



The Michigan Library Exchange

An Information Day and Users' Group Meeting

Friday November 22, 2002---Walsh College in Troy

AGENDA

- 8:45-9:15 am **Registration and coffee**
- 9:15-9:45 am **Welcome and Introductions**
A brief history of MiLE; Status: where MiLE is today
General plans for the upcoming year
Louise Bugg, Wayne State University
Eileen Palmer, The Library Network
Tammy Turgeon, Suburban Library Cooperative
- 9:45-10:15 am **Librarians Speak Out: Experiences with MiLE (The First Nine Months)**
Doug Koschik, Baldwin Public Library
Pat Clark, Oakland University
- 10:15-10:45 am **Enhancements to MiLE**
Direct Request and Reciprocal Borrowing options
Adriene Lim, Wayne State University
Louise Bugg, Wayne State University
Scott Muir, DALNET
- 10:45-11:00 am **Break**
- 11:00 am-Noon **Select One Session:**
- Group 1: **MiLE Users Group** (for current MiLE libraries)
 -Learn the latest news on what is happening, fix problems, share ideas
 Gary Cocozzoli, Lawrence Technological University
 Brigitte Felix, The Library Network
 Kathy Irwin, UM Dearborn and Steering Committee
 Mary Beth Lock, Wayne State University and DALNET
 Anne Neville, The Library Network
 Kristin Valyi-Hax, Suburban Library Cooperative
- Group 2: **Is MiLE for You? Considerations on becoming a MiLE Library**
 (for libraries that would like to know more about MiLE)
 -What it takes to join MiLE, comparing some options
 Scott Muir, Wayne State University
 Eileen Palmer, The Library Network
 Tammy Turgeon, Suburban Library Cooperative
- 12 noon **Formal Program ends (approximate time)**
MiLE Committees to gather for short individual committee meetings

a. Albany



The Greatest Thing Since Sliced Bread
The Baldwin Public Library's Experience with MiLE

Doug Koschik
Head, Systems and Technical Services
Baldwin Public Library
Birmingham, Beverly Hills, and Bingham Farms, Michigan
November 22, 2002

Baldwin and MiLE

- Why interlibrary loan at all?
- ILL and collection development philosophies
- The decision to go MiLE at Baldwin
- Implementation and public relations
- How we use MiLE
- ILL increases
- Success and its discontents
- What more do we want?
 - Interloan of audiovisual materials
 - Journal articles
 - Renewals
 - More sophisticated searching
- Overall, we think it's swell!

MiLE *Going the Extra MiLE*

The Baldwin Public Library is always eager to go the extra mile for the communities it serves, and now it can do so in yet another way! The MiLE (Michigan Library Exchange) project, which Baldwin has just implemented, is a cooperative venture involving many educational institutions in southeast Michigan, including public, college, research and hospital libraries. MiLE provides its users with a virtual union catalog of the holdings of all participating libraries. Anyone with a valid Baldwin library card can search the catalog and place interlibrary loan requests directly – i.e., without using Baldwin employees as intermediaries. The materials are then delivered to Baldwin, where the requestor can pick them up.

The following libraries have committed themselves to participation in the MiLE project:

- | | |
|---|--|
| Baldwin Public Library | Oakland University |
| Beaumont Hospital | Orion Township Public Library |
| Botsford Hospital | Plymouth District Library |
| Cromaine District Library | Suburban Library Cooperative |
| Detroit Institute of Arts | (20 Macomb County public libraries) |
| Detroit Medical Center Hospitals | The Library Network (TLN) Shared System |
| Eastern Michigan University | (50 Oakland & Wayne County public libraries) |
| Henry Ford Museum
and Greenfield Village | University of Detroit - Mercy |
| Lawrence Technological University | University of Michigan Dearborn |
| Macomb Community College | Veterans Administration Hospital |
| Marygrove College | Walsh College |
| Oakland Community College | Wayne County Community College |
| | Wayne State University |

If you would like instructions on how to use the MiLE catalog and place interlibrary loan requests, please contact a Baldwin librarian or take a look at Baldwin's web site (www.baldwinlib.org). If you are among the technology shy, however, do not fear! Baldwin librarians will continue to be happy to look up books for you and arrange interlibrary loan service.

