

UTK Library Record

Annual Report of the University of Tennessee, Knoxville Libraries

1989-1990

Information Technology—New Services for Our Users

In 1976, the University Libraries began to use automated processing systems to catalog materials and to circulate books. Through automation, we controlled the enormous paper flow associated with catalog cards, shelf list cards, check-out cards, and order files. Today those innumerable files of cards are gone, and in their place is a single, standardized record used for virtually all of the library's internal processes.

The value of streamlining internal systems to speed delivery of materials to users and to save labor costs is amply demonstrated by our expanded system of access to information about current periodicals.

The University community benefits from the Libraries' continuing advances in telecommunications and computer technology through new information services that vastly improve user access to information.

At the heart of the Libraries' new services are technologies that digitize information at the source, making information resources more timely and providing a greater variety of search alternatives for scholars. The library is increasingly a sophisticated service entity that adds value to basic information and is positioned to use cutting-edge technology to anticipate the future.

We envision the University Libraries as a central node in an educational network that links scholars at their workstations with the vast array of past and present learning in a wide variety of formats, including printed books, audiovisual materials, and

online texts and data. The following vignettes illustrate that goal.

An eager scholar searches unsuccessfully for the December 15, 1990 edition of *Fortune*. Luckily, the library assistant at Current Periodicals, with a flip of the LINX switch, discovers that the current issue has just been received and will be available for use within the day. LINX, a vendor-provided periodical order and check-in system, makes such service possible.

A faculty member using the IRIS terminal in Reference and Information Services identifies a needed study of toxic waste disposal systems in the Vanderbilt Library. By the next day the work has been delivered to the faculty member's office. Our library is linked to other libraries across the state and nation, including Vanderbilt, TVA, and the Martin Marietta Energy Systems, via the Internet. Faculty and students at remote locations can dial-in to OLIS, our Online Library Information System from their offices or homes, 24 hours a day.

A faculty member in math identifies a new book on partial differential equations and transmits an acquisitions request to Collection Development through the campus network that links campus computers to the Libraries' online system.

An instructor preparing for tomorrow's lecture discovers that a needed graphic illustration is located at the University of Kentucky Library. Using

LIBRARY
UNIVERSITY OF TENNESSEE
KNOXVILLE



"The talented faculty and staff of the University Libraries are our single most significant resource. Their creativity and superb service make technological innovations work for our patrons."

Paula Kaufman
Dean of Libraries

The *UTK Library Record* is a publication of the University of Tennessee, Knoxville Libraries, 1015 Volunteer Blvd., Knoxville, TN 37996-1000. Angie LeClerc is editor; Martha Rudolph is assistant editor. Questions or comments may be referred to the Library's User Education office, (615)974-4273.

Ann Viera,
AgVetMed Library



"MEDLINE on compact disc has allowed me to integrate library skills training into the veterinary curriculum. MEDLINE has also allowed faculty and graduate students to perform their own current awareness searches, download them to floppy disc, and then upload the results into Reference Manager."

Ann Viera
Agriculture-
Veterinary Medicine
Librarian



Felicia Felder-Hoehne,
Reference; Penny Tschantz,
English Department

telefacsimile transmission, the library provides a timely copy for use.

Participants lean back in the comfortable chairs of the library's auditorium, viewing "Man, Energy, and the Environment—The Balance of Survival." Our telecommunications systems allow for satellite transmission and interactive, live teleconferencing in an auditorium equipped with wide-screen television projection.

Faculty and students researching the Middle East conflict discover online access to the Arab Information Bank (AIB). Indexing twenty-two Arab-language newspapers, representing all sectors of the Arab world, the entries include detailed English-language abstracts. Access to data contained in a variety of electronic formats, including CD-ROM, enables the Libraries to offer free, self-service access to such citation databases as InfoTrac, ABI/Inform, ERIC, PsycLIT, MLA, CAT/PAC, and MEDLINE, to name just a few.

These vignettes, and many more like them, convey our efforts to meet the changing information needs of you and your colleagues and students. We hope that by anticipating your information needs, we may rightfully claim your continued loyalty and support.

