

SAINT MARY'S UNIVERSITY



ANNUAL REPORT

1988 - 1989

PATRICK POWER LIBRARY

FERGUSON LIBRARY FOR PRINT HANDICAPPED STUDENTS

MEDIA CENTRE

HALIFAX, NOVA SCOTIA

HIGHLIGHTS

- Novanet was fully implemented
- FAX became a new University-wide service with 9,081 transmissions sent and received
- Traffic in library exceeded 427,000 patrons
- Over 20,000 Reference questions answered
- Interlibrary Loan transactions reached 1,719
- 489 CD ROM sessions
- On-line literature searches, 240
- 1,012 students reached through instruction sessions
- 6,429 monographs ordered
- Average cost of a book was ~~\$43.43~~ ^{41.33}
- Average cost of a periodical was \$147.99
- Ferguson Library for Print Handicapped Students served 34 students and professionals, of which 17 were from Saint Mary's University
- Media Services closed circuit now reaches 17 classrooms
- 876 video broadcasts reached over 40,000 students

LIBRARY ADMINISTRATION

IDs

With the growing enrollment at Saint Mary's, this area has kept the Administration personnel busy throughout the year; issuing approximately 3,000 new (and replacement) Student IDs.

The peak periods for this service are during early registration in August and the entire month of September. At these times staff from other library departments are employed in order to process the IDs as fast as possible. This assistance from other departments is greatly appreciated.

During the 1988/89 Academic year a second ID Camera and laminating machine were purchased to help speed up the Student ID processing even more in the upcoming year.

FAX

Saint Mary's acquired its first University Facsimile machine and installed it in the Library Administration office. In this past year 9,081 transmissions were sent and received. This additional communication service quickly caught on with administration, faculty and students in the Saint Mary's community; today up to 50 percent of the working day is used in processing transactions, both incoming and outgoing, by the secretaries of the Library Administration staff.

GENERAL

The Library Conference Room was booked regularly throughout the year for various meetings by faculty, numerous committees of the university and members of the university community.

The Library Administration meet weekly with all library Department Heads to discuss the activities taking place within the library throughout the year: i.e. Novanet system (reports from sub-committees), weeding of the Dewey Collection, staffing requirements, movement of collection, etc.

1988/89 also saw the Professional Librarians join with the Faculty Union of Saint Mary's University.

PUBLIC SERVICES DIVISION

Once again we experienced an increase in the number of people served, questions answered, and books circulated. Technology played its part, with the Novanet Circulation Module implemented and the advent of CD-ROM indexes in the Information Services area.

Thanks are due to the staff in Public Services who maintained their willingness and good humour through all the increased demands this year. New solutions in staffing, scheduling, and technology will improve the situation.

INFORMATION SERVICES

Reference Desk Activity

Once again the workload increased - this year by 3.8%. Seen over a five-year term, staff responded to 31.7% more enquiries. Since 1979/80 reference desk activity has doubled. Of course, staff has not increased by the same proportion; they have managed to cope with the volume of activity through willingness and effort. In the past ten years reference desk activity has increased by 95.0%. The additional work has greatly raised the stress factor for work at the reference desk.

The rise in evening work is a matter of concern. For 3 of the 5 evening hours, the desk is staffed by one person; for the remaining 2 hours, the full-time staff member is assisted by a student from the Dalhousie School for Library and Information Studies. However, the demand for services is as great in the evenings as in the mornings, when a full staff complement is available. We must respond to these changing patterns of library use to meet the needs of our users.

New technologies are also making increased demands on staff. The Novanet on-line public access catalogue has made information on holdings and availability at the 5 metro universities easily available. Problems arise because all the books and periodicals held are not yet listed on the system and patrons must be directed to other sources. Also, patrons require experienced assistance with more complex subject searches on the system. CD-ROM (compact disk with read-only memory) has enabled our users to access the whole ERIC (educational) database as well as the data from the Canadian Centre for Occupational Health and Safety. In creating competent end-users of these disks we must expend an average of thirty minutes per user on a one-to-one basis. The satisfaction of our users with this technology and the cost-effectiveness of it vs actual on-line searching costs have encouraged us to acquire even more databases on compact disk for the coming year.

