



A Program of the Minnesota Higher Education Services Office at the University of Minnesota

MESSENGER

Volume 22 Number 2 • March 10, 2005

IN THIS ISSUE:

- MINITEX ILL Conference – May 6. 1
- “Digital Repositories: Defining Roles & Constructing Identities” 1
- Governor Pawlenty’s Budget Recommendations 2
- Update: Transition of MnLINK into MINITEX 2
- MnLINK Interlibrary Loan Policy Recommendations 3
- Finding Your Way to MULS! 3
- In My Opinion, by Bill DeJohn
MINITEX, MnLINK, and the Future of Resource Sharing 4
- An ELM Update 7
- Standards Task Force Groups Tackle Indexing & Webpage Terminology 9
- MLAC’s 5th Anniversary 9
- NEWS FROM THE MINITEX REGION
- Directorship Changes for Twin Cities Libraries & Library Systems 10
- Librarians from MN & SD Named *NYT* Librarians of the Year 11

MINITEX ILL Conference – May 6. Hold that date! “As the World Turns *FASTER: Resource Sharing for the Next Generation*”

Stephen Abram, President of the Canadian Library Association and Vice President of Sirsi Corporation, and Matt Goldner, Global Product Manager, OCLC Resource Sharing, will be the speakers at this year’s MINITEX ILL Conference, to be held May 6 at Bandana Square in St. Paul.

Registration information will be distributed in March

“Digital Repositories: Defining Roles and Constructing Identities”

The 11th Collection Development Symposium sponsored by the University of Minnesota, Twin Cities Libraries and MINITEX Library Information Network will be held May 16 at the Radisson Metrodome in Minneapolis. Focusing on “Digital Repositories: Defining Roles and Constructing Identities,” the program will include presentations by Jean-Claude Guédon, University of Montreal, and Dan Greenstein, California Digital Library.

The current focus on institutional digital content raises many questions, provoking much thought and posing some risk. The emergence of DSpace and other digital repository software presents libraries with exciting opportunities and great challenges. Libraries have the opportunity to provide the needed solutions, to engage with local and external partners, and to help form institutional identity. In this environment, libraries are moving forward to address the range of needs surrounding the digital content and knowledge assets of their communities.

Watch for the conference website with more information (including registration) coming soon.

Governor Pawlenty's Budget Recommendations

By Bill DeJohn

The Governor's budget recommendation are before the Minnesota Legislature. He is recommending:

- 1) A flat budget for MINITEX (\$4,381,000 annually) and MnLINK (\$400,000 annually). With flat budgets in FY06 and FY07, this means we would have to absorb inflation increases in operations along with any increases in salaries and benefits and expected increases in subsidized licensing subscriptions.
- 2) An increase in the Minnesota Department of Education budget from the current level of \$400,000 per year in funding for the Electronic Library for Minnesota (ELM) to \$1,038,540 in FY 06 and \$1,090,500 in FY 07 for ELM. This additional funding to the Education Department would replace the federal LSTA funds currently used to supplement the state appropriation for ELM. The LSTA funds are supporting the ProQuest Newspapers and Gale Spanish-language databases. Additional funding for ELM comes from the MINITEX higher education base appropriations.

We will keep participating libraries updated as these issues move through the Minnesota Legislature this spring.

Update: Transition of MnLINK into MINITEX

Planning for integration of the management and leadership functions of MnLINK into the programs of the MINITEX Library Information Network has been ongoing since last September when Joyce Hommel, MnLINK Interim Executive Director, moved her offices from St. Cloud State University to the MINITEX suite in Elmer L. Andersen Library. Discussions have been held with both the MnLINK Policy Advisory Council and the MINITEX Advisory Committee.

A Transition Task Force was appointed and met Jan. 10. A report was presented to the MnLINK Policy Advisory Council (PAC) on Jan. 20, accepted, and forwarded to the MINITEX Advisory Committee for their review. That review by the MINITEX Advisory Committee is underway via email, and the topic was discussed during the Committee's scheduled meeting on March 4. Results of the discussion will be sent back to the MnLINK PAC for its March 20 meeting.

The transition report is evolving and, rather than include it in this issue of the *MESSENGER*, we will post it on the MINITEX website soon – and will post the URL to the MINITEX-NEWS discussion list. Most likely, there will be changes to the report before July 1, 2005, and its ultimate recommendations will be directed to the Minnesota Higher Education Services Office (the parent agency of both MnLINK and MINITEX) for final review and action.

