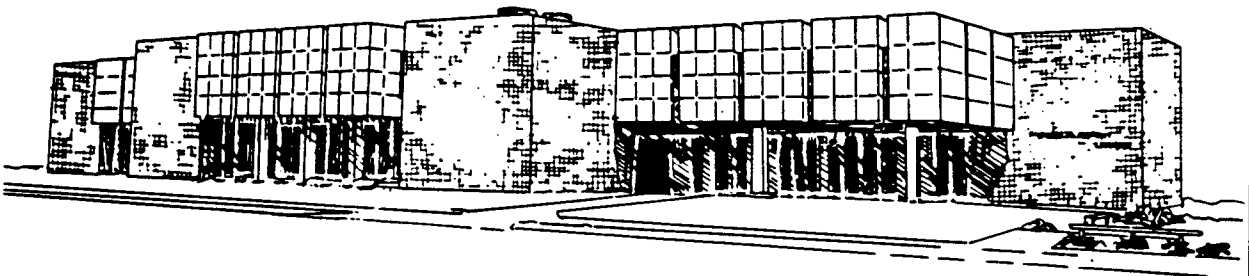


1984-85
Annual Report



Murphy Library University of Wisconsin-La Crosse

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INTRODUCTION

The library annual report describes the full range of library service activities provided to the faculty, academic staff, students and community. The information is provided by the professional librarians who work in each of the units. The editing and compiling is done by the director of instructional services.

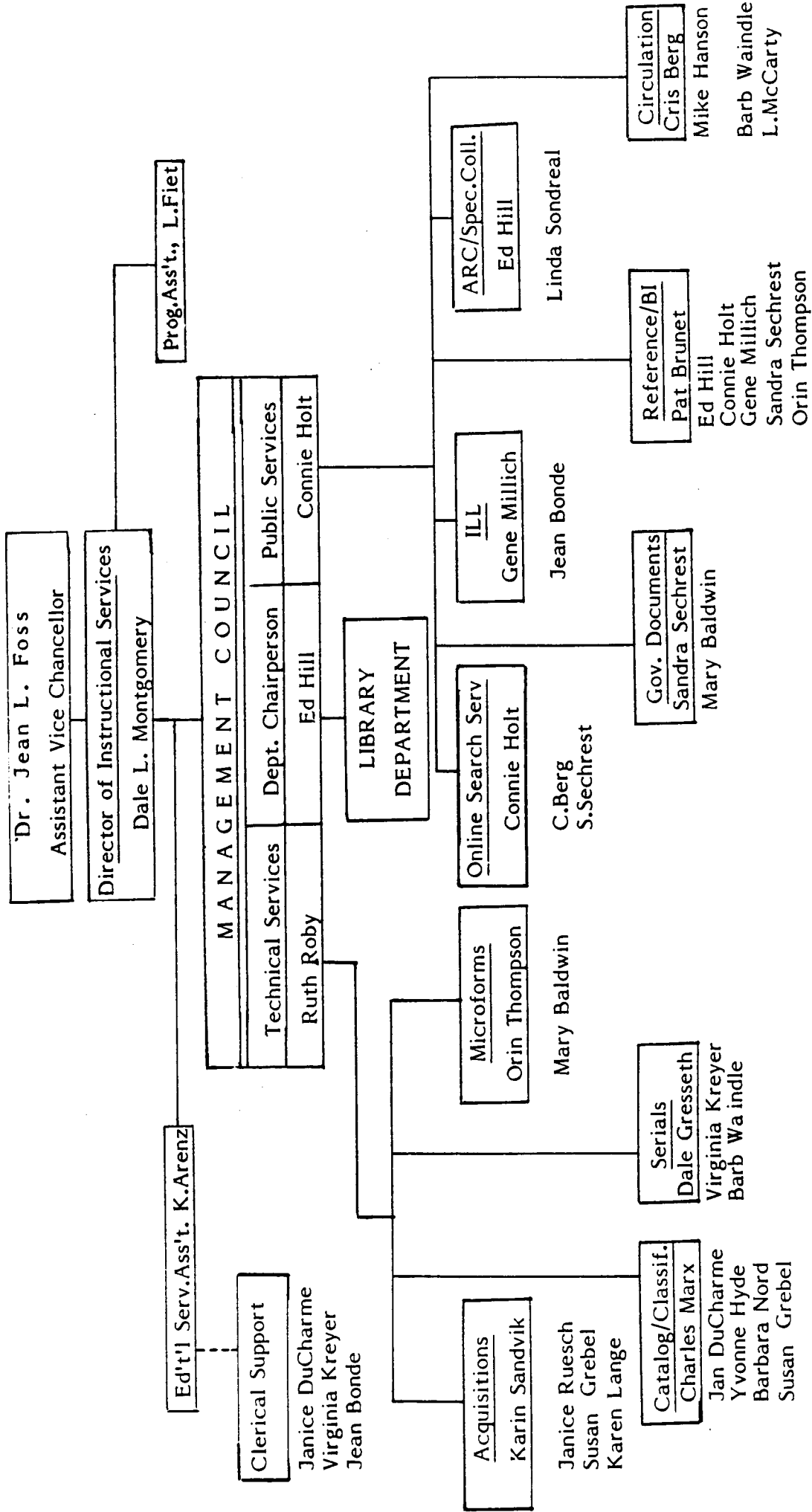
A cursory glance at the report reveals an abundance of numerical information. Traditionally libraries have measured their services by counting books, uses, people, etc. This has enabled them to be accountable for services, collections and facilities. While the data may be useful for management purpose, it does not reflect the amount of detailed work required to perform the many tasks to provide the services described in this report. There are universally accepted concepts, rules, procedures and processes to which all libraries subscribe; the librarians in Murphy Library, along with the support staff, strive to implement the principles of library and information science to facilitate collection and facility use and the data reflects this. During a typical year the library administration will receive requests for data to be used for accreditation, reports, United States Higher Education Statistics Reports, UW System Central Data Requests and graduate research studies. The gathered numbers are thus important for these reporting activities.

Beyond the statistical data one will find reference to a greater emphasis on services which provide information to the library user. During the last decade libraries have gone from the traditional storage place of materials to that of a place where information can be found not only as it is stored on the shelves but in other areas as well. On-line data base researching, greater patron research activities conducted by the libraries and more computer utilization reflects the sources of information which can be accessed in the library.