Interlibrary Loans

Saint Mary's remained a net lender of interlibrary loans in 1988/89, providing 327 more items than it borrowed. 65% of this material was supplied to Nova Scotia libraries, affirming our position as a resource library to the province. By comparison, Saint Mary's borrowed the preponderance of its material (84.9%) from outside this province.

On-Line Information Retrieval

Information Services executed 240 searches, down 82 (or 25.5%) from 1987/88. A search is defined as a request by an individual for information, which may be drawn from one or more on-line systems, using one or more databases. In 1988/89, 714 databases were used, for an average of 2.98 databases per search.

The acquisition of ERIC on compact disk resulted in a 90.5% reduction in the use of that database (down to 12 from 126 users in 1987/88). The most prominently searched databases reflected a concentration of requests from psychologists and business researchers.

Selection, Acquisition, and Storing of Specialized Materials

Space is becoming a problem in the reference and government documents area. Selection of material to be housed in the general collection and judicious weeding helped the situation this year, but on-going solutions must be sought in the near future. This year the government documents keyword database was moved from the Dalhousie computer to the Saint Mary's VAX enabling us to produce our printed index on in house computer. The collections of corporate reports, university calenders, and archival material continue to grow as more demands for this material need to be met.

COLLECTIONS DEVELOPMENT

Introduction

The library received \$440,000 for the purchase of books and periodicals in 1988/89: \$252,535 was allocated to maintain periodical and standing order commitments, which left \$188,465 for books. Over the past 5 years, without adjustments for inflation, the library is spending less per student for books and periodicals - \$70.00 in 1984/85 vs \$62.00 in 1988/89. Even with the rise in numbers of monographs purchased we were unable to buy a modest one book per student in 1988/89.

Factors significantly affecting the acquisitions budget, 1981/81 - 1988/89:

- * increase in overall student enrolment, 83.4%
- * increase in graduate student enrolment (full-time and part-time) of 66.2% (figures based on 1985/86 - 1987/88 only)
- * increase in the average cost of a book, 77%
- * increase in the average cost of a periodical subscription, 84%

When the above increases are compared to the 19.3% (adjusted for inflation) increase the acquisitions budget has experienced from 1981/82 - 1988/89, one can see that the library collection has suffered in its maintenance and growth. It is therefore crucial that this serious underfunding be addressed before irreparable damage befalls the collection.

Books Recently Catalogued

Every other month faculty library representatives received lists of books recently catalogued. This year's statistics indicate that 87% of the requests originated from faculty, 8% were generated by the Collections Librarian, and the remaining 5% were ordered by other library staff.

Budget Allocations

Again this year book allocations for academic departments were based on a formula which weighted three factors equally:

- 1) average cost of a book in the subject,
- 2) number of majors enrolled in a subject, and
- 3) number of courses taught in a subject.

This method of assigning book budgets appears to meet the approval of the majority of departments and represents one way to fairly distribute limited funds.

Library Co-Operation

In an effort to increase co-operation between the university libraries in the metro area, a committee has been established with collections librarians representing Saint Mary's, Dalhousie, Mount Saint Vincent, Technical University of Nova Scotia and the Nova Scotia College of Art and Design. Several meetings were held during the year and the topics covered included collection rationalization (education journals available locally) and newspapers on microfilm.

User Education

The Collections Development/User Education Librarian is also responsible for the library's active programme; during the 1988/89 year, 52 sessions were given to 1,012 students. Thirty-nine of these sessions were given between September and November and the User Education Librarian was responsible for instructing or marking workbook assignments for 75% (29 sessions) of the classes held during this period. The remaining instruction sessions were taught by the other two professional librarians in Public Services who took time from their busy schedules to assist during the fall term.

