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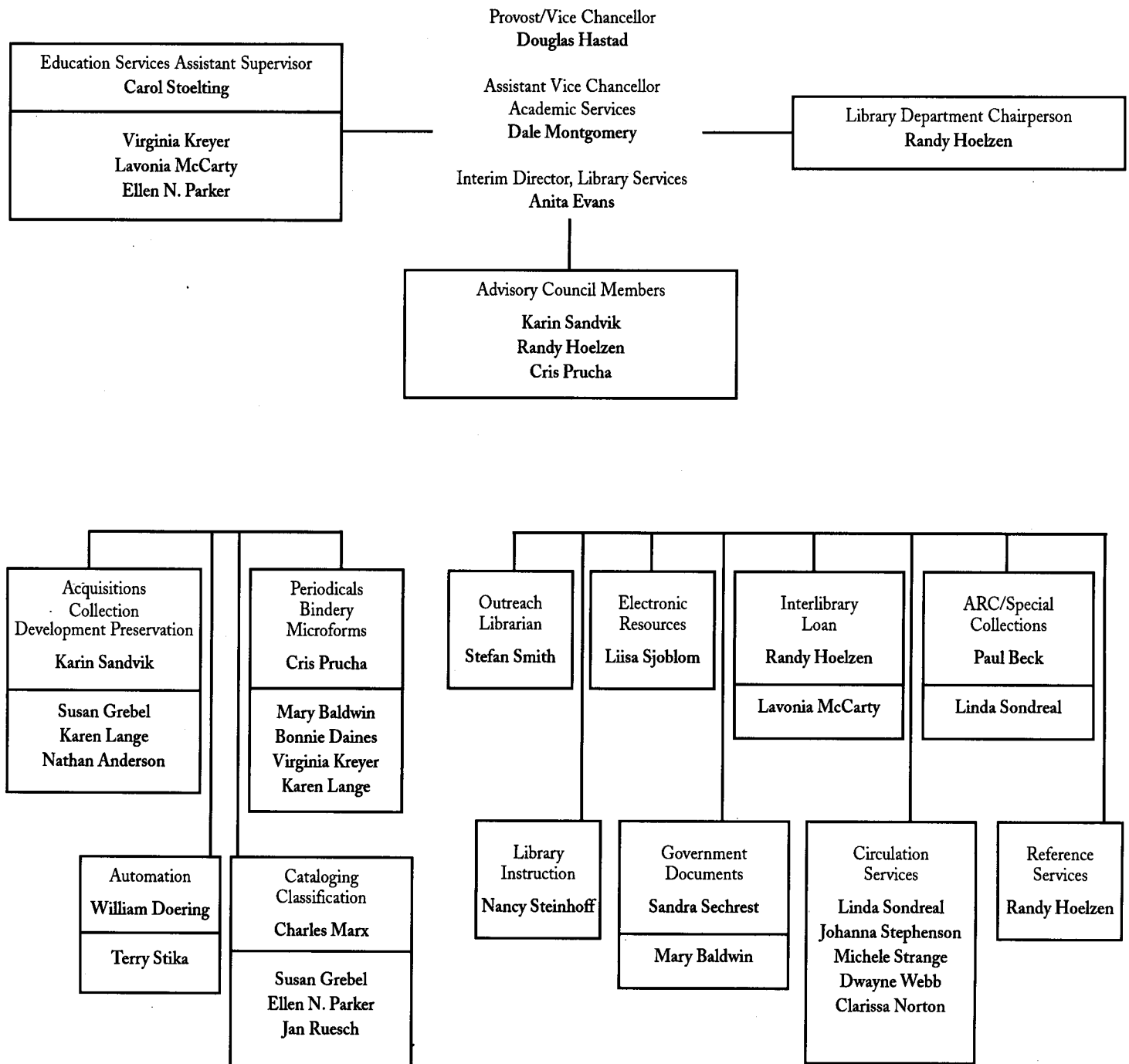
Murphy Library Resource Center

1998/99 ANNUAL REPORT

TABLE OF CONTENTS

Murphy Library Organizational Chart	1
Murphy Library Staff, 1998-99	2
Director's Report – Anita Evans.....	3-4
Administrative Office – Carol Stoelting	4
Faculty Senate Library Committee – Thomas Pribek	5
Acquisitions/Collection Development – Karin Sandvik.....	6
Automation Department – William Doering	7
Cataloging Department – Charles Marx	8
Circulation Services – Michele Strange	9
Electronic Resources – Liisa Sjoblom.....	10-12
Government Documents – Sandy Sechrest	13
Interlibrary Loan – Randy Hoelzen	14-15
Library Instruction – Nancy Steinhoff	16
Outreach – Stefan Smith.....	17
Periodicals Department – Cris Prucha	18
Reference Services – Randy Hoelzen	19
Special Collections & Area Resources Center – Paul Beck	20-21
Appendix - Financial and Statistical Reports	22-28

MURPHY LIBRARY ORGANIZATIONAL CHART 1998/99



MURPHY LIBRARY STAFF 1998/99

Nathan AndersonAcquisitions
Mary BaldwinGovernment Documents/Microforms/ILL
Paul BeckArea Research Center/Special Collections
Bonnie Daines.....Periodicals
William Doering.....Integrated Library Systems
Mary EstenCurriculum Resource Center
Anita Evans.....Interim Director
Susan Grebel.....Acquisitions/Cataloging
Randy HoelzenReference Services/Interlibrary Loan/Department Chair
Virginia KreyerPeriodicals/Office Support
Karen LangeAcquisitions/Preservation/Periodicals
Charles MarxCataloging/Classification
Lavonia McCartyInterlibrary Loan
Clarissa Norton.....Circulation Services
Ellen N. ParkerCataloging/Office Support
Cristine PruchaPeriodicals
Janice RueschCataloging
Karin SandvikAcquisitions/Collection Development/Preservation
Sandra Sechrest.....Government Documents
Liisa SjoblomElectronic Resources
Stefan SmithOutreach
Linda SondrealSpecial Collections/Circulation Services
Johanna Stephenson ..Circulation Services
Nancy SteinhoffLibrary Instruction
Terry StikaIntegrated Library Systems
Carol StoeltingAdministrative Office
Michele StrangeCirculation Services
Dwayne Webb.....Circulation Services

DIRECTOR'S REPORT

Critical to the continuing strength of the Library collections and access infrastructure is a state budget initiative which was endorsed by the Regents in August to provide for a base budget increase for UW System Libraries in 1999/01. By the end of June 1999 there is every indication that this budget initiative will be successful. This positive outcome was the result of many people working together to demonstrate to the Governor and state legislators the vital need to increase funding: UW System and university administration, library directors at all the state universities and efforts such as the Faculty Senate Library Committee reviewed in Chair Tom Pribek's report.

The Faculty Senate Library Committee worked on a survey of faculty teaching and students taking J Term classes to assess the requirements for library support during J and M Terms. The survey results strongly supported having additional library hours during these interim periods. An approved campus budget proposal to increase a classified staff appointment (eliminating an eight-week "cutback") and student help will allow for the extended hours. The Library must continue to track such changes in the university academic programs and curriculum and position itself to respond.

The reports that follow detail the involvement of various units in the migration from KeyNOTIS to the new Integrated Library System, Endeavor Voyager. Bill Doering skillfully orchestrated the migration, and all librarians and staff were involved in one or more migration committees. A major factor in the Library's readiness was the approval of campus one-time funding for microcomputers. The \$40,000 provided by the campus allowed the library to borrow \$46,000 from UW System to upgrade terminals and lower level PCs for this new web-based system. The processes and decisions for the Endeavor migration were manifold and complex. The Library opted not to participate in a centralized "hub" server based in Madison to insure more local flexibility and greater responsiveness.

Planning began to identify the space and timeline for Information Technology Services units to occupy certain Library areas and offices during the Wing remodeling project. As part of overall Library space planning, the Library identified the requirement to have a dedicated classroom outfitted with computers for library instruction sessions. This plan recognizes that more effective teaching takes place in an active learning environment as well as the trend toward more electronic full-text databases, such as J-STOR added this year.

The La Crosse Public Library was this year's recipient of the Murphy Award, and a ceremony to recognize the

Library was held on April 28. This award recognized the close working relationship between the two institutions which has greatly benefited faculty and staff in expanding resources available to them locally such as popular periodicals and books, archival and reference materials.

Among in-house workshops provided for the library staff and other guests was one in March on running an effective meeting given by Kathy Pletcher, Associate Provost for Information Services, UW-Green Bay. The Library Instruction and Assessment Committee planned a training session in May where Gail Junion-Metz, President of Information Age Consultants, presented information on Interactive Instruction. Both of these programs were supported by the Library's Endowment Fund. A teleconference also was held in February on "Periodical Database Teleconference: A National Forum." Along with their participation in professional development opportunities, librarians and staff are active in numerous professional activities including planning for the Wisconsin Library Association Annual Conference which will be held in La Crosse in October 1999.

By year's end the Endowment Fund had approached \$200,000 (\$189,759.76) thanks to many donors among the university faculty and staff and other friends of the Library. Another generous gift this year was a memorial fund established in honor of Emeritus Professor Jerry Culver. This fund will allow the Library to acquire special materials in the field of geography.

Dr. Dale Montgomery, Library Director from 1977 to 1996 retired in June from the university after serving in the interim positions of Associate Vice Chancellor for Information Technology Services and Assistant Vice Chancellor for Academic Services. Under his leadership, Murphy Library was transformed from a largely print environment to one that utilized an online catalog and integrated Internet and CD-ROM technologies. One of Dr. Montgomery's legacies certainly will be the \$7.6 million building and remodeling project which was completed in the summer of 1995 after a decade of conceptual planning. At his retirement the Library presented Dr. Montgomery with an artwork by Truman Lowe, a distinguished Winnebago artist and a recipient of the Maurice O. Graff Distinguished Alumnus Award. The crayon and chalk drawing titled *Night Bowl* will hang in the Reference Area of the Library.

The three years of having several interim positions in the Library came to an end June 30. The flexibility and willingness to take risks of all those stepping into other positions is recognized as an important contribution. The

DIRECTOR'S REPORT
CONTINUED ON NEXT PAGE

mid-term resignation of Liisa Sjoblom, Electronic Resources Librarian, also resulted in additional interim assignments and, again, commendations are due to those who were dedicated to making the necessary adjustments to keep library operations on track and moving forward.

As we look toward the next Millennium, the Library will need to examine with its constituent groups what is the appropriate balance between traditional information resources and newer media forms and how to improve delivery times to provide the best content matching the evolving curriculum.

