



UTK Library Record

Annual Report of the University of Tennessee, Knoxville Libraries

1988-1989

RESEARCH COLLECTIONS AND READY ACCESS to them are essential to the Libraries' mission of supporting instruction, research, and public service. Comprehensive collections in all major disciplines and unique research collections in areas of specialized interest are essential if the University is to achieve its goal of attracting and retaining top quality faculty and graduate students. The Libraries' information services are vital to every substantial research project. The importance of information is underscored in the following vignette.

"A blue glow shrouded the room for an instant, then was gone. In that moment, in 1946, Louis Slotin knew he had received a lethal dose of radiation from the core of the plutonium bomb he was testing."* So begins Clifford T. Honicker's exposé in "The Hidden Files" of the Atomic Energy Commission's decades-long policy of secrecy. That policy shrouds the records of over 220,000 Americans exposed to radiation released by innumerable government nuclear testing projects and programs. Documentation of that policy by Honicker, formerly a graduate student at the University of Tennessee, may well have a major impact on the rights of the exposed and on future government policy. As Honicker relates: "In 1984, quite by chance, I discovered a 270 page dossier, most of it legal and medical evidence pertaining to Allan Kline's exposure and his subsequent medical problems. It had been compiled by the A.E.C. and stored in cardboard boxes in the radiological archives at the University of Tennessee where I was researching my master's thesis."

* *New York Times*, Magazine Section, November 10, 1989, p. 41 ff.

Such research files and thousands more sources of information like them give our collections an immediacy and relevance to ongoing research, whether that research is documenting the deleterious effects of aluminum in Alzheimer's disease or discovering an airport screening system that detects plastic explosives—two recent research projects that drew on the Libraries' collections and services.

Resources

The Collection Development Challenge

THE UNIVERSITY OF TENNESSEE LIBRARIES' research collections, though impressive, fall short of meeting many needs. Our collections rank 69th in number of volumes among the 109 university members of the Association of Research Libraries.

The University of Tennessee 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, in the past several years our goal of providing comprehensive collections of research materials has been gravely 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 slight increases in library funding that have been possible.

"The costs of scholarly information—books, journals, networks, and computers—are continuing to rise at rates well in excess of those experienced in other parts of the academic community. The choices the University makes now about the level of funding for this sector will, ultimately, determine the nature and shape of the institution in the twenty-first century."

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.

"In my capacity as University Historian, I have used the collections of the library frequently. Of particular assistance, of course, are the personnel in Special Collections....[Their] assistance has been invaluable in locating manuscript and published materials which I have found useful in doing research on the history of the University and particularly in preparing the 'Historical Vignettes' which appear in Context every two weeks during the academic year."

Milton M. Klein
University Historian

The impact of this inflation on the University Libraries' materials budget has been severe. The portion of the University Libraries' materials budget spent on serials rose from a base of \$1,049,491 in 1977 to a high in 1989 of \$1,785,476—a 70% increase. The number of paid serial subscriptions decreased from 23,167 in 1977 to 20,598 in 1989. As more of the Libraries' budget has been consumed by serial purchases, the percent of funds going to monographs has declined. The result is that we have been unable to purchase many of the monographic works needed by our faculty and students.

Some new titles are critical to research and instruction in a discipline. This past year, for the first time in three years, the University Libraries added 151 new serial titles to the collection. However, these acquisitions made merely a small dent in the queue of outstanding requests.

Significantly, for the first time since 1986 the University Libraries increased its expenditures for monographs by over 20% with a concomitant increase of 25% in the number of monograph titles ordered and received—a total of 19,780. Despite this modest increase in expenditures and titles received, 49% of all monograph requests received could not be purchased due to lack of funding. This has resulted in significant backlogs of requested titles.

