of services have grown, the cost of providing these services per library and per request has remained low in real, uninflated dollars.

In 1969, the University of Minnesota/Twin Cities campus provided 100 percent of the delivery items. More recently, the increase in document delivery requests has leveled off, and 33 percent of the delivered items provided in 1986-87 came from outside the University's Twin Cities campus. The University, however, continues to lead North American research libraries in the quantity of materials it shares with other libraries. 1

MINITEX participates in the Minnesota State University System Project for Automation of Library Systems (MSUS/PALS), along with state universities, community colleges, Concordia College (Moorhead), North Dakota State University, and the Legislative Reference library. MSUS/PALS libraries send 17 percent of the document requests received by MINITEX, and MINITEX refers 14 percent of the requests that cannot be filled by the University of Minnesota/Twin Cities campus to MSUS/PALS libraries. MINITEX began receiving requests from state universities through the new MSUS/PALS online Interlibrary Loan (ILL) System in Fall 1986 and will begin receiving community college requests through this online system during calendar year 1988. In 1987,

^{1.} ARL Statistics, 1986-87: A Compilation of Statistics from the 117 Members of the Association of Research Libraries; published by the Association of Research Libraries (Washington, D.C.)

MINITEX began using the MSUS/PALS ILL system to refer requests that could not be filled by its primary Twin Cities providers.

All MSUS/PALS libraries participate in the MINITEX network. In addition, the MINITEX statewide delivery system provides overnight pickup and delivery of materials between all state university libraries and the MINITEX office.

DOCUMENT DELEVERY

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Illinois, the United States, and abread. The major source of access is to

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CHAPTER III. MINITEX PROGRAMS

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 each program's status during Fiscal Year 1987.

DOCUMENT DELIVERY

A record number of requests, 183,494, were received and processed by the MINITEX document delivery staff in 1986-87. The Document Delivery Service provides access to resources throughout Minnesota, North Dakota, Wisconsin, Illinois, the United States, and abroad. The major source of access is to the University of Minnesota/Twin Cities campus, which contributed over 105,000 photocopies and loans to MINITEX participants in 1986-87. The major sources of location for these materials are the MULS and OCLC databases, which the majority of libraries check before sending requests to MINITEX. This helps in eliminating blind searching for materials and encourages more effective use of time and staff.

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, Minnesota State Board of Health, and the Minnesota Historical Society. 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, which includes 160 MINITEX participants, and in local automated library systems. In addition, a reciprocal agreement exists with

the Wisconsin Interlibrary Services (WILS). Requests are referred electronically to the WILS offices at the University of Wisconsin/Madison campus when not located in the MINITEX region. There is also a reciprocal agreement with the University of Illinois at Champaign-Urbana and the Illinois State Library.

When requests cannot be filled by participating MINITEX libraries,
MINITEX turns first to Wisconsin or the University of Illinois. In addition,
MINITEX refers to sources outside the region, including the Library of
Congress, the National Library of Medicine, the National Agricultural Library,
and the British Library Document Supply Center.

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

In recent years, MINITEX has tried to accommodate the increase in local library automation, including microcomputers and online automated systems, among participating libraries by receiving document delivery requests in a variety of methods. In addition to local couriers, several electronic methods now send requests to MINITEX. One means of transmitting and receiving electronic requests, the OCLC Interlibrary Loan Subsystem, has been discontinued due to budget constraints.

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,

TABLE 1. MINITEX STATISTICS, 1986-87

MINITEX Region	Requests Received By MINITEX	Requests Referred By MINITEX	
MN Academic and State	res in charing resources	and contracted for	
Agency Libraries			
UM/Twin Cities Campus	10,099	117,629*	
UM/Coordinated Campuses	16,757	2,066	
State Universities	26,104	5,883	
Community Colleges	14,847	683	
Private Colleges	36,660	15,689	
MN Tech Institutes	555	46	
MN State Agencies	9,737	1,806	
Health Sciences/TCBC	3,608	827	
All others	2,456	121	
Subtotal	120,823	144,750	
MN Public Libraries			
Minneapolis Public Library	2,709	9,256*	
All others	28,285	5,904	
Subtotal	30,994	15,160	
North Dakota	13,742	2,675	
South Dakota	12,251	2,075	
Non-MINITEX Region			
Wisconsin	5,546	8,219	
Illinois	54	3,086	
0 1	01	107	
Great Britain	11	ent avi eani	
Library of Congress	11		
National Library of Medicine	23		
TOTAL	183,494	176,117	

INCREASE OF 4% OVER 1985-86

An additional 8,327 books were processed through the MINITEX Delivery Service for the MSUS/PALS libraries through the Direct Borrowing.

