

# **SAINT MARY'S UNIVERSITY**

## **PATRICK POWER LIBRARY**

**COMMUNITY TAPE RESOURCE LIBRARY**

**MEDIA CENTRE**

# ***ANNUAL REPORT***

# ***1984 - 1985***



**HALIFAX, NOVA SCOTIA**

## HIGHLIGHTS

- During the Academic year the Library was open 92 hours a week.
- The building experienced overcrowding at peak periods.
- Growth in service demands has levelled off.
- Word processor improves efficiency and saves time.
- Public photocopiers were replaced with new more reliable ones.
- All Saint Mary's University theses and research projects were catalogued.
- New CATSS II introduced in Technical Services.
- Fewer books were purchased than in previous years.
- Considerable staff time was spent in the planning of the NOVANET system.
- The Business Office's new accounting system kept Administration staff busier than usual with detail and digits.
- The Community Tape Resource Library was moved to the third floor.
- Media Services installed a four-channel television system in five classrooms.
- A change in three vendors was made to take advantage of larger discounts.
- Receipt of a \$30,000 SSHRC grant for Commerce periodicals.

## PUBLIC SERVICES DIVISION

### INTRODUCTION

Personnel changes seemed to dominate all three areas of Public Services. The Collections Development/User Education Librarian left to pursue her career elsewhere. In Circulation and Reserves the usual changes in part-time staff and student assistants were more massive with nine new students and four new part-time staff starting in September. In Information Services we had resignations, maternity leaves, temporary assignments and new appointments. In addition, the Head of Public Services completed her six months leave of absence at the beginning of this fiscal year.

The library is open and staff provide service 92 hours a week during the academic year. Frequently all available study space is fully occupied. During the year the heat and air supplies were inconsistent so that the library became a stale and stifling place to work. A contributing factor may have been the inability of the system to handle the large number of people in the building. In the new year we hope to have more study tables and carrels to alleviate the crowding and we will limit smoking to the first floor lobby to try to improve the environment. In spite of the difficulties both the experienced staff and the new staff, who were sometimes thrown into situations they had not had time to be prepared for, provided the usual high standards of service to our clients.

The tremendous growth in demands in all areas of Public Services experienced over the past five or six years appears to have levelled off. Perhaps we have reached the optimum limit in the numbers of questions we can answer, books we can circulate and library instruction classes we can teach, and certainly in the amount of available study space. We look forward to the integrated automated system coming to the library which will enhance our circulation system and our public access catalogues. Service to our clients will take a giant leap forward.

### CIRCULATION AND RESERVES

#### Introduction

Again, the Department had a busy year. In addition to circulating books and periodicals, the department recalls materials required by another borrower, holds returned material for another borrower, sends overdue notices to delinquent borrowers, and collects fines and maintains records of delinquency. Staff arrange the orderly return of books to the shelves and maintain order in the stacks. All

these activities involve interaction with our patrons - faculty, students, staff and outside borrowers.

### Activity

This year's figures indicate a levelling off in all major areas of activity. The student population has remained relatively stable, with a small decline in part-time enrollment which may account for the 6.65% fall in numbers of people coming to the library.

### Innovations and Changes

The major modification this year was in scheduling practices. In September, 1984, we took advantage of a resignation to assign the new staff member regular afternoon and evening hours, with our other full-time staff working during the days. The entire staff found it more than satisfactory. The evening person proved reliable and competent, and other staff members are able to enjoy a more regular work schedule.

New off-campus renewal application forms were developed. In time, these will permit us to know who among our vast file of off-campus borrowers, compiled over the years but never updated, are currently using the library.

The word processor was used for the first time in compiling and updating our Registrar's list of delinquent borrowers. Instead of sending a typed list we submitted the information on a floppy disk.

One of the time-consuming events this past year was the acquisition of new public use photocopiers. The library was instrumental in the programme of testing alternative copiers from different companies among ourselves and other university libraries. The result, after testing and discussion, is the clearly superior copiers we are now using.

