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LIBRARY
THE UNIVERSITY OF TENNESSEE
KNOXVILLE

ANNUAL REPORT

for the period ending

June 30, 1973

Richard W. Boss, Director

Library Purpose and Objectives

A statement of purpose and objectives was developed in 1971. It has been of considerable value in short-range planning. The statement is attached as an appendix to this report.

Good progress has been made this past year in increasing the acquisitions budget, expanding non-print resources and services, re-classifying materials into the Library of Congress classification, improving the physical condition of the collection by expanding the binding program, utilizing of technology, and in developing an orientation program for faculty and students.

We have not yet succeeded in placing librarians on all curriculum committees and the Graduate Council to assure an intimate relationship between program development and library support. The Scope Committee is still working to identify the scope of each of the eight collections on campus. Staff development is still handicapped by the lack of an in-service training program and inadequate compensation schedules. Physical facilities are more crowded than ever. Medium and long-range planning are not yet realities. A staff Development Librarian will be appointed in 1973-74. The development of an in-service training program will be given to this person as a high priority project. A three-year budget projection will be prepared this fiscal year as the first step in the development of a medium-range planning program.

Library Advisory Committee

Following revision of the Senate By-Laws late in 1972, the Senate Library Committee was expanded to include representation from all colleges and schools and the name was changed to the Library Advisory Committee. The membership was changed from eight to fifteen faculty plus the director of libraries as chairperson and two ex-officio members (the vice-chancellors for academic affairs and graduate studies and research). There are also two student members.

The issues considered in 1972-73 included the Management Review and Analysis Program, the 1973-74 budget request, telephone xerox service, more extensive cataloging of fiction, the consolidation of computer science materials in the Science Library, the acquisitions allocations for 1973-74, and long-term faculty overdues. The LAC presented a resolution to the Faculty Senate in May 1973 recommending sanctions against faculty who hold library materials more than a year. The motion was overwhelmingly approved.

Management Review and Analysis Program

A fourth of the full-time staff spent more than six months systematically analyzing the budget, organization, staffing, and communications patterns of the library. The report of the study team and task forces has been distributed to all full-time staff and discussions about the implementation of the recommendations are now under way. A report will be distributed by the end of 1973.

Total Budget

The 1972-73 budget was \$2,146,160. Of this amount \$750,000 or 35% was designated for acquisitions; \$72,000 or 3.4% was designated for binding; \$1,182,870 or 55% was designated for salaries and wages; and \$141,290 or 6.6% was spent for supplies, equipment and operations. The limited number of service points maintained has made possible the high percentage (38.4% compared with a national average of 32%) committed to acquisitions and binding. Our goal is to commit 40% of the budget to acquisitions and binding without a reduction in the quality of service.

Acquisitions Budget

The increase in the acquisitions budget to \$750,000 relieved some of the faculty frustrations reported last year, but the rate of acquisitions actually dropped by 22.5% due to the effects of inflation and devaluation. Only Communications, Nursing, Social Work, Classics, and Psychology failed to expend all of the funds allocated to them while twice that many colleges and departments had exhausted their entire allocations by mid-February. Requests for materials submitted by departments whose allocations were exhausted had to be denied. Some of the out-of-print titles that were not ordered will not become available again.

Development Program

We support recent efforts to formulate a UTK development plan. We recommend that library collection development be a major component, as an appeal for library support can be directed to graduates of all disciplines and of all income levels.

The Collection

The collection grew by 53,795 volumes to 1,125,335 volumes. This rate of growth compares with 69,382 volumes last year, attesting to the

impact of inflation. The collection is still nearly 700,000 volumes below the minimum prescribed by the Tennessee Higher Education Commission for an institution of our size and type. Foreign monographs and retrospective serials are the greatest deficiencies. The Library began receiving on approval English language publications issued in Western European countries effective January 1973. It may be possible to expand the program to include current publications in major European languages in January 1974. A major increase in budget is needed to improve serials holdings.

Reclassification

Law reclassification is progressing on schedule. The entire collection should be in the Library of Congress Classification by Spring 1974. The reclassification of the Agriculture Library should be completed by June 1975. Documents reclassification is behind schedule, but should be completed by the end of 1973. Microform reclassification is also behind schedule, but should be completed by June, 1974. All of the materials should be available through the card catalog and arranged by LC number by June 1975.

Collection Maintenance

Dramatic progress was made in the binding program. More than 39,000 volumes were commercially bound including 15,000 Congressional Hearings. Another 5,000 items were done by the Library's own staff. It will take another decade to wipe out the binding arrearage, however. The binding of current acquisitions must continue to be the first priority.

