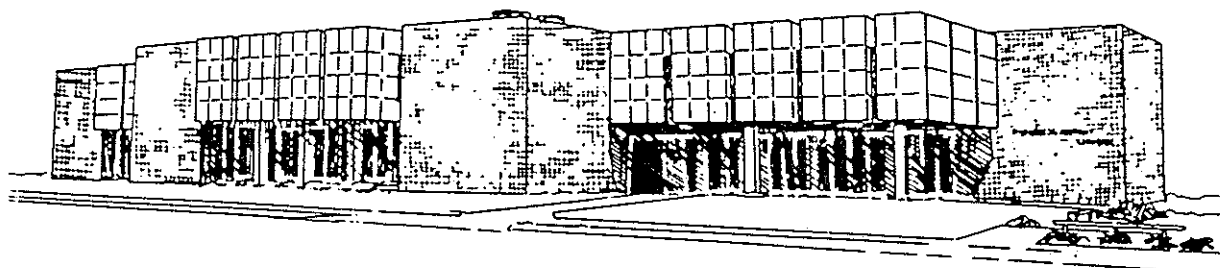


Accardi

Automation

1985-86
Annual Report



Murphy Library University of Wisconsin-La Crosse

PUBLIC SERVICES DIVISION

The mission of the Public Services Division is to provide access to information resources in the library collection and from other information sources through the provision of library services of the highest quality to the faculty, staff and students of the University of Wisconsin-La Crosse - and to make these services available to the public as resources permit.

The library user is the focus of our mission, and excellent service to our users is the goal of all public services division activities.

The mission is carried out through the services of these Public Services units:

1. ARC/Special Collections
2. Circulation and Course Reserve
3. Government Documents
4. Interlibrary Loan
5. Online Searching
6. Reference
 - a. Reference/Information Desk
 - b. Reference Collection Development
 - c. Library Instruction

Mission and goal statements for the Public Services Division were adopted during the year. The mission, defined as the purpose of the Division, is stated above. It should be considered within the context of the university and the library missions. Goals, defined as steps in the fulfillment of the mission, were also adopted. The goals cover Public Services responsibilities in the library areas of collections, organization of materials, staff, service, administration, budget and facilities.

The mission and goals are carried out through the services of the above Public Services units, all of which also developed and adopted individual unit mission and goal statements during the year. The entire process was accomplished through a joint effort of all Public Services Librarians.

Public Services librarians also participated in the detailed space and function planning process for their units for the proposed Library Resource Center.

PUBLIC SERVICES

Service to the library user is the focus of the Public Services mission. Library hours, and the type of services and staffing offered are based not only upon the academic calendar and the budget, but also upon statistical records of library activity on the part of the library user.

One of the public services provided is assistance with directional, informational, and reference questions at Public Services desks. Hourly statistics of patron questions asked at the Reference/Information, Circulation, and Documents desks are tabulated and analyzed for use patterns.

The total number of questions answered during the July 1 - June 30, 1986 period was 37,283. This total represents a 12% increase over the 1984-85 period which did not include complete data from the month of July. (Statistical record keeping began in Mid-July, 1984.) If we eliminate July, 1985 from the 1985/86 total, the increase amounts to 7%. Most of the increase occurred during the Fall Semester. The Spring Semester taken alone showed a 3% decrease over 1984-85 figures. 1984-85 showed an increase from fall to spring semester; 1985-86 showed a decrease from fall to spring semester.

65% (24,364) of the 37,283 total number of questions were answered at the Reference/Information Desk which was staffed by library faculty 61 3/4 hours per week during the academic year. Reference questions showed an 11% increase over the previous year. The Circulation desk, staffed by academic staff, classified staff, and students, answered 5050 questions or 13.5% of the total. Circulation questions decreased 7%. The decrease in Circulation questions may be partially due to the policy change of discouraging circulation staff from answering any but directional questions. Documents, staffed by library faculty, classified staff, and students covers the microforms area as well as documents and answered 7869 questions or 21.1% of the total. This represents a 34% increase over 1984/85. Increases may be due to better record keeping at busy desks or to actual increases in queries, or to a combination of these factors.

The heaviest use month for all desks was September, a change from last year when the heaviest month was November.

Questions were of three types: Directional, simple queries of location or common knowledge, Ready Reference, direct, short answer queries with consultation of at least one reference source; and Research, complex queries.

<u>Type of question</u>		
1985/86		
<u>Directional</u>	<u>Ready Reference</u>	<u>Research</u>
14456	21965	862
39%	59%	2%

Monthly details and comparisons with 1984/85 follow on Table I.

TABLE I

PUBLIC SERVICES QUESTION STATISTICS

July 1, 1985 - June 30, 1986
 (compared with same period 1984-85)

MONTH	REFERENCE		CIRCULATION		DOCUMENTS		TOTAL	
	1985-86	1984-85	1985-86	1984-85	1985-86	1984-85	1985-86	1984-85
July	988	*NA	266	*NA	377	*NA	1631	*NA
August	689	562	357	155	156	91	1202	808
September	3757	2824	826	515	957	640	5540	3979
October	3246	2878	736	637	959	684	4941	4199
November	2949	3533	537	926	1115	1010	4601	5469
December	1390	864	372	245	506	173	2268	1282
January	2008	2096	233	560	538	524	2779	3180
February	2918	2529	333	699	843	651	4094	3879
March	1887	2083	282	532	636	606	2805	3221
April	3200	2365	364	542	1160	790	4724	3697
May	747	1398	295	380	294	400	1336	2178
June	585	855	449	251	328	318	1362	1424
TOTALS								
Jan-June	11345	11326	1956	2964	3799	3289	17100	17579
July-Dec	13019	10661	3094	2478	4070	2598	20183	15737
Total	24364	21987	5050	5442	7869	5887	37283	33316

SPECIAL COLLECTIONS DEPARTMENT

The mission of the special collections department is to develop and maintain those categories of library, archival, and historical resources for which it is responsible, and to provide efficient access and interpretation of these materials. Consistent with its function as a regional history research facility within the Area Research Center network of the State Historical Society of Wisconsin, the department shall serve the people of Wisconsin and the region as well as the local and university communities.

Patron registrations for the 1985-86 year indicate a stable level of activity overall, but with some variation in use of collection categories. Details for this and the previous year are as follows:

	1984-85	1985-86
State Historical Soc. Registrants	51	39
State Hist. Soc. Daily Registrants	171	243
Wisconsiniana collections	516	624
Rare books	134	178
University archives	378	193
Photographic collections	213	173
Riverboat-river history collection	(not tabul.)	128
Oral History interviews	32	6
Tours	11	11
TOTAL daily registrations	<u>1400</u>	<u>1360</u>

These registrations indicate increased activity in categories of Wisconsin and local history and in use of manuscripts and public records. There was a slight increase in the use of rare books, a decrease in oral history, and conspicuous decreases in the use of university archives. Use of the photographic collections increased overall; river-related picture use has been set aside as a new category this year in order that research and use in this subject area can be more accurately tracked.

Mail and telephone reference accounts for twenty percent of department use, as in other recent years. April was the busiest month in terms of total registrations in all categories. Genealogists accounted for the greatest use of public records, on-site and by mail.

Collection growth is reflected in the following table:

	Added 1985-86	New Total
UW-L theses	58	578
UW-L seminar papers	44	1467
UW-L action learning projects	3	32
University archives (catalogued)	21	--
Rare books	172	10545
Wisconsiniana books	250	4159
Vertical files	2653	4559
Oral history interviews	0	876
Photographic images	4366	49731
Unprinted negatives	1053	12214
Slides	2105	5720
Total photographic images	7524	67665

In the Area Research Center collections, ten linear feet of manuscripts were added, along with forty feet of public records and thirty feet of university archives. The largest single acquisition during the year was the tax records for Jackson County.

The department acquired two sets of the historic sites photo survey as commissioned by the city's historic sites commission and carried out by Barbara Conway. One set, the original slides, has been refrigerated as permanent masters; the second set has been prepared for public use. A companion set of site data sheets was donated by the city's planning office. The latter has been interfiled with the department's existing architectural files, creating a comprehensive file of some two thousand street and block categories for the city of La Crosse.

