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The University of Tennessee Library Annual Report 1973-74

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THE UNIVERSITY OF TENNESSEE/KNOXVILLE LIBRARY

ANNUAL REPORT 1973/1974

COLLECTIONS

The collections grew by 48,551 volumes during the year, a rate of 1,211 volumes greater than 1972-73, but down substantially from the 53,795 volumes added in 1971-72. The small increase in acquisition rate required an increase of $266,000 in acquisition expenditures, including a $150,000 increase in the base budget and two special appropriations. Inflation and devaluation were nearly double the 15% rate projected.

A major effort was made to fill in the serious gaps in serials holdings. Several dealers submitted quotations using the newly published UTK LIBRARY SERIALS HOLDINGS LIST. Orders were consolidated and quantity discounts up to 40 per cent were negotiated. Purchasing power was, therefore, substantially increased.

On June 30, 1974, there were 1,173,886 volumes in the collections, approximately two-thirds the number that an institution serving the number and variety of programs the UTK Library serves should have, according to the Tennessee Higher Education Commission's "Higher Education for Tennessee's Future." The deficiency is dramatically illustrated by a regional comparison of collection sizes, as of June 30, 1973:

1.	Texas	3,330,871	11.	Joint Univ. Libs.	1,220,122
2.	Duke	2,438,962	12.	Southern Methodist	1,216,576
3.	North Carolina	1,958,941	13.	Oklahoma	1,204,276
4.	Florida	1,632,952	14.	Texas Tech	1,185,211
5.	Maryland	1,521,288	15.	Tulane	1,163,970
6.	Louisiana State	1,431,893	16.	Tennessee	1,125,335
7.	Virginia	1,367,991	17.	Mississippi	1,110,299
8.	Georgia	1,327,192	18.	Oklahoma State	1,091,180
9.	South Carolina	1,291,549	19.	Miami	1,083,677
10.	Kentucky	1,280,572	20.	Emory	1,051,665
			21.	Florida State	1,017,093

DEPARTMENTAL ALLOCATIONS

Departmental allocations were increased, both by adding funds and by relieving them of the burden of paying for English-language publications from Europe. Currently published monographs in English from ten European and British Commonwealth countries are now received on approval and charged to

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general unallocated funds. Departmental allocations are now charged only for retrospective purchases, foreign language monographs, irregular serials, and the first year of a periodical subscription.

An allocation of $10,000 was set up for Special Collections, the first time that the department had enjoyed a firm commitment for planning its collection building.

NON-PRINT MATERIALS

The audio-tape collections of Undergraduate Non-Print and the Music Library were increased by more than one thousand titles. The number of slide carousels in UGL Non-Print increased by more than three dozen and for the first time video cassettes were added, nearly a hundred titles. The growth of holdings, the strong emphasis on equipment maintenance and the vigorous promotional efforts of staff were responsible for the doubling of use to over 60,000 for the year, the majority related to class assignments.

COLLECTION PRESERVATION

The physical condition of the collection continues to be of concern. A concentrated effort has been made during the past two years to bind U.S. documents, but little has been done to rebind or repair the more than 100,000 volumes in need of attention.

Binding and Preservation has assumed responsibility for the cleaning of the collections and has set up a schedule to do all libraries on a twice yearly basis.

SECURITY

Losses, while modest when compared with those experienced elsewhere, are increasing rapidly. It became necessary to install an electronic security system in the Law Library to ensure proper charging of materials. A similar system should be installed in the Undergraduate Library, as its materials are also in very heavy demand from increasingly competitive students.

The need for such a system in the Main Library cannot be accurately assessed until the "stuffing" of machine-readable circulation cards is completed in early 1975. An inventory is planned for other units.

ACCESS TO COLLECTIONS

Good library collections are of little value if they are not accessible. Factors in facilitating access are cataloging and classification, adequate physical facilities, assistance by staff, selective duplication, and prompt return of materials. Significant strides were made in all areas, but the need remains to develop a measurement of the "success rate" of patrons in obtaining the information they seek. Faculty "overdues," as much a source of irritation to students as a problem of access, remain numerous.

CATALOGING AND CLASSIFICATION

The cataloging and reclassification of the Law Library collection was completed after two years. All microforms not previously cataloged and classified were also processed. The United Nations documents were completed. United States documents and agricultural extension publications will be reclassified by September 1974. At that time the card catalog will be what by definition it should always have been--the point of access for the holdings of the library.