In each functional area, the summary reports the concerns or problems which must be addressed in the planning process in the library as well as within the institution. Library automation and the LRC project influence the entire campus and their awareness and involvement is important. Questions or comments about this report should be directed to -

Dr. Dale L. Montgomery (8058)
110 Murphy Library

MURPHY LIBRARY SERVICES
ORGANIZATIONAL CHART



LIBRARY STAFF
1984/5

Montgomery, Dale
Arenz, Katherine

Director Instructional Services
Educational Services Assistant

Librarians

Berg, Cristine
Gresseth, Dale
Hill, Edwin
Holt, Connie
Humphreys, Nancy
Marx, Charles
Millich, Eugene
Roby, Ruth
Sandvik, Karin
Sechrest, Sandra
Thompson, Orin

Circulation
Serials
Special Collections
Public Services Coordinator
Reference/Business Bibliog.
Cataloging
Reference/Interlibrary loan
Technical Services Coordinator
Acquisitions
Reference/Documents
Reference

Classified Staff

Baldwin, Mary
Bonde, Jean
Du Charme, Janice
Grebel, Susan
Hanson, Mike
Hyde, Yvonne
Kleist, Irene
Klimek, Connie
Kreyer, Virginia
Lange, Karen
Mc Carty, Lavonia
Nord, Barbara
Rowe, Mary Kay
Sondreal, Linda
Waindle, Barbara

Documents
Acquisitions/Interlibrary Loan
Technical Services
Acquisitions/Cataloging
Circulation
Cataloging
Acquisitions
Interlibrary Loan/Technical Services
Serials
Circulation
Circulation
Cataloging
Cataloging
Acquisitions/Special Collections
Serials/Reference/Circulation

PUBLIC SERVICES

In the summer of 1984 the library was able to hire a co-ordinator of public services, Connie Holt. Mrs. Holt co-ordinates the interrelated Reference, Bibliographic Instruction, Government Documents, Circulation and Special Collections. Each of these units reports appear in the following pages.

One of the many "public" services provided by the library has been information and reference services. Assistance for the users has been provided by the professional librarians. The average F.T.E. assignment for this activity has been twelve hours per week which is comparable to a teaching load. The library instruction at the reference desk is very individualized.

In order to evaluate staffing patterns and the type of services required based on use, the public services staff gathered daily statistics of patron questions at the Reference, Circulation and Government Documents Public Service desks. The total number of patron questions answered during the academic year was 33,316. The details of this total follows:

PUBLIC SERVICE QUESTION STATISTICS

1984 - 85

<u>Month</u>	<u>Reference</u>	<u>Circulation</u>	<u>Documents</u>	<u>Total</u>
August	562	155	91	808
September	2824	515	640	3979
October	2878	637	684	4199
November	3533	926	1010	5469
December	864	245	173	1282
January	2096	560	524	3180
February	2529	699	651	3879
March	2083	532	606	3221
April	2365	542	790	3697
May	1398	380	400	2178
June	<u>855</u>	<u>251</u>	<u>318</u>	<u>1424</u>
TOTALS	21,987	5,442	5,887	33,316

The heaviest use month for all desks was November. Questions were of three types: Directional, simple queries of both location and common knowledge with no consultation of reference sources needed; Ready Reference, direct, short answer queries with consultation of at least one reference source, including the librarian's specialized knowledge; Research, complex queries requiring consultation with three or more reference sources and continuing over an extended period of up to ten minutes or more.

TYPE OF QUESTION

<u>Directional</u>	<u>Ready Reference</u>	<u>Research</u>
12,822	19,851	643

The heaviest total use day during the year was Monday. Individual desks saw their heaviest use as follows: Reference: Monday; Circulation: Sunday; Documents: Tuesday.

Heaviest use hours at the Reference Desk were 7:00 to 9:00 p.m. followed by 2:30 to 4:30 p.m. Heaviest use hours at the circulation desk were 4:30 to 7:00 p.m. when the reference desk is not staffed.

It is hoped that use patterns to be developed through analysis of these statistics will be of assistance in establishing public service desk hour staffing changes.

CIRCULATION

The circulation department serves the university and the community by facilitating the flow of materials in and out of the collection. The circulation department goals stress the provision of prompt, courteous and effective service at the loan desks, and the constant evaluation and refinement of policies and procedures which will optimize access to the collection while insuring its security.

Circulation statistics for the fiscal year 1984-85 were impacted by several changes in loan policies. Effective August 1, 1984, the student and "other" loan period was expanded from two to three weeks, lengthening the amount of time a student might have access to material and reducing the need for a second or renewed checkout. Main desk circulation for 1984-85 was 55,109, as compared with 57,953 in 1983-84.

TABLE I
Circulation Turnstile
Summary
1981 - 1985

	<u>Circulation</u>	<u>Turnstile</u>
1981-82	147,145	671,651
1982-83	139,901	671,914
1983-84	133,818	653,282
1984-85	123,551	624,868

A three day loan option for materials placed on course reserve was offered for the first time, effective June 1, 1984. The longer loan period is offered at the discretion of the course instructor, allowing greater individualization in the use of the reserve book system.

Course reserve circulation for 1984-85 was 68,442 compared to 75,865 in 1983-84. Of the 68,442 circulations, 278 were three day loans, while 68,164 transactions were for the more standard two hour period. The number of items placed on reserve increased from the previous year. 13,771 items were placed on reserve in 1984-85, while 12,920 items were handled in 1983-84.

While at least part of the decline in circulation statistics might be attributed to longer loan periods, it would appear that in general, library use is declining (see Table I). Stile counts reveal that in 1984-85, 624,868 people used the building, while in 1983-84, 653,252 passed through our doors. In 1982-83, 671,914 people passed through our doors.

That same declining trend is reflected in circulation statistics. Total circulation in 1984-85 was 123,551. This represents a 7.8% decline from 1983-84; a 12% decline from 1982-83; and a 16% decline from 1981-82.

Sixty-one new Community Borrower's cards were issued from July 1, 1984 to June 30, 1985, bringing the total of currently active Community Borrowers to 122. 918 books were circulated to Community Borrowers during this time period. Since the program began in July of 1982, 223 cards have been issued, 101 of which have expired and gone unrenewed. Currently 5 CB card holders are denied service for unreturned books or excessive fines.

Microfiche readers were circulated for the first time, beginning in November of 1984. During the eight month time span of November 1984 to June 1985, two microfiche readers were available for a one week loan period. Circulation of the readers totaled 34. They were received well by students and faculty members, and demand exceeded the supply. To meet these needs more readers are needed.

The Circulation Department is dependent upon student assistants for the completion of most of its functions. Student staffing in the Summer of 1984 consisted of 9 students working a total of 159.5 hours weekly, while staffing in the Summer of 1985 consisted of 15 students working a total of 196.5 hours weekly. The Fall of 1984 found our staffing at 48 students working 447 hours weekly. Spring 1985 staffing consisted of 52 students working 416.5 hours weekly.

The Library Student Manager Program was instituted in the Fall of 1984, and was assessed by the circulation staff as effective and efficient management. The student manager absorbed much of the volume of activity involved in the supervision of students and the direction and referral of patrons.

Two individuals have served as student managers. The program has been effective in freeing staff members for responsibilities other than routine desk problems, and reducing the level of interruption that impeded staff productivity. This position is viewed by our staff as an absolute necessity for the provision of daily circulation services.

The new one semester faculty loan period, first effective Fall, 1983, appears to be working well as a means of maintaining more accurate records and maximizing access to our holdings.

