



UTK Library Record

Annual Report of the University of Tennessee, Knoxville Libraries

1992-1993

A Message from the Dean of Libraries

The 1992-93 year was one of significant accomplishments made possible by the fine support of the University administration, the encouragement and support of the UT faculty and students, and the superb team effort of the Libraries' faculty and staff. The Libraries introduced a gopher-based Online Library Information System to the UTK and broader community and some access to CD-ROMs at campus locations outside the library. The year will be remembered for a number of events that made it special. The Libraries celebrated the opening of the Alex Haley collection. The

Library Friends hosted First Amendment scholar John Seigenthaler at the Fall Library Friends Lecture, and noted local historians Betsey Creekmore, Sr. and Betsey Creekmore, Jr. at their Spring Lecture. The University's students, led by the Student Government Association, raised over \$7,000 for the Libraries in an Adopt-A-Periodical campaign. And then there were a few more mundane but telling happenings. The Libraries' card catalog was moved out of the Hodges Library, and the Libraries and the Computing Center opened a grand new Microcomputer Lab on the ground floor of Hodges.

The mosaic of a year is rather like an impressionist painting, better comprehended at some distance. I thank each of you who helped make the big picture outstanding.

Paula Kaufman
Dean of Libraries

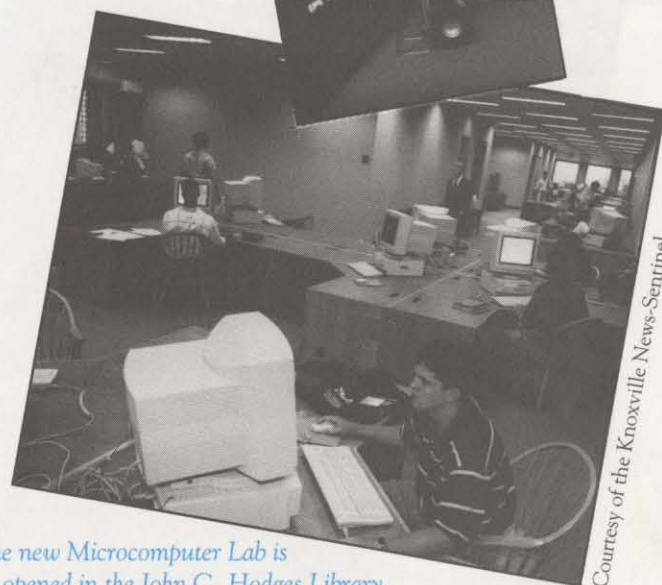


John Seigenthaler talks with UT students.

The card catalog is carted off by Paul Trentham.



A sketch of the Alex Haley bust is unveiled.



The new Microcomputer Lab is opened in the John C. Hodges Library.

Courtesy of the Knoxville News-Sentinel

COLLABORATING WITH THE INFORMATION EXPERTS

In today's information-abundant world, library staff collaborate with scholars to assure timely, comprehensive, accurate information for research and teaching. Library staff are the experts when it comes to mediated online searching. With the initiation of free class assignment searching through a special Dialog program, mediated database searching went up 70%.

Library staff are the experts in helping users get the most relevant, timely information whether it comes

from printed indices, networked CD-ROMs, our new FirstSearch end user search system, or our own Online Library Information System (OLIS). Library staff answered over 90,000 reference questions using print and non-print sources during 1992-93.