The department continues to acquire, through purchase and donation, titles in Wisconsin and local history and river history. Purchases of photographs for the place files also continued, with excellent cooperation from local citizens and several antique dealers. The documentation of area towns also continues with contemporary pictures taken by the staff of the department. All such activity is a reflection of the predominant use of the facility as a regional history center. The department's reputation as a national resource for river and inland river steamboating research is well-established. Ralph DuPae continues to solicit and acquire photographs for copying. The steamboat-river photo collection now numbers approximately 27,000 items.

Receipts for sales of copy prints and related services totalled \$2,641.85 for the year.

The steamboat project received two grants, totalling \$10,000, from the J. Mack Gamble Fund of the Sons & Daughters of Pioneer Rivermen. The department also received a \$500 grant from the UW-La Crosse Foundation for the processing of unprinted negatives and for the purchase of archival storage supplies.

The UW-La Crosse Development Office is working with the department to seek additional support for the steamboat project and other tasks, with particular attention to processing and access.

With the assistance of Michael Tarachow of Pentagram Press, the department acquired an additional fifteen linear feet of papers from Margins magazine, a now-defunct journal of reviews and criticism related to poetry and small presses. The department continues to acquire titles from regional small presses and little magazines.

Staff and Service

During the academic year, hours of service totalled fifty-one hours weekly, including evenings and Saturday. Six student assistants (Scott Stekel, Cheryl Nelson, Gwen Henslin, Natalie Mustapich, Terry Spaeth, and Pam Roehl) provided forty-five hours of service weekly, and were responsible for a wide variety of reference, filing, processing, and public service tasks. This summer and last, student Cheryl Nelson has provided vital and very welcome assistance during the interim and summer sessions.

Classified staff member Linda Sondreal continued her half-time duties in the department, working in all aspects of the department and supervising the student assistants. Her long experience and varied training make her especially useful

Summer hours for public service in the department have been limited to weekday afternoons, 1 to 4:30 p.m. With only one student assistant during the summer, the department is hard-pressed to maintain routine processing while providing public service.

Goals and Concerns

Additional space is again becoming a concern, as present quarters fill up. The acquisition of the Jackson County tax records required a major shifting of materials, and there is little space left in any area. The Wisconsiniana collection was also shifted this year, along with oral history and portions of the little magazine collection. Additional space will be needed long before any major building addition is accomplished. According to measurements taken only a month ago, special collections now holds 2162 linear feet of uncatalogued material. It is this category that is most critical in terms of space needs. Additions occur more often here and in larger increments.

Public use of the facility seems to have stabilized in recent years, so that the staff can usually handle both on-site and off-site requests in a reasonable timely manner. The refinement of information access has fallen behind, as has the storage of data relating to the various collections, especially for the steamboat and river-related materials. The department is working with the campus Development Office in finding ways to support automated procedures and special projects.

Continued staff training is essential as the collections become larger, more complicated, and increasingly interrelated. It is not possible to make every staff member an expert in every category, but cross-training should receive more attention.

Grant support is essential for the continuation of the steamboat project as long as active field collection remains a priority. So far, such support has permitted steady collection. With the aid of the Development Office and existing contacts, the department should be able to maintain current levels of processing. Receipts from photographic and research work are likely to suffice for purchase of archival supplies and much of the general photo processing.

The department receives the professional, technical, and donor services of many individuals, both on and off campus. The department is indebted to these many friends whose contributions make our work more useful and more enjoyable.

STATISTICAL TABLE II
ARC/Special Collections/Archives

I. Institutional profile.

A. Average hours open per week					51
B. Average staff hours per week					85
1. Professional					20
2. Classified					20
3. Student					45
4. Volunteer					0
C. Collection size		total		accessions	
		lin. ft	reels	lin. ft.	reels
1. Manuscripts	460	15		10	0
2. Public records	240	160		40	0
3. Univ. archives	460	27		30	0
4. Supporting collections					
a. maps	400	items			
b. books (Wis.)	4159	vols.		250	vols.
c. photographs	67665	images		7524	images
d. tapes	876	reels		0	reels
e. vert. files	4559	folders		2653	folders

II. Use and Service.

A. Patron visits.

1. Annual patron count- 39 individuals for ARC.
2. Daily patron count - 1360 for all room use.
3. Monthly breakdown of daily registrations:

July	90
August	73
September	146
October	151
November	137
December	73
January	72
February	143
March	148
April	192
May	71
June	64

B. Titles collections used.

1. Manuscripts	33
2. Public records	210
3. Univ. archives	193
4. Supporting collections	1109

C. Type of patron, by daily registrations.

1. University staff	10%
2. Students	50%
3. General public	40%

D. Reason for use, by daily registrations.

1. Administrative	8%
2. Legal	5%
3. Scholarly	10%
4. Genealogical	32%
5. Class assignments	39%
6. Other, including commercial, business, exhibits, etc.	6%

E. Reference requests answered.

1. Letters	124
2. Telephone	155
	<hr/>
total	279

REFERENCE UNIT

The mission of the Murphy Library Reference Unit is to provide the best possible reference service to the university community within the framework of the Murphy Library and University Core and Select mission.

Reference service is defined as the library service that explains and interprets the library's collections and policies to its patrons. This may take the form of teaching patrons how to use materials, explaining library policy, answering specific factual questions, or referring the patron to another library department for assistance. The reference unit staffs and maintains a public service desk and a separate collection of approximately 15,000 volumes to help perform this duty.

The principle ongoing duties of the unit are to maintain reference desk staffing, new title review and ordering, collection maintenance, including weeding and production of library use aids.

In 1985-86, Patrick J. Brunet was hired as unit head and Laurie Magnusson was hired as the unit's quarter time Library Services Assistant II.

During 1985/1986, the desk was staffed 61.75 hours per week, and answered 24,364 questions, a 9.25% increase over 1984/85. 1274 new titles were added, a major shelf shift took place and eighteen handouts were revised. A project to put all reference unit handouts on word processing will continue into 1986-1987. Most of the books in the bibliographic area, reference shelves and abstracts shelves books were shifted to allow for some growth space for the collection into the next school year and to allow enough space for four new business loose leaf services. Select weeding took place in the R-V section of the collection. Only the Z or bibliography section remains to be weeded to complete the weeding project begun by Nancy Huymphreys in 1984-1985.

In January, Brunet attended a workshop on searching the Chemical Abstracts database. In the spring the department brought in sales representatives to teach and explain the use of the library's many loose leaf services. Librarians from Viterbo and the La Crosse Public Library were also invited. Magnusson attended seven brief workshops, mostly on word processing and specific microcomputing programs that are or will be used at Murphy Library.

The staff book talk program which has been ongoing took a new twist this year. Rather than one librarian discussing a single new title in reference collection, each new title was discussed in relation to other titles that address a particular information need. This more comprehensive but time consuming method was very well received by the reference librarians.

Three library-wide, ongoing projects that the department participated in during the fiscal year were the development of specifications for the Learning Resource Center, weeding in the general collection (C to F section), and the serials review project. This last project is a review by a committee of library in conjunction with the teaching department of all periodical subscriptions with a purpose of dropping less valuable subscriptions to save money to purchase new faculty periodical requests. The department has made a major commitment in time and effort in these projects and their long term effect on service to the university community is very great.

The reference unit has three principle concerns which can be categorized as the lack of space, money and time.

A major shift of the abstract, bibliographic and reference shelves took place within the past year yet that insured no more than a few years expansion space, and that much only because of vigorous weeding and moving some materials out of their logical order. Lack of money is almost always a problem and continues to be so. The cost of essential reference works keeps climbing, while the collection in some areas gets further out of date and many useful new titles and services are not acquired. A number of expensive annual subscriptions have been cancelled and will be purchased only biennially or triennially to free money for other titles.