Statistics gathered prior to implementation of the policy revealed a response rate of only 40% to the annual renewal request in September 1982. Response to the original overdue return request mailing of March 13, 1984 is at this point 94%. Of the 1,092 titles recalled, 119 or 11% have been declared lost and withdrawn from our collection, with the remaining 64 unreturned titles, in all likelihood, soon to assume the same status. It is interesting to note that the books finally reported lost had received an average of 5.6 annual overdue notices to which there had been no response. Thirty-six of those titles had been recalled, with no response.

The Circulation Department has also undertaken the major project of shifting backwards with space gained in weeding the PZ and PS section, to the more crowded E and F sections of the stacks. As of July 1, 1985, the extra space had been carried through the H section. The shift necessitated changing end signs and the overhanging directional signs.

CONCERNS. Circulation service needs obviously center upon automation. Once funding has been provided and an automated circulation system implemented, the nature of activity in the department, and the quality of service to be delivered, will change dramatically. Other concerns include lack of space in the stacks, and the revision of the student training process. Work is already in progress on slide tape programs which will explain circulation tasks to new student workers, thereby saving a great deal of staff time. Implementation of the new training procedures has been set for Fall, 1985.

LIBRARY INSTRUCTION

The objective of the Library Instruction Program is to promote library use as a part of the scholarly process through a variety of instructional activities and to provide students with basic strategies for searching for information through instructional programs related to classroom activities.

The format of the instructional program was changed this year from a focus on tour presentations to a structured focus on the student's active use of library resources. Students completed library skills worksheets in the minimum basic skills areas of how to find a book and how to find a journal article. Worksheets were scored by the library staff and returned to instructors. (See Table II, page 8 .) Written evaluations and comments from faculty using the instruction program were positive and useful. The Library Instruction program will continue to move in the direction of active use of information resources.

Minimum Library Use Skills, as identified by the Wisconsin Association of Academic Librarians, were published in the UW-L Newsletter through the support of the Faculty Senate Library Committee. An additional newsletter article encouraged faculty to schedule instruction for their classes and/or to seek information on how to ascertain how well prepared their students are in these minimum skills area. Local response to this nationwide problem of college student's inadequacies in information finding skills has not been encouraging.

In summary, the Library Instruction Program reached 1554 students through 72 orientation and instruction classes during 1984-85. Monthly statistics and details of type of worksheets processed are in Table II .

CONCERNS AND FUTURE ACTIVITIES. Murphy Library will participate in 1985-86 in the Faculty Library Instruction Workshop program developed by the West Central Wisconsin Consortium through an Undergraduate Teaching Improvement Grant awarded to WCWC.

Librarians, already overloaded, need time to develop new learning aids, point of use materials, computer assisted instruction programs and other teaching aids that might better accommodate the needs of the university's students.

Finally, the Library Instruction Program needs to move aggressively in the direction of promoting and demonstrating the crucial societal need for people to know how to find information. Attempts by librarians to integrate the information finding process and the library into the total university learning program have failed in the past and will continue to fail without a motivated, highly interested instructional faculty. The library needs to move on with what is known as the information needs of the community.

TABLE II
LIBRARY INSTRUCTION PROGRAM
June 1984 - May 1985

<u>Month</u>	<u>Number of Student</u>	<u>Number of Classes</u>
June	74	3
July	119	8
August	8	1
September	370	13
October	101	5
November	168	9
December	11	1
January	317	13
February	153	8
March	84	4
April	149	2
May	<u>0</u>	<u>0</u>
TOTALS	1554	72

LIBRARY SKILLS WORKSHEETS COMPLETED BY STUDENTS,
SCORED BY LIBRARIAN AND RETURNED TO INSTRUCTOR

<u>Type of Worksheet</u>	<u>Number of Worksheets</u>
Finding Books	614
Finding Journal Articles:	
Social Sciences	136
Business	256
General	136
Education	<u>86</u>
TOTAL	1228

ONLINE SEARCH SERVICES

The purpose of the online search service is to provide machine readable research services to the university community. Murphy Library's Public Services Division began this service in June, 1984, utilizing the over 200 computer accessible databases offered by DIALOG Information Services. Under the leadership and direction of Connie Holt, this year's activities concentrated in four areas: Planning, Training, Service and Promotion.

PLANNING. Mission, goals and implementation statements were drafted. Policies and procedures were written and implemented. Administrative and work forms were designed.

TRAINING. An in-house training program began in Fall, 1984, to teach library faculty online searching logic and skills. Weekly, hour long classes were held throughout the year with assigned readings, worksheets, search problems, quizzes and hands-on experience. Three librarians, Cris Berg, Sandra Sechrest and Nancy Humphreys, completed the training which included a total of 12,248 hours of actual online training time at an estimated cost of \$281.66.

SERVICE. Sixty-two research requests were filled. Sixty of them through the new local service and two through the previously used out of town library agency. Fifty-two requests had been received the previous year. Interest in and use of online information research continues to grow. This report is based upon the sixty locally filled requests which were filled at a total patron cost of \$1,548.10. With the library subsidy of 30% of the cost of a search, up to a maximum per search subsidy of \$6.00, the least expensive search was \$3.50. It dealt with the effects of mental practice and athletic performance, was run on three databases and yielded three references. The most expensive search cost \$432 and yielded 424 references from one database. The average cost per search, excluding two unique and expensive searches totaling \$716, was \$14.34.

The service process involves several stages: receipt of the request, interview and clarification with the patron, search strategy formulation, online time, receipt of references, notification of patron, administrative activity and often explanation of results to the patron. Nearly half of the searches were requested by graduate students (29) with faculty accounting for 23, undergraduates for 6 and non-university patrons, 2. Connect hours for patron searches totalled 14,037 hours. Thirty different files were searched with ERIC leading the way with 38 searches followed by Psychinfo with 28.

A specific report of detailed statistics can be found in Table III, page 10.

PROMOTION. Two university newsletter article attachments announcing and explaining the service were published. The coordinator, Mrs. Holt, explained the service at university department meetings as invited, a library display was mounted and a patron handout was prepared.

