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UTK Library Record 1990-91

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COLLECTIONS—MAINTAINING ACCESS TO INFORMATION

Our 1990/91 Annual Report focuses on the importance of library collections and information in a diversity of formats—including books, journal articles, data files, videotapes, audiotapes and microforms. These resources, whether owned by the Libraries or made accessible through networks and cooperative agreements, make the UT, Knoxville Libraries a vital center for information use and access.

1990/91 was a banner year for acquiring library collections at the UT Libraries. We were allotted our largest budget ever for books, journals and other materials—$3.1 million, an increase of 18% over 1989/90. Not only did we expend that allocation fully, we also purchased over $160,000 worth of materials from endowment earnings.

By contrast 1991/92 will be a year of retrenchment and diminished expectations as the materials budget drops from $3.1 million to $2.81 million. Many of our strategies for coping with reductions in purchases of books, journals, and other materials were set in place during 1990/91.

The Libraries remain committed to maintaining a strong book collection. In 1990/91 monographs accounted for slightly less than one-third of our purchases. As part of a strategy to cope with fewer acquisitions funds in 1991/92, we are curtailing some of our approval plans (agreements with vendors to send us important scholarly works automatically). Thanks to our recently completed successful capital campaign, we have been able to supplement our budget line for monographs to keep those acquisitions relatively constant.

The Libraries' journal collection of 9,462 titles is one of our greatest strengths. We expended $1.8 million in 1990/91 on this collection. However, continued high journal price inflation forced us to identify over 1,100 journals costing about $220,000, that we will cancel, effective January 1992.

Another target for savings in 1991/92 is serials ("non-journal" serials, such as numbered sets and annuals), which account for about 15% of the budget. We are preparing to launch a serials cancellation project targeted to yield a $30,000 to $50,000 savings. Again, as in 1990/91, we will enlist help from faculty in deciding which titles to cancel.

The belt-tightening is not over yet, but we hope that the reductions in the materials budget are. Many universities exempt their materials budget from impoundments, a sound methodology and the only way to assure the steady growth of our valuable collection.

In coping with reduced funding, we, like all other major research libraries, are changing our focus from building discrete, comprehensive and ever-growing collections to providing access to information regardless of where that information resides.

The process of gaining access to books, journal articles, microfilm, data files or videotapes has changed radically with the advent of computer and telecommunications networks and facsimile transmission. The desired item may be located close to home—
"My Marketing Analysis and Marketing Strategy classes are heavy users of the library. Students need to efficiently get access to many different kinds of sources of market analysis data. The library has facilitated their efforts in many significant ways. For one, I have noticed increasing use of computer searches by students. These searches generate much more material for their reports."

Bob Woodruff
Marketing, Logistics, & Transportation

RESOURCES FOR OUR USERS

The UT Libraries are taking cognizance of changing patterns of scholarly communication fueled by new digital technologies and typified by an electronic network environment. As the former CEO of the Online Computer Library Center (OCLC), Rowland Brown, recently wrote, "Unlike the situation to which we have long been accustomed in our print-on-paper environment, where the same medium, paper, is used for document capture (creation and recording), storage, access, distribution and use, in the new digital environment one has the option of considering a different medium for each of these phases."

This increased flexibility in approach to scholarly communication raises several implications for libraries: the location of a discrete item is no longer as important as access to that item; a collaborative institutional environment is required to provide that access; changes in institutional practices, policies, and trade-offs in resources are required.

Libraries have long budgeted for the overhead associated with maintaining print collections. For example, last year our library paid $133,025 to bind 23,095 volumes. Likewise, we have invested untold thousands in the book stacks and space to physically house our collections of over 1.8 million volumes. Our financial formulas and budgeting practices have been predicated on items with long, useful lives.

We are now grappling with technological changes that bring with them the risk of rapid obsolescence, shorter useful lives, and continuing development and maintenance costs. For example, the past year's expenditure of $53,989 on electronic data files—CD-ROM subscriptions and magnetic tapes—is a new category for materials allocation. Provision for use of those CD products and magnetic tapes has required a whole new area for equipment purchases. It has also produced a new collaborative effort with the UT Computing Center whose talented staff assist faculty

Consultation with a Reference librarian was available almost 90% of the time the Hodges Library was open.