SOURCE: MINITEX.

^{*}Physically searched and filled by the MINITEX staff.

request more items than any other sector and serve as the resource for an even greater proportion of all MINITEX document delivery requests.

In addition to its own document delivery service, MINITEX assists the State University System in sharing resources among its libraries through a Direct Borrowing Service. Books are requested, one library from another, electronically through the MSUS/PALS Interlibrary Loan System. The materials then are moved back and forth between libraries using the MINITEX statewide delivery system. In 1986-87, 8,327 MSUS/PALS library books were transported by the MINITEX delivery system. These requests are handled by MINITEX's mail room staff and do not appear in MINITEX document delivery statistics.

In April 1987, MINITEX began an experiment with the University of Minnesota/Duluth, to receive requests and provide materials to it by telefacsimile transmission over long distance phone lines. By using this service, library patrons could request an article from a journal and receive it within four hours. This service will not be expanded as a regular part of the MINITEX program since staff and funding do not permit. It may, however, be offered on an experimental basis.

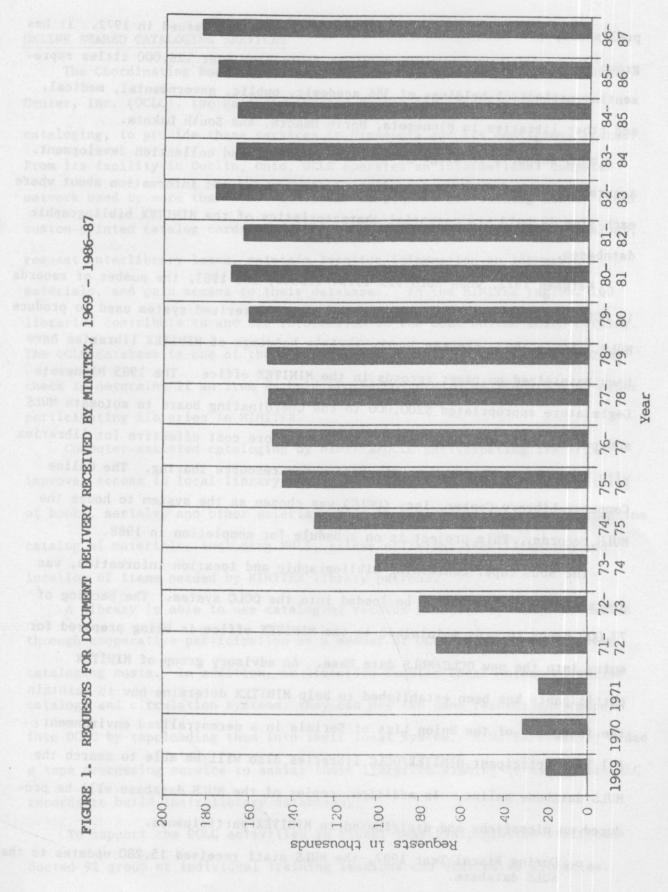
Since its inception in 1969, the document delivery service experienced dramatic growth in the number of requests, with some fluctuation from year to year, as shown in Figure 1. In Fiscal Year 1987, MINITEX received the highest volume of document delivery requests in its history.

o During 1986-87, 183,494 document delivery requests were received by MINITEX, an increase of four percent over 1985-86.

MINNESOTA UNION LIST OF SERIALS (MULS)

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

RECEIVED



MINITEX SOURCE:

preliminary edition of MULS listing 38,000 titles was issued in 1972. It has grown to be a machine readable database containing over 126,000 titles representing periodical holdings of 386 academic, public, governmental, medical, and other libraries in Minnesota, North Dakota, and South Dakota.

