

SAINT MARY'S UNIVERSITY



PATRICK POWER LIBRARY

ANNUAL REPORT

1983-1984

HALIFAX, NOVA SCOTIA

GENERAL INTRODUCTION

The Patrick Power Library has never seen the volume of use that it witnessed in 1983-84. Over 500,000 people used the services of the Library and Media Services. Such a high volume of traffic makes it even more imperative that the new circulation desk, which has been planned for two years, be completed, particularly as we anticipate entering a fully integrated automated library system with computerized circulation control.

All areas of library and media services showed a marked increase in activity and productivity. The ability to continue this excellent service was possible only because of our dedicated and skilled staff operating with the assistance of new forms of automation.

The most exciting development of the year has been the cooperative efforts of the five metro university libraries and the creation of a joint proposal for a fully integrated automated library system shared by these university libraries. If this programme is implemented it would automate virtually all functions of the five university libraries into one library system.

Media Services has implemented a new service. Three classrooms will be wired for video playback, which has become an increasing teaching aid on campus.

Both the Library and Media Services have kept pace with new technologies and have introduced new innovations all of which make teaching and learning easier.

It has been a very good year.

PUBLIC SERVICES DIVISION

INTRODUCTION

A major undertaking this year by staff of both the Circulation and Reference Departments involved curtailing violations of library rules. At first, the focus was directed against food/beverage violations and smoking in non-smoking areas. Noise, however, was a more persistent and serious problem. This year, following verbal and written complaints, it became obvious that noise had passed beyond acceptable levels. While campaigns to police the stack areas did not endear the library staff to all students, there was significant and positive feedback from students and faculty which warranted continuing efforts throughout the year. It is proposed that this campaign be reactivated in September so that, by the time the first exam period arrives, the library will indeed be a quiet place to study.

Staff and students noted a considerable inconsistency in the quality of air conditioning and heating in the library. Frequent notice was taken of stuffiness, excess heat and stagnant air. Staff reported greater than normal numbers of personal ailments. Students dozed off more often and in greater numbers than before and they registered more complaints with library staff.

This year both Circulation and Reference statistics show an increase in library use, and it is interesting to note that this increase in workload has not been eased by an increase in staff. As well, many of our users complimented

staff on the level of library service they received. Although the library does not formally seek user feedback, the numerous verbal compliments received lead one to feel that users come to us for the personalized service they receive, even when the outcome involves returning or going to other institutions in town to use their collections.

CIRCULATION & RESERVES

Statistics for 1983/84 show the Circulation Department experiencing a rise in workload over previous years: monograph circulation rose by more than 11% and periodical circulation by about 7%; government documents circulation increased by an overwhelming 69% (probably due to the production of the Government Publications Index); and pick-ups (books and periodicals used in the library but not signed out) accounted for a 59% increase. Although statistics show that staff were generally busier in 1983/84, not all areas experienced an upswing in usage. The number of items placed in Reserve circulation fell from 4479 in 1982/83 to 3977 in 1983/84, and the use of photocopiers dropped by approximately 4% from the previous year. Two highlights during the year are of interest: twice during 1983/84 the monthly circulation of library materials (excluding Reserves and pick-ups) topped 20,000, and the traffic into the building for the year exceeded a half million.

Since the different rates of growth in various subject areas of the collection inevitably lead to overcrowding and a measure of inaccessibility in sections of the stacks, the summer of 1983 was devoted to alleviating this problem. All second floor shelving was placed at regular intervals, a single "oversized" standard was applied, and most importantly, books were evenly spread so all areas were given room for additional volumes.

New procedures implemented in 1983/84 include: increase in fines (20 cents per day to a maximum of \$15.00 per item); new circulation cards; and re-organization of duties relating to shelf-reading which has helped lead to tidier and more usable stacks.

For Circulation and Reserves 1983/84 was a year of small developments. The increase in Circulation activity, while significant, was to a degree offset both by a decline in the circulation of Reserve material, and by a more stable staff picture than in the previous year.