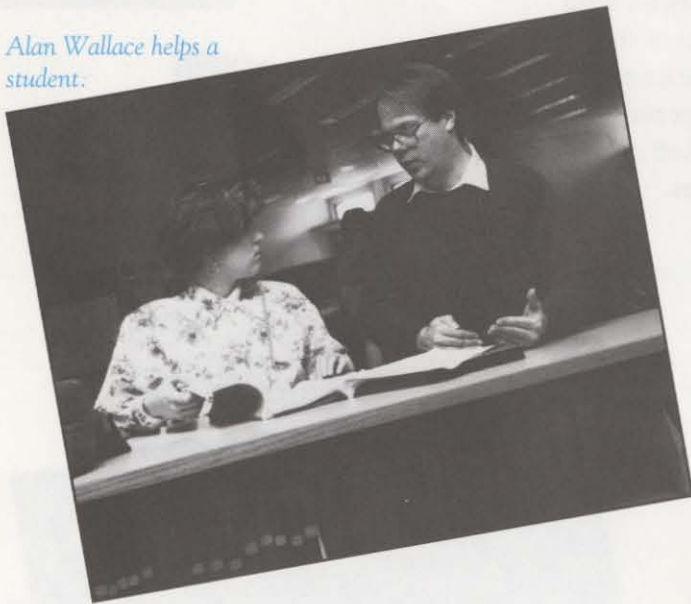
Library staff are leading the way on campus in making the information wealth of the Internet available. We

have designed a "gopher" front end for our Online Library Information System whose menu screens make access easy to more campus and library information resources, as well as other national and international databases. Our librarians are Internet experts, teaching seminars on its use, holding "jam" sessions about its intricacies, and writing printed and online guides to assist interested users.

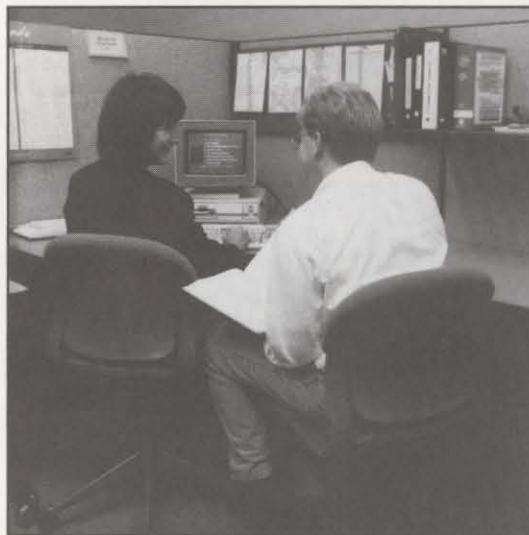
*A few of the Libraries' Internet experts:
Bill Britten, Biddanda Ponnappa,
Earl Smith, and Gayle Baker*



Alan Wallace helps a student.



Sandra Leach collaborates with a faculty member on a search.



OFFERING SERVICES OF GREATEST VALUE TO OUR USERS

Our Libraries provide a value-added product. We specialize in courteous, up-front, informed service. Our users know that we will deliver a "rush" item to their offices, or recall a needed book in a timely fashion, or place materials on reserve promptly, or schedule group space for video showings.

This year we focused especially on our primary clientele, the faculty and students of the University of Tennessee, Knoxville. To serve them better we began a multi-year program aimed at generating data to identify our users' information needs and measuring the extent to which those needs are being met.



Seth Jordan helps in Reserve.

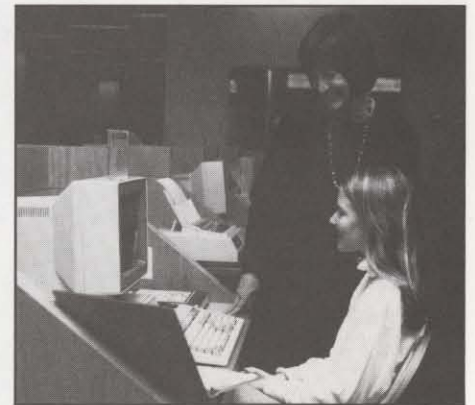
We initiated several new services to assure students and faculty easy and prompt use of the Libraries' books and other materials. In its first year of operation, Library Express delivered over 11,770 books, periodicals or photocopies to faculty offices; planning is now underway to expand this service to graduate students. We initiated telephone renewal of books for all our patrons, and saw a dramatic increase of 77% in items renewed. And to accommodate faculty we initiated a



Sugg Carter delivers with "Library Express."

new policy of checking out video tapes for review and teaching.