CONCERNS. The concept of machine readable information as a library accessible resource needs to be fully considered just as books and journals have been traditionally considered library resources. This concept will involve such considerations as an information budget for the library, the possible discontinuation of paper indexes,

TABLE III
MURPHY LIBRARY ONLINE SEARCH SERVICES
June 1984 - June 1985

<u>Number of Searches</u>	<u>Total Connect Hours</u>	<u>Type of Patron</u>
DIALOG 60	26.285	Graduate Student: 29
	Training: 12.248	Faculty: 23
	Searches: 14.037	Undergraduate: 6
		Other: 2
<u>Payment Form</u>	<u>Charged to Patron</u>	<u>Actual DIALOG Cost</u>
Cash: 42	\$1,548.10	\$1,830.98
Charge: 18		
<u>Number of Files Searched:</u>		30
<u>File</u>	<u>Number of Times Searched</u>	
ERIC (Education Resources Information Center)	38	
Psycinfo (Psychological Abstracts)	28	
Medline (National Library of Medicine)	15	
SocialSciSearch (Soc. Sci. Citation Index)	7	
Sociological Abstracts	6	
SciSearch (Science Citation Index)	6	
Magazine Index	4	
Biosis, Family Resources, National Newspaper Index, Management Contents, Mental Health Abstracts		
U.S. Political Science Abstracts, PAIS, LISA, Historical Abstracts, America: History and Life, ABI/Inform, Comprehensive Dissertation Index, Child Abuse and Neglect, Special Education Index, Health Planning and Administration, D & D Dun's Marketing Service, Electronic Yellow Pages, Life Sciences, NTIS, Newsearch, Dialindex, and Academic American Encyclopedia	all 1 to 3 times	
<u>Number of References Delivered to Patrons:</u>		3232
<u>Average Number of References per Search:</u>		53
<u>Least costly search:</u>	\$3.50	<u>Most costly searches:</u> 1) \$432 2) \$284
<u>Cost of Training Hours:</u>	c. \$281.00	

<u>Librarian Searchers</u>	<u>Number of Searches</u>
Holt	52
Berg	2
Berg/Sechrest	2
Berg/Humphreys)
Sechrest/Holt) 1 each
Berg/Holt)
Humphreys/ Holt)

abstracts, and journals that are available on demand in machine readable formats, the incorporation of online searches into the traditional Reference/Information Service, and the education of users of information on the strategies, logic, and skills of searching online information sources themselves.

To ensure the quality of online searches, support for the continuing education of search librarians is essential. Such support includes time for workshop and conference attendance, for study of the extremely rapid additions and changes in the field and in vendor systems, and in budget support for professional online periodical subscriptions for the research and educational needs of librarian searchers. At the present time the library budget is unable to support even one major journal in this burgeoning field.

INTERLIBRARY LOAN

The concept of library cooperation and resource sharing has its roots deeply imbedded in the interlibrary loan (ILL) service. The ILL service at Murphy Library continues to grow each year, as faculty and graduates borrow monographs, periodical articles and reports from other institutions. Usage has increased by 30% over the last three years.

Comparative Totals of ILL Transactions

1982-83	3461
1983-84	4212
1984-85	4473

Approximately one-third of the service is provided for persons requesting materials from UW-La Crosse. The 1984-85 usage break down is listed below:

Volumes borrowed from other institutions	610
Photocopy requested from other institutions	2805
UW-L volumes loaned	687
UW-L photocopy sent	<u>371</u>
Transactions	4473

For 1984 - 1985, the largest single statistic is for photocopies requested by our own faculty and students: 2805. September and October were the busy months for the Fall Semester with 416 and 526 total transactions respectively. In the Spring Semester, it was March 534 and April 503.

Based on annual use for 1984 - 1985, the WILS Interlibrary Loan Service for 1985 - 1986 will cost Murphy Library: \$9,250.

The fiscal year closed with two major developments. First, in mid-April 1985, Connie Klimek announced her leave of absence effective June 11. Later, this was changed to an official resignation to grant more leeway in the search for a new Library Services Assistant 3.

The verification and the circulation processes are very time consuming and detailed. The training of new staff was a major concern. Jean Bonde was chosen as the new Library Services Assistant 3 in Interlibrary Loans. She has been with us since 1981 working in Acquisitions. She holds a B.S. in English from UW-La Crosse, with a minor in Anthropology. In a brief span of time, she has become well acclimated.

The second problem came with the announcement from WILS that we must change to a new system for Interlibrary Loan computer hook-up, sending, and receiving to WILS in Madison. We chose a logical system, BBS, since it meshed well with our IBM PC. There were a considerable number of problems to be ironed out. Kudos to Jean Bonde, departmental cooperation from Ginny Kreyer and Mary Baldwin, to Mary Viner, Academic Computing, and to Connie Holt for her inspirational expertise. Outgoing operations are good, but receiving from WILS has its problems in that they send to us over both BBS and OCLC. Among other libraries using BBS are Lawrence University, UW-Parkside, and Milwaukee Public.

Changes continue to affect interlibrary loan services. The library is reviewing a new service offered by University Microfilms International (UMI) Clearinghouse Catalog (Winter 1985), which contains 8000 titles from 1978 - the present. Shipping time is only 48 hours, at a cost of \$4.00, assuming a deposit minimum by Murphy Library of \$2,000. UMI has a contract with WILS. The preliminary count, based on a ten day period shows that the UMI catalog of 8000 plus titles would have been able to produce twelve titles out of forty requests. Obviously a more extended period of comparison is needed.

CONCERNS. While the new services and technology provide labor saving programs, increased use of ILL often taxes the library resources during peak months (September, October, January, February, March, April). Staffing needs and increased direct charges continue to be monitored.

GOVERNMENT DOCUMENTS DEPARTMENT

The goals of the documents department are to select and acquire government documents suited to the library's clientele and to aid library patrons in the use of these documents. The department selects documents on a depository basis, buys

certain documents, and purchases some indexes for documents. Information about the collection is presented by lectures to classes and by displays. In addition to federal and Wisconsin documents, the documents department is also responsible for maintenance and public service for the legal collection.

The documents department received 9,168 federal documents in paper copies and 24,867 documents on microfiche on a depository basis. As a state depository 603 Wisconsin documents were received. Four United Nations publications were also received. As an ongoing weeding process 1,764 federal documents in paper, 2,632 in microfiche and 131 Wisconsin outdated documents were withdrawn in 1984-85.

In considering statistics on fiche received, note must be made that a documents title may consist of more than one microfiche. The fiche total was also increased this year by the decision to add newly available energy contractor reports on solar energy, energy conservation and nuclear power plants. Despite considerable promotion of these valuable but poorly indexed fiche to campus departments and local industries, these microfiche were not used and acquisitions were discontinued.

The documents department also purchased \$464.50 worth of federal documents through the department's deposit account. These included second copies for the reference collection, orders on standing order and various items of interest. One expensive subscription was for the second copy of The Monthly Catalog of U.S. Government Publications which cost \$217. In 1977 it cost \$45 per year.

An especially useful purchase was the microfiche set of the 1980 Census Summary Tape File 3A. This large set for \$130 provides 150 demographic tables for every municipality in Wisconsin down to the block group level. It has already been of considerable use to faculty and students in Recreation and Sociology.

Another library purchase that has benefited the documents department is the two portable microfiche readers purchased so individuals can read microfiche at home. These fiche readers which are kept at the Checkout Desk have been used extensively to read ERIC microfiche and Congressional hearings at home.

The depository delivery of maps from the U.S. Geological Survey and the Defense Mapping Agency began this year. As mentioned in the 1982-83 annual report, these maps are stored in the Geography Department's Map Library due to their large storage areas.

The documents department again this year ordered, received and put out federal and Wisconsin tax forms for the public from the end of January through April 15. This year Minnesota tax forms were also available. The tax forms were very popular and are still being requested in July.

