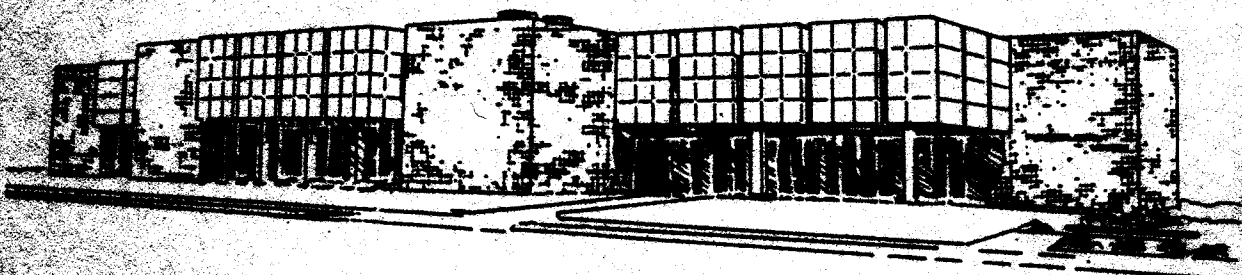


**1991-92
ANNUAL REPORT**



Murphy Library University of Wisconsin-La Crosse

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INTRODUCTION

The 1991-92 year began with the implementation of major budget reductions throughout the campus. Of the \$25,000 targeted for the library, \$14,000 was cut from student help and \$11,000 from supplies and equipment. The net effect was a reduction of library hours from 100 to 85 per week. Fewer students were hired to perform library services. Access to the library, collections and services was greatly limited. The statistical reporting in this report reflects a reduction in reference service assistance and circulation data. In spite of cuts, the Bibliographic Instruction program, Interlibrary Loan, and the Special Collections/Area Research Center reported increases.

Students reacted to these reductions by writing letters to the La Crosse Tribune, the Racquet and local radio and TV stations. 250 students conducted a sit-in on a Friday afternoon. The net effect was poor PR for the library and the university as a whole.

Internally, telephone lines were disconnected, supply allowances were cut and equipment purchases reduced. Some funds were restored by the new Chancellor in December, and the library was able to restore building access and hours for the Spring Semester.

In spite of reduced hours during the first semester, use of Special Collections and the regional Area Research Center increased greatly (p. 16). This use has been balanced between campus and off campus users. A major, significant accomplishment was the publication of La Crosse in Light and Shadow: A Pictorial Recollection of La Crosse, Wisconsin. The book, edited by Douglas Connell and Edwin Hill, was underwritten by the UW-La Crosse Foundation.

A particular budget highlight was the funding of the UW System DIN that resulted in a \$22,700 budget for acquiring access to electronic information. The services that were acquired with these funds are described in the Online and CD-ROM section of this report (p.13). The outcome of this budget resource represents the changing nature of library services in terms of utilizing electronic information services to assist the faculty and students in their research efforts.

The acquisitions budget remained at the 1990-91 level. Purchasing power erosion continues to be a concern. Over 30 journal titles were cancelled to offset increased costs, and additional cuts may be required in 1992-93.

Library automation became a central issue this past year when AMERITECH, Inc. announced termination of their support for the library computer system, LS2000. UW System administration led the efforts for the cluster institutions to acquire the NOTIS system that is used by Madison and Milwaukee. System has sought funding from the legislature for this IBM system. While the purchase costs come from the legislature, it has been projected that the local maintenance cost will increase by almost 50% (\$40,000). It also may require additional staffing to operate the small, dedicated IBM mainframe.

The Library Resource Center (LRC) building project began in earnest in July when the La Crosse architectural firm of Schute-Larson conducted a planning charette to design the addition to the building. Ground breaking for the 44,000 square foot addition has been targeted for the Spring of 1993 with a completion date in the Fall, 1994. Staffing needs in the new building program call for positions in the curriculum center and the map library.

The administrative office report describes in narrative form the purchase of a substantial amount of capital equipment. Funding sources included GPR budget, salary savings, non-GPR and electronic access funds. Library automation and electronic access systems require a considerable amount of funding. Many needs were not met and this has become a critical, continuing need.

The Faculty Senate Library Committee studied the issues of collection management policies, journal costs and budget needs for the library. Their report on journals and budget needs was accepted by the Faculty Senate. The Senate referred the collection management report back to the committee for revisions to acknowledge faculty and student research needs.

Throughout the year, every unit in the library experienced high levels of productivity. In some cases the work was compressed as a result of the hours reduction. There was a partial faculty vacancy Fall Term and a full faculty position unfilled Spring Term. Often the work represented an increase over the previous year. To do more will require additional staff or a reallocation of existing staff to defined priority areas.

ADMINISTRATIVE OFFICE

The functions of the unit are to monitor expenditure and revenue activities for 7 library accounts via ledgers, printouts, and the Administrative Unysis computer system; coordinate the employment of work study and student employees; collect statistical data on library holdings, value of the collection, staffing expenses, supply/equipment expenses and prepare reports using this information; coordinate the day to day activities of the administrative office including receptionist and clerical duties; initiate and process requests to purchase supplies and equipment; function as liaison with various departments on campus as well as supply vendors; process invoices and follow-up on problems in a timely manner; monitor classified staff and LTE leave reporting; and supervise office-related duties for three Library Service Assistant positions occupied by Jean Bonde, Virginia Kreyer, and Ellen Nordstrom. In addition to the support of the LSA's noted above, the Administrative Office was staffed by three very competent student assistants: Kerri Lyngaas, Krista Shulka, and Angelica Stephens.

Murphy Library increased the per copy cost of photocopies to 10¢ effective August 26, 1991, breaking a twenty-five year history of charging 5¢ per copy. After extensive research by Library Director, Dale Montgomery, the venda card system was bid and the XCP Magnetic Control Access Card System was installed in January. We purchased one card dispenser/encoder, eight card readers, two card-coin-bill readers/encoders, and a keypad encoder for the office. Venda card copies are 7¢ each while coin operation of the photocopiers remains at 10¢. The cost of microform reader printer copies was lowered from 10¢ each to 7¢ with a venda card and 10¢ without a card. Although we initially had problems with the system including the break down of the card dispenser/encoder, changing parameters of the system to meet our needs, and having the local repairpersons learn to repair/adjust the system as problems arose, the system provides the following benefits: convenience of copying from a card rather than handling coins each time one uses the copier, less coin handling for the student who processes copy vending revenue, fewer coin pickups by Protective Services staff, less use and breakdown of the bill changer, positive cash flow generated as a result of patrons not using all the money on their card immediately, and a simplified system of chargeback to departments for venda cards.

A comparison of the amount of revenue earned in 1991-92 shows an increase of \$19,058 or 34.3% over 1990-91. This is partially due to the increase in per copy cost on August 26 and January installation of the venda card system.

Other library equipment purchases which were processed through the office included three file cabinets, six telephone answering machines, six computers, six used microfiche readers, bookcases, three microfiche cabinets, six Hitachi 1700 and one universal CD-ROM drives, printers, monitors, hard disks, internal modems, three bar code readers, two timewands, several computer desks/workstations, two Hitachi CD players, computer projection panel, Tripplite Omnipower 450 LAN, TEC electronic cash

register, twelve port concentrator, Telex Caramate projector, nine letter sign boards for hours and other information, step stools, ladder, book truck, swingarm lamps, and four Steelcase office chairs. These purchases were from the University Library, Copy Vending, DIN Electronic Access, and Library Fines accounts.

In July, the library welcomed Bonnie Daines formerly of the Film Library, to the classified staff. Bonnie took over the Serials Department duties previously performed by Laurie Magnusson who transferred to the College of Education. Chris Nerby-Saukel joined the Circulation Department staff as the LTE morning desk supervisor and back-up to the Circulation Librarian.

Twelve of the classified staff attended enrichment and/or job-related training. UW-Extension in Madison conducted the "Career Development for Library Support Staff and Paraprofessionals" workshop that twelve classified staff members attended. We are appreciative for the Director's support of continuing education for classified staff.

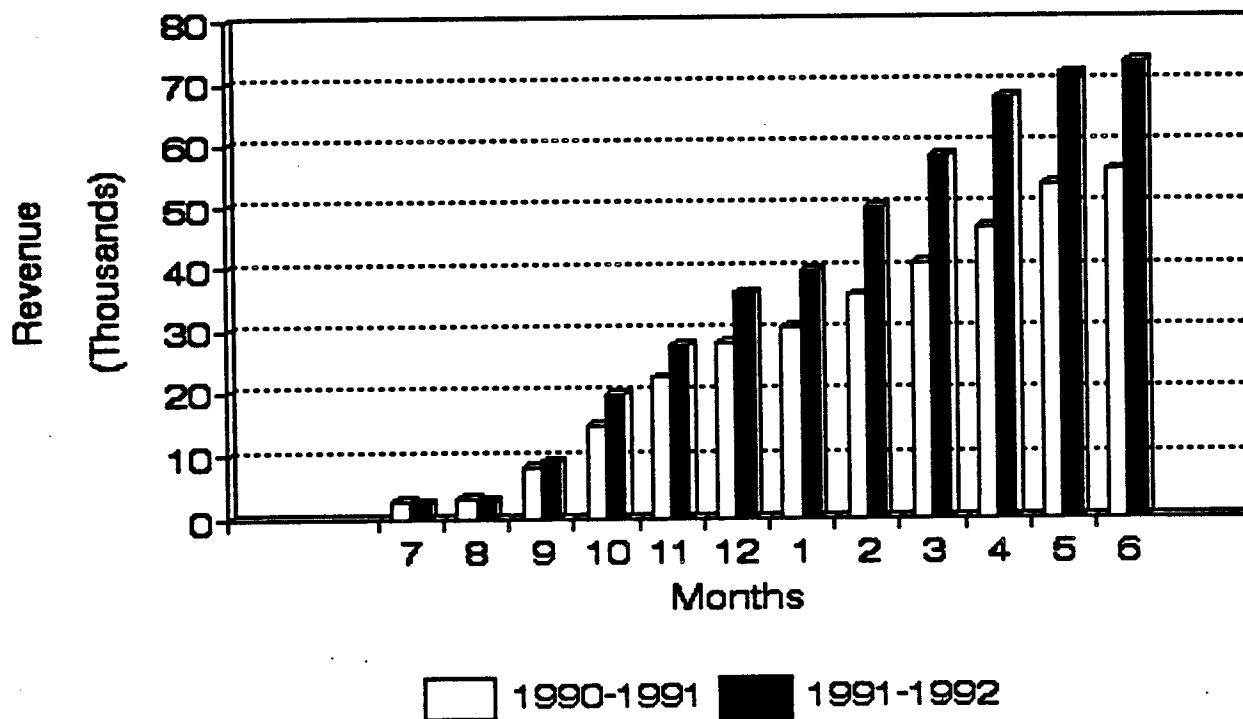
In Fall, the classified staff began meeting as a group in response to Management Council's request for classified input on concerns/issues pertinent to classified staff. We appreciate management's support of this process that provides an important mechanism for communication and problem resolution.