Public Services

Anticipating our users' needs for information and materials, staying open long hours, providing prompt, accurate answers, and connecting our users to the world of information are partial components of our tradition of excellent public services. Those services support the University's teaching, research, and public service missions.

The Libraries during the past year circulated 599,500 items from the collections; saw an in-building use of

994,375 items; and hosted 1,919,972 patrons in our facilities. On an average day we responded to approximately 1,129 directional questions and answered 263 reference questions. We lent 20,341 items to other libraries, and borrowed 10,433 items for our own patrons. We provided 142,863 patrons access to audiovisual materials.

The appointment of three high-level coordinators for the social sciences, sciences, and humanities in Hodges **REFERENCE AND INFORMATION SERVICES** was significant to our continued delivery of subject-specific information services.

The University Libraries' reference services assisted undergraduates and scholars in finding information for innumerable projects and papers. Our goal remains that no query go unanswered.

The Libraries also made an important

Librarians taught the bibliographic structure of the many disciplines represented in the University's curriculum to approximately 7,781 students in 336 classes.

commitment to CD-ROM databases. This year we added ABI/Inform, MLA Bibliography, the Oxford English Dictionary, Marcive, and ERIC to our existing subscriptions to PsycLIT and InfoTrac.

As an indication of the level of activity, PsycLIT was reserved for over 4,500 half-hour appointments during the year. In addition to this free service, librarians assisted 636 patrons with online searches of over 1,200 different databases located throughout the world.

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The **AGRICULTURE-VETERINARY MEDICINE LIBRARY** enhanced its reference services with the addition of CD-ROM subscriptions to AGRICOLA and CAB. AgVetMed also received a LINX terminal that allowed patrons up-to-the-minute information on the whereabouts of current periodicals.

The new **MAP LIBRARY** moved into its renovated 7,000 square-foot headquarters in Room 15 of the Hoskins Library. The collection was counted and found to contain 255,894 sheet maps, which ranks this among the nation's top collections. Retrospective access to the collection continued to be through a local, in-house dBASE file. However, new maps were fully cataloged and classified using the Library of Congress system and are available in OLIS.

The **MUSIC LIBRARY** developed a music information station using HyperCard. Students used the self-paced program to orient themselves to services and collections in the Music Library. Scholars seeking access to the complete works of composers were pleased to find that three new sets had been added with funds from the Lindsay Young Endowment.

*Interlibrary Loan lent 20,341 items
(an increase of 36% from last year)
to other libraries, many
in this region.*

The **SPECIAL COLLECTIONS LIBRARY** added over 913 feet of manuscript material to its collections. The gift of Congressman John J. Duncan's papers accounted for over 400 feet of the total. An additional 324 feet house materials for the Archival Center for Radiation Studies. Special Collections continued to host History and Art classes which focused their studies on the collection's rich sources of primary materials.

A significant addition was made to the Libraries with the creation of a separate **UNIVERSITY ARCHIVES**. With grant funding, the Libraries has reinvigorated its commitment to providing appropriate archives for the University. The University Archives' goal is to collect, preserve and provide access to the documents that comprise the history of the University of Tennessee, Knoxville.

The University Libraries' interaction with the community and region is a long-standing tradition stemming from our land-

grant status. We are committed to serving the Knoxville community and the citizens of Tennessee.

In fulfillment of this goal, **INTERLIBRARY LOAN** lent 20,341 items (an increase of 36% from last year) to other libraries, many in this region. **USER EDUCATION** gave 105 tours for 1,720 individuals and continued the Libraries' close association with area high schools, providing 25 customized library instruction sessions for 508 "advanced placement" high school students from 17 different schools. The former figure represents an increase of 78% from FY 89.

Agreements with local colleges provided access to our collections for a large number of students and faculty who are not officially affiliated with UT, Knoxville.

CIRCULATION continued its excellent record of managing loans, holds, recalls, and such important matters as the Hodges Library graduate carrels and faculty studies.