Bob Woodruff and reference librarian Karmen Crowther assist MBA student John Weber at the ABI/Inform terminal.
boomed by 14%, for a total of 46,755 requests processed. Of requests placed through OCLC (our primary network for interlibrary loans), 92% were filled with an average turnaround of 12 working days.

As in the past, the UT Libraries filled its mandate to serve the region by handling over 30,782 interlibrary loan requests from other libraries for our materials. The top nine borrowers were all from the State of Tennessee: Preston Medical Library, Martin Marietta Energy Systems, Knox County Public Library, Vanderbilt University, UT Space Institute, Memphis State University, Lincoln Memorial University, UT Chattanooga, and TVA Technical Library.

The sheer breadth of our collections, as well as pockets of uniqueness, help fuel the demand for the UT Libraries' collections. During its first full year of operation the

In total, Reference and Information Services taught 401 classes, reaching 9,944 students.

MAP LIBRARY

began selecting materials for purchase to support all disciplines and subjects regardless of date, language, or geographic region. Upon becoming a USGS, ESIC network member, the Map Library began receiving many new cartographic products, including microfiche indexes to satellite imagery and aerial photography for all areas of the U.S.; full sets of all USGS 1:24,000 topographic maps for Tennessee and surrounding states; as well as several hundred Tennessee River navigational charts from TVA.

The MUSIC LIBRARY

continued to emphasize its research collections with the purchase from Lindsay Young Endowment funds of the complete works of composers Delius, Wolf, and the vocal compositions of Vivaldi. The Music Library added over 74 videocassettes to its collections, including the Anthology of World Music and Dance containing authentic recordings of dance and music around the world. It also added over 402 scores to its collections with emphasis on those of Leonard Bernstein. Unique to the UT Music Library are the 728 cassettes from the collection of noted composer and conductor David Van Vactor.

SPECIAL COLLECTIONS

added 735 shelf feet to its manuscript collections with the addition of former Senator Howard Baker's papers, the addition of the papers of noted author and journalist Alex Haley, and continued additions to the Archival Center for Radiation Research. In addition, through Lindsay Young Endowment funds, Special Collections purchased the Welsh Colony collection (1200 items describing an effort by Samuel Roberts to found a colony in upper East Tennessee in 1855) and the Blount Mansion books (period pieces from the 18th century that largely relate to William Blount, Governor of the territory south of the Ohio that was to become, in part, the state of Tennessee).

In its first year of official operation, the Libraries' UNIVERSITY ARCHIVES began an ambitious program to preserve and provide for the use of the various papers and publishing that have occurred at UT, and that the Libraries had housed for years. Included in the initial efforts were such documents as the UT Press Manuscripts, the Faculty Women's Club Collection (1948-89), the Liberal Arts Annual Reports Collection (1934-81), the Board of Trustees Meetings (1955-87), and Bids for Buildings in the UT System from 1954-66.

The AGRICULTURE-VETERINARY MEDICINE LIBRARY, through the good auspices of the Red and Golda Moss Fund, purchased a number of important titles in both agriculture and veterinary medicine, including the new Marshall Cavendish International Wildlife Encyclopedia, the AGRICOLA database and two volumes of the CAB Abstracts database on CD. Three new videotape series were purchased: On Earth Together/Perspectives: Interrelationships of

Linda Phillips, Head of Cooperative Information Services, and Patsy Hammontree complete an interlibrary loan transaction.

“My research in popular American culture simply could not be conducted without the assistance of people in ILL helping me locate obscure items, often in non-mainstream publications...Specifically, the Shirley Temple Black bio-bibliography has benefited regularly from ILL’s sending off for materials for me. Additionally, ILL has helped me locate hard-to-find translations of foreign plays to assist in my teaching and research of drama.”

Patsy Hammontree

English
People and Animals in Society, Miracle Planet, and Against All Odds: Inside Statistics.

