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MURPHY LIBRARY ORGANIZATION CHART  
1993 - 1994

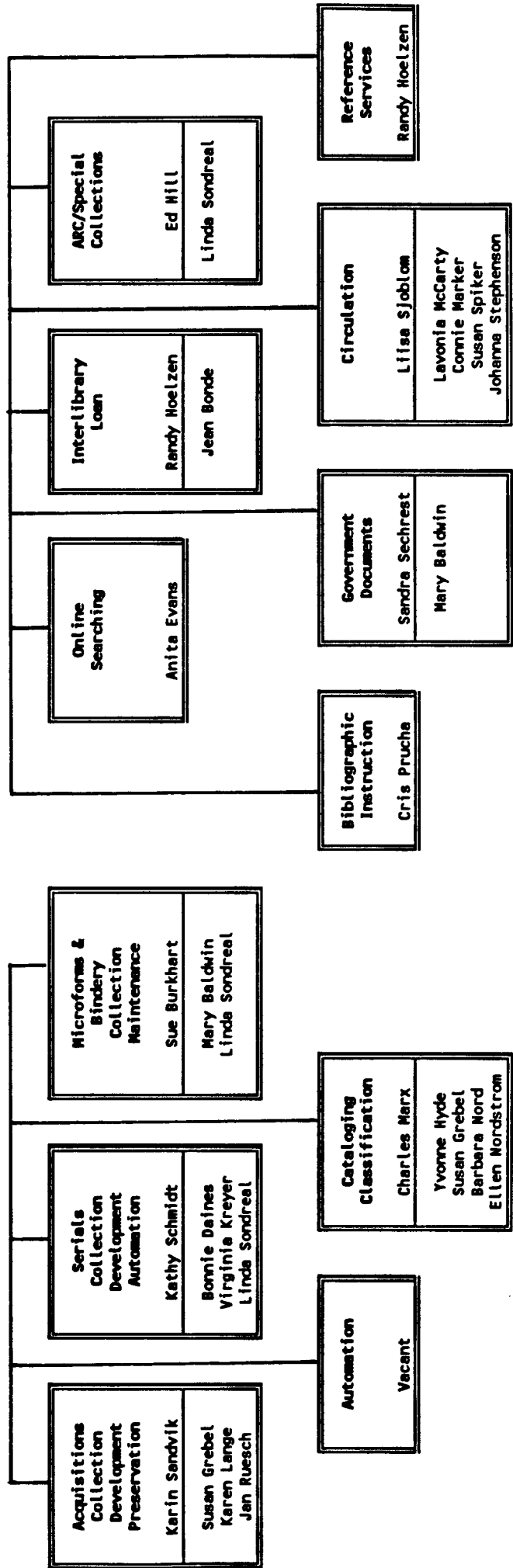
Provost/Vice Chancellor  
Dr. Julius Erlenbach

Interim Associate Vice Chancellor  
John Held

Director, Library and Media Services  
Dale L. Montgomery

<b>Educational Services Assistant</b>	Carol Stoelting
	Jean Bonde Virginia Kreyer Ellen Nordstrom

<b>Management Council</b>	
<b>Technical Services Coordinator</b>	<b>Public Services Coordinator</b>
Vacant	Anita Evans
<b>Library Department</b>	
<b>Department Chairperson</b>	
Karin Sandvik	



**MURPHY LIBRARY STAFF 1993-94**

<b>NAME</b>	<b>DEPARTMENT</b>
Mary Baldwin	Government Documents/Microforms
Jean Bonde	Interlibrary Loan/Office Support
Sue Burkhart	Periodicals
Catherine Currier	Automation/Technical Services Coordinator (07/01/93 - 10/01/93)
Bonnie Daines	Periodicals
Anita Evans	Public Services Coordinator/Online Database Searching
Susan Grebel	Acquisitions/Cataloging
Edwin Hill	Area Research Center/Special Collections
Randy Hoelzen	Reference Services/Interlibrary Loan
Yvonne Hyde	Cataloging
Virginia Kreyer	Periodicals/Office Support
Karen Lange	Acquisitions/Preservation
Connie Marker	Circulation Services
Charles Marx	Cataloging/Classification
Lavonia McCarty	Circulation Services
Dale Montgomery	Director, Library and Media Services
Barbara Nord	Cataloging
Ellen Nordstrom	Cataloging/Office Support
Cristine Prucha	Bibliographic Instruction/Circulation
Janice Ruesch	Acquisitions
Karin Sandvik	Acquisitions/Collection Development/ Preservation
Kathy Schmidt	Periodicals
Sandra Sechrest	Government Documents
Liisa Sjoblom	Circulation Services
Linda Sondreal	Special Collections/Periodicals
Johanna Stephenson	Circulation Services
Carol Stoelting	Administrative Office
Xiao Hua Yang	Automation (12/15/93 - 06/30/94)

# **INTRODUCTION**

## **Director's Report**

A number of significant events took place in 1993-94. Each will have a long term effect on the library's role on campus.

### **Murphy Library Resource Center Construction Project.**

After waiting 15 years for State approval and funding for the 59,000 square foot addition to the building, ground breaking took place on October 27, 1993. The new building will include increased seating capacity, increased space for the Area Research Center and Special Collections, Student Support Services offices, School of Education curriculum lab, a computer access lab, computer demonstration classroom, film/video library, distance education/technology classroom, extended hours reading room, eight study rooms, 14 additional graduate carrels, and additional general instructional labs for faculty classroom use.

The remodeling of the existing building includes a sprinkler system, a new bibliographic instruction classroom and seminar room, larger technical services areas and compact storage.

### **Library Automation: NOTIS**

AMERITECH announced that it would not support the current library computer system after January 1995. With that advanced notice, UW System administration, in cooperation with the cluster and center libraries, began a selection process for a replacement system. NOTIS was selected. The hardware and software costs were funded by the legislature. Locally the IBM equipment was installed in December 1993 and the software in January. The entire

system was brought up on-line during the summer for use in the fall.

A new feature of the NOTIS system is the addition of MDAS, a feature that permits the library to download citation services for faculty and student access. The product chosen for UW-La Crosse was the UMI business information service called ABI-Inform. This is shared with several other universities in the system. We will also have access to similar services at other universities.

### **Budget Support**

The library received a base budget allocation of \$25,000 from the Quality Reinvestment Program and \$22,700 for electronic access as a part of the Undergraduate Improvement Plan. Both amounts were used to provide increased access to citation services and document delivery.

In February, the library director outlined library acquisition funding needs before the Faculty Senate Budget Committee. The \$96,000 needs statement was also shared with the administration. The library received \$30,000 one-time funding for microfilm back files and \$36,000 in the base for general acquisitions for fiscal year 1994-95.

### **Faculty Library Committee**

Meeting monthly the committee endorsed a collection management policy and guidelines that were finally approved by the Faculty Senate. The guidelines indicated that support for faculty research would take the form of providing access to citations and document delivery services rather than purchasing materials.

### **Friends of Murphy Library**

An organizational meeting of the "friends" group was held in April. By July 1993, 34 persons/families had joined. During the fall meeting the by-laws will be adopted,

elections held and projects planned for the coming year.

### **Academic Program Review Report**

The Faculty Senate Academic Program Review and Planning Committee conducted a review of the library and made the following recommendations:

1. Seeking external funding should become a higher priority.
2. Additional avenues of obtaining access to information, including expanded use of electronic access and document delivery, should be developed.

3. The library administration should continue to support faculty and staff development.
4. The library should develop a three year staffing plan in order to meet its highest priorities.
5. The library should develop a three-year plan and seek funding (e.g., UGI/QRP funds) over that time period to adequately equip the library addition.

The library faculty and staff will address these recommendations in the coming year and report action to the Senate Faculty Library Committee and the Associate Vice Chancellor for Information Technology.

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## **ADMINISTRATIVE OFFICE**

The Administrative Office was a hub of activity this year with the beginning of the LRC building addition and remodeling of the present building. The Director spent many hours working with the construction supervisor, subcontractors, and architects in addition to his regular duties. All problems and concerns about exhaust fumes, air quality, plaster dust, and noise funneled through the office for resolution. Student employees Sharlayne Graff and Angelica Stephens were kept busy with LRC clerical-related projects including the recording and revising of furniture expenses by room.

There were three new budget accounts added this year: Quality Reinvestment Program (QRP), whereby \$27,227 was allocated for additional salary and fringe benefit dollars to bring Jean Bonde's 75% ILL position to full-time; the balance was for

document delivery services and to offset journal inflationary costs. UW-System allocated \$73,946 for the NOTIS Library System which funded expenses related to our new on-line catalog. Also, \$27,000 was allocated for peripheral equipment. From this pool of money we purchased 10 Zenith Z-433 computer systems, 1 Zenith Z-400 computer system, printers, LAN boards, 13 bar code readers, cables, modems, Zenith monitors for public access, and converted wiring for the project. The library was awarded a \$3500 undergraduate improvement grant (UGI-QRP) to purchase a NView Spectra C projection panel for bibliographic instruction.

Other equipment purchased this year included bar code readers, microfiche cabinets, Epson LQ-570 printers, chairs, ropes and posts for crowd control, letter boards, several computers, CD-ROM units, easels for signage, EyeCOM 3000 microfiche readers, a Brother 900 fax machine, and 12 Kik-step stools. We also purchased WordPerfect 6.0 for Windows site licenses for 19 computer workstations.

Our 102 supply budget was zeroed out in October due to high fixed costs. All former

102 expenses were funded from the 128 Copy Vending account. The Copy Vending account was also used to fund an LTE bar code project supervisor position for which Susan Spiker was the successful applicant. Under Susan's, Sandy Sechrest's, and Mary Baldwin's supervision, a special contingency of student assistants as well as some classified staff did shelf reading, barcoded government documents, and verified and input data. Copy Vending revenue increased by \$5522 over last year. This fluctuation is partially due to the "float factor" between when cards and copies are purchased and when the actual copies are made. In Fall we will consider having a facilities management company supply us with copiers (photo and microform) equipped with a magnetic control access card system, collect and process the money, provide supplies, maintain the equipment, and pay us a percentage of the revenue.