Student assistants are a valuable resource for Murphy Library. During the 1991-92 fiscal year, the library employed work study students a total of 11,260 hours and student help 9,331 hours for a total of 20,591 hours. About 55% of the student assistants were referred by the federal work study program. Forty percent were paid from the 102 GPR budget. The remaining 5% were paid from the Library Fines account for the Circulation Student Manager position and Copy Vending for the office support staff. The total hours worked are 3,184 hours lower than the previous fiscal year. This is due to summer session and Fall 1991 semester budget cuts. Money was later restored during the Spring 1992 semester.

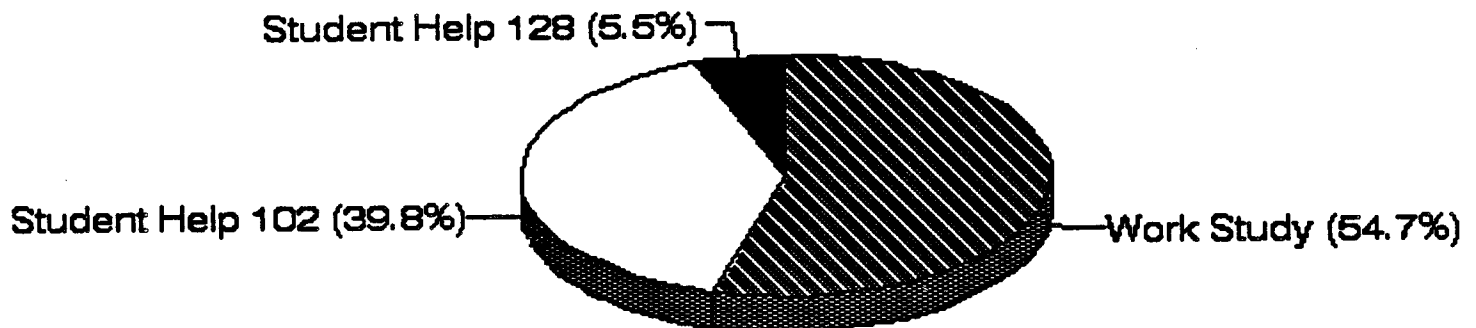
In the upcoming year, the office staff will research possible software acquisitions for the office word processor, continue to expand skills on current word processing and spreadsheet programs, review and research student employment policies and procedures including development of a slide tape orientation program for all new students, and monitor CD-ROM computer printout use and costs.

Credit for the layout of the annual report, again, goes to Ellen Nordstrom.

Cumulative Revenue Comparison 1990-1991 and 1991-1992



Budget Breakdown of Student Assistance



MURPHY LIBRARY STAFF 1991-92

NAME	DEPARTMENT
Mary Baldwin	Government Documents/Microforms
Jean Bonde	Interlibrary Loan/Office Support
Sue Burkhart	Serials Collection Maintenance
Catherine Currier	Automation/Technical Services Coordinator
Bonnie Daines	Serials
Anita Evans	Public Services Coordinator/Online/Bibliographic Instruction (Spring and Summer 1992)
Susan Grebel	Acquisitions/Cataloging
Edwin Hill	Area Research Center/Special Collections
Randy Hoelzen	Bibliographic Instruction (Fall 1991)/Interlibrary Loan/Reference Services (Spring and Summer 1992)
James Huesmann	Serials Collection Development/Automation (Fall 1991)
Yvonne Hyde	Cataloging
Virginia Kreyer	Serials/Office Support
Laurel Laffrey	References Services (Fall 1991)
Karen Lange	Acquisitions/Preservation
Connie Marker	Circulation
Charles Marx	Cataloging/Classification
Lavonia McCarty	Circulation
Dale Montgomery	Director, Library and Media Services
Barbara Nord	Cataloging
Ellen Nordstrom	Cataloging/Office Support
Cristine Prucha	Circulation
Janice Ruesch	Acquisitions
Karin Sandvik	Acquisitions/Collection Development/Preservation
Kathy Schmidt	Serials Collection Development/Automation (Spring and Summer 1992)
Sandra Sechrest	Government Documents
Linda Sondreal	Special Collections/Circulation
Johanna Stephenson	Circulation
Carol Stoelting	Administrative Office

MURPHY LIBRARY ORGANIZATION CHART

1991 - 1992

Vice Chancellor

Dr. Carl Wimerly

Director, Library and Media Services
Dale L. Montgomery

Educational Services Assistant	Carol Stoelting
	Jean Bonde Virginia Kreyer Ellen Nordstrom

Management Council	
Technical Services Coordinator	Cathie Currier
Department Chairperson	Karin Sandvik
Public Services Coordinator	Anita Evans
Library Department	

Acquisitions Collection Development Preservation	Karin Sandvik Susan Grebel Karen Lange Jan Ruesch
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Serials Collection Development Automation	Kathy Schmidt Bonnie Daines Virginia Kreyer Linda Sondreal
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Microforms & Bindery Collection Maintenance	Sue Burkhart Mary Baldwin Linda Sondreal
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Automation	Cathie Currier
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Cataloging Classification	Charles Marx Yvonne Hyde Susan Grebel Barbara Nord Ellen Nordstrom
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Bibliographic Instruction	vacant
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Government Documents	Sandra Sechrist Mary Baldwin
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Circulation	Cris Prucha Lavonia McCarty Cornie Marker Chris Nerby-Saukel Johanna Stephenson
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Reference Services	Randy Hoelzen
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Online Searching	Anita Evans
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Interlibrary Loan	Randy Hoelzen Jean Bonde
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ARC/Special Collections	Ed Hill Linda Sondreal
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PUBLIC SERVICES DIVISION

The Public Services units of Bibliographic Instruction, Circulation, Government Documents, Interlibrary Loan, Online Services, Reference, and Special Collections/ARC serve to assist users with accessing local or remote information and, in concert with Technical Services, to develop and maintain collections to support that function. Public Services strives to provide excellent service to its primary clientele of undergraduate and graduate students, faculty, academic and classified staff, by supporting the instruction and research goals of the university as well as assisting with the information needs of the community at large.

This was a particularly challenging year for Public Services librarians because of the turnover in staff. Everyone exhibited a cheerful, cooperative spirit in picking up many extra assignments. After the departure of the Head of Reference in July, Laurel Laffrey worked in the Fall 3/4 time. That vacancy was filled by Randy Hoelzen which created another vacancy in Bibliographic Instruction for Spring Term that was left unfilled after attempts to get a temporary replacement were not successful. Cris Prucha was the successful candidate for the B.I. position, so again there will be a staffing shortage for Fall of 1992 as she leaves Circulation to assume the position.

To compensate for the shortage of Reference staff Spring Term, Reference's hours were temporarily suspended Thursday nights and Friday afternoons. This decrease in hours, along with the reduction of hours Friday morning, a low use time, accounts in part for the decline in the number of reference inquiries. The statistics for the Reference Desk, Government Documents and Circulation are given below.

	1991-92	1990-91
Reference	19,897	21,149
Government Documents	8,699	9,383
Circulation	5,130	6,632
TOTAL	33,726	37,164

There is a continuing effort to stay in touch with librarians at other institutions in La Crosse. Meetings were held with librarians from the public library, and Kay Cimpr Wagner from Lutheran Hospital Library gave presentations in the Spring to faculty whose students make use of the hospital library. As university programs such as Physical Therapy are strengthened, we become even more aware of the need to maintain good channels of communication with area hospital libraries that generously have allowed the use of their collections by UW-L students.

Workstations have been supplied to a number of Public Services units/offices; a microcomputer was set up for Documents; Special Collections, and Reference and Bibliographic Instruction faculty offices should have workstations by the beginning of Fall Term. This should facilitate not only wordprocessing and spreadsheet functions, but easier access to resources available through the Internet. Answering machines were added to most faculty offices. This has significantly helped with prompt responses to patron inquiries and was particularly useful in assisting the task of scheduling bibliographic instruction sessions.

Budget cuts which force reduced hours is a continuing concern. Reducing hours severely hampers students' ability to have reasonable access to materials and study space and impacts even more on nontraditional students. Declining student worker funding as we expand programs is also a concern.

Next year will bring further work on the library addition, particularly plans for equipment and furniture, involvement in strategic planning, and recruitment of a Circulation Librarian.