Significantly, with Legislative approval, the Libraries succeeded in updating its fine and loan policy. The new policy extended loan periods for undergraduates to 21 days, for graduate students to 35 days, and continued term loans for staff and faculty; the three-day grace period was eliminated. At the same time, fines were increased to 25 cents per day for books and 50 cents per day for periodicals. We now also assess recall fines against all categories of borrowers. An attractive bookmark, signs, and posters have alerted our patrons to these policy changes.

Hodges Circulation was reorganized to improve the care and maintenance of the collections. In this process the stacks maintenance employees were transferred to **COLLECTION MANAGEMENT SERVICES**, where they became the Stacks Management unit. Locating material in the stacks was greatly improved by the creation of a new locator guide available on each floor and new, clear markings on each range.

Hodges **RESERVE** circulated over 17,301

Rita Smith, Reference, and students



"When currency of information is critical, there may be a new product to meet the need, such as the Department of Commerce's Economic Bulletin Board. For one user we were able to locate the national unemployment rate and the Consumer Price Index for the preceding month—statistics that almost certainly were not yet available in print."

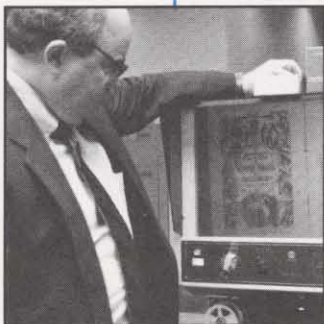
Rita Smith
Acting Head,
Reference &
Information Services

Patsy Moore,
Documents & Microforms



"We provided access to our periodical check-in data from public terminals in Current Periodicals, Reference, Circulation, and the Music, Map, and AgVetMed Libraries. This was accomplished by installing a network line to our vendor from our campus network."

Bill Britten
Automation
Librarian



Milton Figg,
Collection Development

items from lists tailored to faculty specifications. Reserve stayed open most nights to 2 a.m., providing a quiet place for study.

CURRENT PERIODICALS continued its significant level of service, hosting over 341,368 individuals during the year, or 18% of the total number of people entering the Hodges Library. Staff were adept in helping patrons locate periodicals, whether they were in binding, the stacks, or in

Documents and Microforms.

AUDIOVISUAL SERVICES saw an increase in viewings of 13% to 149,275. The auditorium was equipped with a video projector, making it possible to accommodate over 150 for group viewing sessions and satellite teleconferencing sessions.

Without bibliographic access it would be difficult to use the Libraries' collections and services. Traditionally bibliographic access has been provided by the card catalog. Since 1977, the University Libraries have had an integrated database that now provides a single record for use in our Online Library Information System.

Recognizing the integral relationship between bibliographic access and public service, **CATALOGING** became a part of the Libraries' Public Services division during FY 90. In this process of reorganization, Cataloging took on the task of serials cataloging and added-volumes work.

The number of new titles cataloged increased by 4.9%. Additionally, several large categories of material received special attention, including Special Collections, computer manuals from the UT Computing Center, and juvenile material. The fiction reclassification project moved ahead—285 authors have been reclassified.

The faculty, the University Administration, the students, and our donors are important, discrete patron groups. **USER EDUCATION** has carefully tailored our publications to communicate information of interest to each

of these groups.

Faculty and administrators were kept aware of library activities by the twice-yearly editions of *The UTK Librarian*. New to the Libraries' portfolio of publications was the attractive *Library Friends*. The monthly *UTK Library News and Information Issues* continued. The annual *Library Development Review* continued to focus attention on new additions to our Special Collections Library.

During FY 90, the Dean of Libraries focused attention on the Libraries' relations with faculty through the existing Faculty Senate Library Committee, with students through the Dean's Student Advisory Committee, and with donors and friends through the new Library Friends organization.

Hodges Reserve circulated over 17,301 items from lists tailored to faculty specifications. Reserve stayed open most nights to 2 a.m., providing a quiet place for study.

Resources For Our Users

The University's increased emphasis on research in all disciplines has placed new demands on our information resources. Our collections rank 70th in number of volumes among the 109 university members of the Association of Research Libraries. The statistics, which include the Law Library, show that there were 1,874,535 volumes in the Libraries as of June 30, 1990 and that 41,044 volumes were added to the collections overall last year.