Book cleaning was transferred to the Binding and Preservation Department in June 1973 to bring all aspects of collection maintenance together.

Scope Committee

The Scope Committee has identified the primary, secondary and peripheral collections of each library unit. Peripheral materials are now being reviewed for possible transfer to other units so that students and faculty will not have to go to several libraries to do research in a discipline.

The Nearest Library Syndrome

Many faculty still seek to have graduate level materials shelved in the Undergraduate Library because of the more central location of UGL. This compromises the role of UGL as a highly selective, up-to-date, easy-to-use collection of materials for undergraduates. A greater effort will be made in 1973-74 to explain UGL to patrons.

Patron Orientation

An ad hoc Orientation Committee developed a five part program consisting of: audio tour, library "pathfinders"; point-of-use instruction; bibliographic search guides; course-related bibliographic lectures. The first audio-cassette tour of the Undergraduate Library has been particularly popular. The other parts of the program will be undertaken in 1973-74.

Graphics

Patrons can help themselves if effective signs are provided. A graphics system has, therefore, been designed and installed in the Undergraduate Library to facilitate patrons finding their way around the five story building. A system was also designed for the Main Library, but budget limitations required phasing installation over two fiscal years.

Library Faculty Involvement

Library faculty served on the Faculty Senate, Senate Executive Committee, Senate Committee on Committees, Chancellor's Role Committee, Research Council, Cultural Affairs Board, Senate Transition Committee, Committee on Faculty Affairs, Student Affairs Committee, Educational Facilities Committee, Development and Alumni Relations Committee, Home Economics Curriculum Committee, Law Curriculum Committee and the three curriculum committees of the College of Liberal Arts.

Staff Turnover

Turnover in entrance level clerical and supporting positions remained at a very high level, 74%. The percentages for the higher levels were 34%, 10% and 13% respectively. The entrance level salary of \$4,000 (\$4,200 in 1973-74) was a major factor in this high turnover. Of particular concern, is the fact that employees of state agencies only a few blocks from the campus earn a minimum of \$4,400 per year.

Turnover in library faculty was only 5%. Our entrance salary of \$9,000 for 1973-74 will be competitive. Our salaries of \$9,600 to \$11,500 for persons with five years experience are not. We can expect to lose several able staff members in the next few years if we don't become competitive.

Roving Librarians

The limited travel budget (less than \$200 per faculty member in 1972-73) made it necessary to seek alternatives to professional meeting attendance.

Five automobile trips were arranged to other libraries to permit staff to meet with their counterparts in other institutions for a day each to share problems and solutions. One day visits were made to the Universities of Georgia, Kentucky, North Carolina and Vanderbilt. A one week trip was made to Ohio State, Cornell, Syracuse, Columbia and the Library of Congress. The enthusiastic response has resulted in the scheduling of more such trips in 1973-74.

Library Use

Use of the collections leveled off in all areas except Main Reserve, Undergraduate Reserve, and UGL Non-Print. Use in these areas rose by 222%, 109% and 155% respectively. The Main Reserve increase included a gratifying 200% increase in microform usage.

Physical Facilities

The Biology, Engineering, Science and Music Libraries continue to suffer from extreme space limitations. It was necessary to reduce seating in Biology and Engineering this past year to avoid storage of materials less than ten years old. The storage of Science materials was avoided by taking over three adjacent rooms. The physical layout of the enlarged Science Library is very clumsy, however, occupying two floors, two wings and requiring two widely separated entrances.

A request to relocate Music is pending. Relocation to the second floor of the Music Building would provide an additional 600 square feet, enough for three years of growth without resorting to storage.

Constant shifting of materials is necessary in the stacks of the Main Library as the shelves are loaded beyond optimum capacity.

Services Improvements

Automated Circulation

Undergraduate Library circulation was automated in February 1973, reducing the time for charging materials from minutes to seconds. The only serious problem has been a high incidence of poor quality identification cards. The success of the system has stimulated planning for automating Main Library circulation in January 1975.

Telephone Xerox Service

Faculty continue to make modest use of the experimental telephone xerox service. For a nominal 50¢ service charge the staff will look up a call number, retrieve material from the circulation stacks, have it reproduced at the regular rates, mail or deliver the copy, and return the original to the collection. The service will be expanded to other units if the experiment is successful.