The JOHN C. HODGES LIBRARY serves the entire University. Its impressive research collection provides materials for every discipline. Materials purchased comprised a variety of formats such as monographs, reference sets, microforms, audiovisual materials, and electronic data files. A small sampling of research sets contained such titles as Godsey’s Lady’s Book 1830-1898, Vocabularium Irresidumente Romanae, Black Literature 1827-1940, and Pulitzer Prizes in Journalism 1917-1985. The addition of electronic data files included 24 files from ICPSR, the world’s largest repository of machine readable social data with data on social phenomena in over 130 countries.

Faculty who are innate lovers of books can undoubtedly sympathize with the Herculean effort involved in acquiring in one year over 25,117 book volumes and 88,984 journal issues. The very thought of acquiring those pieces worldwide, receiving them, processing invoices, cataloging and maintaining each treasure could bring sweat to the brow of most of us. Those tasks were superbly accomplished during 1990/91.

The ACQUISITIONS DEPARTMENT issued orders for over one million dollars of books and checked-in the 25,117 monograph volumes received. The Department began to implement a transfer of library accounting records, maintained in the Libraries’ local system, to the University’s Departmental Management System (DMS). The Department also created a new financial data report that successfully combined expenditures from both the Serials and Acquisitions Departments and greatly improved management information and control.

The 88,984 issues received by the SERIALS DEPARTMENT represent the Libraries’ 19,061 subscriptions to newspapers (95), journals (9,462), and serials (9,504). Those valuable collections were routinely checked-in, processed and made available to our patrons in a timely fashion. The Department completed work on the 13th edition of the Serials Holdings List which provides our users with up-to-date information on exactly what items we have and where they are located.

Our service mission would be futile indeed if we were without an accurate and timely database of our collections. Our patrons have learned to rely on the information found in our Online Library Information System (OLIS), and rarely does anyone still consult our old card catalog. Important functions provided by the CATALOGING DEPARTMENT involved such activities as regular database maintenance (withdrawing titles, updating titles, transferring volumes, and deleting records), reclassifying fiction so that works by authors are brought together with criticism about those works, and, most importantly, the cataloging of over 24,171 titles. Ultimately the Cataloging Department is responsible for the integrity of our bibliographic records and for access to those records. Timeliness is crucial, and while the backlog of uncataloged items has increased by 44%, it should be noted that the majority of those items have been waiting for no more than four months.

The skillful behind-the-scenes operations of the Libraries’ COLLECTION MANAGEMENT SERVICES DEPARTMENT made it possible for our patrons to find the item they wanted. Our library has an enviable record of getting books back on the shelves. Indeed, during the past year that Department shelved 1,273,844 books. In addition to keeping the books in order, they processed 24,016 new items and performed various preservation work, including tipping in 1,137 leaves in 367 volumes and taping spines,
repairing torn pages, and drying wet books. They also oversaw the binding of 23,095 volumes at an average cost of $5.76 per volume.

SERVICES FOR OUR USERS

The UT Libraries are committed to a service mission of helping our many diverse patrons identify and locate information they need. Our role as information facilitators is intended to save our patrons precious time for their own jobs—reading, research, analysis, writing or speaking. Less time spent on the process of “access” produces more time for a love affair with the desired item.

In accomplishing this service goal we are well aware that the needs of our diverse clientele differ. Generally speaking, faculty and graduate students need comprehensive literature searches coupled with document delivery. Undergraduates need programs and publications that teach them how to identify and locate information for themselves. These disparate needs require that our staff effortlessly and seamlessly provide a two-tiered type of service.

This past year has placed unusual strains on our ability to deliver services. The freeze on hiring has required staff to take on the duties of others, to cross train, and to pitch-in and help other departments. They have done so with aplomb. The staff is undoubtedly our finest and most important resource. Without our staff and faculty the library would be a mere warehouse of materials.

The heart of our public service efforts is our outstanding coterie of reference specialists whose services are provided through Hodges’ Reference and Information Services, and in Music, in AgVetMed, and Hoskins.

One of the largest commitments in resources that the UT Libraries make is to the one-on-one personal attention provided at our service desks.