Again this year the need was felt for an expanded circulation desk area. This planned development should receive first priority this year especially in the context of automation of library systems.

COLLECTIONS DEVELOPMENT / USER EDUCATION

User Education

A total of 65 sessions were given and 1,413 students received instruction. Again, the instructional classes continued to be the most prominent part of the User

Education programme. In 1983/84 the Department of English requested the majority of instructional sessions (34), and the busiest months were September and October (26 each month). The sessions were conducted by five librarians and required a total of 77.5 teaching hours.

During the year, library staff also conducted talks to groups of Elderhostel students in July and, at Open House in September, talks were given to incoming students. As usual, students required many hours of individual instruction in the use of the library and its resources.

Public Catalogue Area

The signs in the Public Catalogue area were revised in February to accommodate the addition of the microfiche catalogue of government documents to the microfiche catalogue of books.

A photocopy used in the English 200 orientation sessions illustrated the lack of authority control for the author entries in the COM catalogue. The problem has been addressed, and will be solved with the adoption of the UTLAS authority control system.

Collections Development

Funding

A total of 5154 books were ordered. A number of the book order requests received during the 1983/84 budget year had to be held over for 1984/85 funds. This situation arose despite the fact that the University Administration

added an extra \$20,000 to the acquisitions budget in late January. The rate of inflation for library materials continues to exceed the level of funding.

Gift Books

The collections librarian appraised all gift books and those items considered appropriate were selected for addition to the collection. This year there were 1028 gift books received by the library and evaluated for inclusion.

Library Holdings Assessments

All departments proposing new courses or programs were asked to complete an assessment form informing library staff of the areas in the collection which need development in order to support new courses. In 1983/1984, 12 such assessments were completed and reviewed.

INFORMATION SERVICES

Reference Activity

Total Information Desk activity increased 8% over 1983, with a 13.8% rise in in-person reference questions offset by a 12.4% decline in queries of a directional nature. Comparing 1983/84 statistics with the figures from 1979/80 some interesting facts emerge: total desk activity has increased by 36.8%; assistance in using the public catalogue rose by 142.7%; and in-person reference queries rose by 39.6%

A high proportion of this increase in Information Desk activity occurs in the evening when traditionally only one

staff member has been scheduled. As well as answering 22.2% of the yearly reference queries (3,292 questions) during evening shifts, staff also administer study rooms, perform stack patrols, and reshelve all material used in the Information area. In 1984 four library school students were hired to provide assistance to staff working evening shifts, and their efforts, two hours per night, Monday through Thursday, enabled full-time staff to spend more uninterrupted time on difficult enquiries.

Reference Collection

Through the efforts of the Cataloguing Department, a series of previously uncatalogued sets were processed into the collection. Psychological Abstracts, the manuals of Woods' Investors' Service, and the Toronto Stock Exchange Review have now been incorporated into the Reference collection.

The summer of 1983 saw a vigorous weeding and replacement project take place. A large number of titles were eliminated by discarding or by superseding them to the Main Collection on the second floor. This project culled approximately 1,500 items from the Reference collection and allowed space for incoming new editions and titles.

Archives

University theses and the Atlantic Provinces Book Review consumed a significant part of the year's activity in Archives. In December, following a clean-up undertaken by

the Cataloguing Department, a large number of social work theses, completed at Saint Mary's in conjunction with the Maritime School of Social Work, were discovered. Staff engaged in a project to index these works by author and subject in order to make them accessible to patrons.

A decision was reached during the year to catalogue all Saint Mary's theses and M.B.A. research projects. One copy of each item will be housed in the Archives while a second copy will be housed with the main circulating collection. The Cataloguing Department will be entering these titles in the UTLAS database to ensure that author, title, and subject access will be available for all these frequently consulted materials.