MULS supports cataloging, resource sharing, and collection development.

Accurate, standardized descriptions of items owned and information about where each item is held are essential characteristics of the MINITEX bibliographic databases.

Between 1972, when MULS was first issued, and 1983, the number of records in MULS grew to exceed the capacity of the computerized system used to produce MULS. Since 1983, changes in the serials holdings of MINITEX libraries have been maintained on paper records in the MINITEX office. 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 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 project is on schedule for completion in 1988.

The MULS tape, containing bibliographic and location information, was processed to prepare it to be loaded into the OCLC system. The backlog of 77,000 paper records maintained in the MINITEX office is being prepared for entry into the new OCLC/MULS data base. An advisory group of MINITEX participants has been established to help MINITEX determine how to maintain the integrity of the Union List of Serials in a decentralized environment. All 160 participant MINITEX/OCLC libraries also will be able to search the MULS database online. In addition, copies of the MULS database will be produced on microfiche and distributed to MINITEX participants.

o During Fiscal Year 1987, the MULS staff received 15,280 updates to the MULS database.

ONLINE SHARED CATALOGING SERVICES

The Coordinating Board has a contract with OCLC Online Computer Library Center, Inc. (OCLC), the nation's largest system for computer-assisted cataloging, to provide these services in Minnesota and its contiguous states. From its facility in Dublin, Ohio, OCLC operates an international computer network used by more than 7,000 libraries to acquire and catalog books, order custom-printed catalog cards and machine-readable records for local catalogs, request interlibrary loans, maintain location information on library materials, and gain access to their databases. In the MINITEX region, 160 libraries contribute to and use information in the OCLC Online Union Catalog. The OCLC database is one of the first sources that libraries in the region check to determine if an item is held at the University of Minnesota or other participating libraries in MINITEX.

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

A library is able to use cataloging records produced by other libraries through cooperative participation as a member of OCLC which greatly lowers cataloging costs. In addition, as libraries acquire local automated online catalogs and circulation systems, they can use the same records they input into OCLC by tapeloading them into their local system. MINITEX recently added a tape processing service to assist those libraries wishing to use their OCLC records to build their library databases.

To support the OCLC activities in Fiscal Year 1987, MINITEX staff conducted 92 group or individual training sessions and visited 48 libraries.

OCLC was increasingly available in the region in Fiscal Year 1987:

- o 160 MINITEX libraries participated in OCLC using 211 OCLC terminals.
 - o MINITEX/OCLC participating libraries contributed 917,296 records transactions to the OCLC database, which consists of over 15.8 million records.
 - o In the OCLC online database, there are 5 million holding records for academic and state agency libraries supported by the directed state appropriations, and more than 9 million holding records for all MINITEX participating OCLC libraries.

TABLE 2. PARTICIPATION IN OCLC, 1981-1987

	1980-81	1981-82	1982-83	1983-84	1984-85	1985-86	1986-87
Libraries	97	105	127	126	159	161	160
Terminals	110	118	143	145	191	204	211
Online Holdings Records (in millions)	3.8	4.9	6.0	6.8	7.5	8.5	9.0

SOURCE: MINITEX.

REFERENCE AND INFORMATION SERVICES

The MINITEX Backup Reference and Information Service helps local academic, public, and state agency libraries provide needed information to patrons. This information could be a name, statistic, or several books or articles containing certain information that together will answer a particular inquiry. If this information is not found in collections available to the reference staff, it may be found in a search of computer databases or by calling individuals knowledgeable in the subject area. MINITEX has provided toll-free WATS telephone lines to enable library staff in Greater Minnesota and South Dakota to discuss each request directly with the MINITEX reference staff. During Fiscal Year 1987, MINITEX established several group contracts in order to provide discounts to participants purchasing various online and

CD-ROM database products which supplement local reference resources. This discount to libraries stretches their dollars in providing services to their users.

As the backup reference service for the region, MINITEX also has been designated by the Library of Congress (LC) to receive requests from individuals in Minnesota, North Dakota, and South Dakota sent directly to LC which can be answered in the region. These requests are referred to the MINITEX reference staff, which responds to the patron and works with the appropriate local library.