ADMINISTRATIVE OFFICE

One of this year's goals was to update the library web page. "Murphy Library Topics A-Z" was developed to highlight key services and answer frequently asked questions covering 34 topics with links to appropriate web sites. Topics include computers for student use, copiers, copyright law, Library Endowment Fund, graduate and faculty study carrels, food/drink policy, the Friends of Murphy Library organization, group study rooms, lockers, mutilation/theft policy, services for students with visual and learning disabilities, student employment at the library, and venda card procedures.

New employee orientation became more formalized this year. Office support staff member, Ellen Parker and Bonnie Daines of Periodicals, meet with all new employees to review library, campus, and UW System administrative policies and procedures that affect all categories of staff. Formalizing the orientation program was the idea of Interim Director, Anita Evans, and results in communicating the same information to everyone orally and in writing.

For the first time, graduate study carrel occupancy in Fall 1998 was 100 percent. In order to achieve this occupancy rate, we opened the carrels to undergraduate students. We appreciate the efforts of Garth Tymeson, Director of University Graduate Studies, in reminding the graduate program directors, associate deans, and faculty teaching graduate courses about the availability of library carrels for graduate students. Campus faculty are also taking advantage of the four carrels set aside for their use.

Fall 1998 was a time of frustration with many breakdowns of the venda card system on the laser printers in the Reference area. After studying statistics on revenue generated for charging by the copy, maintenance costs, and staff time to problem solve the many "invalid card" and situations where money was stripped from the cards, a print station generating back to back copies replaced the laser printers and readers.

Free copies means increased use. We were surprised to see that over 33,000 copies were made in April alone. With the heavy use and reliance on one copier for the internet workstations, our automation librarian will be reviewing other options including replacement with a heavy duty copier or additional copier. To add to this, we discovered an incompatibility problem between the XCP readers and the Xerox copiers. Much staff and maintenance technician time was spent before the problem was resolved.

The university procurement charge card has become the preferred way of purchasing supplies and lower dollar equipment. A list of vendors was developed with the phone number, account, representative, bid/discount information that we receive through Wisconsin Interlibrary Loan Services, and special requirements. Direct ordering

speeds up delivery and requires less paperwork than the traditional purchase order system.

Classified staff gained membership on the Library Advisory Council. Classified staff also were instrumental in the decision making process and active members of the many library committees in the transition to the new online catalog system. Other committee involvement within the library, on campus, and statewide committees includes:

Mary Baldwin
Campus Parking Appeals Board

Bonnie Daines
Labor/Management Committee
Campus Parking Appeals Board
Union Organizing Committee
Classified/Academic Staff/Faculty Library Mentor

Virginia Kreyer
Campus Women's Advisory Council
Campus Organization of Campus Women Steering Committee
Newsletter Co-Chair
Campus Affirmative Action and Diversity Council
Statewide Library Automation Taskforce Team
Statewide Voyager Implementation Team

Lavonia McCarty
Co-chair of Murphy Library Endowment Fund

Ellen N. Parker
Classified/Academic Staff/Faculty Library Orientation

Jan Ruesch
Member of Selection Committee for Library Technician Position at WWTC

Linda Sondreal
Campus Affirmative Action Grievance Procedures Committee
Statewide Board of Directors of WEAC Council 1
Chairperson for WEAC Council 1 PAC Committee
Council 21 and UWL Representative at state WEAC Representative Assembly
WEAC Representative to Wisconsin Women's Network

Terry Stika
Classified staff representative on the Library Advisory Council

Carol Stoelting
Membership Chairperson and Newsletter Co-Chair for Organization of Campus Women (OCW)
Campus Classified Recognition Committee
Campus Dames Scholarship Committee
Library Director Search and Screen Committee

Additionally, three library staff who were Steering Committee members of the Organization of Campus Women (OCW), Sandy Sechrest, Virginia Kreyer, and Carol Stoelting, along with OCW President Kennette Brueggemann, worked with Mary Christie, campus webmaster and her assistant, Arla Wojahn, to create the OCW website.

Goals for 2000 include the anticipated transition of the student payroll to a web based system that may or may not include a new time clock, updating the student orientation videos, working with staff to move toward the all card system used on campus for library copiers, and beginning the transition to the new campus client server.

1998/99 FACULTY SENATE LIBRARY COMMITTEE

Faculty Senate Library Committee

Tom Pribek, English (Chair)
Deborah Buffton, History
Maegen Carlson, Student
Billy Clow, Theatre Arts
Gerry Cox, Sociology
Rick Gillis, Biology/Microbiology
Jim Gray, English
Randy Hoelzen, Library
Dave Koster, Mathematics
Xiaoyun Ma, Mathematics
Sheila Perkins, Exercise/Sport Science
Drew Stapleton, Marketing
Carrie Strigenz, Student
Greg Wegner, Education Policy/Practice

1998-99 Report to the Faculty Senate from the Faculty Senate Library Committee.

Report compiled by Thomas Pribek, Chair

The principal continuing work of the Library Committee consisted of two projects, both which we presume will carry into the following academic year: direct contacts with state officials in regards to the biennial budget and the general aim of building goodwill for the library, and review of library usage during J & M terms in order to build a case for permanent funding increase for that addition to the traditional academic calendar.

Year in Review

1. We drafted several letters to Gov. Thompson and our area legislators: Brian Rude, Duwayne Johnsrud, Mark Meyer, and Mike Huebsch. We expressed support for an increase to the permanent budget for libraries in the UW System and, in particular, we invited our local representatives to visit and tour the library. In response to our invitations, Sen. Rude asked to speak with us, and Anita Evans and Tom Pribek met with him; in addition, Representatives Huebsch and John Gard toured the library, which received news coverage on local television.

Moreover, the committee attended a meeting and tour by David J. Ward, System vice president for Academic Affairs. The Provost/Vice Chancellor Doug Hastad supports our efforts to "lobby" and suggests that university representatives should further pursue this sort of initiative.

2. A subcommittee on J/M term funding (Wegner, Koster, Perkins, Evans) surveyed faculty and students to present a report justifying new, permanent funding for this expansion of library services into what had been "break" time. The full committee reviewed and endorsed the reports, then forwarded them to the office of the Provost and the Faculty Senate.

At the concluding meeting of the year, the committee discussed priorities for next year and particularly endorsed efforts to encourage reading, alongside the growth of the modern library as a technological medium of storing and retrieving information.

Notes

Others attending Faculty Senate Library Committee meetings were Anita Evans, interim director (consultant), Cris Prucha, and Stefan Smith on several occasions, including subcommittees.

Committee meetings were held on the following dates:

September 30, 1998
October 23, 1998
November 20, 1998
December 9, 1998
Feb 17, 1999
March 8, 1999
April 30, 1999

Several subcommittees also conducted meetings to review Library Instruction and Assessment (particularly incorporating "Information Literacy Competencies and Criteria for Academic Libraries in Wisconsin" into the library instruction program), J/M term library needs, and the new electronic card catalog, Endeavor Voyager.

Two members, Gerry Cox and Tom Pribek, as well as Randy Hoelzen, chair of the Library Department, also served on the search committee for the director of Murphy Library and kept the membership informed of the progress of that search.

ACQUISITIONS/COLLECTION DEVELOPMENT

It is the responsibility of this department to acquire materials that are essential for instruction, are important to the discipline, and are significant to the mission of the University. We work closely with the teaching faculty to ensure that the materials needed for instruction are available when needed by the students, who are the primary focus of our collecting activity. To achieve this, the library apportions part of the library book budget to the academic departments. With the help of faculty liaisons, who are appointed by each academic department, we monitor recommendations for materials made by the faculty to ensure that we adhere to the Collection Management Policy. This policy was revised by the Faculty Library Committee in the Spring of 1995 and guides us in prioritizing all recommendations for purchase.

The year 1998/99 was a year of many changes. Jan Ruesch, a very diligent and able assistant, transferred to the Cataloging Department, and Nate Anderson took her place. Nate came to the Acquisitions Department with experience in the Circulation Department of Murphy Library and the Acquisition Department of Memorial Library in Madison, and so was able to jump into his job with both feet.

Some changes were made to our routines; for instance, we expanded the possibility for the faculty to submit requests for materials on-line. This has worked well for the department, and we hope it will shorten the time between requests for materials submitted and the time the order is placed.

Under Nate's guidance the department experimented with ordering from Amazon.com. We only ordered those materials which Amazon offered at a much higher discount than our regular jobbers. This saved the library more than \$2,100.

During the second semester much energy was devoted to the new automated system: Endeavor Voyager. The staff had training in the various modules which they use in their daily work. Decisions on routines, displays in the OPAC, and on reports which the new system will give us, had to be discussed and decided on. Hopefully, the new system will make it possible to report to the faculty on orders placed by the teaching departments, and by faculty within the departments, on a regular basis.

The department received many gift books from retiring faculty and others. A wide-ranging collection from Dr. Henry Hinck, held many titles which expanded our holdings in various subject areas. Those not relevant to our curriculum were given to other libraries or dispersed

through our book sales. Dr. John Gardner, Dr. William Ross, John Zneimer were very generous in their donation of books. The collection of Robert Flum and Cristy Byers-Flum of music materials added greatly to the library's holdings in the subject of music. 142 titles were added to the collection through gifts received.

Two book sales netted the library \$788. The money was added to the general book budget.

The video collection is growing fast and the faculty is making good use of the material. Twenty-five new titles were added and can be accessed through the on-line catalog.

The holdings of book materials in Murphy Library were analyzed to determine if an International Business major and a major in Information Systems can be initiated and to determine what materials are needed to adequately support the teaching in these areas.

Physical Therapy and Archaeology were both reviewed for accreditation, and holdings in these areas were documented and evaluated.

Three hundred-thirty-six titles were added this past year with a multicultural emphasis.

The cross-disciplinary Environmental minor demands much time of the acquisition staff to insure that materials in the fields taught at UW-La Crosse are covered. An "awareness shelf" has been created in the library to bring information on the subject of environmental concerns to interested students.

It was a year with many activities and much was learned. The staff must be commended for their dedication. A strong work ethic, a willingness to help out when needed, and staying longer when deemed important to get a job done, all adds to a very collegial and harmonious working relationship.

Karen Lange had a very busy year in which she not only continued her many tasks in the department, she also helped out at the Reference desk. The Disaster Manual is finished and will only need an annual updating. Thank you, Karen, for your willingness to help out. Sue must be commended for her willingness to take on new tasks and her ability to organize her work and get it done on time.

Nate has been a very positive addition to our department. His analytical skills have made us rethink routines and with his firm grip on the workings of Endeavor I anticipate changes in our ability to report not only to the faculty but also internally on our activities. I am looking forward to a productive year.