You Are Invited To Martha Baldwin's Birthday Party on August 22!

As part of our celebratory activities for the 75th anniversary of the Baldwin Public Library building, we invite the entire community to a birthday party for Martha Baldwin from 2 PM to 4 PM on Thursday, August 22. Martha Baldwin was the founder of the Baldwin Public Library. If she were still alive, she would be turning



162 this year. Please come to the library on August 22, enjoy the refreshments and convivial company, and spend a moment thanking Martha for setting her library on the path to greatness.



Martha Baldwin
1840-1913

Both a Borrower and a Lender Be

MiLE: June – October 2002

Top Borrowers

Cromaine	719	9.6%
Plymouth	706	9.4%
Baldwin (B'ham)	677	9.0%
Orion Township	549	7.3%
Wayne State	443	5.9%
Wayne Co. (13 libs.)	282	3.7%
Eastern Michigan	219	2.9%
Brighton	193	2.6%

Total for all MiLE 7528

6 public and 2 academic libraries

Top Lenders

Wayne State	1239	16.3%
Eastern Michigan	673	8.9%
Wayne Co. (13 libs.)	371	4.9%
UM-Dearborn	277	3.6%
Oakland University	260	3.4%
Plymouth	234	3.1%
Baldwin (B'ham)	228	3.0%
Oakland Comm. Coll.	226	3.0%

Total for all MiLE 7604

5 academic and 3 public libraries

Selected Net Borrowers

Ratio of Items Borrowed to Items Loaned

Cromaine	3.9
Plymouth	3.0
Baldwin (Birmingham)	3.0
Orion Township	3.0
Brighton	2.9

Selected Net Lenders

Ratio of Items Loaned to Items Borrowed

Oakland CC	4.3
Eastern Michigan	3.1
Wayne State	2.8
UM-Dearborn	2.0
Wayne County (13 libraries)	1.3

Baldwin -- October 2002: From Whom, To Whom?

Items Borrowed

From Public Libraries	56%
From Academic Libraries	42%
From Special Libraries	2%

Baldwin borrowed the most from Wayne State—17% of its total.

Items Lent

To Public Libraries	80%
To Academic Libraries	20%
To Special Libraries	0%

Baldwin lent the most to Cromaine—24% of its total.

Who Wants What?

Books Baldwin Has Borrowed:

***The central philosophy of Buddhism*, by T.R.V. Murti, 1960.
(Lender: Concordia University)**

***Motorcycle collectibles*, by Leila Dunbar, 1996.
(Lender: St. Clair Shores Public Library)**

***Probiotics, other nutritional factors, and intestinal microflora*, by Lars Hanson, 1999.
(Lender: Wayne State University)**

***The titans*, by John Jakes, 1976.
(Lender: Madison Heights Public Library)**

Books Baldwin Has Lent:

***The battle for Baltimore: 1814*, by Joseph Whitehorne, 1996.
(Borrower: Armada Free Public Library)**

***Dancing in the street : Motown and the cultural politics of Detroit*, by Suzanne E. Smith, 2000.
(Borrower: Wayne State University)**

***I hate Hamlet : a play*, by Paul Rudnick, 1992.
(Borrower: Warren Arthur Miller Library)**

***Roman roads and aqueducts*, by Don Nardo, 2001.
(Borrower: Lawrence Tech University)**

Baldwin ILL Statistics: June-October 2002

	<u>Borrowed</u>	<u>Increase over 2001</u>	<u>MiLE Portion</u>
June	175	82%	58%
July	181	50%	66%
August	179	23%	79%
September	177	92%	79%
October	<u>252</u>	<u>117%</u>	<u>69%</u>
Total	964	69%	70%

	<u>Lent</u>	<u>Increase over 2001</u>	<u>MiLE Portion</u>
June	173	52%	10%
July	176	60%	24%
August	188	63%	29%
September	169	34%	28%
October	<u>221</u>	<u>89%</u>	<u>30%</u>
Total	927	59%	25%

MiLE and OCLC Direct Request

Adriene Lim & Louise Bugg, 11/22/02
Wayne State University Library System

What is OCLC Direct Request?