In the Hodges Library, REFERENCE AND INFORMATION SERVICES (RIS) assistance is offered to users at the reference desks, in the telephone room, at the CD-ROM desk, at the Documents and Microforms desks, and in Database Search Services. Consultation with a Reference librarian was available almost 90% of the time the Hodges Library was open. Reference librarians are committed to the time spent advising and assisting library users, as it increases the Libraries’ return on its significant investments in materials and automation.

The largest growth area in both use and service demands for RIS during 1990/91 was for CD-ROM databases. PsycLIT was reserved for over 6,200 half-hour appointments, ERIC for over 4,600, and ABI/Inform for over 3,100—for a total of over 14,000 sessions. More users were served on a walk-in basis when the workstations were not reserved. Important additions to our InfoTrac software included enhanced search capabilities and the ability to add a library holdings feature to both InfoTrac and ABI/Inform.

Another important area of service for RIS was that of online database searching. RIS searchers assisted 424 patrons during 1990/91. Databases searched during these sessions totaled over 735. Self-service searching includes BRS After Dark and the Dow Jones Text-Search Service. In addition RIS librarians used databases to answer over 1,000 queries during 1990/91. As might be expected, keeping current in search techniques on this multitude of databases requires constant training. This past year RIS hosted nine workshops for a total of 18 days of training, including Dialog, STN, Donnelly, Predicasts, Orbit and Wilsonline.

An essential and key service of RIS is instructing students in how to design...
appropriate search strategies, how to use reference sources to identify needed resources, and, finally, how to actually locate the needed item. Classes taught by librarians and support staff for the basic skills program numbered over 200 and reached close to 6,000 students. In addition to English and Speech classes, RIS taught another 114 sections and reached 3,000 students in other undergraduate courses, mostly upper division. At the same time instruction for graduate student groups increased over 50% in 1990/91. In total, RIS taught 401 classes, reaching 9,944 students.

The DOCUMENTS AND MICROFORMS DEPARTMENT is an important element in the provision of reference services to our patrons. The Department houses our microform and documents collections and provides reference assistance for those materials. Last year 45,809 uncataloged government microfiche were added to the collection, and a total of 22,563 government documents were received. The Department participated in five GPO demonstration projects with electronic databases that gave our library a unique opportunity to test online access to such current information as the Department of Commerce’s Economic Bulletin Board.

Additionally, the Department received a total of 84 electronic items from GPO, 53 of which were CD-ROMs and the remainder floppy disks. The Census 1990 disks will continue to proliferate as more data is released; over 100 census disks are eventually expected. The Department also added CASSIS on CD, from the Patent and Trademark Office. Finally, one of the Libraries’ highest priorities is to add records of GPO materials to OLIS. However, because of funding shortages, full catalog access to the documents collection remains an unmet priority.

While high quality reference and information services are a crucial aspect of the Libraries’ service mission, a no less important element of this mission is the process of actually making an item available to a patron for use. This service is performed admirably by our CIRCULATION SERVICES which includes under its umbrella Audiovisual Services, Current Periodicals, and Reserve.

Circulation Services staff provided a variety of services to library users. These services included everything from answering general directional questions to assisting with retrieving items from the stacks. The Circulation staff are cognizant of the responsibility involved in interaction with the public, and, importantly, their goal is to let users leave the library knowing that we care. Thus, despite the fact that 10 positions were left vacant in Circulation during 1990/91, the staff tenaciously maintained its role of facilitating patron use of our collections. Continued good service has been made possible by an intensive program of cross-training of staff.

Of course, the business of Circulation Services is to check-out books. In the process of doing that, they circulated 197,799 items, a one percent increase from the previous year. Another 48,080 items were renewed. The total of items charged from Hodges was 245,879. The turnstile count for the year, representing the number of individuals entering the building, totaled 1,788,776.

RESERVE staff work with teaching faculty to process reserve lists in a timely and accurate fashion. During the past year Reserve processed more than 500 individual lists each semester, the majority of which were received and processed during the first month of each semester. Reserve also circulated 33,177 items from its collections.
CURRENT PERIODICALS has the task of finding the answer to where a current periodical might be. While the UT Libraries have made progress in control of check-in information, the gaps in circulation information due to tardy return of items by faculty and to the vagaries of the binding schedule require that desk staff spend considerable time helping users determine the whereabouts of a particular issue. During the year Current Periodicals checked out 55,463 items and logged a turnstile count of 338,659.