The following recommendations are made in the report:

- After July 1, 2005, the MINITEX Advisory Committee would become the MINITEX Policy Advisory Council and have three standing committees advising it:
 - MnLINK Technology Advisory Committee
 - MnLINK Gateway Advisory Committee
 - MINITEX/MnLINK Interlibrary Loan Subcommittee

- A school library media specialist, currently serving on the MnLINK Policy Advisory Council, will be added to the MINITEX Policy Advisory Council.

The Transition Task Force continues to discuss the roles and make-up of the standing committees, the role of User Groups, and the development of a Communications Plan, the goal of which will be to ensure that staffs of participating libraries are fully informed about MnLINK plans and processes and can easily communicate suggestions and concerns to appropriate MnLINK staff and groups.

MnLINK Interlibrary Loan Policy Recommendations

MnLINK is getting closer to turning on the Gateway ZPORTAL “Get It” button for use by all MnLINK Gateway participating libraries. In preparation for that roll out, we would like to remind everyone that the MnLINK Interlibrary Loan Subcommittee has been developing recommendations, which have been approved by the MnLINK Policy Advisory Council and are available at:

<http://www.mnlink.org/committees/ill/>

The ILL Subcommittee reviews and updates these reports as necessary. If you have suggestions, please direct them to any of the members of the group. The list of members and contact information can be found at:

<http://www.mnlink.org/committees/ill/members.asp>

The documents include:

- **“Scenarios of Minnesota Interlibrary Loan”:** “The purpose of this document is to provide a description of the current Minnesota interlibrary loan environment and provide an overview of how users and staff members of the various library systems will search, communicate, and carry out interlibrary loan transactions with each other.” Some of the activities envisaged by Committee members in

2004 have not taken place as yet, but this report describes how resource sharing will look in the future.

- **“Guidelines for Developing an Interlibrary Loan Partner List”:** “This document is designed to provide guidance to ILL managers on the development of partner lists.” The report outlines criteria for developing a partner list, including local or existing agreements, type of institution, format of material, equity/load leveling, policies, speed/responsiveness, staff availability, and delivery.
- **“Policy Recommendations: Interlibrary Loan through the MnLINK Gateway”:** The ILL Subcommittee went through a drafting, reviewing, and redrafting process and presented these recommendations in order to “... achieve uniformity for the benefit of all users.” Covered are locally owned materials, formats, ILL loan periods, renewals, recalls, overdue notification, overdue fines, and lost or damaged materials.

The ILL Subcommittee also created a database of interlibrary loan policy information for libraries in Minnesota, which is available at:

<http://www.minitex.umn.edu/illpolicy/>

Minnesota libraries should keep it up-to-date to help staff of local libraries find current information about other libraries’ policies. It is being updated to include information regarding overdue and lost book practices at the various libraries.

Finding Your Way to MULS!

We have received questions concerning access to *MULS*; the *MINITEX Union List of Serials* via the new interface for the MnLINK Gateway. For the time being, we suggest that you use alternative methods of access to MULS while MnLINK staff work with system transition issues.

1) [Minnesota, North Dakota, and South Dakota libraries all have access to the WebPALS MULS display](#) — either through the:

- WebPALS website (www.pals.msus.edu),
- South Dakota State Library (<http://www.sdstatelibrary.com/databases/locators.htm>)
- staff page at the ODIN website (www.odin.nodak.edu/staff).

MINITEX supports searching costs for MULS via WebPALS, so your library will not incur additional fees.

2) OCLC Resource Sharing (i.e., OCLC ILL) or the OCLC Union List subsystem — MULS union list holdings continue to be available as always. The usual OCLC searching and “display holdings” charges apply.

3) OCLC WorldCat in FirstSearch — The same union list holdings available in OCLC Resource Sharing and Union Listing are available here. And, of course, the statewide WorldCat subscriptions in Minnesota and the Dakotas support access through this route, so there will be no extra fees. WorldCat displays will show union list holdings, when available, for serials as well as identify libraries that have added their cataloging symbol to the record, but have not created a union list holding. WorldCat information is best viewed through the native interface — not through the MnLINK Gateway’s Z39.50-based display. (Clicking on “Libraries Worldwide” in WorldCat’s abbreviated bibliographic record will retrieve a list of all holding libraries, with those for your home state grouped at the top of the list.)