During the 1993-94 fiscal year, the number of work study referrals decreased and each campus department had to justify their student help needs to the Budget Office. The library received \$31,300 in addition to the \$43,000 budgeted for student help. The library employed student help staff a total of 16,967 hours (67.2%) and work study a total of 8,100 hours (32.8%) for a total of 24,711 hours. Of this total, 912 hours were for the bar coding project. Fewer work study students were referred this year. In Fall 1992, work study students worked 489 hours/week. In Fall 1993, this total decreased to 266 hours. To support new programs in Allied Health and provide continuous student help assistance throughout the year, Murphy Library now funds a six hour per week position at the Lutheran Hospital Medical Library.

UW System Administration auditors met with Library Staff on two separate occasions to discuss collection and

processing of Copy Vending revenue and our value estimate report of library holdings.

This year the library generously supported classified staff enrichment. At the May 16 classified staff meeting, Carol Stoelting reported that 13 of 16 classified staff attended 14 workshops and/or classes. Registration fees totalled \$1683, meals only \$6 and travel \$538, totalling \$2227. Staff from Acquisitions, Cataloging, and Serials also visited other campus NOTIS sites to gain knowledge of the workings of the NOTIS system.

It was a difficult and frustrating year for UW System library directors and classified staff. The Department of Employment Relations (DER) conducted a survey of Library Services Assistant and Library Associate classifications. They did not, however, solicit input from campuses or staff. Dale Montgomery spearheaded a committee of library directors who grappled with establishing clear classification specifications and examples of work performed at three classification levels. After many hours of work, and the added support and work on the part of Jim Quick of the Office of Human Resources and Diversity, classified staff were placed at the level the campus requested.

This year staff worked on processes to streamline procedures, eliminate duplication of record-keeping, and utilize Quatro Pro for more spreadsheets. An historical record of student assistant totals by department was also compiled. In the upcoming year, we hope to compile a student handbook and draft a script for a student orientation program.

Many thanks to Jean Bonde, Virginia Kreyer, and Ellen Nordstrom for the continued support they provide to the Administrative Office. Special thanks to Ellen for her work on compiling the Annual Report.

# **PUBLIC SERVICES DIVISION**

The Public Services units of Bibliographic Instruction, Circulation, Government Documents, Interlibrary Loan, Online and CD-ROM Services, Reference, and Special Collections/ARC serve to assist users with accessing local or remote information and, in concert with Technical Services, to develop and maintain collections to support that function. Public Services strives to provide excellent service to its primary clientele of undergraduate and graduate students, faculty, academic and classified staff by supporting the instruction and research goals of the university. The Public Services units also assist with the

information needs of the community at large. For the first time in several years, Public Services was at full staff as the Circulation Librarian position was filled in July by Liisa Sjoblom. The ILL mission was significantly and positively impacted by increasing Jean Bonde's position from 3/4 to full-time. As a number of the unit reports relate, staff is continuing to assume more complex job duties and more is expected of our student workers. Staff exhibited much patience and fortitude (as did library patrons) this year as jobs were performed in an environment which was on occasion disruptive; construction fumes, dust and intense noise created a sometimes stressful workplace. This may be even more in evidence once the remodeling project begins in 1995.

Desk statistics for the last several years have remained fairly constant. This is consistent with the leveling off of student enrollments. It is anticipated that the desk statistics as well as the turnstile count will increase next year with the inauguration of the new integrated library system (NOTIS) and the opening of the new addition.

Service Desks	1993-94	1992-93	1991-92	1990-91
Reference	17,935	17,691	19,897	21,149
Government Documents	6,727	6,386	8,699	9,383
Circulation	7,730	7,932	5,130	6,632
<b>Total</b>	<b>32,392</b>	<b>32,009</b>	<b>33,726</b>	<b>37,164</b>

The attention of the entire staff was focused on planning for NOTIS implementation. Discussions throughout the year in Public Services meetings centered on choosing MDAS databases to

access and load and training issues related to the new system. Toward the end of the year committees were formed to work on the OPAC and MDAS profiling and screen displays over the summer. In April, Milo

Velimirovic from Academic Computing was invited to the library to discuss the future of the campus gopher. In response, a working team was set up to begin to look at what library information could be added that would be of broad campus interest. We expect the dialogue will continue to grow with computing staff as the Library begins to function under the newly formed Information Technology division.

Public Services and other library staff spent considerable time on committees related to planning the new and remodeled facility. Planning for publicity, the ground breaking ceremony, furniture and colors, stack

shifting, as well as some preliminary office moves added significantly to staff work loads this year.

More electronic access has been a strong theme for this year and that will continue with the NOTIS implementation. With this, however, we are still maintaining and building on traditional services and collections exemplified in the notable additions to the pictorial collection in Special Collections.

For the future, adequate staffing levels needed for increasing use of technology and a larger facility continue to be a major concern.

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## ***BIBLIOGRAPHIC INSTRUCTION***

The bibliographic instruction program strives to improve the information retrieval skills of library users. Our primary focus is on UW-L students, however library instruction is provided to a variety of other patron groups. Our efforts are directed not only towards teaching students how to utilize library resources to find information for specific class requirements, but also to develop in students an appreciation for the power and potential of libraries to serve their information literacy needs for the remainder of their personal and professional lives. The bibliographic instruction program consists of course integrated presentations on library research as well as general orientations to the library, written instructions or pathfinders on library resources, and signage which assists patrons in locating and using appropriate reference tools.

Many special UW-L programs were served by bibliographic instruction including Foreign Students, Knowledge of College,

Upward Bound, the Academic Summer Institute, the Single Parent Self Sufficiency Program and Returning Adult Students.

A number of program initiatives took place in bibliographic instruction this year. Returning Adult Workshops were instituted in September, 1993, in keeping with the UW-L strategic plan which lists as one of its strategies for the '90s and beyond: "Develop and implement a plan to improve programs and services to degree seeking returning adult students..." (*Forward Together*, 22.) The sessions were promoted by the Student Life Office as part of activities scheduled for returning adult students. Two three-hour workshops were scheduled for a weekend in the fall, and an evening workshop was scheduled for the spring semester. Using exercises designed for the workshop, students worked collaboratively in groups to gain hands-on experience in using library resources. Forty-one students attended the fall sessions, and eleven attended the spring session.

Word Perfect Presentations for Windows software was purchased during the fall semester and a basic presentation was developed for use in ENG 110 and SPC 110 classes.

1993/94 statistics reveal that use of bibliographic instruction increased since

1992/93. 3,520 students or 42% of the student body, as well as 25 faculty members and 51 community members received instruction, compared to 2,824 the

previous year. This level of activity is comparable to that of 1991/92. The BI Librarian taught 110 classes or 55% of library instruction sessions, while other librarians taught 91 classes or 45%.

### INDIVIDUALS RECEIVING BIBLIOGRAPHIC INSTRUCTION

1988/89.....3,242	1991/92.....3,616
1989/90.....3,550	1992/93.....2,824
1990/91.....3,598	1993/94.....3,596

### BREAKDOWN OF INSTRUCTION BY PATRON POPULATION

New Student Orientations	228	20 sessions
Faculty	25	5 sessions
Basic Instruction (ENG 110 & SPC 110)	1,593	77 sessions
Specialized Instruction, Undergraduate	1,231	65 sessions
Specialized Instruction, Graduate	465	29 sessions
Individual Advisory Sessions	3	3 sessions
Community Groups:	51	2 sessions
Viterbo Dietetics class (12)		
Therapeutic Recreation Practitioners (39)		

### 1993/94 TOURS (COMMUNITY PATRONS)

Tomah High School Students	15
Holmen Middle School Students	210

New worksheets for finding books and periodicals were created and tested during the Fall term. The Index/Abstract title and subject lists in the reference area were revised during the spring semester. Nine pathfinders were revised including the ERIC CD-ROM guide. A new pathfinder on Financial Aid was created.

Dr. Montgomery obtained campus classroom technologies improvement funding which was used to fund the purchase of an active matrix, color LCD panel late in the spring semester. The panel makes it possible to see color CD-ROM prompts which were not visible with the old LCD panel.

Plans for the future relate to the impact of new technology and the completion of the

Murphy Library Resource Center facility. The new online catalog slated to be implemented in Fall 1994, will require revision of many pathfinders and other written instruction. The new facility with its computer lab will make it possible for more effective hands-on instruction, but will perhaps require more librarians in the classroom. The increasing complexity of information resources and the need to incorporate the internet into library instruction may necessitate an increase in multiple sessions scheduled for the same class. The library's assessment committee will be examining and implementing assessment of library instruction to assist in decision making for the future.

# CIRCULATION SERVICES

The mission of Circulation Services is to provide for the greatest possible use of library material, while ensuring the collection's security and adherence to equitable policies in the provision of services to people whose needs compete. The unit is responsible for circulation of the general and course reserve collections, shelving and stacks maintenance, registration of patrons and maintenance of

patron records, reserves processing, compilation of circulation statistics, and the provision of basic directional information to library patrons.

In 1993/94 the combined main and reserve circulation dropped by nearly 8% from the previous year. Circulation of the general collection dropped 1,393 with the total for 1993/94 at 69,074. A significant drop occurred in the reserve collection, falling off by 10,047 to 62,875 in 1993/94. In addition, 9,268 items were processed for reserve in 1993/94, a decline of 200 items from the previous year. A decline of 11,787 occurred in the number of people entering the library as well, with the total gate count at 391,635 for the year. In-house use increased however, from 44,210 in 1992/93 to 44,543 in 1993/94.