BIBLIOGRAPHIC INSTRUCTION

The Bibliographic Instruction Unit's mission is to enhance the utilization of Murphy Library resources by improving the information retrieval skills of our patrons. This unit provides library instruction to various patron groups, with special attention given to the student population. It is hoped that students will develop a greater appreciation for the power and potential of libraries to serve their information literacy needs for the remainder of their professional and personal lives.

The statistics given below reflect the activity of the unit over the past year compared with previous years.

INDIVIDUALS RECEIVING BIBLIOGRAPHIC INSTRUCTION

1986/87.....1,963	1989/90.....3,550
1987/88.....2,328	1990/91.....3,598
1988/89.....3,242	1991/92.....3,616

PATRON POPULATIONS--SESSIONS OFFERED

College Bound Students and Community Groups	7
New Student Orientations	9
Faculty/Grad Student Orientations and Demonstrations	6
Basic Instruction (Eng 110 & Sp/Th 101)	68
Specialized Instruction, Graduate	34
Specialized Instruction, Undergraduate	73

TOTAL 197

These statistics do not include students in Speech/Theater classes who exclusively saw the instructional video, A Mid-Semester Night's Dream, nor high school student groups who viewed the video.

After a dramatic rise in numbers instructed for 1988/89 and the following year, the statistics for the last three years have been relatively stable. The increase in 1988/89 was a result of a concerted promotional effort on the part of the first librarian to hold the new position of Bibliographic Instruction Librarian, Randy Hoelzen, after his arrival Fall Term of 1988. Enrollment management, in part, accounts for the leveling factor, and this Spring the library consciously did not attempt to promote the service beyond a level already provided because of the vacancy in the Bibliographic Instruction position.

A trend seen last year is continuing, that is, the increasing number of specialized instruction sessions taught. These subject specific sessions require a greater investment of time on the part of the librarian preparing for the sessions that cover a larger range of more technical library research sources.

The number of sessions taught by the Bibliographic Instruction Librarian decreased with the more active participation of other members of the department. This allows for the greater utilization of subject expertise of the library faculty and frees up some time for the Bibliographic Librarian to work on "behind the scenes" initiatives such as the instructional video tape.

A new laptop computer with modem and CD-ROM drive was purchased with Library Access Funds, and the library purchased a LCD panel to accompany the configuration. This setup will be used to demonstrate online and CD-ROM sources to students and faculty. As more electronic sources are added, it will be increasingly important for users to be proficient in using these technologies.

This next year will be one of transition as Cris Prucha assumes the position of Bibliographic Instruction Librarian. This position was redefined and decoupled from that of Head of Interlibrary Loan. The additional time available will allow for further program and instructional aids development. A focus for the upcoming year will be to begin to study how to evaluate the quality of teaching and supportive materials used in the sessions to ensure the most positive, productive learning experience for students.

CIRCULATION SERVICES

The mission of the Circulation Services Unit is to provide for the greatest possible use of library material, while ensuring the collection's security and adherence to equitable policies in the provision of services to people whose needs compete.

The Circulation Services unit is responsible for circulation of the general and course reserve collections, shelving and stack maintenance, registration of patrons and maintenance of patron records, reserve material processing, compilation of circulation statistics, and the provision of basic directional information to library patrons.

9,563 items were placed on course reserve in 1991/92, a decrease of 3,811 from the previous year's figure of 13,374. Correspondingly, reserve circulation for 1991/92 was 72,559, a decrease of 6,775 from the previous year's figure of 79,334. This decline coincided with an increase in circulation of the general collection. There were 70,844 circulations from the general collection compared to 68,799 the previous year. We speculate that the reduction in reserve circulation is due to the shortened semester calendar.

The reserve database clean up project also may have had an impact on the number of items placed on reserve. Based upon a Fall 1990 survey that revealed that 34% of the reserve collection did not circulate, we embarked upon a project in which we attempted to delete bibliographic records in the Reserve Room location that would no longer be used. Instructors were cooperative and responded to our mailing at the end of the Fall term asking them about unused items.

During this project, we discovered approximately 1,500 "ghost" records. These bibliographic records were in the system without items attached. Consequently, we were unable to delete them using item delete procedures. The list was submitted to Ameritech in April 1992 for deletion by programmers, and the records were eventually eliminated.

Our student staffing level remained a concern, as we adapted to the new class schedule and attempted to cope with reductions in the staffing budget. We curtailed shelf-reading activities, and delayed hiring shelveers to economize. Library hours were reduced during the Fall term, and restored in the Spring.

The installation of the venda card system in January, 1992 changed the workflow in Circulation, eliminating auditor traffic and reducing requests for coins. The bill changer is used much less frequently, saving staff time spent in circulation on breakdowns and refilling the machine. Amounts of currency and coins were adjusted to meet new demands.

A rearrangement in the reference collection resulted in an extra range of shelving that was transferred from reference to the second floor stacks. A major shift is in progress, in an attempt to alleviate overcrowding in the A-F section.

We continued in our participation in the Community Action Program Summer Youth Program. It was again a satisfactory experience. Moni McCarty spoke about the exchange at a luncheon for parents and participants, sponsored by the Optimists' Breakfast Club.

We continue to review and refine our student training. The Advanced Circulation slide tape was revised this year. New worksheets for use in training are in progress. Circworks remains an important vehicle of communication within the department and the library.

CIRCULATION STATISTICS

MONTH	MAIN	RESERVE	IN- HOUSE	TOTAL	COMMUNITY BORROWERS	TURN- STILE COUNT	DAYS OPEN
07/91	2,917	1,316	2,032	6,265	26	12,602	26
08/91	982	125	427	1,534	15	3,490	22
09/91	5,189	8,311	3,268	16,768	27	50,260	28
10/91	10,069	10,278	6,257	26,604	21	64,206	31
11/91	10,473	7,932	5,433	23,838	25	45,111	25
12/91	5,961	6,699	4,756	17,416	6	42,183	24
01/92	2,751	2,933	1,885	7,569	23	16,983	23
02/92	7,734	10,370	4,831	22,935	27	51,717	29
03/92	8,930	9,451	5,596	23,977	54	47,330	28
04/92	11,350	10,541	7,800	29,691	25	55,460	28
05/92	2,449	3,453	2,316	8,218	8	24,200	24
06/92	2,039	1,150	2,286	5,475	31	9,477	25
TOTAL	70,844	72,559	46,887	190,290	288	423,019	313

GOVERNMENT DOCUMENTS

The Documents Department serves many functions. We are a selective depository for Federal and Wisconsin documents. We also house periodicals, newspapers, and monographs on microfilm. The CD-ROM workstations in the area hold ABI-Inform, ERIC, Sport Discus, the government documents index The Monthly Catalog, as well as many other CD-ROM products from the United States government. Law books and Wisconsin topographic maps are also available in the area. We process and file documents as well as aid students, faculty, staff and community patrons in the use of these items. The Documents staff consists of Sandra Sechrest, the Documents Librarian, Mary Baldwin, the Documents assistant, and student assistants.

This year we have received numerous documents CD-ROM products including parts of the 1990 Census, the Tiger mapping disks, a valuable set which requires the purchase of special software for use, disks on education, health, regional economic data, etc. The most valuable disk we have received is the National Economic Social and Environmental Data Bank (NESE), a full-text compendium of socio-economic data on the United States. This uses the same user-friendly software as the National Trade Data Bank. We have recently ordered a storage cabinet for the documents CD-ROM products. Anita Evans, the Online Librarian, has provided valuable assistance in getting some of the many disks functioning.

Placing documents online has been postponed because of the UW-System's upcoming conversion from the LS2000 online system to the NOTIS system.

The Department now has a personal computer and printer. At present, we are using it for general office tasks. We are, however, investigating software for documents recordkeeping and plan to see what other depositories are using through DOCS-L, the government documents discussion list.

In the Microforms area, Mary Baldwin has completed a shift of the periodicals on microfilm and we continue to participate in the serials use survey. A Minolta RP605Z has been ordered. This machine is a convertible microfilm-microfiche reader-printer where a user can slide a carriage back and forth to convert from one operation to another. This machine will be especially useful since our single microfiche printer often has people waiting for it. We will be trading in our oldest microfilm reader-printer. The venda card system is working well on the microform reader-printers except for occasional user-caused malfunctions.

Weeding of paper and microfiche documents continues. Due to a suggestion made by Mary Baldwin, weeding has been moved from the stacks to book trucks in the office. This method is working more efficiently.

In addition to the regular bibliographic instruction presentations on documents to classes, Sandra Sechrest, the Documents Librarian, gave a presentation on documents and ABI-Inform to the staff of the Bureau of Business and Economic Research. Later when Bureau representatives asked us how to receive free Census materials and other economic documents, the Documents Librarian suggested that the Bureau become a Business and Industry Data Center (BIDC), a Census Bureau Affiliate working with the State Data Center to serve businesses, thus helping both of them and providing a needed service for the La Crosse area.

In non-Documents Department matters, we again provided free Federal, Wisconsin and Minnesota tax forms for the benefit of the University community. The Documents Librarian and Anita Evans, the Online Librarian, successfully applied for a grant to the UW-L Foundation to get a subscription and workstation for a valuable new full-text CD-ROM product, Ethnic Newswatch which covers ethnic and minority newspapers. Mary Baldwin continued to serve as the back-up Interlibrary Loan Assistant.

Our goals for the future include learning how to use our many new documents CD-ROMs and making them available to our public, working to get the Tiger CD-ROMs operational either through a cooperative agreement with another department or obtaining funding for software, selecting software for documents recordkeeping, and of course continuing weeding.