Unique Collections

OUR SPECIAL COLLECTIONS LIBRARY added significant unique materials during the year. The World War II Collection has grown to include over 25,000 items donated by more than two hundred separate individuals. That collection now comprises material in numerous formats such as letters, diaries, photographs, taped interviews and pamphlets, and contains books on diverse military subjects ranging from a *Basic Field Manual: Jungle Warfare* to *The Cook Book of the United States Navy*. Recent additions include a series of powerful POW photographs of a

camp in Germany. The emphasis continues to be on the experience of the common soldier.

Likewise, the unique manuscript materials in the James Agee Manuscript Collection represent a truly significant addition to the University's holdings and will serve as the foundation for several major scholarly works. Among the high points of the collection are previously unpublished poetry, journals from the late 1930s that bear on the genesis of *Let Us Now Praise Famous Men*, the working drafts of Agee's long poem entitled "John Carter," and two screenplays.

The expanding collections of the Archival Center for Radiation Studies have assumed great importance as increased interest focuses on the effects of radiation on people and the environment. Founded in 1970 at the University of Tennessee, the Center attempts to document the broad field of radiation science and serves as a primary record of its evolution. In 1986 the Center, in the tradition of its founder, Alexander Hollaender, began a renewed effort to collect the papers of eminent radiation scientists in all fields. To date, agreements have been reached with the Radiation Research Society, the American Society for Photobiology, and most recently the Health Physics Society, all of which can now nominate their members for inclusion. As a result, eighteen collections amounting to some 200 linear feet have been added, bringing the total to over 500 linear feet in forty-one separate collections.

Cooperative Initiatives for Collection Access

DURING THE 1988-89 academic year the University Libraries undertook new program initiatives to extend access to scholarly materials. A new library department, Cooperative Information Services (CIS), was established with the mission of increasing the accessibility of the University Libraries' resources and, through resource sharing, improving access to other research collections. Under this new initiative the Libraries filled over 8,158 requests for UTK

users for research materials available from other libraries. Turnaround time using telefacsimile between libraries, rapid delivery services such as UPS, and on-campus document delivery and photocopy delivery services emphasize the Libraries' commitment that information can and should be delivered to the user in a timely fashion.

The concept of networking among libraries is an old one. For example, the University Libraries have long been a member of the Center for Research Libraries which since 1949 has shared its 3,600,000 volumes and 1,200,000 microforms with researchers across the world. We borrow heavily from CRL each year to meet our users' needs.

But, the true benefits of such interlibrary networking have been little explored. This year, a University Libraries and Vanderbilt project, IRIS, was partially funded through a grant from Title II-D of the Higher Education Act to begin some of this exploration. The unique collections of both libraries were made immediately available to scholars through telefacsimile and UPS delivery. From January to June of 1989 IRIS hastened the delivery of over 1,800 photocopy and book loans between UTK and Vanderbilt, a 100% increase over the 1986-87 volume of business between the two libraries. Part of the IRIS program, a cooperative collection development effort emphasizing microbiology, is being tested for possible replication.

A Joint Resolution of Cooperation between UTK 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 a reciprocal borrowing arrangement which will make each library's collections available to the other's scholars.

New Electronic Information Sources

DURING THE past several years bibliographic databases and major scholarly compendiums have been revolutionized by the advent of

CD-ROM technology. The CD-ROM disc is a compact storage medium that is capable of storing the equivalent of 1,500 floppy discs or 220,000 pages of text. Digital information that is encoded on the disc is read by a low-intensity laser beam and is accessed by a microcomputer.

During 1988-89 the University Libraries acquired some of these electronic reference sources. New CD-ROM discs include: PsycLIT, a major psychological database including abstracts from 1,300 journals and monographic series from 45 countries in 24 languages; MEDLINE, a major biomedical database published by the National Library of Medicine and indexing over 3,400 journals; the Life Sciences Collection, indexing over 5,000 journals and covering 14 specific life sciences topics; ABI/Inform, indexing and abstracting articles from the past five years of over 800 business and trade journals and providing current information on companies and products, business conditions and trends, corporate strategies and tactics and management policies and techniques; MARCIV GPO CAT/PAC, the monthly catalog of depository documents from 1976 forward; and the OED (Oxford English Dictionary).