MONTH	MAIN	RESERVE	IN-HOUSE	TOTAL	COMMUNITY BORROWERS	TURNSTILE COUNT	DAYS OPEN
07/93	2246	1506	1747	5499	23	10051	24
08/93	967	313	544	1824	14	4481	23
09/93	4428	7714	3376	15518	28	43655	27
10/93	8152	10522	6621	25295	29	57942	31
11/93	14028	5247	5804	25079	16	53568	28
12/93	9940	4170	4367	18477	10	44830	27
01/94	1576	1632	1038	4246	8	11034	22
02/94	6373	8427	5037	19837	18	43183	28
03/94	7068	8311	4179	19558	25	41004	28
04/94	8996	8610	5515	23121	18	45487	28
05/94	3293	5398	4412	13103	18	28708	26
06/94	2007	1025	1903	4935	20	7692	24
<b>TOTAL</b>	<b>69074</b>	<b>62875</b>	<b>44543</b>	<b>176492</b>	<b>227</b>	<b>391635</b>	<b>316</b>

Items placed on reserve for 1993/94 -- 9268

The year was marked by changes in both temporary and permanent circulation staff. Sue Spiker began in July as the Limited

Term Employee (LTE) in charge of opening the library. In addition, Liisa Sjoblom assumed duties as Circulation Librarian July 19, 1993.

With the staffing changes, departmental policies and procedures were reviewed and evaluated. Many forms and procedures were revised and rewritten, including procedures for monthly statistical tabulation, manual checkout forms, and reserve request slips. In addition, departmental records were reviewed and retention decisions were made in preparation for moving in 1994/95. Monthly departmental meetings were established as well.

A major procedural change was made in the end of the semester billing process. Previously all charges over \$5.00 were billed to the Business Office, but maintained in LS2000, the library's computer system. At the end of the 1994 Spring term, all bills over \$5.00, except for lost book charges, were cleared from patron records. Messages were attached to the patron records indicating that fines were payable at the Business Office. The new procedure greatly reduced the number of mistakes made in taking fine payments at the desk when they should have been paid at the Business Office.

Planning continued for the moves into temporary and final locations in the new Library Resource Center. Small stack shifts were completed as space was created for temporary walls, and preliminary decisions were made regarding storage of supplies and records while located in the temporary location. Final choices for furnishings and wall treatments were made as well.

The acquisition of NOTIS, the new integrated computer system, created an atmosphere for the evaluation of current circulation policies, procedures, and practices. Many hours were spent in preparation for the transition to NOTIS in August of 1994. Liisa Sjoblom and Moni McCarty served on the NOTIS implementation Committee, and participated in the initial orientation training for the system held in February 1994.

The switch to NOTIS also allowed for the purchase of two computers for the

department. Acquired in March, these new computers bring the departmental total to three. Access to staff functions in NOTIS through these PCs will greatly enhance our use of the system. In addition, the staff is increasing its knowledge of computer applications and applying this new knowledge to circulation functions. Primary programs in use include Windows and WordPerfect for Windows.

The use of electronic mail was encouraged in 1993/94. Several staff members have joined listserves for the purpose of communicating with peers nationwide. In April our name was added to LIBSUP, a listserve for library support staff, by colleagues at the University of Wisconsin-Oshkosh recommending our training materials for student employees. As a result, *Sorting Out the Library of Congress Classification System*, a self instructional guide for training students in shelving by LC call numbers, was ordered by several academic libraries.

In response to anticipated changes in the classification of library assistants, position descriptions for all permanent positions in the department were evaluated, revised, and rewritten. Duties were clarified and more accurately described.

Circulation staff was very active in conference and workshop participation. The highlight of the year was Moni McCarty's participation in March at Madison's School of Library and Information Science's conference, *Kindling Life Into Your Library Career*. She led the small group discussion on circulation services in academic libraries.

Circulation staff nominated two student assistants, Paula Reed and Tashfeen Hussain, for Student Employee of the Year. Student Manager Paula Reed was chosen as runner-up for the La Crosse campus.

The department continues to support and participate in the Summer Youth Program sponsored by the Private Industry Council.

Two high school students, Kou Vou and Yer Vang, worked 15 hours a week throughout the Summer session.

## **GOVERNMENT DOCUMENTS**

The Government Documents Department is a selective depository for Federal and Wisconsin documents. We select documents, process them, and aid patrons in their use. Periodicals and monographs on microform and microform readers and reader-printers are currently housed in the Documents area and helping patrons with these takes a considerable amount of staff time. *ERIC* and *SPORT Discus* on CD-ROM are also housed in the area, as well as topographic maps of Wisconsin and law books.

The documents barcoding project begun in August, 1993 was completed successfully, except for some cleanup work, in March, 1994 after a lot of work by many people. Approximately 35,000 documents have been added to the online catalog. We have been pleased by the increased usage of documents occurring already. Susan Spiker's limited term employment on the project ceased; she now serves as a valuable student employee. Several of the student employees hired for the barcoding project now work as regular documents student assistants. The Marcive gap tape contract (covering the time between the retrospective tape load and the present) and the Marcive ongoing service contract have been signed.

The library has begun subscribing to the Congressional Information Service's *U.S. Government Periodicals Index* on CD-ROM.

In the past the library subscribed to a paper index to government periodicals which

ceased publication in 1987. The new CD-ROM product covers from late 1993 to the present; however, it was decided to also purchase a CD covering all of 1993 that will be available in the fall. To make the index more useful to our patrons, the documents staff input local holdings information for each government periodical indexed. The government continues to produce documents on CD-ROM. We have recently received the first disk of the 1992 *Economic Census*, the *Statistical Abstract*, a disk containing Equal Employment Opportunity Commission data, and numerous other CD-ROMS.

In other CD-ROM news we are experimenting with a Windows version of the search software on the *ERIC* - only work station.

The Government Printing Office is now offering electronic access to government information free to depository libraries. With the help of Anita Evans, the Online Librarian, we have begun the process of subscribing to *GPO ACCESS* which will offer online access to the *Federal Register* containing Federal regulations, the *Congressional Record*, and recently passed legislation and also to the GPO Bulletin Board which offers many files which can be downloaded for patron use.

The microform readers and reader-printers were moved to areas near the Documents office and the stairs due to the microform room being converted to a mechanical room for the library addition. In other microform news a number of microfilm and microfiche readers were rented for two days this summer for use by participants in a Norwegian heritage conference. A Minolta 605 reader-printer was purchased with funds generously contributed by the Serials Department from a vendor rebate.

The need to move the microform equipment was not the only disruption caused by construction work for the new addition. Two water leaks, fumes, dust, and noise have all been part of our construction experience. We will welcome the new addition and the other remodeling planned but we will be especially glad when it is completed.

In Documents staff news, Sandra Sechrest, the Documents Librarian, attended the Depository Library Conference, held annually by the Government Printing Office, in Arlington, Virginia in April. She became

chair of the Government Documents Round Table Notable Documents Panel in 1994. Mary Baldwin, the Documents Assistant, attended the Support Staff Conference in Madison in March as well as NOTIS training in the library.

Plans for the future include completing the gap project, integrating the ongoing Marcive service into department procedures, moving to a new office, moving most microforms and microform equipment to Serials, and bringing the documents map collection over from Cowley Hall, provided we have additional staff to work with it.

## INTERLIBRARY LOAN

The mission of the Interlibrary Loan Unit is to provide patrons access to library materials not currently owned by Murphy Library nor available at other local libraries. In accordance with national, regional, and local resource sharing agreements or guidelines, Murphy Library obtains materials for our patrons from other libraries, and loans materials requested by other libraries.

When appropriate materials are also obtained from commercial document delivery services on a fee based arrangement. Efforts are focused in an attempt to identify the location of, and obtain access to, materials needed by our patrons in an expeditious manner. It is also our goal to be able to identify and report to the appropriate acquisition authority those materials not owned by our library that are in frequent demand by our library patrons.

The 1993/94 academic year has been an extremely eventful one, with numerous new challenges to our staff. ILL activity has increased from the previous year. The previous five year summary is listed below.

YEARLY ILL ACTIVITY			
YEAR	REQUESTS OF US	REQUESTS BY US	TOTAL VOLUME
1989/90	3892	1908	5800
1990/91	571	2133	5704
1991/92	3866	2387	6253
1992/93	3863	1885	5784
1993/94	4472	2594	7066

These figures indicate a 22% increase in total ILL traffic from last year and a significant increase from our previous busiest year of 1991/92. Increases over last year occurred in both lending (16%) and borrowing (38%). It is seen as a healthy trend that our patron request traffic is increasing at a faster rate than the lending traffic. Paralleling this positive trend is a more equitable distribution of in-state borrowing and lending. Statistics in this area have been collected since 90/91 and UW-La Crosse has always been a net lender, often with the ratio being 6:1 or higher. This year saw the ratio drop to 3:1, in-state lending to borrowing.

This was the first complete year for the ILL Express service. Traffic remains relatively light but is increasing. The 93/94 academic year totals were 111 requests, with a 78% success rate of filling within the allotted time limits. Consumer comments have been very positive.

Some of the activities I would highlight include:

1. Increased usage of the ILL Office PC as a vehicle to resources located outside that office. OCLC remains the primary resource accessed, but other resources include, CARL/UnCover, FirstSearch, SAVEIT, SC350, and access to campus e-mail and the world available on the INTERNET.
2. Preparation for the switch over to the NOTIS online system.
3. Jean Bonde's appointment, supported by QRP monies, was increased from 3/4 to full time.

Efforts to achieve last year's goal statements produced relatively favorable results. In summary they were:

1. "continued exploration of the access versus ownership issues....". Meetings were held with Dale Montgomery and Kathy Schmidt on this issue with an understanding that

we will explore the possibility of offering specific target departments document delivery services in exchange for the cancellation of specific journal titles that have been identified as little used. In preparation for this and in support of the existing ILL EXPRESS service, deposit accounts have been established and/or were continued with UMI, CARL/UNCOVER, CAS, British Library Document Supply Centre, Copyright Compliance Center and WILS. The "Access versus Ownership" issue continues to be an issue of debate at the regional and national level as well as locally.

2. "increasing the percentage of requests via OCLC..... more verification via OCLC, increased utilization of students on OCLC, and the use of an appropriate statistical software package that is compatible with OCLC." All of the above goals have been met. OCLC has become almost exclusively our vehicle for transmitting borrowing requests and students are used to a much greater degree in the entirety of this process. Jean Bonde's position has increasingly become more focused on the more complex ILL procedures and supervising of students. A database named SAVEIT was tested this year and has become our statistics collecting mechanism starting with the 93/94 academic year.

