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MINITEX LIBRARY INFORMATION NETWORK

1992 Annual Report

Minnesota
Higher Education
Coordinating Board

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MINITEX LIBRARY INFORMATION NETWORK

1992 Annual Report

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Prepared by the Staff of the
Minnesota Higher Education Coordinating Board

March 1993

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EXECUTIVE SUMMARY

The MINITEX Library Information Network (MINITEX) is a publicly-supported network of academic, public, state agency, and other special libraries working cooperatively to improve library service by making library resources accessible to residents in Minnesota.

During 1991-92, MINITEX received and processed 283,811 requests from libraries in its three-state region--Minnesota, North Dakota, and South Dakota. Of these requests, 146,688 book loans and photocopied articles were supplied from the University of Minnesota-Twin Cities Libraries. The overall fill rate for document delivery requests in 1991-92 was 87 percent.

The Minnesota Legislature provided an increase of 12 percent in MINITEX funding for each year of the current biennium in order to maintain MINITEX services. Requests received in 1991-92 were five percent higher than in 1990-91. A study indicated that 61 percent of requests sent to MINITEX were filled within three working days and 85 percent within five days. MINITEX staff believes this improved service effectiveness is a result of the 1989 Legislature's response to the Board's priority request for MINITEX by providing a substantial increase to its base budget for the biennium beginning July 1, 1989. This enabled MINITEX to increase its staffing and replace out-of-date equipment.

Some accomplishments of MINITEX highlighted in the report are:

- Expansion of group purchasing agreements that allow libraries to obtain items cooperatively at significant discounts.
- Provision of administrative support for the loading of licensed electronic reference databases into online library automation systems for users to access.
- Participation in the Online Shared Cataloging Services for 163 libraries, including training more than 612 participants in 111 training sessions on using the new OCLC PRISM Service and additional workshops, an improvement over an automated system first developed in 1972.

- Response to over 2,038 reference questions from Minnesota public libraries under the HECB contract with the Office of Library Development and Services, Minnesota Department of Education.

- Regional meeting on "Cooperative Collection Management" held in March to assist local libraries.

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

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

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

As funding continues to remain tight for local libraries and their costs increase faster than inflation, more requests have to be filled outside the three-state region. This affects the MINITEX service program since the MINITEX Library Information Network is made up of the cooperating libraries. However, MINITEX continues to work with local libraries and other agencies and organizations to improve cooperative resource-sharing efforts in Minnesota.

CHAPTER 1. INTRODUCTION

The MINITEX Library Information Network (MINITEX) is a publicly supported network of academic, public, state agency, and other special libraries working cooperatively to improve library service by making library resources accessible to residents around the state. The mission of MINITEX is to enhance the effectiveness and efficiency of all participating libraries by expanding their access to local, state, regional, national, and international information resources. This is accomplished by effective delivery of needed information and by sharing library resources, including collections, bibliographic records, and locations, through conventional and innovative procedures and technologies. MINITEX provides students, scholars, and residents of Minnesota and its contiguous states much more cost effective access to a full range of library resources and information than otherwise would be available. Resource sharing through MINITEX will continue to be effective as long as libraries continue to add new books and periodicals to their collections so that they can be shared.

Now in its 24th year of operation, MINITEX involves more than 200 libraries in Minnesota, North Dakota, and South Dakota. The MINITEX office is located in Wilson Library on the University of Minnesota-Twin Cities campus and provides access to the collections of the University and other participating libraries in the region. MINITEX staff have arranged for reciprocal arrangements with the Wisconsin Interlibrary Services at the University of Wisconsin-Madison campus and the University of Illinois Champaign-Urbana Libraries.

Efficient and cost effective access to information is supported by overnight delivery of materials to participating libraries in Bemidji, Bismarck, Duluth, Ely, Fargo/Moorhead, Grand Forks, Grand

Rapids, Hibbing, International Falls, Mankato, Marshall, Morris, Northfield, Rochester, St. Cloud, Virginia, Winona, and the Twin Cities.

Except for the 1987-89 biennium, MINITEX has, throughout its history, increased access to information. In 1987-89, revenue shortfalls resulting from limited appropriations for the program led to restrictions in MINITEX service. To restore full document delivery service, the 1989 Legislature responded to the Board's priority request for MINITEX by appropriating an additional $610,000 to the base budget for the biennium beginning July 1, 1989. This appropriation enabled MINITEX to reverse some of the program adjustments made in 1987-89, and MINITEX processed an increase in document delivery requests during 1989-90. In addition, MINITEX continued to offer serials exchange, reference services, and selected brokered services to Minnesota academic and state agency libraries on a cost recovery basis.

This report provides background on MINITEX, describes the status of its services in 1991-92, and explains other changes occurring in the program.

CHAPTER 2. BACKGROUND

From its origin as a small test project, MINITEX has developed into a major resource sharing program in Minnesota, North Dakota, and South Dakota and has become a model resource sharing network in the United States and Canada. In 1969, MINITEX was funded jointly by the Louis W. and Maud Hill Family Foundation and state and federal (Library Services and Construction Act Title III) funds. It used the Trans World Exchange (TWX) telecommunications network, United Parcel Service, and first class U.S. mail as a delivery system to test sharing University of Minnesota library resources with 10 representative Minnesota libraries. The project sought answers to three questions:

- Could needed material be provided to Minnesota users outside the metropolitan area in a useful format and in the needed time?
- What would be the comparative cost between sharing and duplicating resources?
- What would be the degree of conflict of interest with primary users at the host library?

By 1971, the resource sharing concept seemed educationally and economically viable, and the project became a program of the Minnesota Higher Education Coordinating Board funded by the legislature. Since then, it has been reviewed and funded as part of the biennial budget process. Since 1971, several milestones have been achieved:

- Establishment of group purchasing agreements that allow libraries to obtain items cooperatively at significant discounts. This program has resulted in over $382,151 in savings to libraries since Fiscal Year 1988.
- Completed negotiation of a joint agreement to license electronic reference databases October 1, 1991 and load them into LUMINA (the University of Minnesota-Twin Cities Libraries online automated system), MSUS/PALS (Minnesota State University System PALS Integrated Automation System), South Dakota Library Network, and North Dakota Library Network. This provides significantly enhanced access to information for library users of those networks resulting in greater use of the users' local library collections. These databases index over 2,500 magazines and newspapers. This is a unique agreement in the United States.