We made a special effort to ease the way of our patrons with disabilities. We assessed all library buildings to assure that they met ADA access requirements. We purchased new terminal screen enlargement software to assure that those with sight impairments could use our Online Library Information System, and provided more staff training in the use of TDD, the Kurzweil Personal Reader, and the Visualek equipment to make sure that we offer the best possible service on these new technologies to those who need to use them.



Sandra Leach explains a CD-ROM database to a student.



Cathy Cochran-Ball answers a question.

DELIVERING ELECTRONIC INFORMATION CAMPUSWIDE

The Libraries dramatically increased the scope and content of the Online Library Information System through improved design, electronic network connections, and more versatile hardware. Our newly designed Online Library Information System provides users transparent access to multiple locally- and internationally-created databases, all of which can be easily searched by subject. Our

online catalog is now nicely nested within a larger electronic information structure that includes such new additions as a datafile of our valuable and unique manuscript collections, another file of new library acquisitions, and a selection of citation indexes. Users both inside and outside the Libraries are taking to this new "front-end" to OLIS with alacrity.

To enhance access to our new Online Library Information System, we began the process of replacing older single-function terminals with public computer workstations in the Hodges, Agriculture-Veterinary Medicine and Music libraries. We plan to continue this replacement process during the next year. We installed several InfoServers that provide multiple users with access to our valuable periodical CD-ROM indices.



Bob Patrick and Deborah Pyy celebrate the replacement of outmoded hardware.

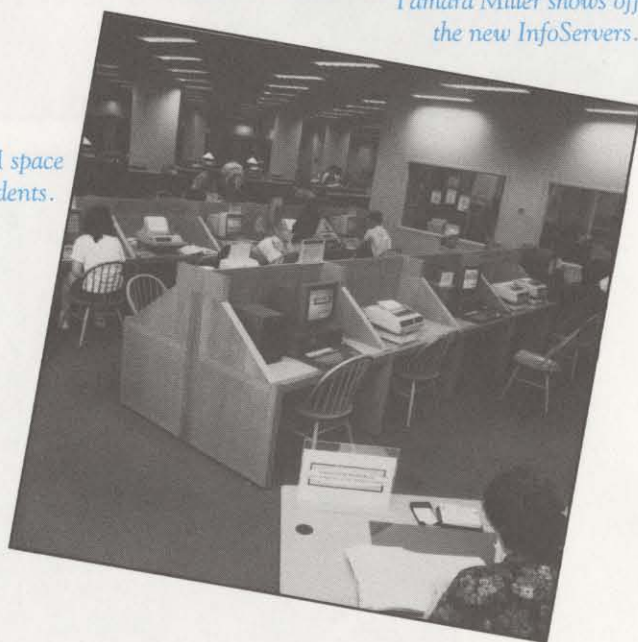


Tamara Miller shows off the new InfoServers.



Bill Britten and Harish Kanthraj view the "gopher" front-end to OLIS.

A newly configured CD-ROM space makes life easier for students.



EXPANDING THE CONTENT OF OLIS

Last year the Libraries improved the content and structure of our online catalog so that users are no longer confused by outdated, misleading or ambiguous terminology. Now, for example, when users search for materials on "World War I," they will find those materials, together with titles formerly cataloged under "European War, 1914-1918," listed under the current heading, "World War, 1914-1918." Users searching for information on "Handguns" will be referred to the proper heading,

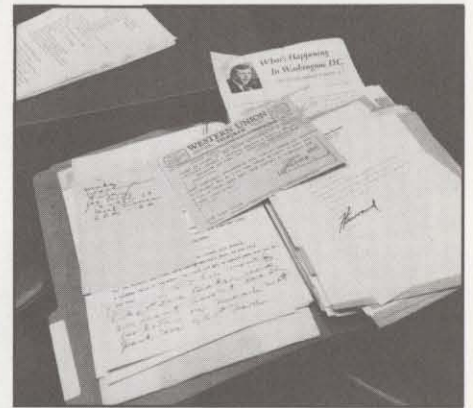
"Pistols." We call this "authorizing" the catalog.