Figure 2 shows the number of reference requests from Fiscal Years 1975 through 1987.

o During Fiscal Year 1987, 2,466 requests were answered by the reference staff. This was 33 percent fewer requests than in Fiscal Year 1986.

Several factors contributed to the decrease in Fiscal Year 1987. Between Fiscal Year 1981 and Fiscal Year 1983, reference requests jumped dramatically. Because staffing of this activity did not increase, backlogs developed which resulted in increasing the length of time before a response could be sent. Because their patrons needed more timely answers, the number of questions referred by academic librarians declined. Meanwhile, more libraries began using computer database services and newly-developed regional reference services provided by some of the Minnesota Multitype Library organizations, so more questions could be answered locally. Although fewer requests are being sent to MINITEX, they are more difficult to answer, thereby requiring more time.

Approximately half of the questions received in Fiscal Year 1987 were analyzed to determine the subject areas, the resources used, and the type of response. The analysis showed a heavy reliance on information from the collections at the University of Minnesota/Twin Cities campus, and that

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BY MINITEX,

QUESTIONS RECEIVED

FIGURE 2.

SOURCE: MINITEX

answers rarely were found in one source, but rather, several types of resources were used together or integrated to provide the desired information.

Due to the level of funding received for 1987-89 from the Minnesota Legislature, MINITEX discontinued, on July 1, 1987, its statewide back-up reference services to academic, state agency, and special libraries, and now only offers a modified reference service to Minnesota public libraries through contract with the Office of Library Development and Services (LDS).

As an interim solution, libraries covered by the Coordinating Board appropriation have had an opportunity to subscribe to a modified MINITEX reference service based on the unit costs paid by the LDS Office. Only six academic libraries subscribed; several others said they needed the service, but could not afford it. In some cases, reference questions go unanswered in academic libraries, even though the answer could have been located by MINITEX staff from the collections of the University of Minnesota/Twin Cities campus. Because the reference service program has lost the economy of scale due to fewer libraries using it, the LDS cost per reference question is unusually high. The future of this service is unclear.

SERIALS EXCHANGE PROGRAM

Through the Serials Exchange Program, libraries send duplicate and with-drawn issues of periodicals to MINITEX so that other libraries needing back issues or replacement copies may request and receive copies needed for their collections. MINITEX took over the complete administration of the Serials Exchange Program on July 1, 1985. Previously, it was administered cooperatively with the University of Minnesota/Twin Cities Libraries Gift and Exchange Department. Since 1974, librarians, corporations, and citizens have sent over three million items, and MINITEX has provided 260,263, or nine percent, of them to libraries that maintain a list of needed serials with

MINITEX. This program has resulted in materials being immediately accessible in libraries around the state at no cost to the library.

The number of items provided to participating libraries decreased during Fiscal Year 1987 because of reduced staff available for processing duplicate journals due to lack of available funding.

Because of the expected revenue shortfall, MINITEX staff re-evaluated the importance and viability of the serials exchange program in 1987. Libraries which were heavy users of this service were queried about its importance. Most indicated that it was a valuable service which gave them access to materials unobtainable through other sources. The service was particularly important because materials were provided at no cost to the requesting library.

Based on the survey, MINITEX determined to continue the service even though funds were not available through the HECB contract. For a trial period Serials Exchange is being operated on a fee basis. During this period, libraries are charged \$1.75 for each issue they receive. The charge was designed to recover the cost of student help to process the duplicate serials. The current administrative costs of the program are not included. Several libraries indicated they would not be able to afford any charges. In June 1988, the program will be evaluated to determine if it can continue under this arrangement. Whatever the decision, some 300,000 duplicate magazines will continue to be received by the University Library, and if not processed by MINITEX Serials Exchange, probably will be discarded.

o During Fiscal Year 1987, 350,336 items were sent to the Exchange Program, of which 6,041 were provided to participating libraries.

TABLE 3. SERIALS EXCHANGES, 1981-1987

	1980-81	1981-82	1982-83	1983-84	1984-85	1985-86	1986-87
Received at U of M	232,792	230,525	220,058	255,914	302,222	360,827	350,336
Provided	30,744	23,314	27,314	21,851	26,107	18,222	6,041
SOURCE: MINIT	EX.						

