

1992

Annual Report 1991-1992

Thomas G. Carpenter Library

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Annual Report
1991-1992

THOMAS G. CARPENTER LIBRARY
UNIVERSITY OF NORTH FLORIDA

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INTRODUCTION

The year's activities for the Thomas G. Carpenter Library can be summarized by a single phrase: trying to cope. In fiscal years 1990-91 and 1991-92, the University of North Florida (UNF) was obliged to return to the State \$4,561,836, the equivalent of 12% of its Educational & General (E&G) budget allocation. This money had to be taken from established budget categories, thereby forcing the reduction or elimination of certain expenditures. Making the difficult choice between giving up material vs. human resources, the University Administration, in full agreement with the Library Administration, opted for the former. A portion of the recall was defrayed from the library resources budget, and the resulting fiscal difficulties remained an insurmountable handicap that only a major infusion of moneys could ever neutralize.

The graph of the wildly fluctuating budget of the past two decades often invoked the image of "roller coaster" funding. At this time, however, the library seems to be on an extended down-stretch of the tracks. A reversal hinges on the upturn of the national and State economies, and the economic indicators do not inspire optimism. While we await the passage of difficult times, our concern for an obsolescent collection intensifies. By the time we will be in a position to fill the gaps that underfunding has caused in our holdings, the majority of books, predictably, will be out of print.

Because of the budget cuts, we had to implement for the second year in a row a review of the serials subscription list. We asked the faculty to recommend titles to be canceled. We gratefully recognize their spirit of cooperation; the faculty rose once more to the occasion with voluntary cutbacks. Their understanding and help permitted the purchase of some books in the last quarter of the fiscal year.

Additionally, in late June, the Administration released \$122,500 received from the BOR for the acquisition of library resources. Because of our inability to maintain the approval plan for the second year in a row, the Acquisitions Department had accumulated book orders ready for mailing in excess of \$400,000. In view of this, placing orders against the sudden influx of funds was only a matter of grouping the orders according to quickly established priorities and mailing them to our vendors.

The Extension Library of the SUS, which served the library needs of off-campus courses for the entire State University System of Florida since 1965 (in its final administrative affiliation), fell victim to the retrenchment necessitated by fiscal exigencies. The Extension Library, operating from a Tampa location only a few blocks from the main

campus of the University of South Florida, was closed on May 14, 1992. In an effort to best utilize the Extension Library's collection, it was divided among the nine institutions on a first come-first served basis. UNF selected and received 882 titles.

The influx of in-kind gifts made it possible for the Library to belatedly begin to collect laser discs. (For details see the report of the Media Resources Department.) It has been the Library's long-standing ambition to expand the holdings of this rapidly growing new media and to acquire the necessary equipment for in-house use. All efforts in this direction had to be postponed because of funding problems. In this year, Instructional Communications received some OCO funds for equipment, and purchased and assigned to the Library the first laser disc machine. We are grateful to them, as well as to our donors whose gifts made the growth of our laser disc collection possible.

To compensate for the drop in library budgets nationwide, a new school of rationalization concerning ownership versus access has recently emerged. It holds that libraries should abandon the "just-in-case" philosophy in favor of "just-in-time." This clever phrase admonishes libraries not to add items just in case some reader may want to use it some day; instead, they should focus on strengthening interlibrary networking so that they can borrow an item for the patron and deliver it just in time for his use. The fallacy is that without strong permanent collections in many - if not all - libraries, there will be little or nothing left to borrow, in-time or otherwise. There is an alarming drop in the acquisition rate of new titles at all types of libraries, foreign imprints in particular. A continuing decline in library budgets and the resulting regression in library purchases, coupled with more sophisticated delivery systems, will allow better access to fewer and fewer items.

A corollary to this set of circumstances is the assumption, prevalent mainly in extra-library administrative circles, that libraries should no longer contemplate the acquisition of printed matter as most, if not all, information that scholars may need will soon be available electronically. If one seriously considers the relevant factors, even contemplating such an eventuality becomes utopian. Only a small fraction of both existing and new publications are either transferred to, or published in, electronic formats. It will be many years before the majority of U.S. publications (and decades before the majority of foreign publications) will be accessible electronically. The advances made in this direction in recent years are exciting and encouraging, and bear great hope for the future. But to wait for the day when hard copy will be universally obsolete and abandon the collection of print formats at this time would leave all patrons without access to much needed current information.

Our long-standing ambition to extend hours was accomplished only two years ago, when the library hours were increased by 11%. Faced with the initial budget recall and in anticipation of one, possibly two more cuts later in the year, the University was obliged to take drastic measures to conserve funds. There was no room left for "creativity" in finding the remaining dollars. Taking into consideration user statistics, the cost of part-

time staff, utilities, maintenance, police presence, and other services, it was decided to keep the campus closed from Saturday evening until Monday morning.

Sunday closing for both the Library and the Computing Services laboratory went into effect on October 6, 1991. It created a great deal of inconvenience and hardship for the students, and the reinstatement of Sunday hours remained a top institutional priority. When the danger of additional budget cuts had passed and the hours were restored on March 8, 1992, it was welcomed by patrons and staff alike. Just for the record, the Library was closed on seventeen Sundays.

In FY 91/92, the University was engaged in preparing a strategic plan that could serve as a blueprint of activities for the five years immediately ahead. According to intent, it would be reviewed and updated quarterly and annually. Each administrative unit was to draft a plan, and the Library worked on its own in September-October 1991. The process culminated in a Strategic Planning retreat on November 8, 1991, the first such occasion for the Library. The day followed a structured agenda, and by the consensus of all participants, it was a worthwhile undertaking. The product of the planning process is a useful, workable document that charts the library's immediate future. The usefulness of the plan depends on the funding of its many components, thus its success is beyond our immediate control. Because funding problems persisted throughout the year, and the short-term objectives of the Library Strategic Plan hinged on the adequacy of the budget, we were unable to meet the stated objectives, specifically those relating to collection development.

Since its first year of instruction, UNF had an undergraduate Library Science certificate program. A student holding a Bachelor's degree, upon completion of 24 semester credit hours of Library Science courses, could receive a School Media Specialist Certificate from the Florida State Department of Education. The certificate would enable the graduate to be hired as a media specialist in any K-12 school in Florida. Many practicing media specialists in Duval and neighboring counties are graduates of the UNF program.

Effective July 1, 1992, in an attempt to enhance the level of qualifications, the course requirements were raised from 24 to 30 semester credits. Because UNF did not have an autonomous Library Science department (the program was housed in the Department of Curriculum & Instruction), and three of the six existing courses (plus a practicum) had to be taught by adjuncts, the continuation of the program posed insurmountable problems. Furthermore, advising a student to take 30 credits for a Media Specialist Certificate in lieu of completing 36 credits for a Master of Library Science degree would have been a great disservice to aspiring librarians. In view of these considerations, the Director of Libraries, the supervisor and sole permanent instructor, recommended the discontinuation of the Library Science program.

With the addition of one more Reference librarian in March 1991, the office space originally planned for the Reference staff *did reach* the bursting point. The area, increasingly crowded by the addition of several pieces of automation equipment and related activities, had to be expanded. To accommodate the departmental staff, a 16 x 32 foot area was enclosed and added to the original Reference office. The new arrangement is satisfactory and ought to be sufficient until Phase-II is completed.

Reference Librarian Mary Davis updated the five-year-old *Campus Authors Bibliography*, a listing of all the monographs published by UNF faculty. The University takes great pride in its creative faculty, and this project was to be the precursor of a campus authors collection, a permanent display of the books in one location, either in the Library or in Academic Affairs. Just as the Acquisitions Department made preparations for implementation, the budget cuts rendered the realization of the plan impossible, forcing us to postpone it indefinitely.

In April 1992, the Vice President for Academic Affairs appointed a committee whose mandate was to assess information technology and automation needs campus-wide. The eleven-member Instructional Technologies Strategic Planning Committee (ITSPC), chaired by appointment by the Director of Libraries, commenced its work on April 30, 1992. The resulting 98-page report, with detailed recommendations and cost estimates, is scheduled to be delivered to the President and his staff by the Committee on July 17.

The Committee's investigation and its findings focused on a survey of automation technologies currently available and in use on campus; a needs assessment and the establishment of goals and objectives; the identification and pricing of desirable equipment and software; and the organizational structure and administrative costs involved to reach the stated goals. An important component of the Strategic Plan was the instructional technological concerns of the Library.

NEFLIG, the Northeast Florida Librarians' Interest Group, concluded that the time had arrived to create a formal organization for the libraries of the region. The availability of LSCA funds enabled the State Library to hire as consultants King Research, Inc. to survey the need and potential membership of a new network, to be called NEFLIN, the Northeast Florida Libraries Information Network. The consultant's report is due shortly.

The SUS Library Directors, in their capacity as the Florida Center for Library Automation (FCLA) Board, held their first meeting since January 19, 1990, during the Florida Library Association Conference in May 1992, in Miami. Because of the long agenda and the breadth of topics covered, there was not enough time to discuss important issues of mutual concern. However, the occasion demonstrated anew that an exchange of ideas and the search for solutions to common problems is not possible without such face-to-face meetings. A conference call is but a stop-gap measure, suitable for the discussion of only a few issues requiring immediate resolution. The directors agreed to reinstate periodic meetings for the coming fiscal year.

In the course of the year, four employees concluded twenty years of distinguished service. They are, in chronological order of anniversaries, Mary Davis, Reference Librarian (9/01/91); Martha Solomon, Library Technical Assistant Supervisor (9/13/91); Bob Jones, Head, Public Services Division (1/14/92), and Linda Smith, Head, Cataloging Department (5/08/92). Congratulations and sincere thanks are due to these outstanding colleagues for their dedicated service of two decades to the University and to this Library.

The diminished resources, the still "frozen" positions, coupled with the denial of the customary annual salary adjustments, had brought library and campus morale to an all-time low. It was gratifying to observe the pride Library personnel had taken in their work in spite of the absence of tangible rewards. Low morale was counter-balanced by high professionalism and justified self-esteem, the motivating factors that spurred the staff on to maintain the quality of service. It was reinforced by a determination not to let the Library's reputation, so carefully wrought in two decades, slip away.

Clearly, the performance and output of the entire staff reflect the understanding that the Library can succeed only if we all work toward a common goal, in as much professional harmony as human nature permits. While the collective gratitude of library patrons and university colleagues is not convertible into material terms, the respect the Library and its employees command is deeply satisfying. The written and electronic mail *Tell us...* forms usually register complaints about conditions beyond our control, but they often bring high compliments for individuals, entire departments, or the Library as a whole. Also, unsolicited letters of thanks continue to arrive.

As our numerous annual reports in the past, this too is concluded with the hope of better times ahead. But in good times or bad, the commitment of an outstanding library staff remains constant. To the "thank you" of others, expressed and implied, I now add mine.

Andrew Farkas
Director of Libraries

UNIVERSITY OF NORTH FLORIDA LIBRARY
Library Budgets 1986/87 - 1991/92

	1986-87	1987-88	1988-89	1989-90	1990-91	1991-92
TOTAL LIBRARY BUDGET	\$1,825,047	\$2,055,131	\$2,304,374	\$3,019,160	\$2,446,907	\$2,268,496
PERSONNEL						
LINE ITEM	951,404	1,003,026	1,125,402	1,190,569	1,377,130	\$1,394,755
OPS	55,869	64,134	60,000	68,000	70,800	66,040
TOTAL	\$1,007,273	1,067,160	\$1,185,402	\$1,258,569	\$1,447,930	\$1,460,795
% OF BUDGET	55.19	51.93	51.44	41.69	59.61	64.39
OPERATING EXPENSE	\$57,625	\$68,625	\$53,200	\$56,000	\$54,200	\$51,395
% OF BUDGET	3.16	3.34	2.3	1.85	2.23	2.26
EQUIPMENT (OCO)	\$4,838	\$3,168	0	*\$69,400	+\$18,000	0
% OF BUDGET	0.27	0.15	0	2.3	0.7	0
BOOKS & RESOURCES	\$755,311	\$916,178	\$1,065,772	\$1,635,191	\$926,777	\$756,306
% OF BUDGET	41.58	44.58	46.25	54.16	38.16	33.33

* Represents library OCO allocation as well as OCO purchases from other university sources.
+ Represents equipment purchases with allocations from other sources than library OCO.