A cumulative index for the first nine volumes of the Atlantic Provinces Book Review has been undertaken. A further project to check the books reviewed in the APBR against the Library's holdings has been completed. It was assumed that, due to Saint Mary's Atlantic Canada Studies program, the Library should have most of the cited works.

Corporate Reports

The corporate reports collection reached a peak of 19,808 volumes at the year's end. This represents an accumulation of reports for 1,373 U.S., Canadian, and foreign companies. A total of 7,020 reports were handled during the year, an average of approximately 29 reports processed per working day.

Government Documents

In addition to the acquisition of 284 new titles and the processing of 752 added volumes, two projects of note were carried out: a Government Publications Index (GPI), and new editions of the Government Publication Guides were distributed.

Documents were input on a KWOC program in the late fall, and in the spring two products were generated: the Government Publications Index in printed format (approximately 2 1/2 feet thick) and a microfiche edition. Due to interest from other local libraries and from the Government of Canada's Service Bureau, it is hoped that additional copies of this resource will be produced on microfiche for sale.

Of equivalent note this year was the preparation and dissemination of new editions of the Government Publications Guide series. Wide publicity for this work was given through the Canadian Association of Law Librarians' newsletter and through Statistics Canada.

Information Retrieval

The total number of requests for the year was 204. Saint Mary's students and faculty made almost equal use of the service, 34% and 33% respectively, followed by staff (17.2%), non-Saint Mary's students (7.4%), and other external users (9.3%). The three most popular subjects for computer searches were Education (21.6%), Psychology (14.2%) and Biology (7.8%).

Following the upgrading of computer equipment in the library, Information Services repossessed its terminal and received a new 300/1200 Baud modem. Having access to a dedicated piece of equipment maximized the ability to carry out searches during high-response and low-use periods.

Interlibrary Loans

The total transactions for 1983-84 amounted to 1521 loans; 937 represented titles loaned by Saint Mary's to other libraries, and 584 titles were requested from other institutions. Within the Association of Atlantic Universities, Saint Mary's proved to be a major lender of monographs and photocopies, and was the fourth most prolific supplier of items after Memorial University, Dalhousie University, and the University of New Brunswick.

At the end of the academic year, UTLAS introduced its interlibrary loan package thereby merging the REFCATSS facility with an electronic mailbox capacity. Using REFCATSS to determine UTLAS user locations and forwarding requests electronically should cut delays on 60% of ordered material by up to a week.

Pamphlets

During the year, a total of 2413 pamphlets were processed and a major project was undertaken to request materials from organizations listed in the Directory of Canadian Associations and from the P.A.I.S. Bulletin. A further project involved converting the subject headings used in the pamphlet file from Toronto Public Library

headings to Library of Congress headings. This has resulted in consistent subject access to most of the library's collections.

University Calendars

This well-used collection reached a workable size in 1983/84, with a total of 435 institutions represented by 947 calendars.

Problems associated with re-shelving this large number of calendars were alleviated when the boxes housing the collection were numbered to aid in locating institutions. This re-organization drastically reduced the problem of misfiled calendars and led to savings in staff time.

TECHNICAL SERVICES DIVISION

INTRODUCTION

Among the many projects and activities undertaken and accomplished by the Technical Services Division, there are three achievements which highlighted 1983/84.

In December 1983 the Division finally acquired two terminals, two printers, a modem and an acoustic coupler separately devoted to acquisitions work, bibliographic searching and cataloguing. This relieved the overworked Datacom 1200 which served the Technical as well as Public Services Divisions for the past 4 years. The flexibility thus acquired has had a significant positive impact on the workflow in the Division and has caused an improvement in staff efficiency and morale.

Next, the FASTCAT collection was finally eliminated and assimilated into the Main Collection. This required cooperation from the Public Services Division in weeding out the obsolete material.

UTLAS once again played a major role in the introduction of new procedures, creation of new standards, and some physical and organizational changes within the Division. All of these contributed to more effective service to the faculty and students.

