

1990

## Annual Report 1989-1990

Thomas G. Carpenter Library

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1989-90

*Library*

ANNUAL REPORT

UNIVERSITY OF NORTH FLORIDA

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## INTRODUCTION

The Thomas G. Carpenter Library, so named in 1980 after the University's founding president, has completed two full decades of operation. While the University of North Florida opened for instruction to its charter class in 1972, the yet nameless university library and its staff had been hard at work for over two years preparing the book collection for the new student body and faculty. Thus it is a fact that at the close of the 1989/90 fiscal year, the Library, its staff, and the founding director can now look back on twenty years of history.

With this in mind, this introduction, and the ensuing chapters of this report, use the two-decade mark as a milestone of sorts from which to glance back at the path traveled and to look forward to assess the road ahead.

## ANNUAL REPORTS

This writer has stated in years past that the Library's *Annual Report* was conceived to be, and has remained, an on-going organizational autobiography in words and numbers. The departmental summaries and the supporting data afford a retrospective glimpse at our history. We can refer to these reports for facts embedded in the narratives or figures in the charts, we can pinpoint an important event and the introduction or changes in policy, revisit the significant stages of library development, and retrieve statistical information when needed. The format has remained constant over the years; heads of the administrative units review the year's accomplishments, without any editorial effort to rewrite their contributions in order to force them into a common stylistic or presentational mold. We believe that the diversity of styles decreases the monotony and enhances the readability of this essentially dry and factual document.

## LIBRARY OPERATIONS - COMPARATIVE STATISTICS

The following table affords an easy overview of library development. The library was considered fully staffed in 1975/76, so this was chosen as the base year. Regrettably, thereafter, library staffing remained unchanged for twelve years. The data disclose the growth - or periodic stagnation - of the collection, along with rising service demands, user count, and building expansion. When these data are juxtaposed with the number of library personnel, the disparity underscores the dramatic discrepancy of staffing in the face of equally dramatic growth. By implication, these figures also show the efforts the staff has been expected to make - and has actually made - in order to cope with a workload that multiplied a hundredfold and beyond. We have consistently explored all possible ways to enhance efficiency, one of which was the systematic exploitation of new technologies and computer applications.

**LIBRARY ACTIVITIES 1975/76-1989/90 - Comparative Statistics**

	<b>1975/76</b>	<b>1989/90</b>	<b>INCREASE</b>	<b>% CHANGE</b>
<b>BUILDING</b>				
Gross sq. ft.	60,000	120,000	60,000	100%
Service points	4	5	1	25%
<b>BOOK BUDGET (expended)</b>	352,780	1,635,191	1,282,411	364%
<b>COLLECTION</b>				
a.) Books & Periodicals	160,256	527,896	367,640	230%
b.) Subscriptions	1,940	3,628	1,688	87%
c.) Microforms	172,344	926,220	753,876	437%
d.) Audio-Visual (AV)	- 0 -	15,429	15,429	N/A
<b>REFERENCE</b>				
Patron Assistance	14,539	86,781	72,246	497%
<b>CIRCULATION</b>				
Interlibrary Loan (ILL)	1,745	7,720	5,975	342%
<b>ENROLLMENT</b>				
a.) FTE	2,900	4,519	1,619	56%
b.) Headcount	4,360	7,772	3,412	78%
<b>STAFFING</b>	37	41.5	4.5	12%

**COLLECTION DEVELOPMENT**

Beyond the intellectual process of selection, the success of the collection development depends on steady and adequate funding. During the first fifteen years, the library's acquisitions program was greatly hindered by the wide - one could say wild - fluctuation and utter unpredictability of the resources budget. The roller-coaster-like image of the statistical chart for those years has been the source of a great deal of frustration and unintentional hilarity. Thanks to the efforts of the Board of Regents, in 1985/86 the legislature adopted a funding floor for the State University System (SUS) libraries. With this assurance, a genuine collection development program could begin, leading to the cautious but steady expansion of the subscription list, the systematic enhancement of the general collection, and the accelerated acquisition of media.

With the addition of the lower division in 1984/85, the library was expected to support the freshmen and sophomore curriculum, an area which had received only incidental attention up to then. Selectors were asked to pay special attention to new degree programs and the library needs of the undergraduates. The substantial budgetary increases of recent years, specifically the record budget of FY 1989/90, enabled us to bring the collection to a level where it can satisfy the library needs of the undergraduate students.

The steady acquisition of new material is essential for the development of a viable collection. All materials needed by the students and faculty must be available locally, as interlibrary loan should augment rather than supplant an on-site collection. Plainly, the clientele cannot be served adequately from other collections. However, telecommunication technology, coupled with personal computer capabilities, now gives access to collections in remote locations, forcing the university library to assume the role of information broker, a descriptive and accurate term to convey the growth, nature, and sophistication of library functions at the end of the twentieth century. The computer age has enlarged the library's role beyond the traditional modes of acquiring, storing, and disseminating preserved knowledge to include identification of material held by other libraries, thousands of miles away, thus expanding the patron's awareness of more resources. Access to online catalog systems and subscriptions to CD-ROM indexes have become an integral part of collection development, for not only must a library provide information, it must also provide access to a wider universe of knowledge. This challenging and exciting development affects patron expectations and service, collection growth, and resources budgets. Not only must the library provide the telecommunication technology, it must also train staff and patrons in its use, obtain previously inaccessible materials through interlibrary loan channels, and purchase resources once thought too esoteric or obscure.

## RESOURCES BUDGET

The funding history of this library shows not only a persistent difficulty in long-range planning, but the inability of the funding process to take into consideration the factors that affect the commercial realities of the marketplace, e. g., inflationary jumps and the budgetary repercussions of exchange rates for foreign purchases. While the latter is a lesser consideration for UNF than it is for the larger SUS libraries, inflation has had a serious affect on library funding. The \$1.6 million budget of FY 1989/90 was the largest resources budget in institutional history only in terms of the dollar amount, not in purchasing power. While the grand total is impressive on the surface, it must be put in perspective for the observer, casual or initiated.

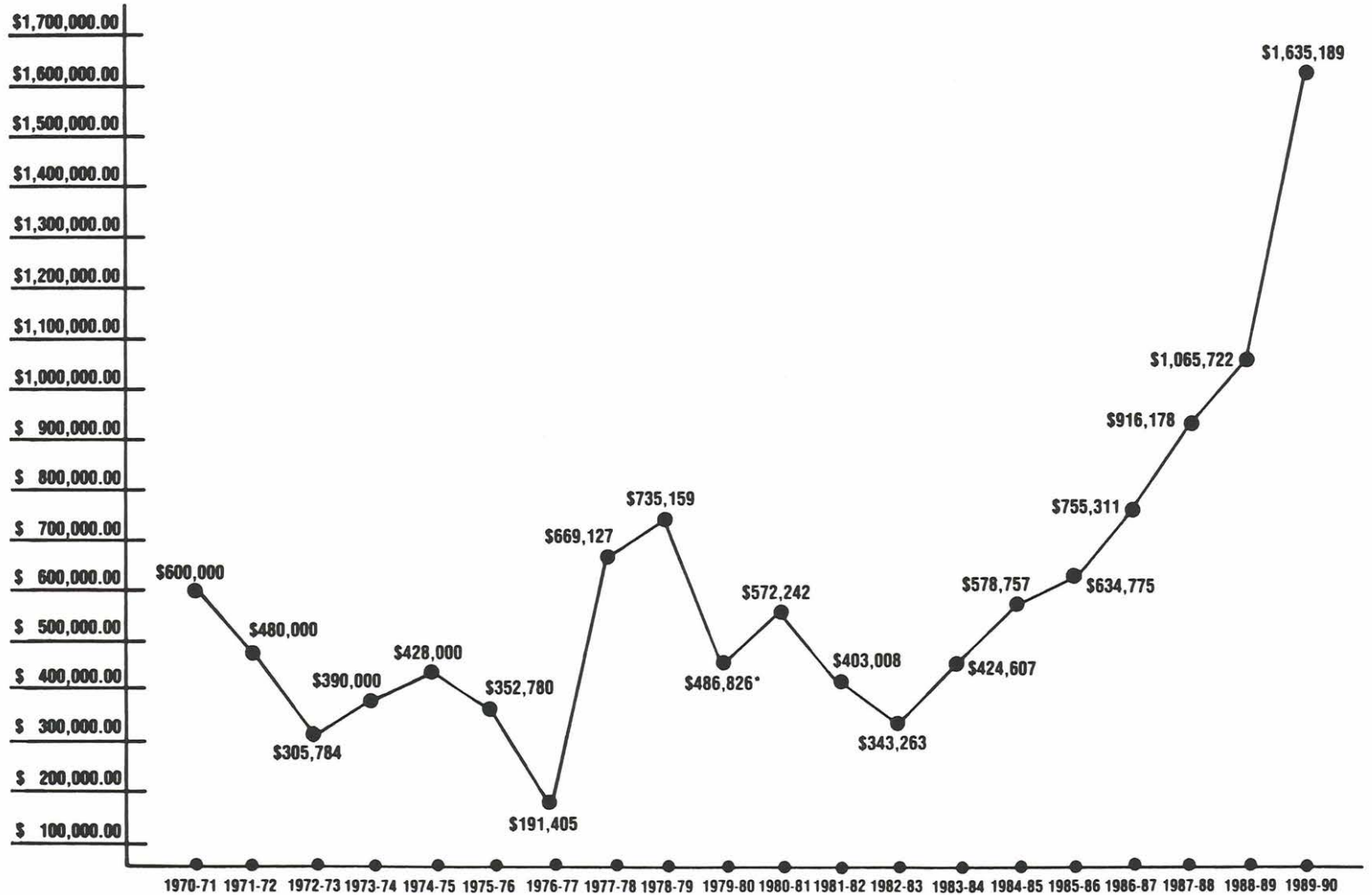
The average price of hardcover books in 1970 was \$11.66.<sup>1</sup> The same unit price in 1989 (the only figure available at the time of writing), was \$40.24. Interpreting these figures, the \$600,000 budget of our first - developmental - year could theoretically purchase 51,458 hardcover volumes. To buy the same number of volumes in 1989/90, the book budget should have been \$2,070,669.

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<sup>1</sup> This and subsequent figures in the paragraph have been taken from the respective years of *The Bowker Annual*.

# UNIVERSITY OF NORTH FLORIDA LIBRARY Resources Budgets Overview

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\*Includes \$50,000 in QIP funds

Performing the same computation for U.S. periodicals *only* (excluding Soviet translations, a disproportionately high-cost factor), the \$10.41 unit cost of 1970 has risen to \$85.37 by 1989. To equal the purchasing power of the \$600,000 of 1970 in 1989, for U.S. periodicals, the budget should have been \$4,920,461.

The implications are obvious and they underscore the necessity for sustained library support by the funding authorities.

## SERVICE

Library hours have been a long-standing concern to the university community, users and administrators alike. The matter was brought to the fore by the opening of student housing on campus. The Student Government Association passed two resolutions in the past decade, three years apart, asking for longer library hours. It was a simple problem: 79 hours of weekly operation were insufficient. The solution was equally simple: with the addition of more library positions the hours of operation could be extended. The Vice President for Academic Affairs and the Director of Libraries jointly searched for a funding/staffing solution, without success.

The staffing problem was further exacerbated by cutbacks in OPS funding, the moneys that pay the wages of student assistants and other hourly employees. Whereas the Library expended \$78,000 on OPS staff in 1980, when the new building opened, nine years later, in FY 1989/90, this amount decreased to \$68,000. The repeated cutbacks occasionally created minor crises which then had to be resolved with an emergency transfer of funds from other appropriate funding categories. An additional problem that has passed unrecognized is the increase in the minimum wage while the OPS budget has decreased.

Some relief has been obtained by the allocation of new USPS positions in fiscal years 1988/89 and 1989/90. The new personnel made possible the extension of library hours in two steps to the present 88-hour service week - an 11.4% increase. Also, beginning with the 1989/90 school year, the library remains open until 2 a.m. during the week immediately preceding final examinations and until the end of the exam period.

## STAFFING

For several years, the SUS library directors have requested the Florida State Department of Administration to restructure the Library Technical Assistant (LTA) class to provide job advancement opportunities for employees in existing classes whose work reflected advanced knowledge and complex decision-making and/or supervisory responsibilities. The directors envisioned a new LTA III category to absorb these job duties. However, in a general move to collapse and reduce the number of classifications in the USPS as a whole, the Department reclassified all LTAs according to a different scheme. Former LTA I became LTA, LTA II became Senior LTA, and LTA II Supervisor became LTA Supervisor. Rather than achieving the objective of a third level



based on expertise, the restructuring resulted only in title changes, making one category dependent on supervision, and even that without a significant salary differential. This development is disappointing inasmuch as it fails to recognize the realities of job contents and performance expectations in university libraries.

There were several staff changes and additions in the course of FY 1989/90. Following a nationwide search and a strong field of finalists, Kathleen Cohen, Head of the Reference Department and Acting Head of Public Services, was the successful candidate for the position of Assistant Director. She began service in her new assignment on July 1, 1989. At the time of her appointment, Kathy had nineteen years of professional experience, sixteen of which she served at the UNF Library in increasingly responsible positions. The Head of Reference position she left vacant was filled in January 1990 by Sarah Philips, a former employee of this library before she accepted an appointment at the Jacksonville Public Library. In the same month, Geraldine Collins was advanced from Assistant Head to Head of the Circulation Department. Finally, in February 1990, Bob Jones became Head, Public Services Division and Library Systems Coordinator, a lateral move for Bob from Head, Operations/Systems Division, now partially absorbed by his current assignment.

The Library received 1.57 FTE new positions this year. Alisa Craddock joined the Library to fill the newly created position of evenings and weekend supervisor of the Circulation Department. A .5 Senior LTA position in Serials was expanded to full time. In a lateral move, in September 1989, Administrative Assistant Judy Hiden transferred from the President's Office to the Library.

There was one promotion this year: Mary Davis was promoted from Associate to University Librarian. We congratulate her on this advancement.

## STAFF ACTIVITIES

The identity of an institution is shaped by its staff. It is the people who create and project the image and character of an organization. The Thomas G. Carpenter Library has been fortunate; through selection, attrition, and judicious recruiting, the present staff members are of exceptional caliber. Their dedication ensures smooth day-to-day operation and unwavering quality of service, and their competence makes the library function like the proverbial clockwork. Every employee takes pride in the Library, and at times, many of them make special efforts to keep the public unaffected by the crises of the moment caused by lack of funds or lack of personnel. The absence of complaints concerning those aspects of our operation that are under our direct control is a sign of the high regard the Library generally commands from its patrons. It is the hard-working, dedicated, service-oriented staff that deserves all the credit and gratitude of the university community.

An atmosphere of collegiality in interpersonal relationships rests on the premise of participatory management. Input and criticism are open to all irrespective of rank and departmental affiliation. While perceptions and self-images vary according to an individual's objectivity regarding self and fellow-workers, the staff works in harmony. Turnover among library faculty has always been minimal, and resignations among the paraprofessional staff usually occurred for salary considerations.

Of the fifteen librarians five are charter faculty, and seven have been with the Library between twelve and seventeen years. The fact that in fiscal year 1989/90 there were *no resignations at any level* is a clear indicator of the stability of the library personnel.

The question may arise that without the influx of new personnel with different backgrounds and new ideas how does the staff manage to fight off obsolescence, isolation, and professional ossification? The answer is simple: the majority of the staff individually and collectively have an acute interest in all new developments in the field relating to, and beyond, their immediate assignments. They remain in touch with their colleagues in-state and nation-wide through attendance at professional events, or via telephone and electronic mail. Also, the staff never hesitate to adopt, borrow, steal, or experiment with new ideas, often improving on freshly acquired routines and procedures.

In addition to attending to their responsibilities as set forth in their respective job descriptions, the library faculty has been professionally active far beyond expectations. Staff development has always been encouraged and supported to the full limit of budgetary provisions, and professional travel has been generously subsidized. In the past eight years, there have been half a dozen professional development leaves sought and granted. Educational leave grants were awarded to several paraprofessional employees. Three LTA's still employed with us and one who resigned since, have earned their MLS degrees in 1976 and 1977, and four more, now employed elsewhere, in 1985.

As an example of the contribution the staff has made to the library profession, Verna Urbanski's election to Chair of the American Library Association's Cataloging Committee on Description and Access deserves special mention. This prestigious committee reviews, coordinates, and recommends changes to the *Anglo-American Cataloging Rules*. Verna's appointment is a testimonial to the high regard she commands among her peers at the national level, which reflects well on the Library and our University.

In 1984/85, the Vice President for Academic Affairs compiled a campus-wide report on faculty activities. Capitalizing on the availability of data, the segment on the library faculty was reproduced in the *Annual Report* for that year, filling fourteen pages. Rather than compiling another long activity report, it should be mentioned here that the library faculty has remained prominent in the second half of the decade as well. They have served as members or chairs of intra- and interinstitutional committees and state and national organizations; attended seminars, workshops, and conferences; presented papers; conducted seminars and workshops; and published ERIC documents, book reviews, book chapters, articles, and books. Several staff members, including paraprofessionals, have taken short courses, full-term academic courses, and earned Bachelor's, Master's, or second Master's degrees. One USPS employee's doctoral degree is in progress, and a library faculty member's doctoral degree is at the dissertation stage.

## AUTOMATION

The Library's two-decade lifespan witnessed the migration from an entirely manual operation to a fully automated library. Order routines and procedures, cataloging, bibliographic control,

additional staff and equipment. It is essential that the master plan remain on track, and Phase II be planned and completed in the middle of the decade as originally projected.

## COMMUNITY ROLE

Our *Annual Reports* and other university publications have stated repeatedly that the UNF Library was conceived as, and has always aspired to become, a major educational resource for the northeast Florida region. From its inception, the Library placed no restriction on public access. Any adult, regardless of residency and educational or occupational affiliation, has been welcome to use the Library's resources, a service philosophy that still prevails. Those ineligible for borrowing privileges at UNF always had the option to borrow any of our circulating resources through interlibrary loan at their home institution or through the public library system.