Many of these databases were previously available online for researchers at costs of \$55 per hour and more. Now scholars can search and print at will at no cost to them. Faculty and students find the new compact discs provide exciting options—results from searches can be printed out on paper or copied to a formatted IBM PC-DOS, MS-DOS, or compatible 5-1/4" floppy disc.

Managing the Libraries' Collections

THE TASK OF MANAGING the libraries' existing and incoming collections is a prodigious undertaking requiring the concerted efforts of several departments, including Binding and Preservation, Serials and Acquisitions.

Each year the University Libraries receive over 20,000 new monographs, at least 9,000

"[The reference specialist in my subject area] does a great job. She is always willing to stop and help. She is familiar with the literature that pertains to our programs and she knows where and how to access the databases. I feel comfortable and confident whenever I send students over to see her, that they will be taken care of....[T]he databases available in the reference room and in the database search area are fantastic. The CD-ROM business periodicals database was a great addition for both myself and the students I teach."

*Mark McGrath
Instructor, Nutrition
and Food Sciences*

"I especially appreciated the quick service provided through document delivery; sometimes [the librarian] would find articles for me within several hours of my request and they would appear in my mailbox or on my desk."

Patricia Droppleman
Associate Professor
Nursing

of which are received on the library approval plans. Managing that flow of incoming material—receiving the books, checking them in and paying for them—requires an enormous amount of effort. This year the Libraries added the Acquisitions module to the existing Online Library Information System (OLIS). The Acquisitions department uses the system to manage the order process from receipt of request to purchase until the payment of the invoice has been completed. In June of 1989 access to the acquisitions module was extended to public service terminals in Hodges and the branch libraries, providing library staff and, ultimately, users with information from the order files.

Integral to the management of the Libraries' collections is the task of preserving those collections for present and future generations. In 1988-89 the University Libraries set in motion a plan for preservation based on the work of its Preservation Committee. The strategy includes setting aside space in Hoskins Library in which to protect important materials which are at risk. Books currently shelved in this area which do not meet these criteria will be returned to Hodges. The Libraries will also implement a brittle book program in conjunction with these changes.

As a normal course of its everyday business, the University Libraries manage the collection with preservation in mind. Thus, the Libraries spend approximately \$100,000 yearly on binding that ensures access and survival of over 20,500 books and periodicals. In addition to its regular binding program, the Binding and Preservation department repaired over 850 volumes in 1988-89, restored 519 brittle volumes, encapsulated 232 maps, photographs and other documents, and sent 179 volumes for special treatment. An average binding costs \$6.40 per periodical and \$4.18 per book.

Serving Our Users

THE YEAR'S RECORD of service to the University and the region is impressive. The

raw figures only hint at the level of human activity and interchange that takes place in all the University Libraries—Hodges, Hoskins, AgVetMed, and Music—on a daily basis. The Libraries circulated 600,236 items from the collections; shelved 1.5 million books; responded to 500,000 directional questions; answered 100,000 reference questions; lent 15,000 items to other libraries, while borrowing 8,000 for our own patrons; and allowed 130,000 patrons access to audiovisual materials.

This high level of Libraries' service supports the University's teaching, research and public service mandate. The University Libraries serve as a major source of information and study space for students and faculty. This effort involves the human interaction between eager, bright students and willing, attentive library professionals and staff. The University Libraries seek to provide an inviting and comfortable atmosphere for learning, and a provocative and insightful environment for the exchange of information.

A New Map Library

RARELY DOES A LIBRARY have an opportunity to organize and make available a major new resource for its scholars. The University Libraries have had this rewarding experience with the establishment of the new Map Library. The University of Tennessee has long been the site of an important U.S. depository map collection. This past summer the University Libraries assumed responsibility for its administration from the Geography Department and moved the collection into renovated quarters on the basement level of the James D. Hoskins Library. With its more than 350,000 individual sheet maps, the collection, consisting primarily of topographic and geologic maps published by U.S. government agencies, is an important resource for scholars from disciplines as diverse as Planning, Geology, and Classical Studies. This new library department has been staffed with a professional librarian, requisite staff and students.