Sandra Sechrest, the documents librarian gave 22 documents lectures to a total of 617 students. Some of these tours were given in conjunction with other librarians. Five specialized lectures on the legal collection was given to sixty students. General lectures were given to students in Dietetics (Viterbo College), Education, English, Health Education, History, Mass Communications, Political Science and Recreation. One lecture was to a recreation planning class doing demographic research for the La Crescent school board.

In August, 1984 the Public Services areas of the library began keeping statistics on questions asked. Statistics were kept jointly for the documents and microforms departments. Statistics were collected at the Documents-Microforms Information Desk and in the documents office. From August, 1984 to June, 1985 5,907 questions were asked. This includes 2,615 directional questions, 2,981 ready reference questions and 311 research questions. November was the busiest month with 1010 questions. April was the second busiest month with 790 questions including the most research questions 64 in one month.

CONCERNS. Due to new documents received, especially the 1980 Census, space continues to be a problem. A new range of shelves was purchased to allow for collection growth. Weeding will be intensified this coming year to remove outdated or superseded documents.

One continuing problem is that of government cutbacks in statistical series produced. Data on items such as energy, education, safety, racial and ethnic data have been reduced. This makes for difficulties in giving reference assistance as often the latest data available is 1980.

The documents librarian has remained active in state and national documents groups to express concerns about documents publications. She and her assistant, Mary Baldwin, attended an ETN meeting on the 1990 Census to provide opinions on what data should be included.

The library could use a easy-to-operate microfiche only reader-printer. With the increasingly large number of documents being received on microfiche, the need to copy fiche has increased greatly.

REFERENCE COLLECTION DEVELOPMENT

The purpose of Reference Collection Development is to acquire and maintain a balanced collection of reference works and finding aids for the information and research use of librarians and library patrons. Major ongoing responsibilities include: new title review and ordering, collection weeding, and maintenance and review of library information handouts.

In 1984-85, 223 new titles were acquired. Review and major weeding of 2/3 of the reference collection was accomplished. Nineteen information handouts were revised. In addition, a space and volume study was begun on the Reference Bibliography section with the hope of intershelving this major collection with the main reference collection.

CONCERNS. The small size of the reference collection budget is an ongoing concern. The cost of essential reference works keep climbing, the collection in some areas has of financial necessity become out of date, and information sources in new areas of knowledge and technologies have not been acquired. The financial squeeze on the collection will be felt ever more acutely during the 1985-86 year.

AREA RESEARCH CENTER AND SPECIAL COLLECTIONS DEPT.

REPORT FOR 1983-84 and 1984-85

This biennial report represents a departure from the previous annual summaries. Annual statistics will be included, but overall statements of activities, concerns, and successes will treat the two-year period as a whole.

Registration figures for the unit demonstrate a typical fluctuation in individual categories. Total registrations remain very steady, as the following details indicate (1982-83 details are included for comparative purposes):

	1982-83	1983-84	1984-85
State Historical Society Registrants	35	87	51
State Hist. Soc. Daily Registrations	88	218	171
Wisconsiniana Materials	650	474	516
Rare Books	237	181	134
University Archives	97	302	378
Photographic Collections	249	284	213
Oral History Interviews	14	25	32
Tours	36	14	11
	<hr/>		
Total daily registrations	1338	1370	1400

Although the collections here were used most often for local and regional history research, the university's archives received much attention during this two-year period. UW-La Crosse celebrated its 75th anniversary with the fall term of 1984, and there was considerable formal and casual interest in this event both on campus and elsewhere. The staff of the Information Services office on campus were the most frequent and assiduous users. Individual academic and support units also did research for their own unit histories, and special programs and events related to the occasion required more research. Individual

instructors assigned coursework on various campus topics. Taken as a whole, there was more general interest in the school's history during this period than at any other time in this curator's experience. During the 1984-85 year, over 25 percent of the units registrations were for campus-related research. Much of the work depended on Dr. George Gilky's book, The First Seventy Years (1981) and provided valuable supplementary history.

As usual, interest in local and regional history topics remained high, and accounted for about a third of all visitor registrations. Collection efforts are proportional, reflecting the unit policy which emphasizes such activity. It is important to note that those researchers working in local, regional, or campus history require more staff attention and expertise than do the users of rare books or other printed materials. The serious researcher who needs assistance with both access and interpretation of materials is a rather "labor-intensive" visitor in terms of staff time. The amount of time spent by staff on aspects of collecting, processing, and interpreting historical materials is in the range of 80 to 90 percent of duty time.

Additions to the collections for the last two years included the following:

Category	added 1983-84	added 1984-85	new total
UW-L theses	71	26	520
UW-L seminar papers	38	38	1423
UW-L action learning project	3	6	29
University archives (WU)	80	31	--
Rare books	318	164	10373
Wisconsiniana	198	212	3909
Vertical files (folders)	122	69	1906
Oral history (reels)	2	37	876
Photographs	3437	6001	45365
Unprinted photo negatives	145	4645	11161

Color slides	957	67	3615
Total photographic images	(3 categories above)		60141

The two categories of consistently highest use are the Wisconsiniana and the photographic collections (which in terms of application are also "Wisconsiniana"). This emphasis in patron interest informs and inspires our collection-building. For example, the library has budgeted \$2000 in each of the last two years for the acquisition of historical photographs. The special collections librarian has located pictures of Wisconsin towns, villages, and occupational scenes, as well as river-related images, in such places as antique shops, flea markets, and rummage sales. Many of these photographs are early postcard views, which are usually of good photographic quality and often unique pictorial value for the towns and villages of Wisconsin and the upper Mississippi River valley. Through this process, the library now has a valuable and growing set of place photographs. Collector interest has made these photos increasingly difficult to find and increasingly expensive.

Among manuscript collections, the Area Research Center received seventy-seven records boxes of papers of Merlin Hull, a Jackson County state legislator, and approximately ninety linear feet of court and naturalization records for Trempealeau and Vernon Counties. A set of manuscript, printed materials, and photographs relating to the Congregational Church in La Crosse was donated by that church as a result of efforts by Charles Haas of the UW-La Crosse faculty.

As part of our continuing interest in midwestern contemporary poetry, the unit acquired several thousand issues of little magazines and small press publications through donations by Warren Woessner of Minneapolis, David Hilton of Baltimore, and John Judson of La Crosse. All three donors have been active editors and writers with strong regional connections. The project also continues to receive the papers of Judson's Northeast/Juniper Press publishing project.

No single large photographic acquisition can be claimed, but through a stronger collecting effort as mentioned above, this last fiscal year saw the largest annual increase in photographic holdings in our history, with a total of 6001 prints and 4645 unprinted negatives added.

The steamboat project, which collects photographic prints and data concerning inland river steamboating, acquired several thousand more copy negatives as made from originals lent to us. The staff continues to respond to queries and requests for pictures from the United States and abroad. Many of the sales of such pictures are to businesses and commercial concerns, and to individuals. Gross income from photographs and fees totaled \$3007.25 in 1984-85.