A major concern of the department is that the reference budget is inadequate to maintain a quality collection of resources for fifty-two undergraduate majors let alone the graduate program. This problem can only get worse as time passes and the budget remains essentially static. Of equal importance are the serials, microforms and bindery budgets. Instructing the students in serials and microforms use is a major part of reference service and an integral part of the academic library learning experience. The library as a whole suffers when one unit suffers.

The percentage of our holdings in some of the major indexes has dropped by as much as 30% in the last six years. This deficiency is truly handicapping our service to our students. The Serials Review project hopes to improve the usefulness of our collection by eliminating less valuable subscriptions and substituting more useful ones but it cannot make up for the loss of purchasing power.

Time is also a concern as there are increasing demands on each librarian's time; each librarian finds himself/herself being spread more and more thinly. Staff efforts at reorganization, and restructuring are helpful and can and do allow us to temporarily get ahead of these problems but only temporarily.

LIBRARY INSTRUCTION

The mission of the library instruction program is to promote library use as part of the academic experience and to provide students with basic strategies for searching for information for their class work and for the future.

The basic service offered is a librarian's presentation on library resources and services to a class or group. A slide/tape program with introductory and concluding remarks plus opportunities for questions is the standard service for freshmen, and other new library users. These comprised about 38% of all instructional lectures. Upper division and graduate classes receive lectures often based on the slide/tape presentation but expanded and tailored to the needs of the specific class. These comprised the majority, 62% of all instructional lectures.

For the basic slide/tape lectures, library skills worksheets are distributed and the students must complete them within a set time period. The skill sheets are corrected by library staff and the scores and sheets returned to the teacher.

In all, the instructional program reached 1838 students during 77 lectures, an increase of students reached of 18.2% over last school year. This is an encouraging sign. Yet, most faculty do not use this service and the level of information finding skills among UWL students is not encouraging. (See Table III)

In October, 1985, Sandra Sechrest and Patrick J. Brunet attended a Faculty Library Instruction Workshop at UW-Eau Claire sponsored by WCWC. Three UW-L teaching faculty, Burt Altman, Charles Haas, and Thomas Harris attended. Each has revamped his library assignments and in the opinion of the reference staff, greatly improved them. It is unfortunate only three teaching faculty attended.

In the spring of 1986 revisions began on the basic library instruction program, the slide/tape presentation. This time a video cassette is being prepared with the hope that this format will prove more flexible than the slide/tape.

One short term concern is to have a space available to show the slide/tape to individuals. This problem should be alleviated when the video cassette becomes available. The major concerns for library instruction are the contradictory problems of lack of faculty interest and the shortage of time to do many of the things necessary or possible to develop a motivated, highly interesting program that would be more useful to faculty and students.

TABLE III

LIBRARY INSTRUCTION
FY85 compared to FY86 by month

	July 1985 -	June 1986	June '84 -	June '85
	class/group	students	class/group	students
July	N/A	N/A	8	119
August	0	0	1	8
September	11	344	13	370
October	9	168	5	101
November	8	158	9	168
December	2	36	1	11
January	9	310	13	317
February	10	264	8	153
March	9	203	4	84
April	14	234	2	149
May	1	5	0	0
June	4	39	N/A	N/A
Total	77	1838	72	1554

FY86 LIBRARY INSTRUCTION BY SEMESTER

	class/group	students	freshmen lectures
Summer (July/Aug)	N/A	N/A	
Fall 1985	30	706	17
Spring 1986	43	1016	16
Sum 1986 (June)	4	39	0

CIRCULATION

The Circulation Services Unit is responsible for the charge and discharge of material, the maintenance and circulation of reserve material, collection maintenance, and the provision of basic directional information to library patrons. Our mission is to provide for the greatest possible use of library material yet to ensure the collection's security and to adhere to equitable policies in the provision of services to people whose needs sometimes compete.

Circulation statistics reflect an increase of 8,699 transactions; the bulk of that increase is due to 8,597 additional loans of reserve material. Our turnstile count of 619,690 patrons was a decrease of 5,178 from the previous year. The busiest months were April and October.

TABLE IV
Circulation Turnstile
Summary
1985-1986

<u>Month</u>	<u>Main Desk Circulation</u>	<u>Reserve Desk Circulation</u>	<u>Total Circulation</u>	<u>Turnstile</u>
July	2,092	1,670	3,762	15,216
August	1,180	1,094	2,274	14,844
September	4,576	10,527	15,103	79,713
October	7,154	10,778	17,932	88,723
November	8,526	8,819	17,345	71,510
December	3,201	6,205	9,406	47,960
January	3,046	5,405	8,451	39,082
February	5,672	10,128	15,800	73,220
March	6,251	6,932	13,183	53,871
April	8,998	9,474	18,472	82,775
May	2,642	5,019	7,661	41,485
June	<u>1,876</u>	<u>985</u>	<u>2,861</u>	<u>11,283</u>
TOTALS:	55,214	77,036	132,250	619,690

Analysis of circulation statistics reveals that 3.4% of our main desk circulation (1,876 transactions) was to non-UWL patrons.

TABLE V
Patron Profile
"OTHERS"
1985 - 1986

MONTH	WWTI STUDENTS	VITERBO STUDENTS	WCWC STUDENTS	PUBLIC LIBRARY REFERRAL	VITERBO FACULTY	WWTI FACULTY	WCWC FACULTY	INTER- LIBRARY LOAN	U.W. SYSTEM FACULTY	U.W. EXTENSION FACULTY
July	3	17	3	17	3	0	1	37	-	-
August	0	0	5	8	4	0	0	33	-	-
September	21	47	20	8	2	1	0	34	-	-
October	14	127	5	7	4	1	0	57	-	-
November	0	191	7	10	3	8	0	60	0	0
December	5	28	0	9	0	0	0	24	25	0
January	1	22	7	16	4	7	0	71	9	6
February	3	80	11	10	6	2	0	65	39	0
March	3	120	14	21	15	1	1	23	4	0
April	2	129	3	14	0	5	0	69	13	0
May	4	60	4	14	0	1	0	59	2	0
June	3	19	4	18	0	8	0	35	0	0
TOTALS	59	840	83	152	41	34	2	567	92	6

GRAND TOTAL - 1,876

The student training process was revised extensively during the Summer and instituted during the Fall term. Four slide tapes, a series of tests, and a self-instructional module were written and produced by circulation staff members to explain the processes of circulation, reserve, stack maintenance, and LC call number arrangement. In the past, about 2.5 staff hours had been devoted to training each of the approximately 27 new employees at the beginning of every Fall term, when circulation and reserve processing activities are at high levels. The new method resulted in greater consistency and thoroughness in the training process, and aided in reducing workflow problems caused by peaks of activity at the beginning of the semester.

The revised training process appears to be quite successful. Tests given during the Fall term indicated that new students were as knowledgeable as experienced student workers who were tested without undergoing the slide-tape training. The self-instructional module has been used by other departments in the library as a method of training students in call number arrangement.

A number of staff changes took place during the Fall term. Karen Lange assumed a half-time position in Acquisitions and Lavonia McCarty assumed her LSA 4 position on September 30. Sami Samarrai assumed McCarty's LSA 2 slot on November 5. Laurie Magnusson began on November 4, filling the vacant Barb Waindle position.

Student staffing levels were higher than the previous year. The Fall of 1985 found us with a staff of 62 students working 502 hours weekly. During the 1986 Spring term we employed 59 students who worked 538.5 hours weekly, and during the Summer we employed 16 students who worked 228.5 hours weekly.

As of June 1986, we have been cooperating with the La Crosse County Human Services Department in working with a young woman who needs to develop job skills. Currently the woman is employed four hours weekly for stack maintenance functions. As she becomes more confident and comfortable, she will be assigned additional projects.

The circulation department undertook the task of a second floor shift in the Summer of 1985. Extra shelf space, the result of weeding the P's, was shifted to more crowded areas, resulting in the re-arrangement of the entire A-P stack area.

The library purchased a Letteron machine which we used to make new end-signs for the second floor stacks when the shift was completed in April, 1986. The Letteron has been used extensively in making directional and informational signs. Several students have been trained to use this machine.