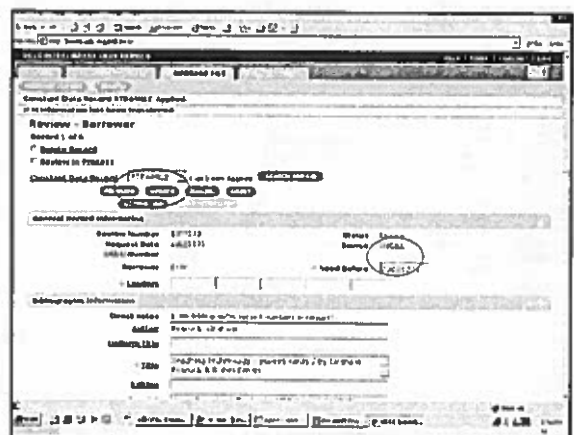
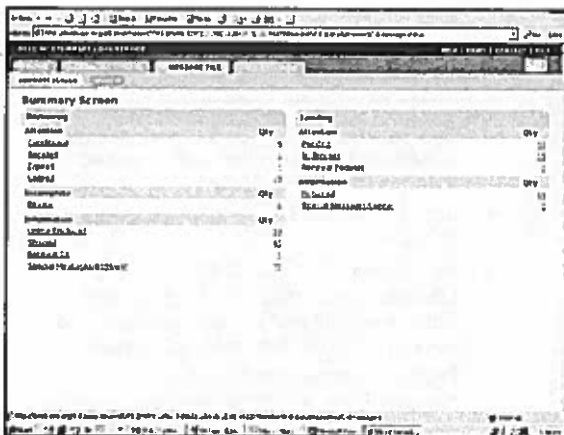
- OCLC ILL Direct Request is a new service that will accept an ISO-10161 ILL Request from a system like URSA/RSS.
- Direct Request can automatically receive and produce, or allow staff members to produce, requests for OCLC Interlibrary Loan fulfillment.
- Direct Request will increase fulfillment by having requests from users sent automatically from URSA/RSS to OCLC, with OCLC as a "lender of last resort."

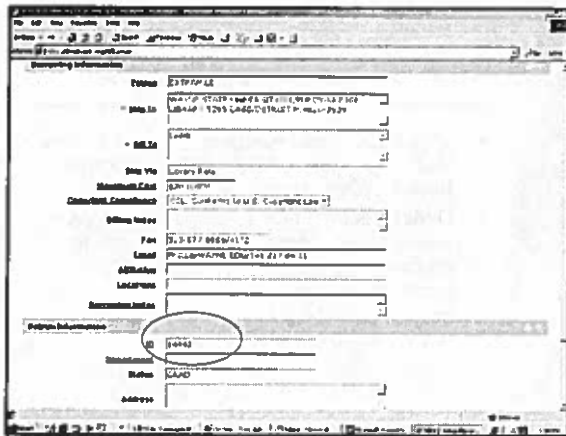
How will MiLE work with OCLC Direct Request?: Staff Side

- URSA sends request messages to RSS server, housed at *epixtech*, in these situations:
 - if MiLE libraries do not fill request or
 - If patrons request something owned by OCLC that is not owned by any MiLE library.
- RSS sends the messages in the ISO protocol to Direct Request.

Staff Side (cont'd)

- Direct Request either accepts or rejects the messages.
- If accepted, messages to URSA will be returned via RSS to update the status of the request in URSA ("pending").
- Staff member logs into OCLC's Web-based ILL service and checks the Review File.
- Staff member applies any information needed and produces the request.