We suggest that you use these alternatives until MULS access and display via the MnLINK Gateway is easy and efficient. Contact Cecelia Boone (c-boon@umn.edu, 612-624-6353, 800-462-5348) or Dave Linton (linto001-umn.edu, 612-624-3360, 800-462-5348) with your MULS questions.

In My Opinion, by Bill DeJohn *MINITEX, MnLINK, and the Future of Resource Sharing*

Let’s discuss the integration of MnLINK leadership and management into the MINITEX program, as requested by the Minnesota Higher Education Services Office (MHESO) and supported by both the MnLINK Policy Advisory Council and the MINITEX Advisory Committee. The decision to integrate MnLINK into MINITEX was not taken lightly.

I know concern has been expressed by local library staff that the MINITEX mission and program not be affected adversely by integration of such a large technology component. I don’t believe this will occur because I see the MnLINK Gateway and the future of the MnLINK program as a strong organizational fit within the current MINITEX Library Information Network program. This integration provides a strong basis for enhanced resource sharing in Minnesota and the region, while, at the same time, providing an infrastructure under which other activities and functions related to Minnesota statewide networking could be located successfully.

MINITEX has an infrastructure that offers staff and organizational flexibility to accept challenges in new information environments. MnLINK Gateway activity builds upon the successful resource-sharing program of MINITEX services, working closely with local library systems, that has existed in Minnesota for more than 35 years. This integration, in my opinion, is a cost-effective approach and should result in improved services to meet MINITEX’s mission of enhancing the effectiveness and efficiency of libraries by expanding their access to information resources. However, there are many practical challenges ahead, and no one should minimize them.

I believe an integrated approach has clear economies of scale and leveraging possibilities through partnerships with Minnesota State Library Services and School Technology, a unit of the Minnesota Department of Education (MDE), as well as working collaboratively with MHESO and MDE as a whole. And, this relationship will be strengthened by our work with North and South Dakota and our growing relationship with Wisconsin.

MINITEX-region resource sharing

The three-state MINITEX region has a very effective resource-sharing network with daily delivery of materials to major libraries in all three states and electronic delivery to the desktop when necessary and appropriate. For many years, we have efficiently moved materials throughout the region via our delivery systems with many of the items delivered in 24-72 hours through the cooperation of libraries willing to share their resources.

In Minnesota, anyone with a valid public library card has been able to check materials out from any other participating public library since 1986. Many academic libraries check their materials out to residents of their immediate region or neighborhood. This is true in Marshall, Mankato, Winona, St. Cloud, Bemidji, and several academic libraries in the Twin Cities. With over 33 million volumes in Minnesota academic, state government, and public libraries and K-12 media centers, Minnesotans have access to a wide variety of materials. In addition, anyone can go into a library and use library resources — including asking for assistance from library staff.

We have successfully developed working relationships with North and South Dakota and with Wisconsin. In FY04, MINITEX received over 32,587 requests from North and South Dakota and filled 27,688 of them. Some of those requests were filled by Wisconsin libraries. During the same period, MINITEX referred 10,292 requests to North and South Dakota, and 7,762 of them were filled. Some of those requests were from Wisconsin libraries. During the same period, MINITEX received 15,888 requests from Wisconsin libraries, and referred 17,317 requests to Wisconsin, many of which were from North and South Dakota.

Local integrated online library systems in Minnesota, North Dakota, South Dakota, and Wisconsin already have the capability to ‘talk’ to one another. And within the next five years, we will probably see interlibrary loan requests flowing directly between libraries. The challenge is to have protocols in place to ensure the free flow of materials with efficient and

effective delivery systems in order to minimize delivery time and reduce costs. Once the Ex Libris systems in Minnesota, North Dakota, and South Dakota are fully operational and the functionality planned through ZPORTAL and the ISO Interlibrary Loan Protocol and the NCIP standard is available, I foresee the Ex Libris and Fretwell-Downing systems sending requests back and forth in all four states.

We have a lot of work ahead since these systems are not fully operational, and we have to balance technological challenges with political and governance issues that occur when you have multi-state resource sharing underway. The MnLINK Gateway has been operating successfully for over a year and a half on the VDX (staff) side. MINITEX staff have been using the Fretwell-Downing VDX software with the Wisconsin Reference and Loan Library for over two years.