Library Budget as Percentage of Total University E & G Budget

	1986-87	1987-88	1988-89	1989-90	1990-91	1991-92
TOTAL LIBRARY BUDGET	\$1,825,047	\$2,055,131	\$2,304,374	\$3,019,160	\$2,446,907	\$2,268,496
UNIVERSITY E&G BUDGET	\$23,740,366	\$23,128,312	\$29,742,472	\$33,801,425	\$35,451,669	\$36,597,383
% OF E&G BUDGET REPRESENTED BY LIBRARY	7.69	8.89	7.75	8.93	6.9	6.2

UNIVERSITY OF NORTH FLORIDA LIBRARY
Acquisitions Department
Materials Expenditures 1986/87 - 1991/92

MATERIALS:	1986/87	% OF	1987/88	% OF	1988/89	% OF	1989/90	% OF	1990/91	% OF	1991/92	% OF
CONTINUATIONS		TOTAL		TOTAL		TOTAL		TOTAL		TOTAL		TOTAL
NEWSPAPERS	\$3,407.77	0.45	\$3,450.07	0.38	\$3,713.52	0.35	\$5,103.90	0.31	\$5,403.20	0.58	\$4,954.95	0.66
SERVICES	\$40,214.46	5.32	\$43,521.97	4.75	\$49,745.53	4.67	\$55,535.22	3.40	\$51,851.75	5.59	\$44,167.03	5.84
STANDING ORDERS	\$33,013.82	4.37	\$40,033.45	4.37	\$53,450.48	5.02	\$51,562.67	3.15	\$59,987.55	6.47	\$49,125.99	6.50
SUBSCRIPTIONS	\$182,817.02	24.20	\$211,218.41	23.05	\$246,271.24	23.11	\$297,136.02	18.17	\$298,275.15	32.18	\$273,740.57	36.19
SUBS-MICROFORM	\$31,518.71	4.17	\$30,691.77	3.35	\$39,892.95	3.74	\$48,300.32	2.95	\$66,844.57	7.21	\$45,036.64	5.95
SUBTOTAL	\$290,971.78	38.52	\$328,915.67	35.90	\$393,073.72	36.88	\$457,638.13	27.99	\$482,362.22	52.05	\$417,025.18	55.14
MATERIALS:												
NON-CONTINUATIONS												
AUDIO-VISUAL	\$40,074.78	5.31	\$51,280.08	5.60	\$59,026.47	5.54	\$94,577.90	5.78	\$38,961.17	4.20	\$6,677.11	0.88
BACKFILES	\$2,015.00	0.27	\$14,056.75	1.53	\$6,848.20	0.64	\$40,487.90	2.48	\$2,038.95	0.22	\$1,500.45	0.20
BACKFILES-MICRO	\$1,197.60	0.16	\$8,627.20	0.94	\$22,111.40	2.07	\$73,748.40	4.51	\$431.00	0.05	\$254.40	0.03
BOOKS-APPROVAL	\$200,751.26	26.58	\$217,447.89	23.73	\$240,642.87	22.58	\$231,080.54	14.13	\$99,975.09	10.79	\$147,894.28	19.55
BOOKS-ORDERED	\$109,053.15	14.44	\$181,320.38	19.79	\$189,061.93	17.74	\$299,858.02	18.34	\$147,079.24	15.87	\$81,567.38	10.78
CURRICULUM	\$14,062.15	1.86	\$9,273.58	1.01	\$16,881.63	1.58	\$14,026.00	0.86	\$2,200.70	0.24	\$1,376.50	0.18
DOCUMENTS	\$5,829.95	0.77	\$5,326.87	0.58	\$3,667.78	0.34	\$197,225.50	12.06	\$1,748.70	0.19	\$400.00	0.05
MISCELLANEOUS	\$3,266.07	0.43	\$6,953.29	0.76	\$6,105.01	0.57	\$87,418.23	5.35	\$24,347.14	2.63	\$7,868.82	1.04
SUBTOTAL	\$376,249.96	49.81	\$494,286.04	53.95	\$544,345.29	51.08	\$1,038,422.49	63.50	\$316,781.99	34.18	\$247,538.94	32.73
TOTAL MATERIALS	\$667,221.74	88.34	\$823,201.71	89.85	\$937,419.01	87.96	\$1,496,060.62	91.49	\$799,144.21	86.23	\$664,564.12	87.87
PROCESSING												
BINDING-BOOKS	\$5,080.65	0.67	\$10,956.85	1.20	\$15,081.30	1.42	\$16,501.71	1.01	\$10,827.23	1.17	\$4,237.35	0.56
BINDING-JOURNALS	\$19,784.34	2.62	\$21,696.72	2.37	\$24,236.55	2.27	\$22,638.95	1.38	\$27,464.03	2.96	\$26,280.37	3.47
POSTAGE, HANDLNG	\$13,831.70	1.83	\$17,397.16	1.90	\$20,853.00	1.96	\$30,173.50	1.85	\$23,023.08	2.48	\$19,905.67	2.63
SOLINET	\$45,052.18	5.96	\$39,553.90	4.32	\$45,196.45	4.24	\$52,963.30	3.24	\$54,127.52	5.84	\$37,607.21	4.97
SUPPLIES	\$4,340.45	0.57	\$3,371.47	0.37	\$22,985.57	2.16	\$16,851.35	1.03	\$12,190.60	1.32	\$3,711.34	0.49
SUBTOTAL	\$88,089.32	11.66	\$92,976.10	10.15	\$128,352.87	12.04	\$139,128.81	8.51	\$127,632.46	13.77	\$91,741.94	12.13
GRAND TOTAL EXPENDED ON LIBRARY RESOURCES	\$755,311.06	100.00	\$916,177.81	100.00	\$1,065,771.88	100.00	\$1,635,189.43	100.00	\$926,776.67	100.00	\$756,306.06	100.00

UNIVERSITY OF NORTH FLORIDA LIBRARY
Summary Volume/Piece Inventory
1986/87 - 1991/92

	HELD					HELD
	6/30/87	6/30/88	6/30/89	6/30/90	6/30/91	6/30/92
1. PAPER VOLUMES/PIECES						
a. Monographs and Serials	328,604	346,869	365,462	389,266	409,216	427,351
b. Music Scores	4,547	4,581	4,622	4,688	4,947	5,068
c. Annual Reports	13,075	13,097	13,097	13,097	13,097	13,097
d. College Catalogs	1,138	240	240	240	240	240
e. Government Documents	116,357	120,246	121,116	120,605	122,681	125,393
	463,721	485,033	504,537	527,896	550,181	571,149
2. MICROFICHE PIECES						
a. Monographs and Serials	22,714	30,567	38,312	49,580	65,902	73,946
b. Music Scores	486	486	486	486	486	486
c. Annual Reports	62,714	65,187	78,303	82,267	88,745	93,531
d. College Catalogs	4,238	4,238	4,238	5,660	4,090	5,559
e. ERIC & Newsbank	397,343	416,732	431,700	444,849	467,485	488,456
f. Government Documents	194,368	197,369	202,199	322,627	338,603	340,681
	681,863	714,579	755,238	905,469	965,311	1,002,659
3. MICROFILM REELS						
a. Monographs and Serials	17,898	18,240	18,714	19,421	20,293	20,615
b. Government Documents	1,315	1,315	1,315	1,330	1,330	3,174
	19,213	19,555	20,029	20,751	21,623	23,789
4. MAPS	5,199	5,267	4,094	4,163	4,244	4,319
5. COMPUTER FILES						
a. Magnetic (Floppies, etc.)	0	1	2	3	5	5
b. Laser (CD ROM)	0	0	0	0	0	53
	0	1	2	3	5	58
6. AUDIOVISUAL MATERIALS						
a. Audiocassettes	968	957	1,195	1,200	1,199	193
b. Audiodiscs:CD	398	1,020	1,539	2,065	2,141	2,323
c. Audiodiscs:LP	6,413	6,554	6,582	6,910	6,914	7,034
d. Cards	12	12	14	14	14	14
e. Charts	12	13	13	13	13	13
f. Film Loops	363	363	368	328	328	301
g. Filmstrips	1,113	918	1,051	446	449	449
h. Games	9	11	13	15	15	15
i. Kits	566	633	680	698	717	717
j. Motion Pictures	553	522	529	531	521	521
k. Pictures/Portraits	5,422	6,602	8,181	10,352	11,993	13,460
l. Posters	42	42	42	42	42	42
m. Slides, Art	20,008	20,039	20,047	20,407	20,407	20,510
n. Slide Sets	651	652	653	595	604	604
o. Transparencies	0	0	12	12	12	12
p. Videocassettes	850	1,191	1,774	2,140	2,495	2,609
q. Videodiscs	0	0	0	0	3	26
	37,380	39,529	42,693	45,768	47,867	48,843

TECHNICAL SERVICES DIVISION

The predominant theme of this second year of our third decade of operation is one which has frequented us several times in the past: another precipitous drop in funding for the purchase of library resources. Coming after several years of steadily increasing funding, culminating in the largesse of 1989/90, the last two years of drastically reduced funding make it apparent that it is not realistic to hope for an inviolable base to the resources budget.

A couple of statistics give a good idea of what has happened. In 1989/90, the budget categories consisting of subscriptions and standing orders comprised 28 percent of the materials budget and purchased over 3,600 continuation titles. In the year just completed, the same budget categories comprised 55 percent of the budget and purchased just 3,100 titles. Thus, a cut of 14 percent of the serials titles previously received was required to keep the serials budget within sight of the Library's acquisitions policy whereby serials should comprise no more than 50 percent of the materials budget. Clearly, our very conservative policy - some would say stingy - towards serials acquisitions has proved, over time, to be the correct one for this institution.

It has not been uncommon for other college and research libraries to find that 75 to 85 percent of the budget has been consumed by serials in similar periods of budget crisis. Our situation would have been closer to this abysmal picture had not the University administration been able to come up with \$122,500 during the very last days of the fiscal year to be used for the purchase of monographic materials. By the end of June, monographic acquisitions stood at just over 4,000 volumes, the lowest figure since 1982/83 which was the worst budget year in the last decade. With the last minute infusion of funds, the Library will acquire perhaps 1,500 more titles by the end of December of this year.

While materials acquisitions, along with the State economic outlook, are in a depressed condition, Technical Services continues to make some very significant and interesting advances in the area of automation and information systems. At the end of the fiscal year, the first stage in a planned micro-computer network was achieved when two terminals were linked in the Serials Department with a Lantastic LAN manufactured by Artisoft. The system allows access to important serials files at a remote terminal even when the first microcomputer is being used for other functions. It is hoped that the network will be rapidly expanded in the next year or so to include microcomputers throughout the Division.

On another front, the Division continues to make progress in replacing older micro-computer technology with newer machines. Five new computers were purchased with 80386 processors, allowing us to completely discontinue use of the outdated OCLC M300 microcomputer terminals. Concurrently, OCLC has switched us over to its new PRISM online system for cataloging (with ILL to follow by the end of 1993) and has moved us to its new X.25 telecommunications network, which operates at 9,600 baud, up from 2,400 of the old network. The new PRISM software allows much stronger searching capability of the OCLC Online Union Database, and the new terminals and telecommunications network facilitate much faster processing speeds. Clearly, we continue to boost productivity each year with our constantly improving technology.

Along with the new OCLC system has come a new way in transporting records between the national union database and the local system, NOTIS. With PRISM, the capability was incorporated to output a record from OCLC directly to a local storage medium in the MARC Communications Format. Formerly, the MARC format was confined to tape interchange, and our local system used a screen-image data capturing system for transferring records in a timely manner. The new system is much harder and more compliant with relevant standards; however, it makes local record processing and manipulation far more complicated. To that end, the present writer, in conjunction with Dr. Randtke of the Cataloging Department (and an excellent C++ programmer) have spent considerable time writing programs and routines for de-encrypting, processing, and re-encrypting MARC records. This hard-won local capability gives our data-handling routines a flexibility not common at other institutions and is, again, an instance of advancing our productivity through technological means.

The coming year does not look too bright from a budget standpoint; however, once again there are several technical innovations on the horizon which invite our attention. The reports which follow reflect the activities of the constituent departments of the Division during the past year.

John M. Hein
Head, Technical Services Division

UNIVERSITY OF NORTH FLORIDA LIBRARY
Acquisitions Department
1990/91 - 1991/92 Resources Budget Disbursements

	FISCAL YEAR 1991/92	% OF TOTAL EXPENDED	% OF TOTAL EXPENDED ON MATERIALS	\$ CHANGE FROM 1990/91	% CHANGE FROM 1990/91	FISCAL YEAR 1990/91
MATERIALS: CONTINUATIONS						
NEWSPAPERS	\$4,954.95	0.66	0.75	(\$448.25)	(8.30)	\$5,403.20
SERVICES	\$44,167.03	5.84	6.65	(\$7,684.72)	(14.82)	\$51,851.75
STANDING ORDERS	\$49,125.99	6.50	7.39	(\$10,861.56)	(18.11)	\$59,987.55
SUBSCRIPTIONS	\$273,740.57	36.19	41.19	(\$24,534.58)	(8.23)	\$298,275.15
SUBS-MICROFORM	\$45,036.64	5.95	6.78	(\$21,807.93)	(32.62)	\$66,844.57
SUBTOTAL	\$417,025.18	55.14	62.75	(\$65,337.04)	(13.55)	\$482,362.22
MATERIALS: NON-CONTINUATIONS						
AUDIO-VISUALS	\$6,677.11	0.88	1.00	(\$32,284.06)	(82.86)	\$38,961.17
BACKFILES	\$1,500.45	0.20	0.23	(\$538.50)	(26.41)	\$2,038.95
BACKFIL-MICROFORM	\$254.40	0.03	0.04	(\$176.60)	(40.97)	\$431.00
BOOKS-APPROVAL	\$147,894.28	19.55	22.25	\$47,919.19	47.93	\$99,975.09
BOOKS-ORDERED	\$81,567.38	10.78	12.27	(\$65,511.86)	(44.54)	\$147,079.24
CURRICULUM	\$1,376.50	0.18	0.21	(\$824.20)	(37.45)	\$2,200.70
DOCUMENTS	\$400.00	0.05	0.06	(\$1,348.70)	(77.13)	\$1,748.70
MISCELLANEOUS	\$7,868.82	1.04	1.18	(\$16,478.32)	(67.68)	\$24,347.14
SUBTOTAL	\$247,538.94	32.73	37.25	(\$69,243.05)	(21.86)	\$316,781.99
TOTAL MATERIALS	\$664,564.12	87.87	100.00	(\$134,580.09)	(16.84)	\$799,144.21
PROCESSING						
BINDING-BOOKS	\$4,237.35	0.56	NA	(\$6,589.88)	(60.86)	\$10,827.23
BINDING-JOURNALS	\$26,280.37	3.47	NA	(\$1,183.66)	(4.31)	\$27,464.03
POSTAGE, HANDLING	\$19,905.67	2.63	NA	(\$3,117.41)	(13.54)	\$23,023.08
SOLINET	\$37,607.21	4.97	NA	(\$16,520.31)	(30.52)	\$54,127.52
SUPPLIES	\$3,711.34	0.49	NA	(\$8,479.26)	0.00	\$12,190.60
SUBTOTAL	\$91,741.94	12.13	NA	(\$35,890.52)	(28.12)	\$127,632.46
TOTAL EXPENDED	\$756,306.06 *	100.00	NA	(\$170,470.61)	(18.39)	\$926,776.67

* Comprised of \$894,905 of State allocation (\$150,410 net of which was recalled), \$4,195 received from the Dept. of Electrical Engineering in support of the engineering program, and \$7,616 recovered from patrons for lost and damaged materials. This total does not include \$2,643.06 contributed by the Institute of Police Technology & Management for the acquisition of specialized journals for IPTM programs.