The best measure of increased productivity of the departments in Technical Services is the 15 per cent increase in the production of catalog cards. Staff increased by only 4 per cent.

Backlogs developed in Acquisition and Processing, however, as the result of a marked increase in requests that had to be processed even though not all could be ordered. Future additions to the acquisition budget will have to be balanced with staff increases so the material can be promptly checked, ordered, received, processed and made available for use.

PHYSICAL FACILITIES

Improvements in graphics, lighting and wall finishes have made the libraries more inviting this past year, but the declining custodial service has been discouraging. More negative comments from patrons are received in the suggestion boxes on this matter than on any other. Staff morale is also adversely affected by overflowing waste baskets, littered stairs, and dirty restrooms.

It became necessary to reduce the seating capacities of Biology, Engineering and the Main circulation stacks to accommodate collection growth. By 1980-81, all seats will have to be removed from the Main circulation stacks, forcing patrons to charge materials for use elsewhere.

The Music Library has been rearranged to accommodate collection growth without a loss of seating capacity. It will be necessary to begin removing seats within a year.

The highlight of the year was the beginning of work on the expansion of the Main Library air-conditioning system. While the temporary relocation of Main Reserve handicapped the staff in giving service, the better climate control should increase use after the work is completed early in 1974-75.

The "Long-Range Physical Facilities Projection" is being revised to document UTK Library system-wide needs and alternative solutions, mid- and long-range. Completion is scheduled for late August 1974.

PUBLIC SERVICE STAFF

The addition of a clerical position to each of four branch libraries has improved service at nights and on weekends. The creation of a Law Reference Librarian position has made it possible for patrons to obtain professional assistance in accessing and interpreting the collection.

Several subject bibliographies were produced, including six in the new LIBRARY RESOURCES series. Dozens of bibliographic lectures were given to classes, ranging from Communications to School Health. The self-guided audio-cassette tour developed for the Undergraduate Library was very successful. A similar tour is being planned for the Main Library. There is little demand for the reinstatement of the large group tours. Point-of-use instruction using a continuous-loop audio-tape cannot yet be evaluated, due to poor equipment performance.

Library faculty undertook regular teaching assignments in Music, Law, Black Studies and Library Science, further improving contacts with students and faculty.

Reference specialization was initiated for Main Reference and branch libraries. Candidates for such positions will in the future have to have a second master's in an appropriate subject field or be prepared to pursue work toward such a degree. The additional specialized training will prepare these staff members to give more specialized service, including preparation of bibliographies, special lectures and materials selection.

Access to external resources deteriorated, as the small Interlibrary Loan staff could not keep up with a 12 per cent increase in requests. A position was transferred from Undergraduate Circulation in June 1974 to reduce the turnaround time to less than a week.

DUPLICATES

The University of Tennessee/Knoxville Library, like most academic libraries, has sought to avoid the purchase of duplicate copies, as each duplicate displaces the acquisition of a first copy of something else. This policy was modified this past year to provide more copies of some titles in the Undergraduate Library. Books for which two or more "holds" have been placed are reviewed for duplication, as are those which have otherwise been identified as frequently circulated titles. The "success rate" of patrons on their first search for a particular title should rise as more duplicates are purchased.

Efforts are also continuing to relocate materials so that less units will have to be visited to get most of the titles on a particular subject. Several thousand volumes peripheral to the libraries in which they were located were transferred at the initiative of the Library Scope Committee and branch libraries.

LIBRARY USE

Main Library materials use was up 16 per cent for the year. Main Circulation was up 35 per cent until the noise and dust created by the expansion of the air-conditioning system made the area undesirable even to visit. Undergraduate Library materials use remained at the 1972-73 level, except for a dramatic 191 per cent increase in Non-Print. Branch libraries, except Law, showed an increase of 23.9 per cent. Law statistics could not be tabulated due to changes in counting in-building use.

Off-campus patrons increased in numbers, but continue to rely on making requests by telephone or interlibrary loan. Over one third of the thousands of phone queries handled by Main Reference came from persons not associated with UTK and more than ten thousand interlibrary loan transactions were processed.

FACULTY OVERDUES

Efforts to have faculty account for materials they have held for more than one year have not been successful. It appears that sanctions will have to be imposed to obtain cooperation. The Faculty Senate has endorsed sanctions in principle. A plan is being developed for implementation in the coming academic year.