In FY04, over 116,500 requests were transmitted over the MnLINK Gateway VDX system by library staff. (Because requests are routed to libraries according to an established ‘rota’, a request can be counted more than once if not filled at the first library. Actually, there were 87,297 unique requests sent over VDX in FY04. 46,291 requests were transmitted to the MINITEX Office by Minnesota public libraries.) A total of 41,823 requests were filled by Minnesota public libraries and CLIC libraries for other MN public libraries using the VDX system.

ZPORTAL & the MnLINK Gateway

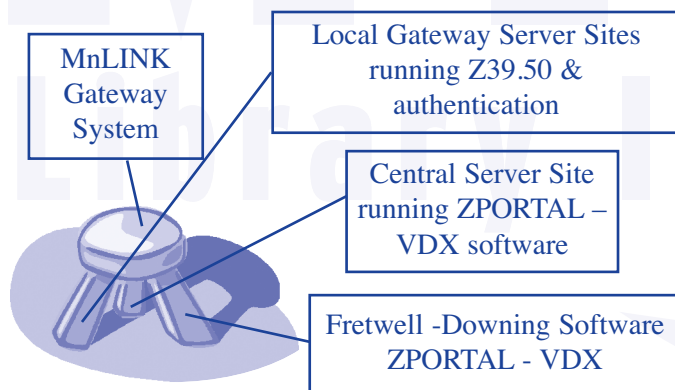
ZPORTAL searching capabilities have been available and used by libraries across the state for over a year. Currently, some libraries are testing an enhancement to the core product — the “Get It” button. Many enhancements purchased for the MnLINK Gateway were not in the basic ZPORTAL package, but they are important in order to have a robust resource-sharing system for Minnesota’s libraries. These MnLINK enhancements include:

- authentication against local borrower identification at local library Gateway sites in order to differentiate good patrons from patrons that would be blocked by their own local systems;

- double authentication that checks local borrowers' identification against both their home library and against a second library where they might like to receive materials.
- the ability for the patron to choose a more convenient delivery site than his/her home library for pick up of borrowed material;
- authentication in ZPORTAL transferred into native interface (as opposed to Z39.50 interface) for ELM databases so the patron doesn't not have to log out and log back into the database's vendor site.
- the ILL button was made library-, database-, and context-sensitive so libraries can remove the ILL Button/and or ILL request services from the user display in ZPORTAL.
- the ability, through open linking, to allow authenticated patrons to remotely search and use those additional databases to which their library subscribes as though they were in the library.
- IP authentication from within the libraries, allowing access to the appropriate databases.

The issue of successful interoperability is crucial to the MnLINK Gateway's success because of the different integrated library system (ILS) vendors in Minnesota and the use of Z39.50, which is often implemented differently by various vendors.

MnLINK's three-legged stool



Picture a three-legged stool, with the seat being a successful MnLINK Gateway operation for the satisfaction of end users. To occur, each leg must be in balance with the others. This means that 'all these systems' need to have a high level of interoperability, and local Gateway site staffs have to think beyond their usual local operational sphere.

- One leg is the Fretwell-Downing software that has the functions MnLINK requested, along with regular upgrades to add and improve functionality.
- The second leg is the main server site where the F/D software is housed on appropriate hardware. Care and feeding is performed by staff who watch over software, hardware, and interoperability issues that occur in a complex network of disparate systems.
- Making up the third leg are the local Gateway server sites, which include at least seven different ILS vendors all of which probably implemented the Z39.50 standard a little differently for various reasons.

In addition, local library staff, whose main concern is keeping their local system operating 24x7 for patrons and library staff, are an important element. Now, these same staff must pay attention to the Z39.50 client that was put on their local hardware to interact with the central MnLINK Gateway server site. In addition, they must keep a Z Server and SIP patron authentication server in working order and must inform MnLINK of changes in firewalls, IP addresses, telnet passwords, SPUD, and port changes that will have an effect on their system's interoperability. One thing we have learned over the last several months is that it is absolutely crucial that local staff immediately report any changes to MnLINK staff that they have made to their local system.