AUTOMATION DEPARTMENT

The mission of the Automation Department is to provide a stable integrated library system which meets the needs of patrons and all library departments. In addition, the department provides assistance to the various library departments with computer and network issues, including hardware and software. Lastly, this department works to ensure that the library is moving forward with regard to new technologies.

Enhancements to the library catalog

- The department continued to play a major role in helping to plan for the implementation for the next online library catalog. The new library catalog is scheduled to be implemented over the Summer 1999 with an official live date of Aug. 9, 1999. As a part of this, Bill Doering served on the UW Systemwide committee to examine potential vendors and to finally award a contract. This of course meant countless conference calls, reading documents and off campus meetings.

- The new catalog was procured and will contain many new functions and features including an easier to use Windows interface for staff operations. The public web interface provides relevance searching (i.e. the ability of the system to weight and rank search results by the importance and location of the terms the patron uses), the potential to make direct links to images, sound clips, and other web pages including electronic reserves. It will also be possible to search multiple databases simultaneously.

- Meetings to discuss our data and any potential migration problems were held. Decisions on what data should be migrated and how to migrate it were made and migration forms were filled out. The migration of our data from our existing library catalog into the new catalog began in June 1999. Training and reading manuals were essential components and were done on a daily basis. As of June 30, a test load of data was loaded into the new catalog and subsequently tested for problems. As of the writing of this annual report in late August, the Integrated System is fully functional in all staff areas and the OPAC will be up within days.

- In part, to assist with the migration process, the half time automation assistant served full-time through the end of the year.

Enhancements to public computing

- Seven new Windows 95 and one Windows NT computers were purchased for public use. They will be installed over the summer of 1999.

- The vendaprint units were removed from the public computers as making patrons pay for printing from computers was deemed too costly to maintain. A high capacity, networked printer and print server software were installed to efficiently provide free printing from computers.

- Continued to load bibliographic records to the online catalog for materials received as a part of the Federal Depository Program.

- Continued the maintenance of the public Novell file server and CD-ROM tower used for access to periodical indexes and accessible in the general reference area. Small upgrades were also applied to the servers.

- Additional memory and Novell licenses were purchased to accommodate additional users.

- The half-time automation assistant also served full-time from February through the end of the year to continue the loading of CD-ROMs in the public area and to oversee resources in the reference area which were normally the responsibility of the Electronic Resources Librarian position, which was vacant during this time.

Enhancements to staff computing

- Continued the maintenance of the staff Novell file server. Small upgrades were also applied.

- Considerable time was spent assessing the library's risk with respect to Y2K. It was determined that the library has already planned for the replacement of most problematic software and hardware. The largest outstanding concern was that the student timeclock is not Y2K compliant. For this device, we have set the internal date back to 1972. This was successfully tested in late July 1999.

- An effort was made to get rid of remaining DOS applications. A few DOS applications remain, however, because no replacement software could be located or the software was only needed for a short time longer.

- Because of the new online system, 17 new Windows 95 and 1 Windows NT computers were purchased for staff areas.

- Additional memory was purchased to accommodate heavier use of the staff Novell server.

- A cell phone was procured to help staff in reaching automation staff to resolve problems.

- Updated countless software packages on numerous computers throughout the library. Particular initiatives included virus software on all library computers, eliminating DOS applications, updating non-Y2K compliant software, switching to Internet access to OCLC.

Catalog Searches

Month	Eagle Searches	Searches of Other Libraries	Remote Searches of Catalogs	Index Searches Eagle
July 1998	18,857	316	1,840	1,885
August 1998	10,769	270	1,916	340
September 1998	42,850	717	2,081	3,982
October 1998	63,695	777	2,334	5,500
November 1998	67,650	643	3,371	5,715
December 1998	43,811	355	3,007	3,192
January 1999	19,517	384	3,148	1,215
February 1999	51,995	1,255	4,028	4,240
March 1999	50,117	735	5,132	3,738
April 1999*	74,943	626	7,804	7,980
May 1999*	17,948	145	4,975	1,016
June 1999*	23,983	386	1,950	2,278
Total 1998/99	486,135	6,609	41,586	41,081

*Statistics not available. These numbers reflect last year's usage.

CATALOGING DEPARTMENT

The biggest news this year for Cataloging, as well as for other departments, was the installation of Endeavor Voyager as our third generation library automation system. The installation has gone smoothly, although getting used to the new cataloging system will take some time.

With the new system we have begun a project to convert our card series authority file to an online file which will be part of the catalog. We had hoped to use student help for

most of this work, but it has proved to be too complex.

Jan Ruesch still makes progress on adapting to her new position. Susan Grebel and Ellen Nordstrom have been very helpful during this process.

We continue to maintain no backlog for new titles with cataloging copy and hope to catalog reference CD-ROM and Internet titles this year.

1998/99 Statistics

	Added	Withdrawn
Titles	4,310	1,669
Stacks Volumes	4,612	1,977
Reference Volumes	739	593
Special Collections	163	0
Microform Titles	225	0
Microfilm Reels	0	0
Microfiche Sheets	346	0
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Input into OCLC	12	
Authorities Added	4,378	
Series Established	420	
OCLC Change Requests	19	
Online Catalog Corrections	5,703	
Titles Cancelled on OCLC	1,401	

CIRCULATION SERVICES

The mission of the Circulation Services unit is to provide for the greatest possible use of library material, while ensuring the security of the collection and adherence to equitable policies in the provision of services to individuals whose needs compete. The unit is responsible for circulation of the general and course reserve collections, shelving and stacks maintenance, registration of patrons and maintenance of patron records, reserve collection processing, compilation of circulation statistics, and the provision of basic directional information to library patrons.

Circulation of library materials continued the downward trend seen in the past 5 years with a decrease of 15% from 1997/98 figures, down a total of 20,079 from the previous year. Gate counts are up slightly, less than 1%, while in-house use of print materials dropped by 17%.

The total number of reserve items processed increased by 16% from 6,947 to 8,090. This number includes total number of pages scanned for e-reserves (1,222). This is the first year since the pilot project in Fall 1996 that e-reserve processing statistics have been kept, so there is no way to assess if this increase is due to an increase in this area.

With the institution of the Voyager circulation system, there will be future capability of breaking down use statistics by general circulation and paper reserves. Also, because the university changed web servers in January, the department has no e-reserve use counts for Fall 1998 and no useful counts for Spring 1999.

Additional activities for 1998/99:

Staffing/Staff Development

- Michele Strange appointed Interim Head of the Department effective Aug. 24
- Dwayne Webb appointed Day Supervisor effective Nov. 16
- Clarissa Norton appointed Weekend Supervisor effective beginning of Spring term

- Reduction in student desk hours and division of labor between desk and shelving students has proven to work effectively and will be continued
- Dwayne attended a customer service workshop at La Crosse Public Library
- Linda Sondreal attended the Circulation Conference in Madison
- Michele attended the E-Reserve Conference in Madison
- All staff went to Windows 95 training in the Spring
- Michele attended Endeavor Orientation Training in Chicago
- Michele, Johanna Stephenson and Dwayne participated in in-house Voyager Functional Training

Records Maintenance

- Preparation for implementation of a new circulation system began in early 1999
- Staff review of all circulation policies in anticipation of conversion from NOTIS to Endeavor
- Capturing and downloading of all historical fine/fee records from 1994-99 that would be lost in the conversion process

Stacks Maintenance

- Items shelved during the year—68,978
- Shift of collection from H's through N's conducted during Summer 1998

Goals

- Continued equitable access to the library collection through accurate shelving and stack maintenance
- Continued accurate and efficient service at the circulation desk
- Continued staff training in the new Voyager system, new OPAC and the Internet
- Expansion of e-reserves to include copyrighted materials
- Maintenance of the e-reserves and Circulation Services web pages

MONTH	CIRCULATION	IN HOUSE	TOTAL	MANUAL REGISTRATIONS	TURNSTILE COUNT	DAYS OPEN
07/98	3,076	1,209	4,285	13	9,089	27
08/98	1,217	420	1,637	10	2,957	21
09/98	10,099	2,010	12,109	43	45,176	27
10/98	15,157	4,067	19,224	18	62,178	31
11/98	14,540	4,264	18,804	15	54,257	28
12/98	10,048	3,452	13,500	4	47,282	26
01/99	3,084	703	3,787	20	11,583	25
02/99	11,399	2,633	14,032	18	49,289	28
03/99	12,068	3,232	15,300	20	44,734	28
04/99	12,727	3,849	16,576	20	49,725	28
05/99	5,987	2,397	8,384	7	31,590	26
06/99	2,367	791	3,158	46	8,898	25
TOTAL	101,769	29,027	120,796	234	416,758	320

ELECTRONIC RESOURCES

Electronic Resources Statistics 1998/99

DATABASE	July 98	Aug 98	Sept 98	Oct 98	Nov 98	Dec 98	Jan 99	Feb 99	Mar 99	Apr 99	May 99	June 99	TOTALS
EBSCOhost:													
Aca. Search FullTEXT	4,746	695	9,744	16,030	25,470	11,049	2,823	13,110	15,600	14,873	4,316	1,315	11,9771
Business Source Elite		28	294	478	1,588	1,060	225	948	1,681	1,248	640	238	8,428
EBSCO Animals			31	34	83	122	23	82	127	131	45	21	699
ERIC	572	68	980	964	1,800	1,338	714	4,010	2,009	2,008	848	1,385	16,696
Funk & Wagnalls			45	38	15								98
Health Source Plus			311	455	677	700	383	1,425	1,595	1,459	457	269	7,731
Hoover's Co. Capsules			42	13	57	125	27	38	97	185	121		705
Hoover's Co. Profiles			17	13	50	147	30	81	156	198	151		843
MAS FullTEXT			87	141	702	557	153	1247	752	854	442	179	5,114
MasterFile Premier			246	392	976	838	140		929	971	499	2,049	7,040
MEDLINE			487	619	794	767	371	971	1,355	1,064	358	448	7,234
Middle Search Plus			25	18	91	232	48	189	348	329	170	189	1,639
Newspaper Source			45	79	565	609	235	841	1,090	1,201	513	110	5,288
Primary Search			54	59	223	383	46	157	490	481	298	169	2,360
PSYCInfo						729	549	4,166	1,873	1,736	626	832	10,511
TOTAL EBSCO	5,318	791	12,408	19,333	33,091	18,656	5,767	27,265	28,102	26,738	9,484	7,204	19,4157
ProQuest:													
ABI/Inform	287	45	989	1,833	1,575	963	335	1,697	1,899	1,931	731	521	29,894
Newspapers		38	1,220	2,327	2,679	1,418	300	2,131	2,471	3,076	956	472	46,695
TOTAL PROQUEST	287	83	2,209	4,160	4,254	2,381	635	3,828	4,370	5,007	1,687	993	29,894
SoftLine:													
Alt-HealthWatch													
Ethnic NewsWatch													
Gender Watch													
Encyc Britannica													0
Galenet													
MLA	5		9	41	64	50	15						184
America: History & Life	4	2	15	16	45	40	4						126
PAIS	3	1	5	18	6	15	5						53
Current Contents	12	5	19	34	38	14	10						132
Gale's Literary Index	6		42	26	37	22	3						136
Science Citation Index	6	2	18	15	40	21	11						113
Philosopher's Index	1	1	14	10	20	13	3						62
COMMSearch	8	7	19	32	34	19	2						121
World Rankings CD	2	1	6	16	9	8	7						49
Project MUSE (totalled quarterly)						433			208			221	862
Cambridge Scientific:													
Aquatic Sciences	66	22	119	89	52	86	80	74	254	59	94	109	1,104
Biological Sciences	19	7	188	58	86	132	85	155	202	91	44	45	1,112
Biology Digest	2	3	48	22	32	31	28	64	94	34	20	15	393
Conference Papers Index	3		68	28	49	12	24	64	125	31	18	2	424
MEDLINE	6	3	67	20	38	98	65	72	159	82	16	4	630