NEW SERVICES

Ephemeral materials collections in Main and Undergraduate Reference were significantly expanded and greater effort was made to make patrons aware of the value of using pamphlets and other materials that are currently useful but too quickly out-dated for inclusion in the permanent collection.

Maps have been added to Main Reference. Only a few hundred maps to serve patrons not served by the Geology and Geography Map Collection have been acquired, but most non-research needs can be met by the carefully selected and fully cataloged and classified collection.

Machine-stored data bases such as ERIC (Educational Resources Information Center), CAIN (Cataloging-Indexing System), PASAR (Psychological Abstracts Research and Retrieval), MEDLINE, CHEMCON, COMPENDEX, can be accessed through the Interlibrary Loan Department. The cost of such searches is borne by the patron. Costs range from $25 to $75 per hour of machine-searching time.

A Serials Holdings List was distributed to all academic departments. One may now check a serial title and determine holdings, location and call number without leaving his/her department.

Telephone copy service is now available to all faculty and staff who have accounts to which the cost of photocopies and the$0.50 service fee may be charged.

Assignment Alert was instituted on a trial basis during Spring and Summer 1974. The program provides faculty with simple forms to complete to alert a department of the UTK Library that an assignment requiring the use of library resources has been made. Library staff can then identify the materials needed by students and can see that they're not all charged out by the first few students to reach the library. This service functions as a complement to the already-existing Reserve program.

MANAGEMENT REVIEW AND ANALYSIS PROGRAM

The exhaustive review undertaken by the library faculty and staff in 1973-74 will require three years of review and implementation.

The major thrusts of the report were reorganization, planning, and staff development.

Reorganization of technical services was the subject of several meetings during the Spring of 1974. Consensus was reached to reorganize Acquisition and Processing into four departments effective July 1, 1974.

The Monographs Order, Serials Order, Cataloging and Preparations departments will each be small enough to permit good interactions among staff, yet large enough to perform several closely related activities. The departments will report to the Associate Director for Technical Services, a position not filled the past three years to permit the reassignment of funds to the achievement of other important goals.

The recommendation that a Collection Development Librarian position be created was also adopted. The Collection Development Librarian will seek to stimulate and coordinate selection by teaching, research and service faculty. Only expensive, duplicate, and out-of-scope requests will be reviewed. Other requests will be honored if funds are available in the departmental allocation.

Planning was improved by having library departments develop departmental objectives and goals within the framework of The University of Tennessee Library objectives. All budget requests had to be based on departmental goals and had to be projected for three years.

Staff Development was created as a separate office in January 1974. The position of Administrative Assistant for Personnel was eliminated and the duties transferred to the Business Manager's office. The Staff Development Librarian developed a CHECKLIST OF STAFF DEVELOPMENT OPPORTUNITIES, bringing together information on travel, continuing education, in-service training, orientation, etc. Several new programs have been initiated or expanded, including a training program for library department heads, interdepartmental staff exchanges, and monthly seminars featuring prominent librarians and authors, among them ALA President-elect Holley, ALA Executive Director Wedgeworth, Ohio State Director Atkinson, LC Processing Department Executive Officer Zimmerman, Fisk Director Smith and JUL Director Grisham.

Greater awareness of personal development for present and future job assignments has led to a marked increase in publishing and teaching. Several library faculty have obtained UTK "Mini-Grants" and one has been awarded a Council on Library Resources Fellowship. There has also been a dramatic increase in the number of committee assignments held by library faculty, within and without the University. Critical curriculum committee assignments are only held in three colleges, however.

There has been considerable interest expressed in the above developments. More than twenty librarians from institutions ranging from Toronto, Canada, to Tallahassee, Florida, spent a day on campus on June 11 to hear a critical report on the UTK Library's efforts to study and reorganize itself.

COMING UP IN '74-'75

Consolidation of the Biology, Engineering and Science Libraries is planned for September 1974. There has been agreement for a decade that the libraries would be consolidated in the proposed Multi-Disciplinary Building. The critical space shortage in Biology and Engineering has compelled the interim consolidation in Dabney-Buehler Hall, site of the Science Library. The new Science-Engineering Library will occupy two separate floors, requiring that the collection be divided between actively used and lesser-used materials. This disadvantage will, hopefully, be offset by the increased ability of the staff to serve patrons when three locations are merged.

Main Non-Print is tentatively scheduled to be established in January 1975. The department will be located in the newly remodeled and air-conditioned basement and will have all the microforms now shelved in Main Reserve. Audio-tapes of research value will be added at a later date.