During 1983-84, the project received \$2000 in grants from the La Crosse Foundation and \$10,000 from the Sons and Daughters of Pioneer Rivermen. In 1984-85, grants received included \$9,500 from the Sons and Daughters of Pioneer Rivermen and another \$2000 from the La Crosse Foundation. These grants are used to pay Ralph DuPae for travel expenses and for copy work at the University's photo services laboratory.

STAFF

On May 13, 1985, Linda Sondreal reduced her full-time position (half in acquisitions and half in special collections) to half-time in special collections, where she provides processing, reference, and student supervision assistance.

During the 1983-84 year, student assistants were Evelyn Bone, Gail Stensted, Kevin Ronnie, Paula Wilson, Colleen McMahon, Kris Sandy, Terri Bakken, and Mary Danielson, for a total of sixty-four hours per week.

In 1984-85, student assistants were Mary Montgomery, Cheryl Nelson, Terri Bakken, Scott Stekel, Sandy Wallsch, Judy Van Der Missen, Pam Roehl, and Deanna Cottrell, for a total of sixty-two hours per week.

HOURS

The special collections unit had regular academic year hours of nine to five on weekdays, seven to nine PM Monday through Thursday evenings, and one to four PM on Saturdays. During the fall semester of 1984-85, evening hours were curtailed until the entirely new student staff acquired both training and experience. As always, the student staff performed a number of essential and high-level tasks in addition to their attendant duties. The unit has a normal operating schedule of fifty-one hours per week.

CONCERNS

With the steady and sometimes relentless addition of new materials to the collection, space for storage and staff work is becoming a concern again. Additions to the collection in the last two years required approximately two hundred linear feet of shelf space. Some shelving remains to be filled in a rear area, and a collection will soon occupy that space. Even with a "no active solitication" policy for manuscript records, such materials continue to arrive. It is likely that additional temporary space will be required within another year or two on the library's second floor, east end area. Major growth continues to occur in the categories of uncatalogued materials such as public records, manuscripts, and photographic holdings.

Proper staffing has been a problem for so long that a repetition here is tedious. When the student staff is new and inexperienced, there are too many times when a researcher receives inadequate assistance. Better training procedures have been developed for student assistants, but there remain too many occasions when a classified or unclassified staff member is not available. This problem of inadequate assistance to patrons was particularly acute in the 1984-85 year when the student staff was entirely new.

The collections have been vastly enhanced by acquisitions over the last two years. Of special mention are local church records, steamboat photographs as acquired by Ralph DuPae from all over the United States, Wisconsin town and village photographs, and the vital records of the five-county area as microfilmed by the Genealogical Society of Utah.

In the Area Research Center checklist series, La Crosse Healers was revised and compiled by Linda Sondreal, and the Checklist of La Crosse Schools was compiled by Barbara Nord, using information first gathered by Viola Oertel during her employment here. Work on the seventh checklist in this series, Cars in La Crosse, has been completed and the book will be printed later in 1985.

In the spring of 1984, the collection of Wisconsin writing was considerably strengthened by the addition of 166 titles by Wisconsin writers from the "Wisconsin Bookbus" project. Through the efforts of UW-La Crosse faculty member Richard Boudreau, Murphy Library was given its choice of the "Bookbus" collection. The titles added were new to the library collection, and most became part of the rare book collection.

Mail and telephone requests continue to account for about twenty percent of our use. This activity seems to have leveled off in the last two years, and by assigning some of these queries to appropriate student assistants, this activity can be sustained.

By increasing the level of skills among student assistants, and by more carefully defining what constitutes the core mission, the goals of the special collections unit are being reasonably accomplished.

TECHNICAL SERVICES

The technical nature of these service units is reflected in the processes through which the various functional units go to support public access to materials and information. Searching, ordering, confirming, cataloging, claiming, labeling and/or acquiring are activities related to these processes.

The coordinator of technical services, Ruth Roby, has met with the unit librarian throughout the year to review library goals and objectives, to reorganize work flows and physical arrangements in technical services, and to develop plans for library automation.

ACQUISITIONS

The year 1984-85 was a year of many changes for the Acquisition Department, changes in the acquisition process as well as changes in personnel. The acquisition process was automated (computerized) on October 1, 1984. In September, Ed Van Gemmert, from WILS, conducted a two day training session at La Crosse. In October, Mrs. Sandvik and two members of her staff went to a demonstration of the system at Manitowoc, Wisconsin.

Although the training session and observation were too short to give the staff the status of "experts" it enabled them to use the OCLC Acquisition Manual easily and acquire the expertise while implementing the system. Both Linda Sondreal and Jean Bonde worked hard and diligently to become conversant with the acquisition mode of OCLC and by March 1985, the system was running smoothly. The new process gives the library immediate access to the status of expenditures and thus the budget. It provides an immediate overview of titles on order for the library and those in process, thus eliminating much staff time in keeping up and checking files. For the first time it is possible to have an accurate immediate accounting of all expenditures for book materials. The computer process of ordering has forced the library to allocate funds to specific departments. The process requires more time and analysis to become a useful management tool and the librarians will monitor this in 1985-86. In the future this computer application will give the library a complete and accurate status of the budget at any given moment; give the library an accurate immediate record of all book orders, and, it is hoped, will save staff time in filing and searching files.

The new procedures brought confusion and anxieties not only because that is the nature of new programs but also because of time constraints on terminal use (it was often difficult to get terminal time). Also, the orders placed prior to October 1 were handled in the "old" manner. This meant that for much of the year two systems ran side by side. Beyond the confusion and the frustration of the "new" and the "old" system of ordering and receiving materials Irene Kleist retired in January 1985. Her replacement, Susan Grebel, did not start until mid June 1985, so that in effect the department operated with one FTE member short for a critical period of the year. Irene had been in charge of placing orders, noting jobber reports, receiving and processing materials and invoices. Her departure and the new routines forced the department to write a manual outlining in detail the steps to be followed in both receiving and processing materials and invoices. This manual will be a useful tool in training new personnel and students. So the department had to implement a completely new process as well as absorb the routines of another job.

In May, Linda Sondreal resigned her half time appointment in the Acquisition Department. Her retirement from the department brought about another reevaluation of the work flow and staffing patterns and, beginning with the fall term 1985-86, the Acquisition Department will have one FTE, LSA 4 position and two LSA 3 half time positions. Susan Grebel (LSA 3) will divide her time between the Acquisitions and Cataloging Departments, since the tasks in both departments are related and permit a carry over of skills. Karen Lange (LSA 3) will replace Jean Bonde, who is transferring into the Interlibrary Loan Department in August, 1985. Jan Ruesch (LSA 4) joined the department in August. All three new members,

though none have worked in an acquisition department, know other subsystems of the OCLC system and will be able to carry over much of those skills to this operation which should result in a productive year.

Throughout the transition to the new system and staffing changes, special cooperation and help was received from Barb Nord and Yvonne Hyde, whose patience and assurance were greatly appreciated by the acquisition department. All beginnings are difficult and the adoption of the OCLC acquisition mode at Murphy Library was one of those beginnings.