ELECTRONIC RESOURCES CONTINUED

DATABASE	July 98	Aug 98	Sept 98	Oct 98	Nov 98	Dec 98	Jan 99	Feb 99	Mar 99	Apr 99	May 99	June 99	
Oceanic Abstracts							8	17	134	4	4	4	171
Plant Science	7	2	16	17	24	12	7	13	64	9	3	3	177
Rec't Refs. Rel to Search		1	126	63	88	91	77	98	157	84	56	81	922
TOXLINE	2	2	24	11	9	40	7	29	63	18	13	2	220
Web Res. Rel. to Search	47	17	124	63	89	94	79	102	162	85	56	82	1,000
TOTAL	152	57	780	371	467	596	460	688	1,414	497	324	347	6,153
FirstSearch Subscription:													
Article 1st	374	85	1,549	2,131	2,034	1,016	471	1,560	1,357	1,412	391	317	12,697
BIP	308	403	532	634	280	117	72	415	215	352	104	503	3,935
Contents 1st	2		30	22	3		3	7	7	0	0	12	86
ECO	57		20										77
ERIC	448	50	634	775	1,030	401	155	728	529	659	153	546	6,108
Fastdoc	13		25	24	25	17	5	28	14	27	2	8	188
GPO	53	9	53	90	120	293	11	42	43	14	8	84	820
Medline	281	36	740	817	621	237	155	392	420	414	68	73	4,254
NetFirst	14	2	60	129	82	73	7	86	80	112	29	47	721
Papers 1st	16	2	36	33	16	26	14	21	35	16	6	25	246
Proc 1st	3		6	8	7	4	6	10	10	9	12	5	80
Union List	10	3	43	51	67	17	4	27	35	43	10	16	326
Worldcat	254	126	209	231	164	104	264	825	484	391	229	245	3,526
TOTAL Subscription	1,833	716	3,937	945	4,449	2,305	1,167	4,141	3,229	3,449	1,012	1,881	3,3064
FirstSearch Per Search:													
ACXIOMBIZ	3				3	4		1			4		15
ACXIOMHOME	5		1		6	2		10			1	8	33
Agricola	17	13	3		24	46		15	11	9	0		138
AIDS/Cancer	4		5	8	7	3		21	2	12	5		67
Applied Sci Abs	3	2	10		14	1		3	4	6	5	16	64
Art Abstracts	2		17	5	6	9		12	9	14	2		76
Arts & Hum	4		8	13	20	32		82	63	27	17	7	273
Basic BIOSIS	61	14	43	63	190	181		109	115	93	16	4	889
BAMP								13	28	14	8	7	
Biography Index	1		3	13									17
Bio & Ag Index	14	2	13		31	54		11	8	13	11	1	158
Biology Dig	3		3	3	14								23
Book Review Digest	7		2		62	50		34		111	9	31	306
Bus & Industry	6		7	9	37	3		20	14	50	7	2	155
Bus Org	1			1	8	2		5	1	4	0	1	23
CINAHL	29		42	44	100	13		156	89	62	20	39	594
Consumers Index	1			3		3		7	10	2	2		28
Comtemp Womens	3	3	6	5	1	3		21	14	3	2	1	62
Datetimes	1			4									5
Disclosure	2		1	6	1								10
Diss. Abs.	22	6	26	82	56	12		27	21	56	8	224	540

ELECTRONIC RESOURCES CONTINUED

DATABASE	July 98	Aug 98	Sept 98	Oct 98	Nov 98	Dec 98	Jan 99	Feb 99	Mar 99	Apr 99	May 99	June 99	TOTALS
Econlit	2		19		9	1		24	22	12	17	8	114
Education Abs	54	1	34	54	47	40		107	41	50	5	240	673
Environmental Sci	2			7	7	5		10	114	9	0	13	167
Eventline	2		1		5	4		10	6	9	13		50
FactSearch	8	9	15	55	70	39		112	64	66	25	31	494
Gen Sci Abs	4	1	12	12	14	15		15	34	11	0	15	133
Geobase	2	2		32				1	86	5	13	1	142
Georef	1		6	11					4	3	3		28
Health Ref Ctr	34	1	16	19	37	8		110	67	37	18	7	354
HRCTR	14		9	10	22								55
Humanities Abs	4	3	11	6	29	15		41	15	9	6	1	140
INDXLEGALPER	1			6	2	29		10	5	5	3	9	70
INSPEC	1		4										5
Lib Lit	4	4	22	7	16	14		24	12	9	5	46	163
MDX Health Digest	24		48	38	38	38		54	79	27	12	2	360
Microcom Ab	1		3	1	2							1	8
Netfirst	39	2	29	24	57								151
New York Times	5	1			12								18
News Abs	1	5	9	4	2								21
PAIS International	4			3	1	4		2	44	20	4		82
Per Contents Index	4		12	5	19	6		21	14	44	10	1	136
Read Guide Abs	3			8	7								18
RILM Abs	11	2	8		12	3		28	15	50	0	10	139
Social Sci Abs	10	7	24	16	47	6		80	21	44	9	5	269
Union Lists			7	1	14	4							26
Wilson Business	1			1	2								4
World Almanac	4		1	1	3			14	8	2	1	1	35
World Book	1												1
Worldscope	4			2	6			4	3	11	6		36
TOTAL Per Search	426	78	479	582	1,051	643		1,214	1,043	899	267	732	7,320

Reference Statistics - All Departments

	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	Totals
Circulation	238	127	520	542	480	255	146	348	296	301	132	207	3,592
Curriculum Center	39	0	112	184	160	101	25	87	120	102	34	49	1,013
Documents	321	0	2,524	2,719	2,730	1,485	461	2,437	1,888	2,169	774	528	18,036
Periodicals	148	73	298	235	251	126	63	214	208	239	87	126	2,068
Reference	45	0	275	454	350	243	65	342	312	340	0	76	2,502
Monthly Totals	791	200	3,729	4,134	3,971	2,210	760	3,428	2,824	3,151	1,027	986	27,211

GOVERNMENT DOCUMENTS

The Government Documents Department serves as a depository library for federal and Wisconsin publications. As a depository library our duty is to serve the whole community, not just the campus.

Documents from the U.S. government are available in paper, microfiche, CD-ROM and Internet format. We select documents series to receive, process them including inclusion in the library catalog, and aid patrons in their use. Law books, catalogued microforms, and topographic maps of Wisconsin are also housed in the Documents area. We also have numerous other topographic maps housed in the Geography Department's Map Library through a long-standing separate housing agreement.

By law federal depository libraries must be inspected approximately every five years to maintain their depository status. In the past inspectors from the Government Printing Office paid personal visits to each library but in recent years depository libraries have had to complete lengthy self-studies. Nowadays on-site inspections only occur if the GPO has concerns. We completed our self-study in June, 1998 and just received the results in August 1999.

The GPO found us in compliance in all major areas. There were two minor corrective actions recommended dealing with filing our separate housing agreement with the GPO and allowing non-University patrons access to documents on reserve. These issues are being resolved. The GPO also made a number of suggestions for improvement, which we are studying.

The UW system spent much of last year discussing and negotiating a System license for the ArcView GIS system, which finally was signed. Sandy Sechrest, Documents librarian, and Randy Hoelzen, head of reference, attended an Introduction to ArcView two-day workshop in St. Paul at University expense to learn how to use this major new product. ArcView has recently arrived on campus; the software has not yet been installed in the library. In other map news, the end-user GIS products Community 2020 and Census CD+Maps were demonstrated successfully to recreation classes and a number of students made maps.

Major new CD-ROMs added to the library are Westlaw's Wisconsin Statutes Annotated and the Wisconsin Administrative Code. These two products were placed on the library LAN as well as on the Documents area terminals. They offer easy keyword searching of these two important legal resources, one covering laws and one, the regulations of our state. Sechrest presented to the Public Services Forum on the Wisconsin Statutes and Code.

In other legal news Sandy Sechrest and Randy Hoelzen attended a legal workshop at the La Crosse Public Library. La Crosse Public will be housing the County Law Library, which was formerly located in the courthouse. This collection will be mostly electronic. Since we frequently have made referrals to the County Law Library in the past, it was important to update ourselves on its new incarnation. Sechrest gave a presen-

tation to the library about these and other legal resources.

Major web products were also added. We began receiving CIS's Congressional Universe and Statistical Universe from Lexis/Nexis. These are the web versions of two long-time paper Documents reference sources: the American Statistics Index and CIS Index. These two products cost less than their paper equivalents, and also offer a number of full-text documents on them. Sechrest also presented to Public Services on these.

In other Documents matters, while the CDP (Health Education) CD is still being produced, we have begun recommending patrons use the Combined Health Information Database, a web-based version of the same product with a friendlier interface. This is on the "Quick Web Lookups" part of the Library Home Page. Disposal of previously weeded federal documents continued; Mary Baldwin, the Documents assistant, sent out three large discard lists for federal documents.

Regrettably, a scanner and a set of speakers were taken from the Assistive Technology Room. The decision was made to keep Room 26 locked with a key being available at the Circulation desk and to Disability Resource Services staff.