The University Libraries have a relatively strong current serial collection with over 20,000 annual subscriptions. These subscriptions assure our scholars and students timely access to valuable scientific, technical, humanistic and social science research.

However, our goal of providing comprehensive collections of research materials

has been threatened by the continuing proliferation of new and important serials and by the continuing escalation in the price of serials. Serial inflation of 250% over the past ten years has overwhelmed the increases in library funding. The portion of the Libraries' materials budget spent on serials rose from a base of \$1,049,491 in 1977 to a high in 1990 of \$1,905,555—an 82% increase [cost figures do not include the Law Library]. At the same time the number of paid serial subscriptions decreased from 23,167 in 1977 to 20,598 in 1990.

As more of the Libraries' budget has been consumed by serial purchases, the percent of funds going to monographs has declined. To rectify this trend, the Libraries have added new money to purchase monographs for each of the past two years.

Current Periodicals continued its significant level of service, hosting over 341,368 individuals during the year.

The **SERIALS** department continued its successful online order and check-in of periodical and newspaper titles on the vendor-provided LINX system. LINX terminals at Current Periodicals, Reference, Circulation, and the branches provide patrons immediate access to information on the status of a title—i.e., ordered, received, etc.

Serials expenditures consumed a significant portion of the Libraries' materials budget in FY 90: 7,782 periodicals subscriptions (including 218 new serial titles) were purchased at a total cost of \$1,481,884, while 5,966 other serial publications (such as newspapers, year-books and annuals) were received at a cost of \$423,671. Total serial expenditures were \$1,905,555.

In FY 90 titles ordered by **ACQUISITIONS** increased by 7% in spite of a State impoundment. Volumes received increased by 3,183

to 22,963 with an expenditure of \$782,604, up \$57,409 from FY 89.

In the Libraries' second year of using the Geac Acquisitions module for online ordering, titles received through approval plans increased 23% because the new system expedited receipt and payment.

Library staff used the system to respond to patrons' queries about needed books, budget information, and fund balances.

The online system produced numerous management reports, including daily encumbrance lists, a cumulative volume count, expenditures by LC class, a daily financial ledger, and monthly fund encumbrance and expenditure reports. This detailed information allowed the Libraries to respond to needs such as purchasing added copies or replacement copies.

During FY 90 the University Libraries undertook new cooperative programs to extend access to scholarly materials under the direction of **COOPERATIVE INFORMATION SERVICES (CIS)**, established last year. **INTERLIBRARY LOAN (ILL)** improved turnaround time by telefacsimile between libraries, rapid delivery services such as UPS, and on-campus document delivery and photocopy delivery services.

The University Libraries and Vanderbilt continued their IRIS program of resource sharing. Catalogs of other libraries became available through the IRIS workstations.

A Joint Resolution of Cooperation between UT, Knoxville and Martin Marietta Energy Systems (the Oak Ridge National Laboratories) expanded the benefits of the emerging "science alliance." The libraries of the two institutions agreed to Reciprocal Borrowing Privileges which will make each library's collections available to the other's scholars. Cooperative borrowing arrangements with TVA were also finalized.

COLLECTION DEVELOPMENT continued to direct the overall shaping of the collection and coordinated the task of adding

Earl Bush, Circulation Services; Mary Griffin, Interlibrary Loan



"One of our users requested three articles in the morning needed for a presentation that afternoon. We faxed a request to one library, but it could not supply. We then faxed requests to three other libraries and met the deadline."

JoAnn Lahmon
Interlibrary Loan
Coordinator

Biddanda Ponnappa,
Reference, and visitors



"Some libraries have loaded the MARC tapes of major microform sets in their online catalog systems. When I get a request for material, for example, from the Early English Books collection, I call up one of the OPACs on the Internet and get the reel number and other needed information. Previously, I would have had to plough tediously through volumes of paper indexes."