We also identified certain groups who may apply for borrower's privileges either on the grounds of prior affiliation with the university or special needs. These are UNF alumni, UNF Foundation Board members, educators of the northeast Florida counties, and area researchers, i.e., individuals whose professional endeavors require access to an academic research library. Borrower's privileges to these individuals were offered free of charge until 1985. At that time, our statistics revealed that in two consecutive years 10% and 11% of all library cards were held by these special borrowers who, in turn, were responsible for 18% and 14% of all circulation. No longer able to shoulder this unrecognized, unfunded workload, we were obliged to introduce a \$25 annual users' charge to non-affiliated borrowers. This revenue has been used to supplement the shortfall of OPS funding.

## INTERINSTITUTIONAL COOPERATION

In the mid-1980s, the Council for Interinstitutional Planning (CIP) brought forth the formal cooperation of the four institutions of higher learning in Jacksonville. Following the discontinuation of funding, the CIP subcommittee on libraries regrouped to maintain interinstitutional communication and cooperation. This informal organization, the Northeast Florida Librarians' Interest Group (NEFLIG), has well served the purpose in the past few years; however, it is becoming increasingly apparent that a more structured organization involving public, academic, school, and special libraries could perform a greater service to library users of the region. The creation of such an organization will be explored in the coming fiscal year.

## GIFTS

In order to offer prospective benefactors an opportunity to help the Library meet those needs which are not supported by state allocations, the original *Lucille Jans Memorial Fund*, established in 1973, was converted into the *Friends of the Library* account. The stated objectives of the cash gifts are "To improve and enhance library resources, including materials, equipment, furnishings, and personnel services, in order to carry out the University's mission." Our friends who have

helped us over the years have been numerous and generous. It is particularly gratifying to note that most of the cash donations have come from within the institution, from faculty and staff. Their generosity has been deeply appreciated.

In addition to donations, the Library has received thousands of books, records, periodicals, and even audio equipment. In accordance with our gift policy, many gift items were added to the collection, and those that were duplicates or fell outside our collecting interests were sold in library book sales and the proceeds spent on other library resources. The last biennial book sale, held in November 1989, yielded over \$2,800. We thank our many donors whose generosity made the book sale possible.

## CONCLUSION

The Library has reached its present stage of development through the collaborative, participatory efforts of the library faculty and the support staff. The administrative stance that has prevailed can be characterized as realistic rather than visionary, more anticipatory than bold, pragmatic as opposed to idealistic, fact-based instead of recklessly wishful. We always tried to proceed with circumspection and cautious optimism rather than careless enthusiasm. The record of twenty years shows all operational plans carefully laid, all objectives consistently met, and no projects under full internal/institutional control ever abandoned.

What has been accomplished in two decades?

The assembly of an important collection; the recruitment, training, development, and retention of a competent and stable staff, dedicated to the setting and maintenance of high performance standards and excellence in service; the planning and construction of a functional, attractive building; and the acquisition, implementation, and exploitation of state-of-the-art automated hard- and software for staff use and public access.

What lies ahead for the next decade?

Continued development of a multimedia collection; the addition of new staff to better cope with the constantly increasing workload; systematic reliance on advances in automation; through more structured regional networking better and broader service to the community at large; and the planning and construction of Phase II which should double the size of the present library building.

What are the odds?

The original administrative team, President Thomas G. Carpenter and Academic Vice President Roy L. Lassiter, did everything within their power to assist us in carrying out our assignment and develop a library of which the institution could be justly proud. We observe with deep satisfaction that we enjoy the same commitment on the part of the current administration. We are grateful to President Adam W. Herbert and Vice President Kenneth E. Martin for their support.

However, apart from the singularity of purpose and dedication of all parties, the implementation of our plans and the attainment of our objectives depend on adequate state funding which, in turn, will inevitably depend on the steady, undiminished influx of State revenues. As we head into the new fiscal year, the signs of the economy are not encouraging. The fiscal picture will come into focus by the time we go into the next legislative session in the spring of 1991.

The one thing that remains clear is that 1989/90 was a peak year in most respects, a fitting conclusion to the second decade of library operations. It is our hope that in the years ahead we will be able to maintain the momentum, a steady pace of growth in resources, staffing, technological enhancements, and library space. Given the wherewithal, with the maintenance of legislative commitment of recent years to sustained funding for resources and staff, the Library will continue to provide optimum academic support to this University's clientele.

**Andrew Farkas**  
*Director of Libraries*

**UNIVERSITY OF NORTH FLORIDA LIBRARY**  
**Library Budgets 1984-1990**

	1984-85	1985-86	1986-87	1987-88	1988-89	1989-90
<b>TOTAL LIBRARY BUDGET</b>	<b>\$1,506,849</b>	<b>\$1,567,152</b>	<b>\$1,825,047</b>	<b>\$2,055,131</b>	<b>\$2,304,374</b>	<b>\$3,019,160</b>
<b>PERSONNEL</b>						
<b>LINE ITEM</b>	799,932	818,236	951,404	1,003,026	1,125,402	1,190,569
<b>OPS</b>	61,500	56,545	55,869	64,134	60,000	68,000
<b>TOTAL</b>	<b>\$861,432</b>	<b>\$874,781</b>	<b>\$1,007,273</b>	<b>1,067,160</b>	<b>\$1,185,402</b>	<b>\$1,258,569</b>
<b>% OF BUDGET</b>	57.17	55.82	55.19	51.93	51.44	41.69
<b>OPERATING EXPENSE</b>	<b>\$65,123</b>	<b>\$57,411</b>	<b>\$57,625</b>	<b>\$68,625</b>	<b>\$53,200</b>	<b>\$56,000</b>
<b>% OF BUDGET</b>	4.32	3.66	3.16	3.34	2.3	1.85
<b>EQUIPMENT (OCO)</b>	<b>\$1,537</b>	<b>\$185</b>	<b>\$4,838</b>	<b>\$3,168</b>	<b>0</b>	<b>*\$69,400</b>
<b>% OF BUDGET</b>	0.1	0.01	0.27	0.15	0	2.3
<b>BOOKS &amp; RESOURCES</b>	<b>\$578,757</b>	<b>\$634,775</b>	<b>\$755,311</b>	<b>\$916,178</b>	<b>\$1,065,772</b>	<b>\$1,635,191</b>
<b>% OF BUDGET</b>	38.41	40.51	41.58	44.58	46.25	54.16

\* Represents library OCO allocation as well as OCO purchases from other university sources.

**Library Budget as Percentage of Total University E & G Budget**

	1984-85	1985-86	1986-87	1987-88	1988-89	1989-90
<b>TOTAL LIBRARY BUDGET</b>	<b>\$1,506,849</b>	<b>\$1,567,152</b>	<b>\$1,825,047</b>	<b>\$2,055,131</b>	<b>\$2,304,374</b>	<b>\$3,019,160</b>
<b>UNIVERSITY E&amp;G BUDGET</b>	<b>\$20,131,445</b>	<b>\$21,468,153</b>	<b>\$23,740,366</b>	<b>\$23,128,312</b>	<b>\$29,742,472</b>	<b>\$33,801,425</b>
<b>% OF E&amp;G BUDGET REPRESENTED BY LIBRARY</b>	7.49	7.3	7.69	8.89	7.75	8.93

**UNIVERSITY OF NORTH FLORIDA LIBRARY**  
**Acquisitions Department**  
**Materials Expenditures 1984-1990**

	1984-1985	% OF TOTAL	1985-1986	% OF TOTAL	1986-1987	% OF TOTAL
<b>MATERIALS: CONTINUATIONS</b>						
NEWSPAPERS	\$2,933.22	0.51	\$2,898.27	0.46	\$3,407.77	0.45
SERVICES	\$29,135.15	5.03	\$36,146.62	5.69	\$40,214.46	5.32
STANDING ORDERS	\$30,866.51	5.33	\$32,385.66	5.10	\$33,013.82	4.37
SUBSCRIPTIONS	\$147,453.58	25.48	\$164,094.80	25.85	\$182,817.02	24.20
SUBS-MICROFORM	\$25,190.10	4.35	\$27,187.77	4.28	\$31,518.71	4.17
<b>SUBTOTAL</b>	<b>\$235,578.56</b>	<b>40.70</b>	<b>\$262,713.12</b>	<b>41.39</b>	<b>\$290,971.78</b>	<b>38.52</b>
<b>MATERIALS: NON-CONTINUATIONS</b>						
AUDIO-VISUAL	\$23,528.94	4.07	\$24,716.13	3.89	\$40,074.78	5.31
BACKFILES	\$10,325.75	1.78	\$3,630.95	0.57	\$2,015.00	0.27
BACKFILES-MICRO	\$5,252.10	0.91	\$3,882.04	0.61	\$1,197.60	0.16
BOOKS-APPROVAL	\$132,660.10	22.92	\$150,757.45	23.75	\$200,751.26	26.58
BOOKS-ORDERED	\$81,514.46	14.08	\$87,068.08	13.72	\$109,053.15	14.44
CURRICULUM	\$1,068.43	0.18	\$1,961.94	0.31	\$14,062.15	1.86
DOCUMENTS	\$4,877.65	0.84	\$11,519.00	1.81	\$5,829.95	0.77
MISCELLANEOUS	\$1,283.45	0.22	\$5,664.84	0.89	\$3,266.07	0.43
<b>SUBTOTAL</b>	<b>\$260,510.88</b>	<b>45.01</b>	<b>\$289,200.43</b>	<b>45.56</b>	<b>\$376,249.96</b>	<b>49.81</b>
<b>TOTAL MATERIALS</b>	<b>\$496,089.44</b>	<b>85.72</b>	<b>\$551,913.55</b>	<b>86.95</b>	<b>\$667,221.74</b>	<b>88.34</b>
<b>PROCESSING:</b>						
BINDING-BOOKS	\$1,551.43	0.27	\$1,646.04	0.26	\$5,080.65	0.67
BINDING-JOURNALS	\$18,396.07	3.18	\$18,273.56	2.88	\$19,784.34	2.62
POSTAGE, HANDLING	\$10,754.58	1.86	\$12,405.53	1.95	\$13,831.70	1.83
SOLINET	\$51,965.58	8.98	\$48,032.28	7.57	\$45,052.18	5.96
SUPPLIES	\$0.00	0.00	\$2,503.64	0.39	\$4,340.45	0.57
<b>SUBTOTAL</b>	<b>\$82,667.66</b>	<b>14.28</b>	<b>\$82,861.05</b>	<b>13.05</b>	<b>\$88,089.32</b>	<b>11.66</b>
<b>GRAND TOTAL EXPENDED FOR MATERIAL</b>	<b>\$578,757.10</b>	<b>100.00</b>	<b>\$634,774.60</b>	<b>100.00</b>	<b>\$755,311.06</b>	<b>100.00</b>

1987-1988	% OF TOTAL	1988-1989	% OF TOTAL	1989-1990	% OF TOTAL
\$3,450.07	0.38	\$3,713.52	0.35	\$5,103.90	0.31
\$43,521.97	4.75	\$49,745.53	4.67	\$55,535.22	3.40
\$40,033.45	4.37	\$53,450.48	5.02	\$51,562.67	3.15
\$211,218.41	23.05	\$246,271.24	23.11	\$297,136.02	18.17
\$30,691.77	3.35	\$39,892.95	3.74	\$48,300.32	2.95
<b>\$328,915.67</b>	<b>35.90</b>	<b>\$393,073.72</b>	<b>36.88</b>	<b>\$457,638.13</b>	<b>27.99</b>
\$51,280.08	5.60	\$59,026.47	5.54	\$94,577.90	5.78
\$14,056.75	1.53	\$6,848.20	0.64	\$40,487.90	2.48
\$8,627.20	0.94	\$22,111.40	2.07	\$73,748.40	4.51
\$217,447.89	23.73	\$240,642.87	22.58	\$231,080.54	14.13
\$181,320.38	19.79	\$189,061.93	17.74	\$299,858.02	18.34
\$9,273.58	1.01	\$16,881.63	1.58	\$14,026.00	0.86
\$5,326.87	0.58	\$3,667.78	0.34	\$197,225.50	12.06
\$6,953.29	0.76	\$6,105.01	0.57	\$87,418.23	5.35
<b>\$494,286.04</b>	<b>53.95</b>	<b>\$544,345.29</b>	<b>51.08</b>	<b>\$1,038,422.49</b>	<b>63.50</b>
<b>\$823,201.71</b>	<b>89.85</b>	<b>\$937,419.01</b>	<b>87.96</b>	<b>\$1,496,060.62</b>	<b>91.49</b>
\$10,956.85	1.20	\$15,081.30	1.42	\$16,501.71	1.01
\$21,696.72	2.37	\$24,236.55	2.27	\$22,638.95	1.38
\$17,397.16	1.90	\$20,853.00	1.96	\$30,173.50	1.85
\$39,553.90	4.32	\$45,196.45	4.24	\$52,963.30	3.24
\$3,371.47	0.37	\$22,985.57	2.16	\$16,851.35	1.03
<b>\$92,976.10</b>	<b>10.15</b>	<b>\$128,352.87</b>	<b>12.04</b>	<b>\$139,128.81</b>	<b>8.51</b>
<b>\$916,177.81</b>	<b>100.00</b>	<b>\$1,065,771.88</b>	<b>100.00</b>	<b>\$1,635,189.43</b>	<b>100.00</b>



**UNIVERSITY OF NORTH FLORIDA LIBRARY**  
**Summary Volume/Piece Inventory**  
**1985-1990**

	HELD 6/30/85	6/30/86	6/30/87	6/30/88	6/30/89	HELD 6/30/90
<b>TEXTUAL MATERIALS:</b>						
<b>1. HARD COPY, EYE-READABLE</b>						
a. Monographs and Serials	297,525	313,563	328,604	346,869	365,462	389,266
b. Music Scores	4,423	4,472	4,547	4,581	4,622	4,688
c. Annual Reports	12,736	11,143	13,075	13,097	13,097	13,097
d. College Catalogs	957	957	1,138	240	240	240
e. Government Documents	<u>107,892</u>	<u>113,064</u>	<u>116,357</u>	<u>120,246</u>	<u>121,116</u>	<u>120,605</u>
	<b>423,533</b>	<b>443,199</b>	<b>463,721</b>	<b>485,033</b>	<b>504,537</b>	<b>527,896</b>
<b>2. MICROFICHE PIECES</b>						
a. Monographs and Serials	10,222	16,581	22,714	30,567	38,312	49,580
b. Music Scores	486	486	486	486	486	486
c. Annual Reports	58,089	60,409	62,714	65,187	78,303	82,267
d. College Catalogs	4,840	2,935	4,238	4,238	4,238	5,660
e. ERIC & Newsbank	363,805	379,736	397,343	416,732	431,700	444,849
f. Government Documents	<u>144,710</u>	<u>186,288</u>	<u>194,368</u>	<u>197,369</u>	<u>202,199</u>	<u>322,627</u>
	<b>582,152</b>	<b>646,435</b>	<b>681,863</b>	<b>714,579</b>	<b>755,238</b>	<b>905,469</b>
<b>3. MICROFILM REELS</b>						
a. Monographs and Serials	17,038	17,571	17,898	18,240	18,714	19,421
b. Government Documents	1,302	1,302	1,315	1,315	1,315	1,330
	<b>18,340</b>	<b>18,873</b>	<b>19,213</b>	<b>19,555</b>	<b>20,029</b>	<b>20,751</b>
<b>NON-TEXTUAL MATERIALS:</b>						
<b>1. CARTOGRAPHIC MATERIALS</b>						
a. Maps	5,037	5,120	5,199	5,267	4,094	4,163
<b>2. AUDIOVISUAL MATERIALS</b>						
a. Audiocassettes	1,151	966	968	957	1,195	1,200
b. Audiodiscs:CD	0	0	398	1,020	1,539	2,065
c. Audiodiscs:LP	6,310	6,288	6,413	6,554	6,582	6,910
d. Audio Reels	11	0	0	0	0	0
e. Cards	11	11	12	12	14	14
f. Charts	13	12	12	13	13	13
g. Computer Files	0	0	0	1	2	3
h. Film Loops	363	363	363	363	368	328
i. Filmstrips	1,351	1,282	1,113	918	1,051	446
j. Games	9	9	9	11	13	15
k. Kits	544	546	566	633	680	698
l. Motion Pictures	540	552	553	522	529	531
m. Pictures/Portraits	4,853	4,969	5,422	6,602	8,181	10,352
n. Posters	42	42	42	42	42	42
o. Slides, Art	19,417	19,632	20,008	20,039	20,047	20,407
p. Slide Sets	622	624	651	652	653	595
q. Transparencies	136	0	0	0	12	12
r. Videocassettes	<u>607</u>	<u>674</u>	<u>850</u>	<u>1,191</u>	<u>1,774</u>	<u>2,140</u>
	<b>35,980</b>	<b>35,970</b>	<b>37,380</b>	<b>39,530</b>	<b>42,695</b>	<b>45,771</b>

## TECHNICAL SERVICES DIVISION

With the close of the 1989/90 fiscal year, the Technical Services Division has completed its second full decade of operation in service to the Library and the University. While there have been many interesting developments during the past twenty years, from this vantage point it now seems clear that the history of the Division over the past two decades has been dominated by the events in the long and complicated process of library automation, from the inchoate efforts of the early seventies to the current, full-blown and complete dependence on various computer-based systems. It seems like an appropriate occasion to reflect back at the seventies and eighties and to point out the major events in this process.

As the decade of the seventies fades more and more from memory, it can almost be described as the last of the medieval period as far as library technical services operations are concerned. The distance traveled has been so great, in terms of procedural routines and operational capabilities, that it is painful, if not impossible, to imagine a return to the techniques of that era. Nonetheless, the seventies were also the years when the groundwork was laid which formed the basis for much of the progress of the eighties.