In staff news, Sandy Sechrest, the Documents Librarian, served on the Wisconsin Library Association Literary Awards Committee and is also serving on a WLA Documents Services. Section ad hoc committee to update the state plan for federal documents. Sechrest also underwent a successful post-tenure review this spring. Mary Baldwin, the Documents Assistant, served on the campus Parking Appeals Board and was selected as the classified staff alternate to the Library Advisory Council.

Goals for 1998-99

My goals for 1998-99 were not completed as written. The weeding of Wisconsin documents is not yet complete but will be finished by the next annual report. While Community 2020 and Census CD+ Maps were demonstrated to classes and handouts prepared, I did not have a display as I had planned. I am planning to have a display this year covering these two products and ArcView also.

Goals for 1999-00

- Complete weeding of Wisconsin documents and work toward cataloguing of older Wisconsin documents.
- Prepare an exhibit for a display case on our three GIS products.
- Revise the Documents Department collection development policy. This was suggested by the Government Printing office.
- Begin a pilot project to do a zero-based review of item selections in selected areas of the collection. The GPO also suggested this.
- Continued assistance of patrons to make the best use of government documents regardless of format.

INTERLIBRARY LOAN

The mission of the Interlibrary Loan Unit is to provide patrons access to library materials not currently owned by Murphy Library, nor available at other local libraries. Murphy Library obtains materials for our patrons from other libraries, and via cooperative agreements, lends materials requested by other libraries. When appropriate, materials are also obtained from commercial document delivery services via fee-based arrangements. It is the goal of this unit to make this service accessible to all patrons and to provide the service in an expeditious manner. Every effort is made to use state of the art technology and efficient office practices to accomplish these goals. It is also our goal to be able to identify and report to the appropriate acquisition authorities those materials not owned by our library that are in frequent demand by our library patrons.

This was a very eventful and productive year for this unit. We continued to see an increase in ILL traffic. We were able to offer new services that assisted us in fulfilling many of the goals we had established for ourselves. A review of ILL activity and accomplishments follows.

ILL traffic was again higher than the previous year. Our patron requests rose by 7 percent while we supplied other libraries at a rate 6 percent higher than last year. This increase in volume was similar to last year's increases of 10% and 7%. The total traffic, 8,431 borrowing and lending requests, represents the highest number of requests that we have ever had. It is a 20% increase from five years ago and a 42% increase in total traffic from 10 years ago. More impressive and telling is the 162% increase in requests made by our patrons since the 1988/89 academic year.

YEAR	REQUESTS OF US	REQUESTS BY US	Total Volume
1994/95	4,241	2,801	7,042
1995/96	4,489	3,542	8,031
1996/97	4,223	3,103	7,326
1997/98	4,526	3,397	7,923
1998/99	4,798	3,633	8,431

Office staffing hours continued at previous levels for Moni McCarty and Mary Baldwin. Student hours dropped slightly to 32 hours a week during the regular semester. Staff, much to their credit, absorbed the increased workload without damaging fill time. Fill time is the number of days required to get materials to a requesting patron.

Fill-time studies were calculated on a regular basis up to the early 90's but were dropped at that time due to the significant number of staff hours required to do them correctly. With the purchase of the CLIO ILL management package

in November of 1997 we are now in a position to reinstitute this procedure which can provide such a useful benchmark for evaluating our services. During 98/99 the average fill time for a book was 8.8 days and for a photocopy 7.9 days. This calculation of the mean is somewhat misleading in that the average includes those problematic requests that took up to 3 months to fill. The more informative statistics are the median and mode. The median fill time for both books and copies is 7 days. The most frequently occurring fill time for both types of requests was 6 days. These recent statistics show an improvement from past fill times, but the degree of improvement is not easily determinable due to differences in start/end times used now and then. The improved fill-time rates will necessitate a change in what we advertise to patrons as to when they should expect access to the materials they ordered.

These impressive fill time rates perhaps help explain why our ILL Express service continues to be only occasionally used. Last year we had 22 such requests.

The CLIO package also allowed us to meet one of our 97/98 goals of using the product as an aide in acquisitions decisions. We used CLIO to produce a report of book titles heavily requested. This will become a regular activity that will complement the long-standing practice of reporting to the Serial Department on serial titles requested frequently via ILL.

The 97/98 goal of loading CLIO to a second computer was accomplished. This has allowed for staff to use the package simultaneously, something that was much needed. Loading the CLIO database of records to the library's LAN, which was part of the above process, has allowed me access to the database from my office and has facilitated my review of ILL traffic trends. Moni McCarty continues to explore other features of the package and has identified the "book-strap" production feature as one we want to use.

All other goals were also accomplished. We did join LVIS (Libraries Very Interested In Sharing) in October, 1998. Since then we have had relatively high levels of traffic with this group of libraries which has agreed not to charge each other fees for lending. Excluding WILS libraries that are also LVIS libraries, the borrowing and lending stats are 563 lending transactions and 454 occasions in which we borrowed from LVIS libraries. While this represents only 12% of our total traffic it certainly is a substantial part of our traffic that occurs with out of state libraries. This service was evaluated as to its impact on postage costs and by all indica-

INTERLIBRARY LOAN
CONTINUED ON NEXT PAGE

tions it did not have any significant impact on the library's total postage outlay.

Stefan Smith was able to create a duplicate electronic ILL form for Express requests. We did start the process of planning for a new OPAC and have explored how this new resource can facilitate ILL services. We again looked at expediting ILL delivery via request and or document electronic transport methods, but concentrated on WILS and CLIO products versus ARIEL.

Another significant development was UW System purchase of the OCLC ILL Direct service. Starting out as a pilot project in January 1999, UW-L was one of 7 system schools participating in allowing patrons to initiate their requests directly from the WORLDCAT database. Patron initiated requests went directly to designated lending libraries. Direct requests accounted for only 23% of total borrowing during the January to June trial period. UW-L was one of the heaviest per capita users of this service. A significant proportion of the ILL Direct requests were not truly "direct" in that they were entered by

student assistants at the Reference Desk who selected matching records from WorldCat for books requested by our patrons using the traditional forms. Promotion of this service to patrons was initiated, but needs to be expanded.

Other efforts included the review/acting upon the recommendations of the library self-study. The ILL office went from a direct to an Internet link with OCLC. The digital fax/copier was enhanced so that it can now also be used as a printer.

Goals for next year include:

- Fully familiarize ourselves with all capacities of relevant Endeavor modules. Continue to promote an expeditious deployment of the ILL module.
- Explore purchase of ClioRequest, a WEB request form that interfaces with OCLC's ILL Direct.
- Explore using WILS' E-DOC service.
- Promote ILL Direct. Explore opening other FirstSearch databases to this option.

LIBRARY INSTRUCTION

SESSIONS CONTACT HOURS ATTENDANCE

	SESSIONS		CONTACT HOURS		ATTENDANCE	
	1998/99	1997/98	1998/99	1997/98	1998/99	1997/98
Undergraduate	152	154	160.8	165.86	3,384	3,559
Graduate	23	26	29.75	46.51	485	692
Appointments	4	5	3.48	3.5	5	7
Community	3	15	4	16.52	43	238
Special UW-L Programs	5	3	4.1	3	252	52
Tours	4	7	2	5	62	116
Workshops (Faculty)	8	3	10.8	4.25	96	24
Workshops (Students)	2	2	2.5	5	140	26
TOTAL	201	215		249.64	4,467	4,714
Total 1998/1999	201		217.43		4,467	
Total 1997/1998	215		249.64		4,714	
Total 1996/1997	228		220.50		4,208	
Total 1995/96	237				4,786	
Total 1994/95	172				3,012	

The Department of Library Instruction is responsible for introducing library users to a wide range of information resources in response to their educational needs. Instruction is primarily accomplished with course-related presentations in the library instruction classroom using computer projection. Course related instruction is represented by the figures under Graduate and Undergraduate. A variety of worksheets are also used to allow hands-on experience with library databases. Instruction also took place in several campus computer classrooms.

During the 1998/99 academic year library instruction declined slightly, with 4,467 individuals reached by our instruction program, a decline of 247 individuals, and 14 sessions over the previous year. In 1998-99, 175 of 201 sessions (87%) were course related.

The search for a new Periodicals Librarian was completed in 1999, and Cris Prucha returned to her position of

Instruction Librarian after three years of service as the interim Periodicals Librarian. Interim Instruction Librarian, Nancy Steinhoff, accepted a position at Viterbo College in July 1999.

In 1998/99 Steinhoff continued to work with Stefan Smith on refining the Information Success Tutorial, an interactive tutorial designed for new freshmen and transfer students which was created by Smith and Steinhoff as the result of a UW-La Crosse Technology and Instruction grant.

In 1998/99 the Wisconsin Association of Academic Librarians formally adopted Information Literacy Competencies and Criteria for Academic Libraries in Wisconsin. Prucha was a member of the committee which drafted the guidelines, and was elected to serve as Chair in 1999. Incorporating these goals into the instruction curriculum remains a goal of our instruction program.

The Outreach Department was brought into being with the creation of the Outreach Librarian position during the 1996-1997 academic year. Responsibilities of Outreach include developing and maintaining the Murphy Library web pages; participating in the Library Instruction program and bringing instruction to diverse groups not normally reached; developing programs to promote library services throughout the campus community; developing and managing library-related distance education services; editing the *Fine Print* newsletter; and participating in other library services.

The library web pages were updated and enhanced during spring, 1999. The home page was completely redesigned with a more modern, graphical look. The underlying organization of the web site remains the same as before, but many changes were made within this structure including cosmetic changes, the addition of new pages and categories of pages, and a general standardization of access points and styles.

The Murphy Library web site is accessible to people with disabilities who are using text- or audio-based web browsers to access the web. There are still pages that need to be modified, but most pages, including all high-level pages, have text alternatives to graphical links and other elements that make access easier for people using non-graphical web browsers. As new pages are generated, essential elements that make them accessible to all users are included.

Statistics show that while classes are in session, the Murphy Library home page is usually in the top 5 of all campus web pages in number of accesses per week. For the year 1998-1999, Murphy Library was, overall, the fourth most-accessed web page on the UW-La Crosse campus. Of the Murphy Library pages, *The Research Page* gets the heaviest use. Other popular pages include *Electronic Reserves* and the *Periodicals Title List*.

Some specific additions/changes to the web site include:

- *The Research Page* was expanded to include lists of databases by academic major. These lists include short descriptions of information databases and include live links to those products that are available on the web.
- A search engine that keyword searches the entire Murphy web site was added to the site.
- Most forms on *The Forms Page* were redone. A "Purchase Book" form was added to the page.
- *The Faculty Page* was revamped and updated based on recommendations from the Faculty Library Committee.

