

UTK Library Record

Annual Report of the University of Tennessee, Knoxville Libraries

1994-1995

Charter Day, September 12, 1994, marked the 200th anniversary of the founding of the University of Tennessee and was a highlight of the academic year. Following are comments by Dean of Libraries Paula Kaufman at the 1995 rededication of the Alumni Academic Hall of Fame.

"I can think of no place more fitting for the Alumni Academic Hall of Fame than the Hodges Library.

I'd like us to think for a moment about the monuments that epitomize our culture. Churches, synagogues, and mosques are the centers of faith and belief. Museums are places in which we seek inspiration from visual images or natural history. Baseball diamonds, football fields, and basketball courts are arenas that throb with our love for action and sport. Even shopping malls are monuments, monuments that reflect our passion for consumerism. Each of these monuments has a special role in our culture. Libraries are very special monuments. The library

is absolutely fundamental to civilization and fundamental to our American culture. Our knowledge of prior civilizations is largely the result of the preservation of the written record by libraries. Historically, we've used libraries to preserve what is important and what is original, what is good and what is not so good. Libraries are the single cultural institution that cross barriers of race and religion and that have no boundaries.

The Hodges Library is a monument to civilization that crosses cultural barriers. It is also a living, breathing organism. You all know that, traditionally, some

have likened libraries to the throbbing heart of the institution, carrying intellectual vibrancy to all parts of the University. Others have likened libraries to the digestive tract, absorbing and organizing information while eliminating the waste of time and energy.

Our library is certainly all of those things, and even more. As Bill Snyder told us so eloquently last March, at the celebration of our two-millionth volume, this library is the nerve-center of the University, bringing to all its parts the means to carry out their work, be it instructional, research, or public service. I think it is particularly fitting that those

alumni who have brought the University the greatest honor by their records of academic distinction, those people who could not have thrived without a library, should be honored here, in the Jack E. Reese Galleria of the John C. Hodges Library."



Clockwise from top center: Installation of the Alumni Academic Hall of Fame; Charter Day open house at the John C. Hodges Library; Dean of Libraries Paula Kaufman and library faculty join the procession to the Charter Day convocation.

OFFERING ON-TIME SERVICES FOR OUR USERS: WHERE AND WHEN NEEDED

This has been a year of innovations as we seek to provide increased on-time access to collections and services. Our efforts are aimed at reducing the time for our users between finding an appropriate citation and actually holding the document or book in one's hand. Many of our new CD-ROM databases such as *Investext* and *Broadcast News* combine citations with full text. This speeds up the research process for our users, allowing valuable time to be concentrated on the research process, not the information retrieval process.

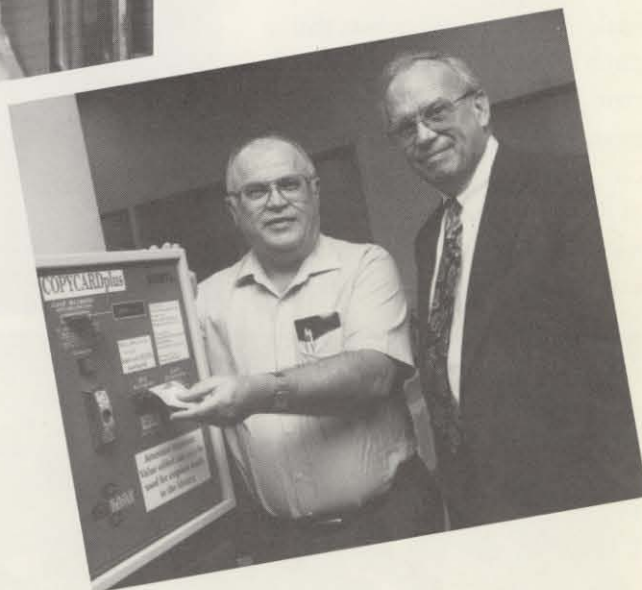
We have gone in the space of four years from a handful of CD-ROM databases to our present collection of 715 of which over 45 are networked databases. We also provide our users with free access to OCLC's *FirstSearch* database. This cornucopia of information provides scholars with a veritable feast, as well as potential frustration. Imagine sitting down to a Thanksgiving spread that required delayed gratification of over two weeks. The hungry diner would be dead from salivation. So also the

hungry scholar, if we do not deliver a copy of something we do not own in a timely fashion.

Some of our innovations make old-fashioned use of such skills as hard leg work. Thus the popularity of Library Express perhaps mimics that of the Pony Express in another day and time. We find the books and articles and put them on your proverbial doorstep.