As charter members of the Southeastern Library Network (SOLINET), all State University System libraries, including UNF, began using OCLC for cataloging in 1975, a truly historic moment in the history of library technical services. While automated cataloging at the time meant quick access to, and easy editing of, Library of Congress and member-contributed cataloging copy, its end result was, nonetheless, still the production of traditional catalog cards, albeit in a much faster and more technologically advanced manner. OCLC was also quickly adapted to the pre-ordering routines of the acquisitions process for the verification of publication details of requested book purchases. Books are mentioned specifically because a machine-readable cataloging (MARC) format for serials was not devised and implemented until 1978. Formats for other special materials, such as sound recordings and computer data files, were not implemented until the eighties.

OCLC also brought something much more fundamentally important to the evolution of UNF's bibliographic system, the tape archiving of the Library's MARC records. The process of archiving records was, and still is, an automatic by-product of the OCLC online cataloging process. At first, very little, if any, use was made of these archived records beyond the production of catalog cards. Some other libraries used them to produce current book lists, and, almost from the beginning, the State Library of Florida has used the archive records of several of the major public and academic libraries to produce a finding tool, in microfiche format, for library resources statewide. In recent years, however, these archived MARC records have formed the essential basis for the automation of the Library's catalog.

In addition to the ongoing process of cataloging currently received books, by the end of 1978, the Cataloging Department had substantially completed the task of retrospectively identifying and archiving MARC records for all of the monographic materials that had been added to the collections prior to the advent of OCLC. By 1981, a similar project had been completed by the Serials Department for periodicals and other materials in its purview, and in subsequent years, as the formats have become available, MARC records have been acquired for virtually all additional materials in the Library's collections.

If the seventies was a decade of data conversion, the eighties has been one of systems implementation. In June 1980, the Library acquired its first computer when the Technical Services Division purchased an Apple II+ microcomputer with 64 kilobytes of main memory. That same year, referring to the new acquisition, I wrote in the director's annual report:

It was fully realized at the time of purchase that such computers were not capable of performing most of the heavy duty library functions of an institution of this size.... [But] besides being generally useful in the continuing effort to increase the staff's computer literacy, the machine has proved vital in the realization of many small projects... While not wishing to appear overly sanguine about the present capabilities of these small machines, one cannot help feel that their continuing evolution will help alleviate the data processing bottleneck at this and many other institutions.

The limited capabilities of that original machine made it an object of some contempt after about a year and a half; it has long since been replaced and added to in spades.

The microcomputer, in its evolved form, has now, of course, become an indispensable part of the Division's automation efforts. From standard word processing and other office routines to the construction of numerical data presentations (including all of those in the present report) the ubiquitous personal computer (PC) is proving to be at least as important to today's technical services functions as the typewriter was in an earlier era (happily obviating the need for electric erasers and correction fluid!) Microcomputers have never, however, been the appropriate tool for storing and manipulating the large databases that are the stock in trade of the modern library that reaches a size greater than a few thousand volumes. This institution opened its doors in October 1972, with around 100,000 items in its collections and, by 1980, had reached more than three times that number; consequently, from the beginning it was always a candidate for the larger systems that were beyond reach until the early eighties when the minicomputer-based, so-called turnkey systems became affordable.

In December 1982, the Library acquired its first large-scale, integrated library automation system, the CLSI LIBS 100, and the Technical Services Division can date the beginning of its modern era of bibliographic data manipulation from that moment. During the next year, all of the data accumulated from the previous seven and a half years was loaded into the 600 megabytes of storage available on the DEC PDP 11/23 minicomputer that formed the hardware base of the system. Repeating the experience of the Apple II+ microcomputer from two years previous,

from the moment of installation it was known that the system was still too small to be able to support the full range of complicated, multi-user automation needs of a library the size of this one. The system supported at first only sixteen terminals (subsequently increased to 24), and it was "integrated" only to the extent of supporting circulation services and a certain amount of cataloging activity in addition to allowing a few patrons at a time to access the system as a rather primitive online catalog.

While the LIBS 100 did not handle purchasing functions (such as order generation and tracking) it did allow pre-acquisition holdings checks, and, consequently, for the first time a major technical services operation was liberated from dependency on the card catalogs. A second, even more important, event occurred the following December when the installation of additional hardware and new software made it possible for the Cataloging Department to begin locally editing the Library's MARC records which were, by then, all loaded into the system. The importance of the occasion was recorded that year in the director's annual report where I noted:

While difficult to explain to the non-specialist, maintenance of the institution-specific MARC record is the essence of modern library automation... So important is the ability to edit local MARC records that it must be counted among the two or three most significant events in the history of the Library's bibliographic system, the others being the introduction of online, computerized cataloging on OCLC and the conversion to machine-readable form of all the bibliographic records in the library's card catalogs.

Finally, the LIBS 100 allowed the initiation of another major component of library automation, the computer-representation of the actual physical pieces and volumes comprising the collections. In anticipation of this function, a project had been started in the late seventies to barcode the circulating book collection, and with the implementation of the LIBS 100, these records, like the MARC bibliographic records, became accessible online for the first time. The retrospective barcoding project was subsequently expanded to include the non-circulating collections (such as Reference) and formats other than books. Besides being a critical component of the circulation functions, the machine-readable representation of the physical inventory was a necessary step in eventually allowing the Cataloging and Serials Departments to stop recording this information in the shelflist card catalog.

By 1984, it was already clear that a major investment in library automation hardware and software was again going to be required at most of the State University System libraries in order to add capacity to increasingly saturated systems and to make the systems technologically current. At the present institution, it was becoming more and more onerous to have to maintain an online system (use of which was largely restricted to the staff) in addition to the full range of manual card catalogs. The era of the public online catalog was fast approaching, and the University of Florida, which implemented the NOTIS system in 1982, already stood as an example of what such a system could look like.

Happily, events converged in both the political and bureaucratic arenas which made possible a co-operative state-wide solution to the library automation conundrum. Thus was born, in 1984,

the Florida Center for Library Automation (FCLA), one of the most successful ventures to date in shared library systems implementation. Based on the NOTIS software as acquired and adapted by the University of Florida, the FCLA system is both one of the largest and one of the best "local" bibliographic networks in the nation.

Bringing all nine SUS libraries up on NOTIS was a massive project which had to be carefully planned and staged. Initially, only the Cataloging Subsystem was implemented for each school (except the University of Florida which was already using other subsystems), and this meant that the bibliographic databases, after being loaded and indexed, were available to staff only pending a future implementation of public access. Because of some very complicated problem in extracting MARC data from the LIBS 100 (which had never been done before), the University of North Florida was delayed by about a year in initial NOTIS implementation and became the last library in the nine-member consortium to come online. While frustrating at the time, in retrospect the delay proved to be fortuitous because, from the moment of initial NOTIS implementation until the addition of public access and circulation functions, the Division was placed under the very heavy burden of maintaining three systems simultaneously, the card catalogs and the LIBS 100 in addition to NOTIS. Had initial implementation occurred any earlier, this period would have been all the more extended. As it was, the Division had to continue maintaining the card catalogs only for an additional four months and the LIBS 100 for an additional year.

The following is a brief chronology of the relevant dates of the Technical Services Division's NOTIS implementation: July 26, 1986, UNF's NOTIS bibliographic database came online; September 17, 1986, the online public access catalog (LUIS) became available; November 1986, the Division discontinued filing in, and maintenance of, the main public card catalogs (filing has continued in the catalogs of the Media Department and the main "shelf list" catalog); July 11, 1987, the Library's NOTIS file of physical items was created from LIBS 100 data; July 20, 1987, the Circulation Department began using the NOTIS Circulation Subsystem and, simultaneously, the Technical Services Division discontinued all use of the CLSI LIBS 100 system; July 1, 1988, the Acquisitions Department began using the NOTIS Acquisitions Subsystem and the Serials Department began using the periodicals check-in component of the Acquisitions Subsystem. By the end of the decade, parallel hard copy and automated systems had largely been phased out of the Division's workflow and a complete implementation of NOTIS as an integrated system had been accomplished.

While NOTIS' functionality may have some weaknesses and lacunae, the superiority of the FCLA-implemented system over those which it replaced is indisputable and has been based on the following factors: a powerful mainframe hardware platform with reasonable to excellent telecommunications support; a staff of systems specialists and librarians devoted exclusively to library automation needs of member institutions; an open software structure designed specifically for academic and research libraries; and finally, making all the above possible, a reasonable level of funding. A crucial factor in FCLA's success was the collective decision to implement individual, institution-specific databases while, at the same time, providing ingeniously developed union-index access to the databases. FCLA was a rare instance of the right idea occurring at the

right time, and it is quite clear, at least to this writer, that the cause of library automation in the State University System is, at the end of the eighties, far ahead of where it otherwise would have been had this co-operative approach not been adopted.

During the decade, another trend in library automation was unfolding almost parallel to the development of large database systems as represented by NOTIS. While microcomputers were evolving as replacements for traditional office machines such as typewriters and calculators, they also began to be used to interact with mainframe and mini-computers, usually in the role of simulating a "dumb" terminal, but also often taking on some data processing responsibilities. At UNF this phenomenon began in December 1983, when the Cataloging Department began using a specially adapted Apple IIe microcomputer to edit local MARC records as noted above in the section on the CLSI LIBS 100. Connected to the minicomputer, MARC records were downloaded to the micro as called for by the operator and were subsequently returned to the mini for reloading after being edited.

The trend continued in 1984, when the library started replacing its ten-year-old OCLC terminals with new versions based on slightly modified IBM PCs. Initially used only as terminal simulators, the terminal emulation software nonetheless also provided the capability of pre-programming frequently used (sometimes complicated) keystroke combinations into a single initiator key. Thus was born the use of keyboard macros, a technique that has proved very valuable as a productivity tool over the intervening years and one that has probably been pushed to its point of maximum utility at this institution.

Software soon became available which allowed the capturing of data from the OCLC mainframe (as displayed on the terminal screen) onto hard disks or diskettes, its local manipulation while not even connected to the mainframe, and its subsequent uploading to the main database in a timed, batch operation during which the terminal operator was not even required to be present. The evolution of this process took a great step forward in May 1988, when the library began channelling its downloaded OCLC data to its NOTIS database on a daily basis through a microcomputer linked to the Northeast Regional Data Center (NERDC). In this case, the microcomputer started to serve as a bridge between two mainframe systems, and the result was that it was no longer necessary to rely on biweekly OCLC archive tapes to accrete the NOTIS database. As a consequence, bibliographic data became available to library users and staff in a far more timely manner than ever before.

During the past year, this concept of micro-mainframe interaction and distributed processing took yet another turn when the Division acquired a software package called NOW from the Attachmate Corporation of Bellevue, Washington. NOW is a language interpreter which converts high level, English-like program instructions into those of IBM's High Level Language Application Program Interface (HLLAPI). Running on a microcomputer in combination with a mainframe terminal emulation program, NOW allows the fairly quick construction of powerful programs that will simulate the keystroke input of a terminal operator. If the logic of a routine can be codified, programs can be written to automate long repetitive database maintenance operations without any operator intervention; alternatively, they can be written to act as an inter-

mediary between a human operator and the mainframe, automating certain routines and repetitive keystroke combinations as called upon by the operator when appropriate.

The Division has begun to use the NOW program in an aggressive manner as a productivity tool, particularly to enhance data entry operations. In the Serials Department it has been used to nearly halve the time needed to record the receipt of current periodical issues in NOTIS check-in records. It has also been used to automatically check out volumes being sent to the library's commercial bindery, thus, for the first time, providing this information to users of the library's online catalog. In the Acquisitions Department, NOW has been used to highly automate the process of spine label creation from NOTIS label-image screens. Again, the time taken in this process was almost halved from that required by the system it replaced. There is hardly any aspect of the Division's NOTIS database maintenance responsibilities that has not been (or will not be in the near future) affected by this powerful and flexible tool.

The two decades of automation activities outlined above seem logical, predictable, and evolutionary in their unfolding; nonetheless, it is clear, in retrospect, that we have experienced a veritable revolution in library technical services applications. While present trends are fairly clear for at least the next three to four years, it is hard to imagine what a similar overview will have to record in the year 2010!

The decade of the eighties closed on a very high note indeed for the Technical Services Division. In terms of the resources budget, personnel, and equipment acquisitions, it was one of the brightest years in memory. After an initial scare caused by State revenue shortfalls, the Library proceeded to enrich its collections by spending the largest resources budget in its history, made possible by a supplementary allocation from State Lottery revenues. After several years of remaining static - or even decreasing in number - the Division made a small gain in personnel of two half-time positions. And, finally, the process of automation continued apace as the Division acquired three more powerful microcomputer workstations which will be particularly useful in the micro/mainframe applications discussed above. Details of the past year's activities will be found in the reports which follow by the heads of the Division's constituent departments.

**John M. Hein**

*Head, Technical Services Division*

**UNIVERSITY OF NORTH FLORIDA LIBRARY**  
**Acquisitions Department**  
**1989-1990 Resources Budget Disbursements**

	FISCAL YEAR 1989/90	% OF TOTAL EXPENDED	% OF TOTAL EXPENDED ON MATERIALS	\$ CHANGE FROM 1988/89	% CHANGE FROM 1988/89	FISCAL YEAR 1988/89
<b>MATERIALS:</b>						
<b>CONTINUATIONS</b>						
NEWSPAPERS	\$5,103.90	0.31	0.34	\$1,390.38	37.44	\$3,713.52
SERVICES	\$55,535.22	3.40	3.71	\$5,789.69	11.64	\$49,745.53
STANDING ORDERS	\$51,562.67	3.15	3.45	(\$1,887.81)	(3.53)	\$53,450.48
SUBSCRIPTIONS	\$297,136.02	18.17	19.86	\$50,864.78	20.65	\$246,271.24
SUBS-MICROFORM	\$48,300.32	2.95	3.23	\$8,407.37	21.07	\$39,892.95
<b>SUBTOTAL</b>	<b>\$457,638.13</b>	<b>27.99</b>	<b>30.59</b>	<b>\$64,564.41</b>	<b>16.43</b>	<b>\$393,073.72</b>
<b>MATERIALS:</b>						
<b>NON-CONTINUATIONS</b>						
AUDIO-VISUALS	\$94,577.90	5.78	6.32	\$35,551.43	60.23	\$59,026.47
BACKFILES	\$40,487.90	2.48	2.71	\$33,639.70	491.22	\$6,848.20
BACKFILES-MICRO	\$73,748.40	4.51	4.93	\$51,637.00	233.53	\$22,111.40
BOOKS-APPROVAL	\$231,080.54	14.13	15.45	(\$9,562.33)	(3.97)	\$240,642.87
BOOKS-ORDERED	\$299,858.02	18.34	20.04	\$110,796.09	58.60	\$189,061.93
CURRICULUM	\$14,026.00	0.86	0.94	(\$2,855.63)	(16.92)	\$16,881.63
DOCUMENTS	\$197,225.50	12.06	13.18	\$193,557.72	5,277.24	\$3,667.78
MISCELLANEOUS	\$87,418.23	5.35	5.84	\$81,313.22	1,331.91	\$6,105.01
<b>SUBTOTAL</b>	<b>\$1,038,422.49</b>	<b>63.50</b>	<b>69.41</b>	<b>\$494,077.20</b>	<b>90.77</b>	<b>\$544,345.29</b>
<b>TOTAL MATERIALS</b>	<b>\$1,496,060.62</b>	<b>91.49</b>	<b>100.00</b>	<b>\$558,641.61</b>	<b>59.59</b>	<b>\$937,419.01</b>
<b>PROCESSING:</b>						
BINDING-BOOKS	\$16,501.71	1.01	NA	\$1,420.41	9.42	\$15,081.30
BINDING-JOURNALS	\$22,638.95	1.38	NA	(\$1,597.60)	(6.59)	\$24,236.55
POSTAGE, HANDLING	\$30,173.50	1.85	NA	\$9,320.50	44.70	\$20,853.00
SOLINET	\$52,963.30	3.24	NA	\$7,766.85	17.18	\$45,196.45
SUPPLIES	\$16,851.35	1.03	NA	(\$6,134.22)	0.00	\$22,985.57
<b>SUBTOTAL</b>	<b>\$139,128.81</b>	<b>8.51</b>	<b>NA</b>	<b>\$10,775.94</b>	<b>8.40</b>	<b>\$128,352.87</b>
<b>TOTAL EXPENDED</b>	<b>\$1,635,189.43 *</b>	<b>100.00</b>	<b>NA</b>	<b>\$569,417.55</b>	<b>53.43</b>	<b>\$1,065,771.88</b>

\* Comprises \$1,618,837 of State allocation, \$7,999.72 received from the University of Florida College of Engineering in support of the joint engineering program, and \$8,354.04 recovered from patrons for lost and damaged materials. This total does not include \$1,988.06 contributed by the Institute of Police Traffic Management for the acquisition of specialized journals for IPTM programs.

This year's acquisitions included 7,819 vols. received on approval of which 7,562 were kept and 257 were returned (for a return rate of 3.3%); 12,497 firm orders for monographs, 2,516 curriculum and audio-visual items, and 1,121 gifts of which 393 were added to the collections. Serials acquisitions are reported separately with Serials Dept. statistics.