The Summer of 1985 also brought about the purchase of a new "de-sensitizing" brick to de-activate checked out materials. The brick is smaller and more convenient than the bulkier unit we had been using. The shelf was built behind the counter area to house the brick as a precautionary step against possibly harming patrons' floppy disks.

The circulation department has made an effort to assist in minimizing the bindery budget by repairing as many books as possible. Statistics were kept as of January, 1986. In a six month period, 259 books have been repaired.

A second search file has been established to accommodate the numerous cards being sent to this department from the current weeding project. A "staff search file" and a "patron search file" help to keep the more immediate needs of the patron a priority.

Concerns

Automation continues to be our greatest need. Once the LS 2000 is in place (projected August, 1988), service to our users will be vastly improved.

Stack space also continues to be a concern. The weeding project has reduced some problems but stacks remain crowded at this point.

Goals include working with Viterbo, WWTI, and the public library in refining our efforts at reciprocal cooperation. We also see the need to work with the computer center and computer science department in eliminating disk bypass at our security system.

DOCUMENTS DEPARTMENT

The purpose of the Documents Department is to provide access to information in federal and Wisconsin documents and in legal materials. As a federal and state depository, the Documents Department has a legal obligation to serve both the university and non-university patron.

The acquisition of documents is a major part of department operations. The department received 8,734 paper documents in 1985-86, a decline of 434 from last year. We received 19,084 documents in microfiche this year. This decline of 5,783 in microfiche from the previous year is due to our cancellation of the energy microfiche. It is important to note that this year we received more than twice as many documents on microfiche as in paper.

Withdrawals are another part of collection development. In 1985-86, 4,710 documents were withdrawn, an increase of 2,815 from the previous year.

To improve patron access to magazines, we have selected more documents magazines from those indexed in The Index to U.S. Government Periodicals. We will now be receiving 79% of the magazines indexed as opposed to the 60% we received previously. We are not selecting 100% of the magazines available since there is a great deal of duplication of topics among the military magazines.

Important new legal reference sources added include Education Law: Public and Private by William D. Valente, a helpful supplement to West's Education Law Reporter, and Shepard's Wisconsin Case Names Citator, a case name index to Wisconsin higher court decisions. Documents purchases include a compilation of 1980 Census data for the La Crosse School District.

In public service, this has been a busy year in government documents. Questions asked in the Documents area went from 5,887 in 1984-85 to 7,869 in 1985-86, a 34% increase. While there may be occasional errors in keeping track of questions asked, such a large increase seems to indicate a real increase in activity.

Library tours were offered to classes in academic departments such as Business, English, Health Education, Recreation, Sociology, etc. In community outreach, documents lectures were also given to Viterbo College dietetics classes.

In staff training the documents librarian and her assistant attended several ETN meetings of State Data Center affiliates on the 1990 census and other census materials. We make occasional referrals to the State Data Center, which offers aid in locating census information. The documents librarian also participated in the WCWC Bibliographic Instruction Workshop in Eau Claire, October 31-November 1, and attended the Wisconsin Library Association and American Library Association Conferences. At the WLA Conference in Milwaukee she was a panelist in the Documents Services Section program "Promoting the Library's Documents Collection."

There are several issues of future concern. Acquisition of documents is done by selection of item numbers. New items are offered in surveys sent to depository libraries. Previously each depository library got to select or drop existing item numbers every six months. In a cost-cutting measure the GPO will be switching this selection update time to an annual basis. This means we can only add existing item numbers once a year. To encourage dropping item numbers, this now can be done at any time. Even greater care will need to be taken in planning documents collection development.

A major concern is microfilm conversion. With Gramm-Rudman cutbacks, the Government Printing Office has mandated increased conversion of paper documents to microform. Instead of depository libraries having the option to select paper or microfiche of an item, a large number of documents will only be available on fiche. A recent example of this conversion is that the bound edition of the Congressional Record is now available only on fiche.

We will need to put more emphasis on microfiche in documents lectures. The documents staff will need to become more microfiche oriented, realizing that the document the patron is seeking is probably on microfiche. There will be an on-going need for more microfiche cabinets. A microfiche reader-printer is an even greater need.

INTERLIBRARY LOANS

The mission of Interlibrary Loan Service is to make accessible the broad variety of materials available only from other libraries. These materials are needed to supplement and support undergraduate and graduate programs, as well as faculty requested materials as quickly as possible.

Measured both quantitatively and qualitatively, the past year has been successful: Comparative totals from previous years are:

1982-1983	3,461
1983-1984	4,212
1984-1985	4,473
1985-1986	5,085

October was the busiest fall monthly total, with 677 loans, while March 1986 had 721. Last years totals 1984-1985 for the same months ran: October 526 and March 534. There has been a 41 per cent increase in ILL requests during the past three years (14 per cent this year), yet no increase in staff time.

Computer developments include the relatively new IBM-PC/Bulletin Board for interlibrary loan communications. Our newest addition is the ILL micro enhancer which is an OCLC designed microcomputer software package for use with the interlibrary loan (ILL) subsystem. With the micro enhancer, the following batch functions are available:

- shipping
- canceling
- receiving
- recalling
- returning

The ILL micro enhancer can automatically be set to:

- dial up and log on to OCLC
- update ILL records entered offline
- print pending requests

Interlibrary loan personnel and the management council have been viewing and considering the University Microfilm Article Clearinghouse Service which promises 48 hour service on any post-1978 article in their catalog of over 9,000 titles.

A study done by the Interlibrary Loan Department, during the late summer session of 1985 and through most of fall semester 1985, revealed that there was a decided preference in ILLoan applications received for post-1978 articles, especially 1982 to date, including 1985 when you consider that a large segment of 1985 citations had not reached print in bibliographies and periodical indexes.

University Microfilms (UMI) is planning to take a new approach in providing periodical articles. UMI will provide databases of indexed articles on optical discs that may be taped at the library, using the library's IBM-PC or OCLC M300, which will be connected to UMI in Ann Arbor via an information delivery module (IDM).

Among other items discussed during the year were:

- 1) Wisconsin reciprocal ILLoan agreement, which the library would like to rescind and withdraw from.
- 2) Requests for increased student help. Two students with ten hours each are needed to keep pace with ILLoan peak periods during both fall and spring semesters.
- 3) Discussion of possible charges for Interlibrary Loan Services. It was noted that Whitewater is now charging \$1.00 per request.

On the financial end, participation in the WILS Interloan/Reference network for the period of July 1, 1986 through June 30, 1987, will cost Murphy Library an estimated amount due of \$12,084.45.

In taking a long range view, the interlibrary loan staff seeks to offer a progressively better service that will exceed the requirements and standards of professional library associations and accrediting agencies, as well as library user expectations.

ONLINE SEARCHING SERVICE

The purpose of the Online Searching Service is to provide machine readable research and information services to the university community through the

provision of access to remote electronic libraries and information banks. The process is defined as finding research and information, both bibliographic and non-bibliographic, through the use of a computer in an interactive mode.

The purpose is fulfilled through the implementation of the mission and goals statements in the areas of collection, organization of materials, service, administration, staff and budget.

The service has more than quadrupled in filled research requests since its inauguration in June, 1984.

Activities were concentrated in five areas: Administration/Planning, Training/Teaching, Service, Promotion and Study.

Administrative/Planning

Administrative activity includes management, planning and expansion of the service as well as the development of training, promotion and procedural materials, the management of search logs required for record keeping, the receipt of patron references, and the assignment of searches. Most of these activities have doubled this year with the increasing number of requests.

Mission and goals statements were adopted for the unit. The policy statement and the work forms were revised.

New equipment was requested and purchased. The unit now has access to both an IBM and a Zenith microcomputer for online searching.

As part of the planning for the Library Resource Center, an Online Searching Laboratory and an Online Searching Librarians Office were designed and submitted in required minute detail.

Negotiations with the UW-La Crosse Department of Chemistry resulted in the inauguration of online retrieval of Chemical Abstracts in a one year experiment which began January 1, 1986. Policies and procedures for this new service were drafted, discussed and agreed upon by Murphy Library and the Chemistry Department.

