

The Fine Print

No. 13

Murphy Library, University of Wisconsin-La Crosse

Spring 1994

Murphy Library at 25

This spring, we mark the twenty-fifth anniversary of the dedication of Murphy Library. For the few among the present library staff who were here in June, 1969, a quarter-century has passed too quickly for comprehension. The library is a vastly different place now, reflecting changes in how information is acquired, recorded, and used. A look back at 1969 and the intervening years can provide a useful understanding of where we've been and where we're going.

When the La Crosse State Normal School opened in 1909, the library and everything else was housed in one building - our present-day Main Hall. Librarian Florence Wing presided over "several thousand new and carefully selected books." In 1957, the Florence Wing Library (currently the Wing Communications Center) opened with 47,500 books and about 300 periodical titles. These were years of rapid growth in American higher education; enrollment and new buildings increased rapidly. The dormitories were built in the 1950's and 60's. Cowley and Mitchell Halls were constructed in 1965, and Whitney Center in 1967. Before seven years had passed, planning had begun for a new, larger library. When a new library director was hired in June, 1964, he was instructed to begin plans for an addition to the Wing Library. The library's annual report for 1965-66, however, states that "In February (1966) it was decided to build a completely new building rather than to make an addition which would dwarf the present building." That same year, the collection totaled 100,000 volumes.

Construction of the new library building began in 1967. The foundation was well under way by November, and by mid-March of 1968, the first floor walls were going up. In May, the second story was going up. The building was completed the following spring - the doors opened on April 14th, 1969. On June 12th, Murphy Library, named for La Crosse businessman and Regent Eugene W. Murphy, was dedicated.

Murphy Library, costing 2.6 million dollars, included 100,000 square feet of floor space, and provided shelving for 350,000 volumes. It provided seating for 1,600 students on three floors and had two lounge areas as well as graduate carrels. This new library was expected to satisfy the university's requirements for about ten years.

By 1970, there were 200,000 volumes in the collection. In 1978, when another building committee was formed, there were 400,000 volumes. By then, the years of steady campus construction were over and new building proposals had to pass extremely rigorous muster. Repeated requests for a library addition failed for more than a decade. Meanwhile, the total volume count had reached 500,000 in 1985. It was not until 1991 that the State Building Commission approved plans for the addition which is currently under construction. The collection now numbers

(Continued on page 2)

Inside This Issue

Murphy Library at 25	1
Construction Project on Schedule	3
Move to New Automation System Currently Underway	3
Customer Service and the Library	4
Murphy Library to Host Satellite Seminar	4
Libraries on the Internet	6
Of Censuses and CD-ROMs	7
Sources of Information on Companies: Old and New	8
CCH Access Online	9
Faculty Effect on the Acquisitions Process	9
Library Hours & Phone Numbers	10
Staff Notes	10

Murphy Library at 25

(Continued from page 1)

over 532,000 volumes. Collection growth has obviously tapered off, the result of tighter budgets and spiraling materials costs.

Murphy Library is more than a building, of course. In looking back at annual reports, university budgets, and our own experience, it is obvious that information (and the way we use it) has altered how libraries are shaped and how librarians perform their tasks. Library users need more information faster. All aspects of librarianship have become far more complicated and demanding, and virtually every task involves automation. People expect more of libraries now. Sometimes we look at photographs taken here in the 1970's and 1980's and marvel at how simple things were then. Library scenes from the 1950's and 60's seem almost primitive. The new addition and the remodeling of the present building will reflect an increasing dependence on automation as well as more integration of resources.

The tasks performed by librarians and staff have so substantially and continuously changed, that anyone who steps aside for a few months will probably never catch up again. In terms of work done, productivity is high. A look back at staffing levels over the years provides these figures:

In 1969, when Murphy Library opened, the library staff consisted of ten librarians and ten FTE classified staff. Over the next twenty-five years, the number of librarians varied between nine and twelve, averaging eleven. The mid-to-late 1970's provided the highest number of librarians, twelve. The same period provided the greatest number of classified positions, usually fifteen, and 1975 saw 16.5 FTE's and twelve librarians. The 1980's carved away positions, even as enrollment grew to its peak in 1986, to a low of twelve FTEs as the decade ended and enrollment declined. Currently, there are 13.25 FTE classified positions and eleven librarians, four fewer staff than during the mid-70's even though enrollment is creeping back up.