During 1983-84, the Cataloguing Support System (CATSS) continued to perform at approximately the same level of efficiency reached during the previous year, but there were

many other systems enhancements which were utilized by the Library.

The development of a satisfactory facility for the local production of book pocket and spine labels resulted in considerable time saving in book processing. The introduction of a new Inter-Library Loan facility now enables us to search a database of over 20 million records of almost 1000 libraries.

The most significant development was our implementation of UTLAS' automatic authority control module in March 1984. This was immediately followed by a database walk of our 60,000 machine-readable records, linking the existing headings to authorized forms residing in authority records. As a result, name and subject cross-references from variant forms now appear in our COM catalogue.

The Division, through its dedicated and hard-working staff, has played a major part in establishing a high profile for the Patrick Power Library among the faculty and students in particular, and the Canadian library community in general.

ACQUISITIONS DEPARTMENT

Monographs

The Department was busy and productive throughout the year as the following highlights will show.

Standing Orders

A major undertaking was a thorough analysis of the standing order file in order to clearly identify and separate the items received as serials and monographic annuals. This distinction was necessary as it had both budgetary as well as cataloguing implications. The titles so identified will be received and entered through Periodicals Section, with the transfer hopefully taking place during the next fiscal year. In future the multi-volume works in progress, monographic series, publications of societies, and the latest edition of a title will be treated as standing orders.

On-Order File

This file was rearranged and items refiled according to titles. This has improved the preliminary searching of orders, and has resulted in fewer duplicates being ordered. On-order records for 7687 catalogued titles were removed from the file during the year.

Acquisitions List

Fourteen listings of recent acquisitions were prepared during the year. These lists serve as interim catalogues to our bi-monthly COM catalogue supplements.

Serials

Serials Holdings

Additions and changes to our Serials database are now being conducted on-line, instead of utilizing the cumbersome

IBM punched cards. This change has enabled us to update the serials holdings expeditiously and correctly. Location symbols and call numbers for Reference items, serials in Media Services, as well as 4942 holdings changes and 2618 changes of a syntactical nature were input to the database. This has made the file a much more useful reference tool.

Inventory

Serials holdings changes described above were the result of a continuing inventory project. Title-by-title, holdings have been analyzed, missing issues recorded in a 'want-list', and the holdings changes entered in the database. This project is now about 75% complete.

Shelf Maintenance

Over the years, periodicals on the 3rd floor have not been arranged as additions and deletions have occurred - causing congestion in some areas and wasted space in other areas of the stacks. To allow for more equitable spacing of the titles, the shelves were rearranged to a uniform height of 12 inches, and a thorough shelf-reading of each title was done. The increased accessibility has resulted, not only in increased use but a marked decrease in the disrepair and abuse of titles.

Three hundred and ninety-four trucks of journals were shelved during the year, an increase of 41% over last year, and a 140% increase over 1980/81. The Department has managed to perform these accelerating housekeeping duties

without any increase in staff by using student help and existing staff more effectively.

As an adjunct to shelf-maintenance, unbound periodicals are being systematically equipped with our security system.

Binding

Wallaceburg Bookbinding Co. set up a regional office in Halifax to provide the area libraries with convenient pick-up and delivery service. This has resulted in reduced turn-around time, as the journals are now being shipped on a weekly basis. 2253 or 50.5% more periodicals were bound last year as additional funds were thankfully approved. Improvement in stack appearance is already noticeable. In order to preserve our valuable periodical resources, it is strongly urged that binding funds be further increased in future.

Exchange Material

The creation of a 'want-list' has allowed us to fill numerous gaps in our serials collection. A list of our duplicate serials was sent to 25 libraries in the Atlantic Provinces. The Library also received a number of similar lists from the area libraries. This is one of the more inexpensive ways to complete our mutual holdings.