In addition to managing the Murphy Library web site, Outreach also developed the public interface to the new

Murphy Library Catalog. For the first time, the library catalog became available through the web; working with the Automation Department and various implementation committees in the library, Outreach designed the graphic interface of the catalog and implemented suggested changes in functionality. The goal was to create a clean, simple interface to a complex product. To complement the new catalog, Outreach worked with Library Instruction and Periodicals to develop a web-based tutorial describing and exploring the new catalog.

The Faculty Outreach Program, which was developed in conjunction with a subgroup of the Faculty Library Committee, was implemented for the first time this year. The program was developed to further faculty understanding of library products and services; it consists of visits by one or two librarians to academic departments, often during regularly-scheduled department meetings. The visits last for about an hour; librarians use a networked laptop computer and a video projector to demonstrate products and services specific to each department's discipline.

Ten Faculty Outreach visits were conducted this year, most during department meetings, with a total of 80 faculty participating. The program will continue for the foreseeable future; it is hoped that all departments can be reached within 2-3 years after which a new cycle of visits will begin.

Outreach participated in bringing library instruction to remote sites including sessions for the Tomah School District, the Sparta Learning Community, the Onalaska Learning Community, and others. Other instruction sessions were offered as part of the university's Programs in Instructional Uses of Technology program and via distance education to various schools in the area through the WWLearn distance learning network.

Outreach coordinated publication of the library newsletter, *The Fine Print*, which was extensively redesigned this year. It was formatted as a folded booklet, instead of single sheets, and was printed on premium paper. *The Fine Print* is published each semester and is distributed across campus, to UW-L alumni and retirees, and to libraries throughout the state.

During the spring and summer semesters, Outreach assumed parts of the vacant Electronic Services position, including serving as backup to Automation. In this capacity, Outreach participated in automation training for the Endeavor Voyager integrated library system; collection development of electronic resources; and administration and maintenance of web-based information databases.

PERIODICALS DEPARTMENT

In order to provide the library's users with access to information published in journals, the ongoing activities and functions of the Periodicals Department include the following:

- Selection, ordering, and fund control of periodicals, newspapers and microforms;
- Receipt and check in of periodical issues, volumes, newspapers, and microforms;
- Claiming of non received titles or issues;
- Shelf maintenance and shelving of bound, current, and microform periodicals and newspapers;
- Binding of periodicals retained in paper format;
- Weeding, withdrawal and disposition of periodicals;
- Cleanup and maintenance of the periodicals databases.

Periodicals Subscription Statistics

Vendor Subscriptions	1,340	\$340,220
Publisher Subscriptions	44	\$15,178
Microform Subscriptions	553	\$46,650
Gift Titles	94	n/a
Total	2,031	\$402,048

Preparation for migration from NOTIS to a new integrated library system (ILS) was the primary focus of the department this year. The committees/working groups directed to choose and implement an ILS to meet the needs of the entire UW library system involved everyone in the department. After the Library Automation Task Force chose Endeavor's Voyager system in November 1998, staff members prepared our bibliographic records for the migration. Data were analyzed and modified to ensure a smooth migration. Periodicals staff reviewed a test load of bibliographic, holdings, and item records in Voyager and accepted the test load on June 30.

The search for a new ILS coincided with a search for a new Periodicals Librarian. After three years as interim Periodicals Librarian, Cris Prucha returned to her permanent position as Library Instruction Librarian in July 1999. Jenifer Holman was hired as the new Periodicals Librarian in May 1999.

Mary Baldwin continues working with the periodicals department as our microform machine technical advisor. When not maintaining the machines, she has been creating item records for the bound periodical volumes. While creating item records for the newly bound periodical volumes will be an ongoing task, retrospective item creation is completed through the letter S. In order to continue

collecting critical use statistics with the new ILS, item record barcodes have also been created for microform and current titles.

Electronic journals continue to allow us to increase the amount of information that we provide our users. The library web site now includes a page devoted to online journals. These services include: Project Muse (journals from the Johns Hopkins Univ. Press); JSTOR (full text from the first issue to 1993 of 115+ scholarly journals); ACS Chemical Journals (journals from the American Chemical Society); and Physics Electronic Journals (more than 30 journals published by the Institute of Physics).

As more users access journal articles through electronic services, our number of in-house (print) journal uses continues to drop.

Periodicals Statistics

In-house journal uses	46,466
Public Service questions	2,068

The long-standing "Timewand System" for collecting use statistics was retired at the end of June 1999 as staff prepared to use a new scanning system as part of the Voyager Integrated Library System.

The Periodicals Union List "Orange Book" was updated and expanded in January 1999. The web version of this list now includes hotlinks to full-text articles in Ebscohost and ABI databases as well as hotlinks to the web sites of La Crosse area libraries whose holdings are included in the union list. Listings of periodicals by subject were also updated in 1999.

The Periodicals Department improved library users' experience with the microfilm reader/printers by purchasing the library's first laser quality reader/printer. The Canon Microfilm Scanner 400 has been well received.

Besides their commitment to Murphy Library, Bonnie Daines and Virginia Kreyer continue to contribute their time and talents to the larger community. Bonnie Daines serves on three campus committees: the Labor/-Management Committee, Parking Appeals Board, and Union Organizing Committee. Daines also donates her time to the community as a United Way Community Investment Volunteer. Virginia Kreyer is also active on three campus committees: the Women's Advisory Council (chair), the Organization of Campus Women Steering Committee, and the Affirmative Action and Diversity Council.

REFERENCE SERVICES

The purpose of the Reference Department is to provide professional level informational services, in a personalized manner, to all of our patrons. This assistance is provided through the maintenance of a quality reference collection and the tools to access same, instructing patrons in effective utilization of reference materials and finding aids, answering specific factual questions, explaining library policy, referring patrons to appropriate resources or agencies outside the library, and production of library specific information retrieval aids.

Librarians staffing the Reference/Information Desk provide the core service in this Department. They provide immediate and personal assistance to all patron populations. This past year the reference desk hours remained at 62 hours per week. Student assistants at the desk once again assisted professional librarians. Student assistants worked with librarians at the desk most weekday afternoons and evenings for a total of 30 hours per week. Personal reference contacts at the Reference Desk were documented and the statistical record follows:

1994/95	18,799
1995/96	22,197
1996/97	19,306
1997/98	18,578
1998/99	18,016

The number of reference questions was down again slightly (3%) from last year. For the past eight years the number of reference questions has been relatively constant. I do not find the small declines in the past two years to be alarming. The Reference area is a very active location and it is my impression that librarians are spending as much time, if not more, assisting patrons as they have in the past.

Last year's goals were met in whole or in part with one exception. The list of goals for 1998/99 included:

- *continuation of the weeding project.* The weeding project has been progressing nicely. It is taking longer than I first projected, but I believe this is an indicator of the level of effort put into making the appropriate decisions. The deselecting process has been modified slightly and there have been very few down times when the weeding process was not occurring.
- *review of reference services during intersession.* Providing reference services during intersession was monitored. Usage was low and the service has not been offered recently.
- *review of reference desk hours and librarian assignments.* This goal was not met and will be carried forward for next year.
- *continued review of collection development priorities as weeding and new electronic resources force us to reflect on past practices and future needs.* This ongoing goal was once again a central aspect of management of reference resources. More and more reference products are becoming available to libraries in electronic format. Each product needs to be evaluated on an individual basis as the electronic format cannot be assumed to be superior to its print format equivalent. Many electronic products do offer enhanced capabilities and in those instances the choice sometimes becomes selecting which electronic format, CD-ROM or products with a WEB front-end.

Goals for next year include:

1. Provide a GIS workstation(s) to our patrons. Sandy Sechrest and I have received training on the use of Archview GIS software. Archview is a desktop GIS package that allows for spatial data display as a map. A UW System contract should allow access to this software in the near future. If hardware and human resources are available this system can be brought up this year. Library owned electronic datasets, with compatible export/import capabilities, would then be available to be mapped.
2. Review skill needs of Reference Department student workers and Reference Desk student assistants and evaluate current training as to the degree that it meets the needs of my students. Make appropriate changes and improve training regiment for my student assistants.
3. Continue Ref. Weeding project. Add Reference Compact Shelving to the area to be examined.
4. Review Reference Desk Hours and librarian assignments. Current desk obligations, total hours, evening desk responsibilities, etc., are in part based on historical factors. It is time for a review and the Library Department will be brought into the discussion.

SPECIAL COLLECTIONS & AREA RESEARCH CENTER

Total patron registrations for the 1998-99 year totaled 1,528, a slight decrease from last year's figure of 1,547. Individual categories of use and comparisons with last year's figures are detailed below:

Category	1997/98	1998/99
St. Hist. Soc. registrants	186	192
St. Hist. Soc. Daily registrations	374	382
Rare books	259	213
Wisconsin books & other Wis. items	579	561
University archives	113	88
Oral history interviews	79	96
Photographs, all categories	363	363
Lectures and tours	9	70
Telephone, mail, and e-mail requests	223	189

Patron Use

As in previous years, our patrons concentrated their research in local and community history, architectural history, river and steamboat history, and genealogy.

There was an increased use by UW-L students, due to several class projects, such as Professor Charles Lee's public history class research on the Hood-Powell neighborhood in La Crosse. Students of UW-L Professor Chad Oness, English, made heavy use of the newly named Emerson G. Wulling 20th Century Literary Fine Press Collection in Special Collections for several assignments. Professor Oness is rejuvenating the fine press program on campus and this new emphasis has already had an effect on the use of our rare book collections and will continue to do so in the future. Tours and talks on specific holdings in Special Collections were given by the Special Collections Librarian to several UW-L classes including ones in Wisconsin history, portrait photography, and environmental science.

Use of the photographic collection was, statistically, identical to last years. Requests for steamboat photographs continue to be a driving force for interest in the collection. Some specific uses included: a college professor in Texas needed photos of noted Mississippi River pilot Horace Bixby and the steamboats he piloted; an archeology consulting firm in Memphis needed photos of the steamboats they were working on for reports to the Corps of Engineers; the cable TV History Channel requested photos of gambling on steamboats; and the Minnesota Historical Society wanted a good quality photo of an upper Mississippi River steamboat, circa 1880s, that it could blow-up for a wall-size exhibit. One of the most interesting uses was the Delta Queen Steamboat Company's request for photos of the Natchez and the Robert E. Lee and their famous race from New Orleans to St. Louis in 1870. The Company intended to use the photos to illustrate a brochure on the race to give to their passengers.