**UNIVERSITY OF NORTH FLORIDA LIBRARY**  
**VOLUME/PIECE Inventory by Type of Material**  
**1989-1990**

TEXTUAL MATERIALS:	HELD 7/1/89	ADD	WITHDRWN	HELD 6/30/90
1. HARD COPY, EYE-READABLE				
a. Monographs and Serials	365,462	24,794	990	389,266
b. Music Scores	4,622	67	1	4,688
c. Annual Reports	13,097	2,000	2,000	13,097
d. College Catalogs	240	0	0	240
e. Government Documents	<u>121,116</u>	<u>10,147</u>	<u>10,658</u>	<u>120,605</u>
	<b>504,537</b>	<b>37,008</b>	<b>13,649</b>	<b>527,896</b>
2. MICROFICHE PIECES				
a. Monographs and Serials	38,312	12,197	929	49,580
b. Music Scores	486	0	0	486
c. Annual Reports	78,303	3,964	0	82,267
d. College Catalogs	4,238	1,422	0	5,660
e. ERIC & Newsbank	431,700	13,149	0	444,849
f. Government Documents	<u>202,199</u>	<u>128,513</u>	<u>8,085</u>	<u>322,627</u>
	<b>755,238</b>	<b>159,245</b>	<b>9,014</b>	<b>905,469</b>
3. MICROFILM REELS				
a. Monographs and Serials	18,714	707	0	19,421
b. Government Documents	<u>1,315</u>	<u>15</u>	<u>0</u>	<u>1,330</u>
	<b>20,029</b>	<b>722</b>	<b>0</b>	<b>20,751</b>
 NON-TEXTUAL MATERIALS:				
1. CARTOGRAPHIC MATERIALS				
a. Maps	4,094	316	247	4,163
2. AUDIOVISUAL MATERIALS				
a. Audiocassettes	1,195	5	0	1,200
b. Audiodiscs: CD	1,539	527	1	2,065
c. Audiodiscs: LP	6,582	328	0	6,910
d. Cards	14	0	0	14
e. Charts	13	0	0	13
f. Computer Files	2	1	0	3
g. Film Loops	368	0	40	328
h. Filmstrips	1,051	8	613	446
i. Games	13	2	0	15
j. Kits	684*	22	4	698
k. Motion Pictures	529	2	0	531
l. Pictures/Portraits	8,181	2,171	0	10,352
m. Posters	42	0	0	42
n. Slides, Art	20,047	360	0	20,407
o. Slide Sets	653	11	69	595
p. Transparencies	12	0	0	12
q. Videocassettes	<u>1,774</u>	<u>607</u>	<u>241</u>	<u>2,140</u>
	<b>42,695</b>	<b>4,044</b>	<b>968</b>	<b>45,771</b>

\* A typo in 1988/89 Report incorrectly gave figure as 680.

**UNIVERSITY OF NORTH FLORIDA LIBRARY**  
**TITLE Inventory by Type of Material**  
**1989-1990**

TEXTUAL MATERIALS:	HELD 7/1/89	ADD	WITHDRWN	HELD 6/30/90
<b>1. HARD COPY, EYE-READABLE</b>				
a. Monographs and Serials	265,509	17,745	274	282,980
b. Music Scores	2,651	31	1	2,681
c. Annual Reports*	0	0	0	0
d. College Catalogs*	0	0	0	0
e. Government Documents*	0	0	0	0
	<u>268,160</u>	<u>17,776</u>	<u>275</u>	<u>285,661</u>
<b>2. MICROFICHE</b>				
a. Monographs and Serials+	33	0	0	33
b. Music Scores	3	0	0	3
c. Annual Reports*	0	0	0	0
d. College Catalogs*	0	0	0	0
e. ERIC & Newsbank*	0	0	0	0
f. Government Documents*	0	0	0	0
	<u>36</u>	<u>0</u>	<u>0</u>	<u>36</u>
<b>3. MICROFILM</b>				
a. Monographs and Serials+	129	2	0	131
b. Government Documents*	0	0	0	0
	<u>129</u>	<u>2</u>	<u>0</u>	<u>131</u>
<b>NON-TEXTUAL MATERIALS:</b>				
<b>1. CARTOGRAPHIC MATERIALS</b>				
a. Maps (Cataloged Only)	0	34	0	34
<b>2. AUDIOVISUAL MATERIALS</b>				
a. Audiocassettes	696	0	0	696
b. Audiodiscs: CD	1,479	488	1	1,966
c. Audiodiscs: LP	6,314	329	0	6,643
d. Cards	14	0	0	14
e. Charts	4	0	0	4
f. Computer Files	2	1	0	3
g. Film Loops	32	37	0	69
h. Filmstrips	738	8	330	416
i. Games	12	2	0	14
j. Kits	206	18	4	220
k. Motion Pictures	505	2	0	507
l. Pictures/Portraits*	0	0	0	0
m. Posters	11	0	0	11
n. Slides, Art*	0	0	0	0
o. Slide Sets	397	3	51	349
p. Transparencies	12	0	0	12
q. Videocassettes	1,460	80	784	756
	<u>11,882</u>	<u>968</u>	<u>1,170</u>	<u>11,680</u>

\* Title counts are not currently maintained for these categories.

+ Microform serials are usually recorded as hard-copy titles.

**UNIVERSITY OF NORTH FLORIDA LIBRARY**  
**VOLUME/PIECE Inventory by Library Collection**  
**1989-1990**

	HELD 7/1/89	NET TRNSFRS	ADJUSTED TOTAL	ADDED 1989/90	WITHDRW 1989/90	HELD 6/30/90
ANNUAL REPORTS						
TEXT	13,097	0	13,097	2,000	2,000	13,097
MICROFICHE	78,303	0	78,303	3,964	0	82,267
ATLAS COLLECTION	166	(1)	165	7	3	169
BIBLIOGRAPHY COLL	1,515	0	1,515	3	0	1,518
CATALOGING DEPT						
TEXT	138	16	154	755	1	908
MICROFICHE	0	0	0	0	0	0
COLLEGE CATALOGS						
TEXT	240	0	240	0	0	240
MICROFICHE	4,238	0	4,238	1,422	0	5,660
CURRICULUM COLL						
AUDIOCASSETTE	47	0	47	5	0	52
CARD	14	0	14	0	0	14
CHART	12	0	12	0	0	12
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	175	0	175	3	0	178
GAME	13	0	13	2	0	15
KIT	670	0	670	17	4	683
POSTER	42	0	42	0	0	42
REALIA	0	0	0	0	0	0
RECORD	179	0	179	2	0	181
SLIDE SET	4	0	4	0	0	4
TEST	179	0	179	15	0	194
TEXT	7,480	2	7,482	808	370	7,920
VIDEOCASSETTE	0	0	0	4	0	4
DOCUMENTS COLL						
FLORIDA DOCS	13,053	0	13,053	1,605	1,723	12,935
FEDERAL DOCS:						
TEXT	108,063	0	108,063	8,542	8,935	107,670
MICROFICHE	202,199	0	202,199	128,513	8,085	322,627
MICROFILM	1,315	0	1,315	15	0	1,330
DOCUMENTS DEPT						
TEXT	631	0	631	39	13	657
MICROFICHE	23	0	23	0	0	23
MICROFILM	408	0	408	14	0	422
ERIC FICHE	404,132	0	404,132	11,419	0	415,551
FASTCAT	3,120	(111)	3,009	1,565	1	4,573
GENERAL COLL						
TEXT	278,630	1,302	279,932	16,560	279	296,213
MICROFICHE	5,038	0	5,038	0	0	5,038
MICROFILM	582	0	582	141	0	723
INDEX/ABST COLL						
TEXT	6,326	(1)	6,325	240	2	6,563
MICROFICHE	3,470	0	3,470	0	0	3,470
MICROFILM	50	0	50	0	0	50
LEISURE READING	721	(907)	(186)	781	0	595
MAP COLLECTION						
CATALOGED	0	0	0	120	0	120
UNCATALOGED	4,094	(120)	3,974	196	247	3,923
MEDIA DEPT COLLS						
AUDIOCASSETTE	1,148	0	1,148	0	0	1,148
AUDIODISC:CD	1,539	0	1,539	527	1	2,065
AUDIODISC:LP	6,403	1	6,404	325	0	6,729
CHART	1	0	1	0	0	1
COMPUTER FILE	2	0	2	1	0	3
FILM LOOP	368	(40)	328	0	0	328
FILMSTRIP	876	(613)	263	5	0	268
GAME	0	0	0	0	0	0
KIT	14	0	14	5	0	19

	HELD 7/1/89	NET TRANSFERS	ADJUSTED TOTAL	ADDED 1989/90	WITHDRW 1989/90	HELD 1989/90
MOTION PICTURE	529	0	529	2	0	531
PICTURE, FLAT	8,181	0	8,181	2,171	0	10,352
POSTER	0	0	0	0	0	0
SLIDE, ART	20,047	0	20,047	360	0	20,407
SLIDE SET	649	(69)	580	11	0	591
SCORE	3,889	(1)	3,888	67	0	3,955
SCORE, MINI	733	0	733	0	0	733
SCORE, MFICHE	486	0	486	0	0	486
TRANSPARENCY	12	0	12	0	0	12
VIDEOCASSETTE	1,774	(237)	1,537	603	4	2,136
MEDIA DEPT REF	130	(54)	76	8	8	76
NEWSBANK FICHE	27,568	0	27,568	1,730	0	29,298
OVERSIZE COLL	911	3	914	106	0	1,020
PERIODICALS COLL						
TEXT	48,129	44	48,173	2,115	13	50,275
TEXT, TEMPBND	621	0	621	131	77	675
MICROFICHE	26,463	0	26,463	11,972	9	38,426
MICROFILM	17,498	0	17,498	552	0	18,050
PERMANENT RESERVE	241	(1)	240	38	0	278
PROTECT	90	0	90	28	0	118
RARE MATS COLL	317	7	324	42	0	366
REFERENCE COLL						
TEXT	16,034	(305)	15,729	1,535	221	17,043
MICROFICHE	3,318	0	3,318	225	920	2,623
MICROFILM	176	0	176	0	0	176
SERIALS DEPT	4	0	4	3	0	7
THESES	258	4	262	30	0	292

UNIVERSITY OF NORTH FLORIDA LIBRARY  
 TITLE Inventory by Library Collection  
 1989-1990

	HELD 7/1/89	NET TRNSFRS	ADJUSTED TOTAL	ADDED 1989/90	WITHDRW 1989/90	HELD 6/30/90
ANNUAL REPORTS						
TEXT*						
MICROFICHE*						
ATLAS COLLECTION	160	(1)	159	6	2	163
BIBLIOGRAPHY COLL	67	0	67	0	0	67
CATALOGING DEPT						
TEXT	91	4	95	8	0	103
MICROFICHE	0	0	0	0	0	0
COLLEGE CATALOGS						
TEXT*						
MICROFICHE*						
CURRICULUM COLL						
AUDIOCASSETTE	34	0	34	5	0	39
CARD	14	0	14	0	0	14
CHART	3	0	3	0	0	3
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	149	0	149	3	0	152
GAME	12	0	12	2	0	14
KIT	201	0	201	14	4	211
POSTER	11	0	11	0	0	11
REALIA	0	0	0	0	0	0
RECORD	145	0	145	2	0	147
SLIDE SET	2	0	2	0	0	2
TEST	99	0	99	12	0	111
TEXT	4,062	1	4,063	347	112	4,298
VIDEOCASSETTE	0	0	0	4	0	4
DOCUMENTS COLL						
FLORIDA DOCS*						
FEDERAL DOCS:						
TEXT*						
MICROFICHE*						
MICROFILM*						
DOCUMENTS DEPT						
TEXT	82	0	82	5	0	87
MICROFICHE	0	0	0	0	0	0
MICROFILM	6	0	6	0	0	6
ERIC FICHE*						
FASTCAT*						
GENERAL COLL						
TEXT	250,453	42	250,495	16,554	140	266,909
MICROFICHE	18	0	18	0	0	18
MICROFILM	120	0	120	2	0	122
INDEX/ABST COLL						
TEXT	252	0	252	4	0	256
MICROFICHE	0	0	0	0	0	0
MICROFILM	3	0	3	0	0	3
LEISURE READING*						
MAP COLLECTION						
CATALOGED	0	0	0	34	0	34
UNCATALOGED*						
MEDIA DEPT COLL						
AUDIOCASSETTE	662	0	662	0	0	662
AUDIODISC:CD	1,479	0	1,479	488	1	1,966
AUDIODISC:LP	6,169	1	6,170	326	0	6,496
CHART	1	0	1	0	0	1
COMPUTER FILE	2	0	2	1	0	3
FILM LOOP	32	37	69	0	0	69
FILMSTRIP	589	(330)	259	5	0	264
GAME	0	0	0	0	0	0
KIT	9	0	9	4	0	13

	HELD 7/1/89	NET TRNSFRS	ADJUSTED TOTAL	ADDED 1989/90	WITHDRW 1989/90	HELD 6/30/90
MOTION PICTURE	505	0	505	2	0	507
PICTURE, FLAT*						
POSTER	0	0	0	0	0	0
SLIDE, ART*						
SLIDE SET	395	(51)	344	3	0	347
SCORE	2,561	(1)	2,560	31	0	2,591
SCORE, MINI	90	0	90	0	0	90
SCORE, MFICHE	3	0	3	0	0	3
TRANSPARENCY	12	0	12	0	0	12
VIDEOCASSETTE	1,460	(783)	677	76	1	752
MEDIA DEPT REF	42	(8)	34	1	0	35
NEWSBANK FICHE*						
OVERSIZE COLL	857	2	859	104	0	963
PERIODICALS COLL						
TEXT	3,492	3	3,495	162	1	3,656
TEXT, TEMPBND	0	0	0	0	0	0
MICROFICHE	6	0	6	0	0	6
MICROFILM	0	0	0	0	0	0
PERMANENT RESERVE	25	0	25	28	0	53
PROTECT	64	0	64	28	0	92
RARE MATS COLL	236	7	243	25	0	268
REFERENCE COLL						
TEXT	5,606	(56)	5,550	466	16	6,000
MICROFICHE	9	0	9	0	0	9
MICROFILM	0	0	0	0	0	0
SERIALS DEPT	5	0	5	2	0	7
THESES	15	3	18	5	0	23

\* Title counts are not maintained for these categories; for data on statistical units, see the separate report on "Volumes/Pieces."

## ACQUISITIONS DEPARTMENT

This year, funding for State University System library resources soared from \$19,800,000 to \$32,000,000, an increase of almost 62%. The system-wide base budget was \$20,000,000 with special non-recurring enhancement funds allocated from the Florida State lottery adding another \$12,000,000. The Library's share rose from \$1,048,290 to \$1,618,837 (including \$500,488 in enhancement funds), representing an increase of 54% over last year. We also received a special allocation of \$8,000 to support the UF-UNF Engineering Program and over \$8,000 in replacement funds for lost books, bringing our total resources budget to \$1,635,191.

### THE BUDGET

Our resources budget was allocated as follows: monographs, \$531,000; current subscriptions, \$457,638; serials backfiles, \$114,236; binding, \$39,141; media/curriculum resources, \$108,604; documents resources, \$197,225; microformat resources, \$67,000; cataloging expenses, \$53,000; and postage, freight, and service charges, \$30,174. The remaining funds covered archival supplies, Tattle Tape strips, barcode labels, computer searches, computer software, and other miscellaneous expenses related to the utilization and accessibility of the collection.

Because funds could not be certified forward, all material had to be received by June 30. There were some anxious moments in November, when University administrators informed us that up to \$500,000 of the materials budget could be targeted for return should the State recall funds. While the crisis passed by mid-December, it resulted in a month's delay in purchasing workflow. In addition, we had to handle the closeout of over \$80,000 worth of orders that had been certified forward from the 1988/89 fiscal year.

### APPROVAL PROGRAM

Most of our current monographs were purchased through an approval program. We received weekly shipments of newly published titles in various disciplines; reviewed 7,819 volumes and returned 257 for a return rate of 3.3%. The 7,562 volumes we kept averaged \$30.56 each. We have lowered our cost by selectively substituting paperback for cloth bound copies, plus we have begun taking a firmer stand against purchasing expensive, overpriced titles.

We started monitoring our approval program vendor's performance by testing its delivery against profiled titles appearing in the Library of Congress proof slip program provided by

another vendor. This served as a double check on our approval vendor and also identified some worthwhile non-approval titles to be firm ordered.

We also set up form selection profiles with book dealers Otto Harrassowitz in Germany and B. H. Blackwell in England to strengthen our coverage of European imprints of English language titles. We received many selection slips, both current and retrospective, back through 1988. These will be reviewed for purchase but the project will not begin until the new fiscal year, provided we receive adequate funding.

## **FIRM ORDERS**

Another 12,500 volumes were bought via firm order at an average cost of \$23.99 each. These included some newer items not received through the approval plan and a large number of older materials needed to fill in gaps identified in the collection. Emphasized areas included literature, history, and American music, as well as titles recommended in the new edition of *Books for College Libraries*. We also continued a project to replace lost and missing titles. This year we worked with a number of out of print dealers who were able to provide quality volumes for reasonable prices. We worked from special sale and out of print (OP) catalogs and specialty lists, and placed approximately 600 titles on search with an OP dealer.

## **MICROFORMAT RESOURCES**

Because the budget was so large, we were finally able to allocate nearly \$200,000 for special resources published by the Congressional Information Service which Documents Librarian Bruce Latimer had long been requesting. We also purchased the William Gray Reading Collection at the request of Education reading professors as well as resources to update our collections in black studies (Papers of the NAACP), women's studies, and labor relations.

## **ENGINEERING RESOURCES GRANT FOR THE UF-UNF JOINT PROGRAM**

Of the \$8,000 allocated for Engineering by the University of Florida, \$7,847 was spent on subscription renewals, leaving only \$153 for books. We spent an additional \$3,000 from our own book budget on monographs.

## **GIFTS**

Because of the excessive workload caused by an exceptionally large budget, we were compelled to tactfully discourage donations of books that were unlikely to be added to the collection. Past experience has shown that we seldom keep more than 25% of the donated volumes and we need to be more selective. This year we processed over 1,100 gifts, keeping



about 400 volumes. We also received a large collection from Professor William J. Roach, who is retiring from UNF's Department of Communications & Journalism, but the gift will not be counted or processed until after the beginning of the new fiscal year.

## **PROCESSING**

That we were able to keep current with the heavy processing load can be attributed to the addition of a second student assistant to the department; the absorption of most of the property stamping and date due slip affixing by the Circulation Department, which is gratefully acknowledged; and finally, in March 1990, to the implementation of a computer label generation system that is driven largely by use of a barcode scanner rather than typing in call numbers. This new system is faster, more accurate, and allows us to identify problems and number conflicts more readily than before.