Administration/Staffing

A terminal, printer, and a 300 Baud modem was acquired for Acquisition's work. The equipment is also being shared with Information Services for the preparation of the

government documents' KWOC Index. Full access to the terminal/printer has provided the flexibility which in turn has had positive impact on efficiency as well as staff morale.

BIBLIOGRAPHIC SEARCHING UNIT

Pre-Acquisition Searching

Manual pre-acquisition searching continued to occupy a large portion of time during '83-84. There was a decline of 4.6% in the number of book purchase requests sent to the Acquisitions Dept. compared to 1982-83. This indicated a decline in the purchasing power of the Library's acquisitions budget.

Cataloguing Activities

The acquiring of a terminal and printer devoted to cataloguing activity allowed greater flexibility and the possibility of more access to UTLAS should future growth in automated activities make this necessary.

During '83/84 the Cataloguing Support System continued to perform well. Gains made during the year included the production of book pocket and spine labels (in-house), the introduction of a new inter-library loan facility, and improvements in documentation, e.g. coding manual.

The number of items searched on UTLAS by the Unit declined by about 27% compared to last year. Two major reasons for this were the relative decline in the acquisition of books and an increase in the cataloguing of older and

more difficult backlog material. Factors such as higher cataloguing standards and new procedures for automatic label production, authority control, etc. also contributed towards this decline.

Cataloguing Standards

The duties of the Unit have increased gradually since its inception, and it now performs sophisticated and extended editing and cataloguing tasks especially in the descriptive cataloguing area. Staff has made admirable efforts to keep up with the constantly changing codes and standards. As a result the quality of work performed has improved considerably.

New Acquisitions

The overall increase in speed and efficiency with which newly acquired books were processed during '83/84, as compared to the early days of library automation, appeared to have ensured that serious backlogs in processing new books are a thing of the past.

Pre-UTLAS Backlog

Since there was a decline in new acquisitions received, more time was utilized in eliminating the backlog inherited from pre-UTLAS days (for example, uncatalogued gifts, 115 uncatalogued art books, the remaining FASTCAT, multivolume sets of literary works, etc.). It is to be noted that cataloguing of this material is often more difficult and time-consuming as the hit rate in the UTLAS database is

lower, subsequently requiring extensive manual searching; cataloguing records that are found usually require considerable editing.

Government Documents

352 Canadian government documents were received on the depository system. 257 were found in UTLAS and catalogued into the collection. The Coordinator of the Unit devoted considerable time assisting the Information Services Dept. with the preparation of a KWOC Index, using the Dalhousie University computer facilities. The appearance of the index has led to greatly enhanced public access to, and increased use of, the uncatalogued document collection.

Manual

The production of a procedures manual, which contains comprehensive, up-to-date written procedures covering all aspects of the Unit's operation, was an important achievement of '83/84. It is a useful reference tool, and an aid to training new staff.

Forms

In order to simplify complex routines and procedures, pertinent forms have been introduced as standardized communication modes between various areas of the Division. These forms ensure the recording and transmission of all necessary data while minimizing the amount of writing required and placing the least reliance on memory.

CATALOGUING DEPARTMENT

In spite of the significant decline in new books purchased by the Library, the Cataloguing Department was busy correcting a host of problems inherited from the pre-UTLAS days. These have been identified in the following "Projects and Activities" Section. As a result the actual cataloguing load in the Department increased by about 39% over the last year.

Projects and Special Activities

The FASTCAT collection was weeded, in order to eliminate unwanted material. By the end of December 1,020 remaining volumes were catalogued, and the FASTCAT finally integrated into the main collection.

Approximately 450 titles were discovered in the main stacks without any access in our catalogue. 425 were catalogued and only 25 now await original cataloguing.

About 1500 titles were removed from the Reference area to the main collection. These records were revisited or entered in UTLAS and new locations provided.

During the Circulation Department's reshelving project about 100 oversize books were pulled from the main stacks. These were all recatalogued to the new oversize stacks.

About 250 Moody's manuals, withdrawn from the uncatalogued Reference area, were catalogued for the main and Reference stacks.