Total income from sales of photographic images, picture rights, and research fees, totaled \$4,707.42, down from last year's \$5419.50. Part of this drop may be explained to a decline in research fees actually charged because I frequently provided

my research free, considering it on-the-job training because I was new to the position and the research gave me an opportunity to learn the collections. Late in the year we did raise our fees for photographic prints an average of \$2 a print. This raise was necessary to cover an increase in what the Visual Communications photo lab charges us for prints and the fact that our fees had not been raised in over five years.

The Sons and Daughters of Pioneer Rivermen continued their long-standing support of our Steamboat Project with another grant of \$5,000 this spring. This gift brings the total amount from this organization to nearly \$115,000. This support continues to be indispensable to the project's success. Ralph DuPae, field collector for the Steamboat Project, continued his travels and collecting of steamboat images for the project despite talk of his slowing down.

Additions to Collections

Category	Added	New total
Wisconsin books	112	5,919
Rare books	52	12,875
Catalogued Univ. Archives	9	
UW-L theses	16	991
UW-L seminar papers	6	1,700
UW-L action learning projects	1	58
Vertical files, all categories	14	4,861
Oral history tapes	49	1,345
Photographic images, printed	5,677	118,264
Photographic images, unprinted (Detail: steamboat images printed 263, unprinted 424)	424	22,355
Color slides	16	7,662
Total photographic images	6,364	147,673
Other images sketches, drawings	3	418
Maps	0	535
Film, 16mm	24	24
Video	3	20
Cassette tape	1	4

Storage Inventory

Category	Added	New total
ARC (SHSW) materials	6.5 ft	948.5 ft
Microfilm, in reels	10 reels	510 reels
University archives	9 ft	651 ft
Photographic collections	13 ft	352 ft
Vertical files, all	1 ft	114 ft
Oral history collection	2 ft	94 ft
Other boxes, bound records, misc.	21 ft	295 ft

Staffing and Hours

Special Collections was open 40 hours per week when school was in regular session, including Saturday afternoons. Separate reference statistics were kept during the fall semester to determine the viability of remaining open on Saturdays. It was determined

that there was enough public use on Saturdays, coupled with the difficulty of adding more public hours during the work week, to keep the current hours unchanged.

Linda Sondreal, librarian-senior, continued her half-time appointment in this department; she is the only staff member scheduled during intersession periods. Due to the limited number of staff and student workers during August and May intersessions, Special Collections was forced to either close or was open only with the help of volunteers. Cross-training of a Murphy Library classified staff was proposed by the library director as a way of providing additional staff for Special Collections. Ginny Kreyer, from Periodicals, received such training in the last year and has begun working in Special Collections a few hours a week. It is hoped that having a third staff member available will allow Special Collections staff to attend training sessions and conferences and assist in maintaining the posted hours of operation. Any additional staff to Special Collections is welcome, a long-term solution to the staffing needs in Special Collections will require more permanent staff. The first step in accomplishing that goal is the long-expressed desire of making Linda's half-time position a full-time one. With the retirement last year of the Special Collections Librarian, Ed Hill, Linda's time in Special Collections became even more critical to maintain the day-to-day operations and efficient reference service.

This fact is particularly borne out by research in the photo collections. Although the number of photo requests was, remarkably, identical to the same number of requests as last year, the impact of photo research requests on Linda's time rose significantly due to Ed Hill's retirement and the subsequent loss of his expert knowledge of the photo collections. Most of the photo requests had to be handled by Linda, as I did not have the sufficient subject knowledge of the photo collections to answer questions authoritatively. Also, five of our 11 student assistants were new this year and needed to be trained. Thus, Linda has had to bear the brunt of photo research requests while training the students and a new Special Collections librarian.

The student assistants are essential in all aspects of our operations. They form our first line of interaction in providing reference service to Special Collections' patrons. Last summer, our student workers were Rachel Page and Merritt Iverson. During the school year, our students included Jodi Erickson, Erin Skalecki, Janna Kirschbaum, Heidi Murphy, Heather Kvam, Leah Driskill, Kristi Teed, Nicholas Krause, Lisa Stevens, Brenda Brueggan, Amy Schneider, and Matthew Shelton. Nicole Brown was the sole student worker during the 1999 May intersession and summer session.

Significant Projects and Events

The most significant change, one with a major impact, in Special Collections in the last year was the retirement of the former Special Collection Librarian, Ed Hill, in May 1998. Hired as Ed's replacement, I began my duties in June 1998. Thus, this is my first report as head of Special Collections and covers the full fiscal year of July 1, 1998-June 30, 1999.

While there was a change in librarians, the operation and philosophy of the Special Collections unit remain, for the most part,

unchanged. The focus remains on the historical documentation of the five-county region surrounding La Crosse and the institutional memory of the UW-L. Collecting photographs of both steamboats and the La Crosse area also remain a priority.

There was a conscious decision to renew collecting of both Wisconsin poets and Midwestern fine press books on a limited scale. Each of these spheres had been cut in recent years due to a lack of acquisition funds. Part of the renewed interest in collecting is the use of the fine press collection by Prof. Chad Oness, English Department, and his students. The acquisition of a fine press book, Gary Bradley's *My Place Here Below*, was made possible by the unique combination of four funding source: Special Collections, Murphy Library Endowment Fund, English Department, and College of Letters and Science. Future fine press collecting will still be limited, however. For example, a standing order with one fine press in California was canceled this year since they are outside of our geographic region and their prices rose above our budget.

The Bradley book was highlighted during a reception cosponsored by Murphy Library and the English Department honoring Emeritus Prof. Emerson Wulling for his many years of service to UW-L and his contributions to Murphy Library. During the reception, the announcement was made designating the fine press materials in Special Collections as the Emerson G. Wulling 20th Century Literary Fine Press Collection. It is hoped this will shed new light on the fine press materials and bring more attention to the collection.

Other types of materials were added to Special Collections. New manuscript accessions in the Area Research Center include the Civil War diary of a young woman in West Salem and the papers of the current La Crosse mayor, John Medinger. Papers of a local naturalist and author, Alvin Peterson, were sent to the State Historical Society of Wisconsin for processing.

Previous donor Emerson G. Wulling donated more fine press items by Gaylord Schanilec. Tom Montag and John Judson, both poets and editors, each donated materials of their writings and from their respective journals, complementing their previous gifts. William Kellerman added a second, and final, installment to his donation of Mark Twain first editions and Twain-related material.

The oral history collection continues to grow. I am a member of a committee that has drafted a grant proposal to the National Historical Publications Commission (NHPRC) for cataloging the oral history collection. The Howard Fredericks Memorial Fund for Oral History is now approaching \$25,000 in its endowment.

Some physical improvements were made to the Special Collections area this last year, notably new ballasts for overhead lighting provided a much-needed light in the reading room. Temperature and humidity are not within the recommended norms during some times of the year so monitoring of these conditions will be undertaken this year to compile documentation of the fluctuations.

On a sad note, John Niquette, a daily researcher on the Gideon Hixon house and Hixon business papers, passed away in December. In his memory, a small scholarship fund for student workers in Special Collections was to be established by his employer with the UW-L Foundation.

APPENDIX - FINANCIAL REPORT

UNIVERSITY LIBRARY & NOTIS

June 30, 1999

UNIVERSITY LIBRARY 102 06 025900	BUDGET	EXPENDED
STUDENT HELP \$30,866+\$54,375+503-1974	\$75,270	\$73,863
- \$8,500 to supplies		
TRAVEL	\$2,400	\$2,400
SUPPLIES/SVCS \$37,058 to NOTIS		
+ \$2,500 from Foundation	\$54,526	\$54,526
Contractual Services		\$0
Postage		\$2,507
Telecommunication		\$11,791
Centrex Svc.		\$0
Toll Calls		\$4
Comm. Misc.		\$180
Toll Calls STS		\$145
Advertising		\$409
Subscriptions		\$300
Dues & Memberships		\$260
Tuition & Fees		\$30
Computer Maintenance		\$600
Maintenance of Misc. Equip.		\$1,925
Transport. & Freight (UPS)		\$184
Maintenance of Structures		\$642
Software		\$229
Data Process. Svcs. (Private Vendors)		\$19,176
Data Process. Svcs. (Univ.)		\$0
General Svcs.		\$34
Supplies		\$2,494
Elan		\$3,287
Office Equip. < \$5000		\$9,233
Furniture < \$5000		\$0
Operating Supplies		\$0
Print/Dupl. (Univ.)		\$1,071
Print/Dupl. (Private Vendors)		\$25
CAPITAL	\$0	\$0
CPU Input Output Storage		\$0
Computer Software		\$0
Furniture > \$5,000		\$0
NOTIS 102 06 025908 \$30,000 base adj.	BUDGET	EXPENDED
SUPPLIES/SVCS Carryover \$37,058 fr. 025900	\$51,578	\$51,578
CAPITAL	\$15,480	\$15,480
UW Sys Endeavor 102 06 025909	BUDGET	EXPENDED
UW System Loan		
SUPPLIES & SERVICES	\$51,444	\$45,444

APPENDIX - FINANCIAL REPORT

LIBRARY ACQUISITIONS AND ELECTRONIC ACCESS June 30, 1999

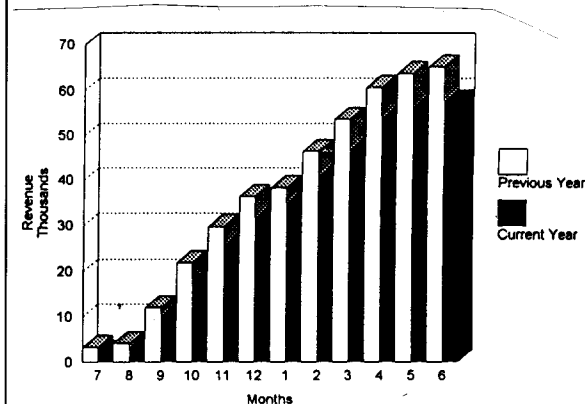
Acquisitions Budget	\$661,552	
Fines	\$1,300	
Electronic Access	\$41,394	
Permanent Base Budget Adjustment	\$70,000	
Murphy Endowment Fund	\$433	
Express Request Revenue	\$363	
Book sale & Refunds	\$842	
Transfer to UW Sys Endeavor Acct.	(\$5,444)	
TOTAL	\$770,440	
ACQUISITIONS	BUDGET	EXPENDED
CAPITAL		
Domestic/Foreign	\$219,906	\$230,294
Endowment Fund	\$433	\$433
Microforms	\$3,483	\$3,483
AV	\$2,000	\$1,963
CD-ROM	\$38,290	\$37,610
Reflects \$1,300 from Fines		
SUB-TOTAL	\$264,112	\$273,783
SUPPLIES		
Svcs Provided by Entity		
Copyright Clearance, Carl Uncover	\$115	\$115
Data WP Svcs		
COWL/OCLC, STN		
CCH Access, COWL FirstSearch	\$55,828	\$55,670
Freight for Document Delivery		
Red Box Service	\$4,803	\$4,803
SUB-TOTAL	\$60,746	\$60,588
ACQ. TOTAL	\$324,858	\$334,371
PERIODICALS		
CAPITAL		
Domestic/Foreign	\$355,869	\$355,721
Microforms	\$52,722	\$52,514
Binding	\$10,000	\$9,494
PER. TOTAL	\$418,591	\$417,729
DOCUMENTS		
CAPITAL		
Supt. of Docs.	\$450	\$450
Microforms	\$5,795	\$2,600
CD-ROM	\$1,745	\$1,745
DOC. TOTAL	\$7,990	\$4,795
SPECIAL COLLECTIONS		
CAPITAL	ARC TOTAL	
	\$4,000	\$4,000
MISCELLANEOUS		
SUPPLIES	\$9,556	\$9,545
CAPITAL	\$0	\$0
MISC. TOTAL	\$9,556	\$9,545
GRAND TOTAL	\$764,995	\$770,440

