

MILE Promotion Committee
February 16, 2001
Livonia Civic Center Library

Minutes

Present: Andrea Rogers (Bon Secours Cottage Hospital); Cathy Russ (Centerline Public); Christine Hage, Chair (Clinton-Macomb Public); George Libbey (UD Mercy); Midge Lusardi (Chesterfield Township Public); Bob Fraser (U of M Dearborn); Shelly Gach (Huntington Woods Public); Kathy Carter (UD Mercy)

Absent: Barbara Schaich (Troy Public)

After introductions, Christine reminded everyone to carefully read over the RFP and to forward their comments to LSTA-2001@umich.edu.

The committee brainstormed on possible names for the DALNET/OWLS/SLC/LSTA 2001 grant project. Suggestions included:

Share

Smile (Southeastern Michigan Interlibrary Loan Exchange)

??? @ your library

Book It

Your Library

Information Exchange

The Library Exchange

Michigan Library Exchange

MLE-Cat

The group decided on the Michigan Library Exchange (MILE). We like the many take-offs (we go the extra mile, roads scholars).

Bob Fraser offered to set up the MILE website. Eileen Palmer will research the domain name options. The group liked the idea of a .org or .net domain

Christine offered to prepare initial press release. The group wants the PR to go to the library press (*Hotline*, *LJ*, *American Libraries*, etc.), *LM's Access Newsletter*, electronic discussion lists (Michlib-L, MLA, etc.) all ROCs, MAME, ISD's, cooperatives, etc. If you have a particular place you'd like to have the release sent to, please let Christine know ASAP.

FOR IMMEDIATE RELEASE (will go to all coops, Michlib-L, library press, MLA, MAME, MLC)

Michigan Starts to Go the Extra Mile

Libraries in Southeast Michigan, serving over half of the state's residents, have received a LSTA grant to create a network that will provide one stop shopping for information for library customers all types of libraries. It is hoped that this will become the basis for a statewide project to link all of Michigan's library collections.

The project, named Michigan Library Exchange (MILE), takes a holistic approach to library services - serving the information needs of the whole person with delivery mechanisms, which break down the traditional barriers created by residency. Using Z39.5 and SIP/NCIP protocols, MILE will

- Empower library users with a quicker and more efficient way to access holdings and availability information on regional library holdings via a Web interface,
- Permit end user initiated interlibrary loan, and;
- Provide delivery of requested materials (monograph and serials) into the hands of end users more quickly.

Michigan currently uses a traditional interlibrary loan system, which is entirely based on library staff placement, retrieval and delivery. Presently, 80% of material requests are filled through local sharing agreements. The same

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libraries spend 80% of their resource sharing budgets trying to fill the remaining 20% of requests. MILE members will move to a model that will reduce staff involvement, thus reducing the cost of ILL, and speed up the delivery of loaned materials.

A 1998 Academic Research Library (ARL) study identified common elements in libraries with high interlibrary loan performance and low cost operations. ARL Senior Program Officer for Access and Delivery Services, Mary Jackson identified the following common elements among those operations:

- User-initiated ordering
- Maximum use of technology, and
- Electronic and courier delivery systems.

These three principals will become the foundation for MILE.

“Improving service, increasing efficiency and lowering costs are major undertakings in any project. But in this case the project will be made easier by the many ‘pieces of the pie’ already in place,” said MILE Steering Committee Chair Louise Bugg. “Software is now available that builds on three technologies necessary to achieve our vision: Z39.50, the NISO ILL protocol and the Circulation Interface protocol (CIP II). We will use all of these standards to provide seamless interoperability among the databases of The Library Network, the Suburban Library Cooperative, the Detroit Area Library Network (DALNET) and the other members of the Oakland, Wayne, Washtenaw, Livingston and St. Clair (OWLS) region of cooperation.” The project will use third party software to

Sense of creating the library of the future with a customer focus.

3. What was the most negative aspect of this project?

Size/scope of implementation. Really large statewide project...we have no negatives with vendor. Occ. vendor reps are not organized or up to speed so this is annoying but is expected with a project of this size.

4. Do you have any plans to expand or make changes to this project?

Determining how to better handle fax or online materials.

5. What top three features would you like to see added to the product?

Interoperability amongst all the various circulation systems with the VDX software.

6. Based on your experience, is there anything you would particularly recommend to us?

Offhand on.

7. May we obtain a guest account?

In May/June when system is up.