Goals for the upcoming year include:

1. Adjustment to the NOTIS system, including exploration of all the issues associated with possible use of PACLoan.
2. Implementation of our library's use of the LSCA funded van delivery service which is scheduled to begin January, 1995.
3. Continuation of the effort to implement a document on demand service in lieu of ownership of

selective costly but rarely used journal titles.

4. Successful completion of the effort to identify all possible efficient uses of the SAVEIT database.

## **ONLINE AND CD-ROM SERVICES**

The Online Services program encompasses remote online bibliographic and textual databases and CD-ROM products which support faculty and student research. Currently the program offers access to the vendors, Dialog, BRS, OCLC's FirstSearch, CCH and STN. CD-ROM databases are provided for a number of areas including Education, Sports, Business, Psychology, Sociology and Government Documents. Users are charged for most of the commercial online databases on a cost-recovery basis, and CD-ROM access is free.

In anticipation of construction for the new addition, the online office was closed and moved in early fall. Materials were consolidated into one office or stored, and space was limited for shelving documentation and for conducting online sessions attended by patrons. Space will be reclaimed when the remodeling project has been completed. In addition to the general disruption of a building program, the office sustained two broken windows, stress fractures, Spring Term.

The use of FirstSearch first offered in 1992 has continued to expand. The service now offers 43 files. One important file to be added this year was Medline which received substantial use. Training sessions specific to FirstSearch, including an evening session, were again offered this April. The number of open searches, in addition to card

searches, conducted this year exceeded 3,500. The CD-ROM stations are also receiving heavy use. For example, in the first half of 1994, 2,849 searches were conducted on the Academic Abstracts station alone.

The capability of demonstrating online and CD-ROM products was greatly improved with the addition of a color LCD panel to the instruction workstation in Room 24. Funding for the panel was sought by the Bibliographic Instruction and Online/CD-ROM coordinators through a UW-L Foundation grant application. The application was subsequently withdrawn when alternate funding became available. The station functionality was also improved by adding another CD-ROM drive and with the solution of the LAN connection problem. Contacts were made with a number of vendors to allow the library to keep the second latest CD-ROM copy for BI purposes only.

Additional menu choices were added to the Reference station. These included CARL Uncover which for the first time allowed free access this past fall and the Hytelnet file which provides a listing and directions for a number of library catalogs, etc. which could be accessed over the Internet.

A large part of the workload for the DIN Electronic Access Committee this year revolved around selecting NOTIS MDAS files to access and load. The decision was to provide access for UMI Periodical Abstracts, ERIC, five Wilson databases, and to load ABI/Inform. The hope was to avoid some of the response time delay, noted in testing, by locally loading ABI/Inform. The DIN Committee also selected WISCAT, and Business Dateline. These were set up on a shared station in the Reference area. ABI/Inform was moved from the basement to occupy the table with Business Dateline.

Also selected for DIN funding was the Index to Government Periodicals. In collaboration with the Documents staff, this was added to the Government Documents workstation and held titles marked. Two CD-ROM drives were added and a number of new CD-ROM depository documents titles were added, with revisions to the menu and scripts. The CD-ROM handout was revised to reflect the DIN funding changes.

Responding to interest expressed by the College of Business Administration, the ABI/Inform product was upgraded to the Global version, adding indexing for hundreds of international titles. The global version will be available as an MDAS file in fall as well.

There was a slight increase in the number of mediated online searches, 20 this year compared with 17 in 1992/93. The trend for mediated searching is conducting more searches for the La Crosse business community, including some complex files like the patents databases. The trend may be reversed given the plan of the Business Assistance Programs office to offer searching.

To provide better training support for the CD-ROM, Reference workstations, and BI workstations, notebooks were developed for quick help aids and instructions. Also, training sessions were held in late October for librarians on the BI & Reference workstations. A number of librarians participated in offering hands-on sessions in late January for all library staff at various CD-ROM stations.

The office 286 microcomputer was exchanged for a 486 machine, offering a windows environment. The new hardware upgrade was not compatible with the ProSearch software used for searching

remote commercial databases, so after January these databases were accessed via the Internet rather than by modem.

New printers were added to some of the public workstations. Since the HP ThinkJet was no longer sold as of Fall, research was done to identify a quiet, reliable alternative. Discussion found in the PACS-L archive pointed to the Citizen GSX-230. Another improvement to some CD-ROM stations was adding screen savers. Using screen saver software acquired through SilverPlatter, the Interim Automation Librarian assisted with setting up screen savers on the SilverPlatter stations.

Increased student hours in January and the excellent student staff has allowed for student workers to be trained for more sophisticated tasks. This is especially important as the number and complexity of electronic files grow.

A number of workshops this year provided some training opportunities in anticipation of increased use and teaching of the Internet. These included a WCWC Internet session Oct. 18, a FirstSearch session Oct. 19 and WILS World on June 16 and 17. The Online/CD-ROM coordinator also participated in a three-day NOTIS training session in February.

Next year will see an increase in Internet training, integrated into class session instruction or dedicated sessions. Also, working with the new MDAS files in one way or another will impact all librarian positions. At the end of Spring Term it is expected that the new Online office will be readied. With the reorganization of the library into the Information Technology Division, there is the anticipation of increased collaboration with other Division members.

# REFERENCE SERVICES

The purpose of the Reference Department is to provide information services to our patrons. This assistance is provided through maintaining a quality reference collection and the tools to access same, instructing patrons in effective utilization of reference materials, answering specific factual questions, explaining library policy, referring patrons to appropriate resources or agencies outside the library, and producing library specific information retrieval aids.

Librarians staffing the Reference/Information desk provide the core service in this Department. They provide immediate and personal assistance to all patron populations. This past year the reference desk was typically open 59 hours per week. Questions asked at the desk ranged from the simple to the very complex. The Reference inquiry statistics for the past six years are reported below.

1988/89.....23,595	1991/92.....18,826
1989/90.....23,553	1992/93.....17,691
1990/91.....21,149	1993/94.....17,935

This past year saw a slight increase in patrons served at the reference desk after several years of steady and, on occasion, substantial declines. The increase is not significant enough to warrant a great deal of analysis but it is interesting that the increase occurred even though the number of individuals using the library continues to decline.

This was an active year for this department. Discussion and planning continued on the location and configuration of the physical layout of the reference area and offices in a remodeled library. The weeding project was completed. In the area of determination of the appropriate location of reference

materials, the focus has now shifted to identifying appropriate candidates in the reference collection and abstracts/indexes that would appropriately be placed in compact shelving. Cris Prucha actively and productively coordinated the updating of our handout collection. The form and quantity of answering tools continues to be very fluid and librarians spend an increasing amount of their time learning and using new in-house or remote electronic databases. New resources were added, most notably *Business Dateline*, a CD-ROM product that has replaced *Business NewsBank*.

The reference department obtained a PC during the past year and it was placed at the desk. There are now 18 menu choices on this PC. They range in function/content to the numerous databases available via FirstSearch, telnet access to various remote library catalogs, CARL/UnCover, and various gopher sites. The recent addition of an internal modem has allowed us a connection to the La Crosse Public Library's catalog. Perhaps the most heavily used resource on this workstation was SC350 access, used to verify serials holdings/locations. A countervailing action away from the trend towards non-paper formats was our putting the serials list in a bound paper format. This has proven to be a time saver for both patrons and staff.

The trend away from paper indexes to electronic formats continues and with the inauguration of the NOTIS OPAC, recently dubbed EAGLE, serious consideration of cancellations of titles available via MDAS will have to occur. Other candidates for switch from paper to CD-ROM are products such as the fiche collection of college catalogs and the telephone directories.

Student Assistants continue to provide invaluable aid. Their work responsibilities have been added to recently with their taking over the responsibility for filing and claiming missing issues of several reference titles previously handled by the Serials Department.

The upcoming year will most certainly be eventful for this department. Relocation issues and issues related to the switch over to the new online catalog with it's

accompanying periodical indexes will require a great deal of flexibility and a reexamination of the "old ways" of doing things.

**SPECIAL  
COLLECTIONS &  
AREA RESEARCH  
CENTER**

Total patron registration for the 1993-94 year was 1573, up slightly from the 1490 registrations of last year. Use of State Historical Society (Area Research Center) materials went down, in both numbers of registrants and daily use. Use of other categories of materials remained fairly constant, with the exception of much greater use of oral history interviews.

Details of this use, compared to last year's registrations, are as follows:

Category	1992-93	1993-94
State Historical Society Registrants	212	184
State Historical Society Registrations	498	383
Rare Books	265	302
Wisconsiniana Books & Materials	733	718
University Archives	180	181
Oral History Interviews	15	46
Photographs, All Categories	340	337
Lectures & Tours	11	7
Telephone & Mail Requests	255	227

Several history, art, and education classes used the collections for assigned coursework, and public history classes made especially heavy use of them. Activity from other departments seemed sporadic, but at least a dozen such departments sent students here. Administrative use remains light. Community and other non-academic use grows steadily each year, especially in areas

of historical photographs, historic buildings, and city planning.

Genealogical activity also remains strong, representing a substantial portion of collection use. This category of use is especially strong during the summer months.

Use of the photographic collections remained constant in terms of numbers of

registrants, but sales of copy prints went up markedly. Combined with income from photocopying and research fees, our total revenue went up over thirty percent, to \$5550.

Sales of Murphy Library's book, *La Crosse in Light and Shadow* (1992), grossed \$4,582. When the production loan from the UW-La Crosse Foundation is repaid, proceeds from this book will go to the library's endowment fund.

Category	Added	New Total
Wisconsiana Books	100	5,228
Rare Books	154	12,291
Catalogued University Archives	36	-----
UW-L Theses	62	830
UW-L Seminar Papers	13	1,645
UW-L Action Learning Projects	14	42
Vertical Files	52	4,740
Oral History Tapes	121	1,135
Photographic Images, Printed	9,018	90,818
Photographic Images, Unprinted Negatives	1,330	20,745
Color Slides	58	6,946
TOTAL Photographic Images	10,406	118,509
Other Images -sketches, drawings, lithographs, etc.	0	406
Maps	0	488
ARC Materials	8 linear ft.	
University Archives, Uncataloged	12 reels mf	
	17 linear ft.	