Information Services

DURING 1988-89 LIBRARIANS provided instruction for approximately 8,000 students in more than 300 classes. The majority were undergraduates enrolled in English 102 and Speech 102. In the basic skills programs students learned to find criticism for specific authors through the online catalog and through indexes. Advanced instruction for upper-level classes covered complex reference sources, important subject bibliographies, search strategies and appropriate online databases. The goal of both types of instruction is to inculcate in our students information seeking skills that will last a lifetime.

The University Libraries' reference services assisted undergraduates and scholars in finding information for innumerable projects and papers. During the year librarians performed 1,800 searches in electronic databases and provided 816 patrons with database search services. The Libraries made an important commitment to CD-ROM databases. Services to deaf patrons were improved by the acquisition of a state-of-the-art TTY unit. Reference and Information Services also added the capability of searching the OCLC database which provides access to information about the holdings of most research libraries' collections in the United States.

The University Libraries' interaction with the community and region is a longstanding tradition stemming from our land-grant status. We are committed to serving both the Knoxville community and the citizens of Tennessee. In fulfillment of this we lent 15,000 items to other libraries, many in this region, gave 59 tours for over 1,118 individuals and continued our close association with area high schools, providing 17 customized library instruction sessions for over 500 high school students. Agreements with local colleges provide access to our collections to a large number of students and faculty who are not officially affiliated with UT, Knoxville.

Circulation Services

IN THE COURSE OF circulating 600,236 items to patrons during the 1988-89 year, our staff provided courteous service to innumerable patrons. Through a pilot project in document delivery, faculty members needing books located in another library branch could have those books delivered and held at a branch near them. The library was able to offer this service by adapting features of the OLIS circulation system.

The University Libraries responded to the passage of legislation by the Tennessee General Assembly protecting the confidentiality of a library user's borrowing record by codifying procedures whereby users were informed of the confidentiality of their records and provided with a means of waiving it if they so chose.

Bibliographic and Intellectual Access

THE UNIVERSITY LIBRARIES' collections and services would be of no avail without bibliographic access. Traditionally that access has been provided by the card catalog. Since 1977 the University Libraries have had an integrated database that provides a single record for use in our Online Library Information System (OLIS). That record, which represents the standardized (MARC) coding for virtually every item acquired by the Libraries, is created initially by the Libraries' Cataloging Department. Access to our collections rests on that record. A complete, timely, accurate and reliable database is an essential component of the Libraries' collections and service.

We accumulated no backlog of currently received material during the year. Reconversion activities were also important, as an online record was created for audiovisual items, and other serials and monographs that were not previously represented in the database. We estimate that only 2% of the entire cataloged collection

"I will be teaching Opinion Writing Spring semester, and am excited about the extra weeks [under the semester system] that will give students more library time. I plan... to make up a reading list for reviews that will include such authors as Jessica Mitford, Ralph Nader, Betty Friedan, Sigmund Freud and even such things as Mein Kampf by Adolph Hitler to try to open the minds of students to the diverse opinions that have influenced the world....Of course I use the library in my own research and writing projects as well. When I retire, I just may move in!"

June N. Adamson
Professor
Journalism

"In Government Documents, [the librarian] is a veritable treasure of information, no matter how obscure. In fact, all of the library staff with whom I have had occasion to deal are above average in their ability and willingness to assist. What could be better? The Machine—the online catalog—needs to...know more (by mastering those holdings in Special Collections and the entire Serials Holdings List) and be more helpful to users (by having 'authority control' run to condense Frank L. Wright, F.L. Wright, Frank Lloyd Wright (1867-), Frank Lloyd Wright (1867-1959), etc. into one master listing.) Students miss material because this has not been done."