Other innovations bring the latest in interactive information technology right to the scholar's workstation. The new electronic Interlibrary Services Request form, for example, makes for a seamless transition from finding a citation to the needed article or book, to instantly transmitting a request to ILS. ILS uses the Internet, Federal Express, fax and more to expedite access to collections not held at the University of Tennessee, Knoxville Libraries.

Copycard installation was a long-sought innovation, improving student access to quick, coin-free copying at the UTK Libraries. The encoded student ID card, along with single-purpose cards that can be purchased in the Libraries, allow the user to put money on a copy account and then use the card to make copies without handfuls of nickels and quarters.



Clockwise, from left: Jim Hammons and Alice Mancini at the Interlibrary Services desk; Student Library Assistant Clay Chapman delivering for Library Express; David Kirk and Aubrey Mitchell purchasing the CopycardPlus.

COLLABORATING WITH THE INFORMATION EXPERTS

Our librarians are out in the hum of information business. They are actively involved in assisting scholars in locating appropriate materials for research and teaching. They are working with students, teaching them the intricacies and pleasures of Internet surfing. As experts in reference services, they are helping light the spark of creativity that is the goal of the best teaching and research.

Our Info Tech Forums are in demand. We teach the mechanics, such as customizing your workstation with bookmarks, or how to download files, data and documents from a multiplicity of sources to your own desktop. But we go beyond the basics to helping you develop sophisticated search strategies for getting the most from the Internet, as well as our own OLIS, the Online Library Information System.

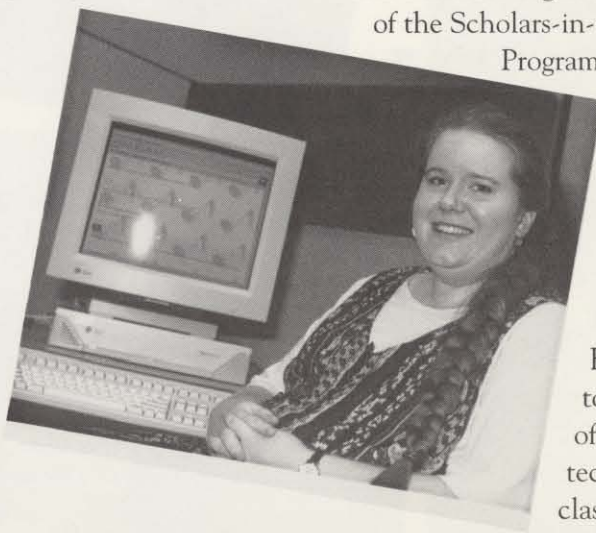
We believe in the very fundamental idea that librarians are key players in bringing research to fruition. Our librarians are partners with teaching faculty, as in the Threshold Biology Program whose goal is to produce highly versatile young scientists who can explore a problem from a number of different perspectives.

We know that some of the best discoveries are those which the fledgling scholar makes on his or her own. Thus our new computer-based, library-use teaching programs allow individual work as students become expert in acquiring valuable information searching skills.

Our spreading use of home pages for World Wide Web access is making it possible for scholars to instantly connect to the Internet from all of our UTK libraries. Whether it is recreational use, such as Usenet newsgroups, or scholarly use, such as searching the Library of Congress, the Internet is providing us new alternatives for research and communication. We are taking Internet access beyond the "gee-whiz" stage, to a focus on content that is central to scholarship.

The Libraries and the College of Arts and Sciences began their sponsorship of the Scholars-in-the-Schools

Program. Tamara Miller, Team Leader for Systems, has been working with the librarian, teachers and others at Austin-East High School to explore the use of information technology in the classroom.



Clockwise, from above: Info Tech Forum instructors Tamara Miller, Gayle Baker, Alan Wallace, and Marty Courtois; Marsha Michie displays the home page she created for the Music Library; Marty Courtois and biologist Neil Greenberg explore online resources used in the Threshold Biology Program.