University enrollment has gone from 6659 in autumn of 1969 to a high of 9658 in 1986, and to 8695 in 1993. There are more faculty and staff now and more academic programs. In the 1968-69 academic year, we handled 655 interlibrary loans. Last year, we handled 5,748 such loans. In 1969, we fielded 10,345 reference requests; last year, the figure was 24,077. Bibliographic instruction, when the building opened, was al-

most non-existent. Last year, we provided instruction in general or specialized library use to nearly three thousand students. It is worth noting at this point that our students are doing more sophisticated library research than in earlier years. This, we believe, is the result of enrollment management and better classroom instruction requiring real library skills as well as more intense bibliographic instruction.

In 1969, the library was open for 85 hours per week - now we are open 97 hours. Compared to the 1,746 periodicals held in 1969, we currently subscribe to 2,094. Student acceptance of computer technology has been immediate and productive. Access to our online catalog is provided via terminals on the three floors of the library, as well as from faculty offices and home computers. CD-ROM workstations and computer terminals provide access to dozens of specialized databases. The upcoming conversion to the NOTIS system (see article elsewhere in this newsletter) will provide more sophisticated access to our own book collection as well as to the indexes and catalogs of other libraries.

All of this is being accomplished by a staff that has increased by only one librarian and three classified staff members in twenty-five years. Murphy Library's ratio of staff to students is the lowest of any degree-granting campus in the UW System. Given these numbers, the evolution of library services at UW-La Crosse has been, we believe, remarkable. Yet, we know that the future will bring even more rapid changes and challenges.

Perhaps it is only when we look at the changes over these twenty-five years that we can understand their importance in assessing where this library and higher education are going. Certainly the speed of change will increase even as we hold to the traditional values of education. "Keeping up" is not enough. Library resources and services must keep pace, of course, but our staff and administration must provide the leadership and the wisdom to take the library where it must go.

Meanwhile, Murphy Library at twenty-five years is a vital, busy place with commitments far exceeding those of April, 1969. We look forward to the new facilities and remodeled building knowing that in another twenty-five years these too may seem primitive. More than any other facility on campus, this is everyone's building. We believe the new facility will be inviting and attractive - a place where potential and aspiration may be realized.

Edwin L. Hill, Special Collections Librarian

Construction Project on Schedule

In the four months that have followed ground breaking, the construction crews completed the basement and frost wall footings prior to the sub-zero weather of January. The next phase of construction will include the placement of the steel beams and the installation of the pre-cast concrete.

As the shell of the new structure is completed, the sub-contractors will move into the new building to add the heating, ventilation and electrical systems. The completion date for the addition has been scheduled for early December, 1994.

Following the completion of the new building, there will be a 6 month period during which the existing building will undergo extensive remodeling. Virtually every area of the existing building will feature some type of change, i.e. carpeting, new office areas, different rooms created, shifting of the stacks.

The remodeling phase of the project is scheduled for completion in May, 1995.

Dale Montgomery, Director

Move to New Automation System Currently Underway

With all of the excitement and noise involving the addition to Murphy Library, some members of the university community may not be aware that another change in library operations might be even more significant. The LS2000 library automation system, implemented here at Murphy Library in 1988, is being replaced. The new system is called KeyNOTIS.

NOTIS is a leading automation system for large libraries (such as UW-Madison). They also have a system for smaller libraries and the University of Wisconsin System has decided to obtain it for the undergraduate campuses, including La Crosse, to replace LS2000.

The new system will have most of the services featured by LS2000. In addition, services such as access to other undergraduate UW campus library catalogs, access to periodical indexes, and simplified interlibrary loan may be offered.

The library staff have been studying the new system and are busily preparing to move our services to KeyNOTIS. Current plans are to convert our online catalog and circulation system this Summer, probably between Summer Session and Fall Semester.

*Charles H. Marx,
Chair, NOTIS Implementation Committee*

Customer Service and the Library

"Customer service must be at the core of a library's function (Franklin, 677)." That is the primary focus of American Library Association President Hardy Franklin's vision of the role of libraries in the nineties. Customer service seems an unlikely term to use in the library since we normally talk about service to patrons. However, libraries provide their patrons, or customers, with products and services akin to those found in the retail and service industries. The services are specialized and are provided by professionals in much the same way services are provided by doctors and lawyers.

