



**Library Services**  
**Annual Report**  
**1992-1993**

**Submitted by:**

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## **EXECUTIVE SUMMARY**

- \* **The Library's book and periodical budget failed to keep pace with the growth of the University, as increasing numbers of courses to accommodate growing numbers of students erode our ability to provide a balanced collection.**
- \* **The Library buys one book for every two students; ten years ago, we bought two books for every student.**
- \* **Periodical prices increased by 13%; as a result, with a static budget, 14% fewer books were bought.**
- \* **The Library spent \$51,922 to subscribe to 17 CD-ROM databases and to pay related networking charges**
- \* **Quality control and the management of existing data demanded an increased amount of time from the Cataloguing and Bibliographic Searching Departments**
- \* **The audiotape collection of the Ferguson Library for Print-Handicapped Students was catalogued, resulting in a doubling of original cataloguing in the Cataloguing Department.**
- \* **In the face of growing demand and the pressures of a crowded, noisier building, Circulation Services provided traditional, excellent service.**
- \* **Reference desk activity doubled over 1982/83.**
- \* **Saint Mary's loaned more items to other Nova Scotia libraries than it borrowed, continuing its role as a resource to this province.**
- \* **The Library and the Computer Centre cooperated in a joint effort to network a selection of CD-ROM databases; the most heavily used CD-ROMS are now available from computer labs and faculty offices.**
- \* **The Library received 5,500 gifts -- 400 short of the number of books we were able to buy this year.**

## **Managing Technology and Change: Challenge and Responsibility**

Since the timid debut of the first useful computer almost fifteen years ago, there has been a dramatic acceleration and improvement in information infrastructures which impact on library services and opportunities.

Last year, especially, saw a number of acute developments in communications technology highlighted by the local area networking of selected microcomputers, an electronic mail system and applications software together with improved access to seventeen CD-ROM databases through the university-wide Novell network.

The organizational structure of the library was also slightly changed as Margot Schenk, Head of Public Services left for her study leave and Rashid Tayyeb, Head of Technical Services inherited both the public as well as technical services functions by becoming Head of Library Services.

We lost an able Special Services librarian, but gained an equally able replacement, who will unfortunately be leaving us for personal reasons. We also gained a new Collections Development/User Education librarian.

Throughout the year, the efficiency and effectiveness of our services were marred by the problem of excessive noise in the library caused by the sheer volume of students. Even continuous physical reorganization of furniture, shelving and equipment to facilitate library clientele was often futile. It has become clear now that the library must add at least two more floors in order to accommodate people and resources.

The combining of circulation, reserve and Services Plus functions as Circulation Services significantly improved the assistance in all areas from financial accounting to the production of IDs, and from FAX to photocopy facilities.

Novanet libraries' priority in retrospective cataloguing encouraged us to catalogue all of library's current serials (2000+ titles)

As we lay the bricks of the information age, trying to envision the next generation system, the eventual expansion of the library with two more floors and the restructuring of library resources, we are committed to enriching ourselves and in turn providing timely and effective services to our library patrons.

## Collection and Acquisition of Material

### Collection Development

#### Budget:

Departmental budgets remained frozen at last year's level, despite a 13% increase in the cost of magazines and journals. This is the second year in a row that departmental budgets have not been increased, a trend which continues to diminish the buying power of the Library.

Given that over 130 new courses were proposed for the curriculum in the last five years, it is difficult to believe that our collection is keeping pace with the growing demands of this community. Should serial prices increase to the same extent as this year, the Library will be forced to cancel key journals in order to purchase adequate books to support the curriculum.

#### Selection:

The introduction of Blackwell Oxford/North American selection slips changed the way books were selected and orders processed for some departments. Based on subject profiles submitted to Blackwell's in 1991, the slips provide departments with advance announcement of British and North American publications in specified subject areas. Overall, 28% of orders received this year were selected from these announcement slips. This represents a considerable saving of labour costs and time since books selected using these slips can be processed more quickly than conventional orders.

Certain departments did not spend their budgets, despite encouragement to do so. Therefore, some orders were generated by librarians on their behalf to ensure balance in the collection.

Journal prices increased by 13%. Average price of a periodical went from \$185.54 to \$210.35.

2 Increased demand for CD-ROM products by users has resulted in a higher proportion of the budget going to CD-ROM services. In 1991/92 we subscribed to 9 services at a cost of \$18,317.33. In 1991/93 we subscribed to 17 services at a cost of \$51,921.99. (Putting many of these databases on the University's LAN was also a factor in the higher cost, as LAN fees were incurred for the first time in fiscal year 1992/93.)

The average price for a CD-ROM service went from \$2035.26 to \$3054.23.  
(an increase of 50%).

Certain areas of the collection will require additional funding. The Library anticipates that expenditures for government publications will increase in the coming years. Provincial governments and some federal departments have become increasingly cost-recovery conscious. As a result, public information which was received free five years ago must now be purchased. This trend applies particularly to government serials (statistical and otherwise). On the basis of current consumption trends, we will need a further increase in the documents budget in the next academic year.

### **Electronic Information Sources:**

A collection policy was established to manage our acquisition of electronic format publications, which are becoming popular and widely used tools for research and scholarship. In accordance with this policy a request was made this year that departments channel all CD-ROM requests to the Library to maximize the benefits and manage the problematic consequences of electronic format material acquisition for the University community. This request should be expanded to include all information sources in electronic format, so that physical and intellectual access is maximized and budgetary resources are managed effectively.