INTERLIBRARY LOAN

The mission of the Interlibrary Loan Unit is to provide patrons with access to library materials that are not currently owned by Murphy Library nor available at other local libraries. Through national, regional, and local resource sharing agreements, Murphy Library provides on loan materials to other libraries from our collection. Identification of and access to remote materials has become a major concern in academic libraries. Access versus ownership issues are now receiving a great deal of attention in the library profession and the UW System. It remains the responsibility of this unit to promote dialog on this and other relevant issues with all parties interested in the future of Murphy Library.

Patterns of ILL usage have developed some rather familiar patterns over the past several years. Listed below are some relevant statistics.

YEARLY ILL ACTIVITY

YEAR	REQUESTS OF US	REQUESTS BY US	TOTAL VOLUME
1987/88	3162	1321	4483
1988/89	3497	1387	4884
1989/90	3892	1908	5800
1990/91	3571	2133	5704
1991/92	3866	2387	6253

Over the past five years, requests from our patrons have shown a steady rise and, over the long term, a dramatic increase. Requests from other libraries for our materials have not shown as significant an increase over this period. However, if one extends the time period under comparison to eight years, we would see a tripling in the demand for our materials from other libraries. Other trends discernable from studying these and other available statistics include:

1. Uniform patterns of our borrowing either direct via OCLC, or through WILS since 1990. Approximately 40% via OCLC and 60% through WILS.
2. Uniform results about the performance levels of the above systems. WILS over the past eight years has consistently produced high fill rates, successfully locating and shipping requested articles, the average over that period being 98%. OCLC has not performed as well, their average for the same period being 91%. Their performance, however, has improved remarkably in the past three years and last year their fill rate was 96%.

3. Uniformity in the performance level of our library in filling the requests of others. That fill rate is generally in the 70% to 80% range. This statistic needs to be interpreted with the understanding that most of the unfilled requests are due to borrowing libraries requesting materials that are not owned by this library.

The annual rate of growth in ILL traffic is the result of many factors. The most significant is the increased availability of electronic databases used by patrons to identify information resources and the success of interlibrary loan in delivering materials to the patron within an acceptable time frame. Our patrons are only moderately active users of this service when we compare our program to other UW campuses. This service has not been aggressively promoted nor has it been seen as a significant alternative to ownership of materials.

Continued increases in ILL traffic places a strain on the human resources within the ILL Unit. This past year, fortunately, we witnessed several factors that partially alleviated this problem. One of the more important was an exceptionally good set of student workers, one of whom was first runner-up for student worker of the year award on campus. Other enhancements included, availability of a LS2K work station devoted to ILL functions, installation of an improved OCLC MicroEnhancer, and database management of many of the ILL statistics.

The ILL Unit participated in a CUWL study and the ILL Librarian participated on a CUWL subcommittee exploring statewide ILL issues. Some of these issues included the use of commercial document delivery services, purchase of ARIEL software and supporting hardware, and attempts to determine the "true" cost of ILL in Wisconsin.

Future goals of UWL ILL include continuation of the debate on many of the aforementioned issues. A recommendation for use of a document delivery service is forthcoming. Over the past few months the library has experimented with providing a discipline specific document delivery service to the Chemistry Department. An evaluation of that service is not yet possible. The new OCLC ILL PRISM Subsystem will be brought up in the coming year and will require staff training. Jean Bonde will be training an almost completely new set of student workers and will continue her work on the ILL manual. Her many efficient and effective office management skills will once again be tested by the ever expanding demands upon her time.

ONLINE and CD-ROM SERVICES

The Online Services program encompasses remote online bibliographic and textual databases and CD-ROM products that support faculty and student research. Currently the service offers access to the vendors, BRS, Dialog, Wilsonline, Orbit, OCLC's EPIC, FirstSearch and STN. CD-ROM databases are provided for a number of areas including Education, Sports, Business, Psychology and Government Documents. Users are charged for the online databases on a cost-recovery basis, and CD-ROM access is free.

This was an active year for online/CD-ROM services. The library received special Library Access Funds amounting to \$22,700 to expand electronic information services including online and CD-ROM offerings. A committee was formed in the Fall consisting of Anita Evans, Randy Hoelzen, Sandy Sechrest and Jim Huesmann to analyze possible products and services in relationship to curriculum needs. As a result, in the Spring, new CD-ROM titles and workstations were added: a general abstract, Academic Abstracts and PsycLit. A workstation was purchased for Ethnic NewsWatch, a full-text CD-ROM covering ethnic newspapers around the country. The subscription was supported

by a grant from the UW-L Foundation; it was arranged with the company to receive the prepublication price if the grant was successful for a savings of \$600.00. The area behind the reference desk was rearranged to accommodate these services.

As more and more electronic services are added, it becomes increasingly more important to be able to demonstrate these services in classes for students and training sessions for faculty and academic staff. The committee recommended the purchase of a portable microcomputer with modem and CD-ROM drive so demonstrations could be conducted outside of the library as well as in the library classroom.

A trial password for OCLC's FirstSearch was set up for a month early in 1992. The simpler pricing structure, its availability via Internet, and the easy menu-driven interface make this service promising for end user searching. Demonstrations were conducted for a few selected faculty members, and workshops will be held in the Fall of 1992. Blocks of FirstSearch searches were purchased with Library Access Funds; users of the FirstSearch cards outside of the library will be charged for a portion of the card cost. Wilsonline was dropped as a service because of its low use and the availability of Wilson indexes on FirstSearch.

ISI's Current Contents for Life Sciences and Agricultural and Biological Sciences were added as electronic files loaded on a hard disk. These files reside on the workstation with Ethnic NewsWatch. Backfiles of ABI/Inform were purchased with funding from the School of Business.

The government documents CD-ROM station was upgraded with a Zenith 486sx which has resulted in much improved response time. We continue to add more government documents CD-ROMs.

Discussions were held with the Accountancy Dept. concerning adding CCH as an online service. This service will be introduced Fall of 1992.

Recognizing user frustration with queuing for CD-ROM products, sign-up sheets were instituted in January to partially alleviate the problem. The real solution is a CD-ROM LAN that will support multiple users on the same database, but it is an expensive solution in terms of hardware and software costs as well as staff time. Most institutions have a technician to support Novelle LAN functions; the lack of such a position in the library becomes increasingly more difficult as more public and staff workstations and new technologies are added.

Use of the traditional online mediated service declined again this year in an expected pattern of reduced usage with the addition of CD-ROM products. Thirty-two searches, largely for faculty, were conducted and a Medline monthly SDI maintained. The online services continue to be used for ready reference and online verification.

A considerable amount of time was spent in the Fall and early in the year by the Online Coordinator, the Automation Librarian and others in examining the functionality of the various subsystems of NOTIS. This work was done as part of statewide committee preparing for contract negotiations at the system level for the next integrated automation system.

Plans for next year include developing a handout on CD-ROMs, promoting Internet use, holding training sessions and implementing CCH, holding workshops on FirstSearch and setting up a station for this service and Internet in Reference. If funding is available, beginning the process of setting up a CD-ROM/online services LAN also will be a high priority.

REFERENCE

The purpose of the Reference Department is to assist patrons in their quest for information. This assistance is provided through the maintenance of a quality reference collection, instructing patrons in effective utilization of reference materials, answering specific factual questions, explaining library policy, referring patrons to appropriate resources or agencies, and production of library specific information retrieval aids.

The principal contact point for patron assistance continues to be librarians stationed at the Reference/Information Desk. Due to staff shortages, this desk was open fewer hours than the previous academic year. The major cutback occurred during the Spring Term when Thursday evening and Friday afternoon desk hours were temporarily abandoned. A statistical record is maintained for questions taken at the desk, both in person and telephone inquiries. They are listed below.

1989/90.....	23,553
1990/91.....	21,149
1991/92.....	18,826

The decline in patrons served this year can be explained, at least in part, by the decline in service hours. An answer to why this trend is present can only be speculative in nature at this point. One hopes that the new CD-ROM products have created more opportunities for patrons to obtain information without the need for librarian intervention. It is also hoped that the increased emphasis on library instruction at our university has produced a more information literate clientele with less need to come to the Information Desk with a directional or simple ready reference question. Librarians have also commented on the possibility that the academic preparedness of our incoming Freshmen might be improving. Enrollment management also could be playing a part in this phenomenon.

A new development over the past year included the continued trend toward CD-ROM periodical indexes. Decisions last year on cancellation of several print periodical indexes were implemented this year. New CD product titles included Academic Abstracts, PsycLit, and Ethnic NewsWatch. Workstations for these three products are located near the Reference Desk and do require one-on-one library instruction on occasion. Their introduction has not required the need for increased staffing of the desk.

Staff shortages have created the need to diminish staffing during the aforementioned periods of the past year. There was also an experimentation with "on call" reference service during finals week. This new procedure needs to be evaluated by the participants to determine the advisability of its future use.

The Head of Reference position remained vacant from June, 1991 until January, 1992. Randy Hoelzen accepted an appointment to that position. Since that time, major emphasis has been placed on his familiarization with policies, practices, and procedures currently in place. Efforts were made to continue on-going projects such as the weeding project initiated by Laurel Laffrey. One phase of that project was recently completed when student assistants completed an inventory of the collection. This project identified missing works, misshelved monographs, labeling and/or cataloging problems, and provided further data needed in the weeding process.

Other accomplishments included the creation of a reference statistics database and the formation of a working group established to review collection development decisions related to expensive reference titles. Efforts continue in the area of planning for the reference area in the remodeled section of the library.

Goals for next year include:

1. Continued involvement in the evaluative process on CD and print indexes and abstracts.
2. The identification and evaluation of tools for Reference's services and collections.
3. Implementation of a procedure to better acquaint faculty and staff with new reference materials.
4. Continuation of the weeding process and remodeling planning.