We began the important process of providing a summary of information about our periodical holdings in the catalog. Users of the online catalog now see the location (e.g., "Current Periodicals" or "AgVetMed") of individual issues. This is one step in sharing our vast periodical holdings with users on the campus, across the state and nation.

We also began the process of adding monthly GPO tapes to our catalog database with the intent of increasing bibliographic access to our U.S. government documents collections. Online guides to our valuable and unique manuscript collections also are now available to the scholar. The University Libraries has over 350,000 sheet maps, and this year we began adding records of maps to the circulation database.



The catalog is "authorized" by Agnes Grady, Linda Long, and Bobbie Bales.



A single manuscript collection may include hundreds of items. Guides to our manuscript collections are now available in OLIS.



Eric Schmidt and Jim Minton of the Cartographic Information Center can provide expert assistance and access to digital, spatial data.



Stacie Creech and Stephen Owens input summary holdings of serials into the catalog.

ACQUIRING AND PRESERVING COLLECTIONS

The numbers are impressive: an additional 49,951 volumes added to the collections, 23,143 new monograph volumes purchased, and 14,406 serial and periodical subscriptions maintained. However, the real story is not in the numbers but in the quality, permanence and significance of each item purchased. The teamwork of Library Selectors and Library Faculty Representatives assures that we collect, house and preserve only the best in every available format from books, periodicals, electronic datafiles, multimedia, microform, government documents and more. Decisions about what to acquire and keep are increasingly complex. And likewise decisions about the most cost

effective and timely means of providing access to research collections not owned by the University Libraries are essential.

The Libraries initiated several new programs to increase access to materials not owned by the Libraries. Funds were earmarked for users to search the Online Computer Library Center (OCLC) citation database known as FirstSearch and for document delivery of articles found therein. The Libraries joined the Research Libraries Group's (RLG) Shared Resources program which gave our scholars "preferred access" to some of the major research collections in the country. We participated in the Association of

Southeastern Research Libraries' (ASERL) reciprocal interlibrary loan project, and thus increased the number of no-charge borrowing arrangements to 100. To speed delivery of photocopies found elsewhere, the Libraries began use of Ariel software to fax requests and documents over the Internet.

This year we conserved unique Tennessee history and literature materials as a participant in the SOLINET/ASERL Cooperative Preservation Microfilming Project. We also digitized the Galston-Busoni music archives as a participant in a major preservation project of the Commission on Preservation and Access.



Pauline Bayne shows off a new multimedia workstation.



Al Dick and Kenneth White vacuum the Hodges collections.



Hua Li and Joe Rader use a scanner to digitize the Galston-Busoni archives for preservation.



Biddanda Ponnappa and Tina Bentrup try out the new Interlibrary Services counter.



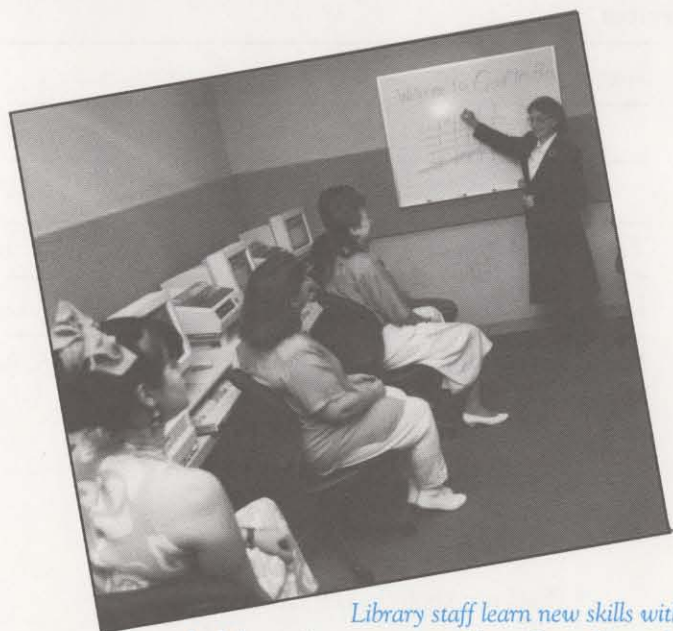
Marie Garrett, Sook Kim, and Anne Bridges display brittle books for microfilming in the SOLINET project.