### **Gift Books:**

A tremendous increase was seen this year in the volume of gifts received by the Library. Over 5500 gifts were received, amounting to almost twice the total volume received by the library in the last five years (3508 volumes). In addition to the usual small donations from faculty, students, publishers and members of the public, several large collections were received:

- 1087 volumes by International Centre of Ocean Development
- Dr. James Petras of Suny:Binghamton donated 2665 books and a good many periodicals
- Other Professors donated more than 100 volumes in Latin American Studies, Asian Studies and English.

### **Collection Rationalization:**

The interuniversity Collections Development Committee (previously under the aegis of the Council of Metro University Librarians) became a subcommittee of Novanet. Its mandate is to examine the cooperative development of collections among Novanet partners. The committee's major effort this year was an evaluation of local collections in support the proposed Masters' programme in Womens' Studies. Collections in the Halifax area can only weakly support a viable Masters programme; a detailed report is expected this Summer.

## Acquisitions Department

### Order Processing:

This fiscal year saw a decline in the number of purchase orders issued (-22% over last year). The funds that were available to the Library from the Library Reserve Fund were used this year to offset increases in the periodical expenditure, rather than purchase additional monographs as had been the previous practice.

#### Orders Issued (Titles)

82/83	87/88	91/92	92/93	
5902	3868	6355	4853	
		-----(-22%)-----		1 year
		-----(+28%)-----		5 years
		-----(-16%)-----		10 years

The number of monographs that we receive is proportional to the funds that are available. In 1991/92, \$342,283.55 was available for the purchase of monographs. In 1992/93, only \$276,377.75 was available. This reduction of \$65,905.80 accounts for a drop by 14% in the last year.

#### Monographs Received (Volumes)

82/83	87/88	91/92	92/93	
6849	4320	6933	5988	
		-----(-14%)-----		1 year
		-----(+39%)-----		5 years
		-----(-12%)-----		10 years

## **Selection, Acquisition, and Storing of Specialized Materials:**

Despite new shelving installed in April 1991, the **Archives** ran out of space. Consolidation of various manuscript collections stored in other parts of the building (the Hickman and Burke-Gaffney papers, etc.) together with an influx of material from faculty and other donors (Prof. Monahan, Edmund Morris) necessitates additional shelving. The Library welcomes donations to the Archives, since they represent the documentary history of the University.

At year's end, the Government Documents collection was virtually out of space. Since 1982, it has doubled in size, in spite of the intensified cataloguing of monographs. Unless we can significantly increase our rate of recon, we will have no space for new items by the winter of 1993.

## **TECHNICAL PROCESSING OF MATERIAL**

### **Bibliographic Searching Department**

Statistics for both pre-acquisition searching and cataloguing showed an increase this year, despite a reduction in staffing equivalent to more than one half complement for the four summer months.

#### **Pre-Acquisition Searching:**

During 1992/93, 7738 book purchase requests were processed -- an increase of 6% compared to the previous year.

Toward the end of 1992, top priority was given to processing purchase requests from departments with funds remaining in their 1992/93 book acquisition budgets.

## **BSD Cataloguing:**

A total of 9397 titles were catalogued by the Bibliographic Searching Department, an increase of 13% over 1991/92 (8307)

The Department processed 733 gift titles and 2075 recon items (books circulated but not in Novanet).

## **Cataloguing Department**

Original cataloguing has more than doubled since last year, primarily due to two factors:

- a) cataloguing of all audiocassette material in the Ferguson Library for Print Handicapped Students, and
- b) the cataloguing of SMU theses and MBA research projects.

1992-1993	1298 titles
1991-1992	579 titles
Difference:	+124%

There was also an increase of 27.43% in problem cataloguing in 1992-1993, indicating that while cataloguing records may be available, they often require upgrading. The increase in problem-solving activities undertaken by the department is also reflected in figures for the number of times a cataloguing record needed to be revisited. This situation is expected to continue, as quality control and management of existing data demand more time, and as the wide variety of different of cataloguing records continues to increase.

A project to relabel Reference books was carried out from May to June. Approximately 1,070 books were given new labels.



### **LC Name and Subject Headings on CD-ROM:**

The department received Library of Congress Name and Subject Authorities on CD-ROM, for use on the 386 workstation. These products provide a very efficient means of performing subject and authority analysis and assignment, but are difficult to use with only a single CD player; the four disks must be changed constantly, which slows down their use and minimizes efficiency. A budget request for additional players was submitted to Library Administration. Alternately, Library of Congress CD-ROM products may be networked without licensing charges.

### **Serials Recon Project**

Ann Smith, who was contracted last March to catalogue the currently received serials, completed this assignment by January 1993. The project was extended to the cataloguing of dead serials (periodicals being held by the Library but either not being renewed or no longer published). Ms. Smith is expected to finish this project by August 1993.

A printout of catalogued serials is now being produced, on demand, through Novanet.

### **Binding:**

A comparative analysis of items bound between 1986/87 and 1992/93 shows, again this year, a significant change in the categories of material being sent to the bindery.

The five-year analysis indicates that we are binding 36% less periodicals. There was a 231% increase in the binding of monographic materials.

## **ACCESS TO THE COLLECTION**

### **Information Desk Activity:**

The Information Desk was marginally less hectic this year than last, with a modest decline of 0.4% in workload. The 20,681 reference questions answered represent a 39.1% increase over 1987/88 and double the interaction with patrons since 1982/83.

Our concern over the quality of the service we provide, noted in last year's report, continues. We are spending 38% less time with students than we did in 1988/89 and 200% less time than ten years ago. We have certainly reached our capacity in handling reference work. The demands for service are taking a human toll. Perhaps more than any other year, staff experienced more sick leave and came to work while still ill. This exemplary team effort -- the constant pitching in to fill holes left by absence or created by demand -- cannot hide the fact that we need reinforcements.