This year it became quite apparent that there is significant change in the type of class which is participating in our instruction programme. Ten years ago the programme was designed to reach first-year students who required an "orientation" to the library and its services. This is still the case today, but there has been a dramatic increase in the number of honours and graduate classes which are brought to the library to learn research methodology. Recognizing that class preparation for these senior level classes was taking a greater share of the time available for preparation and teaching, a library workbook was introduced for the first-year students this year. The workbook covers five basic areas: how to locate books, encyclopedias, dictionaries, periodical indexes and book reviews. Since this was the first year the workbook was used, ten faculty were asked to test them on their classes. Feedback from all professors participating in the experiment was very positive; in 1989/90 this workbook will replace lectures for all first year classes.

A revised slide/sound presentation was produced during the summer of 1988, and was shown to over 500 students. The introduction of the on-line public access catalogue figured prominently in this eight minute production.

A guide to ERIC on CD-ROM was produced for use in the Reference area. Although this is a fairly user-friendly product, many patrons were confused about the various commands and capabilities of the system.

An insert for the guide to the on-line public catalogue was designed to be used in conjunction with the Novanet brochure outlining search strategies on the new catalogue. The insert focuses on "helpful hints" which highlight important features of the catalogue for all Saint Mary's users.

In the past few years, the number of orientations to non-university individuals has grown; in 1988/89, 4 sessions were given to high school students whose teachers wished to introduce them to the collection of a university library. These sessions are given after the university academic year is finished so as not to conflict with other demands during the year. As a public reactions exercise, such orientations may help a student decide to select Saint Mary's when applying for entrance to university.

The Atlantic Region Orientation Centre has been a heavy user of our orientation programme to show Chinese professionals how Canadian academic libraries work. The User Education Librarian developed a class which AROC staff members can give without the assistance of a librarian. Although this is a less than perfect solution, it is the best option when there is only one librarian available to give the majority of the 50 or more instruction sessions per year.

CIRCULATION AND RESERVES

Novanet

Over the years we have developed a reliable, but heavily labour-intensive manual Circulation system, based on filling out, filing, and finding cards for each chargeout, recall, overdue, renewal, and discharge. The sheer volume of work involved in every transaction told us as our circulation increased, that we needed a computer-based system.

In 1988/89 the number of students we served grew dramatically, compared with the size of the Circulation staff. Our principal function, making available to patrons the library's collection in an organized and timely fashion, was to be combined with one of the most terrible among human experiences: the implementation of new technology.

However, the new GEAC/Novanet circulation system has worked better and was easier to operate than expected.

The preparation of the collection, through smart bar-coding, and the eager participation of the staff in learning and refining the new system so quickly contributed greatly to our success.

Staff at all levels in this Library worked together exceptionally well. Library Administration was interested and involved. The help Circulation staff received from other departments was exceptional. The Cataloguing Department especially helped solve innumerable data-base related questions and provided a large amount of staff time for record input.

We are just beginning to explore ways in which service to our students can be enhanced through Novanet. Among the first (immediate) beneficiaries are our community of off-campus borrowers, who now have system-wide privileges.

Staffing

The restructuring of the organization in the summer of 1987 resulted in an efficient, flexible staffing structure. However, turnover is inevitable when there are only 5 full-time staff among 24 full-time, part-time and student assistant positions.

The new GEAC system, in its sophistication, requires three or four times the training per staff member than the old manual. Since we still had books out and fines under the old system, this has had to be taught as well. Replacing part-time with full-time positions would help us retain the accumulated wisdom of training and experience.

Seen over ten years the Grand Total of Circulations has increased by 55.6% while staff hours have increased by 6.9%. Staff have, indeed, been challenged to meet service requirements. During the same period student enrolment increased by 95.4%.

TECHNICAL SERVICES DIVISION

The goal of the Technical Services Division is "to acquire, organize and make accessible library materials to the library's patrons in the most efficient and cost effective manner."

Throughout the fiscal year the impact of Novanet was felt by all staff in all departments of Technical Services. In many ways the system has improved the cataloguing throughput, and the ease with which the database can be searched and our holdings added to Novanet records. At the same time the system has brought about a number of problems, the need for new procedures, and pressures to cope with the day to day challenges that an integrated system brings.

Both the book acquisition and consequently cataloguing activity increased by about 66% over the previous fiscal year. The staff has admirably met the challenge of both the increased productivity and the advent of a new system.