SPECIAL COLLECTIONS & AREA RESEARCH CENTER

Total patron registration for the 1991-92 year was 1797, up from 1404 last year and from 1654 the previous year, which was our highest year for overall use. In fact, use increased 28% over last year and 8% over the previous year. Every category of materials used increased this year, another first. By category, these registrants used materials in the following numbers as compared to last year:

Category	1990-91	1991-92
State Historical Society Registrants	146	192
State Historical Society Registrations	327	432
Rare Books	271	325
Wisconsiana Books & Materials	656	802
University Archives	130	203
Oral History Tapes & Interviews	20	21
Photographs, All Categories	227	228
Steamboat & River History Materials	86	120
Lectures & Tours	11	12
Telephone & Mail Inquiries	183	240

Examples of major increases in use from the table above included a 32% increase in use of State Historical Society materials, a 23% increase in Wisconsiana materials, a 56% increase in university archives, a 39% increase in steamboat and river history materials, and a 31% increase in telephone and mail inquiries.

Another indicative increase occurred in receipts for photograph and research sales and fees. We took in \$3,877 this year, a figure 94% higher than last year.

Materials added to the collections are listed below:

Category	Added	New Total
Wisconsiniana Books	117	5,021
Rare Books	185	11,973
Catalogued University Archives	43	-----
UW-L Theses	10	738
UW-L Seminar Papers	26	1,612
UW-L Action Learning Projects	6	27
Vertical Files	23	4,664
Oral History Tapes	14	957
Photographic Images, Printed	5,431	74,792
Photographic Negatives, Unprinted	759	18,326
Color Slides	301	6,850
TOTAL Photographic Images	6,491	99,968
Maps	10	460
TOTAL Linear Feet of All Archives (University and Area Research Center)		1,075

Two factors were especially responsible for the high level of use this year: increased use by students in response to class assignments, notably in the History Department, and La Crosse's celebration of its sesquicentennial year. Both categories of use resulted in heavy demand for local history materials by students and townspeople. Business use of the collections also went up, and we expect this trend to continue beyond the current celebration. Also expected to continue, is use by clients outside the campus and La Crosse community. Genealogical inquiries remain a common theme, of course, but the bulk of the increase has been in other categories, including steamboat and river history as well as general local history. Such inquiries place a heavy demand on staff time, even with the limits we have imposed.

We received another \$5000 grant from the Sons and Daughters of Pioneer Rivermen in April, and with a \$32,000 underwriting grant from the UW-La Crosse Foundation, the library published a 144-page book, La Crosse in Light and Shadow: A Pictorial Recollection of La Crosse, Wisconsin. This book was edited by Douglas Connell and Edwin Hill, using historical photographs from the library's collections. Proceeds from the book will go to the Library's Endowment Fund.

University budget and financial aid considerations led to a reduction in hours of service, from 46 hours per week last year to 39 hours. We had 53.5 hours per week of student help, supplementing the half-time assignment of Linda Sondreal who was reclassified during the year from LSA 4 to Library Associate 2.

The contradictory aspects of staffing, hours, and increased use are obvious. More users, including those sending mail and telephone inquiries, are compacted into fewer hours of service. This impacts in two ways - the staff feels harried more often, and stricter limits are imposed on what we can provide for clients. Given UW System limits on hiring, this situation will inevitably result in more limits on service. Still we can take considerable pride in having become so useful to so many people.

Of special note in the area of collection strength is the rapidly growing number of photographs, usually "real photo" postcards, in our place files. We now have over 40 archives boxes of place photographs for Wisconsin, and about 13 linear feet of postcards covering nearly 1000 Wisconsin towns and villages. There are also collections for nearby states and, in lesser numbers, for other states. The librarian has for several years taken black-and-white photos of towns and villages, especially in southwest Wisconsin, to help insure that future historians will know what these places looked like in the 1980s and 1990s.

Student assistants during the 1991-92 year included Patti Craven, Paul Page, Shannon Keltner, Sue Stekel, and Katie Kedzierski. These students perform very sophisticated work with skill and a high degree of dependability, aided by the expert supervision and training provided by Linda Sondreal. The teamwork demonstrated by these staff members is our strongest asset.

In looking over our annual reports from earlier years, we are struck by the growing complexity of our mission. The nature of our work, the size of our current collections, and the numbers and variety of our clients all point to what our future will be. There is no better advantage than genuine usefulness and purpose.

TECHNICAL SERVICES DIVISION

The Technical Services Division of Murphy Library includes the Acquisition, Automation, Cataloging and Serials Departments. These units provide the ongoing, underlying, critical support activities that allow Murphy Library to fulfill its primary functions of serving its users and supporting the UW-L Mission. These activities include: acquiring, maintaining and preserving the library collections; organizing and arranging the collections in accordance with national standards which provide for efficient retrieval and maximum accessibility for users; and maintaining and improving the automation base necessary for the library's continued efficient functioning, in both staff support and public access.

The specific activities of the individual departments that contribute to technical services support include ordering and receiving materials, maintaining accounting/budget information for purchased materials, organizing materials for user access through descriptive cataloging, subject analysis and classification, physical processing of materials, creating machine readable bibliographic and circulation control data on all materials and entering that data into both national and local automated systems, maintaining of all automated systems, and continued planning and implementation of automation of library services and operations.

Fiscal year 1991/1992 has been an exceptionally exciting time and, consequentially, an exceptionally busy year. The Technical Services Division was short staffed for part of the year which caused stress for all staff in maintaining essential activities as well as temporarily degrading progress on departmental projects. Also, Technical Services librarians provided extra support for Reference and Bibliographic Instruction functions during periods of Public Services staff vacancies.

We have new staff (filled vacancies) in Serials and have added 6 hours of student help in Automation. All departments continue to improve procedures and many projects have been completed. Our library

Novell network is up and running well. We will need to upgrade the software to support the current enthusiastic use and projected future developments. The Novell LAN enhances our ability to function efficiently and in 1992/3 will allow both staff and public access from all LAN terminals to current serials information.

The upcoming year will also see many changes within the library. Planning for the library addition will require much Technical Service time, especially in relation to automation requirements. The UW System should be finalizing negotiations for NOTIS (an automated integrated library system which will be all on UW campuses). The NOTIS system will be profiled during the next year for installation the following year.

During these times of budget cuts, inflation and declining fiscal support, the goal of Technical Services is to continue to provide these essential library services in the most efficient and cost effective manner while preparing for a solid future.

ACQUISITIONS/COLLECTION DEVELOPMENT

The 1991/92 year was one in which the ACQ 350 module became familiar to the users, performed well, and staff felt comfortable working with it. Jan Ruesch can provide reports that the faculty have identified as necessary. We also can better communicate with the faculty liaisons, both during and at the end of the fiscal year. Some miscellaneous reports, such as "number of circulation by call number" are not easy to generate because of a glitch in programming. The report is used to determine if second copies are needed and we hope that the problem can be solved.

The discontinuation of the BLAST system was problematic at first since orders were slower in reaching us. Requests are now sent out every day, rather than in batches, and the turn-around-time has been shortened.

The faculty reacted to the budget problems of the library by sending very few book orders for the first quarter of the fiscal year. This made the ordering process somewhat problematic and impacted on the workflow of the Cataloging Department. After our prodding and explaining the budget process, the faculty responded and the Acquisition's Department was able to spend the book budget by the end of the fiscal year. Thus, we avoided the problem of proforma invoices, which is always a means of last resort.

Jan Ruesch and Karen Lange attended the workshop "Career Development for Library Support Staff and Para-Professionals" held in Madison, April 2-3, 1992.

The weeding of the collection continues. At this time, the staff are weeding the L's and removing a great deal of material. The Foreign Language Department is receptive to a thorough evaluation of the various language holdings. With the help of a library intern, we hope to devote time to that section of the library, since shelving is becoming a serious problem in that area of the stacks.

The faculty responsible for the acquisition of children's books has been very active. This activity has added to the growth of books for DESIGN FOR DIVERSITY. Over 255 titles were added last year to that section.

Jan Ruesch has compiled a list of each department's standing orders, including price. We hope that fiscal year 1992-93 will be the year we can use these figures to evaluate the growth of the collection in given subjects.

We have just begun to analyze and quantify the holdings in the various subject fields by LC class numbers. It will take some time, but we hope that it will give us a better method of evaluating the growth of the collection for accreditation and other reviews.

The General Library Collection Management Policy was reviewed and modified by the Faculty Library Committee. The position of faculty liaison was defined and the selection of library materials was made more specific. The document was approved by that body, but did not get the approval of the Faculty Senate in their reading of the document in May, 1992. The Faculty Library Committee will address the Senate's questions during this year's deliberations.

The responsibilities of Department Chairperson have made life much more hectic, and I regret the extra burden placed on the Acquisition's Department. All of the staff have been very generous in their help. I want to thank them for their support and the great job they are doing.

FY 91/92 statistics:

Mending:	Number of books and serials mended: 864 Number of damaged books sent to bindery: 146
Gift books:	Total no. of books received by donation: 604 Total no. added to collection: 145 The rest were distributed to other libraries in the system or added to book sale.
Book sale:	The Department had only one sale 10/30/91 which netted \$235.95. \$ 90.15 was added to the acquisition budget.
Fiction collection:	Number of titles added: 198 Number of titles withdrawn: 371 The total paperback collection number: 850

AUTOMATION

The Automation Department is responsible for coordinating three major areas of computerization within the library:

1. The LS/2000 minicomputer-based integrated library system (bibliographic, catalog and circulation functions),
2. LAN (local area network) operations and connectivity within the library and between the library and the campus/Internet,
3. Small systems applications including the Ameritech 350 System (Acquisitions and Serials) and other microcomputer applications software. (The Automation Librarian serves as backup with the Serials Librarian as coordinator.)