Subscription to the end-user database the Knowledge Index was secured through a foundation grant. Plans were implemented to offer the files of BRS (Bibliographic Retrieval Service) to the campus beginning in July, 1986. A Decision Item Narrative was submitted within the Murphy Library DIN, Improving Access to Information. The online portion requests financial support for CD-ROM technology for end-user public database searching in the library.

Training/Teaching

In-house training programs continued on a monthly basis with existing library online searchers. A new staff member was updated on the DIALOG system. Front end software training on PRO-SEARCH was done, including self-training by the unit head. The unit head, Connie Holt, proposed and received a Murphy

Foundation grant to teach faculty and graduate students the hands-on use of the Knowledge Index, an after hours information retrieval system. This grant project spent less than budgeted and received very high approval ratings from the sixteen participants.

A two day training workshop on Chemical Abstracts online was organized for chemistry and library department faculty. Five chemistry faculty and four library faculty participated in the training which was directed by a CAS Online trainer from Chemical Abstracts Service, a division of the American Chemical Society.

The unit head and another search librarian attended a half-day workshop in Chicago on the new command system DIALOG 2. In-house training on DIALOG 2 was an important part of the ongoing training program.

Service

122 research requests were filled on the DIALOG system, more than double the number filled the previous year. Graduate students accounted for more than half of the requests (63), compared with 29 graduate student requests in 1984/85. Undergraduate requests also showed an increase from 6 requests in 1984/85 to 25 requests this year; faculty requests remained about the same with 27 this year compared to 23 last year. Community patrons account for the remainder of the searches.

47 separate online files were searched this year in comparison to 30 last year. Again, the educational file, ERIC, led the way with 81 searches or 66% of the total number, followed by the psychology file, PsycInfo with 20 searches, and the medical database of the National Library of Medicine, Medline with 19 searches. The average cost per search was \$14.77, up from \$14.34 last year. Vendor increases in connect time and printed citation costs are responsible for the increase in the average cost per search. The average cost of a search on the ERIC file was calculated to be \$5.00, based upon a study of ERIC searches from July through February. The most expensive search yielded 227 references, was searched on 14 different files and cost \$73.00. The least costly search was done on the ERIC file, yielded 3 references and cost \$1.50. The library continues to subsidize university patron searches at 30% of the cost of the search, up to a maximum search subsidy of \$6.00.

See Tables VI, VII and VIII for detailed statistics.

Registry number searches on CAS Online were done for two chemistry classes of about eighteen students each.

An introduction to online searching and sample searches were demonstrated to the La Crosse Public Library Automation Committee.

Promotion

The patron handout "Online Searching" was revised. A one hour ongoing demonstration was held for university faculty and staff during the Murphy Library Open House. Newsletter articles were done to promote the computer

research seminar mentioned earlier. A library display on the advantages of online searching was done. Promotion of the service to the local community was done through the Public Library demonstration mentioned earlier. Continued promotion through the library instruction program has been useful in informing students of the service. While the unit head would welcome university department interest in introductions to the online service, due to the increased volume of requests coupled with the increased time demands from all areas on the search librarians, promotional projects will be kept to a minimum. The great research and time-saving advantages of this service seem to be selling themselves without any marketing campaign.

Study

The unit head presented a paper at a Tri-State Library Conference entitled, "Online Searching: Using the Right Connections." The conference paper addressed the information delivery choice overload of academic library online searchers, and suggested ways for the searcher to keep up to date in this fast changing field. The ERIC Clearinghouse on Information Resources requested a copy of the manuscript for publication. Enormous amounts of time are needed for reading and study to maintain up-to-date competence in the online field.

Continuous study is hampered by the lack of subscription to even one major journal in this field at the university library. A personal subscription to the major journal Online has been routed to search librarians this year.

Concerns - Time, Budget

Concerns expressed in last years annual report continue to be major concerns: budget support for professional online periodical subscriptions, an information budget for the library just as books and periodicals have a budget, incorporation of online searching into the traditional Reference/Information Service, time for the continuous training, self-instruction, and formal instruction of online search librarians, and time for the careful process needed to fill each search request which may involve up to an hour per search.

TABLE VI

MURPHY LIBRARY ONLINE SEARCH SERVICES

July 1, 1985 - June 30, 1986

NUMBER OF SEARCHES		TOTAL CONNECT HOURS	TYPE OF PATRON
DIALOG	122	DIALOG: 27.783	Graduate Student: 63
		STN: 5.87	Faculty: 27
			Undergraduate: 25
			Other: 7

PAYMENT FORM	CHARGED TO PATRON
Cash: 93	\$1801.94
Charge: 29	

NUMBER OF FILES SEARCHED: 47

(See attached for file detail)

NUMBER OF REFERENCES DELIVERED TO PATRONS: 6553

AVERAGE NUMBER OF REFERENCES PER SEARCH: 53.7

AVERAGE COST PER SEARCH: \$14.77

AVERAGE PATRON COST PER SEARCH ON ERIC FILE:\$5.00

LEAST COSTLY SEARCH: MOST COSTLY SEARCH:

ERIC FILE: \$1.50 3 references 14 Files searched: \$73.00 227 references

LIBRARIAN SEARCHERS / # of Searches

Berg - 10
 Brunet - 13
 Holt - 88
 Sechrest - 11

MOST SEARCHED FILE = ERIC: 81 searches or 66% of total number of
 DIALOG searches