### **User Education**

This year the impact of the growth of electronic information sources was keenly felt in User Education classes. Two thirds of the sessions given included some instruction in the use of CD-ROM indexes.

### **Workbooks:**

Library workbooks took off this year as a means of instruction in the library, with 1556 workbooks distributed to students. Kelly Campbell, hired on contract during Margot Schenk's absence, managed the revision, printing and distribution of the workbooks to the community this year.

Four students from the Dalhousie School of Library and Information Studies conducted a review of the general workbook program. Their report suggests that the workbook requires revision and that the input and support of both faculty and librarians will be necessary to make these changes effective.

### **Information Retrieval:**

Computer searches decreased by 13.3% over 1991/92, from 173 to 150. This year 294 databases were used for an average of 1.96 databases per search.

The advent of CD-ROMs and the significant increase in the Saint Mary's collection have diminished the need for online searches in the social sciences and humanities. However, scientists still rely on BIOSIS, CASearch, Compendex and GEOREF for their literature reviews.

### **Interlibrary Lending:**

Saint Mary's was a net supplier of material in 1992/93, lending eighty-three more items than were borrowed. Within Nova Scotia the Library was a net provider, by a ratio of four items lent to every one borrowed.

Within the Atlantic Association of Universities, Saint Mary's was also a net supplier of material (99 more items provided than requested).

The Library was a Canadian test site for the software for Romulus, the CD-ROM union list of periodicals and newspapers. This product was released to Canadian libraries in late 1993 as a tool for interlibrary loan departments. Not only were we part of the first generation testers, but CISTI invited us to be the only English-language test site for the revised software.

## **CD-ROM:**

This was the year the Computer Centre essayed to network the Library's CD-ROM databases. After buying a 10-disk tower, SCSI software and a series of Ethernet cards, the Computer Centre staff hooked both CD-ROM workstations and selected staff terminals to the Novell network. The connection immediately opened a wider universe of Internet E-mail, list servers, and online catalogues to the Library staff; it also gave us access to dBase, Lotus 123, and the internal E-mail system. But the networking itself was far from smooth; service to the public was frequently disrupted. However, once the dust settled the bibliographic instruction sessions and the availability of CD-ROM databases from computer labs and faculty offices was increased access to electronic information resources. So far, seventeen databases have been mounted, and we expect to establish specific budget line this year to acquire the site licences for other pertinent databases. As noted earlier in this report, the costs of acquiring and networking CD-ROMS has nearly doubled. While access to information has increased tenfold through networking, the dollar costs have been high.

In order to measure the effectiveness of networked databases, the Library will attempt to monitor use. Through networking, however, we appear to have lost any ability to keep statistics on use by user or database. Accordingly, we cannot report with accuracy which of our growing CD-ROM collection generated greatest or least use. The Computer Services staff will be working on this wrinkle during the summer.

## Circulation and Reserves

### Circulation Desk Activities:

Total circulation jumped again this year, to 231,000 (6.9% increase). In the past 10 years this number has risen 93.5%. Circulation activity is up in virtually all areas from Reserve circulation to photocopying to borrowing by Dalhousie patrons. The hardworking staff deserves recognition for coping with the extra traffic and added responsibility, for adapting to the new technologies, and for maintaining courteous and high quality services.

More people than ever used the library. Traffic through our exit counter increased by 4.1% over last year and by 28% over five years. Our great concern is that many students are not finding a satisfactory place in which to study. The Library building, designed to hold about 10% of the 1976 student population, cannot begin to cope with our current enrollments.

### Noise in the Library

One of Library's initiatives was a suggestion book in which patrons could comment, enquire and impart ideas. A common theme was the concern with noise levels in the library. Staff took several measures, such as providing more carrels, eliminating of long tables which attract noisy groups, posting **QUIET STUDENTS WORKING** signs, and using polite persuasion.

## **Services Plus**

Service to the public was expanded through the consolidation of circulation, reserve and Services Plus functions. More than ever, the centralization of services peripheral to the central library function but nevertheless vital to its patrons has improved efficiency. Focussing FAX work and money-handling in one area, linked to the Business Office accounting system, has improved these transactions. The availability of FAX and interlibrary loan pickup during all library building hours has minimized inconvenience to those who cannot visit the building during business hours. Photocopiers and transparency making machines, essential to students for course work, are now administered by one department. The extension of debit card payments to the microform reader-printers has enabled us to reduce the average cost of a copy; this reduction has in no way diminished demand on this service since copies made increased by 7.4% over 1991/92.

The relocation of the microform collection in an area closed to the Information Desk has made it possible for Reference staff to resolve microform problems more quickly. And having the microfilm administered by Circulation Services has extended access to this material during all Library hours, an increase of eleven hours of service per week.

The pickup and return of interlibrary loans to Services Plus was a decided asset, as material is likewise available during all Library building hours.

## **Special Services**

### **Ferguson Library for Print-Handicapped Students:**

It was a busy year for the Ferguson Library which served 108 clients, filled 149 reading requests and 234 loan requests. While the readings and loans are at roughly the same level as last year, the number of clients increased by almost 100%.

Most of the Ferguson Collection was catalogued into Novanet. With the help of Novanet staff, a separate catalogue of Ferguson holdings is now available both in print format as well as on floppy diskette for the Ferguson Library users and other interested institutions.

Of the 108 clients served this year, 18 were Saint Mary's students. The CNIB, Dalhousie, St. Francis Xavier and the University of New Brunswick accounted for 46 clients and 15 other institutes were served.

We filled 149 requests for readings, including 55 from Saint Mary's and 30 from Dalhousie. Interlibrary loan requests were up this year to 234, while we filled 44 requests from other libraries.