This year's acquisitions included 5,318 vols. received on approval of which 5,092 were kept and 226 were returned (for a return rate of 4.2%); 4,074 firm orders for monographs, 0 microforms, 228 curriculum and audio-visual items, and 5,809 (928 of which were from the Extension Library) gifts of which 3,287 were added to the collectons. Serials acquisitions are reported separately with Serials Dept. statistics.

UNIVERSITY OF NORTH FLORIDA LIBRARY
VOLUME/PIECE Inventory by Type of Material
1991/92

	HELD 7/1/91	ADD	WITHDRAWN	HELD 6/30/92
1. PAPER VOLUMES/PIECES				
a. Monographs and Serials	409,216	18,560	425	427,351
b. Music Scores	4,947	122	1	5,068
c. Annual Reports	13,097	2,000	2,000	13,097
d. College Catalogs	240	0	0	240
e. Government Documents	122,681	8,680	5,968	125,393
	550,181	29,362	8,394	571,149
2. MICROFICHE PIECES				
a. Monographs and Serials *	65,904	8,042	0	73,946
b. Music Scores	486	0	0	486
c. Annual Reports	88,745	4,786	0	93,531
d. College Catalogs	4,090	1,469	0	5,559
e. ERIC & Newsbank	467,485	20,971	0	488,456
f. Government Documents	338,603	13,539	11,461	340,681
	965,313	48,807	11,461	1,002,659
3. MICROFILM REELS				
a. Monographs and Serials	20,293	322	0	20,615
b. Government Documents	1,330	1,844	0	3,174
	21,623	2,166	0	23,789
4. MAPS (Cataloged & Uncataloged)	4,244	361	286	4,319
5. COMPUTER FILES				
a. Magnetic (Floppies, etc.)	5	0	0	5
b. Laser (CD ROM)	0	53	0	53
	5	53	0	58
6. AUDIOVISUAL MATERIALS				
a. Audiocassettes @	179	15	1	193
b. Audiodiscs: CD	2,141	184	2	2,323
c. Audiodiscs: LP	6,914	120	0	7,034
d. Cards	14	0	0	14
e. Charts	13	0	0	13
f. Film Loops	328	0	27	301
g. Filmstrips	449	0	0	449
h. Games	15	0	0	15
i. Kits	717	0	0	717
j. Motion Pictures	521	0	0	521
k. Pictures/Portraits	11,993	1,467	0	13,460
l. Posters	42	0	0	42
m. Slides, Art	20,407	103	0	20,510
n. Slide Sets	604	0	0	604
o. Transparencies	12	0	0	12
p. Videocassettes	2,495	123	9	2,609
q. Videodiscs	3	23	0	26
	46,847	2,035	39	48,843

* A typo in the 1990/91 Report incorrectly gave this figure as 65,902.

@ For an explanation of the large difference between last year's ending figure & this year's beginning figure, see the note under the Media Coll on the "Volumes/Pieces" breakdown by collection.

UNIVERSITY OF NORTH FLORIDA LIBRARY
TITLE Inventory by Type of Material
1991/92

	HELD 7/1/91	ADD	WITHDRAWN	HELD 6/30/92
1. PAPER VOLUMES/PIECES				
a. Monographs and Serials	297,451	8,741	83	306,109
b. Music Scores	2,897	97	0	2,994
c. Annual Reports *	0	0	0	0
d. College Catalogs *	0	0	0	0
e. Government Documents *	0	0	0	0
	300,348	8,838	83	309,103
2. MICROFICHE PIECES				
a. Monographs and Serials+ #	38	0	0	38
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
	41	0	0	41
3. MICROFILM REELS				
a. Monographs and Serials +	143	0	0	143
b. Government Documents *	0	0	0	0
	143	0	0	143
4. MAPS (Cataloged Only)	60	37	0	97
5. COMPUTER FILES				
a. Magnetic (Floppies, etc.)	5	0	0	5
b. Laser (CD ROM)	0	15	0	15
	5	15	0	20
6. AUDIOVISUAL MATERIALS				
a. Audiocassettes @	190	13	1	202
b. Audiodiscs: CD	2,033	166	1	2,198
c. Audiodiscs: LP	6,644	114	0	6,758
d. Cards	14	0	0	14
e. Charts	4	0	0	4
f. Film Loops	69	0	3	66
g. Filmstrips	419	0	0	419
h. Games	14	0	0	14
i. Kits &	230	0	0	230
j. Motion Pictures	497	0	0	497
k. Pictures/Portraits *	0	0	0	0
l. Posters	11	0	0	11
m. Slides, Art *	0	0	0	0
n. Slide Sets	359	0	0	359
o. Transparencies	12	0	0	12
p. Videocassettes	836	46	8	874
q. Videodiscs	1	24	0	25
	11,333	363	13	11,683

* Title counts are not currently maintained for these categories.

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

A typo in the 1990/91 Report incorrectly gave figure as 36.

@ For an explanation of the large difference between last year's ending figure & this year's beginning figure, see the note under the Media Coll on the titles breakdown by collection.

& A typo in the 1990/91 Report incorrectly gave this figure as 212.

UNIVERSITY OF NORTH FLORIDA LIBRARY
VOLUME/PIECE Inventory by Library Collection
1991/92

	HELD 7/1/91	NET TRANSFERS	ADJUSTED TOTAL	ADDED 1991/92	WITHDRAWN 1991/92	HELD 6/30/92
ANNUAL REPORTS						
TEXT	13,097	0	13,097	2,000	2,000	13,097
MICROFICHE	88,745	0	88,745	4,786	0	93,531
ATLAS COLLECTION	179	(3)	176	4	0	180
BIBLIOGRAPHY COLL	1,376	0	1,376	5	0	1,381
CATALOGING DEPT						
TEXT	1,075	24	1,099	23	1	1,121
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
TEXT	240	0	240	0	0	240
MICROFICHE	4,090	0	4,090	1,469	0	5,559
CURRICULUM COLL						
AUDIOCASSETTE	51	0	51	0	0	51
CARD	14	0	14	0	0	14
CHART	12	0	12	0	0	12
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	178	0	178	0	0	178
GAME	15	0	15	0	0	15
KIT	696	0	696	0	0	696
POSTER	42	0	42	0	0	42
REALIA	0	0	0	0	0	0
RECORD	181	0	181	0	0	181
SLIDE SET	4	0	4	0	0	4
TEST	197	0	197	0	0	197
TEXT	9,056	9	9,065	53	1	9,117
VIDEOCASSETTE	4	0	4	0	0	4
DOCUMENTS COLL						
FLORIDA DOCS	13,822	0	13,822	1,501	460	14,863
FEDERAL DOCS:						
TEXT	108,859	0	108,859	7,179	5,508	110,530
CDROM	0	0	0	51	0	51
MICROFICHE	338,603	0	338,603	13,539	11,461	340,681
MICROFILM	1,330	0	1,330	1,844	0	3,174
DOCUMENTS DEPT						
TEXT	672	0	672	11	2	681
CDROM	0	0	0	2	0	2
MICROFICHE	23	0	23	0	0	23
MICROFILM	435	0	435	14	0	449
ERIC FICHE	431,718	0	431,718	18,522	0	450,240
FASTCAT	4,637	3	4,640	293	2	4,931
GENERAL COLL						
TEXT	310,635	2,599	313,234	6,260	113	319,381
MICROFICHE	11,628	0	11,628	0	0	11,628
MICROFILM	1,221	0	1,221	0	0	1,221
INDEX/ABST COLL						
TEXT	6,835	0	6,835	231	1	7,065
MICROFICHE	3,470	0	3,470	0	0	3,470
MICROFILM	54	0	54	16	0	70
LEISURE READING	818	0	818	420	2	1,236
MAP COLLECTION						
CATALOGED	149	0	149	45	0	194
UNCATALOGED	4,095	0	4,095	316	286	4,125
MEDIA DEPT COLLS						
AUDIOCASSETTE*	128	0	128	15	1	142
AUDIODISC:CD	2,141	0	2,141	184	2	2,323
AUDIODISC:LP	6,733	0	6,733	120	0	6,853
CHART	1	0	1	0	0	1
COMPUTER FILE	5	0	5	0	0	5
FILM LOOP	328	0	328	0	27	301
FILMSTRIP	271	0	271	0	0	271
GAME	0	0	0	0	0	0
KIT	21	0	21	0	0	21

	HELD 7/1/91	NET TRANSFERS	ADJUSTED TOTAL	ADDED 1991/92	WITHDRAWN 1991/92	HELD 6/30/92
MOTION PICTURE	521	0	521	0	0	521
PICTURE, FLAT	11,993	0	11,993	1,467	0	13,460
POSTER	0	0	0	0	0	0
REF BOOKS	85	(13)	72	8	9	71
SLIDE, ART	20,407	0	20,407	103	0	20,510
SLIDE SET	600	0	600	0	0	600
SCORE	4,214	0	4,214	122	1	4,335
SCORE, MINI	733	0	733	0	0	733
SCORE, MFICHE	486	0	486	0	0	486
TEXTS WITH AV	115	(15)	100	19	1	118
TRANSPARENCY	12	0	12	0	0	12
VIDEOCASSETTE	2,491	0	2,491	123	9	2,605
VIDEODISC	3	0	3	23	0	26
NEWSBANK FICHE	35,767	0	35,767	2,449	0	38,216
OVERSIZE COLL	1,080	24	1,104	51	1	1,154
PERIODICALS COLL						
TEXT	53,026	3	53,029	2,405	8	55,426
TEXT, TEMPBND	657	0	657	89	64	682
MICROFICHE	47,548	0	47,548	7,814	0	55,362
MICROFILM	18,407	0	18,407	292	0	18,699
PERMANENT RESERVE	243	0	243	21	0	264
REFERENCE COLL						
TEXT	17,925	(183)	17,742	1,177	224	18,695
MICROFICHE	3,233	0	3,233	228	0	3,461
MICROFILM	176	0	176	0	0	176
SERIALS DEPT	14	0	14	2	0	16
SPECIAL COLLS						
RARE BOOKS	433	154	587	78	0	665
THESES & BOXED	355	24	379	42	0	421

* Last year's figure of 1,148 represented a cumulation of annual estimates. Since the collection is now being formally cataloged, the counter has been reset to reflect only officially cataloged and counted items.

UNIVERSITY OF NORTH FLORIDA LIBRARY
TITLE Inventory by Library Collection
1991/92

	HELD 7/1/91	NET TRANSFERS	ADJUSTED TOTAL	ADDED 1991/92	WITHDRAWN 1991/92	HELD 6/30/92
ANNUAL REPORTS						
TEXT*						
MICROFICHE*						
ATLAS COLLECTION	172	(2)	170	2	0	172
BIBLIOGRAPHY COLL	67	0	67	0	0	67
CATALOGING DEPT						
TEXT	113	20	133	12	0	145
MICROFICHE	2	0	2	0	0	2
COLLEGE CATALOGS						
TEXT*						
MICROFICHE*						
CURRICULUM COLL						
AUDIOCASSETTE	38	0	38	0	0	38
CARD	14	0	14	0	0	14
CHART	3	0	3	0	0	3
COMPUTER FILE	0	0	0	0	0	0
FILMSTRIP	152	0	152	0	0	152
GAME	14	0	14	0	0	14
KIT	215	0	215	0	0	215
POSTER	11	0	11	0	0	11
REALIA	0	0	0	0	0	0
RECORD	147	0	147	0	0	147
SLIDE SET	2	0	2	0	0	2
TEST	114	0	114	0	0	114
TEXT	4,868	1	4,869	54	0	4,923
VIDEOCASSETTE	4	0	4	0	0	4
DOCUMENTS COLL						
FLORIDA DOCS*						
FEDERAL DOCS:						
TEXT*						
CDROM	0	0	0	14	0	14
MICROFICHE*						
MICROFILM*						
DOCUMENTS DEPT						
TEXT	90	0	90	0	2	88
CDROM	0	0	0	1	0	1
MICROFICHE	0	0	0	0	0	0
MICROFILM	6	0	6	0	0	6
ERIC FICHE*						
FASTCAT*						
GENERAL COLL						
TEXT	280,342	(5)	280,337	8,152	59	288,430
MICROFICHE	20	0	20	0	0	20
MICROFILM	134	0	134	0	0	134
INDEX/ABST COLL						
TEXT	257	0	257	2	0	259
MICROFICHE	0	0	0	0	0	0
MICROFILM	3	0	3	0	0	3
LEISURE READING*						
MAP COLLECTION						
CATALOGED	60	0	60	37	0	97
UNCATALOGED*						
MEDIA DEPT COLLS						
AUDIOCASSETTE	152	0	152	13	1	164
AUDIODISC:CD	2,033	0	2,033	166	1	2,198
AUDIODISC:LP	6,497	0	6,497	114	0	6,611
CHART	1	0	1	0	0	1
COMPUTER FILE	5	0	5	0	0	5
FILM LOOP	69	0	69	0	3	66
FILMSTRIP	267	0	267	0	0	267
GAME	0	0	0	0	0	0

	HELD 7/1/91	NET TRANSFERS	ADJUSTED TOTAL	ADDED 1991/92	WITHDRAWN 1991/92	HELD 6/30/92
KIT	15	0	15	0	0	15
MOTION PICTURE PICTURE, FLAT*	497	0	497	0	0	497
POSTER	0	0	0	0	0	0
REFERENCE BOOKS	37	0	37	0	0	37
SLIDE, ART*						
SLIDE SET	357	0	357	0	0	357
SCORE	2,807	0	2,807	97	0	2,904
SCORE, MINI	90	0	90	0	0	90
SCORE, MFICHE	3	0	3	0	0	3
TEXTS WITH AV	91	(15)	76	18	1	93
TRANSPARENCY	12	0	12	0	0	12
VIDEOCASSETTE	832	0	832	46	8	870
VIDEODISC	1	0	1	24	0	25
NEWSBANK FICHE*						
OVERSIZE COLL	1,020	4	1,024	68	1	1,091
PERIODICALS COLL						
TEXT	3,730	0	3,730	30	1	3,759
TEXT, TEMPBND	0	0	0	0	0	0
MICROFICHE	7	0	7	0	0	7
MICROFILM	0	0	0	0	0	0
PERMANENT RESERVE	66	0	66	10	0	76
REFERENCE COLL						
TEXT	6,228	(30)	6,198	343	19	6,522
MICROFICHE	9	0	9	0	0	9
MICROFILM	0	0	0	0	0	0
SERIALS DEPT	13	0	13	2	0	15
SPECIAL COLLS						
RARE BOOKS	316	6	322	41	0	363
THESES & BOXED	41	24	65	4	0	69

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

‡ Last year's figure of 662 represented a cumulation of annual estimates. Since the collection is now being formally cataloged, the counter has been reset to reflect only officially counted and cataloged items.