## **PERSONNEL**

Except for the addition of one student assistant, we have continued to operate at the same staffing level: a Department Head and two senior library technical assistants. This year we received permission for the one LTA who was most familiar with our automated system to work overtime for ten hours per week. As the person charged with overall spending coordination, I worked an average of 15-20 extra hours weekly during the last six months of the fiscal year to ensure that the budget was spent. We were also very grateful that the Cataloging Department took time from its busy schedule to help us with bibliographic searching and data transfers when we were so overwhelmed with an influx of material during the last few months of the fiscal year. The Head of Technical Services also provided us with a variety of customized adaptations of computer programs designed to improve workflow.

The size of the budget and the resulting workload left very little time for refining NOTIS acquisitions routines or for providing the staff with more advanced training in various duties. We might have preferred to buy even more books and fewer microformat resources, but we bought all that we could with the current staff. We reached peak output in performance, but this was an extraordinary situation which is unlikely to be repeated - or be repeatable - without additional permanent staffing.

## **CONCLUSION**

In the past five years, the resources budget has more than doubled - from \$644,296 in 1985/86 to \$1,635,191 in 1989/90. While inflation has increased prices, it hasn't had as much effect on purchasing monographs as might have been expected, partly because of our steady efforts to spend responsibly and keep costs down, and also because curriculum demands for

expensive fields such as the sciences have leaned more heavily towards periodicals than monographs.

In 1985/86, our approval cost per volume was \$25.07, compared with \$30.56 this year. Our firm order cost per volume was \$23.69 in 1985/86; this year it was only \$23.99 per volume, a minimal increase. Combined, we spent \$237,826 for 9,687 monographs in 1985/86, at \$24.55 each, while in 1989/90, we spent \$531,000 for 20,059 monographs at \$26.47 each, clearly illustrating the increase in our workload.

**Sheila Mangum**

*Head, Acquisitions Department*

## SERIALS DEPARTMENT

The Serials Department spent an exciting, productive, and tiring year doing its share to disburse the exceptionally large resources budget. After orders were placed, the staff received, cataloged, bound and preserved the new titles, and maintained the continuation orders already in effect. It was gratifying to find new efficiencies and time savings resulting from the use of NOTIS. Through the wonders of automation and the concerted efforts of the Serials staff, the backlog in cataloging was eliminated, new orders were placed by data transfer (rather than by manually typing purchase orders), and binding routines incorporated downloaded NOTIS files. In addition, we formalized and documented departmental procedures, and cross-trained staff in critical areas. Throughout the hectic year, the Serials staff worked tirelessly and meticulously to spend, catalog, and process over \$611,000 worth of materials.

### ACQUISITIONS

The large budget presented the opportunity to place subscriptions in subject areas new to the curriculum, especially in support of new degrees offered in education and nursing. A total of 389 serial orders were placed. Of these, 238 were new continuations, at a cost of \$44,937. Martha Solomon searched and created these orders, and deserves to be commended for an outstanding job.

For the first time, the library placed subscriptions for several CD-ROM indexes, as enumerated in the *Introduction* (p. 8). We ordered a number of microfiche subscriptions to eliminate binding of frequently issued serials. The Department acquired backfiles for new titles, and also for older titles that had been languishing on desiderata lists for many years. We ordered \$76,000 worth of hard copy backfiles, and received over \$26,000 worth of microfiche backfiles for 92 titles. Major purchases included *Congressional Information Service*, *American Statistics Index*, and *Corporate and Industry Research Report* backfiles. The library acquired the earliest years of the *Florida Times Union*, as well as its predecessor, *The Metropolis*, completing our set of Jacksonville's major daily paper.

In spite of the crush of orders, the Department continued to create check-in records on NOTIS. We had concentrated on monthly and less frequent titles in 1988/89; this year we input all weeklies and biweeklies. While successfully adapting to NOTIS check-in, Kristin Carey also assisted with much of the conversion effort. We evaluated and input more complicated titles, and created check-in records at the time of binding. The majority of subscription and standing order

records were transferred to NOTIS, with only the business services and microformat titles remaining to be input. Serials orders were created on NOTIS for the first time, a process made easy by the use of transfer programs and software macros. John Hein, Head of Technical Services, developed outstanding software programs to assist with posting, order creation, and claiming, and it is due in large part to his valuable assistance that the Department was able to improve output. The acquisition of faster computer equipment also played a great part in final output. The use of expired action dates in the check-in records enabled us to claim issues when a subscription had stopped coming. This was a great step forward, for claiming issues had previously been a time consuming manual process. Although the expired action date reports generated a great number of claims, use of the FAXON/NOTIS interface made claiming a quick and accurate process.

## CATALOGING

The large number of new orders created a greater quantity of new titles needing cataloging, but by the year's end, the backlog had been eliminated. This is due to the efforts of Senior LTA Bob Farnsworth. A total of 132 titles were cataloged this year, including 384 titles requiring original cataloging. The ability to search the SUS databases made original cataloging less time consuming. A backlog of documents cataloging was also eliminated. A final sweep of the Serials Record was completed, with the result that all serial holdings were represented on NOTIS volume holdings records. UNF was selected as a Beta test site for NOTIS conversion of volume holdings to MARC holdings records, and staff was trained in the input and editing of the new records. NOTIS procedures were developed for treatment of class separates and analyzed titles. The Department participated in merged headings training, and incorporated portions of authority work into Serials cataloging routines. The large amount of serials cataloging gave staff the opportunity to develop expertise in the use of the NOTIS system, and to refine cataloging skills.

## PRESERVATION

Binding and preservation activities continued to evolve and improve throughout the year. At the end of the previous fiscal year, the Department lost the services of Bindery LTA Bar Laws when she retired and returned to Europe. David Andreasen was hired in July as a half-time employee, and when another .5 position was offered to the Department, he accepted the full-time appointment. With this position, the Department now has staff coverage for book repair and preservation activities. Most previous efforts were dependent on the use of OPS students, and rapid turnover prohibited in-depth training. With the permanent position, the continuity and greater degree of skill resulted in proficiency in recasing, spine repair, and more complicated preservation techniques. The Department was also fortunate in having a highly skilled summer student, Joe Moore, and a dedicated UNF student, Irfan Hussain. Both students developed good repair techniques, and considerably decreased the Department's backlog. The Preservation Unit almost doubled its output, repairing 1,717 volumes this year, compared with 930 in the prior year. The number of complicated repairs dramatically increased. In 1988/89, we recased five

books, while in 1989/90 there were 63 recases. Similarly, last year the staff repaired 40 book spines, while this year the number tripled to 135. This increase is due not only to the funding of the .5 position, but also to the proficiency of the permanent and OPS staff.

We created over 1,000 bindery records on NOTIS, and the records were then incorporated into bindery routines. These procedures evolved considerably over the year, as the Head of Technical Services created yet another series of amazing routines involving downloading of NOTIS bindery records, item records, bibliographic records, and copy holdings records. After a bit of file manipulation and word processing magic, the result was a machine produced bindery slip for both serials and monographs. This evolution is most dramatic when one considers that as recently as two years ago, the bindery slips were prepared by hand, with only the periodical title being computer produced. This new process has greatly increased the efficiency and accuracy of bindery slip creation.

The library hosted a one-day book repair workshop, and UNF repair staff provided organizational skills and assistance during the planning and implementation of the workshop. Marie Boyer from the Jacksonville Public Library system arranged to learn repair techniques, and spent three months working half a day biweekly at UNF. Throughout the year, various librarians and instructors have visited the repair unit, and have benefited from discussion of our procedures. The Department also made progress on developing a disaster preparedness plan, and acquired necessary supplies for use in the event of damage to the collection.

## CONCLUSION

The year was one of great rewards. Acquiring new titles and filling in missing issues and large runs gave enormous satisfaction. Coming close to completion of check-in record creation, and having over half the bindery records online, brings us ever closer to the dream of total file access through NOTIS. Giving a damaged book a new lease on life reaffirms the timelessness of the written word. But most satisfying has been utilizing the results of over five years of preparation, data conversion, and data input of serials information residing in at least five different manual files. It is rewarding to call up a record in NOTIS and find bibliographic information with our specific UNF holdings, as well as bindery, check-in, and financial information. Most importantly, the staff is now spending the majority of their time actually processing new material, rather than recreating the same information in a different format.

The future year will be one of completing conversion projects, with the goal of closing our manual check-in and bindery files. We will input business services, microformat titles, and bindery records. It is hoped that we will be able to electronically transfer Faxon financial information either to NOTIS or to our local file of continuation orders. Refinement of statistical reporting will produce useful analysis of collection growth and of department workload. The Department will become more involved with authority work, which will be integrated into cataloging routines. There will be further training in book repair, and ongoing evaluation of commercial rebinding versus in-house recasing. With the possibility of another large resources

budget for the new fiscal year, we look forward to the challenge of augmenting our collection with appropriate new titles, and of finishing conversion projects which are already well under way.

**Vicki T. Stanton**  
*Head, Serials Department*

UNIVERSITY OF NORTH FLORIDA LIBRARY  
Serials Department  
1989-90

SERIALS ORDERS PLACED AND RECEIVED

	HELD	NET CHANGE	HELD
<b>SUBSCRIPTIONS</b>			
NEWSPAPERS	18	4	22
PERIODICALS	2,385	183	2,568
BUSINESS & LEGAL SERVICES	138	20	158
MICROFILM	98	27	125
FREE/GIFT	160	13	173
DEPOSITORY (GOVT'T DOCS)	54	(54)	0 *
SUBTOTAL	2,853	193	3,046
<b>STANDING ORDERS</b>	<b>514</b>	<b>68</b>	<b>582</b>
<b>GRAND TOTAL SERIALS ACQUISITIONS</b>	<b>3,367</b>	<b>261</b>	<b>3,628</b>

\* No longer reported separately; absorbed in the "PERIODICALS" category.

CHECK-IN WORKLOAD  
NUMBER OF ITEMS

	1988/89	CHANGE	1989/90
<b>CATEGORY</b>			
<b>Periodicals and Serials</b>			
Current Issues	23,526	907	24,433
Back Issues	119	331	450 (est.)
Backfile vols (incl. micro)	19	19,981	20,000 (est.)
Microfilm reels	422	(2)	420
Microfiches	23,415	(1,697)	21,718
Gifts received	2,908	(1,175)	1,733
Gifts retained	349	705	1,054
<b>Standing Orders</b>	<b>1,800</b>	<b>161</b>	<b>1,961</b>
<b>Claims</b>	<b>891</b>	<b>324</b>	<b>1,215</b>
<b>TOTAL</b>	<b>53,449</b>	<b>19,535</b>	<b>72,984</b>

UNIVERSITY OF NORTH FLORIDA LIBRARY  
Serials Department  
1989-1990

BINDERY STATISTICS

	1988/89	CHANGE	1989/90
Books	*1,608	65	**1,673
Periodicals	2,532	(54)	2,478
Theses	<u>73</u>	<u>65</u>	<u>138</u>
<b>TOTAL</b>	<b>4,213</b>	<b>76</b>	<b>4,289</b>

\* Includes 954 rebinds

\*\* Includes 552 rebinds

PRESERVATION STATISTICS BY TYPE OF REPAIR

NUMBER OF ITEMS

	1988/89	CHANGE	1989/90
Cover Repaired	16	38	54
End Paper Replaced/Recasing	5	58	63
Hinge Repaired	150	155	305
Pages Tipped In	294	151	445
Pamphlet Binding	353	37	390
Pictures Cut from Pages	3	(2)	1
Pocket Made	9	37	46
Spine Repaired	40	95	135
Torn Pages Mended	38	33	71
Trimmed Pages	24	6	30
Other Types of Repairs	<u>18</u>	<u>133</u>	<u>151</u>
<b>TOTAL</b>	<b>950</b>	<b>741</b>	<b>1,691</b>

OTHER PRESERVATION WORK \*\*\*

TITLE COUNT	CLASS	NO. OF PAGES
5	A	40
5	B	66
6	D	54
7	E-F	55
8	G	52
35	H	360
1	K	8
20	L	165
6	N	34
30	P	260
4	Q	22
13	R	82
9	T	88
3	V-Y	24
<u>1</u>	DOCS	<u>8</u>
<b>TOTAL</b>		<b>1,318</b>

\*\*\*The above statistics represent pages ordered through interlibrary loan to repair mutilated or damaged books and serials.



## CATALOGING DEPARTMENT

The Library is beginning a new decade and the Cataloging Department is entering a new era in both the complexity and automation potential of its activities.

In preparing this annual summary, I took the opportunity to look back ten years to the Department's report for 1979/80. In that year, the Department cataloged primarily book material, excluding government documents. The Media Resources Center became the administrative responsibility of the Library in 1979, and during the year, the Cataloging Department reviewed and cataloged the children's material, which now constitutes the Curriculum Collection, into a locally devised classification scheme and began a new card catalog for it. Few, if any, of the remaining media materials were represented in the main card catalogs; the government documents staff created and maintained catalogs for documents.

Ten years later the Department has become extremely versatile and encompasses great variety in the material it handles. It is responsible for the cataloging of all material received except serials and CD-ROM products. Catalog records for all text and media are integrated in the online catalog. Media includes everything from audiocassettes to videocassettes, including computer software, a format the Department began cataloging as soon as it was purchased for the collections. In the past year, we incorporated the bulk of new government documents received in microformat, having assumed responsibility for print documents several years ago.

In the past year, a banner year for production of cataloging of high quality, 25,782 titles were cataloged, a new high for the Department. Of these, 17,152 were LC cataloging; 1,411 modified LC cataloging; and 830 original cataloging. A total of 5,635 titles received temporary records and 754 titles were recataloged. These figures reflect an outstanding effort on the part of the entire Cataloging staff, particularly in a year which involved the introduction of a major new version of the base of operations, NOTIS.

Turning to NOTIS and the Department's automation potential, I should mention that in the 1979/80 annual report I wrote: "Authority control in all areas will take on increasing significance and require much more time in the work flow in the future." In 1980, authority routines were primarily manual and the time spent maintaining the card catalogs was not sufficient to keep up with the increasing pace of change in vocabulary and heading correction. The impending introduction of a new cataloging code (AACR2) loomed as an impossible multiplication of changes.

What a change has taken place in ten years! In the spring of 1990, the NOTIS version release containing the Merged Headings Index (MHI) was introduced as the basis of the SUS

online catalog system, LUIS. The merged headings index structure is a single alphabetic sequence of all catalog entries, combining bibliographic and authority record headings in one index. This combination enables the manipulation and display of the catalog's cross references based on the interaction of these two types of entries. By activating this combination, NOTIS both mirrors the complexity of the cataloging process and realizes its tremendous potential.

Now, additions and corrections to the catalog made by the technical services staff are displayed immediately in LUIS. A series of reports identifies headings new to the index and requiring new authority records. Another report identifies conflicts and errors between headings used as bibliographic entries and the valid headings maintained on authority records. A message system of online records is in place to list proposed subject heading changes, which after approval by all institutions, are made centrally. Revised versions of Library of Congress authority records automatically overlay the authority records currently in an institution's authority file, with a report to catalogers of revisions involving changes in heading forms. During the past year, the first series of policy-making decisions was made to implement and refine the reports generated by the NOTIS system of relationships. Also as a part of this process, the local cataloging documentation for NOTIS was completely revised and indexed.

As indicated by the production figures above, much traditional work was also accomplished in this exciting year. The holdings project was completed, incorporating in the online catalog all copies and volumes on the shelves for barcoding. Approximately 500 titles were identified as missing from the online catalog and records for these were transferred to NOTIS. A number of department routines were revised as NOTIS evolved: the procedures for collection changes, added editions, repairs and special processing, and withdrawals.

As in past years, stability of staff was the major factor contributing to these accomplishments. The only change occurred in the fall, when a position was added in the library administrative office and, as a result, one-half of a Library Technical Assistant position was transferred back into Cataloging - a gain of one-half position for the Department. We also had a temporary, half-time LTA for part of the year. While the assistant catalogers were on professional development during the year, they both worked half-time, performing their departmental supervisory and cataloging duties. Mrs. Urbanski continued her many outside professional commitments at the national level and, during her leave, completed the major part of a publication scheduled for the coming year. Dr. Randtke continued her service as Secretary of the Faculty Association and did course work and independent programming in the area of bibliographic manipulation. All staff worked very hard, with care and dedication. We even had a staff member on medical leave, who, provided with a terminal at home, cataloged almost without interruption, while recovering from a knee operation!

For the coming year, the Department faces a new challenge in the increasing impact of the size of the materials budget on workflow. With the unusually large budget of the past year and the expected substantial allocation for the coming year, new quantities and types of material will have to be cataloged without undue neglect of routine operations. We will have to deal with everything from the influx of out-of-print titles, requiring more attention and time per title than

recent imprints, to the many decisions required in cataloging a new collection of postcards. It will be necessary to incorporate and fully utilize the new authority control report formats generated by NOTIS.

Indeed, the question for the coming years will be the extent to which the Department can realize the potential of NOTIS as a bibliographic control system to gain efficiencies in the workflow and maximize its capabilities in the online public catalog.