Now, this could be a recipe for chaos, but it can also be a recipe for success if all the parts work together well. We all know that software can be temperamental, and upgrades and hardware failures can give everyone fits. However, everyone seems to understand this because each local ILS faces many of the same issues.

Z39.50 is a complex tool

I recently communicated with a member of the staff at the New Jersey State Library, which has a statewide system using another vendor's software for Z39.50 operations. Z39.50 is really a complex protocol and requires much more 'care and feeding' than we may have thought when we decided to use it to search our local ILSes. It does the job for which it is intended, but, when each vendor's implementation may differ,

trying to work with them successfully raises the challenge bar to new heights. The New Jersey staff member noted that it's clearly a challenge to alert local library staff to the fact that when IP address changes or other changes occur on the local system site, they must be reported to central staff immediately.

The following lessons were products of their implementation process:

- You must have the buy-in of the participants to make the spirit of cooperation work.
- Z39.50 is a complex protocol, and each vendor's Z39.50 implementation is different.
- When training, we need to be ready to accommodate all levels of knowledge about interlibrary loan protocol and workflow.
- Ongoing support is an important task that must be addressed in as many ways as possible.

In Minnesota, we know we have the buy-in of local library directors and their staffs. We have developed over the last 35 years a high level of resource sharing among libraries of all types in Minnesota, North Dakota, South Dakota, and Wisconsin.

New era for resource sharing

With the addition of the Fretwell-Downing software, we have entered a new era for resource sharing with patrons able to click on a "Get It" button to borrow something from another library and have it delivered to a location where they can pick it up most conveniently. As we move into this era of patron-initiated, unmediated interlibrary loan requests, it is vital that the systems we put in place operate seamlessly.

Patron satisfaction is very important, and we want to remove all possible roadblocks. This requires diligent attention to detail by all Gateway server staff. Patrons are accustomed to using self-service, including ATM machines and ordering through online services like AMAZON and E-Bay. Self-checkout is becoming more visible in local libraries just as is in various stores (Wal-Mart, Cub, etc.). So, patron-initiated interlibrary loan is also something that patrons have come to expect.

It is important that we get it right and that our efforts contribute to patron and staff satisfaction. It will be essential that we tell our story to our supporters, and one of those stories will be how we have made even more information available to patrons through implementation of various technological solutions that can be adapted to libraries.

MnLINK into the future. . . .

In my opinion, we need to develop a clearer role for MnLINK in the coming year so it:

- ensures successful operation of MnLINK Gateway functions, and
- takes on more than the Gateway role.

The proposed MnLINK Technology Advisory Committee will serve as a strategic planning committee that researches future technology infrastructure opportunities to enable statewide cooperation for libraries and allied stakeholders and enhances access. And, MINITEX will continue to strive to assist libraries to become more effective and efficient in serving their patrons.

Given the speed of technological changes in this day and age, we need to have much more awareness of which technologies can be implemented effectively by libraries of all types so libraries can provide services that meet expectations of their users. I have every confidence we can work together to meet our aspirations for excellent services to users.

An ELM Update

Facts about the Electronic Library for Minnesota (ELM):

- The ELM statewide subscription cost for FY05 is \$1,874,494, providing access for everyone in Minnesota.
 - \$849,464 comes from the MINITEX higher education base budget.
 - \$400,000 comes from an annual appropriation to the K-12 Education budget through MN Dept. of Education (MDE).

- An additional \$625,030 is provided from federal Library Services & Technology Act appropriations through MDE's Minnesota State Library Agency.
- Governor Pawlenty's budget recommendations for FY06 & FY07 would replace the \$625,030 in LSTA funds with state funds to meet federal LSTA recommendations.
- The number of searches in the ELM resources in FY04 was 9,033,717, a 48% increase over FY03.
- The number of full-text articles retrieved by Minnesotans in FY04 was 5,986,440, a 46% increase over FY03.
- Analysis of usage of the ELM resources shows that the number of searches by type of library in FY04 was: academic libraries 48%, K-12 Schools 35%, public libraries 15%, and special libraries (e.g. state government) 2%.
- 55% of searches and full-text articles retrieved were from the seven-county Metropolitan area, and 45% of the searches and full-text articles retrieved were from Greater Minnesota.