Biddanda Ponnappa
Reference Librarian



Jim Minton, Map Librarian

over 130 new periodical titles to the collection. Importantly, the New Faculty Request program (in which the University makes funds available as start-up to help meet the library needs of faculty new to campus) succeeded in allocating over \$250 each to 18 new faculty for the purchase of materials for their teaching and research.

To help manage the Libraries' collections, **COLLECTION**

MANAGEMENT SERVICES was created in FY 90. Its incorporation of the Stacks Management unit integrated preservation activities into the daily routines of the department. The Stacks Management unit shelved 789,263 books in Hodges during the year.

The continuing problem of preserving the Libraries' older collections printed on acidic paper was compounded by the deterioration of newer books produced by high technology methods with special paper and quick-drying adhesives. Their shelf life is exceedingly short. These books were targeted for special attention.

In the effort to preserve our collections we bound over 20,653 items at a per-unit cost of \$5.15. Despite the advent of new electronic formats, the bound paper volume continued to be, and will continue to be in the foreseeable future, a library staple.

The Tennessee Imperative, the **LIBRARY DEVELOPMENT** campaign, has provided additional funding through sixty-three endowments—twelve of which are new this year. Endowment funds are particularly valuable, because they provide interest income for the Libraries in perpetuity.

This past year, through the Lindsay Young Endowment, the Libraries purchased research materials in areas of the humanities. A committee of faculty and librarians recommended selections in all formats, including monographs, reference sets, microforms and musical scores.

The Tennessee Imperative campaign is now over two-thirds of the way to its \$6 million goal. Generous gifts from valued UT alumni and friends pushed the campaign well past the \$4 million mark in early spring. Noteworthy was the gift of over \$200,000 by Men's Athletics.

The Library Friends sponsored a lecture by the distinguished film critic and author, Professor Charles Maland.

Support Services

Without our libraries' faculty and staff the Libraries would be only buildings with book stacks. Undoubtedly the single most important factor of our success is our staff and faculty. The commitment and skill of these individuals are our most valuable

The statistics, which include the Law Library, show that there were 1,874,535 volumes in the Libraries as of June 30, 1990, and that 41,044 volumes were added to the collections overall last year.

assets. Their performance is always reliable, often excellent, and occasionally brilliant.

With the arrival of a new Associate Dean for Collection Development and Management, the Libraries reorganized into three divisions—Public Services, Collection Development and Management, and Administrative Services. The purpose of this reorganization was to enhance the delivery of services, to improve communication lines, and to place renewed emphasis on building and managing our research collections.

Faculty development and staff training were essential components of the Libraries' efforts to keep abreast of rapidly changing information technologies and to assure the continued delivery of quality service. The **LIBRARY PERSONNEL OFFICE** played a key role in our expanded training effort, offering a variety of well attended, informative training sessions. For one such program,

Thomas F. McNally, a nationally recognized trainer from the Association of College and Research Libraries, taught approaches to managing the problem patron.

The Library Personnel Office continued its superb record of recruiting and training over 150 student employees.

Personnel also implemented an innovative staff sharing program. Staff members selected for participation spent a few hours each week learning the procedures of another library department.

The Libraries were awarded a major training grant from Title IID of the Higher Education Act. The \$66,901 library-wide staff training project will test whether computer-based training modules, produced as HyperCard stacks, are an efficient, effective training technique.

Interlibrary Loan improved turnaround time by telefacsimile between libraries, rapid delivery services such as UPS, and on-campus document delivery and photocopy delivery services.

Other training efforts included a six-month program for library selectors and a program to broaden database search skills for reference librarians.

During FY 90, **LIBRARY AUTOMATION** successfully implemented the long-awaited newer version of the OLIS online catalog. New search options are now available, including the ability to limit searches by date, language, and type of material. It is now possible, for example, to search the OLIS catalog for French language materials published before 1900, or videotapes made since 1985.

Major improvements to public printing from OLIS were also made. New printers were added in many service areas, and users were able to save selected search results for printing, sorted by author, title or subject heading.

A Bibliographic Processing System facilitating corrections and editing of the

catalog database was implemented. Weekly loading of OCLC cataloging tapes resumed so that the Libraries' database now regularly contains recently acquired materials.