### **REORGANIZATION AND RESTRUCTURING**

During the year the Head of Cataloguing and the Head of Bibliographic Searching met several times to review the workflow and division of responsibilities between the two departments. As a result, new procedures were implemented to maximize the efficient use of staff time and systems. The manual of policies and procedures was revised accordingly.

These changes include:

- BSD assuming responsibility for cataloguing of circulating recon.
- Cataloguing department assuming responsibility for managing superseded bibliographic tools.
- Problem items being referred to the Cataloguing Department more frequently by the Bibliographic Searching Department.

Circulation's greatest challenge this year was combining traditional circulation services with Reserve functions and the Services Plus. This expanded department, now known as Circulation Services, offered expanded and improved services in a number of areas.

- Relocation of financial functions and of responsibility for the photocopiers.
- Refining and defining Services Plus which offers extended and ever increasing services in the following areas:
  - Services extended by eleven hours per week to encompass all library hours
  - Fax services available to all users.
  - Access to microforms and assistance in using reader-printers
  - Transparency making services, now heavily used
  - Photocopiers more accessible to users
  - Typewriters for student use



## **Technological Issues:**

### **Automation of Acquisition Functions:**

This was the fourth year for use of the GEAC acquisitions module. The Patrick Power Library continued to use this module more fully than any other Novanet site. During the year, the Library received two of its major journal renewal invoices in tape format. These invoices were successfully loaded into the acquisitions module, making us the first Novanet agency to take advantage of the invoice tape loading feature.

With the acquisition of a badly needed microcomputer, a myriad of functions were automated and the progress continues to date.

- A PC compatible software (LARS) supplied by our binding vendor enabled the periodical binding specifications transmitted electronically to the binder resulting in a reduced turn around time.
- Successfully loading and transmitting electronically a sample of book orders.
- On-line dial in to a vendors serials databases of 150,000 journals for browsing, ordering, claiming and communication.

Similar electronic ordering of books and serials from international vendors will now be facilitated using Internet and Telenet facilities.

### **Computer Equipment**

After several years of repeated requests to provide each library staff with a computer workstation, we acquired two microcomputers and one CD-ROM workstation. There remains a dire need for adequate numbers of computers, ergonomic furniture and other peripherals in order to maximize the efficient use of automation and emerging technologies.

The portable micro-computer used for bibliographic instruction has insufficient memory to permit its continued use in teaching the variety of CD-ROM databases which the library owns. The replacement of this machine will be vital to the effective continuation of classroom instruction of CD-ROMS.

Two computers in the Cataloguing department were connected to the Novell network in November. Staff members use the network for E-mail communication, word processing and to access the Internet and the Saint Mary's VAX. The Autocat cataloguing list is an example of a resource available through the Internet. Although time constraints and other demands on the PCs limit use, members of the department now have an opportunity to monitor and participate in wide-ranging discussions of topics, changes, and trends in cataloguing and authorities work.

## **Environmental Concerns**

7 Leaks above the periodical Kardex plagued the Acquisitions Department throughout the year. There were leaks reported in other areas of the library, and the staff expressed general concern over the air quality in the library. Rashid, through his membership in the University's Occupational Health and Safety Committee brought some of these issues to the attention of the Committee. The Physical Plant and the library administration have taken steps to eliminate the problem.

## **Grants:**

### Social Sciences and Humanities Research Council

An application was prepared and submitted to SSHRC in March of 1993 for a \$50,000 grant to support our Irish Studies Collection.

### Law Foundation of Nova Scotia

Since February 1990 we spent about \$18,600 to purchase 505 books.

### Tanaka Fund

The remaining amount of \$774.25 was expended on serials to support the Asian Studies program. These serials cost will have to be absorbed by the Asian Studies next year - a considerable burden for a small department.

### Shastri Institute

The allocated budget of 75,043.20 rupees was overspent by 54,824.95. This was due to the energetic order activity by Dr. Ralston and Dr. Hubel to develop a collection of post-colonial literature to support several new courses being given by the English Department. A request has been made to the Shastri Library Planning Advisory Committee for additional funds.

## Significant Staff Activities

Bob Cook delivered a lecture sponsored by Dalhousie School of Library and Information Studies on the topic, "Publish and Flourish: Getting Started".

Rashid Tayyeb convened a session entitled "The Impact of Automation on Library Organizational Structures"

Sally Wood represented the Faculty Union on the University Pay Equity Steering Committee.

Doug Vaisey presented a paper on Career Paths for Librarians to the CAUT Librarians conference, November 1992.

Brenda Potter and her husky crew were part of a CBC "First Edition" segment on sled-dog racing.

Martin Dowding attended the "Computers in Libraries" conference in Toronto. He wrote a report of the conference for the *APLA Bulletin*.

Martin Dowding was selected as a member of the CLA's "Outstanding Woman of the Year" selection committee.

### Publications

Tayyeb, Rashid. Dictionary of Acronyms and Abbreviations : Librarary, Information & Computer Terms. Ottawa, Canadian Library Association, 1983. (with K. Chandna).

Cook, Robert. Doing Research is Essential to the Development of a Professional Librarian. *APLA Bulletin*, March/April 1992.

**Library Staff:**

Margot Schenk (Head of Public Services) left for professional development leave in September. Her administrative duties were assumed by Rashid Tayyeb (Head of Technical Services) while her reference desk and bibliographic instruction responsibilities were given to Kelly Campbell (7-month contract).

Joyce Thomson was hired as Collections Development/User Education Librarian, replacing Cindy Tanner.

Therese Mann, Library Clerk II, retired after \_\_\_\_\_ years of dedicated service.

