

# MOBIUS

Linking Missouri's Academic Libraries



“This service is just about the best service that any researcher or scholar could expect.

The very best.

I have all the millions of volumes of print material at my very fingertips.

And this is a small, two-year, community college, not a large research university.

It levels the playing field with my colleagues across the country!

I am grateful to MOBIUS.”

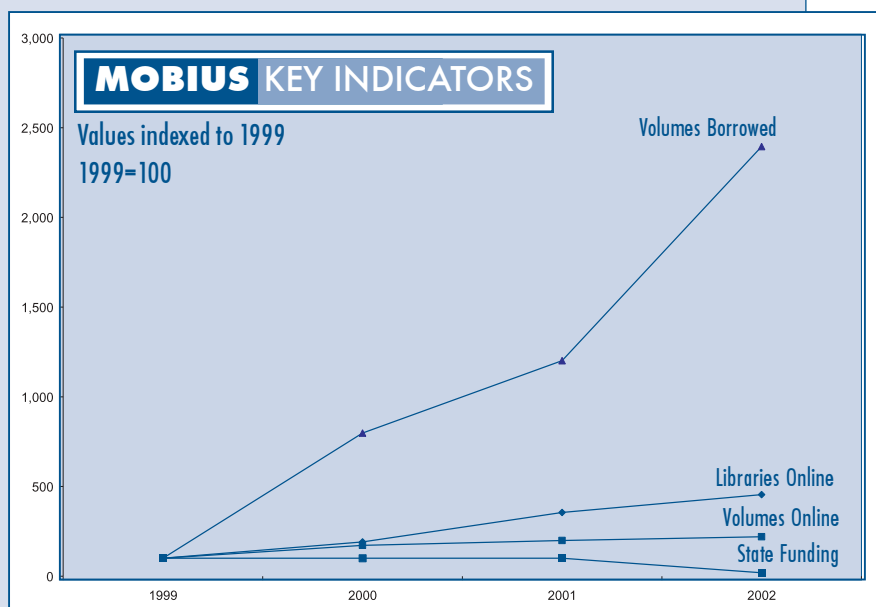
*Dr. Marvin Aaron  
Associate Dean of Student Development  
and Support Services  
Longview Community College*

Welcome to the MOBIUS Consortium's second Annual Report. The consortium is robust and active, benefiting students and faculty on a daily basis in nearly every Missouri accredited institution of higher education.

Students at virtually all of Missouri's accredited colleges and universities now take for granted the ability to borrow nearly any book from any academic library in the state without delay or hassle. They do not experience the weeks of waiting, the forms and the financial burdens typical of the old style of interlibrary loan. Of course, they do not have any sympathy for us codgers who did put up with the way things were done in the "olden days"—and that is just the way we like it.

The signal accomplishment of the past year is the completion of the implementation of the Common Library Platform system. This milestone occurred when the institutions in the Towers Cluster—Northwest Missouri State University, Missouri Western State College, North Central Missouri College and Conception Seminary College—began using their new Millennium system in late June 2002. The realization of the vision of the CLP, which entailed the implementation of nine new computer systems to support the libraries of 50 universities and colleges and the upgrading of two additional computer systems over a period of three years, was completed **exactly on schedule and within budget**. This could not have happened without the presidents and chancellors of the MOBIUS member institutions, who provided support and authority for the project, and the skill and talent of the individual library and MCO staff.

Please take the time to read through this report and learn about the details of our activities over the past year. We are excited about our accomplishments and look forward to facing challenges in the future that will encourage us to move ahead in pursuit of the very best and most cost-effective academic library services anywhere in the world.



George Rickerson, Executive Director



## COMMON LIBRARY PLATFORM

The implementation of the CLP is complete. All 11 of the clusters are operational and all 49 charter members and one new member are online. Five additional members will be online by July 2003. The CLP unites the resources of 20 universities, 12 four-year colleges, 13 two-year colleges, 5 professional schools and the Missouri State Library into a single library accessible to the academic community of Missouri.

More than 243,849 Missouri students in higher education are using a union library catalog of 5,099,747 bibliographic records and 16,042,293 volumes. Bibliographic records gathered from a variety of library systems and card catalogs were standardized, enriched, and loaded into cluster catalogs and the MOBIUS Union Catalog. Staff from the MOBIUS Consortium Office traveled the state to facilitate the process.

Students from 50 Missouri institutions of higher learning borrowed 120,537 volumes in the 2001-2002 fiscal year from libraries other than their own, and these volumes were delivered to their libraries within two days of the request. More than 2,279,098 volumes were checked out on the CLP system wide.