Submitted: April 23, 2001

Bob Kelly

Press Release

Release Date:

Libraries Join Forces to Increase Resources

Historically when the economy takes a downturn, business in libraries goes up. As individuals and families have less discretionary income they turn to libraries for free entertainment programs, reading and viewing materials. In anticipation of greater demands, libraries in southeast Michigan have formed a new organization called the Michigan Library Exchange (MiLE). MiLE makes it easy for you to browse Michigan's largest library collection and request books online – anywhere, anytime. The new electronic service uses the Internet to connect libraries in southeast Michigan.

MiLE is a new electronic service that will allow individuals to use the Internet to request materials owned by over 160 libraries in southeast Michigan. Those requests may be done from a home computer or at computers available at the _____ library.

The MiLE catalog lists titles owned by public and academic libraries throughout the Detroit metro area including Eastern Michigan University, University of Michigan Dearborn, U of D Mercy, Oakland University and many public libraries in, Livingston, Macomb, Oakland, Washtenaw and Wayne Counties. Thanks to new software library users can identify materials owned by MiLE libraries, request the items they want and have those items delivered to

Press Release

Release Date:

_____ Library Goes the Extra MiLE

The _____ Library is one of the 160 libraries that have formed the Michigan Library Exchange (MiLE) to expand your access to information. MiLE makes it easy for you to browse Michigan's largest library collection and request books online – anywhere, any time. The new electronic service uses the Internet to connect libraries in southeast Michigan.

The MiLE catalog contains holdings from public and academic libraries throughout the Detroit metro area including Eastern Michigan University, University of Michigan Dearborn, U of D Mercy, and many public libraries in, Livingston, Macomb, Oakland, Washtenaw and Wayne Counties. Thanks to new software, library users can identify materials owned by MiLE libraries, place a hold on the item they want and have that item delivered to their local library.

"This is an exciting opportunity for the _____ to expand our services by making millions of items available to our users", said Library Director

_____.

Funded with Federal money, MiLE hopes to create a model program that can be expanded throughout all of Michigan Libraries. "The Library of Michigan is enthusiastic about this project and will be interested in the outcomes," said State Librarian Christie Pearson Brandau. "We are constantly looking for ways to

Staff News

Beginning _____ our library will be joining a new interlibrary loan project that will make the resources of over 160 library buildings in southeast Michigan available to our customers. The new service is called the Michigan Library Exchange (MiLE). MiLE makes it easy for you to browse Michigan's largest library collection and request books online – anywhere, any time. The new electronic service uses the Internet to connect libraries in southeast Michigan and allows individuals to place holds on materials owned by other libraries and to have those items delivered to them at our library. Participating libraries have agreed not to charge each other for the interloans.

Software is currently being installed and the Phase I libraries (The Library Network, Wayne State University, University of Detroit Mercy, Macomb Community College, Plymouth District Library and Eastern Michigan University) will be online by January 2002. Phase II libraries (Suburban Library Cooperative, Oakland University, Cromaine Public Library, Orion Township Public Library, University of Michigan – Dearborn, Walsh College, Oakland Community College, and Botsford Hospital) will be online in March 2002. The remaining libraries, Lawrence Technological University, Baldwin Public Library, Wayne County Community College, Marygrove, Henry Ford Museum, DIA, VA, DMC, Oakland County Law Library and Rochester College, should be online by May 2002.

The software, called Z39.50, will allow our cardholders to type in one search that will go through the catalogs of participating libraries. They will



**MAKES IT EASY FOR YOU TO BROWSE
MICHIGAN'S LARGEST LIBRARY
COLLECTION AND REQUEST BOOKS
ONLINE — ANYWHERE, ANYTIME.**

Very soon Michigan library communities will have a new, Web-based resource to search a virtual union catalog and place online requests from more than 160 library buildings in southeast Michigan.

- The library materials will be delivered to the requestor's home library.
- The loan period will be three-weeks plus one week for transport.
- MILE has developed a common circulation procedure to insure that the service is easy to use, timely and helpful.
- MILE has been funded by LSTA grants.
- Staff training will be ongoing as the project continues.

The Michigan Library Exchange will be online with the Phase I libraries (The Library Network, Wayne State University, University of Detroit Mercy, Macomb Community College, Plymouth District Library and Eastern Michigan University) will be online by January 2002. Phase II libraries (Suburban Library Cooperative, other OWLS libraries, other DALNET libraries) will be online in March 2002 and the remaining libraries should come online by May 2002.

Original

Check the MILE Web site for more information ~ <http://www.umd.umich.edu.mile>