Hours of service went from last year's 39 hours per week to 44 hours, as we added the 12-1 PM hour on weekdays. During regular academic periods, we are open from 10 AM to 5 PM on weekdays, along with three weekday evenings, 7-9 PM, and Saturdays from 1-4 PM. During inter-sessions and vacation periods, we are open

from 1-4:30 PM on weekdays.

During the academic year, we had seventy-three hours of student assistance, incorporating both student help and work study funds. This is an increase over last year, and reflects a more substantial allocation of such funds to the library.

The Steamboat Project, in which we collect historical photographs and information on inland river steamboats, received a \$5000 grant from the Sons and Daughters of Pioneer Rivermen in April. This money is used for travel by our field collector, Ralph DuPae, for copy negatives and prints, and for purchase of images. We added 1750 images in this project, bringing our total to nearly 44,000 images. (Note - this count is included in the above summary, within photographic collections.)

The *La Crosse Tribune* donated over a thousand photographs from its files this year, with many useful images of towns and villages, local events and scenes of everyday life. We hope that additional photographs will come on a regular basis, as both parties have agreed. Most of these photos date from the 1950's to the present.

We continue to collect real photo postcards of Wisconsin and other Midwestern towns and villages. A recent inventory of these cards indicates that we hold over eight thousand cards for a total of 840 towns and villages, 4,325 cards for Minnesota, and lesser numbers for other states. These postcard images are in addition to other photographs of such places, and we estimate that we have images for at least a thousand Wisconsin towns.

This has been the busiest year ever for additions to photograph collections - we averaged 200 new images per week for each of the fifty-two weeks of the year.

With the increased student assistance allocation mentioned above, we had eight students at work here: Amy Sikora, Tiffany Bachmann, Ryan Poehling, Carrie Bohman, Melissa DeNamur, Paul Page, Renee Penegor, and Rachel Ely. Melissa volunteered her time during the first semester in order to gain library experience. We were able to put her on the payroll in January, and she expects to begin graduate library school this autumn.

These students performed a wide variety of tasks, some of them requiring considerable

skill and expertise. The department depends heavily on these students. Their contributions can hardly be overestimated.

Linda Sondreal was reclassified to Librarian, Advanced, with the statewide review of classified positions. This is a well-deserved promotion, and one that properly reflects the complex skills and requirements of this position. Linda's assignment to special collections is half-time. Her long experience and dedication to this work is one of our greatest assets.

The library staff and many others are spending vast amounts of time on planning in preparation for the move to new and remodeled facilities. Construction of the new library addition is nicely on schedule. The Special Collections and Area Research Center unit will move to new, larger quarters in December of this year (1994).

Along with the physical planning for this move, we are planning more stringent security measures, based on recommendations of the UW System Archives Council and the State Historical Society. The separate storage areas in the new facility will require more careful staffing so that proper supervision of the reading room can be maintained.

The new facility will provide considerably more storage space, a processing room, vault, and a layout more conducive to both security and research. We look forward to the time when we are well settled in that facility. After we vacate our present space, it will be remodeled for circulating book stacks.

Murphy Library celebrated its twenty-fifth anniversary this year, and the Area Research Center will celebrate its thirtieth year in 1995, with the official opening of the expanded, remodeled library. The history of this facility will be much on the minds of all of us who have worked together toward a larger, and we hope, a better library.

# ACQUISITIONS / COLLECTION DEVELOPMENT

The unit is responsible for the acquisition of book materials and monitors that the materials added are relevant to the University curriculum. We work closely with the teaching faculty to acquire a collection that meets the needs of the university community. 1993/94 was a hectic year partly because of the many requests for materials that came to the department during the school year and partly because the library is migrating to a new automated system which demands that new work patterns be established and new keystrokes become familiar. The Acquisition Department staff was trained in the use of the NOTIS system and will implement the acquisition module with the new fiscal year. To get a feel for the capabilities of the system and ask questions of those who have used it, the Technical Services staff went to UW-Platteville in May.

The book budget was again spent by the end of the fiscal year. This eliminates much confusion and hectic last minute requests but demands very diligent and hard work during the months between February and April to get all requests for materials placed with bookjobbers.

Work with the academic department faculty liaisons is going smoothly for almost all departments. More monitoring of requests by colleagues and the establishment of priorities which requests have in the overall need of departments is one area that needs further attention.

Requests by the faculty for materials that were needed for classroom use but the library was not able to acquire because of lack of funds was <\$59,266>.

To eliminate the confusion that has existed between the Serials and Acquisition department as to where standing orders that are cataloged should be acquired and paid for has hopefully been solved by Serials shifting 58 titles to Acquisitions. This means that the responsibility to order, claim if not received, receive, and pay for these titles is now in the Acquisitions Dept.

Because of loss of staff, Karen Lange will be working part-time in the Serials Department to assist with binding of library materials.

Jan Ruesch and Karen Lange attended the Support Staff Conference held in Madison in March 1994.

Weeding, which is very much part of collection monitoring was not done because of lack of time. It will be resumed this fall.

## STATISTICS FOR FY 1993/94:

**Book Sale:** The Library had one booksale netting \$216.30 of which \$83.00 went into the Acquisition Fund because it came from materials withdrawn from the collection. \$133.30 went into the Staff Development Fund; this came from the sale of gift books.

**Gift Books:** 674 books, 44 journals, and 3 tapes were received by the library as gifts; of these 115 titles were added to the collection.

**Mending of Books:** 733 books and 47 journals were mended in-house, 118 were sent to a commercial binder, 18 titles were replaced with newer material and 62 titles were withdrawn as too old and brittle to bind.

## Projects:

1. Assisted Dr. Greg Wegner in establishing library holdings and searching the literature for possible

- purchases for his proposed course: Teaching the Holocaust through Young Adult Literature.
2. Searched the literature to build collections for new courses for the majors in Occupational Therapy and Physicians Assistant.
  3. Worked with Dr. Betsy Morgan on acquisition of materials in a course on Working Women and Family.
  4. Developed a bibliography on materials available in Murphy Library on Native Americans.
  5. Compared the holdings in Murphy Library on African and African American Studies, and Native American Studies against those recommended by Choice, 1989-92. We are working on increasing our holdings in these areas.

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## **CATALOGING DEPARTMENT**

This year was a productive one for Cataloging, as the enclosed statistics indicate. While making every effort to maintain our normal production, we assimilated new equipment into our workflow and prepared for NOTIS.

The highlight of the year was the acquisition of microcomputers for Yvonne Hyde, Barbara Nord, and Susan Grebel. The new equipment should make it possible to eliminate most of the paper from our workflow and reduce the necessity for Ellen Nordstrom to key catalogers' work into OCLC. Through a combination of using OCLC Cataloging Microenhance and editing directly on NOTIS, we hope to free some of Ellen's time for cataloging and database clean-up.

Cataloging began entering records into NOTIS this Spring when our LS2000 database was copied for input into NOTIS. We were forced to add records to both systems until NOTIS replaced LS2000 for circulation and the library's OPAC in August.

Catalogers also spent quite a bit of time helping with clean-up of records from the loading of federal document cataloging information from MARCIVE.

The new computers alleviate the most pressing equipment needs for the department. The principal priorities now are to replace the OCLC M310 Workstation, which has a failing hard drive, and to replace Ellen's 80386-based workstation with an 80486-based model. Both of these equipment needs also will alleviate problems for other departments of the library.

The major project to be undertaken next year will be clean-up of the various problems detected/created by transfer of our database.

Parentetical percentages refer to the difference from this year's figure and the average of the last five years.

MURPHY LIBRARY CATALOGING DEPT.  
Statistic Sheet

1993/94

REVISIONS

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

4567 (-45%)	Titles cancelled on OCLC	
Transfer between holding libraries	1675 (-13.8%)	
121 (+101%)	Subject heading changes	
Number of subjects changed	Number of titles affected	

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

Serials	111 (-20.9%)	
Scores		
Manuscripts	1 (-77.3%)	
Sound recordings	Audiovisual media	Maps
1 (+100%)		

AUTHORITY WORK

Names established	
Series established	537 (-4.1%)
Cross references entered	

CHANGE REQUESTS SUBMITTED

	(-1.5%)	RETROSPECTIVE CONVERSION: TITLES THIS MONTH	(-17.7%)	TITLES TO DATE
INPUT FORMS	428	276		
	Added	Withdrawn		
Titles	5887 (+4.3%)	1840 (-17.7%)		
Stack volumes	6437 (+10.4%)	4825 (+74.1%)		
Reference volumes	792 (-4.3%)	1358 (+56.2%)		
Special Coll. vol.	417 (+0.2%)	27 (+20.5%)		
Microfilm reels	2 (-87.7%)			
Microfiche sheets	554 (+21.7%)	2 (-99.3%)		
Other Microform pieces				
Microform titles	268 (+11.4%)	1 (-92.1%)		

# PERIODICALS DEPARTMENT

In order to provide access to journal information to the library's users the Periodicals Department's ongoing activities and functions include the following:

- 1) Selection, ordering, and funds control of periodicals;
- 2) Receipt and check-in of serial issues, volumes, and microforms;
- 3) Claiming of non-received titles or issues;
- 4) Shelving and reshelving of bound and current periodicals;
- 5) Binding of periodicals retained in paper format;
- 6) Discarding of weeded periodicals;
- 7) Cleanup and maintenance of the periodicals database.

## Periodicals Statistics

Vendor Subscriptions	1786	\$286,108
Publisher Subscriptions	54	22,147
Microform Subscriptions	690	32,353
Gift Titles	138	0
<b>Total</b>	<b>2668</b>	<b>\$340,608</b>

Total Number of Journal Uses	72,649
Public Service Questions Jan-June 1994	408

## II. Activities of the Past Year

### NOTIS:

- In December, we undertook a project to barcode every periodical title located in LS2000. This was advised by NOTIS in order to make our conversion go more smoothly.
- In March the department did some internal NOTIS training in preparation for our three day formal training by NOTIS which took place in April.
- In May the department visited UW-Platteville to discuss their use of NOTIS.
- By the end of May we began cleanup of the records converted from LS2000. This involved deleting extra copies on most of the active titles as well as adding holdings information for all periodicals titles.
- Since the Acquisitions Department will now be able to handle standing orders in NOTIS, titles in the Reference and General Collection that had previously

been ordered by Periodicals were transferred to Acquisitions' care.