Canadian literature, classified through call numbers other than PR 9180-9199.3, was reclassified and entered into UTLAS.

In the past many changes made to the BNA card sets were left unaltered in the BNA database. These errors remained when the BNA tapes were mounted onto UTLAS, creating conflicting call numbers and holdings statements. When encountered the changes were made to the UTLAS records. These will continue to be rectified when detected. BNA records with LAW and REF holding statements have been completely revisited.

300 books were declared lost by the Circulation Department. All records for these were withdrawn.

The main shelf-list was expanded, and a separate S.L. created for the books classified under the Dewey classification system.

About 500 titles originally catalogued in the Dewey collection, but subsequently assigned the LC classification numbers had remained scattered in the Department since the late 70's. A project has been undertaken to recatalogue these. As a prelude to cataloguing these through UTLAS, the existing cards were withdrawn from the public catalogue.

Policies and Procedures

New standards were derived for the editing of UTLAS records, and the cataloguing and classification of monographic series. Criteria for the oversize material were changed. Anything in excess of 30 cm. is now being

relocated to Oversize shelves. The impact of a new labelling facility, and automated authority control has, on the one hand, relieved some time, e.g. in end processing (clerical) while increasing the involvement of the Department Head and the library assistant in the maintenance of authority records.

Recommendation

Though much was accomplished in '83/84, there remain some problems with respect to workflow during peak periods. The Department urges flexibility in acquiring staffing complement during these peak periods in future.

Despite the access to terminal/printer for BSU and Cataloguing, the increased cataloguing activity necessitates more terminal time. The uniform workflow to end processing, and allocation of terminal time are two concerns to be addressed in 1984/85.

Cooperation and Cultural Exchange

During the summer, a programme was undertaken to give each library staff the opportunity to find out about the work of a department other than his or her own. Consequently all Technical Services staff worked for about 10 hours in various departments of their choice. Most Technical Services staff opted for on-line searching (Information Services) while most Public Services staff spent time on UTLAS operations.

The Division participated in the open-house activities, showing the students some of the behind the scene tasks in a library, i.e. Technical Services operations.

As mentioned in the "Visitors to Technical Services" section of this report, a host of librarians and library personnel visited to see our technical operations, and to seek assistance in streamlining their own workflow and procedures.

Technical Services staff assisted the Public Services Division with the project of controlling noise levels in the library, and on occasion provided staff assistance for various public service tasks. Public Services also provided help by giving extra hours of the Library Assistants working in both Divisions.

Visitors to Technical Services

The Technical Services class of the School of Library Services, Dalhousie University visited the Unit on January 27, 1984. A presentation on the impact of automation on Technical Services was given, followed by a demonstration of UTLAS searching and cataloguing.

The Head Cataloguer from the University of the West Indies visited on November 1, 1983. She was given a demonstration of UTLAS and our Technical Services operation.

The Librarian and two staff of the Nova Scotia Agricultural College visited to discuss procedures for the utilization of CATSS.

The Head of Technical Services, Halifax City Regional Library visited to discuss and view UTLAS operations.

Future Prospects

Looking further ahead it is likely that future advances made by UTLAS and other providers of automated library systems will be the major determinant of future directions taken at the Patrick Power Library. UTLAS is planning a major upgrading of CATSS during the coming year, including new computers and permanent active storage of all records in the database. An automated acquisitions system and a serials control module is already being offered by UTLAS. The Inter-library loan facility has also been recently introduced. Use of intelligent terminals, (e.g. IBM PC) has been recommended by UTLAS. Such developments point the way to a greater integration of various library operations now performed independently of one another.

Recent efforts of the Council of Metro University Librarians to obtain grants for an academic consortium, utilizing UTLAS/CLSI or GEAC interface will have significant impact on Technical Services operations, staff and procedures. If and when the development of an on-line catalogue integrated with Acquisitions, Cataloguing, and Circulation functions is realized, we would have truly moved into the 21st century of bibliographic control, retrieval of resources, and dissemination of information.