Wendy Robicheau was hired on a one-year contract to work in BSD and Information Services.

Barbara Nelke took an unpaid leave of absence for one-year to pursue studies in Library Science.

Cindy Boxall was promoted from her split position in BSD and Information Services.

In September Ken Clare returned to his Head of Circulation position after aptly replacing Chris MacGillivray as Administrative Assistant.

Phyllis Herman, pinch hitting for Ken, and Sue Ubhi returned to their respective positions.

Martin Dowding joined the Library's staff as Coordinator of Special Services, replacing Andrea John.

## Library Services Statistics

Following comparisons over one, five and ten-year periods:

	1982/83	1987/88	1991/92	1992/93	% Change 1982/83 - 1992/93	% Change 1987/88 - 1992/93	% Change 1991/92 - 1992/93
<b>Public Services</b>							
Circulation Grand Total	140,885	179,452	218,508	231,057	+ 64.0	+ 28.8	+ 5.7
Reference Desk Activity	13,765	19,482	27,202	27,093	+ 96.8	+ 39.1	- 0.4
Photocopies Made on Public Copiers	424,802	436,287	871,556	935,752	+120.3	+114.5	+ 7.4
Visits to Library	483,056	455,806	562,679	585,771	+ 21.3	+ 28.5	+ 4.1
<b>Interlibrary Lending</b>							
Total Loaned	733	895	1122	1237	+ 68.8	+ 38.2	+ 10.3
Total Received	612	766	1346	1154	+ 88.6	+ 50.7	- 14.3
<b>Acquisitions</b>							
Books Ordered	5902	3868	6355	4953	- 16.1	+ 28.1	- 22.1
Books Received	6849	4320	6933	5988	- 12.6	+ 38.6	- 13.6
Average Price (Cdn) /Monograph Volume*	----	\$47.09	\$49.37	\$46.16	----	- 2.0	- 6.5
Periodical Subscriptions Renewed*	----	1380	1524	1540	----	+ 11.6	+ 1.1

	1982/83	1987/88	1991/92	1992/93	% Change 1982/83 - 1992/93	% Change 1987/88 - 1992/93	% Change 1991/92 - 1992/93
Average Price (Cdn) /Periodical Subscription	—	\$145.12	\$185.54	\$210.35	----	+ 45.0	+ 13.4
Bibliographic Searching Department							
Total Book Purchase Requests Processed	7722	6936	7266	7738	0.2	+ 11.6	+ 6.5
Total Items Catalogued (Titles)	7375	6210	8425	9397	+ 27.4	+ 51.3	+ 11.5
Cataloguing Department							
Total Cataloguing (Titles) [Cataloguing Dept. Only]	2395	754	4233	2070	- 13.6	+ 174.5	- 51.1
Originals (Titles)	541	410	579	1298	+ 139.9	+216.6	+124.2
Recon (Titles)	676	794	3564	1144	+ 69.2	+ 44.1	- 67.9
Total Catalogued (BSD & Cataloguing)	9919	6857	12,658	11,461	+ 15.6	+ 67.1	- 9.5

\*Prior to 1984/85 price in Canadian dollars was unavailable.

LIBRARY STATISTICS

DATE: April, 1992

THIS MONTH THIS <u>YEAR</u>	TOTAL SINCE APRIL THIS <u>YEAR</u>	THIS MONTH LAST <u>YEAR</u>	TOTAL SINCE APRIL LAST <u>YEAR</u>
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TECHNICAL SERVICES

Acquisitions

1. Books ordered T	145	145	263	263
2. Books ordered V	--	--	--	--
3. Books received T	186	186	252	252
4. Books received V	214	214	256	256
5. S/O received V	46	46	31	31
6. S/O new subscriptions T	28	28	0	0
7. S/O cancelled subscriptions T	0	0	0	0
8. Periodical subscription new T	0	0	0	0
9. Periodical subscription cancelled T	0	0	0	0
10. Periodical bound added V	2	2	11	11
11. Periodical bound withdrawn V	0	0	0	0

Bibliographic Searching Unit

12. Book requests received	444	444	369	369
13. Book requests searched	660	660	659	659
14. Books requests returned	147	147	189	189
15. SMU holdings added to Novanet records T	541	541	239	239
16. SMU holdings added to Novanet records V	564	564	243	243



	<u>THIS MONTH THIS YEAR</u>	<u>TOTAL SINCE APRIL THIS YEAR</u>	<u>THIS MONTH LAST YEAR</u>	<u>TOTAL SINCE APRIL LAST YEAR</u>
17. Records downloaded from Utlas T	165	165	294	294
18. Records downloaded from Utlas v	178	178	299	299

Catalogue Department

19. SMU holdings added to Novanet Records T	633	633	332	332
20. Original cataloguing T	40	40	89	89
21. Original cataloguing V	42	42	105	105
22. New records created from Novanet T	45	45	10	10
23. New records created from Novanet V	47	47	10	10
24. Total catalogued T	961	961	899	899
25. Total catalogued V	1,084	1,084	984	984
26. Recatalogued V	193	193	302	302
27. Withdrawals V	33	33	5	5
28. Total microfiche added T	--	--	2	2
29. Total microfiche F	--	--	2	2
30. Total microfilm R	--	--	0	0

PUBLIC SERVICES

Circulation

31. General	7,512	7,512	6,163	6,163
32. Reserve	3,179	3,179	4,477	4,477
33. TOTAL	10,691	10,691	10,640	10,640

	<u>THIS MONTH THIS YEAR</u>	<u>TOTAL SINCE APRIL THIS YEAR</u>	<u>THIS MONTH LAST YEAR</u>	<u>TOTAL SINCE APRIL LAST YEAR</u>
34. Pickups	8,616	8,616	5,560	5,560
35. GRAND TOTAL	19,307	19,307	16,200	16,200
36. Returns	17,178	17,178	18,460	18,460
37. Traffic	44,880	44,880	40,766	40,766
38. Photocopying	69,858	69,858	89,742	89,742

Information Services Dept.