RELATED SERVICES AND ACTIVITIES

MINITEX was not able to hold many document delivery workshops and training sessions in Fiscal Year 1987. These sessions provide library staffs with opportunities to learn from each other and find new ways to realize the benefits of cooperation in servicing library patrons. There had been plans to hold such sessions in Greater Minnesota, but this was not possible with current staff levels.

MINITEX continued to publish its monthly Communications Memo series, a method to keep participating libraries up to date on developments at MINITEX and in the region. These memos frequently included a report from the Automation and New Technology specialist at the Minnesota LDS office.

In addition, MINITEX:

- o Established an electronic bulletin board for libraries to use to send document delivery requests and messages to MINITEX and to each other.
- Produced a document on linking the various local library automated systems.
- o Developed and implemented a special project to replace outdated transmission equipment for public libraries served through LDS.

CHAPTER IV. PROGRAM ADMINISTRATION

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 1987 (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. The University manages the day-to-day operation of the program and services with a staff of 25.5 plus the equivalent of 19.1 full-time equivalent student workers at the MINITEX office in Wilson Library.

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

- o 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.
- o 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; 95 percent of library needs should be met at the institutional level, and only exceptional needs should be referred to MINITEX.
 - o Local libraries are responsible for determining their clientele and selecting appropriate services. Screening of requests is done locally by the library staff, not by MINITEX.

- o Participation in MINITEX should improve or provide additional service to the user. Participation should not lead to a deterioration of service to the local library patron.
- o MINITEX participation should aid in cost-effectiveness in individual libraries and allow for improved use of available funding.
- o Programs should be developed with flexibility so they can be expanded to integrate with regional or national programs, or support local cooperative activity. National standards and protocol (bibliographic, telecommunications, and formats) should be adopted uniformly in the development of any programs or systems.
- o 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.
- o All functions should support sharing resources.
- o All procedures and functions should be service producing.

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CHAPTER V. SOURCES OF FUNDING AND PROGRAM COSTS

The MINITEX program is supported through direct appropriations to the Minnesota Higher Education Coordinating Board for service to post-secondary educational institutions and state agency libraries. In addition, the Coordinating Board contracts with the Minnesota Department of Education Office of Library Development and Services (LDS), North Dakota State Library, and South Dakota State Library to provide service to Minnesota's public libraries and designated libraries in North and South Dakota. Table 4 indicates the sources of revenue for the 1987 fiscal year.

TABLE 4. SOURCES OF REVENUE, FISCAL YEAR 1987

Direct Appropriation to HECB	\$	739,300
LDS Contract		220,000
North Dakota Contract		128,259
South Dakota Contract		95,760
Carryforward/contract adjustments		9,675
Miscellaneous fees and income		19,205
Total Operational Revenues Available	\$1	,212,199

SOURCE: MINITEX.

In Fiscal Year 1987, expenditures for the MINITEX program were 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 1987 are shown in Table 5.

staff is taking staps to resilocate funds and possibly make cutbacks in

TABLE 5. EXPENDITURES BY PROGRAM, FISCAL YEAR 1987

Document Delivery	\$ 773,771
MULS	97,729
Reference Services	110,692
OCLC	171,533
Serials Exchange	23,592
Collection Development	34,882
Total Expenditures	\$1,212,199
SOURCE: MINITEX.	

Without the availability of fees and miscellaneous income, MINITEX would have ended the year in deficit status. Overexpenditures occurred in the Document Delivery service due to the number of document delivery requests, the most MINITEX ever has received. Increases also were experienced in the administration and serials exchange budgets.

The legislature approved only a pay equity adjustment and no inflation increases in the 1987-89 biennial budget. This essentially froze the budget at the 1987-88 level and made no provisions for increases in requests for service from participating libraries. Document delivery requests have continued to increase during the first half of Fiscal Year 1988, and MINITEX staff is taking steps to reallocate funds and possibly make cutbacks in services.

MINITEX has been a low-cost service because of its nature and organization. Because MINITEX is a state program funded through a state appropriation to the Coordinating Board and housed at the University of Minnesota/Twin Cities, 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 have been unnecessary due to the method of MINITEX funding and use of University of Minnesota accounting services. This greatly increases program efficiency and

cost-effectiveness. The low cost is also the result of economies of scale, with many library requests being processed daily.