- Publication of nine 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.

- Participation in the Online Computer Library Center, Inc. (OCLC) shared cataloging system since 1976, resulting in over 24 million records of 163 MINITEX libraries becoming available online via terminals.

- Automation of MULS by loading it into the Online Computer Library Center online system.

- Close working relationships with the Minnesota State University System PALS integrated automation system.

- Establishment of the MINITEX Delivery System which picks up and delivers the majority of requests for books and journal articles to 98 participating libraries.

In 1969, the University of Minnesota-Twin Cities Campus provided 100 percent of the delivery items. Items now are being provided from other libraries; in 1991-92, 39 percent of the delivered items provided came from outside the University's Twin Cities campus. The University, however, continues to lead American research libraries in the quantity of materials it shares with other libraries. In 1991-92, MINITEX staff took 146,688 book loans and photocopied articles from the University Libraries Collections to fill requests for participating libraries.

MINITEX participates in the Minnesota State University System Project for Automation of Library Systems (MSUS/PALS), along with state universities, community colleges, state agency libraries, Concordia College (Moorhead), St. Olaf College, Gustavus Adolphus College, St. Mary's College, North Dakota State University, the Legislative Reference Library, St. John's University and the College of St. Benedict, Hill Reference Library, College of St. Scholastica, and the Minnesota Historical Society Library. The state universities, community colleges, state agencies, and several private colleges using MSUS/PALS, accounted for 35 percent of the total requests received by MINITEX from Minnesota academic and state agency libraries. Moreover, 27 percent of the items that could not be retrieved directly by MINITEX staff were referred to the MSUS/PALS libraries in Minnesota to be filled. MINITEX continued to receive a growing number of requests from

MSUS/PALS libraries as the MSUS/PALS online interlibrary loan system became available to more libraries in 1991-92. The MSUS/PALS interlibrary loan system is a major benefit to MINITEX because it eliminates the need for paper files, avoids retyping of requests, provides statistical reports, and provides online access to the circulation system. Because MSUS/PALS is an automated interactive system requiring constant staff attention to terminals, many MINITEX internal procedures and processes have undergone revision to meet this new automated environment.

All MSUS/PALS libraries participate in the MINITEX network. In addition, the MINITEX regionwide delivery system provides overnight pickup and delivery of materials in cities where it is feasible. Overnight service is available between all state universities; several community college, private college, and public libraries; several libraries in North and South Dakota; and the MINITEX office.

CHAPTER 3. MINITEX SERVICES

MINITEX services are delivered to more than 200 participating libraries. The services and functions complement one another in an integrated, efficient library cooperation program. Following is a description of the status of each service during Fiscal Year (FY) 1992, the 1991-92 academic year.

DOCUMENT DELIVERY

A record number of requests, 283,811, was received and/or processed over the MINITEX Delivery System by the MINITEX document delivery staff in 1991-92. This was five percent higher than requests received in 1990-91. The document delivery service provides access to resources throughout Minnesota, North Dakota, South Dakota, Wisconsin, Illinois, the United States, and abroad. The major source of resources is the University of Minnesota-Twin Cities campus, which contributed over 146,688 photocopies and loans to MINITEX participants in 1991-92, an eight percent increase over 1990-91.

MINITEX participants transmit loan and photocopy requests to the MINITEX central office by electronic means, couriers, or the U.S. mail. The central staff retrieve needed materials from the University of Minnesota-Twin Cities campus libraries, Minneapolis Public Library and Information Center, and the Minnesota State Board of Health. Requests not filled at these libraries are referred to other participants known to hold the needed item. Information identifying the libraries that hold each item is found in MULS, in the OCLC shared online catalog, and in local automated library systems. For materials held by the University of Minnesota-Twin Cities campuses, MINITEX uses LUMINA, the University's online catalog, increasing the efficiency of the location of materials in the University collections.

When requests cannot be filled by participating MINITEX libraries, MINITEX turns first to Wisconsin or the University of Illinois. A reciprocal agreement exists with the Wisconsin Interlibrary Services (WILS). When items are not located in the MINITEX region, requests are referred electronically to the WILS offices at the University of Wisconsin-Madison campus. There is also a reciprocal agreement with the University of Illinois at Champaign-Urbana and the Illinois State Library. 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 delivery service system transports needed items to requesting libraries. Commercial delivery services, first class mail, United Parcel Service, and local couriers provide efficient delivery. Local couriers, jointly funded by the local libraries and by MINITEX, provide delivery service between libraries in a local area.

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, libraries use several electronic methods to send requests to MINITEX and to receive requests from MINITEX. In Fiscal Year 1992, MINITEX received 101,722 requests electronically using the Minnesota State University PALS interlibrary loan subsystem--a 26 percent increase over FY 1991.

Table 1 presents, by the type of library, the number of requests received by MINITEX, and the number of requests that MINITEX refers to those types of libraries. As Table 1 indicates, the academic and state agency libraries, which receive MINITEX services through the Coordinating Board's appropriation, request more items than any other sector and serve as the resource for an even greater proportion of all MINITEX document delivery requests.

TABLE 1. MINITEX STATISTICS, 1991-92

MINITEX Region	Requests Received By MINITEX	Requests Referred By MINITEX
MN Academic and State Agency Libraries		
UM/Twin Cities Campus	21,233	146,688 *
UM/Coordinated Campuses and Institutes	26,134	3,518
State Universities	40,961	7,335
Direct Borrowing	25,049	---
Community Colleges	20,141	1,669
Private Colleges	47,023	21,668
MN Technical Colleges	1,024	46
MN State Agencies	13,778	3,173
Health Sciences	3,151	839
All Others	---	4,336
Subtotal	198,494	189,272
MN Public Libraries		
Minneapolis Public Library	2,455	13,301 *
All Others	46,189	10,684
Subtotal	48,644	23,985
North Dakota	15,033	4,822
South Dakota	13,264	4,991
Non-MINITEX Region		
Wisconsin	6,893	14,165
Illinois	1,273	1,826
Canada	160	346
Great Britain		3
Library of Congress		10
National Library of Medicine		6
TOTAL	**283,811**	**239,426**

INCREASE OF 5% OVER 1990-91

*Physically searched and filled by the MINITEX staff.