APPENDIX - FINANCIAL REPORT

SELF-SUSTAINING FUNDS - June 30, 1999

ONLINE	BUDGET	EXPENDED
Supplies/Services	\$300	\$317
ILL		
Supplies/Services	\$1,300	\$1,171
FINES		
LTE	\$5,670	\$4,468
Student Help	\$0	\$0
Travel	\$1,100	\$926
Supplies/Services	\$6,650	\$6,805
Equipment	\$1,300	\$1,300
TOTAL	\$14,720	\$13,499
COPY VENDING		
Student Help	\$0	\$0
Travel	\$4,000	\$3,895
Supplies/Svcs.	\$56,420	\$46,479
Contractual Services		\$21
Postage		\$887
Telecommunication		\$175
Centrex		\$30
Toll Calls		\$0
Telephone Install		\$0
Toll Calls STS		\$146
Advertising		\$489
Dues. & Memberships		\$0
Job Training & Development		\$0
Operator Lease Equip.		\$4,151
Computer Maintenance		\$0
Maintenance of Misc. Equip.		\$20,319
Transport. & Freight (UPS)		\$54
Maintenance of Structures		\$864
Software		\$929
Data Process. Svcs. (Private Vendors)		\$0
Data Process. Svcs. (Univ.)		\$0
General Svcs.		\$0
Supplies		\$12,916
Elan		\$2,246
Office Equip. < \$5,000		\$2,704
Furniture < \$5,000		\$0
Supplies Maintenance		\$0
Print/Dupl. (Univ.)		\$473
Print/Dupl. (Private Vendors)		\$75
Equipment	\$8,955	\$8,955
DISK SALES		
Supplies	\$200	\$255
LRC LOCKERS		
Supplies	\$50	\$0

Copy Vending Revenue Comparison for 1997/98 & 1998/99



REVENUE REPORT FOR JUNE

FUND	MONTHLY REV. 1998	CUMULATIVE REV. 1998	MONTHLY REV. 1999	CUMULATIVE REV. 1999
Copy Vending	\$1,452	\$65,133	\$1,384	\$57,520
Fines	\$1,219	\$15,860	\$629	\$16,217
ILL	\$24	\$187	\$24	\$506
Online	\$12	\$152	\$16	\$139
Disk Sales	\$0	\$140	\$4	\$171
LRC Lockers	\$0	\$33	\$0	\$16

APPENDIX - FINANCIAL REPORT

GRANTS AND GIFTS 1998/99

Grants

Instructional Technology	\$6,272.00
Novell Training	530 allocated, but training was no longer available so money was not used. \$0.00
J. Mack Gamble Fund	Special Collections <u>\$5,000.00</u>

Grants Total \$11,272.00

Gifts

HPER Sports Discus. \$758.00

Library Endowment Fund

Native American Books	\$433.00
Printer	\$188.00
Display Case	\$465.00
Hmong Quilt	\$2,000.00

Book *My Place Here Below*

College of Liberal Studies	\$100.00
English Department	\$200.00
Library Endowment Fund	\$500.00
Million Dollar Disk		
College of Business Admin.	\$700.00
UW-L Foundation	\$700.00
Billie Batchelor Trust Fund	<u>\$354.52</u>

Gifts Total \$6,398.52

Book sale

Book sale Total \$577.00

GRAND TOTAL \$18,247.52

APPENDIX - MURPHY LIBRARY STATISTICS 1998/99

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Interlibrary Loan													
Borrowing													
Borrowed Volumes	93	88	70	127	167	64	34	118	168	161	99	68	1,357
Photocopies Requested	190	90	128	219	97	107	55	275	304	195	115	136	1,911
Unfilled Requests	27	41	16	42	20	29	13	25	43	86	21	28	391
Total Borrowing	310	219	214	388	284	200	102	518	515	442	235	232	3,659
Lending													
Loaned Volumes	127	107	156	164	128	130	155	200	204	166	89	7	1,633
Photocopies Sent	100	79	118	179	219	92	108	222	228	180	117	140	1,782
Unfilled Requests	87	85	91	129	151	99	82	141	156	151	92	135	1,399
Total Lending	314	271	365	472	498	321	345	563	588	497	298	282	4,814
TOTAL ILL ACTIVITY	624	490	579	860	782	521	447	1,081	1,103	939	533	514	8,473
Periodical Subscriptions	1,666	1,663	1,662	1,663	1,662	1,662	1,662	1,662	1,661	1,640	1,640	1,643	1,643
Subscriptions Added	26	1	0	3	0	0	1	0	0	0	2	3	36
Subscriptions Dropped	3	4	1	2	1	0	1	0	1	21	2	0	36
Periodical Gifts	87	86	84	83	82	83	83	84	85	84	85	85	85
Circulation													
Main/Reserve	3,076	1,217	10,099	15,157	14,540	10,048	3,084	11,399	12,068	12,727	5,987	2,367	101,769
In-House	1,209	420	2,010	4,067	4,264	3,452	703	2,633	3,232	3,849	2,397	791	29,027
TOTAL	4,285	1,637	12,109	19,224	18,804	13,500	3,787	14,032	15,300	16,576	8,384	3,158	130,796
Community Borrowers	12	10	19	20	14	9	18	16	26	17	8	28	197
Turnstile Count	9,089	2,957	45,176	62,178	54,257	47,282	11,583	48,289	44,734	49,725	31,590	8,898	415,758
Days Library Open	27	21	27	31	28	26	25	28	28	28	26	25	320
Library Instruction		0											
Sessions	6	2	51	32	20	3	10	46	14	11	1	5	201
Participants	70	152	1,294	597	402	51	245	1,054	312	182	8	100	4,467
Reference Questions	791	200	3,729	4,134	3,971	2,210	760	3,428	2,824	2,811	1,027	986	26,871
Mediated Database Searches	0	0	0	0	0	0	0	0	0	0	0	0	0
EAGLE Catalog Searches	9,971	5,788	23,284	33,645	35,385	22,902	10,336	91,605	27,149	30,620	12,386	9,124	312,195

APPENDIX - STATISTICS

ADDITIONS 1998-99

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Bound Volumes													
Circulating	515	358	455	452	395	276	485	352	297	351	290	469	4,695
Reference	82	72	84	59	48	59	95	79	67	58	24	41	768
Special Collections	5	1	42	8	4	21	18	30	15	18	1	10	173
Sub-Total	602	431	581	519	447	356	598	461	379	427	315	520	5,636
Periodicals	82	99	76	75	46	39	121	303	277	204	0	95	1,417
TOTAL	684	530	657	594	493	395	719	764	656	631	315	615	7,053
Titles (Bound)													
Books	395	338	435	425	368	258	475	366	260	323	270	464	4,377
Periodicals	0	7	0	0	0	2	0	5	7	0	153	0	174
Microforms													
Microfilm	49	63	97	37	37	124	51	117	25	157	57	51	856
Microfiche	2,036	3,640	1,785	3,272	3,739	909	3,382	2,810	1,343	2,728	1,803	1,731	30,843
TOTAL	2,085	3,703	1,882	3,309	3,776	1,033	3,433	2,927	1,368	2,885	1,860	1,782	31,702
Titles (Microforms)													
Books	30	0	0	31	0	0	0	0	0	79	24	5	230
Periodicals	1	0	0	0	0	1	0	0	1	0	0	0	3
Government Documents													
United Nations	0	0	0	1	0	0	0	0	0	0	0	0	1
United States	361	377	431	325	307	311	268	443	421	334	81	365	3,958
Wisconsin	147	67	165	43	105	95	55	70	161	37	115	31	1,041
Documents on													
Microfiche	(601)	(2,315)	(1,622)	(1,881)	(1,419)	(795)	(2,247)	(1,662)	(1,305)	(1,226)	(327)	(422)	(16,139)
TOTAL	508	444	596	369	412	406	323	513	582	371	196	396	5,000

APPENDIX - STATISTICS

WITHDRAWALS 1998-99

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Bound Volumes													
Circulating	678	35	96	841	85	19	9	39	155	17	1	5	1,980
Reference	99	22	70	45	43	45	106	21	84	31	27	34	627
Special Collections	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub-Total	777	57	166	886	128	64	115	60	239	48	28	39	2,607
Periodicals	2	0	0	0	0	0	0	0	0	0	0	0	2
TOTAL	779	57	166	886	128	64	115	60	239	48	28	39	2,609
Titles (Bound)													
Books	716	28	88	517	86	18	7	35	126	23	2	30	1,676
Periodicals	0	0	0	0	0	0	0	0	0	0	0	0	0
Microforms													
Microfilm	0	0	0	0	0	0	0	0	0	9	0	0	0
Microfiche	99	177	1,137	258	87	13	279	164	149	1,862	65	192	4,482
TOTAL	99	177	1,137	258	87	13	279	164	149	1,862	65	192	4,482
Titles (Microforms)													
Books	0	0	0	0	0	0	0	0	0	0	0	0	0
Periodicals	0	0	0	0	0	0	0	0	0	0	0	0	0
Government Documents													
United Nations	0	0	0	0	0	0	0	0	0	0	0	0	0
United States	469	338	3,376	65	63	2,542	44	218	230	404	25	97	7,871
Wisconsin	36	8	70	11	45	14	11	24	26	16	59	6	326
Documents on													
Microfiche	(99)	(177)	(1,137)	(258)	(87)	(13)	(279)	(164)	(149)	(1,862)	(65)	(192)	(4,482)
TOTAL	505	346	3,346	76	108	2,556	55	242	256	420	84	103	8,197