The Automation Department plans for the purchase and implementation of new software and hardware applications, enhancements and profiling; coordinates the daily operations of the LS/2000 and 350 systems; and monitors various automated system activity. The Automation Librarian is the Novell LAN system administrator. The unit is also responsible for problem identification and resolution, the

maintenance of various automation related documentation, and automation training. The department is liaison to Ameritech Local Systems Division and to the University regarding library automation. The Automation Librarian serves as the representative to the UW System Library Automation Managers Council.

This year, the Automation Department was heavily involved in the research process for UW System's search for a single, statewide, integrated library system. The decision has been made to purchase the NOTIS System (currently in Madison and Milwaukee) and the contract should be signed early next FY. Continued work on this project will require large amounts of time in the upcoming year as we prepare for the new system.

The age of our computing equipment is a major concern. As our equipment ages, it requires more and more repair and maintenance at a growing cost of automation staff time. Although the equipment maintenance program listed below will help to prolong the useful life of our computing equipment, breakdowns will continue to consume substantial staff time.

The OPAC access statistics follow this section. The 91/92 year saw a modest decrease in OPAC use. This may be due to the reduction in library hours, enrollment management, the use of alternative automated resources within the library, or more efficient use of the system by our users.

Major automation accomplishments for the 1991/92 fiscal year included:

- Implementing LS/2000 connectivity, allowing remote (access from faculty offices and microcomputer labs) campus and Internet access to the library OPAC;

- Implementing and installing the Novell LAN Network which allows for more efficient workflow within the library and allows connection to the campus ethernet backbone and Internet;

- Initiating an internal computer equipment maintenance program (possible through the addition of student help to the Automation Department) which should improve equipment performance and extend the life of our computing equipment;

- Implementing and installing the new OCLC telecommunications network and software;

- Installing and implementing upgrades to the 350 System software;

- Hiring and training (using documentation created last FY) a night operator for the LS/2000 System;

- Establishing procedures to store 350 system backup tapes offsite, and initiating that practice (this is an essential precaution for potential disasters);

- Coordinating the purchase and installation of additional library workstations;

Objectives for 1992/93 include: upgrading and enhancement of the library's LAN; implementation and installation of the new LS/2000 software; implementation and installation of the new OCLC telecommunication software; implementation and installation of the final scheduled software releases of both the ACQ350 and 350-LS/2000 Link systems; purchase of further microcomputer-based workstations; planning for the LRC; planning for the installation of NOTIS. The Automation Department will continue to work with the rest of the library in making effective and efficient use of technology.

ANNUAL/MONTHLY OPAC ACCESS STATISTICS			
Months	1989/1990	1990/1991	1991/1992
July	21924	24325	19337
August	12497	12612	6878
September	44200	49857	49166
October	72136	71821	68854
November	75924	76330	55559
December	43231	41121	34589
January	28493	33724	26397
February	55294	51646	54659
March	53579	47395	53284
April	65646	71747	66774
May	47670	40912	22514
June	16646	17799	17359
Totals	537240	539289	475370

ANNUAL OPAC ACCESS STATISTICS				
Srch Type	Heading	KW	Boolean	Totals
1989/1990	455949	52333	28958	537240
1990/1991	465393	46017	27879	539289
1991/1992	412322	38770	24278	475370

1991/1992 OPAC ACCESS STATISTICS

Srch Type	Heading	KW	Boolean	Totals
July	17207	1398	732	19337
August	6392	326	160	6878
September	42884	3826	2456	49166
October	58268	6558	4028	68854
November	46984	5323	3252	55559
December	29614	3043	1932	34589
January	24214	1327	856	26397
February	47537	4518	2604	54659
March	45681	4556	3047	53284
April	57127	5609	4038	66774
May	20509	1263	742	22514
June	15905	1023	431	17359
Totals	412322	38770	24278	475370

1990/1991 OPAC ACCESS STATISTICS

Srch Type	Heading	KW	Boolean	Totals
July	21299	2109	917	24325
August	11860	536	216	12612
September	42962	4369	2526	49857
October	61145	6791	3885	71821
November	63828	7822	4680	76330
December	35511	3601	2009	41121
January	30552	1837	1335	33724
February	44068	4508	3070	51646
March	40946	3902	2547	47395
April	61426	6178	4143	71747
May	35578	3353	1981	40912
June	16218	1011	570	17799
Totals	465393	46017	27879	539289

1989/1990 OPAC ACCESS STATISTICS				
Srch Type	Heading	KW	Boolean	Totals
July	18986	2013	925	21924
August	11375	820	302	12497
September	38152	4043	2005	44200
October	60194	7856	4086	72136
November	61912	9264	4748	75924
December	35991	4557	2683	43231
January	25137	2194	1162	28493
February	46821	5248	3225	55294
March	46563	4367	2649	53579
April	55036	6614	3996	65646
May	41029	4247	2394	47670
June	14753	1110	783	16646
Totals	455949	52333	28958	537240

CATALOGING DEPARTMENT

The year was a good one for the Cataloging Department, highlighted by the implementation of PRISM, the development of a new means of producing labels, and the purchase of a new OCLC workstation.

We continued to produce high-quality cataloging. We received no change requests (notification of error) for current cataloging from OCLC. We have few cataloging problems in LS2000 reported to us; most are from the retrocon project.

Most new titles are processed in less than ten days. We were hard-pressed to keep this up, however, as an abnormal acquisition pattern resulted in large quantities of books being delivered in March, April, and May. The staff worked diligently at cataloging; and backlogs, while slightly higher than normal, did not become excessive.

Barb Nord finished her work on the conversion of UWL graduate papers for input into OCLC and LS2000. Unfortunately, Charles Marx has still not checked the few remaining titles. We were unable to make significant progress on checking titles from the retrocon project due to the unusual acquisitions pattern mentioned above. Charles made a little progress on eliminating the long-term backlog of original cataloging.

Cataloging continues to assist Circulation in processing reserve materials. We will continue to offer such assistance when our workflow permits.

Personnel in cataloging was unchanged from 1990-91. We added a new OCLC workstation. An OCLC M386 workstation replaced the old M300, which was retired to Charles' office. The new workstation is much more powerful and quicker than the M300. It allows Ellen Nordstrom to uplink records into

LS2000. It should serve the library well for many years. Charles has made great use of the M300 (this report is being prepared with its assistance), but he found that windowing will be necessary to perform effective cataloging. This will require a 386 or 486 based computer. All Cataloging staff should eventually be equipped with such equipment to maximize productivity.

The PRISM software and Passport communications system were successfully implemented this year for cataloging and searching on OCLC. Conversion of interlibrary loan and serials control to PRISM will come later. Cataloging led this process; Charles and Barb trained other staff members in PRISM searching. We also will participate in converting the other functions to PRISM, although the other departments will take the lead role.

The Cataloging Department successfully converted our label production from use of a typewriter to a computerized system. We acquired the Vernon Label Production System to accomplish this. The new software creates labels directly from MARC records on export diskettes. Call numbers also can be keyed directly into the system for added volumes and replacement labels. The new system is much more efficient than our old system. We are able to produce our labels on a laser printer and the labels are of much higher quality than our old typed labels. We hope to eventually produce labels which have larger characters and are better spaced than our initial product. The typewriter previously used to produce labels has been given to Acquisitions. The new software necessitated a change in labelling procedures. We now need to insist that no one take books off of labelling trucks. We depend, partially, on location on the truck to match books with labels. Any removal/reshelving of books increases the possibility that a large number of books will be mislabelled.

MURPHY LIBRARY CATALOGING DEPT.
Statistic Sheet 1991-92

Figures in parentheses are percent changes from 5-year averages. Large decreases may reflect an anomalous previous year.

REVISIONS
Corrected OCLC cataloging (recataloged for new call number, series, name; typos, etc.)

10657 (+122 %)	
Transfer between holding libraries	Titles cancelled on OCLC
50 (-15 %)	2203 (-7 %)
Subject heading changes	
Number of subjects changed	
Number of titles affected	

NON-BOOK FORMAT CATALOGING (EDIT + INPUT, NEW IN OCLC)

Serials	
112 (-38 %)	
Scores	
7 (+9 %)	
Manuscripts	
2 (-42 %)	
Sound recordings	Audiovisual media Maps

AUTHORITY WORK

Names established	
Series established	
647 (-1 %)	
Cross references entered	

CHANGE REQUESTS SUBMITTED 2 (-96 %)

INPUT FORMS 263 (-38 %)	RETROSPECTIVE CONVERSION: TITLES THIS MONTH 157 (-99 %)	TITLES TO DATE
	Added	Withdrawn
Titles	6042 (+10 %)	2163 (-31 %)
Stack volumes	6108 (+8 %)	2353 (-53 %)
Reference volumes	886 (+6 %)	563 (-31 %)
Special Coll. vol.	331 (-34 %)	82 (+266 %)
Microfilm reels	73 (+1821 %)	
Microfiche sheets	478 (+11 %)	4 (-20 %)
Other Microform pieces		
Microform titles	243 (+8 %)	1 (-72 %)

SERIALS DEPARTMENT

Introduction

The Serials Department's ongoing activities and functions include the following:

- 1) Selection, ordering, and funds control of serials;
- 2) Receipt and check-in of serial issues, volumes, and microform;
- 3) Claiming of non-received titles or issues;
- 4) Shelving and reshelving of bound and current serials;
- 5) Binding of serials retained in paper format;
- 6) Discarding of weeded serials; and
- 7) Cleanup and maintenance of the serials database.