TABLE VII
ONLINE SEARCHING SERVICES
1984-85/1985-86

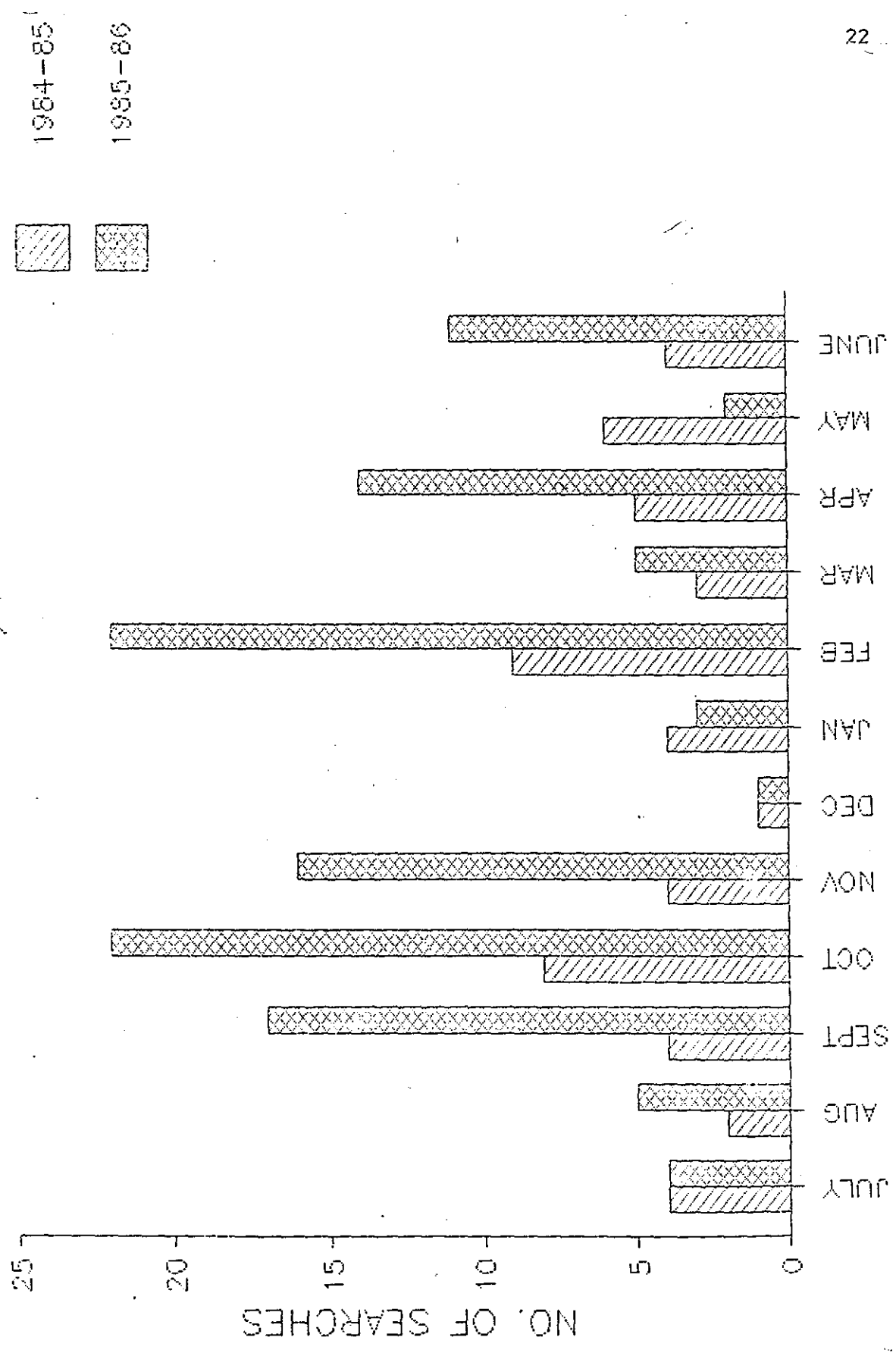


TABLE VIII

ONLINE SEARCHING SERVICES ANNUAL REPORT - 1986/86

DETAIL OF NUMBER OF FILES SEARCHED:

FILE NAME	SUBJECT	NUMBER OF TIMES SEARCHED
ERIC	Education	81
PsycInfo	Psychology	20
Medline	Medicine	19
SciSearch	Science	11
Social Scisearch	Social Science	8
America History & Life	American history	5
Dialindex	Index to all files	5
Dissertation Abstracts Online	Dissertations	5
Exceptional Child Educ. Resources	Education	5
Magazine Index	General, popular info	5
Lisa	Library Science	4
National Newspaper Index	General, popular	4
ABI/Inform	Business	3
Biosis Previews	Biology	3
Historical Abstracts	World history	3
MLA Bibliography	Literature	3
LC Marc	Bibliography	2
Legal Resource Index	Law	2
Books in Print	Bibliography	2
+ one search on each of the following:		
Agricola	Agriculture	
Aquaculture		
Aquatic Science & Fisheries Abs.		
Book Review Index		
Child Abuse & Neglect		
Congressional Record Abs.		
Criminal Justice Periodical Index		
Electronic Yellow Pages		
Embase	Medicine	
Enviroline	Environment	
Environmental Bibliography		
Family Resources	Psychology, counseling	
GPO Monthly Catalog		
Health Planning and Administration		
Life Sciences Collection		
Mathfile	Mathematics	
Microcomputer Index		
Mideast File		
Middle East: Abs and Index		
NCJRS	Criminal Justice	
Newsearch	Current news	
Nursing and Allied Health		
PAIS International	Public Affairs	
RILM Abstracts	Music	
Sociological Abstracts		
U.S. Political Science Documents		

TECHNICAL SERVICES DIVISION

To implement the general principles of the library mission, the following goals will be pursued by the Director of Instructional Services and both divisions of the library. The technical service units sought to relate their activities to the goals of the library as stated below:

GOAL 1: THE COLLECTIONS

The library shall be comprised of recorded information in print and certain non-print formats selected to support a balanced collection in the instructional and research related fields of the University of Wisconsin-La Crosse.

OBJECTIVES:

Serials

1986

1. The serials committee will meet to re-evaluate the serials collection, using a number of criteria, in an attempt to determine a definitive serials core collection for Murphy Library

1987

1. Carry out adds/drops as recommended by serials committee.

Acquisitions

1986

1. Put weeding project on regular basis to make "retrocon" as efficient as possible.
2. Make faculty liaison for subject areas a "working" relationship to inform the faculty and have them inform and consult more on purchases, new programs, changing directions in program, new majors, new courses.
3. Continue sharing OCLC Acq. accounting reports with liaisons.

1987

1. Weeding to continue. (in order to)
Achieve an up-to-date undergraduate collection in as many subject areas as possible.
2. Continue working and streamlining faculty liaison program (to)
Make the liaison work with faculty ever more productive.

1988

Continue weeding.
Continue faculty liaison.

Microforms

1986

Continue weeding program.

1987

Continue weeding program.

GOAL 2: ORGANIZATION OF MATERIALS

The library's collections shall be organized by nationally approved conventions and arranged for efficient retrieval. Library materials shall be arranged to provide maximum accessibility to all users.

OBJECTIVES:

Automation

1986

1. Oversee revival of retrocon project
2. Oversee updating of union list LDR project.

1987

1. Monitor completion of retrocon project in June.
2. Begin tape processing with BNA in July and complete by Oct. 31.
3. Begin bar coding activities by Nov. 30, 1986.

1988

1. Oversee the conversion from OCLC on-line acq. subsystem to the OCLC acq. 350 microbased system
 - determine the necessary equipment configuration and related costs
 - cooperate with acq. dept. in the setting of parameters of subsystem.
 - participate in staff training offered by OCLC
 - evaluate impact on work flow
 - evaluate availability and uses of management information resulting from change to the new system.
2. Oversee the conversion from present serials control system to OCLC Serials 350 microbased system..
 - determine necessary equipment configuration and related costs
 - cooperatae with acq. dept. in the setting of parameters of subsystem.
 - participate in staff training offered by OCLC
 - evaluate impact on work flow
 - evaluate availability and uses of management information resulting from change to the new system.
3. Complete bar coding operations by Dec. 31, 1988.

Serials

1988

Obtain a stand alone microcomputer (OCLC 350). The present system is connected to the computer center, is down much of the time, and when it is up the response time is slow.

1990

To locate all periodicals including microforms, readers, and newspaper indexes in one area.

Acquisitions

1987

Integrate bar coding into acquisitions procedure.
To get collection ready for automated circulation

1988

Convert on-line system to Acq 350 micro-based system smoothly for Acquisition of materials without any break in proceedings for the users.

Cataloging

1986

1. No. OCLC change requests against UW-LaCrosse for 1986.
2. Eliminate all 1 year+ backlog materials.
3. Reduce maximum backlog for edit materials with call numbers to 4 weeks.
4. Reduce maximum backlog for edit materials without call numbers to 8 weeks.
5. Reduce maximum backlog for input materials to 12 weeks.
6. Re-commence retrospective conversion project.

1987

1. No. OCLC change requests against UW-La Crosse for 1987.
2. Complete retrospective conversion of edit materials.
3. Commence bar coding, creation of item records.
4. Maintain 1986 backlog standards.

1988

1. No OCLC change requests against UW-La Crosse for 1988.
2. Maintain 1986 backlog standards.
3. Catalog 500-1000 items in Deferred Cataloging File.

1989

1. No OCLC change requests against UW-LaCrosse for 1989.
2. Maintain 1986 backlog standards.
3. Catalog 500-1000 items in Deferred Cataloging File.
4. Perform 13 or more month's worth of subject heading changes.
5. Commence correction of cataloging mistakes in the data base.

GOAL 3: STAFF

The library shall provide a skilled and competent staff of librarians and support personnel to develop, maintain and interpret the library's collections and to serve as a resource for library users. The staff shall be of adequate numbers and quality as defined by current Association of College and Research Librarians Standards (ACRL) in order to meet the university's needs for services and programs.

OBJECTIVES:

Serials

1990

Increase serials staffing by 1 F.T.E.

Acquisitions

1988

Train staff for conversion of OCLC on-line system to OCLC Acq 350 micro-based system.

Cataloging

1988

1. Train staff and student employees in use of LS 2000.
2. Train staff and student employees in Oxford Project operations and procedures.

GOAL 4: SERVICE

The library shall establish and maintain a range of quality services that will support the academic program of the institution and encourage optimal library use.