### STACK IMPROVEMENTS:

- A suggestion by one of our student workers, Chris Zobin, prompted the department to add stamped codes onto title labels in the current periodical shelves. The codes used (mi, mf, bnd, cyo) indicate to library users where the older volumes of the periodicals can be located. A chart to explain the codes is posted at the ends of the current periodical shelving.
- The Oversize Periodicals stacks were moved to a new area to make room for more Current Periodical Shelving. By adding this shelving the department was able to shelve older issues of unbound periodicals in the current area rather than moving them to the bound stacks. This change eliminated many of the user questions at the Information Desk which

had indicated there was confusion about these issues in the past.

- Unfortunately some library users attempt to remove current periodical issues from the library. In an effort to better identify library materials, sticky labels are now being used on glossy periodical issues so that the ownership stamp can be clearly seen by Circulation staff.
- An intensive weeding project was undertaken by Sue Burkhart. This helped bring a little breathing space to our very cramped bound volume stacks. In addition, at the end of the year, we were able to purchase some microfilm backfiles to replace bound volumes. Withdrawn volumes were sold to vendors which brought in \$1,597.60 to the library.

#### STAFF:

- Because LRC construction was about to begin, many department members had to move their offices in October.
- In December a grant for Ginny Kreyer to attend the NASIG (North American Serials Interest Group) conference was written and submitted to the UWL Foundation. Unfortunately, the grant was not funded.
- To enable better communication between our departments, Bonnie Daines did some cross-functional training in the Acquisitions Department in January.
- During the second half of the year the Library Services Assistant classification series were redefined. Although Bonnie Daines and Ginny Kreyer were initially classified into the new Library Services Assistant-Senior classifications, this error in allocation was corrected after much work on their part as well as support from Dale Montgomery and Jim Quick. They were properly assigned into the LSA-Advanced level.
- A lot of training besides NOTIS went on during the year, including:
  - Marc records class - Bonnie, Sue, Linda
  - Support Staff Conference - Bonnie, Ginny
  - WILS Prism Searching Training - Bonnie, Sue

Ebsconet - Everyone  
NASIG, WAAL, & USMARC Holdings  
Workshop - Kathy

#### AUTOMATION:

- New versions of 350's software was installed throughout the year: Link 1.12 was installed 8-23-93; SC350 v. 3.04 was installed 12-11-93; and ACQ350 v. 2.11 was installed 10-17-93.
- Some urgently needed new equipment was added to the department. Computers for Bonnie Daines, Sue Burkhart, and the pc used to support bindery functions were replaced with new 486 Zenith pc's. Also, a fax machine and a laser printer were purchased.
- In March a departmental delegation visited Winona State University to evaluate their use of Houchen's computerized bindery program.
- Bonnie installed WordPerfect 6.0 for windows on the department's pc's.
- Since the library had no Automation Librarian from September through the end of the year, Kathy Schmidt had to fill in for many library Automation functions including keeping LS2000 running and doing technical work with the NOTIS installation.

#### III. Future Goals, Projects, Concerns for 1994-95

At the beginning of this fiscal year, Linda Sondreal no longer is funded to do bindery work in the department. At the end of July, Sue Burkhart is planning to leave. These dramatic personnel changes will have an enormous impact on the department as neither position will be replaced. Karen Lange will be assisting Bonnie with bindery operations. However, the department is concerned about future staffing after the LRC is complete since microforms will be moved to our department. The microform collection is heavily used since so many back volumes of periodicals can only be found there. This heavy use requires a lot of staff time in assisting users with the collection as well as keeping the microform reader/printers in working condition.

NOTIS conversion will be a continuing project throughout the year. Patterns need to be created for periodical check-in. Orders need to be created for periodical acquisitions. We hope to begin periodical check-in on the NOTIS LSER system in September at the latest, but the conversion process will take until the end of the year to complete. In October we plan to load our FY94/95 Ebsco invoice electronically through NOTIS' VITLS system (vendor invoice tape load). The second half of the year will be spent planning how to generate use statistics with the NOTIS system. In

addition, we will begin to check out volumes to a bindery "pseudo-patron" so that OPAC users will know that a volume is at the bindery as well as when it is due back in the library.

The LRC addition and remodeling of the old library will involve many changes. The departmental offices will be moving to a new location as well as the periodical stacks. In order to make some much needed space in our stacks, many inactive titles will be moved into a publicly accessible compact storage area.

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***APPENDIX A:***  
***FINANCIAL REPORTS***

FINANCIAL REPORT FOR  
UNIVERSITY LIBRARY AND NOTIS LIBRARY SYSTEM  
JUNE 30, 1994

UNIVERSITY LIBRARY 102 06 015900	BUDGET	EXPENDED
STUDENT HELP \$43,000 + 31,300	\$74,300	\$69,967
TRAVEL	\$2,400	\$1,984
SUPPLIES/SVCS \$76,533+2070+225*	\$78,828	\$79,307
Contractual Services		\$218
Postage		\$1,337
Telephone Charges		\$1,447
Toll Calls		\$9
Toll Calls STS		\$310
Advertising		\$392
Subscriptions		\$295
Dues & Memberships		\$200
Job Training & Development		\$204
Computer Maintenance		\$40,764
Maintenance of Misc. Equip.		\$1,032
Transport. & Freight (UPS)		\$231
Maintenance of Structures		\$120
Software		\$1,011
Data Process. Svcs. (Private Vendors)		\$17,744
Data Process. Svcs. (Univ.)		\$1,620
Supplies		\$6,744
Office Equip. < \$1000		\$4,402
Furniture < \$1000		\$675
Supplies Maintenance		\$11
Print/Dupl. (Univ.)		\$376
Print/Dupl. (Private Vendors)		\$165
*Carryover		
CAPITAL \$7300 - 2070	\$5,320	\$5,320
CPU Input Output Storage		\$2,955
Computer Software		\$2,303
Binding for Libraries		\$62
Furniture > \$1000		\$0
 NOTIS 102 06 015908		
TRAVEL	\$0	\$83
SUPPLIES & SERVICES	\$24,667	\$13,589
CAPITAL	\$49,279	\$57,350
 UGI QRP 102 06 015911 (CAPITAL)	\$3,500	\$3,500

FINANCIAL REPORT FOR  
ACQUISITIONS, QUALITY REINVESTMENT PROGRAM, ELECTRONICS ACCESS  
JUNE 30, 1994

LIBRARY ACQUISITIONS (102 06 105928)    QUALITY REINVESTMENT PROGRAM (102 06 015971)  
Budget=\$593,052+1000 (lost books)+2500 AL&S+10,000 QRP+1360 book sale+20 donation=\$607,932

CAPITAL	BUDGET	EXPENDED
Monographs	\$219,500	
+110	\$219,610	\$217,065
Government Documents	\$1,000	\$1,123
Periodicals	\$312,500	
+ 1270	\$313,770	\$304,292
Microforms	\$44,552	\$55,391
Special Materials	\$4,000	\$4,241
Binding	\$14,000	\$11,802
Audio-Visual	\$0	\$32
CD-ROM	\$0	\$2,025
QRP CD-ROM were included in June 1 Periodicals expenses. They are now included in QRP expenses.		
SUPPLIES		
Supplies--Misc.	\$85	\$102
El. Access (STN, COWL)	\$9,400	\$9,600
Dun's Leasing	\$1,515	\$2,023
QUALITY REINVESTMENT PROGRAM    102 06 015971    \$10,000		
Supplies	\$10,000	\$4,895
Contractual Services		\$2,160
Software		\$250
Supplies		\$190
Supplies < \$1000		2295
Equipment	\$0	\$5,566
CD-ROM		\$3,710
CPU (Computer)		\$1,856
ELECTRONICS ACCESS    102 06 015901 (DIN MONEY)    \$22,700		
Supplies	\$10,000	\$9,469
Capital	\$12,700	\$13,731

FINANCIAL REPORT FOR  
SELF-SUSTAINING ACCOUNTS  
JUNE 30, 1994

ONLINE	BUDGET	EXPENDED
Supplies/Services	\$1,000	\$914
ILL		
Supplies/Services	\$500	\$699
FINES		
LTE	\$4,300	\$3,692
Student Help \$3100 - 2742	\$358	\$358
Travel	\$600	\$109
Supplies/Services \$3800 + 2742	\$6,542	\$4,137
Equipment	\$0	\$0
TOTAL	\$11,800	\$8,296

COPY VENDING		
Student Help		
\$3000+1139-300	\$2,221	\$2,220
Travel \$1000 + 1508 + 100 + 2000	\$4,608	\$3,757
Supplies/Services		
\$57,000+1549*-300	\$58,249	\$59,038
Equipment \$7000 - 2000	\$5,000	\$272
TOTAL	\$70,078	\$65,287

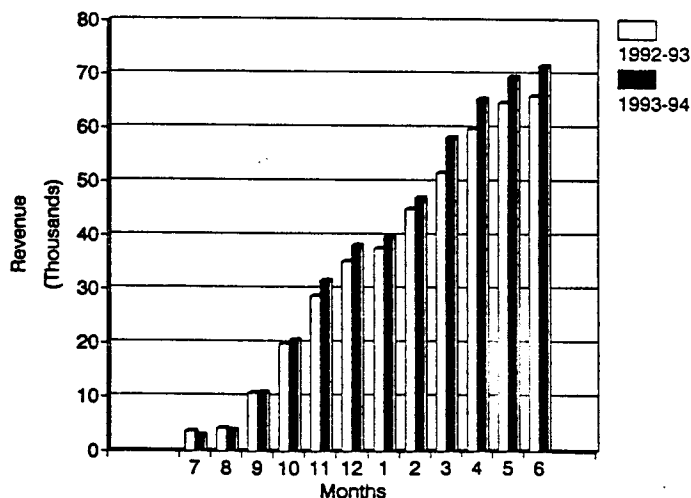
\*Carryover

REVENUE REPORT FOR THE MONTH OF JUNE

FUND	MONTHLY REV. 1993	CUMULATIVE REV. 1993	MONTHLY REV. 1994	CUMULATIVE REV. 1994
Copy Vending*	\$1,321	\$65,959	\$2,006	\$71,481
Fines	\$942	\$12,292	\$625	\$11,748
ILL	\$49	\$556	\$56	\$536
Online	\$66	\$826	\$28	\$1,004