If each MN academic library, public library, special library, and school media center were to purchase the online information available in ELM individually, the cumulative cost would be approximately \$41.2 million. The cost of licensing under a statewide MINITEX contract is \$1,874,494 resulting in a cost savings of almost \$39.4 million to Minnesota.

The legislative intent for increased appropriations to MINITEX and the Minnesota State Library Agency was to provide the best possible access to electronic information resources for all Minnesota students (from K-12 through higher education) and to serve the general interests and life-long learning needs of Minnesota residents through public libraries.

In Minnesota, the Electronic Library for Minnesota (ELM) offers in-depth indexing of more than 10,950 publications (over 60% with full text, including 250 newspapers worldwide), over 13,200 electronic books, and information from encyclopedias, almanacs, directories, and other resources. ELM access is available from local library web sites and through the MnLINK Gateway at

<http://www.mnlink.org>. Minnesota residents, including K-12 students and teachers, college students and faculty, state government employees and the general public, have access to the ELM resources remotely from home and office or when in the library.

ELM is composed of a rich suite of quality online resources providing knowledge on a vast array of research topics, including medicine, health and wellness, history, literature, biography, social studies, science, politics, and business. Check the site <http://www.elm4you.org> to learn more about ELM and to find public library sites for access.

ELM stories on how local libraries and patrons are using the ELM resources were collected in May/June and December 2004, plus January/February 2005. These stories will be posted to <http://elm4you.org> probably in March. The stories show a consistent need for these types of quality online resources by all types of people using all types of libraries. We are fortunate in the three-state MINITEX region to be able to arrange with vendors to have a three-state contract for these resources so residents in North and South Dakota can also have access to these resources. This also provides an additional discount from vendors so everyone benefits.

ELM is brought to Minnesotans by local libraries and school media centers, the MINITEX Library Information Network, and State Library Services and School Technology (the MN state library agency) with state appropriations to the Minnesota Higher Education Services Office (MHESO) and the Minnesota Department of Education, which are supplemented with federal LSTA funds provided by the Institute of Museum and Library Services.

In North Dakota, libraries participating in ODIN and the North Dakota State Library make online databases available statewide. In South Dakota, libraries participating in SDLN and the South Dakota State Library make online databases available statewide.

Standards Task Force Groups Tackle Indexing & Webpage Terminology

Two Working Groups of the MINITEX/Minnesota State Library Standards Review Task force are at work on issues that will be of interested to all Minnesota libraries. The newer of the two, the Working Group on the Library Webpage Terminology is charged with studying the varying vocabulary used on library websites with the goal of improving the pages' usefulness for individual library users. The second Working Group is completing a full revision of the Task Force's 7-year-old "Standards and Guidelines on Indexing Bibliographic Records."

The Webpage Terminology Group, which includes representatives of academic, public, and state government libraries as well as K-12 media centers, held its first meeting on Jan. 31. Part of the impetus for the Group's formation came from school librarians who frequently refer their students to library webpages. They note that it would be helpful if terminology used on library websites was more consistent because students often access several different library webpages. The Group will also be asked to consider how terminology can help users navigate easily to services and resources offered by libraries – including online information resources.

Chris Olson, Executive Director of the CLIC consortium of Twin Cities private college libraries, will chair the new Working Group, which also includes:

- Jane Prestebak, Media Services and Instructional Technology, Robbinsdale Area Schools
- Marsha Filipiak, Instructional Media/Technology Coordinator, ISD 623, Roseville Area Schools
- Jerilyn Veldof, Library Undergraduate Initiatives, University of Minnesota Libraries
- Deborah Kloiber, Reference Librarian, College of St. Catherine
- Donovan Lambright, Automation Librarian, SELCO/SELS
- Eileen Quam, Information Architect, MN Department of Administration
- John Larson, Web Librarian, St. Paul Public Library

The second Task Force Working Group is completing its work, and its draft document will be circulated to Minnesota libraries with automated library systems for review soon. This Working Group has prepared a full revision of the Task Force's indexing standards and guidelines, which were approved in 1998. The revision provides more extensive discussion of "scan" or "browse" searching as well as information on types of searches, MARC21 fields and subfields to be indexed, and system features for accessing index data.

One of the Group's goals has been to consider indexing issues in light of MnLINK and increasing volumes of cross-cataloging searching through Z39.50 and other communications methods.