**Linda L. Smith**  
*Head, Cataloging Department*

**UNIVERSITY OF NORTH FLORIDA LIBRARY**  
**Cataloging Activity by Classification, 1989-90**

Excluding Periodicals, Indexes, Audiovisual Materials, and Microforms

CLASS		TITLES	% TOTAL	VOLUMES	% TOTAL
A-AZ	General Works	27	0.153	27	0.140
B-BD, BH-BJ	Philosophy	459	2.594	462	2.390
BF	Psychology	399	2.255	406	2.100
BL, BN-BQ	Religion	134	0.757	136	0.704
BM	Religion - Judaism	12	0.068	12	0.062
BR-BX	Religion - Christianity	179	1.012	181	0.936
C-CT, D, DX	History - General	322	1.820	328	1.697
DA	History - Great Britain	120	0.678	120	0.621
DB-DJ, DL-DQ	History - Other West European	169	0.955	171	0.885
DJK, DK, DR	History - U.S.S.R. & East European	85	0.480	85	0.440
DS	History - Asia	237	1.339	240	1.242
DT	History - Africa	67	0.379	67	0.347
DU	History - Australia, Oceania	8	0.045	8	0.041
E	History - United States	526	2.972	566	2.928
F	History - The Americas	260	1.469	261	1.350
G-GT	Geography, Anthropology	223	1.260	227	1.174
GV	Sports, Recreation	209	1.181	210	1.086
H	Social Sciences - General	36	0.203	38	0.197
HA	Statistics (Soc. Sci. Data & Methods)	18	0.102	21	0.109
HB-HD	Economics	1317	7.442	1328	6.870
HE	Transportation, Communications	63	0.356	63	0.326
HF-HJ	Commerce & Finance	890	5.029	950	4.914
HM-HT	Sociology	653	3.690	654	3.383
HV	Public Welfare, Criminology	412	2.328	417	2.157
HX	Socialism, Communism	73	0.413	73	0.378
J-JX	Political Science	475	2.684	475	2.457
K	Law - General	27	0.153	27	0.140
KB-KE, KG-KZ	Law - Foreign (inclu. Ancient)	26	0.147	27	0.140
KF	Law - United States	249	1.407	358	1.852
L-LB	Education	556	3.142	570	2.949
LC-LT	Education - Special	186	1.051	186	0.962
M	Music - Scores	32	0.181	32	0.166
ML	Music - History & Criticism	336	1.899	341	1.764
MT	Music - Instruction & Study	49	0.277	49	0.253
N, NX	Visual Arts, General Art	223	1.260	229	1.185
NA	Architecture	18	0.102	18	0.093
NB-NE	Art Media	185	1.045	185	0.957
NK	Art - Decorative & Applied	8	0.045	8	0.041
P	Philology & Linguistics	112	0.633	115	0.595
PA	Classical Language & Literature	62	0.350	62	0.321
PB-PD, PF	Modern European Languages	15	0.085	15	0.078
PE	English Language	113	0.639	150	0.776
PG-PM	African/Oriental/Slavic Lang. & Lit.	211	1.192	249	1.288
PN, PZ	Literature - General	789	4.459	816	4.221
PQ	Literature - Romance Languages	232	1.311	238	1.231
PR	Literature - English	1053	5.950	1060	5.483
PS	Literature - American	1287	7.273	1298	6.715
PT	Literature - Germanic Languages	70	0.396	71	0.367
Q	Science - General	137	0.774	155	0.802
QA1-74, 77+ (1)	Mathematics	342	1.933	351	1.816
QA75-76	Computer Science	659	3.724	669	3.461
QA273-295	Statistics (Math. Theory and Methods)	63	0.356	66	0.341
QB	Astronomy	42	0.237	42	0.217
QC	Physics	55	0.311	59	0.305
QD	Chemistry	71	0.401	73	0.378
QE	Geology	15	0.085	15	0.078
QH	Natural History, Ecology	88	0.497	89	0.460
QK	Botany	12	0.068	12	0.062
QL	Zoology	76	0.429	83	0.429

CLASS		TITLES	% TOTAL	VOLUMES	% TOTAL
QM-QP	Physiology & Human Anatomy	69	0.390	73	0.378
QR	Microbiology	12	0.068	14	0.072
R	Medicine - General	86	0.486	86	0.445
RA	Public Health	196	1.108	198	1.024
RB	Pathology	25	0.141	25	0.129
RC	Internal Medicine	590	3.334	596	3.083
RD-RS,RZ	Surgery and Medical Specializations	263	1.486	266	1.376
RT	Nursing	90	0.509	90	0.466
S-SK	Agriculture, Forestry, Animal Culture	42	0.237	43	0.222
T-TZ	Technology & Engineering	751	4.244	781	4.040
U-V	Military & Naval Science	198	1.119	200	1.035
X	UNF Masters Theses	18	0.102	18	0.093
YA-YO,YQ-YZ	Curriculum Text Materials	158	0.893	324	1.676
YP	Children's Literature	169	0.955	351	1.816
Z (2)	Bibliography & Library Science	257	1.452	1022	5.287
		<b>17696</b>	<b>100</b>	<b>19331</b>	<b>100</b>

(1) QA1-74, 77-271, 297-939

(2) UNF classes all subject bibliographies with that subject.

## PUBLIC SERVICES DIVISION

The Library from a Public Services perspective has had an extremely busy year, characterized by increased patron traffic, the addition of new technologies, such as CD-ROM indexes, which required considerable staff resources for instructional efforts, and significant personnel changes. I assumed the position of Head of Public Services in February 1990, making a lateral move from the position of Head of Operations/Systems Division and Head of the Circulation Department. Operations were moved to the Library Office; Systems responsibilities were split between John Hein, Head of Technical Services, and me. In January 1990, Geraldine Collins, assistant Department Head for Circulation, became Head of Circulation, and Sarah Philips joined the Library staff in January as Head of the Reference Department. The Circulation Department gained a Senior LTA position for the purpose of extending library hours.

When I took over Public Services, I had two immediate objectives: (1) Centralize and unify public services statistics and report them monthly as well as annually. (2) Finish some public services projects that had been in limbo, particularly signs and directories. Both of these projects are well under way.

Much time has been spent on LUIS changes. FCLA installed an enhanced version of NOTIS release 4.6.1 which incorporated the Library of Congress Subject Headings in the LUIS indexes, providing cross references and information notes in the LUIS online structure. While adding many benefits, LUIS searching became potentially more complicated. LUIS training and training materials were developed. FCLA further enhanced the system to provide advanced searching for standard numbers, call numbers, and alternate heading schemes. All Public Services staff received training in new MHI and LUIS screens.

There are several continuing concerns of the Public Services Division:

1. The copy vending operations of the library need to be unified.

The coin operated copiers, administered by Auxiliary Services, are extremely staff resource intensive. Library staff must power up the machines, change the paper, and act as a liaison between the patron and the administrators. Auxiliary Services implemented the VendaCard system, which provides savings to the patrons, but creates additional work for library staff to train patrons to use the card vending machine.

Microformat copiers are administered by the Library. Auxiliary Services has not been receptive to the idea of taking over this operation. The patrons cannot differentiate why

they must use coins for microform copies but may use the VendaCard for page copying. Library staff bears the brunt of these patron concerns and frustrations.

Change facilities, particularly for paper money, are desperately needed.

2. Funding for hardware to support alternate information resources needs to be identified and allocated. Information is being disseminated in new and alternative ways, yet the State allocations recognize only the book format both for funding and statistics reporting. Hardware (workstations and specialized "players") should be funded by State library resources allocations. Presently they must be requested and funded through capital outlay allocation structures. This library's ability to provide many resources is restrained only by the lack of the devices required to retrieve the information from alternate resources (CD-ROMS, videodisc, microformats, etc.). If libraries are to continue to be repositories for information resources, complete systems to support the information resource must be readily available.
3. The card catalog, not updated since 1987, with the introduction of the online catalog, needs to be closed and dismantled. All the information is now available through LUIS.
4. Staffing needs to be upgraded. Although the Library has been able to extend service hours for access to the building, some departments - Media, Documents, Periodicals, and Reference - operate on a shorter schedule. As staffing continues to increase, as we hope it will, the deployment of personnel and service hours of subunits must be examined and re-evaluated.
5. For the second consecutive year, the circulation statistics from FCLA have been in error. Since this is the only source for this statistic, remedy of this situation should be made a priority by the FCLA Board. I documented the error this year when the Computer Lab statistics, which began operation this year, checked in 20 more items than it checked out. This statistical sample was completely discrete and thus proves there is an error. The Circulation statistic measures workloads for all service units and is critical in the allocation of staffing resources. The programs that create, analyze, and count statistics in NOTIS must be corrected.

#### **PUBLIC SERVICES HIGHLIGHTS - Summary Documentation:**

- ◆ Circulation received a new Senior LTA position, filled by Alisa Craddock.
- ◆ Geraldine Collins became Head of the Circulation Department.
- ◆ Sarah Philips joined the Library staff as the Head of the Reference Department.
- ◆ Robert Jones became the Head of the Public Services Division.
- ◆ The library added two new coin-operated microfiche machines.
- ◆ VendaCard was installed by Administrative Services on the coin copiers; the copy price was reduced.
- ◆ LUIS was enhanced to include the Library of Congress Subject Headings.

- ◆ The 3M-Tattle Tape system was replaced by the KNOGO Chameleon system, enhanced with a television/videotape monitoring system.
- ◆ A large library resources budget, as supplemented with lottery funds, permitted the expansion of our CD-ROM accesses and microfiche holdings.
- ◆ Entrance signs were changed.
- ◆ Public Services statistics were unified.
- ◆ The Computing Services labs became a NOTIS service unit in partnership with the Library.
- ◆ The Library extended its hours.
- ◆ Mutilation statistics are now being annualized.
- ◆ Shelf reading/stacks maintenance program was revised, upgraded.
- ◆ Course Reserve automated support system was rewritten.
- ◆ Media acquired four VHS players, one CD player.
- ◆ Beta formats converted to VHS, when possible.
- ◆ Media's Microcomputer software collection was dismantled upon the loss of the grant for the Northeast Florida Institute for Science, Mathematics, and Computer Education.
- ◆ Continued support (borrowing privileges) for Superintendent's 100 Scholars and the International Baccalaureate Program.
- ◆ CD-ROM indexes added: *ERIC*, *PSYCHLIT*, *ABI/INFORM*, *Corporate and Industry Research Reports*, *CINAHL*, *NEWSBANK/BUSINESS NEWSBANK*, *Congressional Masterfile2*.
- ◆ *Florida Times Union* Index was loaded into LUIS.
- ◆ Subscribed to and trained in OCLC's EPIC.

#### **Anticipated:**

- ◆ The UNF Campus may use the One Card for multi-function.
- ◆ Add videodiscs.

**Robert P. Jones**  
*Head, Public Services*



**UNIVERSITY OF NORTH FLORIDA LIBRARY**  
**Public Services Division**  
**Consolidated Department Statistics, 1988-1990**

	July-June 1988/1989	July-June 1989/1990	% CHANGE	TOTAL % CHANGE
<b>CIRCULATION/RESERVES</b>				
<b>Desk Services</b>				
Charges/Renewals - Circ	108,854	83,428	-23.36%	
Charges/Renewals - Rsv	13,668	9,885	-27.68%	
Patron Applications	3,921	4,434	13.08%	
Copiers - questions	0	0	N/A	
Copiers - equipment	0	0	N/A	
ILL - borrowing	1,995	2,439	22.26%	
ILL - lending	7,384	8,822	19.47%	
AR - Manual Posting	1,694	1,396	-17.59%	
Reserve Requests	1,234	1,599	29.58%	
<b>TOTAL:</b>	<b>138,750</b>	<b>112,003</b>		<b>-19.28%</b>
<b>Stack Services</b>				
Automated - Circ checkins	129,318	95,786	-25.93%	
Automated - In Lib Use	125,475	89,386	-28.76%	
Automated - Rsv checkins	13,628	9,945	-27.03%	
Automated - Rsv In Lib	977	586	-40.02%	
<b>TOTAL:</b>	<b>269,398</b>	<b>195,703</b>		<b>-27.36%</b>
<b>DOCUMENTS</b>				
<b>Desk Services</b>				
Charges/Renewals-automated	3,156	3,063	-2.95%	
Charges/Renewals-manual	163	200	22.70%	
Direction	899	275	-69.41%	
Information	4,349	5,787	33.07%	
Instruction	217	404	86.18%	
Reference	1,694	2,010	18.65%	
Microform pull requests	N/A	772	N/A	
<b>TOTAL:</b>	<b>10,478</b>	<b>12,511</b>		<b>19.40%</b>
<b>Stack Services</b>				
Automated - checkins	875	941	7.54%	
Automated - In lib use	10,172	13,057	28.36%	
In-house pickups-US	12,035	13,521	12.35%	
In-house pickups-FL	3,919	4,173	6.48%	
Maps	0	314	N/A	
Microformat	985	2,203	N/A	
<b>TOTAL:</b>	<b>27,986</b>	<b>34,209</b>		<b>22.24%</b>
<b>MEDIA RESOURCES</b>				
<b>Desk Services</b>				
Charges/Renewals	12,782	13,853	8.38%	
Manual circulation	2,391	2,262	-5.40%	
Information	6,474	7,817	20.74%	
Equipment support	14,481	17,344	19.77%	
Instruction	4,598	5,030	9.40%	
<b>TOTAL:</b>	<b>40,726</b>	<b>46,306</b>		<b>13.70%</b>
<b>Stack Services</b>				
Automated - checkins	9,084	11,754	29.39%	
Automated - In lib use	12,353	16,642	34.72%	
Manual returns/pickups	0	0	N/A	
<b>TOTAL:</b>	<b>21,437</b>	<b>28,396</b>		<b>32.46%</b>

	July-June 1988/89	July-June 1989/90	% CHANGE	TOTAL % CHANGE
<b>PERIODICALS</b>				
Desk Services				
Charges/Renewals	0	0	N/A	
Direction	1,936	2,119	9.45%	
Information	6,583	9,885	50.16%	
Instruction	3,051	6,078	99.21%	
Microform pull requests	5,517	8,393	52.13%	
Binder service	1,863	2,916	56.52%	
<b>TOTAL:</b>	<b>18,950</b>	<b>29,391</b>		<b>55.10%</b>
Stack Services				
Automated	15	1,742	N/A	
Shelving	93,066	111,823	20.15%	
Microforms	41,856	58,186	39.01%	
<b>TOTAL:</b>	<b>134,937</b>	<b>171,751</b>		<b>27.28%</b>
<b>REFERENCE</b>				
Desk Services				
Charges/Renewals	0	0	N/A	
Direction	2,606	2,607	0.04%	
Information	5,321	5,368	0.88%	
Instruction	7,024	10,162	44.68%	
Reference	7,198	10,203	41.75%	
Computer Searches	270	194	-28.15%	
Tours	83	93	12.05%	
Equipment support	N/A	1,692	N/A	
<b>TOTAL:</b>	<b>22,502</b>	<b>30,319</b>		<b>34.74%</b>
Stack Services				
Automated	373	729	95.44%	
Shelving	29,826	37,252	24.90%	
Microforms	0	0	N/A	
<b>TOTAL:</b>	<b>30,199</b>	<b>37,981</b>		<b>25.77%</b>
<b>SPECIAL COLLECTIONS</b>				
Desk Services				
Direction	N/A	0	N/A	
Information	N/A	0	N/A	
Reference	N/A	0	N/A	
<b>TOTAL:</b>	<b>0</b>	<b>0</b>		<b>N/A</b>
DOOR/GATE COUNT	394,753	461,684		17%
Desk Services, Library Wide	231,406	230,530		0%
Stack Services, Library Wide	483,957	468,040		-3%
Reference/Information Services	66,784	87,068		30%
Access/Stack Services	648,579	611,502		-6%

NOTE: There is an uncorrectable error in the FCLA automated statistics.

## LIBRARY SYSTEMS

After many years of ambiguity, the systems personnel roles have now been defined. I am the Library Systems Coordinator (hardware, software, liaison) and am expected to provide Library Public Services systems support. John Hein is responsible for Library Technical Services systems support. These decisions were made from practical issues rather than administrative philosophy. We also have .15 FTE OPS (Don Rhoades) to assist in hardware and software maintenance.

The Florida Center for Library Automation (FCLA) installed NOTIS release 4.6.1 and enhanced that software to accommodate Florida priorities, particularly LUIS, the online catalog. With this release, the entire bibliographic indexing structure was changed. All programs interfacing that system had to be modified and subsequently tested. The FCLA enhancements significantly differ from the NOTIS standard package. FCLA may now face the decision of migrating away from standard NOTIS and do all enhancements locally. Many factors affected by staffing, funding, and mandated compatibilities must be weighed by the FCLA staff and its Board.

FCLA, among its commitments, is planning to introduce Boolean searching to the LUIS environment by December 1990. The State of Florida legislature has mandated that FCLA's LUIS system be transparently linked to the new community college system (yet to be installed). This will permit users of either system to inquire against the specific holdings of all SUS institutions and the Florida community colleges.

At UNF, changes in NOTIS gave us an opportunity to develop local interfaces to NOTIS for Course Reserves. I developed a specification for the UNF Computer Center which modified a local system already being used. The system, written in Turbo Pascal, permits a PC to interact with the NOTIS system using a PC-based file as the data. Reserves course lists are maintained on the PC. By running the newly enhanced program, the item records for each volume on reserve are updated with its loan period and a course reserve statement. Printed listings are derived from NOTIS files. Online access to course reserve files for staff use and public access to these online files continue to be high FCLA priorities. This new system also gave us the opportunity to streamline the existing procedures and to bring the level of programming code to the latest version of Turbo Pascal.

We adopted as our standard PC to mainframe terminal emulation software the Attachmate Corporation's EXTRA! which permits multiple mainframe sessions in a minimum of PC memory.

With this standard, most of our PC workstations now support terminal functions as well as production programs like WordPerfect. In conjunction with EXTRA!, we also use Attachmate's NOW! autoware, which permits activity in a mainframe session to be controlled by a program running in the PC session. In addition to logon routines, John Hein automated several Technical Services functions including serials check-in, acquisitions, and catalog maintenance functions. Using this package, I have developed a SAMAS access for current balance reporting and specialized logon sequences. It is my intention to use this package for the FCLA Circulation Backup, which I have accepted as a commitment.

On the UNF computer, all Public Services staff are on PROFS, which is an electronic mail and calendar maintenance software application. It is my intention to get all library faculty and any interested paraprofessional staff on this system. Use of PROFS is the first step in connecting to the information universe. From PROFS and the INTERNET (scheduled for installation September 1990), library staff and other users of the UNF computer systems will have access to RLIN (Research Libraries Group) catalogs, OCLC's EPIC, Dialog, and other databases available globally.

The Reference and Documents Departments have installed CD-ROM indexes for public use. These indexes use a PC workstation with proprietary software and Boolean search operators to find citations of materials within certain defined disciplines. These have become very popular because they can trim a researcher's search time from days to minutes. The possible expansion of CD-ROM accesses must be evaluated in light of the proprietary incompatibilities among the CD-ROM product suppliers, license restrictions, and any future plans of FCLA to mount many of these same databases in the LUIS mainframe environment.