But what is a customer? Can we really equate the library patron to a customer paying for goods or services? One working definition of a customer is "anyone for whom we provide a service (Major, 3)." We provide services to patrons, and, although no money is exchanged, the relationship of the patron to the library professional is quite similar to that of the customer and shop owner. A quality good, be it a product or service, is sought by the customer/patron in both cases.

If we view our patrons as customers for whom we provide services, what is meant by the phrase "customer service"? To define customer service in a succinct phrase or two does not fully cover the broad spectrum of activities it encompasses. Customer service is rather a series of interrelated activities and abilities that lead to total customer satisfaction.

The first quality of customer service is the ability to provide a product or service at the right time, at the right place, and at the right cost to the consumer (Blanding, 1). The cost issue in most library scenarios is moot, but the other two features are highly relevant. Nothing exemplifies this more than the reserve collection in the academic library. The reserve desk must make available, in a timely manner, course readings requested by faculty. Procedures must be in place to make such activities run smoothly and efficiently so that students are able to complete required readings.

Customer service is also the "ability to work with customers and others to develop alternative solutions when the customer's need cannot be fully met (Blanding, 2)." The interlibrary loan and referral



Murphy Library to Host Satellite Seminar

On May 12, 1994, Murphy Library will participate in the American Library Association's national forum on breakthrough customer service. "*Achieving Breakthrough Service: Information in the Service of Knowledge*" is a four hour program that will demonstrate how outstanding customer service can lead to better use and support for all types of libraries. For more information write or call Breakthrough Service, American Library Association, 50 E. Huron, Chicago, IL 60611; 1-800-545-2433 ext.5052

systems found in many libraries provide alternatives to those patrons whose information needs are not met by the collection. Computerized indexes have made library users more aware of the host of materials available on any given topic. Given the current budgetary situations of most libraries, ILL has provided access to those items not owned by the library.

Another quality of customer service is the ability to handle complaints and inquiries about services in both a courteous and effective manner (Blanding, 3). Many libraries offer several places where inquiries can be made. The circulation desk provides general information about the library from hours of operation to the location of materials. Information about research methods and reference materials are provided by the reference desk. Dissatisfaction with materials or sources are often relayed at both these service points, and many libraries offer the additional option of a suggestion box. Quick response to patron concerns increases the awareness by both parties that customer satisfaction is a priority among library staff.

A fourth quality of customer service is the ability of the various library departments to work together as a team to fulfill patron needs (Blanding, 5-6). The process of faculty ordering books provides just one example of the many aspects of teamwork in the library. Often book orders are left with circulation staff who pass them along to the acquisitions department. Materials are ordered and received by acquisitions staff who then route them to cataloging staff. Books are processed and returned for shelving to circulation staff who eventually

(Continued on page 5)

Customer Service and the Library

(Continued from page 4)

check out the materials to faculty. A breakdown at any given point leads to delayed materials and the potential for patron dissatisfaction.

Customer service is also the ability to maintain current customers and cultivate new business by providing a quality service and creating confidence in the "product" (Blanding, 7). An active bibliographic instruction program and reference service combine to create such an atmosphere in the academic library. Bibliographic instruction introduces the library patron to the offerings of the collection through presentation of both materials and their use. Reference librarians further provide assistance in locating materials and determining their usefulness to the patron's information needs. Informing library users about materials and their use ultimately leads to successful searches of information. A successful search creates confidence in the patron who will return time and time again as research needs change and grow. The perceived willingness of library personnel to instill such confidence in the patron leads to confidence in the services provided by the library.

A corollary to this is the ability of the library to help patrons grow while growing along with them (Blanding, 8). Again bibliographic instruction and reference service illustrate this aspect of customer service. As patron understanding of their information needs and available resources become more sophisticated, both bibliographic instruction and reference service provide the necessary instruction in gathering research materials. Both also provide information in the use of more advanced materials.