39. Questions Regular	859	859	980	980
40. Questions Telephone	194	194	239	239
41. Questions Catalogue	51	51	51	51
42. Questions Directions	88	88	130	130
43. QUESTIONS TOTAL	1,192	1,192	1,400	1,400
44. Documents (uncat.) added T	39	39	48	48
45. Documents (uncat.) added V	293	293	268	268
46. Documents (uncat.) withdrawn T	10	10	1	1
47. Documents (uncat.) withdrawn V	194	194	244	244
48. ILL requested by SMU - In Province	29	29	4	4
49. ILL requested by SMU - Out of Province	88	88	34	34
50. ILL requested by SMU - Out of Canada	9	9	6	6
51. ILL TOTAL REQUESTED	126	126	44	44
52. ILL loaned by SMU - In Province	54	54	63	63

	<u>THIS MONTH THIS YEAR</u>	<u>TOTAL SINCE APRIL THIS YEAR</u>	<u>THIS MONTH LAST YEAR</u>	<u>TOTAL SINCE APRIL LAST YEAR</u>
53. ILL loaned by SMU - Out of Province	21	21	33	33
54. ILL loaned by SMU - Out of Canada	0	0	0	0
55. ILL TOTAL LOANS	75	75	96	96
56. University calendars added T	1	1	0	0
57. University calendars added V	63	63	20	20
58. University calendars withdrawn T	0	0	0	0
59. University calendars withdrawn V	75	75	16	16
60. Corporate Reports added T	0	0	10	10
61. Corporate Reports added V	538	538	490	490
62. Corporate Reports withdrawn T	1	1	0	0
63. Corporate Reports withdrawn V	1,394	1,394	1,151	1,151

Collections Development

64. Gifts received T	--	--	46	46
65. Gifts received V	--	--	46	46
66. Gifts kept T	--	--	0	0
67. Gifts kept V	--	--	0	0
68. Gifts not kept T	--	--	0	0
69. Gifts not kept V	--	--	0	0

<u>THIS MONTH THIS YEAR</u>	<u>TOTAL SINCE APRIL THIS YEAR</u>	<u>THIS MONTH LAST YEAR</u>	<u>TOTAL SINCE APRIL LAST YEAR</u>
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Microforms

70. Reels added	5	5	0	0
71. Reels withdrawn	0	0	7	7
72. Fiche added (sheets)	1,953	1,953	546	546
73. Fiche withdrawn	142	142	0	0

**TOTAL LIBRARY VOLUMES**

(balance last month +10 +25 -11 -26 -27- -29 -30)

\_\_\_\_\_288,835\_\_\_\_\_

**TOTAL STANDING ORDER SUBSCRIPTIONS - TITLES**

(balance last month +6 -7)

\_\_\_\_\_743\_\_\_\_\_

**TOTAL PERIODICAL SUBSCRIPTIONS - TITLES**

(balance last month +8 -9)

\_\_\_\_\_1,872\_\_\_\_\_

**TOTAL UNIVERSITY CALENDARS - TITLES**

(balance last month +56 -58)

\_\_\_\_\_489\_\_\_\_\_

**TOTAL UNCATALOGUED GOVERNMENT DOCUMENTS - TITLES**

(balance last month +44 -46)

\_\_\_\_\_6,572\_\_\_\_\_

**TOTAL CORPORATE REPORTS - TITLES**

(balance last month +60 -62)

\_\_\_\_\_1,736\_\_\_\_\_

**TOTAL MICROFILM**

(balance last month +70 -71)

\_\_\_\_\_3,851\_\_\_\_\_

**TOTAL MICROFICHE**

(balance last month +72 -73)

\_\_\_\_\_497,362\_\_\_\_\_

Revised October 26, 1988

## **PUBLIC SERVICES OVERVIEW: 1992/93**

**This year, the Head of Public Services, Margot Schenk, departed for a professional development leave. Her administrative tasks were capably assumed by Rashid Tayyeb in the new Library Services division, while her information desk duties and library instruction work were assumed by Kelly Campbell (promoted on a seven-month contract). The merging of Public and Technical Services resulted in the same number of Friday morning meetings of the same duration despite the doubling of participants; these colloquia resulted in the cross-fertilization of ideas and in diminishing the bifurcation of library functions. This was exemplified in the budget process, where, given an overview of library needs, department heads cooperated in setting priorities.**

**The issue of the year was NOISE. No matter how often we informed, badgered, warned, cajoled, or upbraided students for their lack of consideration toward others, the suggestion book reflected the general dissatisfaction with the Library as an academic place. When we took the matter to the Journal, the headline writer still gave the impression that it was the librarians and not the student body in general who were unhappy. Of course, some of our users would not be content if the Library were as quiet as graveyards at midnight; nonetheless, the general impression remained that the library existed in a state of din. Proposals to remedy this situation were caught in administrative gears and were approved too late to be effective.**

**Two new librarians joined the staff, bringing insights from the Upper Canadian wilderness. Joyce Thomson replaced Cindy Tanner as Collections Development/User Education librarian and Martin Dowding replaced Andrea John as Coordinator of Special Services.**

## **INFORMATION SERVICES : PATRICK POWER LIBRARY**

### **ANNUAL REPORT, 1992/93**

#### **Information Desk Activity:**

The Information Desk was marginally less hectic this year than last, with a modest decline of 0.4% in workload. The 20,681 reference questions answered represent a 38.3% increase over 1988/89 and a 117.3% rise over 1983/83. The drop of 109 questions over all may reflect staff's failure to record work during busy periods, rather than a true decline in activity. We have certainly reached our capacity in handling reference work.