It is, however, now clear that in order to maintain the integrity of our database and to provide the kind of service expected of an efficient library, the staff complement in the Technical Services needs to be augmented to an acceptable level.

The new acquisitions module and the introduction of CD CATSS will further improve the acquiring and cataloguing of the library's material in the most efficient and cost effective manner. As Novanet expands, we look forward to further challenges in 1989/90.

The following highlights of the fiscal year 1988/89 list some of the activities undertaken and accomplished to fulfil this goal

Acquisitions Department

The Acquisitions Department shares in the Technical Services Division's goal of acquiring, organizing and making the Library's material accessible to the University community.

The following highlights of fiscal year 1988/89 list some of the activities undertaken to achieve this goal:

The department's one-year increase in the number of book titles ordered was 66%. 6424 book orders were placed with vendors.

The total number of monographic volumes received and forward for cataloguing was up by 37% to 6178 volumes. 2872 status reports were received from vendors, a 42% increase since last year.

1718 monograph invoices were processed for payment, an increase over last year of 29%.

The above increases significantly taxed the resources of the department. The staff working with monographs are to be commended for being able to absorb such an increase to their work load.

A significant decrease occurred during the year as well. The number of duplicate items which we could not return only totalled 19 as compared to last year's total of 35. This is a duplication rate of only .31% when compared to the total number of books received during the year.

Serial Acquisitions and Management

During 1988/89, 1425 subscriptions were renewed. This involved processing 275 invoices and issuing 472 items of correspondence.

13,384 new issues were received and processed for the collection.

\$17,179.76 was expended for the binding of 1557 journal volumes, 413 books and 297 theses.

Staff worked on a project of gathering information on our active serial titles. A list of active titles was prepared by the Computer Centre.

Along with acquiring the journals and managing the physical resources of the collection, another Acquisitions responsibility is to make the collection accessible through the preparation of the serials list. This year, 1228 amendments were made to the datafile from which the list is generated. A new paper and microfiche edition of the serials list was produced.

At the beginning of the fiscal year, the departmental listings of journal subscriptions were checked against departmental lists available from the acquisitions system. The two lists were brought into agreement and copies of the departmental commitments for serials and standing orders were distributed to the Collections Development and University Librarians.

Automation

The Department experienced more than the usual number of problems in the running of the automated acquisitions system. At various times during the year programmes which usually run without error took many days for the Computer Centre to process. Frequent staff changes in the Computer Centre are leaving us few experienced staff to address problems when they occur.

A test version of Geac's acquisitions module was installed in July. Training on the module was given by Geac personnel in August. The module was re-installed in January 1989 and again in March. Extensive testing was done throughout this period of time. The module was declared "live" as of April 3, 1989.

The Department Head was appointed Chair of the Acquisitions Subcommittee of the Novanet Implementation Committee. The job consumed considerable time throughout the year answering compile options, developing forms, preparing for committee meetings, and a variety of committee related tasks.

Bibliographic Searching Department

The Bibliographic Searching Unit was officially renamed the Bibliographic Searching Department.

Pre-Acquisition Searching

For the second year in succession, there was a significant increase in the number of book orders processed. From 5,300 in 1986/87, the number rose by 64% to 8689 in 1988/89. This was the highest number of book orders processed in any year since the B.S.U. was created in 1980.

New guidelines introduced early in 1988 enabled the processing of book orders to be spread more evenly over the year during 1988/89. Although pre-acquisition searching was well ahead of schedule throughout the year, too many orders were submitted by some departments and insufficient orders were generated for others during the early part of the fiscal year. As a result, there was the usual pressure in the late fall when it appeared that some departments would not spend their budgets before the deadline. Top priority was given to processing any book orders received from these departments during this period.

Cataloguing

Total items fully catalogued by the Department increased by 11% over the past fiscal year. Also the number of ReQuest records entered for batch recataloguing increased by 184%.