ACQUISITIONS DEPARTMENT

The Library's initial materials budget for FY 1991/92 was \$894,905 - an amount well below the level of funding needed to achieve the goals and objectives of the Library's mission statement. This problem was heightened when the University was faced with additional cutbacks resulting from revenue shortfalls in the State of Florida. The administration cut \$272,905 from book OCO, leaving the acquisitions program with a "bare bones budget" of \$622,000. Luckily, the cutbacks were timely enough for the Library to undertake a periodicals cancellation project and make budget adjustments, ensuring at least a minimal support of critical areas.

At the end of the fiscal year, the University restored \$122,495 to book OCO, allowing us to order additional monographs. Because these funds had to be encumbered through Central Purchasing in two days, our spending flexibility was rather limited. Restoration of this amount, along with an Engineering reimbursement allocation of \$4,195 and approximately \$7,616 in replacement funds for lost books, resulted in a total resources budget of \$756,306.

THE BUDGET

The resource dollars were allocated as follows: current subscriptions, \$417,025; binding, \$30,518; serials backfiles, \$1,755; monographs, \$229,462; curriculum, \$1,376; media, \$6,677; documents, \$400; cataloging expenses, \$37,607; postage, freight, and service charges, \$19,906; archival, repair, and acquisitions supplies, \$3,711. The remaining funds covered computer services and searches such as Faxon Datalinx and Dialog, along with staff computer software needs.

PERSONNEL

Staffing remained constant: one Department Head, two Senior Library Technical Assistants, and two student assistants. A combination of the reduced monographic budget, a leave of absence, and a vacant position freeze resulted in our LTAs helping the Serials Department on a limited part-time basis. Reggie Caldwell set up a machine readable file of shelf list data to be used in creating item records for periodicals on NOTIS. He also helped with periodicals check-in while the position handling that task was vacant. Sally

Cruze worked with the binding and repair unit. Our LTAs and students also helped sort and distribute mail.

OPERATIONS AND PROCEDURES

Accounting

Most of our work was "business as usual." Because we handle accounting for the entire resources budget, we still had many invoices to pay despite the reduction in funds. A decision had been made to start inputting all invoices in NOTIS with the beginning of this fiscal year, and while many were done by the Serials Department, all were reviewed by our LTA in charge of accounting. Technical Services Division Head John Hein implemented computer programs to expedite the order/pay/receipt process of large invoices, but data entry and review work have had to be absorbed by present personnel.

Searching

In August, the entire staff participated in training sessions on PRISM, the new bibliographic search system on OCLC. The timing was excellent, as we had accumulated a backlog of order requests that could be searched and verified free of charge during our training period, which lasted for several months. Searching in PRISM is faster and easier, and keeping current with request verification proved to our great advantage when we received last-minute funds at the end of June.

Collection Development Implementation

The implementation of a more structured collection development program also impacted our work. Staff requests and the approval backlog were reorganized by LC class letters to accommodate review by subject selectors. We began to assign funds by college and department, requiring a complete reworking of fund codes and expenditure classes. Assigning the new codes has been labor-intensive because of problems in coding interdisciplinary titles and faculty requests for titles classed in subjects outside their academic areas. This system will be evaluated at the end of the 1992/93 fiscal year, when we may consider moving to an LC class-based code such as the one used by our approval program vendor.

Monographs - Approval Program and Firm Orders

Except for two months at the end of the fiscal year, we received approval forms rather than automatic book shipments from our vendor, Ballen Booksellers International.

This allowed us to be very selective, plus change the format of many titles from cloth to soft cover binding, which is always much cheaper. We spent \$147,894, keeping 5,092 of the 5,318 volumes received for a per volume cost of \$29.04.

As usual, firm order costs were less for the actual books, but not for the extra staff time involved with their purchase. We spent \$81,568 on 4,044 volumes for a per volume cost of \$20.16. Many of the lower prices resulted from the large numbers of volumes purchased from Ingram (40% discount) and Strand Book Store (50% discount for like-new review copies).

The \$229,462 total for 9,136 monographs averages out to \$25.12 per volume.

Gifts

This year we received approximately 6,000 gift volumes (nearly triple last year's number), of which some 3,350 were selected for the collection. The increase in the proportion of volumes kept resulted from our selection of over 882 volumes from the SUS Extension Library which closed down at the end of April, as well as the receipt of some large donations. The most prominent among the latter was an ornithology and natural history collection of the late John Q. U. Thompson, M.D., which came to us through the efforts of UNF Professor Robert Loftin. We also received a large number of history and literature titles from the Sheddan Family.

After experimenting with the results of a short-term project, this year we added a step to our gift review process which made it more time-consuming, but more useful for selectors: item records of all duplicates are now searched for their circulation histories, ensuring the addition of multiple copies of highly used titles.

Processing

The combination of a cataloging backlog in the fall and the purchase of over \$100,000 worth of monographs in the spring provided steady work for our student assistants. With help from both LTAs, we also relabeled some 5,200 volumes in the Periodicals, Reference, and the General collections, part of a long-term project.

Special Projects

We finally had more time to work on database cleanup and maintenance, a task that had been somewhat neglected since we implemented NOTIS Acquisitions in July of 1988. Problem records were identified and many were deleted or re-coded. This is an on-going project that will be with us for some time.

Other projects accomplished this year included a complete weeding and indexing of our collection of publishers' catalogs; preparation of a computerized list of the lost and missing books which we want to replace; a very time-consuming study of our German form selection program, the results of which were presented in a paper at the midwinter American Library Association convention ("From Lottery Loot to Budget Blues: Analysis of a Want List from Harrassowitz Selection Forms"); and another study, still in progress, examining the order fulfillment speed of two of our vendors.

Sheila Mangum
Head, Acquisitions Department

SERIALS DEPARTMENT

The Serials Department spent the year responding to the State's serious fiscal situation. Every aspect of serials work was affected by the low budget. Cataloging workflow slowed, acquisitions efforts were directed at canceling titles, and in-house book repair and binding work increased. Because the number of items handled by the staff did not decrease appreciably, the staff actually absorbed additional duties during a year of fiscal uncertainty and retrenchment.

CATALOGING

While new cataloging slowed, several new procedures were set in place. Continuation titles that are classed separately were given a brief "pseudo-cataloging" record, which enabled all receipt and financial information to be posted online. Brief bibliographic records were also created for blanket order titles and CD-ROM serials. A temporary record was created upon receipt of a new serial title, providing title access for the patrons. The department participated in OCLC's PRISM training, and adapted cataloging routines to the new system.

With John Hein's guidance and computer programming skills, the first step of the Periodical Barcoding Project began. Reggie Caldwell, released from a portion of his acquisition duties, input a file of periodicals volumes needing barcodes. The project involved keying shelflist data into machine readable form. Serials staff began proofing the file against holdings and lacking lists to assure as much accuracy as possible in the production of barcodes. Due to staff shortages, the proofing slowed as individuals were re-assigned to more critical duties. It is hoped that this project will receive a higher priority in the next year.

ACQUISITIONS

Serials acquisitions revolved around a major cancellation project. The staff updated continuations lists to include current prices and departmental requestors, then distributed lists to each academic department. The Library requested that each department make recommendations for cancellations, but did not require any quotas or dollar amounts to be met. The campus responded to our severe budget cuts, resulting in the cancellation of 283 titles, costing - and therefore saving - \$92,592. Because UNF has kept very few duplicate

subscriptions, our access to immediate in-hand information has decreased. Many titles critical for in-depth research are no longer available in the Library, especially in the natural sciences and business fields. To partially offset cancellation of important indexes like *Chemical Abstracts*, *Biological Abstracts*, and *Science Citation Index*, access was provided through online searching services. The library staff spent considerable time investigating the concepts of "just-in-time" services versus "just-in-case" acquisition of information. We will continue to move toward a situation where fewer paper copies of journals will be archived in the Library, and access to indexes and full text articles online will be provided.

Serials work was made easier when John Hein installed a local area network (LAN) for the Serials Department. Several local files of acquisition and binding information can now be accessed at different work stations, lessening the "pc scramble" as staff juggled their time between workstations housing local files. John Hein also revised check-in systems to include a claiming module. The Department utilized spreadsheet technology to track cancellation projects throughout the SUS showing that during 1991/92 the system canceled 5,941 titles valued at \$14,234,690. Staff from the University of Florida and St. Johns River Community College observed the serials staff this year, both to note work flow and to examine innovative modifications to the NOTIS and the FAXON LINX systems.

Financial management moved to NOTIS during the year. All invoices were posted to the NOTIS acquisitions system. The Faxon renewal invoice was loaded by FCLA, and the quarterly supplemental invoices were loaded locally. These two processes saved hours of staff keying, and we look forward to utilizing the local disc load for other vendors. We began posting all credit memos online, giving a total fiscal picture through NOTIS.

PRESERVATION

The budget cuts affected binding and book repair operations. From August to January, all monographic binding stopped, and serials binding was reduced by half. By the year's end, we were able to bind all journals, but the monographs were still backlogged. Senior Library Technical Assistant David Andreason stepped up in-house repair techniques, and increased the number of spine repairs and recases. He developed a technique for regluing and recasing paperback books, and he increased all types of repair work. Dave designed and built two pieces of equipment that broadened repair opportunities. He built a board creaser, which enabled us to create phase boxes for brittle and rare books, and he designed a hand-sewing frame so we can re sew damaged signatures. Senior LTA Sally Cruze donated part of her acquisitions time to Serials, and helped with journal binding and sewing pamphlets into protective covers. The Department gained the services of several students, with James Bennett becoming very proficient in many repair techniques.

The Department reviewed our commercial binding needs, and decided to switch our binding from National Book Bindery in Atlanta, Georgia, to Heckman Bindery in North Manchester, Indiana. The review process included a site visit to General Book Bindery near Cleveland, Ohio, and sample shipments sent to all three binders.

Preservation efforts continued throughout the year. The *Disaster Preparedness Plan* was completed in December, with the hope that we never have to use it. Vicki Stanton attended an invitational seminar on "Preservation Management for College Libraries," in Lexington, Virginia, and also chaired the Disaster Preparedness Consortium of Northeast Florida. Vicki Stanton and Eileen Brady submitted a proposal to restore selected photographs from the Eartha White Collection. As budget cuts force reductions in housekeeping staff, and restrictions on heating and cooling, the effects on the collections will continue to be closely monitored.

PERSONNEL

LTA Kristin Carey left UNF in December to pursue an engineering career with the Jacksonville Electric Authority, and the Department was shorthanded until Tracey Britton was hired in June. Senior LTAs Bob Farnsworth and Martha Solomon did an outstanding job of tracking all canceled titles, and Reggie Caldwell volunteered additional time to assist in posting journal issues.

The year brought the challenges of fiscal restraints, but also the successes of creative solutions to cataloging problems, expanded use of the NOTIS Acquisition system, and an increase in the quantity and complexity of repair techniques.