New date-due slips, containing information about our fines policies, are now in use to remind our students, and students from other universities, particularly, that our practices are more stringent than those at other libraries. The need for this information became evident after a brief study carried out early in 1985, which showed that although only 12.69% of our circulation was to Dalhousie students, some 30% of over-dues were signed out to them. In these times of fiscal restraint other institutions are considering revising their fine policies both to make the collections more readily accessible and to impose the costs of delinquency on the delinquents.

## COLLECTIONS DEVELOPMENT AND USER EDUCATION

### Introduction

This is a one-person operation which combines responsibility for the balanced collection of materials for the library with responsibility for our intensive library instruction programme.

### Collections Development

Of the total of new books ordered approximately one-third are ordered by the Collections Librarian and other library staff. We still rely on faculty members to generate the majority of order suggestions.

Several projects were completed during the year. One involved discarding several serial titles (on microform) which had been inaccessible to users. These titles were offered to the Atlantic School of Theology since the holdings enhanced their collection. Four remaining titles were examined and retained.

The library applied for a Social Sciences and Humanities Research Council grant to strengthen the Asian Studies collection. The proposal was developed with the help of the University Departments involved.

### User Education

Library instruction sessions continued to be the most prominent part of the User Education programme in 1984-85. Other activities during the year included meetings with representatives from the Atlantic Centre of Support for Disabled Students and the Open House organized for incoming students during orientation week in September.

Statistics for 1984-85 show a decline in the number of instruction sessions conducted during the year. The decrease in the number of sessions was most notable in the spring term, and is related to the change in personnel and the decision to deemphasize the programme during the transition period.

## INFORMATION SERVICES

### Introduction

Providing reference service to our patrons is only part of this department's responsibility. Staff in the Information Services Department manage corporate reports, government documents, the University archives and theses, pamphlets, calendars from other universities and telephone directories.

In addition, service is provided through interlibrary lending and computerized information retrieval.

### Information Desk Activity

In the 1984/85 reporting year, Information Desk activity increased by 3.7% over 1983/84, despite a minute drop of 0.4% in reference questions.

Comparisons over three-year and five-year periods reveal more substantial increases. For example, compared with 1980/81 statistics, reference questions have increased 65.19%, while total desk activity has risen by 59.2%. The complement of staff has remained the same, although, of course, many changes occurred in individual positions. In this year, as in the previous year, three library school students were hired to assist with evening and weekend shifts.

Part of the duties of staff at the Information Desk involves enforcing the rules on noise, smoking, food and beverages in the Library. The repetition of the 'public education campaign' themes seemed to effect a quieter and less littered building. The group study rooms on the second floor, also managed by Information Desk staff, were used by nearly 2000 groups of Saint Mary's students this year.

### Departmental Functions

#### Archives and Theses

During the summer of 1984, the University's collection of M.A. and honour's theses and of M.B.A. research projects were catalogued. One copy of each thesis has been placed in the Archives (for preservation); other copies have been sent to the stacks for circulation. In addition, microfiche copies of Master's theses were catalogued. Since this work required considerable original work, Information Services is grateful to the Cataloguing Department for its considerable energies.

#### Corporate Reports

At year's end, the library owned reports for 1412 corporations, having a total collection of 20,642 items. This makes the average size of a company folder 14.62 reports per company, effectively two copies of each report. The collection received considerable use, both by Saint Mary's students and by members of the wider Halifax community.

#### Government Documents

In spite of several personnel changes in this section, 773 new titles were processed, bringing the collection at year end to 5441 titles and to 9,907 volumes. All of these titles have been entered on the Government Publications Keyword

Index, for which paper and microfiche editions were prepared in both September and January.

### Information Retrieval

Two hundred and ten search requests were recorded. Of these 72.4% were run for faculty and students. The average search required 2.8 databases, required 13.94 minutes of online time and cost about \$27.69 (Canadian).

### Interlibrary Loans

Once again, Saint Mary's was a net lender both to the region and in general. 826 items were loaned as opposed to the 615 items borrowed. Of material requested from Saint Mary's by other institutions, over half came from Atlantic region libraries. An additional 47% came from Ontario libraries. Of material borrowed, 28% was supplied by institutions in Ontario, while 25% came from Atlantic region libraries.