A seventh quality of customer service is the ability to balance the customer's needs with the company's interests (Blanding, 11). An example of this is a fair set of borrowing privileges based on the patron or type of material. In the college or university setting, patrons require materials for varying lengths of time, and while most would want longer loan periods, decisions must be made about what is fair. Lengthy loan periods, while attractive, often lead to the misplacement of materials. The return and renewal of materials allow the library to maintain their physical condition. Ultimately, a well maintained collection serves the patron best.

Customer service is also the ability to succeed when new products and services are introduced (Blanding, 9-10). This major challenge is facing Murphy Library

today. New technologies such as LANs, gophers, and CD-ROM products are rapidly changing the way library professionals provide services. We must embrace such technologies, integrate them into current services, and provide instruction in their use. This instruction is not limited to technical aspects, but to the research value and intellectual content as well. The same standards used to evaluate print sources must now be used with online and CD-ROM resources. Murphy Library is undertaking two major changes simultaneously, one in the area of technology. Over the next few months staff will be preparing for the migration to NOTIS, the new integrated library system. Once completed, access to the catalogs of UW-system libraries and online periodical indexes will be available. The other major change taking place is the addition and renovation of the building. Improved access to collections will be the result of improved signage and a new layout to the building.

Finally, customer service is the ability to represent the company in a truthful and honorable fashion ultimately earning the respect of its clients (Blanding, 13). This is achieved by maintaining an awareness of the aspects of customer service discussed above. If quality library service is provided, the level of customer satisfaction should be high.

Customer service is a realistic goal within the library setting, be it academic, public, or corporate. Whether we refer to our users as patrons, clients, or customers, the user/provider relationship is the same. We educate our users about what is available and how to use the library and its resources. Customer service embraces this same concept, and with the recognition of this fact, we, as professionals, can move forward to better provide for the future in terms of materials, budgets, and facilities.

Blanding, Warren. 1989. Practical handbook of customer service operations. Washington, D.C.: International Thomson Transport Press.

Franklin, Hardy R. 1993. Customer service: the heart of the library. American Libraries 24 (July/August): 677.

Major, Grace. 1992. Take charge! how to manage your customer relationships. Oakten, Virginia: Sigma Books.

Liisa Sjoblom, Circulation Librarian

Libraries on the Internet

With the widespread conversion of card catalogs to online catalogs in the 1980's and the development of networking came the revolution in library information sharing. The riches of remote libraries can be explored by simply entering a few commands and "telnetting" to a library over the Internet. Hytelnet, a program which lists telnet addresses and a few navigational steps for libraries throughout the world, can be accessed at the Reference Desk.

Among the hundreds of Hytelnet listings is one for Harvard University's catalog. If you are new to accessing remote catalogs, you may want to start with Harvard University's Hollis. Hollis provides numerous onscreen prompts to lead the neophyte user through the steps. The telnet address is `hollis.harvard.edu` (i.e. at a microcomputer with a network connection, type `telnet hollis.harvard.edu`). A few seconds after telnetting, you will see the menu screen for the Hollis catalog. Follow the screen directions to access the union catalog. A quick subject search on "Oskar Schindler," for example (using the command: `fi su schindler oskar`), will show a listing for Thomas Keneally's *Schindler's List*.

You will notice on this and other catalogs that there are menu choices for other indexes, such as *Legal Resource Index*. In almost all cases, you will be denied access to these indexes. Site licenses with vendors require universities or other institutions to block outside users from accessing these files.

Another major resource just a few keystrokes away is LOCIS: Library of Congress Information System. Telnet to `locis.loc.gov` to gain access to the Library of Congress catalog as well as other files such as federal legislation and copyright information. Beyond the scope of Harvard or Library of Congress is the OCLC database, WorldCat. This file containing 29 million records from thousands of libraries worldwide is one of the databases offered by the FirstSearch service. The computer station behind the reference desk is set up for telnetting to WorldCat on FirstSearch. Or, you can telnet directly from a home or office computer with your own password if you purchase a card for \$5.00 (good for 25 searches). Call Anita Evans (8805) for more information about FirstSearch.