Staff Side (cont'd)

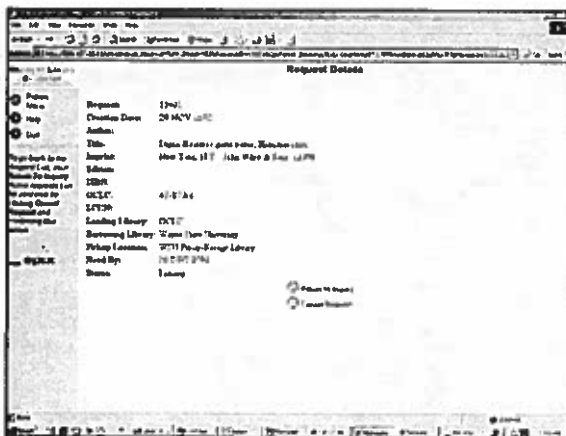
- When item is received, staff member updates requests to RECEIVED in OCLC, and updates request to RECEIVED in URSA, using "Receive External Loans" option.
- When item is returned, staff member updates requests to RETURNED in URSA, using "Return Loans" option, and updates the request to RETURNED in OCLC.

Staff Side (cont'd)

- If item is rejected, staff member can find out why in URSA, using "Request Inquiry" function to see error messages OCLC has returned and then can fix requests as necessary.
- For unfilled requests from OCLC, staff members log into URSA as OCLC library, and set items as "not available." This will produce e-mail messages for patrons.

How will MiLE work with OCLC Direct Request?: Patron Side

- Patron sees a different catalog option than other MiLE libraries, called "ExtraMiLE 1 of 2" and "ExtraMiLE 2 of 2."
- Requests are handled by patrons in the same way as usual.
- E-mail notifications are the same and patrons can log in and check their requests in the same way.



Selected project details so far:

- Epix sets up URSA with an external catalog (Worldcat Z39.50 authorization needed for External Catalog in URSA)
- Epix sets up RSS to send messages to OCLC
- OCLC sets up ISO profile at no charge
- Libraries set up their own MiLE-related Direct Request profile, constant data, and custom holdings path in OCLC system
- Pricing is transaction-based
- "Go live" date at WSU is January 13, 2003.

Direct Request for MiLE Libraries

- ❖ DALNET Libraries
- ❖ SLC Libraries
- ❖ OWLS/TLN Libraries

13

DALNET Libraries

- ❖ 8 licenses for OCLC Direct Request
- ❖ 8 licenses for external catalogs
- ❖ Contact Scott Muir, DALNET
Scott_Muir@wayne.edu

14

SLC and OWLS/TLN Libraries

- ❖ Licenses needed for each online catalog
 - OCLC Direct Request Interface \$5000
 - External Catalogs 1500
- ❖ For SLC, contact Tammy Turgeon
Turgeont@libcoop.net
- ❖ For OWLS/TLN, contact Eileen Palmer
Empalmer@tln.lib.mi.us

15

Questions? More Details?

Contact: Adriene Lim, alim@wayne.edu
or Louise Bugg, ac3731@wayne.edu
Wayne State University Library System

d. Our use of OCLC ILL has:

3 increased 7 stayed the same 22 decreased 9 don't know

1 – slightly increased

6. MiLE library users would like to request media materials, especially video and audiotapes. Is your library willing to lend video and/or audiotapes?

25 Yes 7 No - Don't know (3)

- Non-fiction videos
- Not at this time, give us a year or two
- What length loan? What parameters? Don't know.
- Unknown
- Not new materials
- ?? Up to Head Librarian
- Depends!
- Not at this time, give us a year or two.
- No, but we're working on it
- Video-yes/Audio-no
- ? (2)

If Yes, select all that you would lend:

13 Movies **24** Instructional/informational videos **17** Books-on-tape
Not rental / Maybe
entertainment

4 Other: - Audio—not books on tape
 - Unknown
 - Music CD's
 - Books on CD

7. How does your library inform users about the MiLE service? Select all that apply.

31 There is a link to MiLE from our online catalog.

29 There is a link to MiLE on our Website/pages. Through TLN

12 We have signs posted.

17 We distribute flyers, bookmarks, or other promotional materials.

6 We include MiLE in information/training sessions for users.

24 We had an article about MiLE in our newsletter.

12 We did a Press Release about MiLE.

2 Other: please describe

I don't know of any promotional/information passed on to public.

Constantly tell and remind patrons about its existence and show how to use it.

Staff talks it up.