This was the first year when UTLAS' RefCATSS was used regularly for verification, location-finding and electronic mail. 222 items (or 36.7% of all requests) were searched, at an average time of 3.49 minutes per search. This procedure sped up the process of determining locations and alleviated the slow turnaround time experienced with written location requests to the Provincial Library.

### Telephone Directories

Although 102 volumes were acquired in the course of the year, there was no net change in the size of the collection.

### Pamphlets

Of 1558 pamphlets reviewed during the year, 754 (or 48.4%) were added. The collection has now grown to the point at which a weeding will be necessary and it is anticipated that this project will take place in the summer of 1985.

### University Calendars

The addition of 5 new institutions brought the university calendar collection to 440 institutions, with an average of 2.35 calendars per institution. This figure belies the amount of labour required to keep this area current, since 1,157 volumes were received.

### Interdepartmental Cooperation

During the summer of 1984, staff in split positions were released from many of their Information Services responsibilities to tackle Technical Services projects. Reports detailing the use of this time were prepared and submitted to Library Administration. Procedures to coordinate summer

projects were developed. These included the exchange of project proposals between Public and Technical Services, and a meeting to exchange views on the probable impacts of these efforts.

#### Departmental Publications

Several union lists of serials available in the Halifax area were prepared during the 1984/85 year, largely as summer projects. Lists for the Humanities Index, Business Periodicals Index, Canadian Periodical Index, and the Current Index to Journals in Education are in prepublication form and will be released in the next reporting year.



## TECHNICAL SERVICES DIVISION

### INTRODUCTION

A major undertaking in 1984-85 by the staff of the three areas in the Technical Services Division (Acquisitions, Bibliographic Searching and Cataloguing) was the preparation of a comprehensive document outlining the Divisional purpose, functions and activities.

The unit leaders worked most effectively to achieve agreement on each function and activity within the Division, and at the same time to ensure that the Divisional objectives were aligned with those of the Library which in turn reflected the University's objectives. This document now forms an important basis for future activities and projects which will be undertaken by the Division to achieve and provide excellence in service and management of resources.

Simply stated the purpose of the Division is "to acquire, organize and make accessible library materials in the most efficient and cost effective manner."

Another major development which impacted on the Division was the advent of a new version of UTLAS' Cataloguing Support System (CATSS II). The system was introduced and advertized by UTLAS with much pomp and circumstance. Once implemented, however, it did not live up to expectations. In order to utilize the 'intelligent mode' function of CATSS II, the Library acquired an IBM-PC in anticipation that this would expedite throughput and minimize costs. Unfortunately it proved to be a disappointment. Due to extremely slow response time, the intelligent work station (IBM-PC) was never fully utilized. Even the conversational mode (dumb terminal) response time and overall efficiency were inferior to CATSS I.

The new system, however, has potential and UTLAS seems to be slowly ironing out the various problems.

The UTLAS budget and escalating UTLAS costs were matters of considerable concern and scrutiny. Although budgets have been adequate during the past five years, the possibility of future expansion and budgetary pressures was not ignored. Several measures were taken to improve efficiency and reduce cataloguing costs, e.g. streamlining workflow, extensive utilization of off-peak periods on terminal, rescheduling of staff time, etc. In addition, the staff demonstrated considerable flair in learning and adapting to CATSS II procedures and commands in a very short period of training time.

Finally we are looking forward to future improvements in UTLAS performance via the intellegent mode, downloading and

uploading capability in order to further minimize costs and improve productivity and services.

We are working enthusiastically towards conversion of our present acquisition system to an on-line mode through the new VAX computer, and the Acquisitions Department is effectively cooperating with the Computer Centre in this respect.

## ACQUISITIONS DEPARTMENT

### Introduction

During the fiscal year, careful attention was given to utilize vendors who offered the best possible discounts and deals. One vendor has agreed to give us a flat discount of 10% on any item reviewed in CHOICE magazine. Another vendor has extended a flat 20% discount on all items ordered through their Canadian office.

Periodical renewals were transferred to a different vendor because of a decline in our previous vendor's service and a smaller handling fee with the new vendor. Significant savings have been achieved through these measures.