Kay Arenz continued to provide a great deal of appreciated assistance with accounting records and both Linda Sondreal and Jean Bonde deserve praise for their willingness to deal with uncertainty and confusion. They worked beyond the call of duty to bring a functioning system to the library.

CONCERNS. The acquisition allocation of book funds is not completely solved. The library will implement an allocation system on a trial basis which will factor in average student credit hours, use of collection and number of faculty in a given department; it will have to be seen as a trial. The standing order list must be fed into the system so that an accurate picture of expenditures of the various departments for library materials can be obtained. The weeding project must be resumed to facilitate the retrocon project, which came to a standstill for lack of funding. Closer work with faculty and students is needed to give the collection the focus which agrees both with departmental directions and the mission of the university.

The department had the help of four, and at times five, student assistants comprising at least 40 hours of extra help per week. The students are a very important component of the department and their help is valued.

The weeding project was fairly active at the beginning of the year, with 5047 titles (5726 volumes) mostly in the English and foreign literature section, being withdrawn and dispersed. The confusion and lack of personnel brought a standstill to that operation. It is hoped to resume it as soon as possible in the fall.

AUTOMATION

Activities in this area began with the hiring of an automation librarian in January 1985. Major activities since then have included:

1. The conversion of the library serials holding list to "local data records" (LDR's) on the OCLC serials subsystem. This will facilitate interlibrary loan and create a local database when the library acquires a computer in 1987.
2. The creation of a draft time-line and budget for the implementation of automation. A narrative report to accompany those documents is being written and will be distributed on campus.
3. The investigation of the availability of retrospective conversion funds through cooperation with the Winding Rivers (Public) Library System in preparing an LSCA grant proposal.

4. An evaluation of space use/traffic and materials flow as it relates to our present use of automation in the acquisitions and cataloging areas. Several changes have been proposed, and a more efficient arrangement will be put in place in September.
5. An assessment of library faculty/staff skills and strengths necessary to carry out the automation process.

CONCERNS. Immediate needs of the automation area include the acquisition of a printer for the M300 terminal to accommodate new, more efficient procedural changes in acquisitions, the upgrading of our old OCLC 100 terminal to an M300 terminal, the acquisition of more ergonomic furniture in several departments using computers, the acquisition of a microcomputer for technical services for a variety of file management and word processing tasks, and library development of a faculty/staff development program for conflict resolution, communication, collaborative problem solving and implementing change. Although these skills are necessary in any institution, their development and availability for use during automation are critical.

Goals to be accomplished in the next year include the creation and implementation of a committee structure for internal planning for automation, and the selection of a site to house the computer. The retrospective conversion process which was scheduled for completion in the upcoming year has been delayed until July 1986. This constitutes a major setback in the automation schedule.

CATALOGING

The 1984-85 year was productive for the Cataloging Department with retrospective conversion, personnel changes and further backlog reductions service as highlights.

The UW System granted UW-La Crosse \$25,000 to convert catalog records through OCLC and UW-La Crosse matched that amount with \$25,000 to hire an LTE employee and students. Judi Lezotte was employed and several students assisted in the retrospective conversion of 84,505 titles during the year. By the time the project was suspended, on July 1, 1985, approximately 87,215 titles remained to be converted. Unfortunately, neither the UW System nor the UW-La Crosse administration was able to fund retrospective conversion activities for 1985-86. This means that the remaining titles will have to be processed just prior to the installation of the computer.

There were substantial changes in staffing in the cataloging department after several years of stability. Mary Kay Rowe decided to retire from her Library Associate 2 half time position. Barbara Nord initiated a reclassification request from a Library Services Assistant 4 position to Library Associate 1. Mrs. Nord applied for Mary Kay's position and was hired. Charles Marx and Jim Quick of the UW-L personnel office, determined that Barbara's more complex duties could be transferred with her to the new position, making it a full-time Library Associate 1 position. This left Barbara's less complex duties in a half-time position. This position was combined with a vacant half-time position in Acquisitions. The result was a "new" Library

Services Assistant 3 position which combined duties in cataloging and acquisitions and included the process of transferring books from one department to another. Susan Grebel transferred into this position from UW-Milwaukee. The final staffing change was the resignation of Connie Klimek. She was replaced by Jean Bonde, from the Acquisitions Department, who will assume Connie's cataloging duties as well as her other responsibilities in ILL.

The Cataloging Department continued to reduce its long-term backlog in 1984-85. The backlog of materials for Special Collections was eliminated. Some progress was made in reducing the long-term backlog of materials in Charles Marx's office. The staff was as successful at keeping the processing of edit cataloging current as in any year in the 1980's. This was accomplished in spite of the personnel changes during the second half of the fiscal year.

The Cataloging Department's statistics sheet for 1984-85 is attached. The percentages of increases or decreases in activity from 1983-84 is parenthetically shown next to the figures. The changes show few patterns. Approximately as many activities increased as decreased. Highlights of the year, statistically, include the tremendous increase in retrospective conversion activity, the heavy weeding activity (the collection actually decreased in 1984-85), and the decline in authority work. The latter development may mean that we will see a continuing decline in authority work as more headings used have already been established. During the year eleven students were employed in cataloging (including Jan DuCharme's two students) at peak times for 148 hours per week.

CONCERNS. The major concern for the future concerns the quality and quantity of the retrospective conversion project. Funding was not available to complete the first phase of retrospective in 1985-86. Judi Lezotte was laid off and project students will be placed elsewhere in the library. If the library is unable to resume conversion until mid-1986 or later, the library may not be ready for scheduled installation of its OCLC LS2000 library automation system. The great speed of the 1984-85 retrospective conversion project was accomplished by virtually eliminating quality control. As a minimum corrective measure, the records generated must be machine-corrected to correct name and subject headings not inspected during retrospective conversion. In addition, many of the records will be incorrect until they are manually inspected by cataloging staff.

STATISTICAL SUMMARY
OF
CATALOGING ACTIVITIES 1984-85

Corrected OCLC cataloging	1077 entries	(+7%)
Subject heading changes	465 entries	(-16%)
Non Book Formats		
Serials	205	(+31%)
Scores	27	(+125%)
Manuscripts	5	(+150%)
Sound recording	0	
AV media	0	
Maps	1	
Authority work	9609	(-21%)
Series established	934	(-24%)
Cross references	420	(-44%)
Change requests	624	(-37%)
Retro Conversion		
1984-85	84,505 titles	
Titles to date	95,486	

MICROFORMS

During the past year in addition to the daily activities in microforms, several special tasks were undertaken which includes the following:

1. Shifted the entire microform file cabinet area. By adding to the storage area the library now has space for expansion for some time into the future.
2. Shifted the entire microfilm periodical collection in order to incorporate five new cabinets into the collection. These five new microfilm cabinets for the periodical collection and one new microfiche cabinet for the ERIC collection were purchased from copy vending funds.
3. To recover space weeding of some microfiche items such as OAS Documents, British State Papers, etc. due to lack of use over a long period of time was done. These items have been entered on our "give away list", but as yet have not been "snapped up" by other libraries.