SOURCE: MINITEX Library Information Network

In addition to its own document delivery service, MINITEX continues to work closely with the State University System to assist it in sharing resources among its MSUS/PALS libraries through a direct borrowing service. In 1991-92, 25,049 MSUS/PALS library books and journal articles were transported by the MINITEX delivery system of which 16,091 were processed by the MINITEX staff. An additional overnight delivery link was established by MINITEX between Mankato and Moorhead to allow academic libraries in Mankato and Moorhead to transport photocopied articles and loaned books back and forth. Items 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.

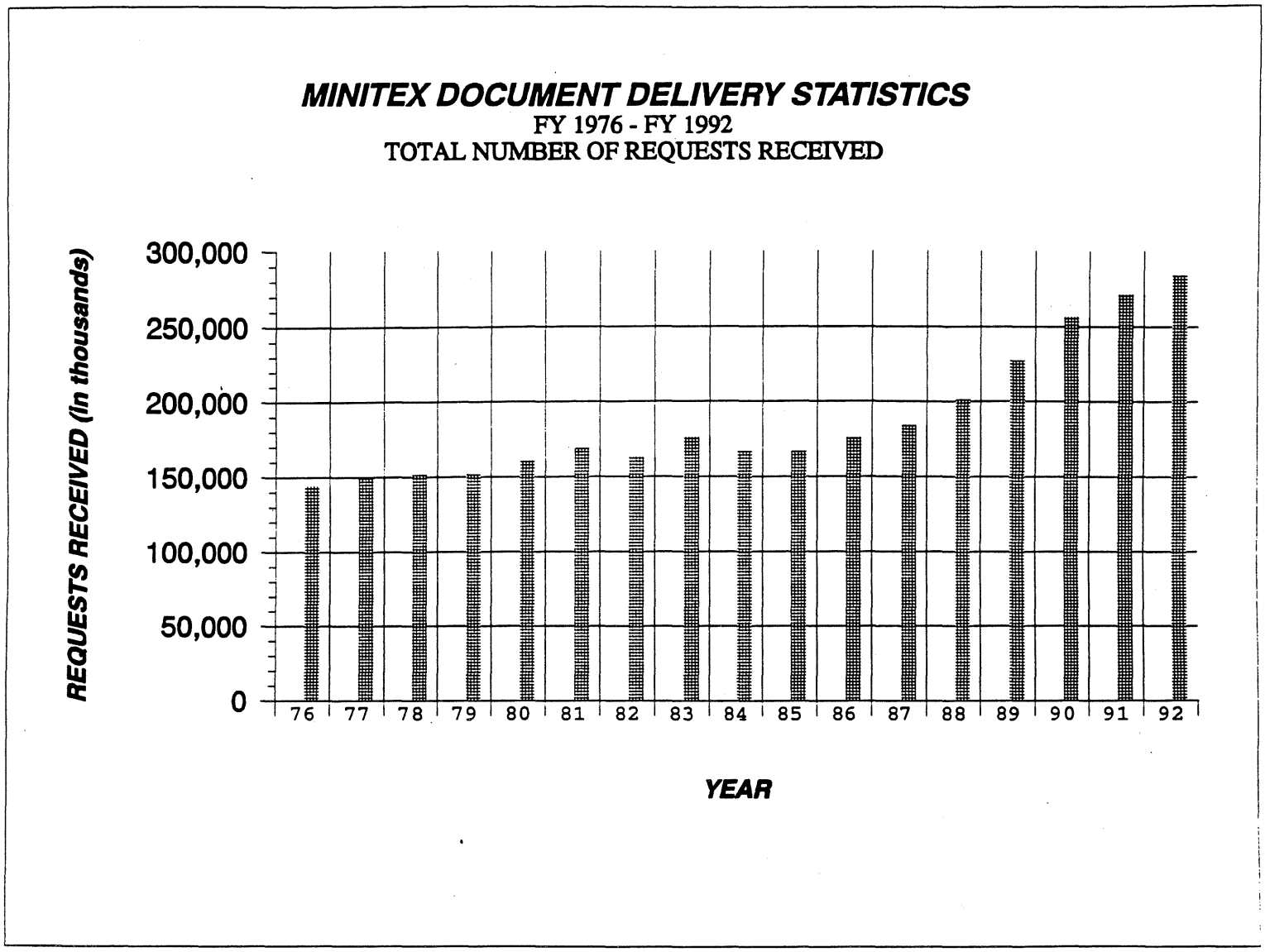
With an enhanced appropriation for 1991-92, MINITEX added student workers and full-time staff to handle the increased workloads. Overnight delivery services were extended to Sioux Falls, South Dakota, in order to facilitate the delivery of books and photocopies for Minnesota libraries back and forth between the MINITEX Office and the University of South Dakota, South Dakota State University, Augustana College, Sioux Falls College, and Dakota State College. The South Dakota State Library and MINITEX jointly share the cost for this delivery service.

Since its inception in 1969, the document delivery service has experienced dramatic growth in the number of requests, with some fluctuation from year to year, as shown in Figure 1. In Fiscal Year 1992, MINITEX received and processed the highest volume of document delivery requests in its history.

MULS, A UNION LIST OF SERIALS

MULS, A Union List of Serials, was developed in the early 1970s when it became clear that a database identifying the location of serials (periodicals and magazines) was necessary for an efficient resource sharing program. The preliminary edition of MULS listing 38,000 titles was issued in 1972. It grew to be a machine readable database containing over 131,875 bibliographic records and more

FIGURE 1.