The library has added eleven new staff personal computer workstations this year. To accommodate the mainframe connection requirements of these workstations, we have added 16 new ports which are linked through the UNF computer. This makes our hardware dependent on three separate computer lines, disbursing the impact of hardware failure's bringing all terminals down.

The Computing Services laboratories have become a NOTIS service unit for the circulation of software in the various labs. In defining the circulation policies, both I and the Computer Center staff have become better educated in the issues affecting us both, reaping reciprocal benefits.

### **Accomplishments:**

- ◆ The library added 16 new ports, bringing our NOTIS/LUIS device capacity to 96.
- ◆ The library added 11 new PC workstations.
- ◆ The library staff has 32 PROFS accounts, including general mailboxes for Reference (LIBHELP) and Circulation (LIBCIRC).
- ◆ The Library through FCLA migrated to NOTIS release level 4.6.1.

- ◆ The Library dropped RLIN dedicated line access with one terminal to permit broader access through the INTERNET from any library staff terminal.
- ◆ The Library defined OCLC's EPIC as one of its catalog backups, should LUIS be inaccessible for any reason.
- ◆ John Hein and Bob Jones, using NOW! software and other PC to mainframe techniques, have been instrumental in the development of PC workstation programs which operate with mainframe sessions for the automatic processing of repetitive, low level NOTIS functions.
- ◆ The UNF Campus adopted WordPerfect as the campus word processing package; a site license has been procured for the campus.
- ◆ The UNF Computer Center added another computer (IBM 4381), thus enhancing mainframe capability on the UNF campus. UNF continues to subsidize computer support at no cost to the user for work done on the UNF computer.
- ◆ The UNF Computer Center administration has been extremely supportive in our hardware enhancement requests and in software development/maintenance and support.
- ◆ The UNF Computer Center (Bruce Rouzie, Eric Reinhardt, Ron Colfry) provided software:
  - ▶ SAMAS SACR changes which permit easier reconciliation with printed records.
  - ▶ Accounts Receivables NOTIS to UNF interface adjustment.
  - ▶ Rewriting the Course Reserves Turbo Pascal interface.
  - ▶ Accounts Receivables History Browse.
  - ▶ Turbo Pascal Circulation Backup System (which was later defeated by hardware changes at NERDC).
- ◆ We have set library software standards: WordPerfect, PlanPerfect, PC-File, EXTRA!, NOW!.
- ◆ The Florida Community Colleges system, as provided by the Florida Legislature, has formed its equivalent to the Florida Center for Library Automation, named College Center for Library Automation (CCLA). After hiring a director, CCLA bid an automated library system. NOTIS was the apparent low bidder, but DRA's ATLAS was selected as the system of choice. As mandated by the legislature, the FCLA and CCLA systems will be linked to provide access to both by users of either system.

#### **Anticipated:**

- ◆ INTERNET access, which will link all networks, permitting the beginnings of scholars' workstations, capable of global access.
- ◆ LUIS Boolean, which will permit the loading of citation indexes.
- ◆ More use of SAS when our accounts are moved to the IBM 4381.
- ◆ Add 16 more ports.
- ◆ Provide a PC workstation to all Library faculty.
- ◆ Rewrite the Circulation Backup Program using NOW! software.
- ◆ Links to the community college system giving reciprocal access to Jacksonville library holdings of the four campuses of FCCJ and UNF.

**Continuing concerns:**

- ◆ Most of our hardware was purchased at the same time and is now wearing out at the same time. Staff time for hardware trouble-shooting is approaching .6 FTE.
- ◆ Power failures, brownouts and spikes adversely affect hardware, causing more than expected hardware failures.
- ◆ With the increase in workstations, the need for paper has dramatically increased. We should continue our policy that the public must provide their own.
- ◆ Standardization needs to be implemented for diskette drives.
- ◆ Before planning for a LAN, the library must have a full-time LAN manager staff position.
- ◆ Source of funding for PC workstations to support CD-ROMS and other alternate technologies.
- ◆ We need to document our software programs.
- ◆ We need to use standard program packages as much as possible so that the software producer can help us in trouble-shooting and problem solving, and applications can be shared/transported.

**Robert P. Jones**

*Library Systems Coordinator*

## CIRCULATION DEPARTMENT

Two major changes highlighted the activities of the Circulation Department this fiscal year. First, a change in the administration of the Department occurred when Bob Jones, department head for 17 years, relinquished that title and became Head of the Public Services Division. The Circulation Department is now headed by Geraldine Collins, former Assistant Head of Circulation since 1988. Because the changes in the supervision of the Department took place at mid-year, the staff is still in the process of adjusting to the new organization.

The second significant event during the fiscal year was the introduction of a new library security/surveillance system, replacing the old 3M gates and bringing a new look to the library entrance. A change in the old system was made necessary when the Fire Marshall concluded that the gate system no longer met specifications for adequate egress particularly during emergencies. The company successful in meeting the bid specifications was the Knogo Corporation, headquartered in New York, with a Southern Office in Nashville, Tennessee.

Circulation Services is experiencing continuous increases in requests for service in all areas. Statistics show that the number of visitors to the library, as reflected in the daily gate count, is up by 17% over last fiscal year. Patron borrowing applications, interlibrary loan, and reserve requests all indicate a 20% or more increase in the demand for these services. The demand from non-UNF affiliates is also on the rise. We receive more and more requests for borrowing privileges from individuals in the business and educational community as well as requests to accommodate special groups such as the International Baccalaureate Program sponsored by Stanton College Preparatory High School.

We are also visited regularly by high school students and students from other educational institutions in the area. While most of the students behave responsibly, some exhibit a gross lack of respect for library materials and property. We must address this problem during the new year and attempt to involve high school teachers and administrators in more closely monitoring the visits and activities of these students.

In the fall of 1989, the library extended its hours by adding five hours to the weekly schedule. To accommodate those hours, a new LTA position was allotted to the Department. This position serves as night manager for the department and shares the evening and weekend shifts, as well as extended hour shifts during exam periods with two (.5 FTE) OPS clerks. It is our desire to eliminate our dependence on OPS positions to staff the library particularly on Saturdays, when they are the only staff on duty. An additional staff person would allow back-up on most week nights for the current night manager, as well as full-time coverage by LTA level staff.

## **LIBRARY SECURITY**

In March 1990, the Library replaced its 3M Security System with the Knogo system. The new full circulating theft detection and surveillance system consists of the KNOGO Chameleon detection panels which allow wider corridors as required by the Fire Marshall, and a less obtrusive, aesthetically pleasing library entrance. The new system works effectively with the 3M Tattle Tape targets already in use at the library.

Included in this security system is a surveillance component which is composed of a camera at the library exit and a video monitor/recorder located at the circulation desk. With these features, the new system replaces physical barriers with psychological barriers, and provides nearly twenty-four hour surveillance for the library.

Library patrons who have commented on the system are pleased with the "new look" of the library entrance. Some, however, have expressed reservations about "big brother" moving into the library setting.

After some delays in installation and fine tuning, the system is working well and we are pleased with its performance. False alarms are almost nonexistent, and the system has continued to function during power outages and fire alarms. We hope to add to the surveillance system in the future to provide wider coverage of the library as a whole, particularly in stairwells where many cases of mutilation and theft are believed to take place.

Now that the security/surveillance equipment is installed and working well, the Circulation Department's role (as well as that of other library staff) in exercising security precautions would be enhanced by a definitive enforcement policy from the administration. It is imperative that the staff have guidance, and assurance of their legal footing, in this area to avoid creating a circumstance that might cause a legal or public relations problem for the Library or the University.

## **MUTILATION AND THEFT OF LIBRARY MATERIALS**

It is our perception this year that the mutilation and theft of library materials are increasing at an alarming rate. We do not have statistics available this year that would validate this perception. We have begun taking statistics this fiscal year which can be used in the future for comparison and analysis. We are monitoring the incidents of materials found mutilated and the value of the material lost. Also, we are attempting to combat the problem by increasing the presence of library staff on the fourth floor, particularly in the evenings.

During the new fiscal year, we hope to devise ways and means of increasing public awareness of the costs incurred by the mutilation and theft of library materials. In addition to the financial burden the library must bear, is the loss of material which may be irreplaceable.



## CIRCULATION SERVICES

In May, Circulation staff, along with all of Public Services, attended a training workshop on the enhancements recently made available in NOTIS software for the purpose of working with technical services screens. Staff was introduced to the new Merged Heading Index (MHI), the new search keys involved, and information on translating MARC records. This training will enable public service staff to answer patron queries regarding material on order, missing issues, and similar questions, without referring them to the Technical Services Division.

The 17% increase this year, over fiscal year 1988/89, in patrons visiting the library has had its impact on all areas of the Department. Since the circulation desk is the initial point of contact for most patrons, our staff is handling more questions and transactions at the desk than ever before.

Part of this increase is due to the rise in the University population to over 8,000 students, faculty and staff. The other factor is that the Computer Lab began, last January, to require a UNF Library borrowing card for access to their services. Many students who did not previously use the library, or bother to obtain a borrowing card, are now applying for borrowing privileges for use at the Computer Lab. Some of these patrons are discovering the library and the services it has to offer as a result. This has contributed to the 13% increase in new borrowing cards issued to patrons over the last fiscal year.

Circulation desk services is also experiencing an increase in questions and problems involving the photocopy equipment. The VendaCard system was introduced last fall which we thought would alleviate some of the problems people had with getting correct change to operate the equipment. Unfortunately, the card system has been a blessing as well as a curse. We have an increase in questions and problems not only with the copy machines, but also with the card dispenser. Patrons require instruction on purchasing and validating the card as well as on how to use the card properly. There is only one card dispenser available for patron use; when that one empties, there is a delay in refilling it. Patrons routinely have problems with cards stuck in the machines, or more often, simply neglect to remove the card from the machine. The Circulation Department has amassed a large supply of unclaimed cards retrieved from the copiers.

Circulation staff suffers the abuse of disgruntled patrons who require change to use either the card dispenser, the copiers, or the microform reader/printers on the second floor. The dollar bill changer in the Copy Room is totally inadequate to fulfill the needs of patrons, especially on weekends.

The copiers too, are also an object of complaint by patrons. The quality of the copies are often substandard, and there is a constant problem of misfeeds. Two of the copiers require the input of a coin before it will reset after a power outage. Since the copiers are located in the library, patrons expect the library (i.e., Circulation) staff to resolve whatever problems may

arise. When they are informed that we can only report the problem to the authorized agency, or instruct them in doing same, they often leave in frustration.

The problems described above represent a major concern in regard to the public image of the library. In most other areas, over which library staff has control, our patrons are satisfied with the high level of service offered at the desk. I believe the staff as a whole makes a conscientious effort to provide quality service in a pleasant, helpful manner.

## **INTERLIBRARY LOANS**

The Interlibrary Loan (ILL) section experienced a 20% increase in both borrowing and lending this year. We processed over 2,400 requests for materials from UNF patrons, while responding to over 8,800 requests from other libraries. This is an impressive effort considering the fact that the normal workflow was somewhat interrupted by the unexpected absence, due to illness, of the Head of the Borrowing Unit for approximately eight weeks. This absence occurred during the first two months of the new year, traditionally one of the busiest periods for ILL. The Head of the Lending Unit was trained and assisted by the Circulation Librarian in processing the borrowing and lending requests until the return of the Borrowing Head.

### **ILL FILLED STATISTICS SUMMARY**

#### **UNF Borrowing**

Books	930
Copies	<u>1070</u>
<b>Total</b>	<b>2000</b>

#### **UNF Lending**

Books	3571
Copies	<u>2149</u>
<b>Total</b>	<b>5720</b>

#### **UNF Borrowing Requests Filled**

SUS	1199
FLIN	412

#### **Requests Supplied by UNF**

SUS	2074
FLIN	2332

A closer look at the ILL process during this period brought about some changes in processing requests and the organization of the ILL office. A new filing system will be instituted beginning with the 1990/91 fiscal year. This will provide easier access for all Circulation Staff to the ILL files in order to answer the queries of patrons when ILL is closed. Job descriptions are being revised to more accurately reflect the tasks performed by ILL staff and provide clearer definition as to the role each staff person plays in the overall ILL operation.

## **STACK MAINTENANCE**

In an effort to maintain more orderly book stacks and reduce the number of books reported missing due to misshelving, a new shelf reading policy was initiated during the year. All full-time Circulation Department staff are assigned shelf reading as part of their weekly tasks. Student Assistants are continuing their regularly scheduled shelf reading assignments as before. The addition of the LTAs' shelf reading on a regular basis has already produced the desired effect, and we are seeing other benefits as well.

Through our daily stack maintenance efforts, the more regular presence of full-time staff in the stack areas has been beneficial to patrons needing stack assistance, and also enhances overall stack security. The fact that more experienced staff is now working in the stacks has resulted in the discovery of "missing" and "lost" books due to labeling errors. We are also finding books hidden on the shelves by patrons. Troubled areas are spotted and corrected sooner, and we are making more thorough pick-ups from all areas of the stacks.

## **COURSE RESERVES**

The addition of a new full-time Senior LTA in October 1989, has allowed the Department to have back-up personnel for the processing of course reserve material for the first time. The LTA has been trained by the Head of Course Reserves and is prepared to assist with the processing, or manage the entire process in the absence of the Head. This will allow the processing of materials during evening hours and provide faster turn-around for reserve requests by faculty.

The Systems Librarian and staff from Computing Services rewrote the local processing system for course reserves. This new program allows faster processing and utilization of the new NOTIS Course Reserve Module. Items on reserve can now be searched on LUIS using reserve indexes. The indexes allow staff access via professor's name, author, title, and course number.

## **ACCOUNTS RECEIVABLES**

Overall manual posting of charges and credits is down over last fiscal year. More of these are being passed through the automated interface system, which means the process is working as designed. The integrity of the billing system is scrupulously and consistently maintained which results in fewer library errors or a need to write manual credits.

**Geraldine Collins**

*Head, Circulation Department*

## REFERENCE DEPARTMENT

This was the year for new technology. As has been detailed in the *Introduction*, in the course of the year the Library greatly expanded its CD-ROM indexes. They were quickly accepted by the students, but the use of the CD-ROMs drastically increased the need for instruction. Accordingly, instruction in use of the CD-ROMs was incorporated into library tours and into the bibliographic instruction notebook which was completed this year by Mary Davis, Bibliographic Instruction Librarian. Instruction sheets and prominently displayed hanging signs, designed and installed by Jim Alderman, were printed to assist students in learning to use the indexes.

The ability to use Boolean logic to combine terms and to search several years in one search make the compact disc indexes extremely attractive. Printers provided for printing citations and abstracts have expedited the recording of citations. When students become accustomed to using the CD-ROMS, they are reluctant to return to the paper indexes and are willing to wait in line until the machines become available.

*NEWSBANK* and *BUSINESS NEWSBANK* on CD-ROM were accepted on a trial basis for thirty days and purchased along with microfiche backfiles. Another CD-ROM index added to the collection in May was *CINAHL, Cumulative Index to Nursing and Allied Health Literature*. It was installed on the same work station with *PSYCHLIT* and will remain there until equipment money is available for purchasing additional work stations.

The impact of the new indexes has been observed in other areas. Time spent in performing computer searches through Dialog declined. The number of online searches performed during the last six months of 1989 compared with those done during the first six months of 1990 disclosed that the use of databases for those subject areas covered by the CD-ROMs was greatly reduced. From July through December 1989, *ERIC* was searched 66 times as compared to 28 searches in January through June of 1990. *PsychINFO* searches dropped from 25 to 13. The use of the major medical database, *MEDLINE*, remained steady - 31 searches in 1989, 27 in 1990. The addition of *ABI/INFORM* created a decrease in the use of business-related databases. Thirty-five searches were done in 1989 compared with 20 in 1990 in the business area.

The Periodicals Department became extremely busy over the last year, and desk services increased by 55%. Stack services in Periodicals are up 27%, while shelving for Reference, for which student assistants from Periodicals are responsible, increased by 26%. Eileen Brady, Periodicals Librarian, has attributed the surge in Periodicals statistics to more class assignments requiring periodicals use, more area college student use, the "retirement" of the printed *Serials Record* generating more LUIS instructional questions, and the acquisition of the Reference

CD-ROMs. Because of the speed and ease of use of the CD-ROMs, students are finding more citations than they usually find through a manual search and have more time to locate periodicals. In spite of the increased activity, Signe Evans, student assistant supervisor, has done an excellent job of scheduling to ensure that the desk is covered and the shelving is done.

In January, the *Florida Times Union Index*, compiled by Eileen Brady, was loaded into LUIS. The procedures required to complete the indexing are more time-consuming, but we now have the advantage of providing a more up-to-date index to a wider area of patrons. Now that LUIS is available through INTERNET, the *FTU Index* is available internationally.

On March 14, the Florida Center for Library Automation introduced the Merged Headings Indexes (MHI) to LUIS. The catalog now provides "see" and "see also" cross references and notes about Library of Congress subject headings. It is now possible to browse an entry in author, title, and subject indexes in a dictionary arrangement and to conduct a title search specifically for serials.

In March, we subscribed to EPIC, OCLC's online reference database. The Reference staff and several members of the Cataloging, Circulation, and Documents Departments have been trained to search EPIC. The possibility of using the system as a backup catalog in the event that LUIS is unavailable is being investigated. EPIC will be used to compile bibliographies, to verify titles, and for other reference purposes.

In April we received the *William Gray Research Collection in Reading*. The set consists of full text articles on microfiche and several drawers of index cards by author and subject. We are planning to hold a workshop in the fall to provide instruction in the use of the collection. There are plans by the publisher to provide the index on CD-ROM in 1991.

The database program PC-File has been used to complete several projects. Jim Alderman worked with shelflist cards to place all titles in the reference collection in PC-File. The file is used for checking-in standing order titles, adding new titles, recording information on the disposition of superseded editions, and printing out lists of call numbers to use in collection development. Paul Mosley completed the time-consuming project of adding current annual reports in paper to PC-File and generating a list for use at the Reference Desk. PC-File is also being used to compile a list of often asked reference questions in an effort to save time for the Reference staff. Ricky Moyer is continuing a project that was begun by Media and is using PC-File to compile a list of authors that have appeared on book jackets and is maintaining a collection of book jackets for reference use.