CONCERNS. Each year the collection grows and more storage is needed but readers also need to be replaced. The library should replace at least two microfilm readers each year in an effort to update readers, some of which have been in service for more than fifteen years. At least one microfilm cabinet and one microfiche cabinet should be purchased each year for current annual additions -- aside from any new microform acquisitions. And, finally, wall shelving for boxed microfiche collections is needed.

Orin Thompson
Microforms Librarian

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 six week cycle during each semester.

During the past year a terminal and printer was acquired along with a new typewriter, newspaper waist high book shelving and several book trucks. The current holdings status is reported below:

Subscriptions (paid for)	1977
Gifts	<u>169</u>
Total	2146
New titles added	8
Volumes added	2789
Volumes withdrawn	193
New titles bound	4
New titles microfilm	4
Microfilm reels added	935
Microfiche added	47,158

CONCERNS. Budget for new subscriptions continues to be a concern. Last year the department ordered eight new titles. The Serials Department orders only when the ordering department drops one of comparable price. The current requests for new subscriptions totals 165 titles, with an approximate cost of \$6,500.

The serials bindery budget is in better shape. Last year the library spent \$13,301 for the binding of approximately 2789 volumes. However, the department has a backlog of unbound volumes totaling about 2900 volumes with a conservatively estimated binding cost of \$9,000.

A continuing problem is shelving space. 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.

STUDENT HELP

Providing access to materials and information in the library is a very labor intensive process. The library relies heavily on student help to maintain the current levels of service.

Student assistants supplied 26,643 hours of work-time to the library during the 1984/5 fiscal year. Using the U.W. System formula of 2088 hours per FTE, these hours equate to 12.76 FTE staff. Approximately 65% were supplied by the work-study program, 30% provided by the GPR (102) budget, and 5% by the self-sustaining (128) budgets.

The circulation department continued to be the largest user of student help, with documents/microforms next. A special one-time allocation for the retro-con project was made by the university and up to 70 hours a week of student help was used on that assignment.

HOLDINGS

	<u>June 30, 1984</u>	<u>Added</u>	<u>Withdrawn</u>	<u>June 30, 1985</u>
Total volumes in library	486,637	20,590	10,613	496,614
Bound vols. (cat. & per.)	342,586	10,224	8,356	344,454
Periodicals	(45,817)	(2,789)	(193)	(48,413)
Government documents	142,168	9,775	1,895	150,048
number purchased		(42)		
(On microfiche)	51,511	24,867	2,632	73,746
Serials (tel. dir., etc.)	1,883	591	362	2,112
Maps (piece count)	1,819	51	0	1,870
Titles - bound book	243,503	5,327	5,911	242,919
bound periodical	2,536	4	3	2,537
serials (S.O., Per., Tel.)				4,857
Microresources	609,519	48,093	2,656	654,956
Microfilm (reels)	29,892	935	10	30,817
Microfiche, cards, etc.	579,627	47,158	2,646	624,139
Titles - micro book	6,880	264	15	7,129
micro periodical	1,789	4	0	1,793
Non-print materials				876
Tapes	839	37		3,615
Slides	3,548	67		112
Art folios & photos (linear feet)	102	10		
Archives (linear feet)	789	30		819
		<u>1983/84</u>	<u>1984/85</u>	
Gifts				
Books (vols.)		746	288	
Periodicals		166	169	
Others-ARC		1,700	1,500	
Periodicals				
Periodical Subscriptions				
including newspapers		1,969	1,977	
Duplicates		9	7	
New titles added		16	8	
Gift periodicals		166	169	
Government periodicals (in documents collection)		504	440	

SERVICES

	<u>1983/84</u>	<u>1984/85</u>
Circulation		
Regular	57,953	55,109
Reserve	75,865	68,442
Total	133,818	123,551
Community borrower cards issued	64	61
Turnstile tally	653,282	624,868
Interlibrary Loan		
Total loaned	1,231	1,058
Total borrowed	2,981	3,415
Total transactions	4,212	4,473
Information Services		
Bibliographic instruction	2,016	1,554 (72 classes)
Reference questions	NK	
Directional		12,822
Ready Reference		19,851
Research		643
Total		33,316
Database searches (questions)	52	62
Hours open (academic yr.) week	104.25	104.25
Days open	327	326
Titles converted (retrocon)		
Total to date	4,180	84,505
	10,984	95,489

1984/85 Self-Sustaining Accounts
Murphy Library

	STEAMBOAT PROJECT	TYPEWRITER RENTAL	ONLINE	FINES	SPECIAL COLLECTIONS	COPY VENDING	COPY VENDING DEFERRED
Student Help				1,840	393	2,111	
Travel				731			
Services and Supplies	10,450	1,000	1,067	4,319	4,947	19,877	
Buildings and Grounds				855		758	
Equipment (below \$500)		899		1,686		1,140	
Equipment (capital)						4,682	
Binding (capital)							
Total Expenditure	10,450	1,899	1,067	9,431	5,340	28,568	
Revenue Collected	9,537	2,793	1,601	8,762	2,843	36,779	2,200
Revenue Carry-Over from 83/84	3,257	-1,529	202	4,265	1,960	4,692	12,800
Transfer to Deferred Account						2,200	
Year-End Balance	\$2,344	\$ -635	\$736	\$3,596	\$ -538	\$10,703	\$15,000

1984/85 Expenditure Summary

<u>Expenditures</u>	<u>GPR</u>	<u>Grants (Steamboat)</u>	<u>Self- Sustaining</u>	<u>Total</u>
Materials (capital)				\$174,974
Books	\$174,974			628
Gov't documents	628			2,869
Other libr. materials	2,869			172,751
Serials	172,751			13,301
Binding	13,301			30,124
Microresources	30,124			10,046
Equipment	5,364		4,682	404,693
Total capital	400,011		4,682	
Personnel				276,278
Professional	276,278			202,285
Support staff	202,285			15,383
LTE & Proj. LTE	15,383		4,344	32,140
Student help	27,796			12,222
Work study	12,222		4,344	538,308
Total Personnel	533,964			
Operating Expenses				22,622
OCLC	22,622			8,999
WILS/ILL	8,999			1,085
Online searching	18		1,067	83,343
Supplies, services, etc.	36,681	10,450	36,212	116,049
Total Operating	68,320	10,450	37,279	
Grand Total	\$1,002,295	\$10,450	\$46,305	\$1,059,050

Gifts to Murphy Library 1984-85

Dr. Thomas A. Aiuppa

Jack Burke

Clark Carnes

Alexine Cincere

Ernest Gershon

Margaret Hocker

Dr. John Judson

Irene Kleist

Eugene Millich

Doris O'Rourke

William Ross

Dr. W. Carl Wimberly

Dr. David Witmer