8. Based on your experience, what advice do you have for new MiLE libraries to help their staff and patrons take advantage of the MiLE service?

- **training, training, training**
- **Just keep on reminding them and letting people know about it!**
- **Allow Reference to place the request OR help patrons w/request. Allow Circ. to link, process, etc. items. If request cannot be filled, have Reference desk notify patrons.**
- **Reference staff must be on board. The Reference staff must market and encourage use.**
- **Take training to orient yourself.**
- **All-campus e-mail**
- **Detailed (but concise) training.**
- **Check MiLE first**
- **Being able to put a book on counter for pickup rather than mailing is great!**
- **good P.R., good training, willingness to cooperate**
- **Advertise, advertise, advertise**
- **In staff training!!! Purpose of**
- **Promote it, it's easy to use.**
- **Do a lot of publicity. Start with staff borrowing before you advertise to the public. This helps the ILL staff get the procedures down before you get inundated with patron initiated requests.**
- **Have staff try it – Provide enough training for staff that they are comfortable with MiLE.**
- **Publicize well and if librarians are trained and behind the project it will work well.**
- **Be patient with URSA.**
- **All patrons requesting MiLE items must have e-mail. This eliminates staff phoning the patron.**
- **Provide more information about it.**
- **Hold training classes for staff!**
- **Have librarians demonstrate MiLE each time a patron requests a book not owned or checked out at the home library.**

9. Based on your experience, what suggestions do you have to reduce the time Library staff spend handling MiLE requests?

- Have a dedicated person to handle request/should be centralized
- Fill out the MiLE band correctly.
- Introduce patrons to more possibilities with MiLE 02.
- Train them well.
- Time of day to be considered. Assign specific staff. Familiarity and repetition reflects ease and speed.
- None.
- We're not using any extra time handling MiLE. It's quick and easy!
- Train as many people as possible so it is not so foreign or "scary."
- MiLE is very efficient, the new server has speeded up the process.
- Better patron access and information available.
- Get as many e-mail addresses as possible to reduce time spent on patron notification.
- We put a sticker on the original band with incoming____, Rec'd _____, Return _____, so we know when the book lands on the MiLE person's desk. We know where that book is in the process.
- Training
- Good training.
- Batch requests once a day.

10. MiLE requests currently have a 72% fill rate. How do you think MiLE libraries could improve that rate?

- Communicate to more patrons about using MiLE and how it works. Publicize more in newsletters and pass out bookmarks.
- Do not know.
- Yes.
- Promote use to patrons – suggestions on how libraries inform public and promote.
- Improved collection development. Feedback to all libraries on what is not filled to allow information distribution on the gaps in collection development. This would encourage a discussion of who might pick up acquisition.
- Allow for "collection" level viewing in searching so it is possible to see if material is "reference". Allow for requests of media.
- As more libraries do MiLE, should increase fill rate.
- Put the hold on the correct book; shelve the books correctly.
- Add more libraries to MiLE.
- More education on how to search.
- Better turnaround time.
- Make sure the catalog is clean and only contains items still owned and the status is correct in the system.
- Yes, we need more "general" books not just academic.
- Later editions and out of print books.
- Marketing to libraries and patrons. Allow libraries 3 – 4 days to fill, we often pull books but they may have gone on the next lender before we can ship.
- Open audiovisual requests to lending. Most things that don't get filled for us shouldn't have been requested in the first place.
- Mark items in catalogs as unable to request if they cannot be ILL'd.
- Increase libraries in system.

11. How could MiLE libraries improve the turnaround time for MiLE requests? Select all you think would help.

We'd like all of these.

24 Increase minimum days per week for delivery service (current minimum is 1 day per week).

3 Lengthen the number of days we have to fill a request before it moves on.

6 Shorten the number of days we have to fill a request before it moves on.

15 Improve consistency in use of MiLE wrappers and return slips. or improve training

4 Other: **Improve consistency in training.**

Improve training

Not sure

Already very pleased with turnaround time

12. Please rank the additional MiLE services that would be most useful to your users. Use 1 for the most useful, 2 for second most useful, etc.