MINITEX DOCUMENT DELIVERY STATISTICS
FY 1976 - FY 1992
TOTAL NUMBER OF REQUESTS RECEIVED
REQUESTS RECEIVED (In thousands)
300,000
250,000
200,000
150,000
100,000
50,000
0
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
YEAR

than 330,000 periodical holdings in 212 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. The 1985 Minnesota Legislature appropriated $200,000 to the Coordinating Board to automate MULS and put the MULS database online, making it more cost effective for the libraries with holdings in MULS to use the system for resource sharing. The Online Computer Library Center, Inc. (OCLC) was chosen as the system to house the MULS records. This is the same service that provides online shared cataloging services to participating MINITEX libraries. Consequently, libraries participating in OCLC for cataloging services have access to the MULS database of titles and holdings from terminals they already own and use. This important database identifying the location of serials (periodicals and magazines) owned by participating libraries also will be available to libraries that do not participate in the online shared cataloging services through online dial access and through an annually produced microfiche edition.

The first loading of MULS data into the OCLC system took place in August 1987. A second tape was loaded during October 1988, completing the tapeloading process. The loading of the backlog of MULS holdings, accumulated since 1983, is complete--except for a few problem titles. In 1991-1992, MULS staff held three training sessions for 40 library staff members in 26 libraries in the region on using and maintaining MULS online and provided additional training and through telephone support. As libraries using OCLC begin inputting and updating their own serial holdings in

the OCLC, they will send fewer updates to the MINITEX Office. During Fiscal Year 1992, the MULS staff received 2,456 updates to the MULS database.

ONLINE SHARED CATALOGING SERVICES

The Coordinating Board has a contract with OCLC, the nation's largest system for computer-assisted cataloging, to provide these services in Minnesota, North Dakota, and South Dakota. From its facility in Dublin, Ohio, OCLC operates an international computer network used by almost 16,000 libraries to catalog books, order custom-printed catalog cards and machine-readable records, request interlibrary loans, maintain location information on library materials, and gain access to their databases. The OCLC database contains over 27 million records. In the MINITEX region, libraries contribute to and use information in the OCLC Online Union Catalog. The OCLC database is one of the first sources that libraries in the region check to determine if an item is held at the University of Minnesota or other participating libraries in MINITEX.

Computer-assisted cataloging by MINITEX/OCLC participating libraries improves access to local library resources while it builds 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; this greatly lowers cataloging costs at individual libraries. In addition, as libraries acquire local automated online catalogs and circulation systems, they can use the same records they input into OCLC with their local system. The MSUS/PALS database is derived and tapeloaded from the OCLC database records input by Minnesota MSUS/PALS libraries, as are the South and North Dakota online databases and the database of the Twin Cities' private libraries. MINITEX continues to provide a tape processing service to assist those libraries wishing to use their OCLC records to build their library databases.

Beginning in November 1990 and extending through 1992, OCLC implemented three major changes that affected all library staff using OCLC. These changes included:

1. Migrating to a new OCLC managed SPRINT telecommunications network.
2. Replacing the OCLC Terminal Software with PASSPORT, a multi-purpose communication software package.
3. Implementing the searching and cataloging features of the First Release of the OCLC PRISM Service, a multi-year redesign of the OCLC Online System that had been developed in the 1970s.

During Fiscal Year 1992, an orientation to the PRISM Service was presented to 300 of the MINITEX/OCLC library staff in 77 small group sessions. These sessions included hands-on exercises with the new service for both technical service and public service staff. Thirty-four additional workshops were offered and were attended by 372 participants.

TABLE 2. PARTICIPATION IN OCLC, 1985-1992

	1984-85	1985-86	1986-87	1987-88	1988-89	1989-90	1990-91	1991-92
Libraries	159	161	160	165	164	164	162	163
Terminals	191	204	211	214	222	229	237	237

SOURCE: MINITEX

OCLC was increasingly available in the region in Fiscal Year 1992.

- 163 MINITEX libraries participated in OCLC using 237 OCLC terminals.
- MINITEX/OCLC participating libraries contributed 528,210 cataloging transactions to the OCLC database, which consists of over 24 million records. Of this number 27,311 were contributions of original cataloging. These cataloging transactions provide access to items owned in the MINITEX region through OCLC, local online systems, and catalog cards.

ADDITIONAL SERVICES AND ACTIVITIES

The MINITEX Office administrative staff continued to serve as a joint purchasing agent for participating libraries. Joint purchasing agreements have saved 115 cooperating libraries over $382,151 since 1988 by implementing and managing group purchases and discount programs with commercial vendors for such products as 3M security strips, bar code labels, compact disc read-only databases and hardware (CD-ROMS), bibliographic software, online database services, and library office products. In 1991-92, $120,074 was saved by libraries using MINITEX's group purchasing and discount services.

Prior to Fiscal Year 1988, MINITEX provided a telephone reference service to all participating libraries. Due to limited funding, this service was not supported by the direct MINITEX appropriation during 1991-92. Since FY 1988, MINITEX has offered a back-up reference service to Minnesota public libraries through a contract with the Minnesota Office of Library Development and Services.

In FY 1992, 21 reference nodes of Minnesota public library systems referred 2,038 questions to the MINITEX Office because they were not able to find answers in their own collections. This was a 22 percent increase over questions referred in FY 1991. In addition, a few reference questions were handled from Minnesota academic libraries and North and South Dakota Libraries. The purpose of accepting these referrals was to let them know what kinds of questions these librarians need to refer and to let them know what the MINITEX Reference can do on their behalf. The reference staff relied heavily on the collections of the University of Minnesota Libraries and Minneapolis Public Library and Information Center. Over 2,130 book loans and photocopies from these libraries were sent to Minnesota libraries in answer to patrons' reference questions. A reference database was developed by the Reference unit. Data from each reference referral are entered into the database. By identifying

resources used in answering questions on a same or similar topic, staff time is saved by utilizing past research efforts.

Reference staff have made site visits to public libraries using the MINITEX Reference Service to discuss the service and to provide demonstrations of various electronic tools used by the staff to answer questions. Interlibrary loan (ILL) operations in other MINITEX libraries were also visited on these trips to see how reference and interlibrary loan staff mediate ILL requests and how external databases have affected, or might affect, work flow and volume. Reference staff offered 2 OCLC EPIC training sessions in basic search commands and system features and 3 introductory PRO-CITE workshops. These workshops were offered on a cost-recovery basis. Staff also team-taught 5 MORE from CORE (Minnesota Opportunities for Reference Excellence) reference techniques workshops around the state.