\*Taxed

COPY VENDING REVENUE COMPARISON FOR 1992-93 & 1993-94



***APPENDIX B:  
VALUE ESTIMATE  
REPORTS***

**MURPHY LIBRARY, UW-LA CROSSE  
VALUE ESTIMATE REPORT OF LIBRARY HOLDINGS  
AS OF JUNE 30, 1994**

	1993-1994	
	Number (Net)*	Value
<b>Bound Volumes</b>		
Circulating	323,299 @ \$ 44.62 (B) =	\$ 14,425,601.38
Non-Circulating	12,995 @ 83.15 (B) =	1,080,534.55
Periodicals	58,645 @ 135.37 (B) =	7,938,773.65
<b>Special Collections</b>	19,983 @ 83.15 (B) =	1,661,586.45
<b>Serials &amp; Gift Subscriptions</b>	2,176 @ 139.84 (A) =	304,292.00
<b>Documents**</b>	197,302 @ 11.50 =	2,268,973.00
<b>Maps**</b>	16,132 @ 6.50 =	104,858.00
<b>CD-ROM Titles**</b>	<u>22 @ 1760.45 =</u>	<u>38,730.00</u>
<b>TOTAL</b>	630,544	\$ 27,823,349.03
<b>Microforms***</b>		
Microfiche	949,312 @ \$ 5.00 =	\$ 4,746,560.00
Microfilm & Newspaper Reels	<u>40,932 @ 30.00 =</u>	<u>1,227,960.00</u>
<b>TOTAL</b>	990,244	\$ 5,974,520.00
<b>Special Collections****</b>		
Vertical Files	4,740 @ \$ 10.00 =	\$ 47,400.00
Photographs	118,509 @ 13.00 =	1,540,617.00
Oral History Tapes & Interviews	1,135 @ 200.00 =	227,000.00
Maps (WI & Old N.W.)	448 @ 100.00 =	48,800.00
Slides	<u>6,946 @ 3.00 =</u>	<u>20,838.00</u>
<b>TOTAL</b>	131,818	\$ 1,884,655.00
<b>GRAND TOTAL</b>	1,752,616	\$ 35,682,524.03

- \* The number of withdrawn are included in the Number (Net) total
- \*\* Estimated cost of replacing free and purchased materials
- \*\*\* Estimated current value
- \*\*\*\* Estimated current market value
- (B) Bowker Figure
- (A) Actual Cost

**VALUE ESTIMATE OF FILM LIBRARY HOLDINGS  
AS OF JUNE 30, 1994**

	1993-94	
	Number (Net)	Value
<b>16mm Titles and Additional Copies</b>	7,470 @ \$391.79 (Bowker) =	\$ 2,926,671.00
<b>Videocassette Titles and Additional Copies</b>	<u>561 @ 93.22 (Bowker) =</u>	<u>52,296.42</u>
<b>TOTAL</b>	8,031	\$ 2,978,967.42

***APPENDIX C:***  
***STATISTICAL REPORTS***

MURPHY LIBRARY  
 UNIVERSITY OF WISCONSIN-LA CROSSE  
 STATISTICS 1993-94

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Interlibrary Loan	59	29	68	94	68	14	36	144	99	70	40	47	768
Borrowed Volumes	169	111	89	257	227	114	85	166	283	177	84	64	1826
Photocopies Requested	154	136	205	269	203	167	202	278	290	253	163	184	2504
Loaned Volumes	106	62	101	234	217	115	90	208	304	253	133	145	1968
Photocopies Sent	488	338	463	854	715	410	413	796	976	753	420	440	7066
TOTAL	1902	1900	1904	1899	1892	1891	1891	1891	1891	1891	1891	1888	1888
Periodical Subscriptions	1	0	7	2	2	1	2	0	1	1	0	1	18
Subscriptions Added	0	2	3	7	9	2	2	0	1	1	0	4	31
Subscriptions Dropped	288	288	291	291	289	289	290	289	287	288	287	288	288
Gifts	0	0	0	0	0	0	0	0	0	0	0	0	430
Documents Depository													
Circulation	2246	967	4428	8152	14028	9940	1576	6373	7068	8996	3293	2007	69074
Main	1506	313	7714	10522	5247	4170	1632	8427	8311	8610	5398	1025	62875
Reserve	1747	544	3376	6621	5804	4367	1038	5037	4179	5515	4412	1903	44543
In-House	5499	1824	15518	25295	25079	18477	4246	198377	19558	23121	13103	4935	176492
TOTAL	23	14	28	29	16	10	8	18	25	18	18	20	227
Community Borrowers	10051	4481	43655	57942	53568	44830	11034	43183	41004	45487	28708	7692	391635
Turnstile Count	24	23	27	31	28	27	22	28	28	28	26	24	316
Days Library Open													
Information Services	130	0	965	379	391	76	177	707	313	378	0	80	3596
Bibliographic Instruction	1741	372	3767	4025	3655	3120	977	3794	3823	3915	1641	1562	32392
Reference Questions	6	0	1	1	3	3	1	1	1	1	0	2	20
Data Base Searches													
Retrocon	59	85	23	56	12	20	5	6	0	10	0	0	276
Titles Converted	177491	177576	177599	177655	177667	177687	177692	177698	177698	177708	177708	177708	177708
Converted to Date	17749	6141	37763	53478	57866	38691	9900	44463	43904	49431	24746	12706	396838
LS2K Catalog Searches													

MURPHY LIBRARY  
UNIVERSITY OF WISCONSIN-LA CROSSE  
ADDITIONS 1993-94

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
<b>Bound Volumes</b>													
Circulating	406	432	436	504	668	511	590	366	406	610	869	639	6437
Reference	89	40	72	69	81	67	74	62	95	48	64	31	792
Special Collections	55	21	26	57	42	37	34	33	55	37	3	17	417
Sub-Total	550	493	534	630	791	615	698	461	556	695	936	687	7646
Periodicals	9	86	160	73	10	104	67	61	280	256	286	155	1547
TOTAL	559	579	694	703	801	719	765	522	836	951	1222	842	9193
<b>Titles (Bound)</b>													
Books	350	437	397	497	576	301	472	347	404	620	847	639	5887
Periodicals	1	4	5	3	2	3	3	0	4	1	2	8	36
Serials	0	0	0	0	0	0	0	0	0	0	0	0	0
Serials Vols. Not Cat.	0	0	1	0	0	0	0	0	0	0	0	0	0
Popular Paperbacks	0	0	0	0	0	0	0	0	0	0	0	119	119
<b>Microforms</b>													
Microfilm	14	59	122	36	0	121	77	48	105	203	34	547	1366
Microfiche	4757	3081	2434	3899	4392	2926	3118	4827	3684	3372	2864	2347	41701
TOTAL	4771	3140	2556	3935	4392	3047	3195	4875	3789	3575	2898	2894	43067
<b>Titles (Microforms)</b>													
Books	114	0	1	3	0	117	0	0	0	0	0	33	268
Periodicals	0	0	2	3	0	1	0	3	0	1	0	1	11
<b>Government Documents</b>													
Foreign	0	0	0	0	0	0	0	0	0	0	0	0	0
United Nations	0	2	0	1	0	2	0	1	0	2	0	1	9
United States	626	959	758	525	576	280	284	456	558	461	372	397	6252
Wisconsin	96	60	56	19	90	8	3	35	272	406	424	71	1540
Documents on Microfiche	-2355	-1468	-864	-2529	-2810	-861	-1358	-1902	-1872	-1544	-1363	-124	-19050
TOTAL	722	1021	814	545	666	290	287	492	830	869	796	469	7801