Victoria T. Stanton
Head, Serials Department

UNIVERSITY OF NORTH FLORIDA LIBRARY
Serials Department
1990/91 - 1991/92

SERIALS ORDERS PLACED AND RECEIVED

	HELD 6/30/91	NET CHANGE 1991-1992	HELD 6/30/92
SUBSCRIPTIONS			
NEWSPAPERS	21	(1)	20
PERIODICALS	2,458	(190)	2,268
BUSINESS & LEGAL SERVICES	140	(42)	98
MICROFILM	136	2	138
FREE/GIFT	166	(9)	157
SUBTOTAL	2,921	(240)	2,681
STANDING ORDERS	505	(73)	432
GRAND TOTAL SERIALS ACQUISITIONS	3,426	(313)	3,113

CHECK-IN WORKLOAD--NUMBER OF ITEMS

	1990/91	CHANGE	1991/92
Periodicals and Serials			
Current issues	23,929	(474)	23,455
Back issues	65	128	193
Backfile vols (incl micro)	4,761	(4,761)	0
Microfilm reels	451	(30)	421
Microfiches	31,052	1,341	32,393
Gifts received	2,634	705	3,339
Gifts retained	1,174	(511)	663
Standing Orders	2,387	(181)	2,206
Claims	2,551	551	3,102
TOTAL	69,004	(3,232)	65,772

BINDERY STATISTICS

	1990/91	CHANGE	1991/92
BOOKS	992 *	(408)	584#
PERIODICALS	2,595	(10)	2,585
THESES	187	(72)	115
TOTAL	3,774	(490)	3,284

* (Incl. 671 rebinds)

(Incl. 367 rebinds)

**UNIVERSITY OF NORTH FLORIDA LIBRARY
Serials Department
1991/92**

PRESERVATION STATISTICS BY TYPE OF REPAIR

	NUMBER OF ITEMS		
	1990/91	CHANGE	1991/92
Cover Repaired	130	9	139
Hinge Repaired	284	(75)	209
Pages Tipped In	444	(56)	388
Pamphlet Binding	485	86	571
Pocket Made	26	(5)	21
Replace End Papers	184	55	239
Recase	200	55	255
Rebind	36	40	76
Spine Repaired	132	82	214
Torn Pages Mended	88	(3)	85
Trimmed Pages	47	(37)	10
Other Types of Repairs	202	(116)	86
TOTAL	2,258	35	2,293

OTHER PRESERVATION WORK*

	TITLE COUNT	CLASS	NO. OF PAGES
	5	A	14
	6	B	56
	2	D	12
	6	E-F	12
	5	G	87
	31	H	473
	2	J-K	70
	14	L	170
	6	M-N	58
	20	P	319
	9	Q	76
	10	R	81
	10	T	100
	3	V-Z	20
	0	DOCS	0
TOTAL	129		1,548

* The above statistics represent pages ordered through Interlibrary Loan to repair mutilated/damaged books and serials.

CATALOGING DEPARTMENT

This was a year, like a number of others in the past, in which a "flexible" workflow was very important. Lack of funds for materials after the first few months of the fiscal year meant that the rest of the year presented an opportunity for a lot of catch-up work. As always in the Cataloging Department, there is a lot of background work to do!

We began the year with a big switch. The principal source of our bibliographic activity, OCLC, changed and expanded its basic operating system, even giving it a new name, PRISM. The Department hosted two days of SOLINET workshops on PRISM, during which six staff members were introduced to the new system. Everyone caught on quickly and, in very little time, we were back to full operation.

To maintain a steady workflow, a review began of the FastCat collection, the Library's circulating backlog. By the end of the fiscal year, we had gotten through the science section (the Qs), fully cataloging 2,270 titles. Original cataloging was done for older imprint Fastcat titles, identified through this review process, which still did not have Library of Congress copy. Work in Fastcat was augmented by the cataloging of several large gifts of older imprints. The quantity of government documents continued unchanged from previous years and in the past year came to represent 28% of the workflow. But the overall quantity of material available for cataloging was down and production figures were reduced. For 1991/92, 9,690 new titles were fully cataloged, of which 7,209 had Library of Congress copy, 1,429 were modified copy, and 1,052 were original copy. In addition, 4,294 titles received a brief update of a record into the local system and 248 titles were recataloged. In total, 14,232 titles were handled.

The figures above include a small percentage of media titles, including the relatively new format of video disks and computer files. We began cataloging CD-ROM titles in the government documents collection. We also began full cataloging of compact discs and other categories of music materials, such as a "browsing" record collection, which had received only brief records in the database. Other specific retrospective projects included the reclassification into subject class numbers of a large number of bibliographies, formerly classed in the Zs.

We also did a great deal of both current, and more particularly, retrospective authority work. In order to measure, if only in a limited way, the part that authority work plays in the workflow, we began in October 1991, to extract certain numerical data from NOTIS reports. These figures show that on the average, the Department adds 1,048

authority records to the database each month. These records are either searched and transferred from OCLC or derived from the online *LC List of Subject Headings* available on NOTIS. Of this monthly number, 138 are locally created, a more time-consuming, research-oriented process.

As for specific authority activities, a set of local programs was developed to be able to perform global heading changes so that current updates to subject headings could be carried out with a minimum of human intervention. This change process was successfully applied to series headings and we hope to expand it to name headings in the coming year. An ambitious subject heading review project of the entire database was also begun.

We undertook an examination of current and retrospective name authority processes and documentation and began work on the older names lists. In addition, a major long-term project was formalized to add author literary numbers to their authority records. This project will add yet another important piece of information to the online file. In this same time period, current series authority review routines were transferred from the Head of the Department to a Senior Library Technical Assistant and the major series headings conflict and error detection report was completed.

Throughout the year, NOTIS, the local database system, remained its usual dynamic self. There were constant improvements to the operating system requiring modifications to our local NOTIS documentation. By the end of the fiscal year, the entire NOTIS Information Outline (66+ pages) had been revised. A significant amount of time and effort was devoted to revising related and general documentation.

In the area of personnel, this was a relatively stable year. We lost only one Library Technical Assistant and received permission to fill the position near the end of the fiscal year. Another Library Technical Assistant was on educational leave for a semester and her duties were covered, on overtime, by two current staff members.

Beyond the Department, the cataloging professionals, particularly Ms. Urbanski, attended national meetings and were active in professional organizations. Locally, we participated in the library retreat. The discussions on the establishment of the Library's mission and goals and planning for a new building were thought-provoking and creative experiences.

We anticipate more and exciting changes in the coming year. New hardware will allow the Library to continue to introduce local area networks (LAN) on the Department and Division level. Cataloging should be able to take advantage of this new technology to improve access to OCLC/PRISM and enhance flexibility of workflow.

Linda L. Smith
Head, Cataloging Department

UNIVERSITY OF NORTH FLORIDA LIBRARY
Cataloging Activity by Classification, 1991/92

Excluding Periodicals, Indexes, Audiovisual Materials, and Microforms

CLASS		TITLES	% TOTAL	VOLUMES	% TOTAL
A-AZ	General Works	5	0.056	54	0.515
B-BD,BH-BJ	Philosophy	99	1.117	104	0.993
BF	Psychology	168	1.896	182	1.737
BL,BN-BQ	Religion	51	0.576	56	0.535
BM	Religion - Judaism	8	0.090	8	0.076
BR-BX	Religion - Christianity	55	0.621	56	0.535
C-CT,D,DX	History - General	150	1.693	164	1.565
DA	History - Great Britain	79	0.892	79	0.754
DB-DJ,DL-DQ	History - Other West European	84	0.948	86	0.821
DJ,K,DK,DR	History - U.S.S.R. & East European	57	0.643	58	0.554
DS	History - Asia	153	1.727	162	1.546
DT	History - Africa	27	0.305	27	0.258
DU	History - Australia, Oceania	14	0.158	14	0.134
E	History - United States	286	3.228	318	3.035
F	History - The Americas	192	2.167	230	2.195
G-GT	Geography, Anthropology	98	1.106	106	1.012
GV	Sports, Recreation	78	0.880	80	0.764
H	Social Sciences - General	26	0.293	27	0.258
HA	Statistics (Soc. Sci. Data & Methods)	8	0.090	14	0.134
HB-HD	Economics	703	7.935	798	7.617
HE	Transportation, Communications	38	0.429	47	0.449
HF-HJ	Commerce & Finance	542	6.117	898	8.571
HM-HT	Sociology	413	4.661	439	4.190
HV	Public Welfare, Criminology	181	2.043	198	1.890
HX	Socialism, Communism	29	0.327	31	0.296
J-JX	Political Science	260	2.935	299	2.854
K	Law - General	9	0.102	12	0.115
KB-KE,KG-KZ	Law - Foreign (inclu. Ancient)	13	0.147	13	0.124
KF	Law - United States	192	2.167	476	4.543
L-LB	Education	435	4.910	522	4.982
LC-LT	Education - Special	147	1.659	152	1.451
M	Music - Scores	98	1.106	122	1.164
ML	Music - History & Criticism	111	1.253	123	1.174
MT	Music Instruction & Study	23	0.260	24	0.229
N,NX	Visual Arts, General Art	148	1.670	151	1.441
NA	Architecture	24	0.271	25	0.239
NB-NE	Art Media	127	1.433	137	1.308
NK	Art - Decorative & Applied	15	0.169	15	0.143
P	Philology & Linguistics	55	0.621	64	0.611
PA	Classical Language & Literature	18	0.203	21	0.200
PB-PD,PF	Modern European Languages	7	0.079	9	0.086
PE	English Language	27	0.305	30	0.286
PG-PM	African/Oriental/Slavic Lang. & Lit.	106	1.196	107	1.021
PN,PZ	Literature - General	275	3.104	349	3.331
PQ	Literature - Romance Languages	147	1.659	149	1.422
PR	Literature - English	683	7.709	698	6.662
PS	Literature - American	788	8.894	841	8.027
PT	Literature - Germanic Languages	56	0.632	57	0.544
Q	Science - General	50	0.564	62	0.592
QA1-74,77+ (1)	Mathematics	48	0.542	44	0.420
QA75-76	Computer Science	132	1.490	145	1.384
QA273-299	Statistics (Math. Theory and Methods)	4	0.045	4	0.038
QB	Astronomy	20	0.226	20	0.191
QC	Physics	25	0.282	25	0.239
QD	Chemistry	6	0.068	10	0.095
QE	Geology	12	0.135	13	0.124
QH	Natural History, Ecology	78	0.880	80	0.764
QK	Botany	25	0.282	27	0.258
QL	Zoology	278	3.138	318	3.035

CLASS		TITLES	% TOTAL	VOLUMES	% TOTAL
QM-QP	Physiology & Human Anatomy	14	0.158	23	0.220
QR	Microbiology	4	0.045	5	0.048
R	Medicine - General	27	0.305	29	0.277
RA	Public Health	57	0.643	63	0.601
RB	Pathology	8	0.090	8	0.076
RC	Internal Medicine	147	1.659	157	1.499
RD-RS,RZ	Surgery and Medical Specializations	77	0.869	86	0.821
RT	Nursing	72	0.813	77	0.735
S-SK	Agriculture, Forestry, Animal Culture	44	0.497	47	0.449
T-TZ	Technology & Engineering	189	2.133	249	2.377
U-V	Military & Naval Science	51	0.576	57	0.544
X	UNF Masters Theses	41	0.463	76	0.725
YA-YO,YQ-YZ	Curriculum Text Materials	37	0.418	37	0.353
YP	Children's Literature	20	0.226	21	0.200
Z (2)	Bibliography & Library Science	86	0.971	162	1.546
		8,860	100	10,477	100

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

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

PUBLIC SERVICES DIVISION

In a year of diminished funding and staffing, the various Public Services departments continued to meet the challenges of increased service demands and the implementation of new technologies. I continue to be very proud of individual and group efforts of the Division to achieve and maintain the library and information resources and services expected in a contemporary academic and research environment.

OPERATIONS

Effective October 6, 1991, through March 8, 1992, the UNF Library observed Sunday closing (17 Sundays) as one of the strategies of the University Administration's plan to meet the fiscal challenges of budget reductions caused by State revenue shortfalls. It was felt that savings would be realized not only from library operations expenditures, but also in campus savings in utilities, police/security presence, campus maintenance/housekeeping, and other operations not required when the campus is closed. The Library remained open for extended hours during exam week and resumed its seven days per week operations schedule in the middle of the spring semester.

STATISTICS

While not as dramatic as last year, service statistics grew this year in the face of increased enrollment and the continued introduction of new technology-based services, particularly on LUIS and CD-ROM. These increases are reflected both in desk service transactions and behind-the-scenes workloads.

Door/Gate Count:	up 7.37%
Desk Service Transactions:	up 5.61%
Stacks Services (shelving)	up 10.04%

The fact that several citation databases have migrated to the LUIS environment makes searching easier because the search commands and strategies are standardized. This trend should continue as the Z39.50 standards are implemented to search other library databases. Had we not been closed for 17 Sundays, the statistics might have been considerably higher.

The Circulation statistics as provided by FCLA still have a +/- 10% estimated error rate. Although this issue has been brought to their attention, the SUS Library Directors have not established a priority with FCLA to remedy this problem. Because the error has not been corrected for many years, the relative, comparative percents of change should be accurate, even if the total transaction count is flawed.

STAFFING

The Documents Department suffered the most from staffing deficiencies. The Documents .5 Senior Library Technical Assistant position was frozen upon vacancy, dramatically cutting hours of operations for the Department.

Double staffing at the Reference Desk produced positive changes. Generally, there was more staff time for the patrons, and absence/sickness did not devastate the operating schedule and other staff schedules. Reacting to the trend of one-on-one patron instruction in the face of increasing workloads, the Reference Department has developed more workshops, emulating a classroom setting where more people can be trained at one time. Hopefully this will help alleviate the impact of new technology.

PROJECTS, CHANGES and TRENDS

- CD-ROM index access is widely available in libraries and is an expected resource. Our goal is to network these services to provide multi-simultaneous user access, both from Library workstations and at workstations throughout the campus. This cannot be fully implemented until the Library is connected to the campus-wide fiber optic network.
- FirstSearch, an end-user version of OCLC's EPIC database searching system, was made available this year with a free demonstration period and subsequent searching available at cost. The importance of this service is that it is one of the first to be available through the INTERNET. UNF hopes that OCLC will price the service based on an annual fee so that we can make the services and databases generally available to our patrons. This would be an excellent way to sample databases before requesting that they be included in the LUIS offerings. When Z39.50 searching becomes available, LUIS and FirstSearch databases can be searched without the user knowing on which host the data is being provided.
- The investigation into NEFLIN (Northeast Florida Library Information Network) continued under the coordination of King Research, Inc. If implemented, the Public Services Division could experience a considerable change in its potential clientele and its importance within the northeast Florida region.