AUDIOVISUAL SERVICES saw a significant development with the installation of a Barcodata video projection system in the library’s auditorium. This impressive, wide screen projection unit allowed the Libraries to provide group video to several sections in one room. Over the course of the year, reservations for the space increased by more than 40%. The outbreak of the Persian Gulf War brought a grim note to Audiovisual Services. By making available continuous access to CNN, the department became a popular viewing place for patrons seeking the latest in action coverage and the day’s events. The Department circulated 141,571 items and booked nearly 4,000 group viewings in the support of over 70 disciplines.

The Libraries’ USER EDUCATION DEPARTMENT continued its goal of designing programs, publications and projects that sought to reduce a patron’s “process” time. During the year the Department provided bibliographic instruction for over 580 high school students who came from Knox County as well as adjoining counties. The Department also provided its quick-and-dirty “identify and locate” tour to over 1,522 individuals on 88 different tours. The Department edited and published a score or more of different library finding guides, newsletters, mission statements, and other timely publications.

SUPPORT SERVICES

The Libraries would be up the proverbial creek without a paddle if it were not for our LIBRARY AUTOMATION DEPARTMENT. We have come to take our technological wizardry for granted. Several improvements were readily apparent to our users. Keyword indexes that allow for natural language searching were completely restructured, and Boolean searching using AND, OR and NOT logical connectors was introduced to the public in December of 1990. The Department also began the implementation stages of full authority control for the online catalog that will, among other things, provide cross references from natural language terms to the correct subject heading. The acquisitions system continued to provide a fully automated system for purchasing and paying for books. Changes in the circulation system included the start of a program to replace some single function GEAC terminals with microcomputer workstations. Automation continued to provide training and maintenance support for over 150 microcomputer users. Finally, our internal library network operated at full capacity and provided electronic mail accounts to most full time library employees, as well as access to a full Internet node.

The Libraries’ BUSINESS OFFICE undertook an ambitious project to transfer the substance of our internal computer routines to the Data Management System (DMS), a campus-wide accounting network. During the year several routines were completed as to implementation and testing, including accounts payable (invoicing), accounts receivable (billing), purchase ordering, fund reconciliation, budgeting and financial reporting.

Mary Ellen Spencer of Database Search Services and Molly Dever download search results.

"I personally find the information that I obtain from computer database searches to be of critical importance when I am writing publications and grants for external funds....I am able to do the computer database search and get the results on a computer diskette generally the next day. The results of the computer search give me a list of publications, conferences, theses and dissertations and patents that match the key words used in my search. I immediately get a copy of the publications that we have and obtain the others using the services of the Interlibrary Loan office."

Molly Dever
Textiles, Merchandising and Design
Our library system relies heavily for all manner of support services on AUXILIARY SERVICES. The Department handles all types of deliveries, provides an internal mail service, does the majority of small maintenance projects, and coordinates all major repairs. Without their services our four libraries would quickly become non-functioning. A significant accomplishment included planning for the replacement of the coin-operated copiers in Hodges. Our DUPLICATION DEPARTMENT continued to provide top quality copying at bargain prices and provided service to over 102,585 individuals during 1990/91.

The LIBRARY PERSONNEL OFFICE performed a variety of invaluable functions including the hiring of 34 full-time non-exempt staff and over 210 student assistants. Because of a freeze on the hiring of faculty there was a hiatus in this activity. The Department is now also responsible for the initial training of employees and is successfully using a library created computer-based training system in that effort. Personnel also planned three trips to other libraries. One highlight of the staff development program was a trip for staff to the American Library Association meeting in Atlanta. Personnel also arranged or coordinated twelve training programs that covered such diverse topics as the Learn More About Your Libraries series and a Job Enrichment Seminar. Programs which focused on improving middle level management supervisory skills emphasized the Libraries’ determination to improve supervision and communication skills.

To facilitate your comments and suggestions we list below the names, phone numbers and e-mail addresses of our Executive Committee.

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