Non-Print Materials

Audio-tape use rose 34% over the previous year, but the success of the slide program has been even greater, increasing nearly 680% between Fall 1972 and Spring 1973. The slide facilities were expanded during the year and will have to be doubled to 18 individual and 2 group viewing units in 1973-74. Audio channels will be expanded from 10 to 16 during the next fiscal year. Video-cassettes will also be added to offer patrons all the major non-print media suitable for individual use.

Future Services

Map Collection

Planning was begun for a map collection to complement that of the Geology and Geography Map Library. Major users would be faculty and students in the social sciences and humanities. Approximately 500 maps will be purchased in 1973-74. The College of Liberal Arts has suggested that the Geography and Geology Map Collection be transferred to the UTK Library and that space for this collection be provided in the planned Science-Technology Library. A decision should be made soon.

Current Periodicals

More than 600 periodicals were transferred to Main Reserve from the Reference Department and the Circulation Stacks. The transfer has provided greater security for these frequently consulted titles and has made it possible to provide more assistance and more frequent reshelving.

Serials Holdings List

Title, holdings, location and call number data has been key boarded for over six thousand serial titles. More than a hundred copies of the Serials Holdings List will be distributed by October 1973, facilitating access to the serials record anywhere on campus or in the state.

New Acquisitions Lists

Design work on an automated purchase-order writing system will begin in November 1973. It may be practical to produce new acquisitions lists as a by-product of the new order writing system. If so, computer-produced new acquisitions lists will be distributed to interested faculty.

Problems

Proxy Borrowing

Proxy borrowing was formalized for the protection and convenience of faculty members who wish to authorize their secretaries or assistants to borrow on their behalf. Loans to faculty dependents were set up as "courtesy loans," subject to the same regulations as student loans. Unfortunately, a number of faculty members have extended proxy privileges to dependents, friends and students not entitled to extended loan privileges. The problem is still being studied.

Faculty Overdues

Faculty overdues continue to increase, numbering over 3,500 per quarter this past year. The Faculty Senate passed a resolution in May 1973 endorsing sanctions against faculty who ignore two recall notices after materials have been out for more than one year. A straw vote of the Senators showed a marked preference for fines rather than curtailment of library privileges. Discussions with the University Administration are in progress.

Administrative Organization

Subsequent to the retirement of Associate Director Ruth Ringo in late 1970, a divisional style of library administration was established. Mac Abel, former Assistant Director, assumed responsibility for the public services division; George Shipman of the Library of Congress was appointed to head the administrative services division, the creation of which has resulted in dramatic improvements in binding, systems analysis, personnel, fiscal control, and short-range planning. The position of Associate Director for Technical Services was not filled but became the responsibility of the Director of Libraries to whom these departments have reported for over two years. The Director is less and less able to devote the attention required effectively to perform this dual-role. A Technical Services headship should be established in 1974-75.

LIBRARY, THE UNIVERSITY OF TENNESSEE/KNOXVILLE

LIBRARY PURPOSE

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

ONGOING PROGRAM OBJECTIVES

1. Establish library requirements for campus instructional and research programs by maintaining regular contacts with academic departments and administration and being actively involved in committees concerned with topics having implications for library resources and services.
2. Increase and maintain the acquisitions budget to reflect the number and level of programs as well as the number of students served.
3. Acquire and service all necessary recorded information, both print and non-print, in those fields pertinent to the programs of the University.
4. Develop and maintain a clear definition of scope of collection for each library unit on the campus in order to minimize the fragmentation and duplication of resources.
5. Process, on a current basis in the LC classification, all materials except manuscripts, fiction, UT theses and dissertations, juvenile materials, primary and secondary texts, and ephemeral materials.
6. Develop and maintain a strong service-oriented staff, adequate in number, through systematic recruitment, orientation, in-service training, specialization, advancement, and competitive remuneration.
7. Accommodate collections, patrons, and staff in physical facilities offering ready access to and usage of materials under optimum conditions.
8. Administer the collections in a manner that will facilitate access by all users.
9. Maintain materials in good physical condition through an active binding and preservation program.
10. Develop and maintain systematic planning and reviewing procedures to ensure maximum utilization of personnel and financial resources.
11. Develop a commitment to long-range planning for constructive development of the collections to support teaching, research and service.
12. Review professional and technological developments for possible application in the library system.
13. Maintain a constructive working relationship with other libraries and associations to enhance access to other resources and to effect the development of mutually advantageous approaches to collection policies and interlibrary exchange.
14. Implement and maintain an orientation and education program for library patrons for maximum utilization of resources and facilities.

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