The current changes in MINITEX services necessitated by the revenue short-fall are likely to diminish MINITEX's cost-effectiveness.

CHAPTER VI. RECENT DEVELOPMENTS

MINITEX has had to make program adjustments in order to continue to provide quality service despite fiscal constraints. In addition, MINITEX is adjusting how it provides services to meet the new automated environment in and between libraries.

Because of the level of funding provided by the Legislature for 1987-89, MINITEX has:

- o Eliminated state appropriated funds for back-up reference services to academic and state agency libraries;
- Discontinued handling difficult bibliographic citation problems from academic and state agency libraries;
- o Begun charging libraries on a per issue basis for issues provided through Serials Exchange;
- Scaled back document delivery training sessions for local library staffs in greater Minnesota;
- o Eliminated, in December 1987, the use of the OCLC interlibrary loan online system used by MINITEX participants to transmit requests to the MINITEX Office; and
- o Eliminated newly-installed 800 lines to the MINITEX electronic Bulletin Board.

After 16 years, OCLC is moving to a new technology-based environment requiring retraining and greater assistance by MINITEX staff to local library staffs. This will greatly increase the impact on MINITEX staff, though it will lead to more efficient access to resources and information in Minnesota and surrounding states. In response to the increasing use of automated systems by local libraries, MINITEX has already:

- Adjusted its internal operations in order to handle the requests now being received on the MSUS/PALS online system from state universities;
- o Planned for how to accommodate MINITEX service to LUMINA, the University of Minnesota/Twin Cities Campus online catalog, which is scheduled for late Spring 1988 (LUMINA will greatly increase access to

the University's collections, and MINITEX staff project that this will increase significantly the number of requests for materials and for MINITEX assistance in using the LUMINA system); and

o Continued to provide the support for the MINITEX/LDS Joint Standards Review Task Force. The task force continues to meet regularly to review and revise published standards related to automation developments in Minnesota libraries, the emergence of new technologies, and telecommunications needs of libraries.

In conclusion, MINITEX continues to make a significant contribution to the quality of library services in Minnesota by providing increased access and informational services to faculty, students, and residents in participating libraries. Nevertheless, the primary services of document delivery, MULS, and online shared cataloging have been maintained at the expense of modifying other services that previously had been available to all participating libraries. At the same time libraries are requesting more documents through MINITEX, the budget for the program has been reduced in real dollars.

APPENDIX A. MINITEX PARTICIPATING LIBRARIES, 1987

LIBRARIES RECEIVING MINITEX SERVICES DIRECTLY

Minnesota Academic Libraries

Alexandria TI Anoka TI Anoka Ramsey Community College Arrowhead Community College Hibbing Campus Itasca Campus Mesabi Campus Rainy River Campus Vermillion Campus Augsburg College Austin TI 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 TI Faribault TI Fergus Falls Community College Freshwater Biological Institute Golden Valley Lutheran College Gustavus Adolphus College Hamline University Bush Memorial Library Law Library Hennepin TI/North Campus Hennepin TI/South Campus Inver Hills Community College Lakewood Community College Luther-Northwestern Seminary Libraries Macalester College Mankato TI Mankato State University Dr. Martin Luther College Mayo Clinic Library

Metropolitan State University Minneapolis College of Art and Design Minneapolis Comunity College Moorhead State University Natural Resources Research Institute Normandale Community College Northland Community College Northeast Metro TI Northwestern College Pillsbury College Red Wing TI Rochester TI St. Cloud TI 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 Seminary St. Paul TI Southwest State University United Theological Seminary of the Twin Cities - Library University of Minnesota - Biomedical Library University of Minnesota - Freshwater Biological Institute University of Minnesota - Hormel Institute University of Minnesota - Law Library University of Minnesota - St. Paul Campus Library University of Minnesota - Wilson Library University of Minnesota-Crookston University of Minnesota - Duluth Campus Library University of Minnesota - Duluth Health Sciences Library University of Minnesota - Morris University of Minnesota Technical College - Waseca William Mitchell College of Law Willmar Community College Worthington Community College