OBJECTIVES:

Automation

1986

1. Complete by Dec. 31, 1986, all necessary arrangements to secure a patron data base and appropriate user cards.
 - meet with food service representatives to discuss the creation of a joint user's card.
 - investigate the source, construction, generation and availability of any available machine readable student data base.
2. Spend a minimum of four hours per week in active circulation desk duty during the winter semester of 1986 to learn present work patterns and routines and relate them to future installation and use of LS/2000 system.

1987

1. Oversee installation, indexing and loading of OCLC LS/2000
 - complete site preparation by Oct. 31, 1987.
 - hire management information technician
 - create and chair a profiling committee

1988

1. Bring up on the on-line public access component of the OCLC LS/2000 by April of 1988.
2. Bring up the circulation component of the OCLC LS/2000 by Dec. 31, 1988.

GOAL 5: FACILITIES

The library building shall provide secure and adequate housing for its collections, and ample well-planned space for users, staff, services and programs, including new technologies, in an environment designed for the health, safety and convenience of staff and patrons.

OBJECTIVES:

Automation

1986

1. Select site for LS/2000 system
 - reexamine proposal from computing services on UWL campus with Marie Zeglen of UW System Services.
 - procure updated cost estimate for proposed site(s) in Murphy Library
 - test the quality of incoming electrical service to chosen site.

1987

1. Begin site preparation for LS/2000 system
 - evaluate present and future traffic patterns and informational needs
 - evaluate potential sound levels
 - determine furniture needs

Serials

1986 To organize computer terminal area so that it is easier to work at terminal screen (too much glare) by adjusting lights or a hood over screen)

1987

To obtain more stack shelving. Our present shelving is over full with overflow kept in the serials work room.

Microforms

1986

1. a. Purchase 1 new microfilm reader - as a replacement.
- b. Purchase 1 new microfiche reader - new item.
- c. Purchase 1 microfiche cabinet for ERIC collection.
- d. Purchase 1 microfilm cabinet for periodicals/newspapers.
2. Continue film cleaning programs.
3. Continue machine cleaning and inspections.
4. Attempt to get additional wall shelves for special micro collections.

1987

1. a. Purchase 1 new microfilm reader - replacement.
- b. Purchase 1 microfiche cabinet for ERIC collection.
- c. Purchase 1 microfilm cabinet for periodicals/newspapers.
2. Continue film cleaning program.
3. Continue machine cleaning and inspection program.
4. Shift micro file area - insert new cabinets where needed.

GOAL 6: ADMINISTRATION

The library shall be administered in a manner which permits and encourages the fullest and most effective use of available library resources.

OBJECTIVES:

Automation

1986

1. Form an automation advisory committee and inform members of issues involved in installation of the OCLC LS/2000 user's group.

1987

1. Carry out the replacement of the Behive 100 (old OCLC terminal with an M300 in the cat./acq. area.
2. Solidify role and function of advisory group through regular meeting dates, and defined information flow and decision making authority.

1988

1. Purchase a new printer for the second M300 terminal (purchased in 1987)
2. Evaluate technical services work flow in light of impact of automation --recommend changes if necessary

Acquisitions

1986

1. Put all s.o. on database to determine the exact \$ amount spent for the various subject areas.
2. Establish a time-line for reporting on all outstanding orders with jobbers to set up a scheduled reporting time for reference and faculty orders.

3. Monitor the book budget, spending by departments, allocation formulas, time for re-distribution of funds. Major purchases that might be needed out of the budget. Establish time-line when best to re-distribute \$; when to nag faculty to spend.
4. Carry out Acquisition verification study.

1987

Set up check-in procedure for all s.o.
To do away with all s.o. files in the acquisition department.

Cataloging

1986

Replace OCLC 100 terminal and Texas Instruments printer.

1988

Draft procedures, forms and standards for LS 2000 operations.

1989

Finalize procedures, forms and standards for LS 2000 operations.

GOAL 7: BUDGET

The library's budget shall be at least six percent of the total University of Wisconsin-La Crosse GPR and student fees as outlined in the ACRL standards.

AUTOMATION

The purpose of the automation unit is to coordinate the creation and use of existing bibliographic and serial data bases, to plan for and carry out the implementation of future automation activities, including those of acquisitions, circulation, and an on-line catalog, and to assist in the planning and implementation of internal general computer applications.

The goals of the automation unit, taken from the Murphy Library Goals and Objectives Statement, are as follows:

GOAL 2: ORGANIZATION OF MATERIALS

The library's collections shall be organized by nationally approved conventions and arranged for efficient retrieval. Library materials shall be arranged to provide maximum accessibility to all users.

OBJECTIVES:

Automation

1986

1. Oversee revival of retrocon project.
2. Oversee updating of union list LDR project.

GOAL 4: SERVICE

The library shall establish and maintain a range of quality services that will support the academic program of the institution and encourage optimal library use.

OBJECTIVES:

Automation

1986

1. Complete by Dec. 31, 1986, all necessary arrangements to secure a patron data base and appropriate user cards.
 - meet with food service representatives to discuss the creation of a joint user's card.
 - investigate the source, construction, general and availability of any available machine readable student data base.
2. Spend a minimum of four hours per week in active circulation desk duty during the winter semester of 1986 to learn present work patterns and routines and relate them to future installation and use of LS/2000 system.

GOAL 5: FACILITIES

The library building shall provide secure and adequate housing for its collections, and ample well-planned space for users, staff, services and programs, including new technologies, in an environment designed for the health, safety and convenience of staff and patrons.

OBJECTIVES:

Automation

1986

1. Select site for LS/2000 system
 - reexamine proposal from computing services on UWL campus with Marie Zeglen of UW System Services.
 - procure updated cost estimate for proposed site(s) in Murphy Library.
 - test the quality of incoming electrical service to chosen site.

GOAL 6: ADMINISTRATION

The library shall be administered in a manner which permits and encourages the fullest and most effective use of available library resources.

OBJECTIVES:

Automation

1986

1. For an automation advisory committee and inform members of issues involved in installation of the OCLC LS/2000 user's group.
2. Join the national OCLC LS/2000 user's group.

The retrocon project was revived, and now is in progress. We are using our own internal resources to carry out the project due to the campus financial crisis of 1985. The library is open 16 fewer hours per week, and saved employee time has been shifted to retrocon. Additionally, each member of the library staff is devoting time to the project.

The LDR updating project was postponed when it appeared as if we might be acquiring the OCLC Serials Control 350 System. This would allow us to carry out the LDR project with greater ease and less labor time. We are now in the process of acquiring that system, and will carry out an annual updating of the OCLC LDR records beginning in 1987. Acquiring the system two years ahead of our established automation goals for that area is possibly due to the assistance of the Campus Administrative Computing Center. They felt that it was not cost effective to rewrite the program of our existing serials control system in order to adapt it to their new equipment for the brief period of only two years of actual use. Instead, it was found to be more effective for them to invest the available funds in the SC350 stand alone system.

Efforts to secure a patron data base and appropriate user cards were suspended in late 1985, after it appeared the LS/2000 automation project was in jeopardy from the fiscal crisis. The LS/2000 project appears now to be moving firmly ahead, and the patron data base and cards will be investigated in late 1986.

A minimum of four hours per week was spent in active circulation desk duty during the 1986 spring semester. This produced many profitable insights for both the Circulation and Automation personnel, as well as paving the way for the upcoming automation of that area. It also resulted in a microcomputer application designed to eliminate several repetitive clerical tasks involved in the Reserve Desk functions.

The selection of a site for the LS/2000 system was also suspended in late 1985. This was reinstated in May of 1986 with a series of meetings with Marie Zeglen of UW-System Services, Mike Daniel of Physical Plant, John Beck of Academic Computing, Dale Montgomery and Jean Foss. We are now awaiting cost estimates from the physical plant concerning the potential costs of remodeling within the library.

The in-house advisory committee has been drafted, and pending approval by the management council, will begin meeting in late 1986. We are in the process of identifying potential campus representatives to sit on the committee. Murphy Library is now a member of the National OCLC LS/2000 user's group. We were able to carry out a 1987 objective of replacing the Behive 100 (old OCLC) terminal with a new M300 in the cataloging/acquisitions area. Also, an evaluation was carried out of space use, traffic and materials flow in those areas as they relate to our present use of automation. Several changes were proposed and are now being implemented.