A Joint Reference Workshop was co-sponsored with the Minnesota Office of Library Development and Services and MINITEX Reference in March. Topics included continuing education of Minnesota libraries, developing videotapes for library training, sources of and appropriate approaches for requesting Native American information, handling medical and legal reference questions, and reference performance standards and evaluation. Librarians from many HECB and LDS libraries attended.

Through the serials exchange service, libraries send duplicate and withdrawn issues of periodicals and annual reference materials to MINITEX so that other libraries needing back issues or replacement copies can request them for their collections. Issues and special sets are provided to requesting libraries for a small charge. Last year, the number of libraries using the service increased 7 percent, from 89 in 1990-91 to 95 in 1991-92, and although the number of issues provided decreased 27 percent from 2,686 in 1990-91 to 1,948 in 1991-92, the number of specials sets provided increased 30 percent from 1,640 in 1990-91 to 2,131 in 1991-92. As libraries fill in their

collections, the demand for single issues has decreased; however, the volume of requests for current reference volumes and special set materials continues to increase, especially from small academic, special and public libraries with small acquisitions budgets.

CHAPTER 4. PROGRAM ADMINISTRATION

MINITEX combines the broad higher education perspective of the Higher Education Coordinating Board with the resources of the University of Minnesota. Coordinating Board staff determine the general policies of the MINITEX program, set the goals and objectives, define services, develop budget requests, contract for major services, and represent MINITEX to the legislature and the public. In fulfilling its responsibility, the Coordinating Board works with an advisory committee appointed by the executive director. The committee met four times in 1992 (see Appendix B for the members of the advisory committee).

The Coordinating Board contracts with the University of Minnesota-Twin Cities campus for MINITEX services. In 1991-92, the University managed the day-to-day operation of the program and services with a staff of 34.4 full-time equivalent employees plus 16.2 full-time equivalent student workers at the MINITEX office in Wilson Library.

The MINITEX Advisory Committee completed a two-year planning process that culminated with its endorsement of a revised statement of the MINITEX Mission, Principles, and Criteria for MINITEX Participation in September 1990. The statement includes the expectations that MINITEX libraries have of each other. The criteria emphasize the responsibility of each library (1) to provide for most of its patrons' needs before turning to MINITEX, and (2) to maintain a qualified staff able to meet the technical and operational demands of interacting with MINITEX. The underlying assumption is that MINITEX document delivery services should not be used as a substitute for local library service. The Higher Education Coordinating Board adopted this statement in March 1991. The revised mission, goals, principles, and criteria for participation are found in Appendix C of this report.

CHAPTER 5. SOURCES OF FUNDING AND PROGRAM COSTS

The MINITEX program is supported through direct appropriations to the Minnesota Higher Education Coordinating Board for service to post-secondary educational institutions and state agency libraries. In addition, the Coordinating Board contracts with the Minnesota Department of Education Office of Library Development and Services (LDS), North Dakota State Library, and South Dakota State Library to provide service to Minnesota's public libraries and designated libraries in North and South Dakota. Table 3 indicates the sources of revenue for the 1992 fiscal year.

TABLE 3. SOURCES OF REVENUE, FISCAL YEAR 1992

Direct Appropriation to HECB	$ 1,208,000
LDS Contract	337,600
North Dakota Contract	125,580
South Dakota Contract	124,875
Independent OCLC Subscriptions	46,000
Total Operational Revenues	**$ 1,842,055**

SOURCE: MINITEX

In Fiscal Year 1992, the MINITEX budget was allocated by MINITEX service. In addition, under the contracts with North and South Dakota, there is a payment to the University of Minnesota for collections development to compensate for the borrowing from those states. North Dakota chose to allocate funds which were used specifically for continuing education. The budget for Fiscal Year 1992 is shown in Table 4.

TABLE 4. BUDGET BY SERVICE, FISCAL YEAR 1992

Document Delivery	$ 1,303,886
MULS	117,192
Reference Services	127,136
OCLC	263,523
Collections Development	28,318
North Dakota Continuing Education	2,000
Total Expenditures	**$ 1,842,055**

SOURCE: MINITEX

MINITEX has been a low-cost service because of its nature and organization. Because MINITEX is a state program funded through an appropriation to the Coordinating Board and housed at the University of Minnesota-Twin Cities, there are no direct overhead charges to support these costs; thus, they are modest compared to those of other networks. The low cost is also the result of economies of scale, with many library requests being processed daily.

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

CHAPTER 6. RECENT DEVELOPMENTS AND CHALLENGES

MINITEX continues to operate in a dynamic environment in which the demand for traditional services continues to increase even as the move toward integrating electronic technologies through the library and network activities accelerates.

TRADITIONAL ACTIVITIES

Libraries in Minnesota and the region continue to review funds available for new acquisition because of either reduced or static budgets. Many are forced to reduce their holdings in magazine or serials subscriptions in order to purchase newly published books. One library is spending 44 percent of its acquisitions budget for periodical-type materials and 27 percent for the purchase of monographic-type materials, such as books. Another library is spending 85 percent of its acquisitions budget for periodical-type materials. The average price for a 1991 U.S. periodical ($104.36) was 11.6 percent higher than the 1990 average price. The average price of periodical subscriptions in scientific fields is high; for example, chemistry and physics periodicals cost an average of $473 in 1991. These cost factors will result in more demand on the MINITEX system in the future and particularly on all the MINITEX libraries. MINITEX works to keep its in-house regionwide "serials cancellation" project up to date. However, this project needs to be developed further and put online in order for libraries to know when they are making acquisition decisions which titles are being cancelled by other libraries.

During the first seven months of the current fiscal year (July 1, 1992 through January 31, 1993), the MINITEX staff has continued to receive a steady increase in document delivery requests from libraries, up six percent compared to the same period in 1991-92.