Marian Moffett
Professor
Architecture

or about 15,000 items are not yet represented in OLIS. The database has over 900,000 items, one of the largest among research libraries.

The lack of serial holdings in the online catalog continues as a major problem for users and staff of the Libraries. However, some progress was made this past year as LC call numbers for serials were entered in the online catalog records.

Despite these important accomplishments, the continuing problems experienced with our Geac 9000 computer system have stifled the Libraries' attempts to provide a syndetic structure based on authority control for our online library information system. Without that structure, our users and staff are seriously hampered in constructing useful searches in the online catalog. The instability of the Geac system has prevented timely maintenance of the database. These problems are central concerns of the University Libraries as we develop a strategic plan for the future.

■ Communicating With Our Users

THE UNIVERSITY LIBRARIES has adopted a variety of strategies to communicate information services and policies to our many users, and in return to learn of their suggestions for improvement. Faculty and administrators are kept aware of library changes as usual by the twice-yearly editions of *The UTK Librarian*. This year we introduced two new publications: the monthly *UTK Library News*, for students, and *Information Issues*, whose audience includes all those interested in major information policy concerns. The annual *Library Development Review*, an attractive, carefully researched publication, continues to focus attention on new additions to our Special Collections Library. Fourteen new leaflets informing library users of services and resources were added to our series of 117 Library Guides, and a guide to the literature in History was added to our series of seven more substantive bibliographies, the Library Resources series.

During 1988-89, the Dean focused attention on the Libraries' relations with faculty through the existing Faculty Senate Library Committee, with students through the new Dean's Student Advisory Committee and with potential donors and friends through the new Library Friends organization. These efforts generate an exchange of candid information that frequently has a direct impact on library services and policies.

HUMAN RESOURCES

OUR LIBRARIES' faculty and staff are undoubtedly the most significant factor to our success. A multifaceted communications approach to improve staff morale and effectiveness has been used, including regular communication through newsletters, committees, councils, and staff meetings.

Adequate training for staff is a goal for which plans were begun and resources were set in place in 1988-89. The Libraries was awarded a major training grant from Title II-D of the Higher Education Act. The project, funded at \$66,901, will demonstrate that computer-based training modules, produced as HyperCard stacks, are an efficient and effective technique for training in libraries. The project team will develop six modules and an implementation plan to regularize the use of the CBT modules.

The University Libraries' Personnel Office has gathered information during 1988-89 that could prove significant in adjusting salary inequities for exempt and non-exempt staff. A non-exempt salary equity study has been completed, and the library administration reallocated funds to correct the most glaring inequities. But, more progress must be made in this area.

Amongst the most pressing concerns of the Libraries during 1988-89 has been the need to fill vacant positions with highly qualified, talented individuals who will make a lasting contribution to the University and

the Libraries. A national search was successful for an Associate Dean for Collection Development and Management, and Cooperative Information Services successfully identified and recruited a minority candidate for a professional position.

SUPPORT SERVICES

Online Library Information System (OLIS)

DURING 1989, the Libraries witnessed an expansion of library microcomputers; stability and controlled growth of OLIS Acquisitions and Circulation modules; explosive growth in the use of electronic mail; the long-awaited implementation of a newer version of the OLIS online catalog and near stagnation of our program to improve that catalog. The Online Library Information System, comprised of several modules, is a crucial network linking library departments and linking the University Libraries collections and services to our users. While there have been major successes this year, grave questions about the flexibility and ability of the system to meet our information demands in 1990s remain.

Electronic Network

There have been dramatic increases in the number of microcomputer workstations available for professional and departmental work. Microcomputer stations have been purchased and integrated with our new CD-ROM products. Micro-based student payroll and inventory programs are in the planning stages. One of the greatest success stories of the year has been the integration of these microcomputers in the Libraries' MicroVax network supporting electronic mail. Gone are the days of telephone tag, memos and delayed mail. The work of the Libraries has been enormously expedited by the e-mail network. Connections to the campus and

national networks allow fast communication with faculty and students on campus and with colleagues in other institutions.