After hopping around the Internet to several libraries you may wish to go farther afield. Another good source for locating library catalog telnet addresses is the University of Minnesota Gopher, one of the first of many gophers around the world (`telnet consultant.micro.umn.edu`). The definition for "gopher" provided on the gopher itself is "software following a simple protocol for tunneling through a TCP/IP internet." The UM Gopher will assist you in tunneling your way to domestic and international libraries. For example, one library listed is at Bar Ilan University in Israel (`telnet aleph.biu.ac.il`; at USERNAME prompt, type `aleph` and in most cases, select 2 for VT100 Telnet at the next screen). Another subject search in this online catalog, BARCAT, on Schindler (command: `sh/schindler oskar`) shows a listing for Oskar Schindler and the command `p/2` displays several titles, including Thomas Keneally's *Schindler's Ark*. This record gives as one of the subject headings: World War, 1939-1945 - Jews - Rescue - Poland. Another search, this time using the subject heading (without Poland) retrieves a nice list of books related to the efforts to save Jews during the World War II holocaust.

The University of Minnesota Gopher is heavily used. If you have trouble getting in, try the University Library's Gopher at the University of Michigan (`telnet una.hh.lib.umich.edu`).

Getting there may be the easiest part (although you may have trouble getting connected to library catalogs or gophers during busy times of the day). For some international catalogs expect a delay in response between the time you strike a key and the display. The command language of the catalogs may be confusing, even with the help screens and prompts. Some of the vagaries of the system and how subject headings are used may not be self-explanatory. But perseverance and patience will have significant rewards. In an interview with Gerald Tebben of the *Columbus Dispatch* (January 17, 1994), K. Wayne Smith, President and CEO of OCLC, the company which produces FirstSearch, told the story of a scholar who, testing FirstSearch at a London trade show, found an item in a few seconds for which he had been searching 10 years.

Anita Evans
Coordinator, Online Services/Public Services

Of Censuses and CD-ROMs

Did you know that 21.4% of La Crosse's 51,003 residents have bachelor's degrees or higher? This information and much more about La Crosse is available in the Government Documents Department of Murphy Library. For example, La Crosse residents tend to be long-term Wisconsinites. Only 4,205 individuals lived in a different state five years ago; 990 lived in a different country. Twenty-one thousand lived in the same house five years ago. All this information comes from the 1990 Census of Population and Housing. In addition to statistics on age, race, marital status, and other common demographic items, ancestry is included. The residents of La Crosse are primarily of German (27,732) and Norwegian (10,685) ancestry, although 8,201 claim Irish descent.

The Census also contains extensive information on income and employment in La Crosse. Sixty-three percent are in the labor force including sixty-one percent of women with children under six. Sixty-nine percent drive to work alone; three percent use public transportation. Our average travel time to work is thirteen minutes. Median family income is \$30,067; 9,881 individuals live below the poverty line.

We have the 1990 Census in both paper and CD-ROM versions. The CD-ROMS are easy to use and offer much greater detail than the paper volumes. All the statistics quoted so far come from the 1990 Census of Population and Housing Summary Tape 3A disks for Wisconsin. These two disks contain data for every block group, census tract, village, city, county, urbanized area, and metropolitan area in the state of Wisconsin. Even detailed information on housing is included. In La Crosse 136 people heat with wood; 11,000 use utility gas.

The Census CD-ROMs play on the documents workstation in the basement. We have the Census on CD-ROM for every state, Puerto Rico, and the Virgin Islands. Since there are only three CD-ROM drives at the workstation, users need to ask the Documents staff to put disks on for them. Summary Tape 3A disks and a number of other Census disks play on number 4 on the workstation menu. It is possible to either print or download Census data.

A new 3-disk CD-ROM product received recently contains Census data for every 5-digit Zip Code area in the United States. For example, one can find median family income in 54601 (La Crosse County) is \$34,036 and \$28,616 in 54603 (also La Crosse County). One useful feature with all the Census CD-ROMs is the Browse command which lets Census users look at a table for one place and simply scroll down a list of other places at the same time to compare data. For instance, one can see the median year of construction for homes in La Crosse County and Jackson County is 1956 and 1939 respectively.

In addition to the Census of Population CD-ROMs we have other disks which show business activity by county (County Business Patterns) and extensive comparative statistics for every county in the United States including crime and weather statistics (USA Counties).

There has never been such detailed Census data easily available to the public for every place in the United States no matter how small. Whether you want to research La Crosse, Wisconsin; Amarillo, Texas; or Zim, Minnesota, the information is waiting for you on the Census CD-ROMs.