Our concern over the quality of the service we provide, noted in last year's report, continues. We are spending 38% less time with students than we did in 1988/89 and 200% less time than ten years ago. The demands for service are taking a human toll. Perhaps more than any other year, staff experienced more sick leave and came to work while still ill. This exemplary team effort -- the constant pitching in to fill holes left by absence or created by demand -- cannot hide the fact that we need reinforcements.

#### **Summer Sessions:**

To meet a demand for reference service during the first summer session of 1992, the Library remained open, with full service, on Wednesday and Thursday nights in April. Both our staff-generated statistics as well as student feedback indicated that these hours were inadequate. A review of summer service needs resulted in a revision of service hours for the summer of 1993, with longer weeknight evening service and with the extension of Sunday building hours to 8:00 p.m.

### **Services Plus:**

Reference staff continue to be relieved not to have study rooms as an added desk activity. Transfer of this useful operation to Services Plus showed that it could be very well managed by other departments.

The relocation of the microform collection in an area closer to the Information Desk made it possible for Reference staff to resolve microform problems more quickly. Although one or two Services Plus staff seemed to forget aspects of the microform collection frequently and caused frustration for students by bouncing them back to Reference, their proximity permitted the rapid resolution of questions. Reference staff were occasionally called on to explain ratios, Griffiths Valuation and the Canadian Theses on Microfiche. To this end, a guide to the Valuation and an explanatory handout on business ratios were prepared by Reference staff and deposited at Services Plus.

The picking up and return of interlibrary loans to Services Plus was a decided asset, as material was available during all Library building hours. A majority of our clientele adapted well to this added service. As a result, traffic through the Reference Office was reduced considerably and Interlibrary Loans staff suffered fewer interruptions. The payment of interlibrary loan and computer search charges (either with money or by charging to an account or grant) worked very well from our perspective.

### **Public Catalogue:**

Of less benefit was the introduction of Novanet terminals into the Reference area. While staff were able to provide better instruction in the use of the catalogue and to resolve patron difficulties more quickly, they also waged a constant battle against those who chose to talk with friends at the terminals. In some cases, students in group projects would gabble while one of the group actually used the catalogue.

Similarly, when workbook assignments were in full swing, the noise levels rose (adding to complaints about the noisy environment) while impeding other users from using the catalogue.

A Novanet terminal use study in March indicated that all but one of this Library's public catalogue terminals are used in excess of the Novanet average.

## **Archives and Special Collections**

In December, a Gyproc wall was installed between Media Services and the Archives, effectively securing both areas against incursions from the other.

Despite new shelving installed in April 1991, the Archives ran out of space. Consolidation of various manuscript collections stored in other parts of the building (the Hickman papers, the Burke-Gaffney papers, etc.) together with an influx of material from faculty donors, resulted in piles of boxes under tables and stacked in corners. A request for additional shelving was submitted with the 1992/93 budget.

Further work on the Burke-Gaffney papers was undertaken by Father William Lonc and Dr. William Bridgeo; their winnowing of this collection is complete.

Significant donations of new material were received from Professor Arthur Monahan. Although we have little physical space in which to store new fonds, it will become increasingly important to reach retired and retiring professors whose last official acts may be to discard their collected papers. The University suffers from the absence of professorial records, a lack which will have an impact on any future histories of the University.

Edmund Morris donated a small collection of important books and pamphlets about the Halifax Explosion, in the earnest hope that Saint Mary's would initiate a special collection on this subject.

## **CD-ROM**

This was the year the Computer Centre essayed to network the Library's CD-ROM databases. After buying a 10-disk tower, SCSI software and a series of Ethernet cards, the Computer Centre staff hooked both CD-ROM workstations and selected staff terminals to the Novell network. The connection immediately opened a wider universe of Internet E-mail, list servers, and online catalogues to the Library staff; it also gave us access to dBase, Lotus123, and the internal E-mail system. But the networking itself was far from smooth; service to the public was frequently disrupted.

Through networking, we appear to have lost any ability to keep statistics on use by user or database. Accordingly, we cannot report with accuracy which of our growing CD-ROM collection generated greatest or least use.



We also lost control of the updating process and of the new disk installation process. Previously, whenever a software upgrade arrived, it was installed within a day or two on all machines. Significant unwanted changes could be identified and corrected immediately. Under the new arrangement, we are never sure when upgrades will occur, when new editions of disks will be loaded, and when changes we need to have made will be scheduled into the Computer Centre's staff routines. We are told that changes which we ourselves have made when we were installing software cannot now be made.

Of equal concern is the slowness in response to changes in the number of disks per database. When CBCA split into two disks, we were required to take the older disk off the network and to leave the latest disk on. No provision was made, however, for us to access the older disk on our stand-alone equipment. We are thus paying hefty annual subscriptions and licensing fees for disks which we cannot access.

What has become clear in the process is the need for a computer expert on the Library staff who can interact with the Computer Centre personnel full-time.

#### **Government Publications:**

The government publications section grew modestly this year, in part because a steady stream of new monographs flowed through to Bibliographic Searching. 13.7% more material was selected to be catalogued, thus enhancing access through the Novanet catalogue.

Throughout the year, a special project continued to consolidate the listing of our holdings of Statistics Canada material. With a new collections management manual (published by Statistics Canada) to assist decision making, it was possible to generate more accurate Kardex listings and to formalize a discarding policy which will meet the competing needs of relevance to the curriculum and of space.