Cataloguing operations were transferred to Novanet during the summer of 1988. All books to be catalogued or recatalogued are first searched in the Novanet database. When a cataloguing record is found in Novanet, Saint Mary's holdings are added. Books for which no Novanet records are found are searched in the Utlas database to obtain cataloguing records. The majority of the books to be recatalogued are processed through ReQuest, an Utlas facility for batch recataloguing. Brief cataloguing records are input and saved on floppy diskettes using a microcomputer. The diskettes are sent to Utlas, where the brief records are searched against the Utlas database and upgraded to full records when matches are found. The full records are downloaded to the Novanet database through tapes ordered from Utlas periodically.

Until March 31st 1989, the Utlas online Catalogue Support System (CATSS II) continued to be used for cataloguing new acquisitions, problem books to be recatalogued, and items not found when searched through ReQuest. Beginning in August 1988, cataloguing records derived on CATSS II were downloaded directly to Novanet through an Utlas/Novanet interface programme.

CD-CATSS, an automated cataloguing system that utilises an Utlas database of cataloguing records on CD-ROM in conjunction with a microcomputer, was installed to replace the existing configuration starting April 1st 1989.

Recataloguing activities occupied much of the Department's attention during 1988-89. The long term goal is to enter the Library's entire catalogue into the Novanet database. First priority is being given to recataloguing books that circulate.

A large amount of time was consumed in dealing with numerous problems concerning the Novanet database, transfers from one module to another, barcodes, lost books, lost shelf-list cards, and other matters arising from the conversion to Novanet.

Other Highlights

The introduction of Novanet and Utlas ReQuest necessitated many changes in procedures. A new Procedures Manual was written to encompass the changed workflow and enhanced responsibilities of the Department. Monthly statistical and other departmental forms were redesigned. The layout of the Department was rearranged to improved efficiency.

Staff

The Head of the Bibliographic Searching Department was promoted to Librarian III on September 1st.

CATALOGUING DEPARTMENT

Database - Quality Control

There was a 93% increase in the total number of books catalogued during the fiscal year than in 1987/88 by the Cataloguing Department. The total number of titles catalogued by B.S.D. and the Cataloguing Department also increased by 65% over the previous fiscal year.

The Novanet database clean-up operations that began at the end of the previous year, continued through 1988/89. The Head of Cataloguing and the Department's Library Assistant focused much of their attention on problems involving such matters as record

transfers, holdings statements, and recatalogued materials. As a result, less time was available for original cataloguing and considerations of problem items. The statistics show a 50% decline in the original input. However, there was a 65% increase in the number of cataloguing records revisited and a 60% increase in recataloguing, in order to maintain quality control and the integrity of the Novanet database.

As more records were added to the database, the number of barcode and MRMS-CIRC error reports multiplied. The Library Assistant was assigned to deal with these problems, presenting her with increased amounts of proofreading and revisiting to the records.

From April until August the Department continued to utilize the Utlas system, though on a diminishing basis. In August all procedures were transferred to Novanet; the Department Head redesigned the statistical report form to better suit Geac operations.

In October it was decided to discontinue the production of shelf-list cards for the library.

BNA Project

The availability of the online database played a significant role in the completion of the BNA Upgrade Project, initiated two years earlier. Members of the Department were able to verify holdings on Novanet, rather than searching the microfiche catalogue. This proved to be a faster, more efficient method of carrying out the project.

Staffing

The Head of Cataloguing resigned in December. In March 1989 a new Head of Cataloguing was appointed. In the interim the Head of Technical Services managed to hold the fort.

Several Library School Students and other student assistants provided much needed help during the critical transition period from one system to another.

FERGUSON LIBRARY FOR PRINT HANDICAPPED STUDENTS

During the 1988/89 fiscal year, the FLPHS again served the visually impaired students and professionals of Atlantic Canada.

The following is a breakdown of clients served by the Ferguson Library:

Saint Mary's University	: 17 (14 full-time, 3 part-time)
Dalhousie University	: 5 (part-time)
Mount Saint Vincent	: 1 (full-time)
NS Agricultural College	: 1 (full-time)
Acadia	: 2 (full-time)
University of New Brunswick	: 1 (full-time)
Dartmouth Regional Vocational School	: 1 (full-time)
Professionals	: 6
TOTAL	34

In 1988/89 the Ferguson Library clients totalled 34, of which 28 were students; 17 attended Saint Mary's University. Eleven attended other post-secondary institutions throughout the Maritimes. Six of our patrons were professionals, and requested work-related readings.