The Libraries were chosen by our vendor as a beta test site for its Authority Linking Loader software which will eventually allow online cross references, consistent name and subject terms, and the collocation of related name headings.

Unfortunately, the Libraries have a large number of aging, single function terminals. The useful life of terminals is usually no more than five years. The public terminals should be replaced with microcomputers with network access as an additional service for our users.

Microcomputer stations have been purchased and integrated with our new CD-ROM products. Micro-based student payroll and inventory programs were also implemented.

One of the greatest success stories has been the integration of microcomputers into the Libraries' MicroVax electronic mail network. Faculty send acquisition requests to Collection Development and to Library Selectors over this network. Librarians communicate with colleagues nationally over Internet and Bitnet, and participate in electronic bulletin boards and electronic journals.

Any late evening, a visit to the Hodges Library will reveal throngs of students, studying, talking, working in groups, and finding information to complete term papers and group projects. Those students consider our several libraries to be comfortable, surrogate homes.

The beautiful John C. Hodges Library, in its third year of use, was host to record numbers of students and faculty. Despite curtailed hours associated with the campus-wide impoundment, the Hodges Library stayed open a record 97.5 hours per week.

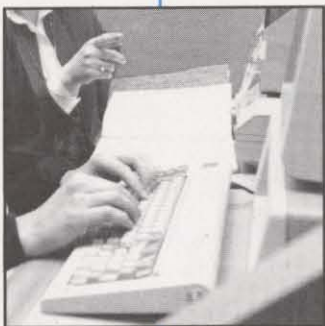
During 1989-90, **AUXILIARY SERVICES** was involved in facilities expansion for the

Joe Rader, Archives;
Pauline Bayne,
Music Library



"We had a request for a translation of any Te Deum from Latin to English. I tried an OLIS search of LIM/LAN/ENG/TIL/TE DEUM. This gave me citations to music scores of Te Deums that had parallel Latin-English texts. Otherwise, I would have had a long, difficult search."

Becky Smeltzer
Music Reference
Librarian



"It's still refreshing to be able to access the status of any book in the library from one's own terminal and to help users by accounting for materials in other parts of the library."

Sugg Carter
Head, Reserve &
Current Periodicals

Agriculture-Veterinary Medicine and Special Collections Libraries. A new branch library for the College of Social Work was installed in the new facility in Nashville.

The ground floor of Hoskins Library was renovated to accommodate the new Map Library and the University Archives.

Photocopying facilities in each of the libraries were improved. **DUPLICATION** provided excellent service to thousands of patrons with its wide range of photoduplication equipment.

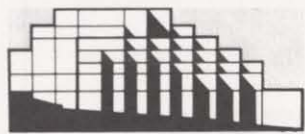
The **BUSINESS OFFICE** monitors a budget of \$8.5 million using microcomputers and the University's mainframe computer.

The University Libraries' Executive Committee welcomes your comments and suggestions. Please come by the Administrative Offices on the sixth floor of the John C. Hodges Library or call us at the following numbers: Paula Kaufman, Dean of Libraries (974-4127); Aubrey Mitchell, Associate Dean for Public Services (974-6600); Marcia Myers, Associate Dean for Administrative Services (974-4465); Diane Perushek, Associate Dean for Collection Development and Management (974-6640).

The University of Tennessee, Knoxville does not discriminate on the basis of race, sex, color, religion, national origin, age, handicap, or veteran status in provision of educational opportunities or employment opportunities and benefits.

UTK does not discriminate on the basis of sex or handicap in education programs and activities which it operates, pursuant to requirements of Title IX of the Educational Amendments of 1972, Public Law 92-318; and Section 504 of the Rehabilitation Act of 1973, Public Law 93-112; respectively. This policy extends both to employment by and admissions to the University.

Inquiries concerning Title IX and Section 504 should be directed to the Office of the Affirmative Action Director; 403-C Andy Holt Tower; The University of Tennessee, Knoxville; Knoxville, Tennessee 37996-0144; (615)974-2498. Charges of violation of the above policy also should be directed to the Office of the Affirmative Action Director.



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