COMMUNITY TAPE RESOURCE LIBRARY

During the '83/84 fiscal year the Community Tape Resource Library again functioned to serve the print handicapped post-secondary students and professionals of Atlantic Canada.

CTRL clients totalled 26, the same number as last year, of which 12 were students, five attending Saint Mary's University and seven attending four other academic institutions within the province. Eight of our clients were professionals requiring work-related readings, and the remaining six were community members borrowing leisure reading materials.

308 reading requests were taken during the year; 227 of those were for students, 64 for professionals and 17 were for leisure reading.

Interlibrary loan transactions totalled 14 loans and requests from various recording institutions across Canada such as C.N.I.B., National Library Division, Audio Library Programme (Trent University), Sir Frederick Fraser School for the Blind, and People Helping People, as well as Mount Saint Vincent University from which we borrowed three books.

Duplicating services were again provided to a number of departments within C.N.I.B., Maritime Division, totalling four requests on 43 cassettes. Duplicating services were also provided to some of our clients and other institutions serving the print handicapped, totalling five requests on 27 cassettes.

30 active volunteer readers have donated their time and resources to recording books and articles for our clients.

This year, circulating materials totalled 137 titles on 447 cassettes.

Highlights

Saint Mary's University has once again carried the primary financial burden of the CTRL's \$20,000 budget. In November 1983, the CTRL received a \$1,000 donation from the Toronto branch of the Saint Mary's University Alumni Association. In December, the CTRL received a grant of \$1,021 from the Secretary of State which was designated to cover the cost of tape cassettes purchased in the '83/84 fiscal year. The tape library also benefited from a donation of \$1,000 from a member of the Saint Mary's University Alumni Association.

Our collection has been significantly bolstered this year by the addition of nearly 150 titles. A large backlog of uncatalogued tapes have been put in a temporary catalogue and are pending transfer to the permanent collection. Copyright permission has also been obtained on recorded material, some of it dating back to the summer of 1982.

The Disabled Individuals Alliance asked permission to include the CTRL in a submission for Higher Education in which they asked for general financial support of organisations in Nova Scotia which cater to the needs of disabled students.

The Canadian Bible Society (Halifax branch) made a donation to the CTRL of a cassette taped version of the complete New International translation of the Bible. This gift consists of 48 cassette tapes at an approximate value of \$200.00.

Two requests were received for a series of recorded lectures on the stock market. A Halifax stockbroker offered to send the CTRL a monthly journal, which has been made available on cassette tape to our interested clients.

Work on the National Library's Union List (Library Holdings for the Handicapped) was initiated in January 1984 and in March copies of the CTRL Works in Progress list (September - February 1984) were mailed to various interested individuals and libraries across Canada.

Examinations were arranged for several students throughout the year and the procedures manual was updated. A CTRL brochure has been printed which is intended for the use of university registrars in providing information to print handicapped students of Atlantic Canada.

Articles on the CTRL appeared in the Saint Mary's University publications The Times and The Journal.

MEDIA SERVICES

Media Services had an unusually busy year in 1983-84. Almost 30,000 students entered the Media Centre this year and of that number 28,784 came to view videotapes compared to 13,939 in 1982-83, a 106.5% increase.

Approximately 12,696 students viewed 16 mm. films in the Media Centre and classrooms but mostly in the classrooms.

The number of faculty members who entered the Media Centre this year was 1053.

Room M216 was in heavy use this year with over 200 casual class users scheduled for playback service and approximately 100 productions made. Since this room has been put to other University use, Media Services is concerned that this service may be greatly curtailed.

Encouragingly, a commitment has been made to wire three classrooms for video and film playback purposes. The heavy users of video and film will be regularly scheduled in these rooms thus relieving the use of inadequate playback facilities for classes in the Media Centre.