Members of this Working Group include:

- Stephen Hearn, University of Minnesota Libraries, Co-Chair
- Bobby Bothmann, Minnesota State University, Mankato, Co-Chair
- Rhonda Gilbraith, Bethel University
- Jane Shriver, University of St. Thomas
- Brad Snelling, Arrowhead Library System
- Edward Swanson, MINITEX Contract Cataloging

MLAC's 5th Anniversary

by Tim McCluske

The Minnesota Library Access Center (MLAC) opened in Jan. 2000 and celebrated its 5th anniversary this past Ground Hog's Day. Shadows aside, Ground Hog's Day is a fitting holiday for the MLAC staff who work 85 feet underground. Since the opening, 15 libraries have sent journals and monographs totaling more than 952,000 volumes for storage in MLAC. Assisting libraries in preparing, shipping, and paging items has been a wonderful experience for the staff.

Perhaps a bit of review is in order. MLAC is a high-density storage facility based on a model developed by Harvard in the 1980's. We serve public, governmental, and academic libraries throughout Minnesota by storing their important but little used books and journals and making those items available to users throughout the state.

MLAC is located in one of two caverns excavated into the river bluff under the west bank of the University of Minnesota, Twin Cities campus. Items are stored in trays and shelved by size, not by subject. As a result, we can store roughly two and a half times more books than we could with more conventional shelving.

Browsing, however, is pretty much out of the question. Because material is sorted by size, trays usually contain books or journals on a variety of topics. For example, a tray may contain books on steam boiler maintenance, animal husbandry, and literary criticism; what they have in common is similarity of size.

Another detriment to browsing are the 17-foot-tall shelves. MLAC staff use stockpickers – a type of forklift - to reach the upper shelves. The same staff who drive the forklifts also do copy cataloging. All deposits into MLAC are added to MNCAT, the University Libraries' catalog, by the MLAC staff. Depositing libraries still own materials placed into MLAC but adding deposits to MNCAT widens access to the material.

One lesson learned is **never judge a book by its cover, or by its title, or its subject!** Titles little used at the depositing library have found new audiences when deposited into MLAC. It is not uncommon to receive several requests for an item from other than the owning library. Prior to the creation of MLAC, books like that may have been withdrawn. Instead, they remain available to everyone.

By the numbers:

- MLAC has on deposit 571,000 books and journals from the University of Minnesota, Twin Cities campus and 381,000 volumes from a combination of public, academic, and government libraries throughout Minnesota.
- There is enough shelf space for another 285,000 volumes from the University and another 220,000 volumes from other libraries throughout the state.
- Deposits expected to come MLAC over the next two years will come very close to filling the shelves.

As we near capacity, the plan is to evaluate duplicate MLAC holdings. We have taken the first step by creating a list of MLAC periodical titles, which is available to everyone at the MLAC web site:

<http://www.minitex.umn.edu/mlac/periodicals.asp>

Beyond that, it is difficult to predict what will happen when MLAC is full. However, it is safe to say that cooperative storage like MLAC will be around for a long time. We are but one of a growing number of high-density storage facilities in the nation and one of the first to serve multiple types of libraries throughout a state.

For more information on MLAC, visit: <http://www.minitex.umn.edu/mlac/> or contact Timothy McCluske (t-mccl@umn.edu, 612-626-8695, 800-462-5348) or Kathy Drozd (k-droz@umn.edu, 612-624-9553, 800-462-5348).

NEWS FROM THE MINITEX REGION

Directorship Changes for Twin Cities Area Libraries & Systems

Hennepin County (MN) Library: Amy Ryan who began her work as Director of Hennepin County Library (HCL) on Jan. 3, has held get-acquainted sessions at HCL branch libraries to meet and talk with library users and others. Ryan came to HCL from Minneapolis Public Library, where she had served as Director of Partnership and Development during the last years of her 28-year career there. Ryan holds an MLS from the University of Minnesota.

Ryan succeeds Charles Brown, who resigned to become Director of the Public Library of Charlotte-Mecklenburg County in North Carolina last year. Janet Leick, HCL's Director of Administration, served as Interim Director after Brown's departure.

METRONET: Tom Shaughnessy, former University Librarian for the University of Minnesota, Twin Cities Libraries, has accepted a one-year, part-time appoint-

ment as director of METRONET, the multi-county, multi-type library system serving the Twin Cities. He succeeds Susan Baxter who retired.