*Robin Kespohl is the MOBIUS Implementation Coordinator.*

All 11 clusters operational

All charter members implemented

CLP serving 243,849 Missouri students

CLP library catalog has 5,099,747 bibliographic records with 16,042,293 volumes

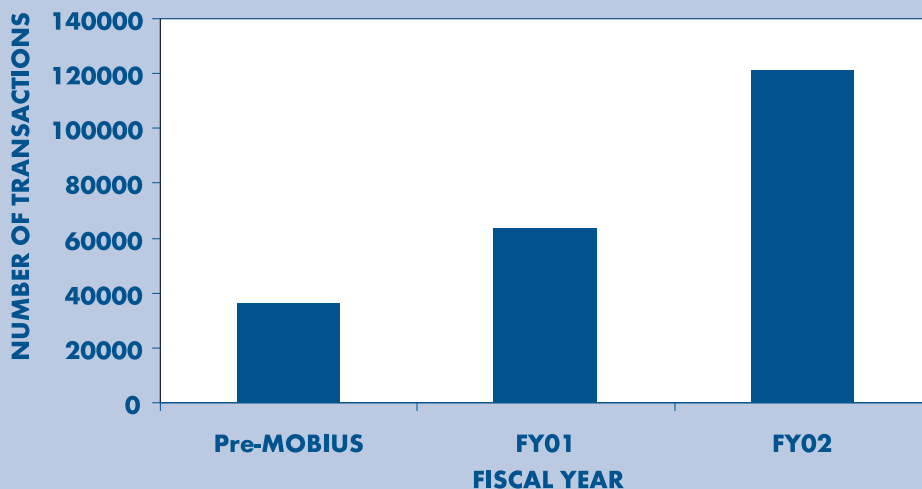
“Such spectacularly fast turnaround time from request to delivery has built a lot of confidence in the system among users, allows them to make productive use of their time and creates a sense that the MOBIUS collections are pretty close to being on-campus collections.”

*Richard J. Coughlin, Truman State University*

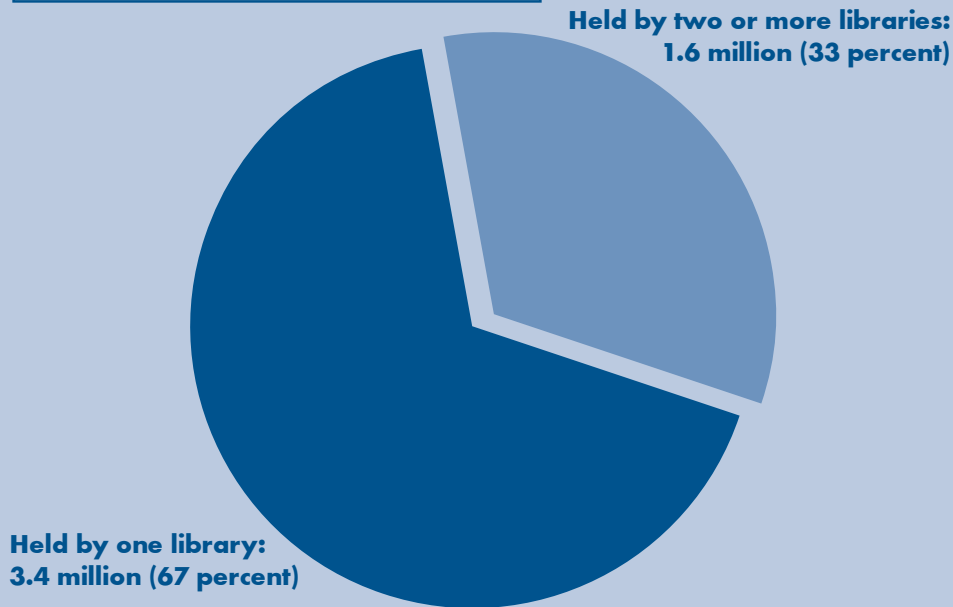
### NEW MOBIUS MEMBERS TO BE INCORPORATED INTO THE COMMON LIBRARY PLATFORM IN FY2003:

- Missouri State Library (Arthur Cluster)
- Rockhurst University (WILO Cluster)
- Kansas City Art Institute (WILO Cluster)
- Cottey College (SWAN Cluster)
- St. Louis College of Pharmacy (Archway Cluster)

### MOBIUS DIRECT PATRON BORROWING TRANSACTIONS



## MOBIUS UNIQUE HOLDINGS



**Of the 5 million titles in the MOBIUS Union Catalog, 3.4 million (67%) are held by only one library in MOBIUS.**

“One of the great benefits of the MOBIUS system is that it is generally invisible to most users and they just naturally expect it will be there to provide access to needed materials in a timely manner. In order for all colleges and universities in Missouri to know whether or not a particular resource is available in Missouri, MOBIUS is essential!”