APPENDIX A. MINITEX PARTICIPATING LIBRARIES, 1987 (CONTINUED)

Minnesota State Agency Libraries

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

Minnesota 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 Agassiz Regional Library
Marshall-Lyon County Library
Minneapolis Public Library and
Information Center
Montevideo Public 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 Bethesda Lutheran Hospital Library Fairview Hospital Library Fairview-Deaconess Hospital Library Hennein County Medical Center James J. Hill Reference Library Methodist Hospital Library Midway Hospital Library North Central Forest Experiment Station North Memorial Medical Center Library St. Mary's Hospital Library U.S. Environmental Protection Agency U.S. Fish and Wildlife Service Veteran's Administration Hospital

North Dakota Libraries

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

APPENDIX A. MINITEX PARTICIPATING LIBRARIES, 1987 (CONTINUED)

South Dakota Libraries

Alexander Mitchell Public Library Augustana College Black Hills State College Dakota Wesleyan University Dakota State College McKennan Hospital Medical Library 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 - I.D. Weeks Library University of South Dakota - Law Library University of South Dakota -Lommen Health Sciences Library Veteran's Administration Medical Center

Wisconsin Libraries

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

Canadian Library

Lakehead University
(shares Canadian documents with
MINITEX participants)

OTHER LIBRARIES RECEIVING OCLC SERVICES THROUGH MINITEX

Minnesota

Arrowhead Library System
Cargill
General Mills
Hennepin County Law Library
Hibbing Public Library
Honeywell (7 libraries)
International Falls Public Library
Pillsbury Company
Walker Art Center
3M

North Dakota*

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

APPENDIX A. MINITEX PARTICIPATING LIBRARIES, 1987 (CONTINUED)

South Dakota*

Brooking Public Library
Huron College**
Mitchell Public Library
Mount Marty College**
North American Baptist Seminary**
Presentation College
Sinte Gleska
South Dakota Historical Research
Center**
National College**
Oglala Sioux
Sturgis Public Library
University of South Dakota Law
Library

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

^{**} Periodical holdings are listed in MULS.

APPENDIX B. MINITEX ADVISORY COMMITTEE (1987)

City and County Libraries Cheryl Anderson-Laid St. Paul Public Library 90 West 4th Street St. Paul, MN 55102 (612) 292-6210

State Agency Libraries
Donna Slamkowski (1989)
Library
Minnesota Department of Revenue
Mail Station 2230
St. Paul, MN 55146
(612) 296-3529

State Universities
John Bowden (1989)
Library
Southwest State University
Marshall, MN 56258
(507) 537-6108

Regional System Libraries
Mona Carmack
Great River Regional Library
405 St. Germain
St. Cloud, MN 56301
(612) 251-7282

U of M Coordinate Campuses Harold Opgrand Kiehle Library U of M/Crookston Crookston, MN 56716 (218) 281-6510

Technical Institutes
Dick Blasjo (1989)
Dakota County TI
1300 East 145th Street
Rosemount, MN 55068
(612) 423-8406

Community Colleges
Larry Cullen (1988)
Library
North Hennepin Community College
7411 85th Avenue North
Brooklyn Park, MN 55445
(612) 445-4541

County Libraries
Jan Williams (1989)
Scott County Library System
428 South Holmes
Shakopee, MN 55379
(612) 445-7750

Private Colleges
Jack King (1988)
Bush Memorial Library
Hamline University
1536 Hewitt Avenue
St. Paul, MN 55104
(612) 641-2800

U of M/Twin Cities Campus John Howe Interim University Librarian U of M, 499 Wilson Library 309 19th Avenue South Minneapolis, MN 55455 (612) 624-4520

NEIGHBORING STATES

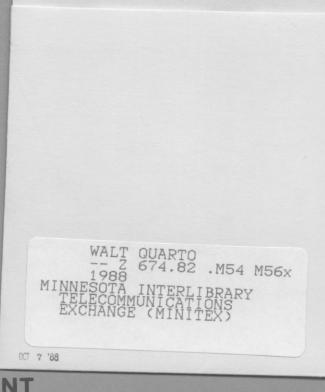
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