Sandy Sechrest, Documents Librarian

Sources of Information on Companies: the Old and the New

Through the years Murphy Library has made a concerted effort to establish and maintain a quality business reference collection. In large part this has been the result of the fact that this section of our reference collection is well used and many titles are consistently in high demand.

One frequent type of business reference inquiry comes from patrons looking for information on companies. These patrons would, of course, include our own professors and students but also include community patrons, both individuals and institutions. A smaller but very motivated patron group is our graduating students seeking information about a company that they soon will be interviewing with, or companies they want to identify as potential employers.

An excellent resource, developed for our patrons some time ago, is our handout entitled "**INFORMATION ON COMPANIES.**" This handout, located on a kiosk near the reference desk, identifies and briefly describes reference books, periodical indexes, and online services that focus on providing information on national or local companies. This handout will also direct patrons to our collection of Annual Reports in the basement of the library.

One of the most heavily used company information sources is the electronic database **ABI/INFORM Global**. Those of you that have used this CD-ROM workstation in the past know that it covers over 800 management, marketing and business journals. Two recent changes have occurred related to this database. The first relates to coverage: 200 additional international journals are now indexed. The second relates to location: the workstation was recently moved from the basement to a location near the reference desk on main floor.

A brand new resource, and one that provides some rather unique features, is **BUSINESS DATELINE**. This database contains over 300,000 articles from regional business journals, daily newspapers, and business wire services. The articles are full text of the actual article not summaries, with copyright cleared, so that the patron can print the article or

download it to a disk. The same search software is used for this database as the familiar ABI/INFORM. This database is especially helpful for finding information on smaller companies.

Many of our researchers, including the aforementioned job seekers, are especially interested in local and or state/regional companies. They should be happy to hear that BUSINESS DATELINE selectively loads business articles from Minnesota publications such as the Sentinel, Star Tribune, MPLS-ST. PAUL MAGAZINE and in Wisconsin the La Crosse Tribune, Wisconsin State Journal, The Capital Times and The Business Journal-Milwaukee. These titles are representative of others in Minnesota and Wisconsin and are only a fraction of the 350 plus titles from publications throughout the United States and Canada. An added value feature is the fact that BUSINESS DATELINE also includes articles from some of the larger newspapers in the country, such as the Boston Globe, Los Angeles Times, Denver Post, Washington Post, and the Atlanta Constitution.

These are a few of the information sources one can use at Murphy Library to find information on companies. Librarians staffing the Reference Desk will be happy to assist you in finding others.

Randy Hoelzen, Reference/ILL Librarian

THE FINE PRINT is published Fall and Spring terms for UW-L faculty, staff, students, and friends of Murphy Library.

Kathy Schmidt and Sue Burkhart, Editors

Dale Montgomery, Director of Library and Media Services

Karin Sandvik, Department Chairperson

CCH Access Online

It is almost that time of year again, April 15 - the day your income tax must be filed. If you are busy preparing your tax return, you might be interested to know that the library has a subscription to CCH ACCESS Online which is an electronic version of Commerce Clearing House federal tax publications such as Federal Standard Tax Reporter, Federal Securities Law Reporter, Tax Transactions Library, Federal and State Tax Day, Estate and Gift Tax Reporter and Federal Excise Tax Reporter. This system also provides access to Internal Revenue Service publications, court opinions, and tax laws and regulations of all 50 states. If you need a copy of the new Revenue Reconciliation Act of 1993 (P.L. 1103-

66) which was passed last August, this is the place to find it. Some major provisions such as rate increases and tax credit extensions must be taken into account in preparing 1993 returns. You can also find online a copy of the IRS forms and instructions for filling out each of the forms.

The Business Administration Department provided the computer and the first year's subscription for the library. Since this is a special contract **ONLY UW-LA CROSSE FACULTY AND STUDENTS HAVE PERMISSION TO ACCESS THE DATABASE.**

Sue Burkhart, Serials/Microforms Librarian

Faculty Effect on the Acquisitions Process

To make the very best use of library funds it would be ideal for Acquisitions to receive a steady stream of requests for materials which the faculty perceives as essential for instruction, i.e. category 1 as outlined in the collection management document. The length of the school year and the many commitments of the faculty make this difficult to maintain. It would help us immensely, however, if 1) the gaps between spring and fall in which few faculty requests are made could be minimized, 2) the preponderance of requests would reach us before February, 3) requests for material needed on reserve for summer school or the fall semester would reach us before the end of May.