### Serials Management

The management of the Library's journal collection is a major Acquisitions responsibility. The amount of time spent in the stack areas alone totalled 1050 hours this fiscal year. This is equivalent to one person working exclusively for 32 consecutive weeks.

The following are some of the serials management activities

- Worn out pamphlet boxes were repaired, replaced or relabelled in the stacks designated A-M
- 3748 volumes were removed from the stacks, sent for binding and then reshelved
- An inventory of the stack section S-Z was taken
- 559 trucks of periodicals were reshelved, an increase of 12% over 1983-84 and 58% increase over 1982-83
- 12,892 new issues were placed on the current display shelf, which was frequently shelf-read and appropriately relabelled.

### Donations, Exchanges, etc.

The library continued to receive donations of journals from the faculty and other sources. 196 issues were added to the collection.

A listing of unwanted issues was sent to Commercial Exchange vendors. A credit was thus obtained which will allow us to obtain many of the issues now missing from the collection.

After the vendors had been dealt with, a revised listing of surplus issues was then sent to over twenty area libraries for free exchange. Four such listings were distributed during the year. This exemplifies one way that libraries cooperate and share resources.

\$30,000 worth of orders for back-runs of business periodicals on microfiche were processed. This purchase was made possible through a grant from the Social Sciences and Humanities Research Council (SSHRC).

### Making the serials collection Accessible

Along with managing the physical resources of the journal collection, another Acquisitions' responsibility relating to serials is to make the collection accessible through the preparation of the serials list.

Discussions between the Library, the Computer Centre, and the Nova Scotia Dept. of Government Services led to the first production of the serials list in COM (Computer Output Microfiche) format. The fiche edition is now available alongside the main COM catalogue. The serials COM list is now sent to area libraries instead of the paper version.

### Equipment

The computer equipment was given the adjustments necessary to allow for dual hard-wiring to the Saint Mary's and Dalhousie computers. Both connections are operative at 1200 baud.

## BIBLIOGRAPHIC SEARCHING UNIT

### Introduction

As in previous years, a large portion of the Unit's work was devoted to pre-acquisition searching of book purchase requests and various ancillary pre-acquisition functions. The purchasing power of the Library's acquisitions budget continued to dwindle. 5095 book purchase requests were forwarded to the Acquisitions Department, a decline of 7.06% compared to the 1983-84 budget year. 24.59% of the total

6756 requests searched were determined to be duplicates. Procedures established in previous years proved themselves to be an efficient and practical compromise between the demands for accuracy and minimization of labor costs.

### Automated Cataloguing

Once again, the most significant developments were in the area of automated cataloguing operations utilizing UTLAS.

The implementation of CATSS II (a new version of the UTLAS catalogue support system) contributed to some disruption in workflow and diminished throughput from October '84 to the end of the budget year. In addition, much time was spent in training staff and absorbing large amounts of related documentation.

Despite the initial difficulties, once the basic problems relating to hardware, communications, response time and overall functioning had been dealt with, CATSS II promises to be an improvement over CATSS I.

4,680 titles were searched on UTLAS, a decline of 24.46% compared to 1983-84. The reduction in efficiency of on-line operations caused partially by the transition from CATSS I to CATSS II, slowing down of workflow due to authority control and the short fiscal year.

Progress was also made in clearing the Pre-UTLAS backlog. By the end of the budget year, only one small collection of this material remained. It was anticipated that the backlog would be entirely eliminated by May 1985.

### Other Activities

The matter of the growing accumulation of discarded books was settled. Arrangements were made for representatives from the Canadian Organization for Development through Education to examine this material and select any suitable items for sending to libraries in developing nations. Alternative arrangements were made for the rejects.

A major achievement was the thorough revision of the procedures manual. The updated manual was entered into the word-processor to facilitate future revisions.

Other matters receiving attention were forms control, inter and intra departmental communication and revised job descriptions for the Unit's staff.

The Coordinator of the Unit spent much time dealing with the production of the government documents index and with equipment problems relating to the index.

## CATALOGUING DEPARTMENT

### Introduction

During the previous fiscal year the Cataloguing Department had identified a number of problem areas that needed to be addressed. These problems were tackled methodically, and the goal to provide access to all titles housed in the library's collections was attained in December of 1984.