DEVELOPING AND MANAGING OUR COLLECTIONS

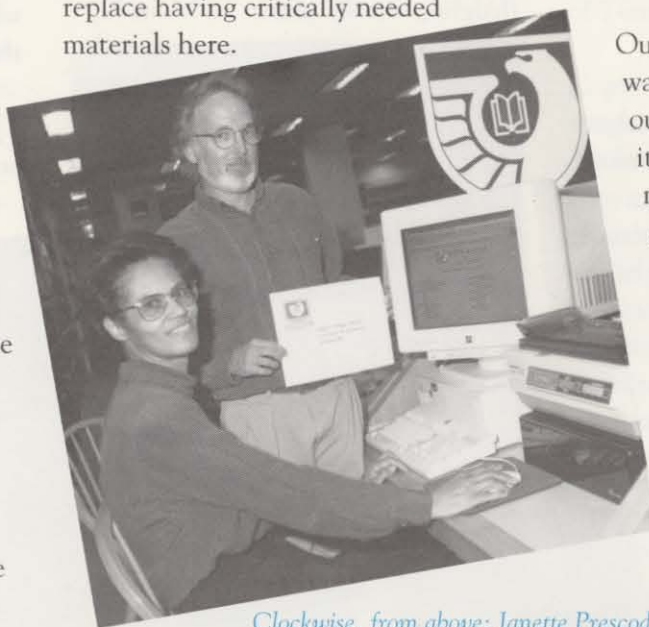
We believe in the written word, its majesty and power to affect the outcome of individual lives, indeed, the course of human existence. Though print on paper is the medium that still predominates in our libraries, we are developing strategies for acquiring and disseminating electronic formats as well. This need to operate parallel systems presents many challenges for us in the areas of providing access to materials, creating new services, and managing the cost pressures associated with maintaining collections in multiple formats.

Now, for the nuts and bolts of our collections. As of June 30, 1995 we held a total of 1,876,618 printed volumes. We added a total of 38,493 new volumes to the collections in the past year, while our serial subscriptions now number 11,196. Our collections budget encompasses acquisitions of monographs, serials, microfilms, audiovisual, and electronic data files, as well as online searches to a wide array of online databases such as *FirstSearch* and *RLIN* (the *Research Libraries Information Network*).

The ideal of virtually instant access to all materials held beyond the University of Tennessee—virtual, online collections—is a powerful image that has ballooned out of proportion to current reality. We are hard at work on strategies for sharing collections and cooperating in the purchase of collections. Still, to support ongoing programs of research and teaching at the University of Tennessee, Knoxville nothing can replace having critically needed materials here.

The UTK Libraries must house, catalog, and maintain substantial collections on-site. This year we dramatically improved access to our periodical collections by combining current issues and microfilm backfiles in one expanded, second-floor Hodges Library location. Because most of our library facilities are nearing capacity—even Hodges—we are beginning to plan for storage facilities for our lesser-used materials.

Our new GPO Gateway is one way we are improving access to our own collections by making it possible for scholars to maximize use of important government documents from the *Federal Register* and the *Congressional Record*. The UTK Libraries was the third World Wide Web gateway in the nation, providing instant full-text access with easy keyword searching.



Clockwise, from above: Janette Prescod and Bill Britten helped to establish UT's GPO Gateway; the Conspectus team—Sandy Leach, Diane Perushek, Anne Langley—assess our collection strengths; Jim Lloyd and Joslyn Quinn are working hard to preserve early Tennessee newspapers.



BEHIND THE SCENES WITH STAFF AT THE UTK LIBRARIES

A naive questioner posed the query: what do you do when finals are over, count the books? A good tool is invisible, and in many ways the UTK Libraries is a good tool. There is no such thing as "quiet time" behind the scenes in the Libraries. We keep mighty busy.

For example, in the past year a team from Circulation Services shifted enormous numbers of volumes so that we could add six additional ranges, containing 600 shelves, to the fifth and sixth floors. It was a massive job. Staff shifted about 212,000 volumes in all, 31,500 linear feet, or almost six miles of books.

Speaking of books, they come back to us at the end of the term by the thousands—all in a very short period of time. Books come to us in shopping bags, shopping carts, cartons, and arms. During the ten days in which we are closed over the holiday break, library staff came to Hodges to empty the book drops to

make sure there was plenty of room for the next load. This year library patrons returned 10,350 volumes during that period. Of those, over 2,000 needed some type of repair work, such as spine tightening, page replacement, or water damage treatment. We appointed a half-time preservation coordinator to provide leadership in the demanding task of keeping our collections intact. Our binding repair crew works hard to keep these in-demand books in condition to be circulated.

The 38,000-plus volumes we acquired this past year represented many hours of work. Boxes must be opened, invoices must be checked, books must be displayed for approval

by selectors and then routed to cataloging for addition to our online information system. It is no small feat to keep the books moving so that new titles are on the shelves with minimum processing time.

As a result of our ongoing efforts to make the Online Library Information System of greatest use to users and browsers, the Cataloging and Reference Teams cooperated to reclassify many materials from "Z" to specific subject categories so they could be interfiled on the shelves in the appropriate discipline.



Clockwise, from left: Mike Rogers and Agnes Grady were two of the staff responsible for reclassification of the "Z"s; David Reaves and Jim Kidder helped to move shelving and materials into the expanded Periodicals Room; David Gose and Robin Cox repair damaged materials; Brenda Childress checks in approval books.