- New end panel signs indicating the call numbers on those shelves are being installed throughout the Library. Located on the end panels, at seated/wheelchair height, the larger signs and type can be more easily read. Since they are produced on a laser printer, they can be changed quicker than the previous applied vinyl lettering.
- The Americans with Disabilities Act took effect and was implemented this year. The Library continues to be sensitive to the intent of the Act, but looks to campus guidance for full implementation.
- We continue to support auxiliary accesses for the FEEDS (Florida Engineering Education Delivery System) and the BAR/BRI (Florida Bar Review Professional Testing Center), which provide course work and review services through A/V technologies.
- A new BookMaster copier was installed to prototype its service and production viability in this Library. If successful, existing machines will be replaced. This is the first time the specific needs of the Library, to protect its resources, has been addressed by the UNF copier vendor.
- Photocopy services, including paper, microformat, and the associated coin/change services, continue to be a major concern and problem for the Library and library staff. The idea of privatizing this operation remains very attractive to the Library. While VendaCard added value card access to the photocopiers, the associated machine problems of the VendaCard dispensers complicate existing problems.
- The University implemented its official UNF ID Card during Summer 1992. Use of the card initially will be to gain access to University services, including checking out materials in the Library. Additional functions are expected to follow shortly, including vending, food service, and other value added services.
- The SUS Library Directors have initiated a task force to investigate and recommend changes in library fines and charges. The current fine structure appears to be ineffective in encouraging patrons to return library materials on time.
- The Florida Center for Library Automation (FCLA) installed version 5.0 of LUIS, the online public catalog. A total rewrite of the LUIS public access software to use the NOTIS version 4.6 index structure, LUIS 5.0 now uses tagged displays, and different command and display structures. This LUIS software was customized for the Florida consortium from the NOTIS version of LUIS 5.0. This version of LUIS will be upgraded to be compatible with Z39.50 standards.
- FCLA also installed a GLIS menu system as the front end to the various LUIS databases. The Generalized Library Information System (GLIS) provides menus

and menu layering, customized news and information screens, and gateway access services to other computer systems on the INTERNET, FIRM (X.25 protocol), and Florida's SNA network which links all Florida SUS computers.

- The X.25 access currently links LUIS (supported by FCLA) to LINCC (the library system being installed by CCLA for the Florida Community Colleges). When the Z39.50 standard is implemented on both LUIS and LINCC, library users at either site will be able to search the databases on both systems using familiar screens and commands.
- Library documents and handouts are available on GOPHER, an INTERNET client/server system. Patrons can view, search, and print documents. GOPHER has the potential of being a campus information system, linking other GOPHER systems around the world.
- The Public Services departments participated in the Library's strategic planning, which was a part of the State University System's planning process.
- The Public Services departments spent considerable time planning and articulating concepts and details to be included in the building program for the expansion to the Library (Phase-II).

CONTINUING CONCERNS:

- The copy vending operations of the Library remain problematic; appropriate machines need to be installed; responsive, effective management needs to supervise the operation. We would like all services (photocopiers, microformat copiers, change facilities and VendaCard facilities) to be combined, managed, and maintained by the vendor to achieve the least involvement by library staff.
- Continuous, reliable funding for hardware to support alternate information resources needs to be identified and allocated.
- Staffing needs to be increased to cope with growing enrollments.
- The SUS Libraries' automated library system, (presently NOTIS) which has been designated by Florida law to be the official inventory system for library collections, lacks appropriate function to serve in this capacity. The SUS Library Directors have not yet specified required system functionality or compensating procedures to comply with the statutes.
- Under present funding proviso language, the Library is able to buy software from Library resources budgets, but funding for the hardware equipment must be funded

through OCO (operating capital outlay) funds. The Library's ability to implement new technologies is directly linked to the success of the Library in competing for OCO funds among all University units. The Library will not be able to provide any definite planning for technological implementation until governance structures can define a consistent source of support funding.

Robert P. Jones
Head, Public Services Division

**UNIVERSITY OF NORTH FLORIDA LIBRARY
PUBLIC SERVICES STATISTICS—BY SERVICE DESK
1990/91 - 1991/92**

	1990/91 *	1991/92	% CHANGE	
CIRCULATION/RESERVES				
Desk Services				
Charges/Renewals - Circ	95,937	98,666	2.84	
Charges/Renewals - Rsv	20,758	24,119	16.19	
Patron Applications	5,081	4,704	-7.42	
Copiers - questions	1,299	749	-42.34	
Copiers - equipment	1,118	852	-23.79	
ILL - borrowing	2,724	3,277	20.3	
ILL - lending	8,273	9,021	9.04	
AR - Manual Posting	1,089	1,113	2.2	
Reserve Requests	1,406	1,961	39.47	
TOTAL:	137,685	144,462		4.92
Stack Services				
Automated - Circ checkins	98,613	107,948	9.47	
Automated - In Lib Use	105,901	101,241	-4.4	
Automated - Rsv checkins	21,076	24,245	15.04	
Automated - Rsv In Lib	1,644	952	-42.09	
TOTAL:	227,234	234,386		3.15
DOCUMENTS				
Desk Services				
Charges/Renewals-automated	3,027	3,042	0.5	
Charges/Renewals-manual	134	115	-14.18	
Direction	253	513	102.77	
Information	6,117	5,307	-13.24	
Instruction	394	242	-38.58	
Reference	2,378	2,004	-15.73	
CD-rom Services	0	148	0	
Map Inquiry	172	188	9.3	
Microform pull requests	504	328	-34.92	
TOTAL:	12,979	11,887		-8.41
Stack Services				
Automated - checkins	695	831	19.57	
Automated - In lib use	13,196	14,671	11.18	
In-house pickups-US	12,798	1,716	-86.59	
In-house pickups-FL	3,661	602	-83.56	
Maps	524	342	-34.73	
Microformat	2,655	1,704	-35.82	
TOTAL:	33,529	19,866		-40.75
MEDIA RESOURCES				
Desk Services				
Charges/Renewals	15,130	16,955	12.06	
Manual circulation	3,296	5,726	73.73	
Information	8,751	11,021	25.94	
Equipment support	19,447	18,933	-2.64	
Instruction	5,133	5,765	12.31	
TOTAL:	51,757	58,400		12.83
Stack Services				
Automated - checkins	12,522	15,424	23.18	
Automated - In lib use	25,838	33,128	28.21	
Manual returns/pickups	3,003	5,654	88.28	
TOTAL:	41,363	54,206		31.05

	1990/91	1991/92	% CHANGE	
PERIODICALS				
Desk Services				
Charges/Renewals	0	58	0	
Direction	2,100	2,161	2.9	
Information	8,250	8,232	-0.22	
Instruction	7,529	7,630	1.34	
Microform pull requests	8,799	10,621	20.71	
Binder service	4,455	5,861	31.56	
TOTAL:	31,133	34,563		11.02
Stack Services				
Automated	2,884	2,772	-3.88	
Shelving	126,250	132,304	4.8	
Microforms	64,372	66,378	3.12	
TOTAL:	193,506	201,454		4.11
REFERENCE				
Desk Services				
Charges/Renewals	3	146	4766.67	
Direction	2,449	2,356	-3.8	
Information	8,465	9,456	11.71	
Instruction	8,465	8,775	3.66	
Reference	10,464	8,741	-16.47	
Tours	59	100	69.49	
Computer Searches	55	53	-3.64	
Equipment support	4,033	3,476	-13.81	
TOTAL:	33,993	33,103		-2.62
Stack Services				
Automated	813	813	0	
Shelving	41,101	38,050	-7.42	
Microforms	4,360	2,825	-35.21	
TOTAL:	46,274	41,688		-9.91
SPECIAL COLLECTIONS				
Desk Services				
Direction	31	25	-19.35	
Information	46	38	-17.39	
Instruction	5	6	20	
Reference	98	84	-14.29	
TOTAL:	180	153		-15
Stack Services				
Shelving	1,093	1,245	13.91	
DOOR/GATE COUNT	564,089	605,680	7.37	
Desk Services, Library Wide	267,727	282,568	5.54	
Stack Services, Library Wide	502,366	552,845	10.05	
Mutilated books reported/Value	105	\$2,417.49		

* Some 1990/91 figures have been corrected from the previous annual report.

LIBRARY SYSTEMS

This year a great deal of time was spent maintaining hardware for which the life-expectancy has expired. 8088 (original PC) technology is still an integral, yet outdated, part of our Library's support systems. We have had to rely on in-library skills to maintain this equipment. Don Rhoades, on a part-time basis, and I were able to meet most of these challenges for Public Services, John Hein for Technical Services.

The INTERNET (TCP/IP protocol) and our access to it has played a major role in our development. UNF has various INTERNET accesses, addresses: NERDC IBM mainframe (nervm.nerdc.ufl.edu), UNF IBM mainframes (unf1vm.cis.unf.edu, and various UNIX systems (dorothy.unf.edu, sinkhole.unf.edu, etc.). While already accessing many services via the INTERNET (EPIC, FirstSearch, RLIN), access to our cataloging production utility may soon be available (OCLC). Distance services for UNF programs are expected to be provided and supported through the INTERNET.

Systems highlights include:

- LUIS and NOTIS transaction statistics have increased dramatically. This can be attributed to the addition of various subject citation indexes on LUIS as well as the increased number of faculty, staff and students at the University of North Florida. The following show the number of times the <enter> key was used against a LUIS/NOTIS application:

All LUIS/NOTIS transactions		% Change	LUIS only	% Change
1990-91	6,849,895		3,231,762	
1991-92	8,178,800	19.4	4,135,058	27.95

- Through a University organization change, the Library and the UNF Computing Services Department were teamed to provide concerted information access services. While both departments remain autonomous, this move has expanded the roles of both units and has afforded Library staff access to expertise needed to implement its vision and agenda. Through this partnership, results are already evident:
 - The Computer Labs continue to use the NOTIS circulation system to control access to the Labs and its resources.

- GOPHER, a node-based INTERNET client/server system, is being used to provide access to Library, Computer Lab, and other University documents via computer (PROFS, CMS, LUIS, UNIX) via local and remote accesses. This is a step towards improved connectivity to information services, which should benefit all library users, and especially persons with disabilities who can access these services with adaptive technologies.
- The Library and Computer Labs are providing workshops which include the services of each.
- Operating hours and holidays are being coordinated between the two units.
- Both units are represented reciprocally in their respective strategic plans. A campus-wide study of technologies reinforces this relationship.
- The Florida Center for Library Automation adapted/installed LUIS 5.0, which uses the index structure of NOTIS 4.6.
- FCLA installed their Generalized Library Information System (GLIS) which provides menus, custom news and information screens, and gateway services to other computer-based systems.
- Considerable time was spent participating in and writing strategic plans for the UNF Library, the UNF Computing Services Department, and the Florida Center for Library Automation.
- FCLA began a program of reducing hardware maintenance costs by replacing equipment rather than fixing it, thus adding warranty service periods, which proved to be very cost effective, and shifted maintenance support from expense categories to OCO categories.
- OCLC introduced PRISM, a new terminal emulation/operating system, permitting more versatile interaction between workstations and the OCLC host systems. Moving from terminal to more versatile workstation technology, this change marks OCLC's evolutionary path from a highly proprietary system to one that can capitalize on new and evolving technologies.
- NERDC upgraded its computer to the IBM ESA platform, permitting service gateways from the various regions and application systems, including to and from disparate computer systems.
- UNF LAN protocols, heretofore very proprietary, now incorporate the TCP/IP protocol and/or compatibility. The incompatibility between the various brands and architecture of workstations (IBM, MAC, UNIX) is being bridged by emulation

software and hardware solutions. Telnet, TN3270, TNVT100 connections and emulations effect this bridge.

- According to FCLA, remote access accounts for between 2.2 - 2.5% of the transactions.
- As discussed in the Public Services section, the circulation statistics continue to have an error rate of +/- 10%.

NEW CONCERNS:

- Maintenance and repair services for our computer hardware is becoming more and more of a problem. The major portions of our LUIS/NOTIS equipment is ageing and deteriorating at the same time. Generally, such equipment has an industry standard life expectancy of five years. Neither FCLA nor the UNF Computing Services Department is able to assume these on-site duties. By default, these duties are being handled in this Library by administrators with some temporary help. Since ALL library operations are supported by computer-based systems, it is essential that we recognize the importance of our dependency on hardware and provide regular, timely, and consistent hardware support through on-site maintenance personnel or by requiring such skills in our library job descriptions. Unless we can provide on-site services, our services are subject to collapse and compromise.

CONTINUING CONCERNS:

- Replacement OCO from both UNF and FCLA sources needs to be allocated on a continuing basis to replace worn-out or obsolete technologies. These needs are NOT cosmetic but are functional requirements for the continuation of minimum existing services.
- The need for computer paper has dramatically increased. While new electronic information services providing downloading and printing capabilities are becoming mainstream expectations, providing paper for library users is not viable at this time.
- A need for a Library LAN connected to the campus backbone is critical if library services are to be available throughout the campus. Through existing connectivity, library public workstations can utilize only 3270 environment accesses, leaving unaccessible over 50% of the resources available worldwide to our researchers.
- Standardization of protocols, software, and support systems needs to be implemented at the campus level.

COMMENTARY

At the University of North Florida, our budgets are primarily for expenses (goods and services under \$500) and library resources. Library resources may be spent only on books and other resources which the user can "touch and use." While we are able to buy software and data from library resources budgets, we have been restricted in purchasing the equipment to use it, just as we cannot buy shelving as needed to house printed materials.

Equipment is purchased from capital outlay funds which traditionally are allocated by the State as a percentage of the University's other allocations. There is fierce competition on campus for those dollars, and those funds are the first to be sacrificed when there is a State call-back caused by State level revenue shortfalls.

There appears to be no change of language forthcoming for the use of library resources funds. Until that occurs, our efforts to exploit communications and access technologies are limited to those accesses which can be utilized with existing equipment, from equipment purchased for us by the Florida Center for Library Automation, or through the campus requests for capital outlay funds. We find it disheartening that we may be able to subscribe to the use of another (for-profit) system or database (expense or library resources subscription), but we cannot purchase a turnkey system (hardware, software, and data) - probably at a less expensive price.