Serials Statistics

Vendor Subscriptions	1566	\$179,477
Publisher Subscriptions	147	87,192
Microform Subscriptions	686	23,695
Gift Titles	<u>193</u>	
Total	2492	<u>\$290,364</u>

Activities of the Past Year

Personnel Changes

Bonnie Daines began working as the Library Services Assistant, responsible for serials acquisitions, in July 1991. In September, Sue Burkhart began working as the part-time librarian responsible for the Serials Inventory. James Huesmann, Serials Collection Development and Automation Librarian, resigned in December. During the interim, Sue Burkhart assumed the duties of the Serials Librarian. In April 1992, Kathy Schmidt began working as the new Serials Librarian.

Use Statistics

Further refinement of the project to obtain journal use statistics was undertaken this year. In March, the department began gathering use statistics for bound volumes so more complete data can be generated as to how many times a magazine is used.

Missing Issues

In the Spring, an intensive effort was undertaken to review the volumes that had been accumulating on the missing issue shelf. Lists of missing issues were sent to several back issue dealers to try to replace the issues. Also, many publishers were contacted directly to see if they could provide the missing issues. As a result, the number of shelves filled with these incomplete volumes has been dramatically reduced and users are now able to find these recently completed volumes in the stacks.

Inventory

Because of the many changes in personnel, serials inventory was not able to make as much progress as hoped. Now that the department is back to full strength, the inventory process is progressing rapidly. When the inventory is complete, more accurate information about the library's serial holdings can be provided to the library's users.

Future Goals, Projects, Concerns for 1992-93

Procedure Review

Due to the changeover in staff and changes in software and technology, many procedures in the department need to be reviewed. It is hoped that procedures can be clarified and streamlined and a procedure manual be developed for future use in the department.

Vendor Review

A complete review of vendor services and costs was begun by James Huesmann. During the year, proposals from vendors will be solicited and reviewed.

Serials Collection Development

Beginning this year, one third of the academic departments will be asked to review the journals the library carries in their subject area. Every department will go through this review process once every three years.

MIS Project

To further develop the generation of useful data from the journal use statistic project, the Serials Librarian will work with a group of Management Information Systems (MIS) students. The students will develop a front-end program using Paradox software so that statistical information from the data can be generated with ease.

Personnel

Two half-time positions in the Serials Department will be reviewed this year to determine their future in the library. The Serials Department will continue to have a need for a part time staff member to prepare bindery shipments. If the serials inventory project is completed, the second position may be redesigned to serve other needs in the Serials Department or in the library.

LRC and Automation Planning

Plans for the library addition have not yet been finalized. Details of the placement of the serials collection and its move still need to be developed. In addition, planning for the move to a new automated system will have to begin soon. The current serials control software (SC350) now has different functionalities than the new system (NOTIS) will have. The completion of the inventory project will hopefully make the transition a smoother process.

LIBRARY COMMITTEE REPORT

Recommendations from the Library Committee.

Dale Montgomery and Karin Sandvik joined the Senate. Dr. Montgomery commended the work of the committee and sub-committees which met eight times each throughout the year. The report is divided into the following three categories:

Journal Study.

- A. The library will establish a timetable for a periodic review by each department of its journal holdings. This review could result in the discontinuation of some journals and/or the addition of new titles.

The review should occur every three years.

At the time of the review, the library should provide each department data about journal usage by title (current issues, bound volumes, MF and electronic access).

If cancellations are needed, the library should identify candidates for cancellation.

A department could accept the library's list, develop its own list or borrow from their book budget to avoid cancellations (provided it has not already exceeded the borrowing limit - see item C below).

While identifying titles for cancellation, or adding new titles, the library and the department must commit to establishing a minimum 10 year collection span for a title.

- B. Accreditation requirements, new programs, graduate programs, new courses, general education offerings and electronic access could qualify for exemptions from involuntary cancellation of journal subscriptions.
- C. Every department should have a book budget of at least \$1200 per year. Borrowing from the book budget to pay for journal subscriptions should be limited to 15% of the 1992-93 book budget allocation for each department.

In order to implement the above guidelines, the library will have to maintain a departmentwise record of borrowings from the book budget to pay for journals.

General Library Collection Management Policy.

Goal: The goal of the library is to support the mission of UW-L by providing access to a collection of materials which best serves the classroom and research needs of the students. The collection must provide resources to support and enrich classroom instruction for the UW-L curriculum, and when financially possible, should provide some materials to meet the general and recreational needs of the University community. The library recognizes the need for the active participation by the faculty in the development of the library collection.

Objectives

1. To provide resources to support and enrich classroom instruction.
2. To anticipate and fulfill the information and curricular needs of the primary user group (students and faculty) by actively seeking and maintaining communication through the faculty liaison program, purchase request cards, and meetings with the faculty.
3. To be constantly aware of the available resources in subject areas taught at UW-L, and to acquire these materials as funds permit.
4. To be aware of and responsive to the dynamics of curriculum change based on the course descriptions provided by the undergraduate and graduate curriculum committees.
5. To maintain a current and easily accessible collection through judicious weeding and to review the scope and depth for adequacy of support.
6. To budget the resources allocated to Murphy Library in order to best meet the instructional needs of each department.
7. To emphasize the purchase of materials which correspond to the UW-L mission statement.

The report further describes Responsibility for Selection of Materials, Faculty Liaison, Collection Depth, and Guidelines for the Selection of Library Materials.

Discussion of the above goal statement resulted in the following motion.

M/S/P to send the document back to the Library Committee to modify the goal statement with regard to the general management policy. (voice vote)

General Budget Concepts and Priorities.

The following recommendations are supported by the Library Committee:

Recommendation A. The 1990-91 base budget should be restored and when possible increased funding should be allocated. (\$14,000 S/E and \$12,000 S.H.)

Recommendation B. That \$40,000 be allocated to maintain the purchasing power of the 1991-92 budget and \$8,500 be allocated for new programs and LRC materials support.

Recommendation C. The \$22,000 funding level must be maintained. Without the funding, cuts in other acquisition areas will have to be made. One additional staff position to teach classes about technologies and libraries should be funded. (\$25,000)

Recommendation D. Minimal staffing requirements include 1/2 FTE Map Librarian, 1 FTE Curriculum Librarian, 1 FTE Support Staff. (It is uncertain at this time to know if the new library computer system will require a full time operator. The hardware/software will be funded by the state.)

Action has been taken by the Chancellor and Vice Chancellor on Recommendation A.

M/S/P to receive the subcommittee reports on Journal Study and General Budget Concepts and Priorities, and refer the General Library Collection Management Policy report back to committee.

JUNE 30, 1992
FINANCIAL REPORT
LIBRARY ACQUISITIONS, ELECTRONICS ACCESS,
AND UNIVERSITY LIBRARY

	Budget	Expended
<hr/>		
LIBRARY ACQUISITIONS	102 06 015928	
	\$593,052 + \$3,080 (Carryover) + \$2,521 (Book Sale) +	
\$1,976 (From Fines for Lost Books & Book Sale FY 1) = \$600,629		
Capital	\$579,252	
+ \$7,491 (Total Above)=	\$586,840	
Books (Mono./S.O.)		
+ \$2,521+1,976-565MF	\$209,246	
+ 3,500 + 5,195=	\$221,873	\$218,755
Government Documents	\$ 1,000	888
Periodicals	\$305,006	
- \$7,000 -22,000=	\$276,006	271,744
Microfilm		
+ \$226 Carryover+565MF	\$ 45,000	
+ \$7,000 +16,205=	\$ 68,996	81,947
	\$ 4,000	
Other Materials +\$600=	\$ 4,600	5,115
Binding + \$2,854	\$ 15,000	
Carryover - 3,500=	\$ 14,345	13,571
Audio-Visual	\$ 0	63
Supplies	\$ 13,800	
Electronic Access	\$ 11,400	8,013
Dun's	\$ 2,400	687
<hr/>		
ELECTRONICS ACCESS	102 06 015901 (DIN MONEY)	
	\$ 22,700	22,700
<hr/>		
UNIVERSITY LIBRARY	102 06 015900	
Student Help	\$ 30,370	
+ \$8900	= \$ 39,270	\$ 34,902
Travel	\$ 1,800	\$ 1,475
Supplies & Services		
+ 359 Carryover		
+ 14,200	= \$ 89,243	\$ 95,516
Supplies		16,673
Print		297
Telephone/Postage		8,937
Equipment Rent/Repair		38,832
Contractual Services		25,220
Equipment Below \$1000/Rebind		6,557
Capital Equipment	\$ 7,390	
+ \$11,754 Carryover	= \$ 19,144	\$ 31,770

**JUNE 30, 1992
FINANCIAL REPORT
SELF-SUSTAINING ACCOUNTS**

	Budget	Expended
Fines Account		
LTE	\$ 4,125	\$ 3,447
Student (\$1890+650+150)	\$ 2,690	2,428
Travel	\$ 750	135
Supplies/Services (\$2650+1500+500)	\$ 4,650	5,233
Equipment ((\$500+1500)	\$ 2,000	0
Total	<u>\$14,215</u>	<u>\$11,243</u>
Copy Vending		
Student Help	\$ 4,198*	\$ 2,476
Travel (\$1000 + \$1000)	\$ 2,000	1,934
Supplies/Services	\$40,400	34,927
Equipment \$4,000 + \$260 Carryover + \$16,538		
Projected Revenue =	20,798	18,705
Total	<u>\$67,396</u>	<u>\$58,042</u>
*\$14.40 transferred to Fringe Benefits		
Typewriter Rental		
Supplies/Services	\$ 0	
+ \$74 Carryover =	74	\$ 74
Equipment	\$ 0	0
Total	<u>\$ 74</u>	<u>74</u>
On Line		
Supplies/Services	\$ 1,500	\$ 578
Interlibrary Loan		
Supplies/Services	\$ 350	\$ 229

REVENUE REPORT FOR THE MONTH OF JUNE

Fund	Monthly Revenue 1991	Cumulative Revenue 1991	Monthly Revenue 1992	Cumulative Revenue 1992
Copy Vending R.P. Total	\$ 1,872 411 <u>\$ 2,283</u>	\$47,635 7,950 <u>\$55,585</u>	\$ 1,861	\$73,077
Fines	\$ 1,539	\$12,437	\$ 394	\$13,949
ILL	\$ 44	\$ 411	\$ 34	\$ 333
Online Search	\$ 62	\$ 1,813	\$ 79	\$ 991

NOTE: Copy Vending revenue is taxed.