The removal of microforms from Main Reserve will make it possible to transfer nearly all current periodicals (over 6,000 titles) from the Main Circulation stacks, improving access and security. The stacks will therefore be able to accommodate more books and bound periodicals.

SOLINET (Southeastern Library Information Network) is a regional effort to maintain a machine-readable data base of cataloging information. A contract has been signed with the Ohio College Library Center, a non-profit data base of nearly one million titles, while an Atlanta data base is developed. The UTK Library will take delivery of two computer terminals in April 1975, giving it access to cataloging information more quickly than before, thus reducing the time required for materials to reach the shelves.

A microfiche edition of the catalog is badly needed, but no funds have been available. Supplementary funds will be sought in 1974-75 to undertake the reproduction of the entire catalog on microfiche and the production of enough copies to place a set in each major academic building. This will make it possible for faculty and students to determine the holdings and locations of materials for all libraries on campus without going to the Main Library to consult the union card catalog. Those trips that are made should be more productive.

Council on Library Resources Internships have been given to five promising librarians. Each will spend a year at a research library to observe and participate in the management of the library. Ms Barbara von Wahlde, Assistant Director for Technical Services at the University of West Florida, will be at the UTK Library beginning September 9, 1974. Her salary will be borne by the Council.

Supporting personnel were scheduled to receive salary increases averaging 10.5 per cent on July 1, 1974. There was a generally favorable response to the amount of the increase, but there was much unhappiness over the fact that new appointments will be made at the same salary as will be paid to a majority of veterans of one to five or more years of service. The commitment of only one-half per cent of the increase to merit was also a matter of concern. It is imperative that the merit program be made credible by making it a more substantial part of the salary increase. The UTK Library's department heads have recommended that at least half of next year's increases be designated as merit. The recommendation will be communicated to the University Administration.

The UTK Development Program has been discussed for two years, but no decision appears yet to have been made on program priorities. We have recommended a million-dollar campaign for library materials or for a naming grant for a new building. A campaign of this type has broad appeal to graduates of all of the institution's colleges, and donations from $10 up can be recognized with an appropriate bookplate. We would prefer to be the beneficiary of such a campaign once in a decade or two than be a small part of each year's comprehensive campaign. The focused campaign gives greater visibility to an activity and makes it possible to meet the major needs that exceed a single year's proceeds from a general campus-wide campaign.

Richard W. Boss, Director
University of Tennessee/Knoxville Library
August 28, 1974

LIBRARY PURPOSE..... The University of Tennessee/Knoxville Library as the premier research library of the State seeks to support and stimulate undergraduate instruction, graduate instruction and research, and faculty research and service on the Knoxville campus and to respond to the needs of scholars by providing access to recorded information.

ONGOING PROGRAM OBJECTIVES

1. Establish library requirements for campus instructional and research programs by maintaining regular contacts with academic departments and administration and being actively involved in committees concerned with topics having implications for library resources and services.

2. Increase and maintain the acquisitions budget to reflect the number and level of programs as well as the number of students served.

3. Acquire and service all necessary recorded information, both print and non-print, in those fields pertinent to the programs of the University.

4. Develop and maintain a clear definition of scope of collection for each library unit on the campus in order to minimize the fragmentation and duplication of resources.

5. Process, on a current basis in the LC classification, all materials except manuscripts, fiction, UT theses and dissertations, juvenile materials, primary and secondary texts, and ephemeral materials.

6. Develop and maintain a strong service-oriented staff, adequate in number, through systematic recruitment, orientation, in-service training, specialization, advancement, and competitive remuneration.

7. Accommodate collections, patrons, and staff in physical facilities offering ready access to and usage of materials under optimum conditions.

8. Administer the collections in a manner that will facilitate access by all users.

9. Maintain materials in good physical condition through an active binding and preservation program.

10. Develop and maintain systematic planning and reviewing procedures to ensure maximum utilization of personnel and financial resources.

11. Develop a commitment to long-range planning for constructive development of the collections to support teaching, research and service.

12. Review professional and technological developments for possible application in the library system.

13. Maintain a constructive working relationship with other libraries and associations to enhance access to other resources and to effect the development of mutually advantageous approaches to collection policies and interlibrary exchange.

14. Implement and maintain an orientation and education program for library patrons for maximum utilization of resources and facilities.