In addition, the staff has been working on several innovative ways to improve collaboration and cooperation in the region and to further develop activities implemented in the past year.

The MINITEX Director appointed a Cooperative Collection Management Task Force which met in December 1992 and in February 1993. The charge to the Task Force is to identify and plan for the implementation of activities that will result in effective collaboration management among libraries in the three-state region.

MULS staff undertook several projects to update the records in the MULS database and worked closely with local library staff to assist them with updating records online. In addition, the staff compared the titles held in the newly loaded reference indices against the MULS holdings. This effort was to determine how many of the 2,500 periodical titles were held by libraries in the three-state region.

Discussion continued about the potential use of the University of Minnesota Library Archives and Overflow Facility by other than the University Libraries. The University Librarian has held several meetings with directors of local libraries in Minnesota to determine their interest in participating in the use of such a facility should it be built by the University. Interest is high among many librarians, and it was suggested that this facility could also be used to provide for the space needs of the MINITEX office. Meetings were held recently between the University Librarian, the Minnesota State University System library directors and deans, the MINITEX Director, private college library directors, and several public library directors in the Twin Cities.

The advisory committee adopted the Association of College and Research Libraries Guidelines for Distant Education, and these guidelines were sent to libraries throughout the region. An important philosophy expressed in the guidelines is: "The parent institution is responsible for providing support which addresses the information needs of its extended campus programs. This

support should provide library services to the extended campus community equitable with that provided to the on-campus community".

In addition, the advisory committee also discussed the MINITEX Criteria for Participation and how they applied to Metropolitan State University. The advisory committee passed two resolutions during 1992 regarding Metropolitan State University.

> "The MINITEX/HECB Advisory Committee recognizes Metropolitan State University does not meet the MINITEX Criteria for Participation and remains concerned that steps be taken to bring Metropolitan State University into conformity with the Criteria or be placed into a different category of participation." (September 18, 1992)
>
> "The MINITEX/HECB Advisory Committee strongly believes that Metropolitan State University should provide funding and/or contractual access to library services and collections to support 95 percent of its user information needs, according to the MINITEX Criteria for Participation." (December 1, 1992)

The MINITEX Cooperative Purchasing Program was expanded to reach the K-12 school libraries in the region. This has resulted in a large outpouring of requests for products, including software and hardware that are over 50 percent less expensive in some cases than these school libraries were paying. The MINITEX staff has placed notices in newsletters being sent to school librarians and attended local conferences where information was displayed in exhibits. MINITEX expects to outperform in 1993 the savings achieved for all libraries in FY 1992 by at least 25 percent. Staff continued to explore additional products and services it could provide centrally at a savings for individual libraries over what they could achieve by going directly to some vendors.

ELECTRONIC TECHNOLOGIES

The MINITEX Director, along with directors and staffs of several organizations, began a series of meetings to foster collaboration and to build upon the library cooperation that has existed within the region. All four PALS networks began meeting regularly to exchange information about their future plans so that coordinated planning could result. MINITEX staff attended these meetings as participants. The MSUS/PALS Office staff and the MINITEX staff began a series of joint meetings

in order to share information. The University Librarian, the MSUS/PALS Director, and the MINITEX Director began meeting regularly to plan cooperative activities involving all three organizations and to coordinate activities. This group also began bi-monthly meetings with the Acting Provost for Computer services, University of Minnesota, along with several local library directors to begin collaboration on the emerging technological developments involving connectivity among existing automated library systems in Minnesota and the University of Minnesota, including Internet. These meetings will set the tone and the functions of several major initiatives in the 1990s related to online systems, storage of the full text for hundreds of journals, electronic transmission of information to locations throughout Minnesota and more efficient and effective use of existing computer resources.

The MINITEX Office, along with LUMINA, MSUS/PALS, and Odin (the North Dakota Library Network) loaded the online files for Business Index, Expanded Academic Index, and Magazine Index as part of a collaboration between these networks and the South Dakota Library Network. The latter has not been able to load the files pending an upgrade in software and hardware. Two regional public library systems, Traverse de Sioux and SELCO, made arrangements with MSUS/PALS and MINITEX to take part in this project and have access to the databases on their local automated system. This, in effect, provides online access to an enormous increase in information. The MINITEX Office is the fiscal agent for the project.

These databases index over 2,500 of the magazines most commonly held by libraries, and they are growing monthly which is placing an increasing strain on computer resources. They include bibliographic citations as well as abstracts of articles, which provide more information for users to determine if they want to see the whole article. In MSUS/PALS, students and faculties have access to this information over their public terminals if their library subscribed to the database, and the magazine titles owned by the local library are "highlighted" on the screen directing the user to the local collection rather than to borrowing from other libraries. The result of this enhancement has

been an increase in the use of existing collections. One library indicated that the impact of the online databases doubled the use of locally-held periodicals indexed online. Science periodicals and low-use periodicals were the two groups that exhibited the fastest growth rates.

Several community colleges lacked sufficient funding to subscribe to all these databases. This has introduced an element of inequality among the higher education institutions in Minnesota since not all the students, faculty, and staff have access in the same manner to these new technologies.

The MINITEX staff implemented office use of the online interlibrary loan systems in the three additional PALS networks in the region: ODIN (North Dakota Library Network), South Dakota Library Network, and Traverse de Sioux Library System. This required considerable effort by staff to coordinate and develop new procedures in the office. Software limitations currently prevent the three systems and the MSUS/PALS system from having a fully integrated PALS online request system.

MINITEX staff implemented a test of the Ariel service with the University of Minnesota-Duluth over Internet, a high-speed backbone network covering the United States through various research institutions' computer centers. Ariel is a service that uses a microcomputer and scanner technology to scan directly from a printed page and transmit the material to another location. This technology is thought to be an advanced method by which documents will be transmitted between libraries later in the 1990s. However, the scanner is slower than needed for heavy document delivery transmission. In conversations with the Research Library Group in California, which developed Ariel, it was learned that a new software version is under development, and MINITEX hopes to be a second test site for the new software in the fall 1993.