The Department moved to eliminate discrepancies in the catalogue entries appearing in the COM catalogue generated by the loading of our BNA computer tapes into the existing UTLAS database. The upgrading of these entries was initiated during the past year, but the magnitude of the project will see it extended over the next couple of years.

Backlogs of a variety of uncatalogued material had existed in the Department for some time. Saint Mary's theses and MBA research papers were originally catalogued by the student assistant and input to the UTLAS database. Other backlogs addressed were the gift books, a major portion of the Canadiana collection, a selection of foreign language books, and other miscellaneous titles.

The on-line labels facility of UTLAS was utilized throughout 84-85 with considerable success. This resulted in eliminating the backlog in end-processing and freeing staff time for other clerical responsibilities.

New classification schedules for Canadian history and literature were adopted. This policy was adopted with a view to standardizing classification of materials with other Canadian academic libraries on the UTLAS system.

The total number of titles catalogued and input to the UTLAS database rose by 9% over 1981-82. The total catalogued by both BSU and Cataloguing declined by 8% over the previous year, but represented a 31% increase over that of 1981-82.

The Cataloguing Department's use of UTLAS also increased significantly. The number of titles catalogued on UTLAS increased 7% over 1983-84, and represents an increase of 43% over 1982-83.

Of the 7624 titles processed in the Division, 47% were catalogued by the Cataloguing Department.

### Cooperation

Mutual cooperation between departments was again very much in evidence. During the period from July 27th - September 7th, 1984, an extra 71.25 hours from the two split position

Library Assistants were made available to BSU by the Information Service Department. Assistance was also received and provided to circulation.

## COMMUNITY TAPE RESOURCE LIBRARY

During the fiscal year, May 1, 1984 - March 31, 1985, the Community Tape Resource Library again functioned to serve the print handicapped university students and professionals of Atlantic Canada.

Twenty-three new volunteers, from all walks of life were added to the existing list of active readers from the previous years. A special thanks should be expressed for their contribution and dedication which has made the Tape Library's operation possible in meeting the demands of the print handicapped students and professionals during the course of the year.

The CTRL clients totalled 21, of which eleven were students, three attending Saint Mary's University and eight attending four other institutions within the province. Five of our clients were professionals seeking readings in the workplace and the remaining five were community members borrowing leisure reading materials.

Of the reading requests for the year 65% were for students, 31% for professionals and 4% for leisure reading. Total activity in the Tape Library more than doubled over the previous year.

## MEDIA SERVICES

A significant change took place this year in the Media Centre. One third of the room was divided off and the Community Tape Resource Library was placed there along with the Library's microform collection.

The major project during the 1984/85 year was the installation of a four-channel television distribution system. This system, centralized in the Media Centre, can broadcast to five classrooms throughout the campus with more rooms to come. Since January 1985, 12,852 students viewed video tapes through the system.

This year ran smoothly, although the Department was very busy. Serving the day-to-day needs of the faculty, while juggling special projects (such as the distribution system described above) required careful organization. Coordination with the Registrar (to free up rooms in which receiving sets could be installed), with faculty members (to arrange for rescheduling of rooms during installation) and with the Physical Plant staff, required a considerable investment of time and diplomacy.

### STATISTICAL HIGHLIGHTS

Circulation of books and periodicals	146,012
Traffic through Library	434,202
Photocopies (public)	326,837
Book requests given to Bibliographic Searching Unit	7,281
Total new book orders	5,656
Gift books reviewed	2,098
Number of User Education sessions	55
Number of students attending User Education sessions	1,142
Number of reference questions	14,619
Interlibrary Loans transactions	1,441
Purchase requests forwarded to Acquisitions	5,095
Monographs ordered	4,871
Monographs received	4,938
Periodical subscriptions renewed	1,313
Periodical subscriptions added	13
Periodical subscriptions cancelled	7
Periodical volumes bound	3,748
Items catalogued through UTLAS system	10,020
Items recatalogued	2,729
Gifts catalogued	511
Print handicapped students and professionals were served	21
Four-channel video system viewers	12,852