Ability to renew materials 3 people ✓'d but did not rank

1 13 2 10 3 2 4 2 5 2 6 2 7 0

Ability to request video and audiotapes 1 person ✓'d but did not rank

1 5 2 6 3 6 4 3 5 4 6 5 7 0

Ability to request articles 1 person ✓'d but did not rank

1 5 2 5 3 8 4 7 5 6 6 2 7 0

Addition of more libraries in Southeast Michigan 3 people ✓'d but did not rank

1 1 2 4 3 6 4 8 5 5 6 5 7 0

Ability to use OCLC ILL as "lender of last resort" when items cannot be supplied by MiLE libraries 3 people ✓'d but did not rank

1 3 2 5 3 3 4 6 5 5 6 8 7 0

Ability for patrons to use their library cards at any MiLE library (direct/reciprocal borrowing)

3 people ✓'d but did not rank

1 9 2 7 3 5 4 3 5 4 6 2 7 2

Other:

Ability to do an advanced search by patron

1 1 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____

More "General" books not just academic. It has gotten better.

COMMENT NOT RANKED.

Notification of available material by telephone for users w/o e-mail access.

1 1 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____

Better searching, more detailed information about holdings.

1 _____ 2 _____ 3 1 4 _____ 5 _____ 6 _____ 7 _____

Enhanced Search Features/More Explicit online help features.

COMMENT NOT RANKED.

Add interface with DOCLINE

1 _____ 2 _____ 3 1 4 _____ 5 _____ 6 _____ 7 _____

13. Other Comments about how MiLE has impacted your work and your library service:

- We find it quick and easy to request books and info. We've had good turn around time. Patrons get their books quick and are happy. Training by Bridget helped a lot and made it easy to train others.
- It is great that we have such a wide choice of sources to access resources from.
- While MiLE handling is more work than getting things through our local system, it is much less work than having to go through OCLC. BRAVO!
- Has increased workload. Increased our fill rate and offers undergrads more choices.
- Positive impact on service. With training of staff, workflow is not negatively impacted. Same amount of staff now to process. May need to train and include more staff if requests continue to increase at current rate. (Process in one month amount we had in one year.)
- Having the transactions circulation based allows for easier transaction, quicker turnaround and cheaper!

- MiLE is an excellent option in a package of comprehensive library services. The use of technology applies a futuristic vision that we have been shooting toward for a long time. Access to information and intellectual growth has been advanced.
- It is great!
- I wish that it could be searched and the user's library card entered after an item has been found rather than at the start of the search.
- Now when we receive requests for non-VA related items, we can tell them about MiLE. On a technical note, I was showing an employee where to input their barcode and she could not do it. I forget the message but it was NOT anything like "You are not authorized." I think it was a connection problem. I tried myself—no luck. Then, next day it worked?????
- Patrons are surprised and very pleased with the speed of MiLE. Also saves a trip and the cost of mailing an item.
- Biggest bonus is patron empowerment.
- This is such a wonderful project because it uses the very latest technology in delivering the most basic library service – getting the title to the patron.
- Library banks with request number and barcode. The temporary barcodes are confusing. Some people use the request number and some use the barcode.
- In 2001, my stand-alone library loaned 42 books. Between June and October 200, we have loaned over 300 books. It is also easier for my staff to check MiLE than a number of catalogs.
- Our patrons are finding it and using it. They like that it saves them time and travel.
- Takes more time to search both MiLE(s) as the ILL person.
- It has made our work easier and service better.
- Our use of MiLE is very minimal because it cannot be used to request articles.

Please return to: Louise Bugg, Director **WSU MiLE Delivery Code: 433 WSUS**
 Resource Acquisitions and Metadata Services
 730 Science & Engineering Library
 Wayne State University
 Detroit, MI 48202

or e-mail responses to ac3731@wayne.edu by December 20, 2002

L. Bugg/cmz
 rev. 11-19-02



The Michigan Library Exchange
An Information Day and Users' Group Meeting
 Friday November 22, 2002—Walsh College in Troy

Evaluation Form

Please take a few moments to comment on today's meeting. Your feedback will help us to plan future MiLE events. Choose from 5 to 1 to describe the value of the sessions you attended today.