During the year, MINITEX initiated a special project using a CD-ROM workstation with full text of 360 journals indexed in one of the reference indices it had licensed, Business Index. These additional titles added three percent to the coverage of periodical titles previously held by libraries in

the MINITEX region. During the project, MINITEX staff searched 249 requests for MINITEX libraries against this database and filled the majority of them. The cost of this workstation was approximately $13,500. The project was discontinued in December 1992 because of a lack of funds.

One of the most notable developments during the last 18 months was the rapid advancement of discussions and plans for electronic libraries. The library and computer literature has increased coverage of these developments, and the libraries participating in the MINITEX Library Information Network will all be affected in some way during the next 10 to 20 years. In addition to the Ariel and CD-ROM projects in the MINITEX Office, more reference databases were added to both LUMINA, the University of Minnesota Libraries online catalog, and the MSUS/PALS online catalog. As these reference databases were added to the online catalogs, further demands occurred from the users to have access to the full text of the periodical articles indexed in these databases.

CONCLUSIONS

MINITEX initiatives proposed to the 1993 Minnesota Legislature are designed to assist the MINITEX staff in planning for the next century and for the library of the future. The challenge facing MINITEX is to be effective as a provider of services as well as a coordinator of planning for the future. Expectations for MINITEX to provide service and leadership will only increase as telecommunications systems allow for an expansion of distance education opportunities around the state.

APPENDIX A. MINITEX PARTICIPATING LIBRARIES, 1992

LIBRARIES RECEIVING MINITEX SERVICES DIRECTLY

Minnesota Academic Libraries

Alexandria Technical College
Anoka Technical College
Anoka-Ramsey Community College
Arrowhead Community College
  Hibbing Campus
  Itasca Campus
  Mesabi Campus
  Rainy River Campus
  Vermillion Campus
Augsburg College
Austin Technical College
Austin Community College
Bemidji State University
Bethany Lutheran College
Bethany Lutheran Seminary
Bethel College
Bethel Theological Seminary
Brainerd Community College
Carleton College
College of St. Benedict
College of St. Catherine
College of St. Scholastica
Concordia College, Moorhead
Concordia College, St. Paul
Dakota County Technical College
Faribault Technical College
Fergus Falls Community College
Freshwater Biological Institute
Gustavus Adolphus College
Hamline University
  Bush Memorial Library
  Law Library
Hennepin Technical College/North Campus
Hennepin Technical College/South Campus
Inver Hills Community College
Lakewood Community College
Luther-Northwestern Seminary Libraries
Macalester College
Mankato Technical College
Mankato State University
Dr. Martin Luther College
Mayo Clinic Library
Metropolitan State University
Minneapolis College of Art and Design
Minneapolis Community College
Moorhead State University
Natural Resources Research Institute
Normandale Community College
North Central Bible College
Northland Community College
Northeast Metro Technical College
Northwestern College
Pillsbury College
Red Wing Technical College
Rochester Community College
Rochester Technical College
St. Cloud Technical College
St. Cloud State University
St. John's University
St. Mary's College
St. Olaf College
St. Paul Bible College
St. Paul Seminary
St. Paul Technical College
Southwest State University
United Theological Seminary of the Twin Cities
University of Minnesota - Biomedical Library
University of Minnesota - Freshwater Biological Institute
University of Minnesota - Law Library
University of Minnesota - 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
Winona State University
Worthington Community College

Minnesota State Agency Libraries

Iron Range Research Center Library
Fire Information Research and Education Center
Minnesota Attorney General's Office
Minnesota Criminal Justice Program Library
Minnesota Department of Administration, Intertechnologies Library
Minnesota Department of Education
Minnesota Department of Trade and Economic Development
Minnesota Department of Health
Minnesota Department of Human Services
Minnesota Department of 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 Center for the Arts

Minnesota Public Libraries

Anoka County Library
Austin Public Library
Carver County Library System
Dakota County Library System
Duluth Public Library
East Central Regional Library
Great River Regional Library
Hennepin County Library
Kitchigami Regional Library
Lake Aggasiz Regional Library
Marshall-Lyon County Library
Minneapolis Public Library and Information Center
Montevideo Public 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

Other Minnesota Libraries

Abbott-Northwestern Hospital Library
Bethesda Lutheran Hospital Library
Fairview Hospital Library
Fairview-Deaconess Hospital Library
Hennepin County Medical Center
James J. Hill Reference Library
Methodist Hospital Library
Midway Hospital Library
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 University
North Dakota State School of Science
North Dakota State Library
North Dakota State University
University of Mary
University of North Dakota - Chester Fritz Library
University of North Dakota - Harley E. French Medical Library
University of North Dakota - Thormodsgard Law Library
Veteran's Memorial Public Library

South Dakota Libraries

Alexander Mitchell Public Library
Augustana College
Black Hills State University
Dakota Wesleyan University
Dakota State University
McKennan Hospital Medical Library
Northern State University
Rapid City Public Library
Rapid City Regional Hospital
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 (8 libraries)
Minneapolis Art Institute
Medtronic
Minnesota Professional School of Psychology
Pillsbury Company
Red Wing Public Library
UNISYS Corporation (2 libraries)
Walker Art Center
Winona Public Library
3M

North Dakota*

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

South Dakota*

Brookings Public Library
Huron College**
Mitchell Public Library
Mount Marty College**
National College
North American Baptist Seminary**
Oglala Lakota College
Presentation College
Sinte Gleska College
South Dakota Historical Research Center**
Sturgis Public Library

* Libraries may also receive MINITEX document delivery service through their state library.
** Periodical holdings are listed in MULS.