NEW ADVENTURES IN PARTNERING AND RESOURCE SHARING

Our innovative two-year Scholar's Workstation project allowed us to develop important skills in implementing desktop solutions to research. The grant-funded project was premised on the key idea that scholars will make greater use of information resources if access tools are built into their working, computer environment. We collaborated with four campus partners in bringing this dream to fruition. They were the Energy, Environment and Resources Center, the Center for Environmental Biotechnology, the College of Communications, and the Department of Civil and Environmental Engineering. We now seek additional campus partners to expand our successful prototypes to other UTK research groups.

The Tennessee/Kentucky Information Alliance is an ongoing collaboration effort which will bring the two libraries into a new and active relationship. The Alliance was kicked off with a formal signing ceremony, and activities during the year included two all-day workshops for librarians, one at Berea and one in Knoxville. Some of the projects envisioned include staff development projects such as sharing training programs and mentoring, while other projects include the development of unique, yet complementary collections.

The UTK Libraries and the Division of Continuing Education began an exciting new collaborative effort for providing library resources and reference services to distant sites where Continuing Ed is holding classes. The initial project involved serving students

getting degrees in Education in Rogersville.

The Library Cooperation Group composed of librarians from UTK, TVA, and ORNL met quarterly to update one another on news from the libraries, and to discuss issues of common concern. At recent meetings the librarians have viewed the new UTK *Current Contents* file, toured the new TVA Library, and explored the ORNL online catalog system.



Clockwise, from above: At the Scholar's Workstation: Jeff Heck, Heather Walton, and Dr. George Everett of the College of Communications; Margaret Casado in conference with Continuing Education students; the official signing of the Tennessee/Kentucky Information Alliance.

RAISING ENDOWMENTS AND DEVELOPING FRIENDS

The UTK Libraries expended over \$448,000 in endowment funds in the past fiscal year. Those funds are the result of generous gifts, past and present, from our many library supporters and friends. Endowment funds are a crucial source of money for the Libraries in that they allow us to supplement book and periodical funds.

Endowment funds have also given us the flexibility to replace aging, single-function computers with much more sophisticated workstations. These new workstations allow our users to have complete access to all our in-house databases, as well as access to collections and resources through

the Internet. This year we began the lengthy process of planning for a new Online Library Information System.

The Libraries are participating in the University's 21st Century Campaign and are actively working to raise our target amount of \$5,000,000. We are halfway there as the result of the many gifts of our Library Friends. Paul Miles, generous benefactor of the UTK Libraries, worked unstintingly as chair of the library campaign.

Our Library Friends organization continues to be a key source of support for the UTK Libraries. We have friends serving as volunteers. We have friends whose encouragement and support have allowed us to establish a yearly competition for innovative projects in the Libraries.

The Dr. and Mrs. A. H. Lancaster Library Friends Lecture endowment also allows us to celebrate the written word with our ongoing lecture series. This year we hosted three acclaimed authors: Dr. Carl Djerassi, Sharyn McCrumb and Dean Dwight Teeter of our own College of Communications.



Clockwise, from far left: Paula Kaufman presents a Library Spirit Award to Carolyn Payne, a long-time volunteer at the Libraries; Anne Bridges, this year's winner of the Miles 500 Award; Marion and Paul Miles, benefactors of the Miles 500 Award, chat with Library Friends Chair Michael Jaynes (right); Library Friends lecturer Carl Djerassi autographs a book.



UT LIBRARIES STATISTICS, 1994-1995*

Collections, June 30, 1995

Volumes	1,876,618
Volumes added during year (gross)	38,493
Net volumes added (withdrawn volumes deducted)	27,833
Microforms	2,239,678
Government Documents	743,244
Serials	11,196
Audiovisual Materials	
Audio	26,409
Graphic	140,818
Film & Video	6,056
Electronic Databases	715
Manuscripts (in linear feet, processed)	7,725
Maps	356,375

Staff

Professional Staff	57 (FTE)
Support Staff	128 (FTE)
Student Assistants	53 (FTE)

Expenditures

Total Library Materials	\$4,022,166
Binding	\$124,497
Total Salaries & Wages	\$5,152,450
Operating	\$1,719,789
Total Library Expenditures	\$11,018,902

Services

Interlibrary Loans:	
Total Items Loaned	18,559
Total Items Borrowed	23,337
Total Circulations	768,185
In-house Uses of Materials	943,482
Reference Transactions	99,645

* 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 and Lisa Glanton, UT Photography Center. Questions or comments should be directed to the Libraries' User Education office, 974-4273.

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