The library staff works on a twelve month basis so it is important to be able to pace the workflow. The realities of fiscal and school year make this at times difficult. The library budget must be spent by June 30. Any unspent or encumbered funds are otherwise lost. Requests made late in the spring semester, especially if they come in large numbers, make processing difficult. We try to place as many orders as possible so as not to lose the money. As a result there is little time to evaluate individual titles and their relevance to the collection.

The new budget is distributed sometime during the first weeks in July when the ordering process for the coming year begins. For many departments we have a backlog of requests which were submitted late in the 2nd semester so the budget did not permit their purchase. These can be sent to vendors as soon as the budget for each department has

been established. For some departments the backlog of unplaced requests is so large that it would exhaust the coming year's budget if not re-evaluated for relevance to the curriculum and the collection. We return these cards to the requestor for a review of the assigned category. If any titles are resubmitted as category one, the requests will be charged to the new budget. It is important for the acquisitions dept. that the cards be returned ASAP so that our work can go on. The acquisition process would be helped if requesting of materials would start at the beginning of the fall semester. Any order requests for materials to be placed on reserve in the fall term should be made before leaving the campus for the summer since it can take up to eight weeks to get the material to us. In addition, other units in the library will have to do their part before the item is ready for circulation.

I understand the problems the faculty faces at the end of the school year and the long summer. Library acquisition may not be their first order of priority. If, however, the faculty does not begin submitting requests until late in the fall semester, it is not only difficult for Acquisitions to plan, it makes the workflow of the other units within the library problematic and means that backlogs and bottlenecks are created. Books which must be cataloged are backlogged; books wait much longer to have call numbers affixed; items to be placed on reserve are held up. It also means that the evaluation of the requests is less rigorous.

Karin Sandvik, Acquisitions Librarian

Murphy Library Hours Spring 1994

Regular Academic Year Hours (January 24-May 10)

Sunday	1:00 p.m.-Midnight
Monday-Wednesday	7:45 a.m.-Midnight
Thursday	7:45 a.m.-11:00 p.m.
Friday	7:45 a.m.-8:00 p.m.
Saturday	10:00 a.m.-8:00 p.m.

Spring Recess (March 11-19)

March 11, Friday	7:45 a.m.-5:00 p.m.
March 12-13, Saturday-Sunday	Library Closed
March 14-18, Monday-Friday	1:00 p.m.-4:30 p.m.
March 19, Saturday	Library Closed

Murphy Library Staff Notes

Xiao Hua Yang (known to us as "Shawn") is the Interim Coordinator of Library Automation. He started December 1, 1993 and will be here until the end of this semester. He comes to us from Emporia State University in Kansas where he graduated in May with an MLS. He came from Nanchang, China just three years ago. We all welcome him to Wisconsin and to Murphy Library.

Good Friday/Easter (March 31-April 3)

March 31, Thursday	7:45 a.m.-11:00 p.m.
April 1, Friday	7:45 a.m.-11:45 a.m.
April 2-3, Saturday-Sunday	Library Closed

Finals Week (May 11-17)

May 11-13, Wednesday-Friday	7:45 a.m.-Midnight
May 14, Saturday	7:45 a.m.-9:00 p.m.
May 15, Sunday	1:00 p.m.-Midnight
May 16, Monday	7:45 a.m.-Midnight
May 17, Tuesday	7:45 a.m.-7:00 p.m.

Intersession (May 18-June 13)

Monday-Friday	1:00-4:30 p.m.
Saturday & Sunday	Library Closed
May 30, Monday (Memorial Day)	Library Closed

Murphy Library Phone Numbers

Acquisitions	785-8397
Bibliographic Instruction	785-8637
Circulation/Reserves	785-8507
Government Documents	785-8513
ILL	785-8636
Office	785-8505
Online Searching	785-8805
Reference Desk	785-8508
Serials	785-8510
Special Collections	785-8511