CATALOGING DEPARTMENT

The purpose of the Cataloging Department is to provide access to monographs and some serials through physical descriptions, classification numbers, name and series entries, and subject headings. The purpose also includes providing the expertise of the cataloging department to such programs as the library automation project which will affect or be affected by the cataloging department. (See Table IX)

Cataloging of items with OCLC copy and of UW-La Crosse theses and seminar papers proceeded smoothly during the year. However, many items which require original cataloging are seriously backlogged. An attached sheet lists cataloging activities as gathered on the statistical report prepared monthly. The OCLC 100 terminal was replaced by an M300 workstation. A new printer was also purchased to service the M300 purchased in 1984. The retrospective conversion project was resumed in June 1986 after an eleven month hiatus. The project should be completed during the 1986/87 year by using staff time and student help obtained, in part, by substantially reducing library hours. The microfiche catalog contract with Brodart was extended. Several cataloging personnel have participated in benchmark testing for the LS2000 library automation system to be purchased and installed in the library.

The library has been able to maintain fast, accurate cataloging of items with OCLC copy. However, the library has not been as successful with items requiring original cataloging. It has not received any OCLC change requests charged against our cataloging so far in 1986. The library replaced the OCLC 100 terminal but have not replaced the Texas Instruments printer. The retrospective conversion project has started up again.

The library needs to improve its ability to quickly catalog items requiring original cataloging. It must replace the Texas Instruments printer soon. It should also investigate acquiring hard disks (possibly the inexpensive card-type) for our M300 workstations to facilitate switching between software packages. Much attention will have to be given to implementation of the LS2000 library automation at UW-La Crosse and to OCLC's Oxford Project.

MICROFORMS

In addition to the daily activities, file and machine maintenance, and instruction in the use of both, several special tasks were accomplished.

1. Shifted a good portion of the periodical collection due to the addition of 1 microfilm floor cabinet and 1 overhead cabinet to the periodical collection. Also added 1 microfiche cabinet each to the ERIC and Government Documents collection.
2. Made a start on the re-labeling of the entire microform collection.

There is a great need to replace old microfilm readers--those using low-intensity light with high-intensity light readers. We still have 8 of the low-intensity readers in use. In addition to the requirement for at least 1

MURPHY LIBRARY CATALOGING DEPT.
Statistic Sheet

1985-86

REVISIONS

Corrected OCLC cataloging (recataloged for new call number, series, name; typos, etc.)

884 (-15 %)
Transfer between holding libraries
60 (-70 %)
Subject heading changes Number of subjects changed
412 (-19 %)
Number of titles affected
1384 (+9 %)

NON-BOOK FORMAT CATALOGING (EDIT + INPUT, NEW IN OCLC)

Serials	167 (-8 %)
Scores	0 (-100 %)
Manuscripts	3 (+50 %)
Sound recordings	0
Audiovisual media	0
Maps	0 (-100 %)

AUTHORITY WORK

Names established	8673 (-21 %)
Series established	964 (-11 %)
Cross references entered	0 (-100 %)

CHANGE REQUESTS SUBMITTED

		369 (-54 %)
		YEAR
INPUT FORMS	252 (-33 %)	RETROSPECTIVE CONVERSION: TITLES THIS MONTH
		11771 TITLES TO DATE (-73 %)
	Added	Withdrawn
Titles	6368 (+6 %)	3906 (-21 %)
Stack volumes	6509 (+1 %)	5172 (-19 %)
Reference volumes	1274 (+36 %)	649 (-24 %)
Special Coll. vol.	470 (-15 %)	8 (-56 %)
Microfilm reels	4 (-94 %)	1 (-81 %)
Microfiche sheets	736 (+23 %)	4 (+114 %)
Other Microform pieces		0 (-100 %)
Microform titles	392 (+44 %)	0 (-100 %)

each new microfilm and microfiche cabinet on an annual basis, we have an urgent need for 4 metal wall shelf sections with 12 shelves for each section, plus an additional 29 shelves for the 5 sections now in use. Sturdy shelving is necessary for storage of rather heavy shoe box size microfiche collections.

SERIALS

The serials department on a daily basis receives current subscriptions for magazines, newspapers, microfiche and film, and serial standing orders. The materials are checked in on a computer system and then shelved. Missing items are claimed and mutilated copies replaced. Bindery shipments are prepared on a monthly cycle during each semester.

Statistics:

Subscriptions (paid for)	1975
Gifts	<u>148</u>
Total	2123
New titles added	3
Volumes added	2394
Volumes withdrawn	274
New titles bound	25
New titles microfilm	2
Microfilm reels added	876
Microfiche added	35,742

Budget for new subscriptions continues to be a concern. Last year the department ordered 3 new titles. The serials department orders only when the ordering department drops one of comparable price.

The serials bindery budget is in better shape. Last year the library spent \$14,942 for the binding of approximately 2394 volumes. However, the department's backlog of unbound volumes continues to increase. In 1984-85 it was approximately 3000 volumes.

The shelving space for bound volumes continues to be a problem. The department is currently shelving new volumes on top of old sets on the shelves, if there is room. Other overflow volumes are shelved in the periodical work room.

Barbara Waindle resigned to accept a library position at Union College, Barbourville, Kentucky. Laurie Magnusson was hired 11/1/85 as her replacement.

ACQUISITIONS DEPARTMENT

The year 1985/86 was a year of new beginnings for the acquisition department. Three new staff members joined the department, making it an all new staff. All of them were new to the acquisition process but very conversant with the OCLC operation so that they learned the acquisition functions of the system quickly and with the knowledge they brought from other areas of the library processes, could make suggestions for streamlining our procedures in many areas.

It was the first year that we operated on an automated acquisition system from the beginning of the fiscal year to the end. Because not all acquisitions originate in the acquisition department, not all bugs were ironed out of the system and we still had to rely on Kay Arenz for the final balance. But we know where the problems are and can correct them this coming year.

It was the first year that the book budget was allocated to academic departments. The idea was well received by the faculty and, as a whole, has worked well both for acquisitions and for the departments. The benefits of an "up to the minute" fund accounting, which is an integral part of the automated acquisition system, could be shared with the faculty representatives of the academic departments. It permitted them, as well as us, to monitor the spending and I believe permitted a more judicious spending of funds. It was perceived as a trial but has on the whole worked well and will be refined for the coming year, but retained.

A long established routine was changed because space was needed for other functions and the notification of faculty became difficult with the new processes in the acquisition of materials. The new routine means that books are no longer being held for individual faculty members behind the circulation desk. The faculty member is still notified when a book requested has been cataloged for the collection, but the book must now be found like any other book. A letter explaining the new routine was sent to all faculty.

The department analyzed the collection to assess its strength in materials to support a program in occupational therapy and a program with emphasis on youth care. The findings were forwarded to the appropriate deans and faculty.

The department did a brief study of vendor performance. At this time the discounts offered by vendors we deal with on a regular basis were studied. We hope to concentrate on other aspects of jobber performance and investigate other possible vendors to turn to in order to expedite the acquisition process.

As the new acquisitions system is on the horizon, we will wait on putting the standing orders into the system. This must be done so the library will have a complete picture of expenditures for the various academic departments.

A new letter acknowledging gifts was written and will be sent to future donors.

The department held two book sales of material received as gifts but not wanted for the collection. Both sales were successful.

Since weeding of books is perceived in a broader context, it gives a chance to evaluate the collection in terms of currency and adequacy of materials. We worked with the management department to add new materials in that field, the sociology department for the subjects of juvenile delinquency and justice, the family, prisons and prison reform to bring the latest research findings to the collection.

3619 titles and 4425 volumes were weeded from the collection between November 1985 and July 1986.

The department was assisted by four students. The weeding project is time consuming but beneficial to the library as a whole.

I wish to thank Susan Grebel, Karen Lange and Janet Ruesch for the fine job they have done the past year and hope that greater familiarity with the acquisition process will make the coming year a fruitful and, most of all, a harmonious one.