The UNF campus now has a comprehensive automation strategic plan (see Director's Introduction) that is ready for implementation when funded. It addresses the client and server relationships of the information community and would provide both the hardware infrastructure and staffing support to make such a venture successful. The automation strategic plan will exploit the use of the INTERNET with state-of-the-art local equipment, complete with support and training staff. Within this plan the Library would expect to be workstation-oriented, accessing all services through LANS and the INTERNET, and supporting broad bandwidth services like image and text transfer to supplement document delivery systems. The initial plan calls for 90 such workstations for both public and staff users. As search strategies and syntax become standardized (like Z39.58), we hope that the patrons will develop their own skills and will be able to do their own research, rather than depending on mediated information. This is all "pie in the sky" unless budgets will permit us to provide the tools.

In our determination to keep up with the existing technologies, we are now maximizing our role as an information client - utilizing OTHER outside systems and data. When the opportunity arises, we gladly participate in the cost of the data in return for access to that data through the support hardware systems. Until our funding structures recognize the symbiotic requirements of hardware, software, and data to be useful, we will remain unable to provide reciprocity in the information community. If the disproportionate majority of the information community are users and takers, rather than givers or both,

then the information community will be dominated and controlled by the for-profit motives of those who can *and do* serve the community.

As we make the choice to be aggressive in the use of communications and accesses, budgets are also strained in the area of personnel. Unlike a classroom where many people can be taught the same thing at the same time, libraries frequently must instruct users one-on-one. With the disparate standards and syntax structures required to access the various data(bases), this commitment is very costly in time and personnel resources. Like other State budgets, this need is not recognized in the personnel budgets. As technologies, communications, and accesses mature, the failure of library budgets to recognize and support them will mean that the end user will have to bear the cost of information - a sad state of affairs.

In summary, since budget proviso language has NOT changed, SUS libraries have been limited in their participation in the potentials of communications and access. We do not expect this to change in the next 3-5 years.

Robert P. Jones
Library Systems Coordinator

CIRCULATION DEPARTMENT

CIRCULATION SERVICES

Despite budget cuts that eliminated Sunday library hours from October 6, 1991, through March 8, 1992, the Library experienced nearly a 7.5% increase in library users this fiscal year. Not surprisingly, the reduced library operating hours elicited many complaints from unhappy students and faculty. In response, the Library staff in the Circulation and Reference Departments provided patrons with the information needed to contact the University Administration and State legislative representatives to voice their complaints about the Sunday closing, and to lobby for appropriate resources that would allow the Library to return to the regular Sunday schedule. In addition, we pointed to our evening and Saturday hours as alternatives for Sunday.

The list of high school students invited to apply for UNF Library borrowing privileges continues to grow. This year, the National Merit Scholars who have accepted scholarships to attend UNF are included in the numbers of high school students offered library borrowing privileges at UNF Library. In total, we are sending out nearly 300 invitations per year to students participating in the *International Baccalaureate Program* and *The Superintendent's 100 Scholars* program. It must be noted, however, that many of the IB students are also in the 100 Scholars Program. Overall, we estimate that 1/4 or less of the students take advantage of the privileges offered. The service provided to this clientele is not recognized by the funding formulae.

Auxiliary Services Department began issuing a prototype universal photo ID card in April. This plastic card with the embossed patron barcode replaces the paper library charge card for affiliated users. The Library retains control and maintenance responsibility for library patron records. The additional, improved change machine and signage in the second floor copier room have helped to reduce the total number of requests for change, and "how-to" type copier questions. However, on-the-spot service of the copier machines remains a burden for Circulation staff. The essential problem is that the copiers are old, unreliable, and in constant need of maintenance or repair. Until new copiers are purchased, this problem will continue, perpetuating a negative public relations problem for the Library.

STACKS MAINTENANCE

We initiated in 1989/90 a program of comprehensive shelf-reading by the full-time Circulation staff and student assistants during the Christmas and summer term breaks. Under the coordination of Stack Maintenance Supervisor Mark Touchton, this process has served us well again this year. This process provides an opportunity for all Circulation staff to have "hands on" experience in dealing with the maintenance of the collection. The staff has been able to identify problem areas in the stacks, uncover damaged or mutilated items, and sometimes find "lost" materials.

Although stack space is extremely limited at this point, we added a few more shelves to the Oversize shelving area during September. We had virtually no more space in which to shelve these large heavy volumes, which caused the section to be in a state of almost constant disarray. We added one full five-shelf unit, and shifted the collection. However, this will provide only short-term relief.

COURSE RESERVES

This year many more items have been weeded from the Reserves collection. Some older "permanent reserve" items which are no longer requested by patrons were reassigned to the Reference stacks or General Collection. The number of active items during the year averaged just over 1900. The effect of this has been twofold: Course Reserve materials can now be paged more efficiently and the new shelf space is being utilized to fulfill other storage space needs.

Course Reserve requests increased 30% over last year. This includes requests to place individual items on reserve as well as renewal of lists of items from previous semesters. There was also a 10% increase in the circulation of reserve items.

ACCOUNTS RECEIVABLES

Manual posting of charges, credits, fund transfers, etc., decreased again this year. We are primarily posting ILL charges, exceptions, and correcting errors. This indicates that the circulation bill/fine system and our local accounting interface continues to work well. These automated systems allow manual posting to be kept to a minimum, while maintaining audit trails and departmental accountability.

INTERLIBRARY LOANS

Although both borrowing and lending ILL transactions increased during the year, the most significant movement in ILL statistics has been an increase in borrowing. The

accessibility of on-line indexes to periodical literature at the UNF Library has resulted in a surge of ILL requests from our patrons. Our borrowing requests rose by 20% this fiscal year, while lending transactions increased 5%. UNF remains, however, a net lender in state and national interlibrary loan transactions.

Costs of shipping ILL materials have been kept down by recycling packaging materials, sending several items in one package, and taking full advantage of the State Courier Service. The average cost of packaging and shipping ILL materials this year was 60 cents per transaction.

ILL STATISTICS SUMMARY

UNF as Borrower:

	<u>Filled</u>	<u>Unfilled</u>	<u>Total</u>
Books	1,206	121	1,327
Copies	<u>1,570</u>	<u>395</u>	<u>1,965</u>
Totals	2,776	516	3,292

Florida Transactions:

SUS	949	
FLIN	186	
Other FL	<u>235</u>	
TOTAL FL	1,370	OUT-OF-STATE 1,922

UNF as Lender:

	<u>Filled</u>	<u>Unfilled</u>	<u>Total</u>
Books	3,930	1,005	4,935
Copies	<u>2,260</u>	<u>1,826</u>	<u>4,086</u>
Total	6,190	2,831	9,021

Florida transactions:

SUS	2,183	
FLIN	2,005	
Other FL	<u>310</u>	
Total FL	4,498	OUT-OF-STATE 4,523

A total of \$1,018.13 was spent on packaging materials; communications costs (telefax) came to \$29.11; and \$2,179.56 was spent on postage this year.

MUTILATED LIBRARY MATERIALS

The Circulation Department began keeping statistical records on damaged and mutilated items with fiscal year 1990/91. This is the first year we have comparison statistics to measure the depth of the problem. Last year we processed 64 mutilated/damaged items with a value of \$2,155.90. This year, 105 items valued at \$2,417.49 were forwarded to Technical Services for mending or replacement. These figures represent only those items discovered by Circulation staff or forwarded to us from other departments for processing. Some materials are sent directly to the Mending Unit, bypassing Circulation. The numbers given represent only a sampling of the overall problem of mutilation and damage to the collection.

Geraldine Collins

Head, Circulation Department

REFERENCE DEPARTMENT

The Reference Department concluded a challenging year during which the staff was faced with improving methods of providing user training and information service, and making long-range plans while contending with budget cuts and the cancellation of titles and services. Information desk service increased in complexity as the demand for instruction in the use of the Library's electronic resources increased. Librarians were involved in several time-intensive projects.

Much of the year was spent in testing, evaluating, training, and preparing for enhancements to LUIS which was in a constant state of change. Each new implementation or enhancement required training of students and staff, revision of existing guides, or the creation of new guides. Staff training in the use of LUIS databases was an ongoing requirement and was accomplished mainly one-on-one, with short training sessions and guides.

The strategic planning process, which began in the fall and ended with a retreat in November, proved to be a learning experience that involved researching trends, reading predictions of other librarians, conversing with experts in specific fields, and creating the document to be presented to the Director's Management Council during the retreat. The projected impact of automation and use of technology-based resources on the Department's operation was the main focus for the strategic planning reports provided for the Periodicals Section, the Reference Department, the Special Collections Section, and the *Florida Times-Union Index*. It became evident that the provision of end-user services will require that librarians move away from acting as information providers to become information intermediaries or guides between the library user and electronic resources.

Eileen Brady and Sarah Philips were involved in disaster contingency planning until the plan was finalized and printed in August 1991. The planning required that a thorough study of the collections in the Department be conducted the previous year to determine what should be saved or salvaged, and in what priority, in the event of emergency. All Library faculty contributed to the planning of the initial discussions about the building expansion, Library-Phase II.

Statistics show a decrease of 3% in requests for service at the Reference Desk while the number of service queries at the Periodicals desk increased 12%. The greatest year-to-year differences in service at the Reference Desk occurred during the months of November

and April; the area of greatest decrease was in requests for CD-ROM instruction. Explanations for the decrease in Reference and the increase in Periodicals may be that returning students have mastered the use of the electronic databases and require less assistance in gathering citations, and new students entering the University may have a greater level of computer literacy than previous classes.

USER TRAINING

With increased enhancements to LUIS and the demand for CD-ROM indexes, library instruction became more challenging and time-consuming. The one-hour library tour was no longer sufficient for orientation to the Library. When the time required for instruction in the use of LUIS alone increased to an hour or more, it became imperative that new methods of providing user training be explored. Mary Davis, Bibliographic Instruction Coordinator, attended a seminar in Windsor, Ontario, to investigate methods used by other universities.

In an attempt to provide group instruction and lessen the time spent in one-on-one training, Mary Davis, with Senior Library Technical Assistant Jim Alderman's assistance, planned and presented a series of workshops on using the Library's electronic resources. The Kodak Datashow and equipment from Instructional Communications were used to project the computer screen on the wall. The use of the equipment facilitated instruction by allowing a group or class to view the enlarged screen without being crowded.

The workshops were divided into the following areas: nursing, business, education, psychology, and LUIS. In April, the Reference Department presented a workshop for the College of Business faculty in the Foundation Board Room to demonstrate the Library's electronic business resources. Nineteen workshops were attended by a total of sixty-five participants. Plans are being made to expand the workshops during next fall semester.

COLLECTION MAINTENANCE

Shelving statistics do not indicate a dramatic increase in shelving completed during the year. The shelving of bound volumes in Periodicals increased 5% over fiscal year 1990/91, while shelving of bound volumes in Reference decreased by 7%. Periodicals microform shelving increased by 2% and shelving of microfiche in Reference decreased by 35%. Total shelving increased by 1.2%.

During the spring semester, five students from LIS 3601 worked on projects in the Reference Collection to complete requirements for the practicum. Each student was responsible for a shelf-check of part of the Reference Collection to look for missing volumes, volumes in need of repair, and titles that should be updated. In June 1992, a

student assistant replaced missing and faded spine labels in the Reference and Index/Abstract Collections.

A major cancellation project was begun during the summer when state budget cuts required that funds for serials be decreased drastically. A thorough study of periodicals, standing orders, and loose-leaf services was conducted, during which titles were divided into categories: retain, cancel and reinstate when funds permit, and cancel permanently. After conferences with faculty, a substantial number of titles were cut.

The decision was made to cancel the subscriptions for *Chemical Abstracts*, *Biological Abstracts*, and *Science Citation Index* with the agreement that free online searches in those databases would be offered for faculty and students with up to \$2,000 allotted for online searches. The subscription period for the indexes ended in December 1991, and the *Subsidized (Free) Online Searches in Lieu of Canceled Index Subscriptions* policy went into effect on January 1, 1992. From January through June, two searches were conducted for faculty members and six searches were requested by students in a biology class. The total amount spent was \$275.42.

Jacksonville Public Library's Business, Science, and Documents Department offered the Reference Department annual reports weeded from their collection. Reports from 1976 and 1977, the years that the reports were not filmed by the Q-Data Corporation, were added to the UNF Library's collection through a plan implemented by Senior Library Technical Assistant Paul Mosley.

PERIODICALS

The addition of *ERIC* and IAC's *Business Index* and *General Academic Index* on LUIS had a significant impact on demand for service in the Periodicals Section. More service queries were noted at the desk and the volume of microforms pulled was greater than in previous years as students continued to find that the electronic indexes facilitated the gathering of citations. Requests for microform increased 20% at the Periodicals Desk while the total number of service queries increased 12%.

A major shift of the Periodicals Collection was begun and completed, thanks to Eileen Brady, Periodicals Librarian, who planned, coordinated, and participated in the shift. She was assisted by Senior Library Technical Assistants Signe Evans, Paul Mosley, and Ricky Moyer, and several student assistants.

As is the nature of a student assistant workforce, turnover was constant. Several long-time students graduated and left for other positions. Intensive training of new student assistants in traditional procedures and enhancements to LUIS was required. New student assistants were hired, trained, and scheduled under Signe Evans' competent supervision.

SPECIAL COLLECTIONS

More emphasis was placed by Eileen Brady on collecting University Archives and providing archival storage for rare materials. She attended a UNF Records Management Workshop and announced the purpose of the University Archives in order to enhance campus awareness of items that should be placed in Archives.

Ms. Brady reported an increase in patron queries and use of the Eartha White Collection. The number of questions for the entire collection increased 15% over last year. Shelving increased by 13.7%.