Reading requests for the year totalled 186 with 158 requests from students, and 28 from professionals. The following table indicated that, once again, Saint Mary's students are the largest number of users of the Ferguson Library. Evidence of this fact is seen in the following table:

<u>READING REQUESTS</u>	<u>87/88</u>	<u>88/89</u>	<u>DIFFERENCE</u>	<u>PERCENTAGE</u>
Saint Mary's	44	130	+86	195
Dalhousie	9	17	+ 8	88
Mount St. Vincent	4	2	- 2	-50
N.S.A.C.	2	5	+ 3	60
Acadia	0	2	+ 2	

The Ferguson Library's interlibrary loan activity as a whole increased over last year with 25 titles borrowed, while in the same time 28 titles were loaned on 256 cassettes.

This years Circulating titles totalled 257 on 1,239 cassettes. Again, an increase has been noted. During the year, the Ferguson Library produced 190 titles on audio tape. This brings the total number of titles held to 782.

Ferguson Library for Print Handicapped Students Highlights

A staff person from the Metro Volunteer Resource Centre, interviewed the Coordinator regarding the volunteer dimensions of the Ferguson Library.

On May 30th, the Coordinator was presented with an award by the Premier of Nova Scotia for her services to the disabled community. The presentation was in conjunction with National Awareness Week (May 29 - June 4) and was held at the Red Chamber, Province House.

The video broadcast of an interview was aired on June 1, 1988 by Halifax Cable Studios, in conjunction with National Access Awareness Week.

This past year the Ferguson Library experienced a wide range of courses. This academic year, students took the following courses: Microbiology, Criminology, Geology, Mathematics, Gerontology, Botany, Social Problems, Research Design, History of Music - just to name a few. Visually impaired students are breaking away from the more traditional which is due, in part, to the advancement and accessibility of technical aids.

Queries have been received from both the blind students and the visually impaired professionals regarding the Novanet system. They would like to see a special speech synthesizer attached to one of the GEAC terminals which would permit these individuals to access their own information. Also, they would like to see that the Ferguson Library's holdings be placed on the Novanet system in the special format section.

Microform Collection

The use of the microform collection increased moderately during 1988/89 over previous years.

MEDIA SERVICES

Media Services enjoyed another successful year with no major problems.

The trend of the past few years in equipment usage, is still continuing. Many of the old formats are disappearing with the ever increasing role of television. The only format to maintain its status is the 35mm slide. This is because the slide is such a flexible item that requires minimal equipment to project and also can be upgraded easily and cheaply.

In February 1985 our television station came on stream with 3 classrooms hooked into it. By August 1986 there were 8 rooms attached and by March 1989 there are 17 rooms to which we are able to broadcast. Also, Media Services has three portable units that can be shuttled to any room on campus that, to this point, does not have a television set built into it. During 1988/89 the Media Centre broadcasted 876 television programs to over 40,000 students.

The 12 television playback units that are permanently housed in the Media Centre were also kept busy by students viewing video tapes that were put on reserve by their professors. Over 10,000 students used this service. In sharp contrast, 16mm film showings have plunged to 36 over the entire academic year.

The Language Lab was attended, by full- and part-time employees, a total of 684 hours during class times.

There were 36 production tapings, most of which required post-production work to insert titles and to tighten up the edits made by the camera during the taping process.

Photography increased by 50% this year, with over 6,000 slides taken. Most of these consisted of converting pictures from books onto slide format.

Media Services is anticipating a move back to the main building in 1990. The department hopes that this plan materializes, since that area is more central to the service areas.

The operation of this department for the 1988/89 academic year came in on budget.

With the full-time personnel in the Media Centre number three, we remain open a total of 56 hours per week during classes. A large portion of our time is spent servicing the over 100 teaching areas on campus.