MURPHY LIBRARY, UW-LA CROSSE
VALUE ESTIMATE OF LIBRARY BOOKS, MICROFORMS, ETC.
JUNE 30, 1992

	NUMBER	COST	
Bound Volumes			
Circulating	314,735	@ \$ 50	\$15,736,750
Reference	13,561	@ 100	1,356,100
Special Collections	19,123	@ 75	1,434,225
Periodicals	57,729	@ 60	3,463,740
Documents	188,399	@ 11	2,072,389
Maps	10,542	@ 6	<u>63,252</u>
			\$24,126,456
Microforms			
Microfiche	862,740	@ 3	2,588,220
Microfilm reels	32,532	@ 30	975,960
Newspaper reels	10,975	@ 55	<u>603,625</u>
			\$ 4,167,805
Special Collections			
Vertical files	4,664	@ 10	46,640
Photographs and negatives	93,257	@ 12	1,119,084
Oral history tapes and interviews	949	@ 125	118,625
Maps (WI and old N.W.)	460	@ 100	46,000
Slides	6,850	@ 3	<u>20,550</u>
			\$ 1,350,899
TOTAL COLLECTION			\$29,645,160
Processing			
Book Titles	264,455	@ 20	\$ 5,289,100
Volumes	529,520	@ 1	<u>529,520</u>
			\$ 5,818,620
GRAND TOTAL			\$35,463,780

Note: These figures do not include art objects, fixed or movable equipment, material belonging to the State Historical Society and housed in the A Research Center, nor maps (est. 10,542) in the Geography Department.

**MURPHY LIBRARY
UNIVERSITY OF WISCONSIN-LA CROSSE
STATISTICS 1991-92**

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	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Interlibrary loan													
Borrowed Volumes	81	37	50	73	76	28	85	91	82	71	41	45	760
Photocopies Requested	153	68	121	219	156	73	130	163	148	220	73	103	1,627
Loaned Volumes	178	130	211	233	211	165	208	216	261	272	136	173	2,394
Photocopies Sent	114	73	110	207	168	78	84	136	173	147	74	108	1,472
TOTAL	526	308	492	732	611	344	507	606	664	710	324	429	6,253
Periodical Subscriptions	1,935	1,935	1,935	1,930	1,930	1,940	1,942	1,971	1,981	1,992	2,006	2,011	2,011
Subscriptions Added	0	0	0	3	0	10	2	29	11	14	15	6	90
Subscriptions Dropped	1	0	0	8	0	0	0	0	1	3	1	1	15
Gifts	123	124	124	123	124	124	125	135	136	134	134	280	280
Documents Depository	0	0	0	0	0	0	0	0	0	0	0	417	417
Circulation	2,917	982	5,189	10,069	10,473	5,961	2,751	7,734	8,930	11,350	2,449	2,039	70,844
Main													
Reserve	1,316	125	8,311	10,278	7,932	6,699	2,933	10,370	9,451	10,541	3,453	1,150	72,559
In-House	2,032	427	3,268	6,257	5,433	4,756	1,885	4,831	5,596	7,800	2,316	2,286	46,887
TOTAL	6,265	1,534	16,768	26,604	23,838	17,416	7,569	22,935	23,977	29,691	8,218	5,475	190,290
Community Borrowers	26	15	27	21	25	6	23	27	54	25	8	31	288
Turnstile Count	12,602	3,490	50,260	64,206	45,111	42,183	16,983	51,717	47,330	55,460	24,200	9,477	423,019
Days Library Open	26	22	28	31	25	24	23	29	28	28	24	25	313
Information Services													
Bibliographic Instruction	165	71	1,063	549	294	19	242	504	344	205	0	160	3,616
Reference Questions	1,501	378	4,233	4,498	3,523	2,469	1,475	3,543	2,865	4,996	779	1,398	31,658
Data Base Searches	7	0	5	1	1	3	2	4	2	2	4	3	34
Retrocon													
Titles Converted	1	12	3	10	94	33	0	0	1	0	1	2	157
Converted to Date	177,112	177,124	177,127	177,137	177,231	177,264	177,264	177,264	177,265	177,265	177,266	177,268	177,268
LS 2000 Catalog Searches	19,337	6,878	49,166	68,854	55,559	34,589	26,397	54,659	53,284	66,774	22,514	17,359	475,370

**MURPHY LIBRARY
UNIVERSITY OF WISCONSIN-LA CROSSE
ADDITIONS 1991-92**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Bound Volumes													
Circulating	326	243	415	441	346	360	540	493	550	854	701	839	6,108
Reference	43	60	49	93	66	104	86	63	131	65	75	51	886
Special Collections	9	4	40	21	68	19	19	39	42	31	26	13	331
Sub-Total	378	307	504	555	480	483	645	595	723	950	802	903	7,325
Periodicals	223	0	20	248	82	88	1	196	203	262	188	269	1,780
TOTAL	601	307	524	803	562	571	646	791	926	1,212	990	1,172	9,105
Titles (Bound)													
Books	321	215	387	442	353	349	549	495	532	856	704	839	6,042
Periodicals	11	0	0	22	7	5	3	13	9	8	10	9	97
Serials	0	0	0	0	0	0	0	0	0	0	0	0	0
Serials Volumes Not Catalogued	0	0	0	0	0	0	0	0	0	0	0	0	0
Popular Paperbacks	0	0	0	0	0	0	0	0	0	0	0	0	0
Microforms	343	112	171	56	54	202	69	122	256	85	77	75	1,624
Microfilm	2,256	4,272	6,690	8,100	4,970	4,227	10,226	4,066	6,569	2,467	4,735	4,079	62,657
Microfiche	2,599	4,384	6,861	8,156	5,024	4,429	10,295	4,188	6,827	2,352	4,812	4,154	64,281
TOTAL													
Titles (Microforms)	70	56	0	0	3	37	9	62	6	0	0	0	243
Books	0	0	9	6	0	2	0	5	2	5	1	0	30
Periodicals	0	0	0	0	0	0	0	0	0	0	0	0	0
Government Documents	0	0	0	0	0	0	0	0	0	0	0	0	0
Foreign	0	0	0	0	0	0	1	2	0	0	1	1	5
United Nations	0	0	0	0	0	0	0	0	0	0	0	0	0
United States	430	334	706	451	370	564	400	260	742	581	565	643	6,046
Wisconsin	67	115	50	125	195	180	86	17	62	101	75	7	1,080
Documents on Microfiche	(1,860)	(1,254)	(5,200)	(4,203)	(2,850)	(3,223)	(2,829)	(1,936)	(3,693)	(2,239)	(2,464)	(2,409)	(34,160)
TOTAL	497	449	756	576	565	744	487	279	804	682	641	651	7,131

**MURPHY LIBRARY
UNIVERSITY OF WISCONSIN-LA CROSSE
WITHDRAWALS 1991-92**

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	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Bound Volumes Circulating	95	59	215	305	99	427	19	252	43	474	240	125	2,353
Reference	18	42	38	69	40	36	38	32	36	85	46	81	561
Special Collections	0	0	0	0	0	11	0	48	17	5	0	1	82
Sub-Total	113	1,010	253	374	139	474	57	332	96	564	286	207	3,905
Periodicals	205	212	0	0	0	0	0	103	0	19	0	26	565
TOTAL	318	313	253	374	139	474	57	435	96	583	286	233	3,561
Titles (Bound) Books	82	53	269	280	52	375	17	164	47	479	173	172	2,163
Periodicals	0	0	36	0	0	26	0	37	0	5	0	15	119
Serials	0	0	0	0	0	0	0	0	0	0	0	0	0
Serials Vol. Not Catalogued	0	0	0	0	0	0	0	0	0	0	0	0	0
Popular Paperbacks	0	0	0	0	0	0	0	0	0	0	0	371	371
Microforms Microfilm	0	0	0	0	10	0	0	0	0	0	0	0	10
Microfiche	62	0	535	1,604	340	108	2450	250	512	167	418	270	6,716
TOTAL	62	0	535	1,604	350	108	2450	250	512	167	418	270	6,726
Titles (Microforms) Books	0	0	0	1	0	0	0	0	0	0	0	0	1
Periodicals	0	0	36	0	1	1	0	0	0	0	1	0	39
Government Documents Foreign	0	0	0	0	0	0	0	0	0	0	0	0	0
United Nations	0	0	0	0	0	0	0	0	0	0	0	0	0
United States	38	0	339	38	394	0	147	286	85	24	737	66	2,154
Wisconsin	0	0	0	0	0	4	0	0	0	0	0	3	7
Documents on Microfiche	(62)	(0)	(483)	(1,600)	(340)	(108)	(2,450)	(250)	(512)	(167)	(418)	(270)	(6,660)
TOTAL	38	0	339	38	394	4	147	286	85	24	737	69	2,161