*Helen J. Spalding*

*Associate Director of Libraries,  
University of Missouri—Kansas City*

## HELP IS ON THE WAY

The MCO Help Desk is both a laboratory and a fix-it shop. Team members share knowledge about individual areas of specialization, expertise and unique experiences while learning from each other to assure our knowledge is kept current. We have well-developed procedures that serve as guides to our routine maintenance operations, and team members frequently gain new knowledge during the process of addressing requests. We emphasize regular communication with the customer regarding the progress of a call, from receipt to resolution.

The MCO Help Desk team responded to 4,628 phone calls from MOBIUS users during the past fiscal year, created 2,499 new tickets in the call-tracking system and closed 2,397 tickets. MOBIUS member libraries, regardless of size, submitted a variety of questions and problem reports to the MCO Help Desk.

All calls, regardless of user and complexity, are considered top priority. Whether a query is as simple as a password request or a more complex issue such as cataloging or software, it will be handled with dedication and the utmost in customer service.

The Help Desk staff has been proactive this past year in suggesting procedures, projects and products to assist the MOBIUS members. We are vigilant in testing the software we oversee and often spot problems before MOBIUS members report them.

The Help Desk is accessible around the clock by telephone, email, web submission form or emergency pager.

*Allen Verbrugge is a Software Support Analyst in MCO Help Desk/Operations.*

# TRAINING CONTINUES

Training has been part of the MOBIUS plan from the beginning. Member libraries receive training during their implementation of the Common Library Platform. The MOBIUS Consortium Office provides ongoing training to keep staff up to date with software enhancements and to provide refresher training for new or reassigned staff.

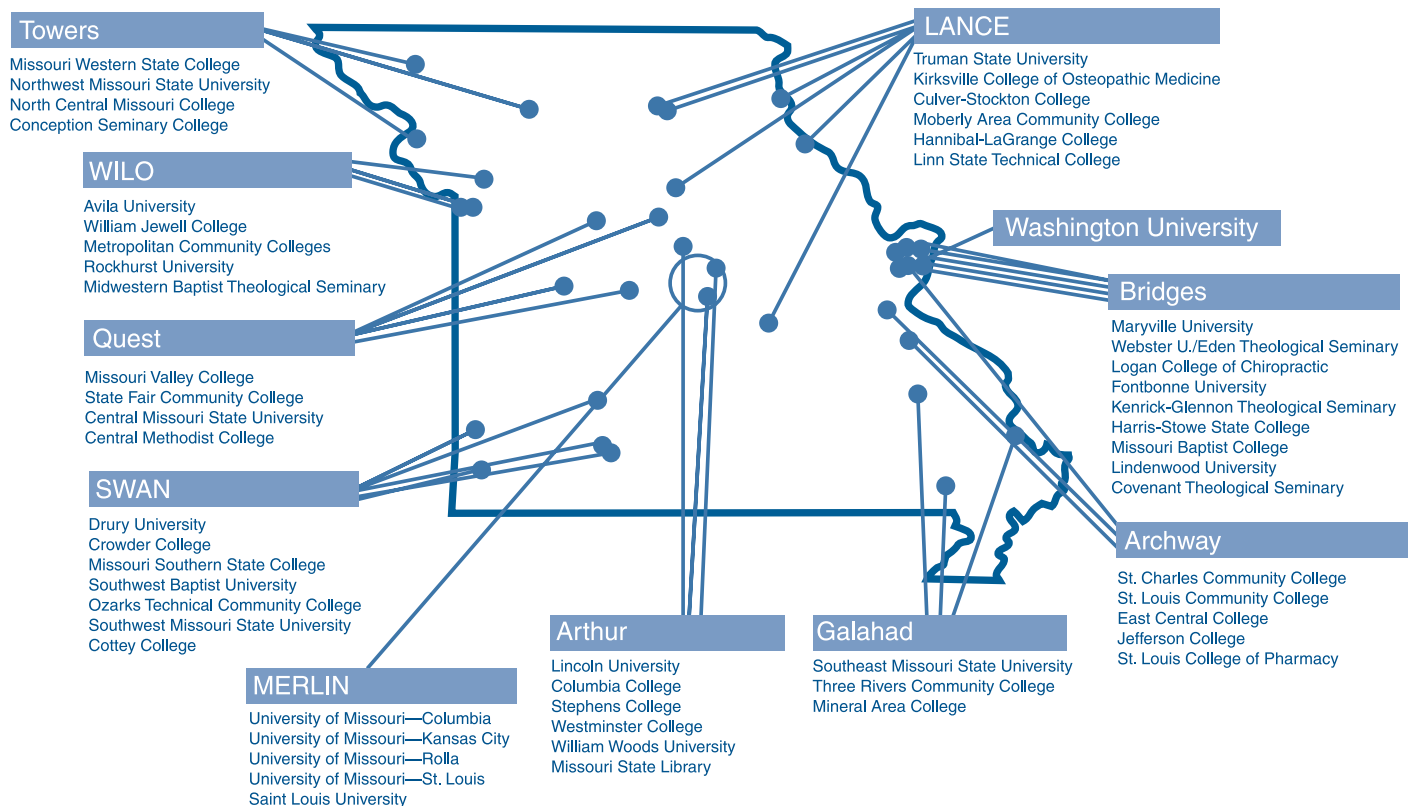
FY02 was the second full year for MOBIUS and the Common Library Platform Project. By the time the year was over, we had already seen a marked shift away from initial training and towards ongoing training. Even with the new libraries that in FY03 will have to deal with learning a completely new automated system, this shift will continue. In fiscal year 2001, nine of 49 training events were ongoing training, or 18% of the total. In fiscal year 2002, 16 of 52 were ongoing, or 31% of the total.