I found the General Overview session to be

5	4	3	2	1
Very Helpful	Somewhat Helpful	Neutral	Slightly Helpful	Unhelpful

I found the Librarians Speak Out session to be

5	4	3	2	1
Very Helpful	Somewhat Helpful	Neutral	Slightly Helpful	Unhelpful

I found the Enhancements to MiLE session to be

5	4	3	2	1
Very Helpful	Somewhat Helpful	Neutral	Slightly Helpful	Unhelpful

I found the MiLE Users Group session to be

5	4	3	2	1
Very Helpful	Somewhat Helpful	Neutral	Slightly Helpful	Unhelpful

I found the Is MiLE For You session to be

5	4	3	2	1
Very Helpful	Somewhat Helpful	Neutral	Slightly Helpful	Unhelpful

Future MiLE User Day Meetings should be held Yes No

Suggested topics for future meetings: _____

Other comments: _____

Please fill out and return to Gary Coccozoli at Lawrence Tech (LTU, delivery number 438)



The Michigan Library Exchange

An Information Day and Users' Group Meeting

Friday November 22, 2002---Walsh College in Troy

Evaluation Form/RESULTS (as of 12/13/02)

Please take a few moments to comment on today's meeting. Your feedback will help us to plan future MiLE events. Choose from 5 to 1 to describe the value of the sessions you attended today.

I found the General Overview session to be

5	4	3	2	1
<i>Very Helpful</i>	<i>Somewhat Helpful</i>	<i>Neutral</i>	<i>Slightly Helpful</i>	<i>Unhelpful</i>
28	24	3		

I found the Librarians Speak Out session to be

5	4	3	2	1
<i>Very Helpful</i>	<i>Somewhat Helpful</i>	<i>Neutral</i>	<i>Slightly Helpful</i>	<i>Unhelpful</i>
30	17	4		1

I found the Enhancements to MiLE session to be

5	4	3	2	1
<i>Very Helpful</i>	<i>Somewhat Helpful</i>	<i>Neutral</i>	<i>Slightly Helpful</i>	<i>Unhelpful</i>
28	21	2	1	

I found the MiLE Users Group session to be

5	4	3	2	1
<i>Very Helpful</i>	<i>Somewhat Helpful</i>	<i>Neutral</i>	<i>Slightly Helpful</i>	<i>Unhelpful</i>
16	23	2		

I found the Is MiLE For You session to be

5	4	3	2	1
<i>Very Helpful</i>	<i>Somewhat Helpful</i>	<i>Neutral</i>	<i>Slightly Helpful</i>	<i>Unhelpful</i>
4	1			

Future MiLE User Day Meetings should be held 45 Yes No

Please fill out and return to Gary Coccozoli at Lawrence Tech (LTU, delivery code 438)



IDEAS FOR FUTURE MEETINGS:

- Once a year updates. Absolutely should have, even an all day meeting is o.k.
- User instruction for patrons
- Enhancements, NCIP, reciprocal borrowing, advanced searching, marketing to patrons
- Enhancements; format was good for all new users
- Yes, have another one
- Breakdown to groups based on how MiLE is used by patrons and staff (patterns of use)
- Promoting MiLE for patrons to use on their own
- System updates and more problem solving
- Updates on enhancements
- More on upgrades
- Article availability on MiLE
- Would like to hear about experiences of other ILL co-op arrangements [e.g. InMich] Different software—but we could still learn from each other
- Group with similar users by library types or clientele
- Annual meeting at least, or specialty meetings in between

COMMENTS:

- Handouts: need better distribution of handouts
- I love meetings where there are such a great mix of librarians
- Excellent hosting—food, drinks
- Thank you for this opportunity
- First two sessions: interesting...but “helpful”?—no, sorry
- Thank you for the opportunity to meet
- Handout problems. I lacked two of the handouts we needed.
- Room was too chilly. Required hot drinks as a result. Sometimes ran out of hot drinks. Great doughnuts! Great meeting!

Please fill out and return to Gary Cocozzoli at Lawrence Tech (LTU, delivery code 438)