The Facilities

TO MANY OF OUR USERS the University Libraries are a place, a convenient, attractive, functional environment for study and the exchange of information. The beautiful and focal Hodges Library had its inaugural year as staff and users became familiar with its grand atriums, quiet study spaces and functional public service areas. However, as with all new facilities, 1988-89 was a year of discovering what did not work: the heavy, cumbersome doors; the heating and air conditioning systems; the alarm systems; leaky roofs; the maze-like stacks configuration. Many of those problems are in the process of correction. Happily, the auditorium was nearly fully equipped for audiovisual use, and its popularity is indicated by the more than 130 bookings made by Audiovisual Services.

The AgVetMed Library reorganized collections and seating to maximize use of that comfortable and well used library. The Music Library continued to shift collections to increase space for users. The Hoskins Library facility underwent a renovation of the basement floor in anticipation of the Libraries' new Map Library. The Libraries are in the process of developing a long term space plan that integrates the Hoskins facility into the overall growth and development of our collections and services.

Funding Strategies

NO ACCOUNT OF the year's accomplishments would be complete without a description of the various funding strategies that will improve the long term vitality of the University Libraries.

Especially significant was the \$542,600 raised by the Library Family Campaign. That sum was raised within the UTK community

"I have just finished another term of teaching Marketing Strategy and Market Opportunity Analysis classes. The students demonstrated remarkable learning as to how to gather and use data to analyze market opportunity for products and services. This learning is, in part, due to an extremely beneficial partnership between the Library and these classes....I have enjoyed working with [the librarian] as she has tailored her presentation to meet the needs of my students. She could not be more cooperative, and she makes a difference in getting the students to think about how to do the information search task."

Bob Woodruff
Professor, Marketing
& Transportation

"I have had nothing but good feelings about the library and its staff and consider the UTK library to be both personal and professional and have been most satisfied with the type of assistance that I have received from the library staff. I hope that as the years go on, monies will be made available to help the library grow and develop, and certainly anything that I might be able to do to help you I would be more than happy to do."

Robert F. Kronick
Professor, Special
Services Education

through the help of over 200 faculty volunteers, each of whom solicited one or more faculty contacts. Sixty-five percent (65%) of all faculty gave to the campaign. Students led by the Panhellenic Council raised \$5,000 for the official beginning of the campaign. The net effect of the Family Campaign was to show the greater Knoxville community and the State that the University Libraries are a central and valuable resource for the region.

The Family Campaign was the kick-off for the Tennessee Imperative Campaign, a campaign whose goal is a \$6 million endowment for the University Libraries' collections. That campaign has met its initial goal by raising over \$3.5 million. Many have given generously. The Library acknowledges

the extraordinary gifts of a few individuals who are named below:

Mr. Lindsay Young	\$1,000,000
Estate of Ms. Aileen Seilaz	\$424,165
Mr. Jack Fugate	\$282,000
Estate of Harvey G. Meyer	\$150,538
Mrs. Mildred G. Fair	\$125,730
Mr. and Mrs. James A. Haslam, II	\$100,200
Mr. and Mrs. Paul Miles	\$100,000
Estate of Lois Mahan	\$84,000
Estate of Mr. Boyd Blevins	\$75,000
UT Men's Athletics Department	\$60,000
Estate of Mr. Wayne Longmire	\$54,269
Mr. and Mrs. Robert Culver	\$50,000
John C. Hodges Better English Fund	\$50,000
Apple Computer, Inc.	\$47,208

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.



**UNIVERSITY
LIBRARIES**

The University of Tennessee/Knoxville
1015 Volunteer Blvd.
Knoxville, TN 37996-1000
EO1-6010-008-90

JOE C RADER
ASSOC PROFESSOR
LIBRARY
CIRC SERVS 207 HODGES LIB
KNOXVILLE TN

DC001