APPENDIX B. MINITEX ADVISORY COMMITTEE, 1992

City and County Libraries

Judith Keller Taylor
Rochester Public Library

State Agency Libraries

Elizabeth Wade
Fire Information, Research and Information Center

State Universities

Elizabeth Lange
Winona State University

Regional System Libraries

Tom Scott
Plum Creek Library System

Technical Colleges

Dick Blasjo
Dakota County Technical College

Community Colleges

Pamela Reierson
Normandale Community College

County Libraries

James Wells
Washington County Library

Private Colleges

Jean Walstrom-Haley
University of St. Thomas

University of Minnesota-Coordinate Campuses

Harold Opgrand
University of Minnesota-Crookston

University of Minnesota-Twin Cities

Thomas Shaughnessy
University of Minnesota - Twin Cities

Neighboring States

Jane Kolbe
South Dakota State Library

Bill Strader
North Dakota State Library

Ex-Officio

Bill Asp
Minnesota Department of Education
Office of Library Development and Services

William DeJohn
MINITEX

Ann Kelley
Minnesota Higher Education Coordinating Board

APPENDIX C. MINNESOTA LIBRARY INFORMATION NETWORK

[Endorsed by the MINITEX/HECB Advisory Committee on September 27, 1990]

The MINITEX Library Information Network (MINITEX) is a publicly-supported network of academic, public, state agency, and special libraries working cooperatively to improve library service for their users.

The MINITEX program is funded by the Minnesota Legislature through the Minnesota Higher Education Coordinating Board (MHECB). Programs for Minnesota public libraries are funded through a contract with the Minnesota Office of Library Development and Services. Libraries in North Dakota and South Dakota participate in MINITEX programs through contracts between MHECB and the North and South Dakota State Libraries. MINITEX programs are coordinated by the MINITEX staff located at the University of Minnesota-Twin Cities Libraries, which fills the majority of requests sent to the MINITEX Office.

MISSION

The mission of the MINITEX Library Information Network is to enhance the effectiveness and efficiency of participating libraries by expanding their access to local, state, regional, national, and international information resources. This is accomplished by effective delivery of needed information and by sharing library resources including collections, bibliographic records, and reference services through conventional, and innovative means.

The goal of the MINITEX staff is to facilitate resource sharing activities of participating libraries by providing:

- Delivery of materials and information;
- Access to bibliographic records and other information in electronic format;
- Leadership and expertise to participating libraries and other public bodies to further interlibrary cooperation, innovation, and the effective use of emerging technologies to improve services;
- Forums for ongoing planning of interlibrary activities and cooperation with groups and agencies with similar goals and activities and establishing a planning framework for inclusion of participants in state, regional, national, and international networking;
- Training, continuing education, and professional development for library staff members relevant to the mission of MINITEX so libraries can serve their users more efficiently and effectively.

PRINCIPLES

The following principles guide the administration of and participation in the MINITEX Library Information Network (MINITEX) and describe roles of participating libraries.

1. The MINITEX Library Information Network is a publicly-supported network created to enhance local library service by facilitating cooperation and resource sharing among libraries.

2. MINITEX participating libraries are the most appropriate user service levels and are responsible for their own collections, bibliographic records, personnel, determining their clientele, and selecting among MINITEX programs for which they are eligible to enhance services to their users. Libraries are strongly encouraged to strive to provide excellent services to their users. Screening of document delivery and reference requests sent to the MINITEX office is done locally by the library staff, not by the MINITEX staff.

3. MINITEX participation by a library should improve or provide additional services and increase the availability of other libraries' resources to a library's users. In no case, should participation of any library lead to deterioration of service to its users or to other MINITEX participating libraries.

4. MINITEX participation should aid cost-effectiveness in individual libraries, allow for improved use of available funding, and reduce the rate of increase in library costs.

5. MINITEX programs should be developed with flexibility to interface with regional or national programs and/or support local cooperative activity. National standards and protocols (bibliographic, telecommunications, formats, etc.) should be adopted uniformly in the development of any programs or systems. Standards relating to online catalogs and online circulation systems are considered by the MINITEX/LDS Joint Standards Task Force and recommended for adoption to appropriate advisory committees.

6. MINITEX staff will support access to communication, delivery, and bibliographic systems to the degree that it is economically feasible, but local use of those systems and the accompanying costs are the responsibilities of the individual library.

7. MINITEX libraries should meet the appropriate standards and guidelines for their type of library.

8. MINITEX participation does not preclude participating libraries from using services available from other agencies or organizations. Libraries are expected to first use locally available resources whenever possible. Libraries are encouraged to participate in other regional or national networks as appropriate.

9. MINITEX participating libraries should adhere to established criteria for participation in the MINITEX Library Information Network.

CRITERIA FOR MINITEX PARTICIPATION

These criteria are the expectations for each library participating in MINITEX.

"Library" is defined as an agency having a bibliographically-organized collection of materials such as books, periodicals, pamphlets, maps, and audio-visual materials; such collections should be available to users for reference information and for reading, listening, and/or viewing. A library should be staffed with trained personnel to assist users in locating and securing materials and information. Each participating library is expected to have at least one full-time professional librarian to administer the library service program.

A. Each participating local library is responsible for providing its own collections, bibliographic records, and personnel to support its institution's programs or to serve its community of users.

The MINITEX Document Delivery Program should not be considered a substitute for local ownership of needed resources. Infrequent and/or supplemental information needs should be referred to the MINITEX office (approximately five percent) and 95 percent of user information needs should be met by their own library and/or library system. The figure of 95 percent was chosen to protect the value of the Network so there is more equal sharing of resources throughout the Network and no one library abuses its participation in the Network.

Participation in the MINITEX Library Information Network does not diminish the responsibility of each library's appropriating authority to provide adequate financial support to meet current and ongoing collection and operational needs.

B. Each participating library is expected to have a designated staff member for day-to-day operations and for contact with the MINITEX Office. The library's staff is expected to interact with the MINITEX staff during regular business hours and to perform the following responsibilities:

- Share resources consistent with library policies, including collections, bibliographic records, reference support;
- Update and maintain cooperatively-developed Network information (for example, serials holdings in MULS and information in the MINITEX directory, and, for OCLC participants, current cataloging);
- Abide by MINITEX policies and protocols, such as verifying requests in MULS (and OCLC, if a user), and using approved forms and communications systems; and
- Keep up to date with new developments and changes in the Network and participate in MINITEX training/retraining opportunities.

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MINITEX Library Information Network

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645 State Office Building
Saint Paul, Minnesota 55155

DEMCO

Minnesota
Higher Education
Coordinating Board

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