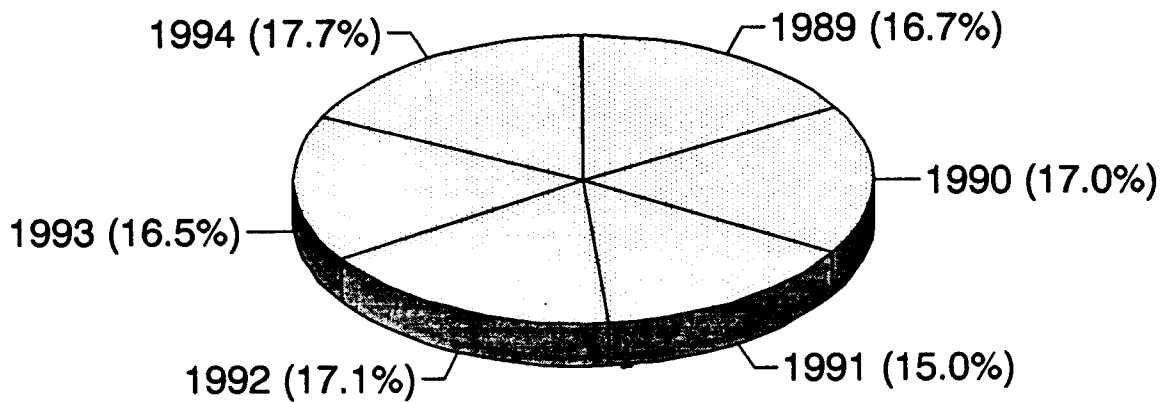
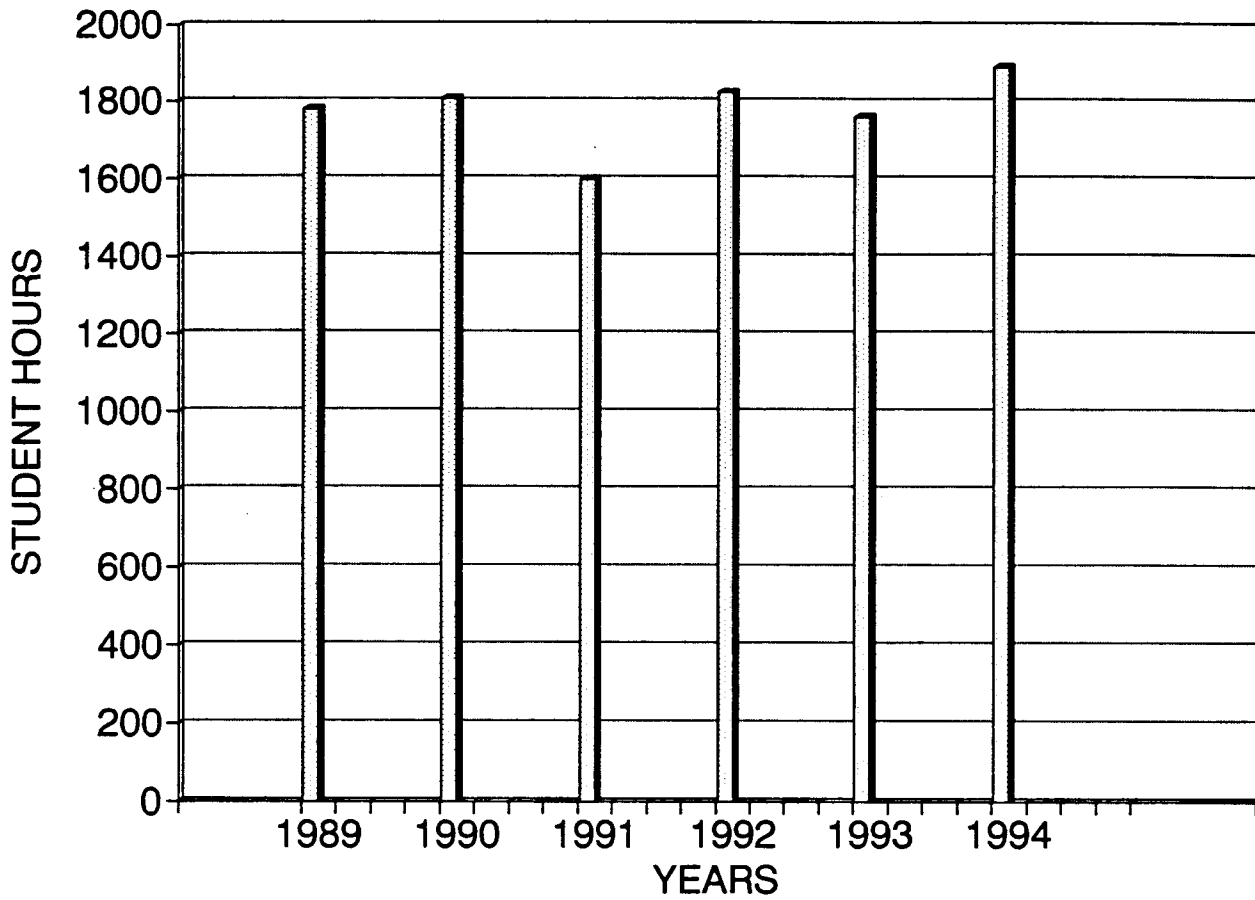
MURPHY LIBRARY  
UNIVERSITY OF WISCONSIN-LA CROSSE  
WITHDRAWALS 1993-94

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Bound Volumes													
Circulating	80	15	25	108	3894	327	62	100	125	15	58	16	4825
Reference	140	18	54	68	155	411	274	105	26	13	17	77	1358
Special Collections	1	0	0	2	16	7	0	0	0	0	1	0	27
Sub-Total	221	33	79	178	4065	745	336	205	151	28	76	93	6210
Periodicals	63	7	432	75	175	117	87	12	7	0	0	731	1706
TOTAL	284	40	511	253	4240	862	423	217	158	28	76	824	7916
Titles (Bound)													
Books	93	15	27	108	1048	139	81	109	127	12	46	35	1840
Periodicals	3	0	87	19	19	22	2	1	1	0	0	1	155
Serials	0	0	0	0	0	0	0	0	0	0	0	0	0
Serials Vols. Not Cat.	0	0	0	0	0	0	0	0	0	0	0	0	0
Popular Paperbacks	0	0	0	0	0	0	0	0	0	0	0	7	7
Microforms	0	0	4	1	0	0	0	0	0	0	0	0	5
Microfilm	0	109	143	947	353	271	33	242	470	195	435	256	3454
Microfiche	0	109	147	948	353	271	33	242	470	195	435	256	3459
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
Titles (Microforms)													
Books	0	0	0	0	0	0	0	0	0	0	0	1	1
Periodicals	0	0	3	0	0	0	0	0	0	0	0	0	3
Government Documents													
Foreign	0	0	0	0	0	0	0	0	0	0	0	0	0
United Nations	0	0	0	0	0	0	0	0	0	0	0	0	0
United States	113	131	121	55	103	200	286	389	73	8	40	337	1856
Wisconsin	0	0	0	0	0	0	0	0	0	0	133	0	133
Documents on Microfiche	-353	-109	-143	-947	-353	-271	-33	-242	-470	-195	-435	-252	-3803
TOTAL	113	131	121	55	103	200	286	389	73	8	173	337	1989

WITH-94

***APPENDIX D:***  
***STUDENT ASSISTANT***  
***HOURS/WEEK***

# STUDENT HELP HOURS 1989-1994



STUDENT ASSISTANT HOURS/WEEK BY DEPARTMENT 1989-1994

Acquisitions

	1989	1990	1991	1992	1993	1994
Spring	24.00	23.00	25.75	20.75	24.00	22.00
Summer	13.00	10.00	17.50	10.00	10.00	10.00
Fall	20.50	25.25	20.75	23.75	22.00	23.00
Totals	57.50	58.25	64.00	54.50	56.00	55.00

ARC

	1989	1990	1991	1992	1993	1994
Spring	57.50	61.25	57.25	53.50	55.00	72.50
Summer	18.50	26.25	17.50	35.00	17.50	34.75
Fall	56.50	53.50	47.25	53.75	55.25	68.00
Totals	132.50	141.00	122.00	142.25	127.75	175.25

Automation

	1989	1990	1991	1992	1993	1994
Spring	0.00	0.00	0.00	6.00	6.00	6.00
Summer	0.00	0.00	0.00	4.00	4.00	4.00
Fall	0.00	0.00	0.00	6.00	6.00	13.00
Totals	0.00	0.00	0.00	16.00	16.00	23.00

Bibliographic Instruction

	1989	1990	1991	1992	1993	1994
Spring	0.00	0.00	0.00	0.00	0.00	4.00
Summer	0.00	0.00	0.00	0.00	0.00	0.00
Fall	0.00	0.00	0.00	0.00	0.00	7.00
Totals	0.00	0.00	0.00	0.00	0.00	11.00

Cataloging

	1989	1990	1991	1992	1993	1994
Spring	33.00	13.25	15.75	20.00	19.00	24.75
Summer	16.00	13.25	11.00	23.50	20.00	20.75
Fall	24.50	19.75	17.00	17.75	19.75	16.00
Totals	73.50	46.25	43.75	61.25	58.75	61.50

Circulation

	1989	1990	1991	1992	1993	1994
Spring	391.50	398.00	388.75	373.00	421.50	365.50
Summer	168.25	175.50	101.50	188.00	150.75	139.00
Fall	432.50	458.25	356.50	456.25	361.00	345.00
Totals	992.25	1031.75	846.75	1017.25	933.25	849.50

Documents

	1989	1990	1991	1992	1993	1994
Spring	78.00	59.75	60.25	59.50	64.75	96.75
Summer	25.25	21.50	37.50	38.00	36.00	69.50
Fall	60.25	70.75	52.50	67.75	66.00	87.00
Totals	163.50	152.00	150.25	165.25	166.75	253.25

ILL

	1989	1990	1991	1992	1993	1994
Spring	20.00	29.75	38.25	38.00	36.75	47.50
Summer	9.00	11.00	8.00	11.00	19.00	35.00
Fall	27.50	38.00	31.50	35.75	38.25	39.75
Totals	56.50	78.75	77.75	84.75	94.00	122.25

Office

	1989	1990	1991	1992	1993	1994
Spring	20.00	13.00	20.00	18.00	15.00	14.00
Summer	7.00	8.00	9.00	7.00	7.00	7.00
Fall	14.00	20.00	18.00	15.00	17.00	17.00
Totals	41.00	41.00	47.00	40.00	39.00	38.00

Public Services

	1989	1990	1991	1992	1993	1994
Spring	0.00	0.00	0.00	0.00	0.00	4.00
Summer	0.00	0.00	0.00	0.00	0.00	2.00
Fall	0.00	0.00	0.00	0.00	0.00	5.00
Totals	0.00	0.00	0.00	0.00	0.00	11.00

Office students performed clerical duties for this area before 1994.

Reference

	1989	1990	1991	1992	1993	1994
Spring	17.00	19.25	23.00	25.00	22.00	22.00
Summer	10.00	10.00	10.00	10.00	10.00	10.00
Fall	21.00	23.00	16.75	21.75	20.25	19.75
Totals	48.00	52.25	49.75	56.75	52.25	51.75

Serials

	1989	1990	1991	1992	1993	1994
Spring	77.50	75.00	87.50	71.00	81.25	70.00
Summer	60.00	56.50	53.00	52.50	60.00	91.50
Fall	70.50	77.50	61.00	65.50	77.75	78.00
Totals	208.00	209.00	201.50	189.00	219.00	239.50

	1989	1990	1991	1992	1993	1994
Grand Total	1772.75	1810.25	1602.75	1827.00	1762.75	1891.00

NOTE: These figures are at one point in time. In Fall 1993, Murphy Library received an additional \$31,300 in student help based on a reduction in work study referrals.

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