LIBRARIANS IN THE CLASSROOM

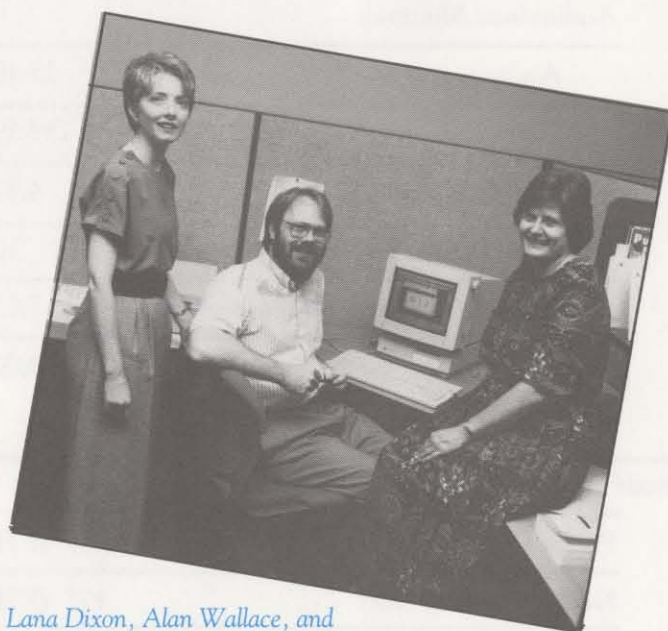
Library staff are expert in teaching students how to find and use information resources to complete assignments and research projects. Librarians are partners in the classroom with teaching faculty, offering information instruction to over 10,000 undergraduates and graduate students in some 450 classes.

Librarians are active in designing new ways to acquaint students with the University Libraries. Three librarians created a computer-based instruction module to help students learn to locate books and journals. In the future the program will be available to the entire University community.

Librarians are students themselves, as they work to upgrade computer skills. Library staff are working hard to attain information expertise. An ongoing, sophisticated training program has become essential to developing and maintaining that expertise.



Library staff learn new skills with the Libraries' new training officer, Dessa Beswick.



Lana Dixon, Alan Wallace, and Marie Garrett preview a new interactive computer-based instruction program.



Janette Prescod teaches attentive students with the new large-screen projector.

UT LIBRARIES STATISTICS, 1992-1993*

Collections, June 1993

Volumes	1,809,116
Volumes added during year	49,951
Microforms	2,024,594
Government Documents	691,718
Serials	14,406
Audiovisual Materials	
Audio	25,480
Graphic	139,598
Film & Video	4,970
Electronic Databases	163
Manuscripts (in linear feet, processed)	7,027
Maps	350,000

Staff

Professional Staff	57 (FTE)
Nonprofessional Staff	125 (FTE)
Student Assistants	51 (FTE)

Expenditures

Total Library Materials	\$3,643,753
Total Salaries & Wages	\$4,146,071
Operating	\$1,336,282
Total Library Expenditures	\$9,282,582

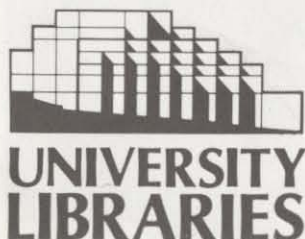
Services

Interlibrary Loans:	
Total Items Loaned	18,820
Total Items Borrowed	15,522
Total Circulations	714,629
In-house Uses of Materials	974,583
Reference Transactions	88,529

* Does not include UT Law Library

The *UTK Library Record* is a publication for the faculty and staff of the University of Tennessee, Knoxville. It is published yearly by the University of Tennessee, Knoxville Libraries, 1015 Volunteer Blvd., Knoxville, TN 37996-1000. Angie LeClerc is editor; Martha Rudolph is assistant editor. Photos are by Nick Myers, UT Photography Center. Questions or comments should be directed to the Libraries' User Education office, 974-4273.

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