Other notable activities in Special Collections include Ms. Brady's attendance at a grant-writing workshop in St. Augustine, sponsored by the State Historical Records Advisory Board and the completion of two inventories: *Rare Books in the Special Collections* and *Inventory of Special Collections: Manuscripts and Papers*.

FLORIDA TIMES-UNION INDEX

The *Florida Times-Union Index*, which Eileen Brady began in 1978, evolved from a card file to a printed list generated by *PC-File*. In 1990, it was converted into an online database accessible via NOTIS/LUIS. In the beginning, the index was produced for articles pertaining only to Duval County and then was eventually broadened in scope to include regional news. FTU Index is now available worldwide through the Internet. While automation provided advantages in online accessibility, it did not produce the time-saving effects desired in completing the indexing. Ms. Brady's multiple job responsibilities, along with the indexing, often required more than forty hours per week. It was decided that when we hired a new librarian in 1991, the job description of the new position would include the responsibility for indexing. On June 1, 1992, the indexing was assigned to Barbara Tuck, Assistant University Librarian.

LUIS

In late June, by input from SUS reference librarians in a conference call from FCLA, it was decided that tapes for Information Access Company's *Business Index* would be loaded onto the LUIS mainframe. Each participating university would pay a prorated share of the license fees based on student FTE. Later in the year, remote users could access the proprietary database by entering their patron ID number for validation against circulation records. The decision had been made the previous year to add IAC's *General Academic Index* to LUIS. We returned the *Academic Index* CD-ROM workstation to IAC when the two databases became available through LUIS in January.

In July, keyword/Boolean searching capability was in production, and the Reference Department began testing and providing feedback to FCLA on the keyword functionality. On August 28, the keyword search command appeared on the LUIS Introduction Screen and was ready for the public terminals at the beginning of the fall semester. At that time, a keyword search was done through the search panel which could be displayed by entering the letter k. In November, the capability of initiating a keyword search from the LUIS command line was implemented.

ERIC became accessible from all LUIS terminals during the summer. The scheduling allowed time to test ERIC, design a guide, and train staff in preparation for training students when they arrived for the fall semester. ERIC is now accessible to library users through print, CD-ROM, LUIS, and through online fee-based databases. ...

In the Spring, Bob Jones, Head of Public Services, designed new menu screens for UNF's terminals to provide access to local news and information, gateways to other systems, and the Library Request System, available through terminals in the library, through PROFS and CMS computer accounts. Using the Library Request System, a library user may send questions and suggestions, place holds on books, initiate an interlibrary loan request, make a comment or complaint, and access the Library's handouts and guides. The Reference Department received several questions through the System.

In May 1992, Public Services and Technical Services staff from all SUS libraries were involved in testing and commenting on test records for NOTIS 5.0. On June 2, NOTIS 5.0 was up in ERIC and the IAC databases. The implementation of 5.0 in UNF's catalog was finally accomplished on June 30, 1992. On that day, bright green signs were mounted on each LUIS terminal to announce the new version of LUIS, to offer brief help instructions, and to caution users to know which database they are in before beginning a search. The LUIS screens took on a completely new appearance with labeled fields, the option of brief and long views, new holdings screens for serials, new system prompts to conform to the Common Command Language, changed status messages, and changes to index and guide screens. We revised the LUIS Guide and created a new LUIS Quick Reference sheet.

At the end of the year, online catalogs of other universities and colleges, both in the U.S. and worldwide, became available to library users via the Internet and were accessible on the LUIS menu.

In June, FCLA loaded the Wilson Company's *Biological and Agricultural Index* and *Applied Science and Technology Index* onto the LUIS mainframe. The SUS Libraries will have use of the indexes for a one-year trial period free of charge.

OTHER ELECTRONIC RESOURCES

A total of 53 fee-based online searches were performed through Dialog from Computer Search Requests as compared to 55 searches in 1990/91. The following is a percentage breakdown, by subject, of the online searches performed:

Psychology	20%
Newspapers	20%
Medicine	13%
Business	12%
Education	9%
Natural Sciences	9%
Criminal Justice	8%
Other	9%

In January, through one terminal in the Reference area, the Department made available to library users a demonstration of OCLC's FirstSearch databases which included the *OCLC Online Union Catalog*, *ERIC*, *GPO Monthly Catalog*, *BIOSIS*, *Consumers Index*, *MiniGeoRef*, and *Readers' Guide to Periodical Literature*. Incompatibility between NERDC's 3270 and OCLC's TTY protocol created problems. The screens for FirstSearch contained two more lines than the 3270 display could accommodate. Users found the database contents useful but the split screen displays unwieldy and difficult to use.

The Finance and Accounting Department, through Dr. Homer Bates and Dr. Joe Carcello, donated to the Library *The Database of Accounting Research*, an index on floppy disk to accounting journals.

In October, *PhoneDisc*, a phone directory on CD-ROM, was offered to library users for a thirty-day trial run. A month later the Department received the CD-ROM version of *America: History and Life* for a trial period of sixty days.

Thanks are extended to the entire Reference staff for displaying the extra effort and competence required to meet the challenges presented this year. Thanks are also due to the student assistants who keep the books on the shelves and provide Periodicals Desk service.

Sarah M. Philips
Head, Reference Department

MEDIA RESOURCES DEPARTMENT

In the past fiscal year, fiscal austerity dominated the activities of the University, the Library, and the Media Resources Department. In spite of, or perhaps because of, this circumstance, the Media Resources Department had another active year in FY 91/92, consisting of the perennial departmental operations of personnel administration, acquisitions, and service.

PERSONNEL

The Thomas G. Carpenter Library can be particularly proud of the diligent work of the Media staff, Senior Library Technical Assistants Cynthia Valentine, Carol Coughlin, and Winona Davis. Donald Rhoades continued in dual positions with the Florida Engineering Education Delivery System (FEEDS) program and with the Public Services Division. He maintains computer equipment in the entire library and also staffs the Media service desk. Volunteer Ruth Hackenson worked another 78 hours for a five-year total of 623 hours. Department Head Diane Kazlauskas received professional development leave for doctoral study. She worked halftime during the fall and spring semesters. There were no student workers this year.

ACQUISITIONS

For Media, the theme of austerity was especially acute in the area of acquisitions. The Department had no money for either audiovisual or curriculum material until late in the fiscal year, when some money became available primarily for purchases in nursing audiovisuals and about 100 art slides. The accompanying table illustrates the budget vagaries of the immediate past years:

MEDIA BUDGET FIGURES 1985 TO 1992

Year	Allocation	% Change
FY 85/86	\$ 27,400	
FY 86/87	55,000	101
FY 87/88	63,000	15
FY 88/89	80,000	27
FY 89/90	108,600	36
FY 90/91	44,700	(59)
FY 91/92	6,645	(85)

COLLECTION USE

Service statistics increased in two out of three areas. During FY 91/92, information services increased 26% from FY 90/91. Instruction in the use of equipment increased 12% from FY 90/91 to FY 91/92. Equipment use fell 3% from FY 90/91, partially due to the effect of the University budget cuts which severely curtailed summer enrollment, especially of teachers.

Use of the slide collection and of the picture collection increased dramatically. Faculty members borrowed 70% more slides in FY 91/92 than in FY 90/91. Borrowing for the picture collection more than doubled with 125% more pictures borrowed this year than last. The increase is a direct result of the attention given to developing these collections and to more accurate recording of their use during the last two years. Public Services Division's annual report will give circulation figures.

Media continued to support two external programs. One is the Florida Engineering Education Delivery System (FEEDS) program. Media has supported FEEDS for over six years and FEEDS, in turn, pays the salary of an OPS staff member to staff the Media service desk on Saturdays. Don Rhoades has held this position since 1986. This fiscal year, 171 FEEDS students used equipment in Media, viewing 2,059 programs. These students enrolled in 68 engineering courses from five universities in the State University System.

Media also serves BAR/BRI, the Florida Bar Review Professional Testing Center, as an "Audio Replay Site." The BAR/BRI program prepares law students for bar examinations. Registered BAR/BRI students review audiocassettes in Media to study for these exams. BAR/BRI Professional Testing Center, a subsidiary of Harcourt Brace Jovanovich, makes an annual contribution to the Friends of Thomas G. Carpenter Library in return for this service. BAR/BRI provides no additional staff. Its students used Media's facilities 210 times during the fiscal year. Media's service to BAR/BRI students is still too new for complete comparative data; however, in June 1991, BAR/BRI students used Media equipment 69 times. In June 1992, BAR/BRI students used Media equipment 98 times.

GIFTS

There were three notable gifts in Media this year and several smaller gifts from Library staff members. Dr. Ellis F. White, founding Dean of the College of Education, donated 135 sound recordings in 33 rpm, 78 rpm, and 45 rpm formats. Another notable gift came from Kenneth T. Wilburn, Associate Professor of Education at UNF, who contributed 26 laser discs (LVDs) to the Department. The third notable gift came from Robert M. Neid of Jacksonville, who donated 25 audiocassette sets on political and economic

topics. In addition, seven Library staff members gave gifts of either media or equipment to the Media Resources Department.

GOALS

Media accomplished its three goals set for FY 91/92. The first was to develop a strategic plan to steer the Media Resources Department into the next century. The Department Head, in consultation with the Media staff, prepared a strategic planning document and presented it at the librarians' retreat in November. It is now part of the *Strategic Plan* for the Thomas G. Carpenter Library.

Media's second goal was to implement a major change in borrowing policies. Faculty members now have audiovisual material for three weeks rather than all semester. The Library introduced this radical change at the beginning of the Fall 1991 semester. After an initial adjustment period, faculty and staff adapted to the new policy.

The third goal for the Department was to focus attention on collection maintenance rather than acquisitions, given the budget restraints imposed by the economy. Tempting as it is to say that this goal was met, this is a task which is neither measurable nor finite.

The Media Resources Department's goals for FY 92/93 are to identify and remove the barriers which inhibit disabled persons' access to media; resume barcoding the art slide collection; revise the collection development policy; and reconsider space utilization to better accommodate the large classes using the Department.

The staff of the Media Resources Department expects another active year ahead. Providing quality service in times of financial austerity will continue to be a challenge. Media's staff will meet this challenge.

Diane W. Kazlauskas
Head, Media Resources Department

GOVERNMENT DOCUMENTS DEPARTMENT

In the face of major fiscal and personnel challenges in FY 91/92, the Government Documents Department continued to offer outstanding service to our patrons. Our personnel worked harder and were more resourceful than ever. We had to be.

In September, our part-time Senior Library Technical Assistant resigned and the position was immediately frozen. Mrs. Joan Pickett and I shared processing new material from the Depository Program. We were determined to be open to offer as much service as possible. With difficulty, we were able to adjust our schedules on a weekly basis to be open on Saturdays and two evenings per week until 9:00 p.m. Again, as in so many past reports, I wish to thank Senior Library Technical Assistant Joan Pickett, for her loyalty, diligence, and willingness to do what needs to be done to accomplish the tasks at hand.

Reviewing briefly our statistical summaries, I note an increase of 20% over the previous fiscal year, after weeding is taken into account. When all public contacts were counted, our service was merely 3% less this year than for the same period last year. In view of the decrease in personnel this minimal decline is extraordinary. CD-ROM sources are used heavily by both students and faculty, and also, surprisingly, by the general public. Even though we have all the 1990 Census files released to date, the single most used CD-ROM publication by the general public is the National Trade Data Bank, a new product from the Economics Statistics Administration. I have learned that the local agent for the International Trade Administration refers would-be exporters to this CD file chiefly because of its huge subfile called "Foreign Traders Index," an invaluable international directory of foreign importers.

In July, I was privileged to attend the opening ceremony for the Government Bookstore at a new location in Jacksonville, and to host the Public Printer of the United States, Robert Houk, on a tour of the Thomas G. Carpenter Library. He was impressed by our efforts.

I attended the Director's strategic planning session in November and contributed the Documents/Maps element to the Library's Strategic Plan.

Bruce Latimer
Head, Government Documents Department

LIBRARY ADVISORY COMMITTEE

There were no changes in the membership and procedures of the Library Advisory Committee. Following the established patterns, the Committee held one meeting in each main semester. The agenda of both the fall and spring meetings consisted of the Director's report and the usual question and answer period. ...

LIBRARY ADVISORY COMMITTEE MEMBERS

Dr. Bruce A. Gutknecht, Chair	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 & Criminal Justice
Dr. Behrooz Seyed-Abbasi	Assistant Professor	Computer and Information Sciences
-----	(2) Students	SGA representatives

LIBRARY STAFF
as of June 30, 1992

LIBRARY FACULTY PERSONNEL

Employee	Date of Hire	Position
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
Margaret A. Kaus	3/22/91	Assistant Cataloger
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
Barbara A. Tuck	3/15/92	Assistant Reference Librarian
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

Employee	Date of Hire	Position
James E. Alderman	11/01/74	Sr. Library Technical Assistant
Shelley L. Anderson	1/18/85	Sr. Library Technical Assistant
David T. Andreasen	9/29/89	Sr. Library Technical Assistant
Doris Barie	8/31/79	Sr. Library Technical Assistant
Julia M. Behler	5/11/84	Sr. Library Technical Assistant
Tracey L. Britton	6/12/92	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
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
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
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
Sandra M. Nojiri	3/04/88	Sr. Library Technical Assistant
Joan A. Pickett	10/24/83	Sr. Library Technical Assistant
Peggy B. Pruett	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
Tracey L. Britton	Library Technical Assistant	Cataloging/Serials

We want to welcome our newest addition to the USPS staff.

PROMOTIONS - FACULTY

Employee	From	To
Geraldine A. Collins	Assistant Univ. Librarian	Associate Univ. Librarian

Congratulations and best wishes for your continued success.