A library school student intern, Barbara Tuck, from Florida State University, spent 130 hours in the Reference Department in March and completed two projects. She developed an instruction sheet and practice exercises for use with several of the CD-ROM indexes. The instructions will be used in the bibliographic instruction program. Ms. Tuck also completed an inventory of the Reference Collection, noting out-of-date volumes, volumes that need repair, and missing volumes.

Several groups of patrons, both UNF and non-UNF affiliates, make use of the manuscript collections, rare books, and archives that are stored in Special Collections. Because Eileen Brady, the Librarian in charge of Special Collections, has several duties in other areas of an understaffed department, the development and organization of the Collections has been given low priority. Although there has been no effort to publicize the holdings, there has been increased activity in Special Collections this year. In April 1990, we began compiling statistics on desk and stack services. Because of the valuable nature of the materials, it is our policy to supervise patrons who are using the Collection. In order to comply with this policy and in consideration of Ms. Brady's schedule, the use of Special Collections is now by appointment only.

The library faculty recommended in the spring that we begin collecting Jacksonville history items and books published by the University of North Florida Press. Several new titles have been added. A student intern, Larry Odzak, from UNF's History Department, worked in Special Collections organizing the files of University Archives materials and the Holmes Funeral Home Papers.

Providing adequate microform equipment and photocopiers remains a problem. The University of North Florida is still a commuter campus. If students who have a need to make copies quickly and efficiently cannot do so, frustration and impatience results and must be dealt with by Public Services staff. Under the current arrangement, much staff time is spent in calling Auxiliary Services to report maintenance problems with the photocopiers and the change machine, explaining the use of the VendaCard machine to users, and directing patrons to other sources of change for use in the machines.

We purchased two microfilm reader/printers this year and placed one in Reference and one in Periodicals. With the increase of periodicals on microform, more machines will be needed to replace the old machines that are approaching retirement age.

From July 1989, when Kathleen Cohen accepted the position of Assistant Director of Libraries, until January 1990, when Sarah Philips arrived as Head of Reference, Ms. Cohen served both as Assistant Director and Head of Reference. During the transition, the Reference staff continued to serve library users in an efficient and professional manner. Except for the ever-changing student assistant work force, there have been no other resignations or additions to the staff. A position change of note was the promotion of Mary Davis to University Librarian.

Thanks is due to the entire Reference staff for their efforts in providing quality reference service to our library users.

**Sarah Philips**  
*Head, Reference Department*

## MEDIA RESOURCES DEPARTMENT

The Media Resources Department (Media) had another active year in FY 1989/90, including yet another record-high budget and increased workload statistics.

As in FY 1988/89, Media accommodated a major budget increase, spending \$94,577, up from \$60,000 in FY 1988/89. Compact discs (CDs), audiocassettes, and videocassettes constituted most of the purchases. Expenditures for the Curriculum Collection were \$14,026, below the figure of \$20,000 in FY 1988/89. Major purchases for this collection were new textbooks and children's literature.

Service statistics continued to rise. Information questions increased 21% over FY 1988/89 and equipment usage increased about 20%. Instruction in use of equipment increased approximately 10%. Manual borrowing transactions declined about 5%. This figure reflects limited use of the picture collection, which declined again this year for no discernible reason. Instruction in use of equipment no longer keeps pace with information questions and equipment use, partly because equipment has become easier to operate and partly because an increasing number of our patrons own CD players and VHS players.

Instructional Communications (IC) continued to provide expedient equipment support and service. The Media Resources Department received four additional VHS player/monitors and one additional compact disc player. The budget did not allow the purchase of videodisc players this year, thus no videodiscs were purchased in spite of patron demand.

There were no personnel changes in the Department this year except for title changes. Cynthia Valentine, Carol Coughlin, and Winona Davis continued in their positions; however, their position titles were changed to Senior Library Technical Assistant (LTA). Both full-time Senior LTAs have become involved in technical services functions: Cynthia Valentine is involved with establishing LUIS records for art slides and Carol Coughlin is creating LUIS records for sound recordings and scores.

Donald Rhoades continues to work through the Florida Engineering Education Delivery System (FEEDS) program. This program is a cooperative effort of the State University System and private industry. It provides extended studies and continuing education for place-bound engineers by recording courses on videocassettes and shipping them to cooperating universities. At UNF, FEEDS students view the courses in the Media Resources Department. During this fiscal year, 103 FEEDS students used equipment in Media. They viewed 720 programs. These students were enrolled in 45 engineering courses from five universities in the State University System.

For Media, perhaps the most significant occurrence of the year was the demise of the North-east Florida Institute for Science, Mathematics, and Computer Education. Through a variety of grants, this institute had funded a Microcomputer Software Collection in Media since 1984. When funding was not forthcoming this year, equipment was dispersed to various locations on campus and most of the software was transferred to the College of Education. The position held by Donald Rhoades was also abolished; however, the Library rehired him in an Other Personnel Services (OPS) line to support systems operations and assist in Media.

Media continued to benefit from the experience of volunteer Ruth Hackenson. She contributed another 133 hours of service for a three-year total of 425 hours. Her projects included shelf-reading in the score collection and assisting with the picture collection.

Last year's goal to convert videocassettes in BETA format to VHS format was accomplished with limited success. All distributors from whom BETA material had been purchased were contacted. Approximately one-third of these distributors responded favorably to the department's request to permit the transfer of BETA programs to VHS without a fee to the distributor. These transfers were completed. The Library administration elected not to purchase the rights to make the other transfers or to replace BETA programs for which no permission was granted. Implementing an anti-theft system to make the videocassette collection more secure is a major goal for FY 90/91.

There are other goals for Media for FY 1990/91. One of these is to eliminate obsolete material formats (e.g., 16mm motion pictures and filmloops), and add state-of-the-art formats. The staff will follow the procedure used to convert BETA to VHS to have 16mm motion pictures transferred to VHS. However, no effort will be made to convert existing filmloops; they will be replaced with videocassettes. The process of eliminating filmloops was started in FY 1989/90 and is scheduled for completion in the first half of FY 1990/91, hopefully before the filmloop projectors deteriorate beyond repair.

Another goal for the Department is to add videodiscs. This format, which made its debut in the late 1970's, has been refined, enhanced, and expanded since its inception. It is now standardized and inexpensive enough to constitute a viable library resource. Several faculty members use it in teaching and have requested support in this medium. The Thomas G. Carpenter Library has delayed buying videodiscs in the absence of funding for playback equipment.

Staff members look forward to another year of growth with continued emphasis on service to the students, faculty, and staff of the University of North Florida and to the Jacksonville community. Service statistics for FY 1989/90 have been incorporated in the Public Services statistics elsewhere in this report. As stated in a concurrent report on collection development, acquisition statistics (title and volume count) are now the purview of Technical Services and will accompany the annual report from that division.

**Diane W. Kazlauskas**  
*Head, Media Resources Department*



## GOVERNMENT DOCUMENTS DEPARTMENT & MAPS COLLECTION

In the beginning, there were documents! The opening day collection in 1972 contained some 6,000 government publications acquired through depository programs, by purchase, and as gifts from sister institutions in Florida. The University Library has held depository status in the U.S. Government Printing Office and the State of Florida Depository Library Programs since 1971, which has resulted in the acquisition of the preponderance of materials at no charge to the institution. The Director's *First Annual Report* showed the documents holdings at 6,400 pieces. This figure has grown steadily over the past twenty years to well over 115,000 paper copy pieces. Taken together with more than 195,000 microform units, one can appreciate the significance and depth of our holdings. There is also a significant investment of SUS funds in the microfiche collections published by Congressional Information Service, Inc.

As in the recent past, FY 1989/90 was a very good year. According to our statistical records, we were very busy, and as the staff observed before I began to write this report, we served more users who had need of in-depth reference assistance than ever before. Questions regarding the history of legislation, the composition and budgets of federal executive departments, detailed analyses of manufacturing and service industries were typical. This is a favorable sign which we take to mean the students are being challenged in their course work and that the non-academic community is becoming more aware of our existence and of the amount and variety of information we can provide.

Government documents and maps provide much of the primary source material available in libraries; our department is no exception. Drawing from a collection of hundreds of thousands of documents in paper copy and microform, we fulfill the departmental mission to provide service to thousands of patrons each year, many of whom are first time users not only of our department but of the library itself. Our permanent staff stays busy attending to the various needs of students, faculty, business community, and the general public, including the large numbers from the community college and the secondary schools whose research needs apparently exceed the holdings of their own libraries. In FY 1989/90 we provided services to 8,553 users compared with 7,159 in FY 1988/89, without any increase in personnel. Shelf space is adequate for the next two years, but even with the extensive weeding we do and the sections of shelving to be added soon, I estimate that the Documents Department's space will be filled to capacity by 1993/94.

Historically, location has been an important factor in the use of documents by staff and patrons. In Founders Hall (Building Two), we were adjacent to the Reference collection and overlapping use was standard practice. In the present building, we found ourselves isolated on the first floor, and our user statistics decreased between 1981-83 because access by the "walk-

in trade" was limited. At this time, too, our holdings were not yet online but listed in a separate card catalog. By January 1984, we had moved the department to the present location on the third floor and we experienced an increase in use due to location and conversion of our typed bibliographic records to machine-readable format for inclusion in the new online data base. We began to maximize our potential in 1984, when a Public Services reorganization committee which I chaired recommended, among other things, that the Documents Reference Desk be moved to its present location in front of the collection. (Note, however, that this involved relocating the offices of three individuals and moving two departments.) We have since gathered three Telex terminals in this area, two for accessing LUIS and one staff terminal that is used for LUIS, circulation, and NOTIS access. Our small staff can now perform technical functions while remaining accessible to patrons who have reference needs.

Conforming to our selection policy, we have increased our item selections over 100% in the thirteen years I have been in charge of the Department. I chose early in my tenure as head to select as much as was likely to be useful to our entire community and then, after a trial period, to drop those items which received little use or were inappropriate for us. It has worked well.

The Government Documents Department is vertically integrated; that is, all phases of collection development are controlled by, or contained within, the Department. The Librarian decides which items are going to be selected from the Depository Library Program; all unpacking, marking, and processing of daily shipments is done in the Department. Cataloging is now done in large measure in the Cataloging Department, but the librarian selects the titles to be cataloged. We processed into--or out of--the collections some 21,000 paper copy documents and maps and approximately 136,000 microfiche pieces in FY 1989/90. The latter includes approximately 116,000 pieces of microfiche purchased from Congressional Information Service and American Statistics Index files. (Special thanks goes to Joan Pickett who single-handedly verified and filed this enormous amount of microfiche.) The Cataloging Department is assisting us in the cataloging of new material. This is very helpful because the LTA there, Kerry Solonche, verifies entries and headings. Angela Randtke does original cataloging and Mrs. Pickett still catalogs unusual material - maps, posters, serials, and the like. Linda Smith has been doing original cataloging of the maps, for which I am most grateful.

Bibliographic access was improved through the purchase of Congressional Masterfile2 from Congressional Information Service. This CD-ROM file indexes and abstracts Congressional publications from 1970 to the present. Bibliographic records of all the publications of Congress during this period, reports, hearings, committee prints - are retrievable from two compact disks, obviously an enormous saving of time and effort. We were able to purchase the corresponding microfiche files for archival retention and plan to purchase updates as long as funds are available.

At this time, the Bureau of the Census is planning to distribute much of the 1990 Census of Population and Housing on CD-ROM in addition to the usual paper and microfiche reports. I attended a demonstration of this technology (using the CCD files) in Gainesville in June and saw how we may be able to offer more information to our users. The new technologies are encroaching on our traditional assignments. The machine has not simplified our work, but it has

made more information available sooner. Online catalogs are more useful and easier to update than card catalogs; WordPerfect is more versatile than typewriters. It will be critical to balance time allotted for training in the use of computers against the necessity of providing bibliographic access, performing collection development, and constant weeding.

**Bruce T. Latimer**

*Head, Documents Department*

## LIBRARY ADVISORY COMMITTEE

The structure and membership of the committee remained unchanged from the previous year. As in the past several years, the Library Advisory Committee held one meeting in the fall and one in the spring semester. The agenda continued along the established pattern: the Chair asked the Director of Libraries to report to the membership on the library, which was then followed by a question and answer period and a general discussion of library concerns.

At the beginning of each school year the Chair asked each committee member whether he or she wished to continue to serve. They all responded in the affirmative. Dr. Bruce Gutknecht was unanimously reelected to chair the committee. Director Andrew Farkas remains a non-voting member.

### LIBRARY ADVISORY COMMITTEE MEMBERS

Dr. Bruce A. Gutknecht, <b>Chair</b>	Professor	Curriculum & Instruction
Dr. Ronald J. Adams	Associate Professor	Management, Marketing & Logistics
Mr. John H. Anderson	Investigator	Campus Police
Dr. Sally A. Coltrin	Professor	Business Administration
Mr. Andrew Farkas	Director of Libraries	Library (ex officio)
Dr. Mary L. Grimes	Associate Professor	Curriculum & Instruction
Dr. Kenneth M. Jennings	Professor	Business Administration
Dr. Satya S. Pachori	Professor	Language & Literature
Dr. Christine E. Rasche	Associate Professor	Sociology & Political Science
-----	(2) Students	SGA representatives

**LIBRARY STAFF  
as of June 30, 1990**

**LIBRARY FACULTY PERSONNEL**

<b>Employee</b>	<b>Date of Hire</b>	<b>Position</b>
Eileen D. Brady	9/20/74	Periodicals Librarian
Kathleen F. Cohen	10/02/73	Assistant Director of Libraries
Geraldine A. Collins	7/01/88	Head, Circulation Department
Mary L. Davis	9/01/71	Reference Librarian
Andrew Farkas	5/04/70	Director of Libraries
John M. Hein	6/01/71	Head, Technical Services Division
Robert P. Jones	1/14/72	Head, Public Services Division
Diane W. Kazlauskas	1/03/83	Head, Media Resources Department
Bruce T. Latimer	5/01/73	Head, Documents Department
Sheila A. Mangum	11/01/74	Head, Acquisitions Department
Sarah M. Philips	1/12/90	Head, Reference Department
Angela W. Randtke	7/01/77	Assistant Cataloger
Linda L. Smith	5/08/72	Head, Cataloging Department
Victoria M. Thomas-Stanton	9/17/76	Head, Serials Department
Verna P. Urbanski	9/30/77	Head Cataloger

**UNIVERSITY SUPPORT PERSONNEL SYSTEM EMPLOYEES**

<b>Employee</b>	<b>Date of Hire</b>	<b>Position</b>
James E. Alderman	11/01/74	Sr. Library Technical Assistant
Shelley L. Anderson	1/18/85	Sr. Library Technical Assistant
Kristin M. Carey	9/18/87	Library Technical Assistant
David T. Andreasen	9/29/89	Sr. Library Technical Assistant
Doris Barie	8/31/79	Sr. Library Technical Assistant
Reginald Caldwell	8/25/87	Sr. Library Technical Assistant
Carol J. Coughlin	1/31/89	Sr. Library Technical Assistant
Alisa L. Craddock	10/23/89	Sr. Library Technical Assistant
Sandra M. Creighton	3/04/88	Sr. Library Technical Assistant
Sally M. Cruze	8/10/84	Sr. Library Technical Assistant
Winona Davis (.5)	2/25/85	Sr. Library Technical Assistant
Cameletha Duncan	10/06/86	Library Technical Assistant
Signe Evans	6/03/86	Sr. Library Technical Assistant
Julia M. Fagge	5/11/84	Sr. Library Technical Assistant
Robert Farnsworth	6/08/87	Sr. Library Technical Assistant
David Green	11/01/74	Sr. Library Technical Assistant
Judy N. Hiden	9/15/89	Administrative Assistant

Kathleen E. Hughes (.5)	5/03/88	Sr. Library Technical Assistant
Carolyn Mobley	6/22/81	Executive Secretary
Paul M. Mosley	9/01/87	Sr. Library Technical Assistant
Ricky L. Moyer (.5)	10/25/88	Sr. Library Technical Assistant
Joan A. Pickett	10/24/83	Sr. Library Technical Assistant
Peggy B. Pruet	1/10/74	Sr. Library Technical Assistant
Rosa Rodriguez	10/06/86	Sr. Library Technical Assistant
Martha A. Solomon	9/13/71	Library Technical Assistant Supervisor
Kerry E. Solonche	2/15/88	Sr. Library Technical Assistant
John M. Touchton	1/03/89	Sr. Library Technical Assistant
Cynthia L. Valentine	2/13/77	Sr. Library Technical Assistant

### NEW EMPLOYEES WELCOMED

EMPLOYEE	POSITION	DEPARTMENT
David T. Andreasen	Sr. Library Technical Assistant	Serials
Alisa L. Craddock	Sr. Library Technical Assistant	Circulation
Judy N. Hiden	Administrative Assistant	Administration
Sarah M. Philips	Department Head	Reference

### RECLASSIFICATION & PROMOTION - USPS EMPLOYEES

As a result of the implementation of restructure A&P/USPS Pay Plans, effective March 2, 1990, all Library Technical Assistant IIs were reclassified to Senior Library Technical Assistants, and Library Technical Assistant Is were reclassified to Library Technical Assistants. There were no pay changes for these positions.

### PROMOTIONS & REASSIGNMENTS - FACULTY

EMPLOYEE	FROM	TO
Kathleen F. Cohen	Head, Reference Department	Assistant Director
Geraldine A. Collins	Assistant Head, Circulation Dept.	Head, Circulation Department
Mary L. Davis	Associate University Librarian	University Librarian
Robert P. Jones	Head, Circulation/Systems	Head, Public Services Division

Congratulations and much success to each of these individuals as they begin their new endeavors.

# UNIVERSITY OF NORTH FLORIDA

## Table of Organization

### 1989/90