Ramsey County (MN) Library: Susan Nemitz became Director of the Ramsey County Library System on Jan. 31. With more than 15 years experience in planning, budgeting, and administration, Nemitz will administer the library, which has \$7.5 million budget and more than 150 employees. Previously an Associate Dean at Minneapolis Community and Technical College, Nemitz holds a master's in higher education from the University of Minnesota and has done strategic planning for the University's Office of Academic Affairs and was budget director for the Minnesota State Colleges and University system.

Nemitz succeeds Alice Jo Carlson who retired Jan. 7 after 38 years of service – her entire working life – to Ramsey County Library and its users.

Librarians from MN & SD Named New York Times Librarians of the Year

Jim Oliver, Children's Librarian at Siouxland Libraries in Sioux Falls, and Greg Sauve, Reference Librarian at Rochester Public Library, were among 27 librarians from 14 states named to receive 2004 *New York Times* Librarian Awards. A total of 1500 individuals were nominated for the honor, which recognizes "exemplary" librarians who provide outstanding public service.

A native of Virginia, Oliver has worked in Sioux Falls for 19 years. Sioux Falls resident Greg Boris, who nominated Oliver, said, "Mr. Oliver has improved the quality of my children's lives by encouraging them to read . . . and [by] introducing them to the fun books and plays that are aimed at children. This does not just affect my family, but families across the system

as evidenced by the capacity audiences at the story times and puppet shows. . . . In addition to working with children, Mr. Oliver has served as a mentor to adults in the library business."

Sauve, who has been a librarian in Rochester since 1986, was nominated by a Somali immigrant for his work in helping immigrants become comfortable with the library. Mohamed Abdi, 21, first came to the library two years ago in search of a book for his electronics class at Rochester Community and Technical College. "I was wandering between the shelves, and Greg saw me looking lost and confused," Abdi said. "He got up from his desk and asked if he could help me." Sauve helped Abdi search the electronic catalog, find books in the stacks, and open a library account.

The next week, Abdi took his three brothers and two sisters, also students, to the library to introduce them to Sauve. "At first, I went to the library about once a month, but now I go almost every week, and he is always there helping me with my projects. . . . I tell my friends that if they need help with anything about the library to go see Greg because he's wonderful," Abdi said.

In addition to his reference duties, Sauve manages the library's collections on genealogy, business and careers, and English language-learning. He purchases foreign-language materials for the library, which now has materials in 25 languages. Sauve has seen changes since he began working with Rochester's immigrants in the mid-1980s. At first, the immigrants were mainly Cambodian and Vietnamese, but now he sees increasing numbers of Sudanese and Somalis.

"It's interesting to see some of the changes," Sauve said. "The library is one of the first places new people to the community come."

The award winners were honored at a reception in December during which they received \$2,500 from The Times and a commemorative plaque.

MINITEX's Electronic Communications

In addition to our print publications, MINITEX maintains a number of electronic communications vehicles to provide information about our programs.

The MINITEX electronic discussion group, MINITEX NEWS, will allow MINITEX users to exchange questions and answers about new technologies, MINITEX policies and procedures, and other issues. To subscribe, follow these steps:

1. Point your web browser to: <http://lists.minitex.umn.edu>
2. Click on **minitex-news** in the list
3. Provide the information requested on the information page

The MINITEX World Wide Web homepage (<http://www.minitex.umn.edu>) provides information about MINITEX services and programs and access to MINITEX publications. It also allows searchers to link to other Internet homepages.

The MINITEX *MESSENGER* is an occasional newsletter published by the MINITEX Library Information Network, a publicly supported network of academic, public, state agency, and special libraries working cooperatively to provide and improve library services in Minnesota, North Dakota, and South Dakota.

Permission to reprint with appropriate acknowledgement is granted.

This publication is available in alternative formats upon request. Please call Elly Gustafson Held at (612) 624-1081 or (800) 462-5348 or by e-mail (ellygh@tc.umn.edu).

Director: Bill DeJohn
MINITEX MESSENGER Editor: Cecelia N. Boone

MINITEX
15 Andersen Library
University of Minnesota
222 21st Ave. S.
Minneapolis, MN 55455-0439

Office: (612) 624-4002
WATS: (800) 462-5348
Director: (612) 624-2839
FAX: (612) 624-4508