We have maintained attendance at our training events of more than 500 for the second year in a row, with 508 in FY01 and 528 in FY02.

We were also able to convert a retired server into a training server. We are still working on the setup for the new training system, but we were able to use it for several training sessions in June. The training server is important to ongoing training, allowing us to provide training in financial tracking and other areas of the system without affecting a library's actual data.

*Mark Wahrenbrock is the MOBIUS Training Coordinator.*

## MOBIUS CLUSTERS



## ELECTRONIC RESOURCES

The MOBIUS Electronic Resources Advisory Committee (MERAC) first met in October 2000. In less than one year, the first two MOBIUS-wide databases were made available to all the consortium members. MERAC is continuing to evaluate products and alternative funding.

### CAFETERIA PROGRAM

MERAC created the Database Cafeteria Program to offer voluntary participation in subscriptions handled by the MOBIUS Consortium Office. Eighteen libraries have committed to subscribe to Education Full Text and ten libraries will participate in Applied Science and Technology Full Text starting September 1, 2002.

### VENDOR DIRECT PROGRAM

The Vendor Direct Program began in December 2001 with 19 databases from 12 vendors offered to date. The MOBIUS Consortium Office distributes information from vendors willing to offer a discount on the basis of MOBIUS membership. Vendor Direct means that any interested institution will deal directly with the vendor. If members have questions, want a trial, or want to place an order, they use the appropriate vendor contact. Any contract and billing will be between the vendor and the member institution.

Members who identify themselves as a member of MOBIUS obtain the discount.

### RENEWAL OF ABC-CLIO

Fifty MOBIUS libraries will participate in the ABC-CLIO databases for the renewal period of September 1, 2002 to August 30, 2003. The increase for renewing libraries is only 1.5%.

### FUNDING

All funding for MOBIUS databases comes from member institutions. No funds have been appropriated by the legislature to date.

*Axie Hindman is the Coordinator of Electronic Resource Licensing.*



#### EXECUTIVE COMMITTEE

*Back row, left to right, Laura Rein, Jean Eisenman, Steve Staan, Jim Pakala. Front row, left to right, Carol Curtis, Valerie Darst, Joan Clarke. Not pictured: Elizabeth Wilson, Sarah Cron, Sara Parker*



#### MCO STAFF

*Back Row: Christopher Gould, Gary L. Harris, Kurt Kopp, Mark Wahrenbrock, Allen Verbrugge. Middle Row: Cathy Stubbs, Adam Fallert, George Rickerson, Kerry Nichols, Terry Austin, Hardy Pottinger. Front Row: Linda Vorce, Axie Hindman, Pat Seavey, Janine Gordon, Jim Dutton, Jennifer Lee.*

“The rewards are  
seeing surprise and amazement  
on the faces of patrons  
when they see what  
MOBIUS means to them  
in finding books for research  
easily and quickly.

In my opinion,  
MOBIUS is the best thing  
that has happened to  
Missouri academic libraries  
and their patrons! It’s wonderful,  
and I’m glad to be a part of it!”

*Chris Burns, Director,  
Mineral Area College*

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[mobius.missouri.edu](http://mobius.missouri.edu)