At year's end, the documents collection was virtually out of space. Since 1982, it has doubled in size, in spite of the intensified cataloguing of monographs. Unless we can significantly increase our rate of recon, we have no space for new items by winter next year. The government has continued to publish topical monographs in volume in spite of the recession. As demand for policy documents across the social science and science curriculum increases, we will be expanding rather than contracting our holdings. Consider our proposal to make Saint Mary's a depository for Statistics Canada material -- a development which has the blessing of the Statistics Canada regional office. If we add a further three hundred publications, many of them monthly in frequency, we will require a much more shelving.

In order to reduce the size of the collection, we will attempt to examine all pre-1980 publications. The obsolete will be discarded.

#### Information Retrieval:

Computer searches decreased by 13.3% over 1991/92, declining from 173 to 150. A search is defined as a request by an individual for information which may be drawn from one or more online systems, using one or more databases. This year, individual databases were entered 294 times (14.3% fewer than in 1991/92) for an average of 1.96 databases per search. Only 87 databases were used and a list of them, with the frequency of use, accompanies this report. The accounting of databases excludes the use of ERIC (on the Dialog system) and OLE/ABC (on the CAN/OLE system) as preparatory or typing files.

The average cost of a search was \$19.72 (25.6% higher than last year). This is, however, a false average since there were 19 searches run on free databases in the IDRC system. When these searches are removed, the more likely average cost of \$22.58 per search emerges. Average costs by user category were:

Faculty	\$42.03
Staff	\$16.95
Outside Users	\$38.57

These costs are, as a range, 20.3% higher than for last year. Steady increases in online connect costs and in per hit charges account for this rise. The greatest proportion of searches run this year were for staff. They divided themselves into four categories:

- \* searches for obscure facts (directory)
- \* searches resulting from reference questions
- \* verification of interlibrary loan items
- \* searches resulting from out-of-commission CD-ROM machines or databases.

The advent of CD-ROMs and the significant increase in the Saint Mary's collection have diminished the need for online searches in the social sciences and humanities. However, scientists still rely on BIOSIS, CASearch, Compendex and GEOREF for their literature. As the lists by frequency of database use show, the free IDRC databases (BIBLIOL, ILO, FAO and UNESCO) are in the high use categories. The frequency of use of the Economic Literature Index (the fourth most heavily used database) suggests its aptness as a CD-ROM acquisition.

## **Interlibrary Loans:**

**Saint Mary's was a net supplier of material in 1992/93, lending eighty-three more items than were borrowed. Within Nova Scotia the Library was a net provider, by a ratio of four items lent to every one borrowed. We effectively supplied photocopies to hospital and government libraries and monographs in quantity to both St. Francis Xavier University and the University College of Cape Breton.**

**Within the Atlantic Association of Universities, Saint Mary's was also a net supplier of material (99 more items provided than requested). However, our relations with Memorial University and the University of New Brunswick continue to be balanced in their favour. 48.8% of all our AAU requests were made to these two institutions, 8.8% more than last year. Similarly, Saint Francis Xavier University and the University College of Cape Breton account for 56.3% of all AAU requests for Saint Mary's material. These two universities also account for 26% of our loans to Nova Scotian institutions. 53.3% of the material we requested from our AAU partners consisted of photocopies, down about 5% from last year.**

**Each year, two or three major research projects surface to keep the flow of interlibrary loans constant. This year, work by Drs. Brent Vulcano (on sabbatical) and Andrew Harvey ensured constant work at hand. As mentioned last year, we no longer view the summer months as a fallow time.**

**In an extremely realistic decision, AAU libraries resolved to drop the \$4.00 per request charge and to adopt a reciprocal non-charging policy. The only exception to this policy was the cash-strapped Dalhousie library system. Within the Atlantic region, particularly in the light of journal cancellations, the free flow of research material continues. Outside the region, libraries continue to charge for loans and this reflects itself in the increased number of cancelled requests (32.7% greater than in 1991/92). Note however, that the same preparatory labour goes into a cancelled request as into a completed one.**

**The University is fast approaching a watershed in its library service. As each new program is introduced without the monographic and periodical resources to sustain research and as greater numbers of students participate in more established programs (competing for increasingly scarce resources), the sham of the library's collection and of reliance on other local libraries will become apparent.**

The Library was a Canadian test site for the software for Romulus, the CD-ROM union list of periodicals and newspapers. Not only were we part of the first generation testers, but CISTI invited us to be the only English-language test site for the revised software. The side benefit of this exercise was access to a machine-readable Interlibrary loan database. The Library purchased Romulus for permanent use, only to discover that the communications software had not been fully tested on all of the potential communications ports used by IBM clones. We discovered the flaw and, rather than have our Interlibrary loan PC rebuilt to change the COM port, Saint Mary's will be a Canadian test site for revisions to the communications software -- much to the relief of CISTI.

The arrival of a new microcomputer dedicated to interlibrary loans -- and hopefully capable of running AVISO, ARIEL and ROMULUS -- took the load off the old 286 shared with information retrieval. The AVISO software has yet to be loaded into this new machine, largely through dearth of staff time to install, test and correct the software. A recommendation to have Dave Binkley perform this work has been made.

Again this year, we measured the success rates with various institutions and regions. Our worst results continued to be from U.S. libraries, where we obtained about one in every two items requested. Since our source of location for this material is OCLC (via the National Library of Canada), we are loathe to recommend any affiliation with that system.

With rising periodical cancellations and the increasing irregularity in the reporting of monographs to systems such as UTLAS or the National Library of Canada, interlibrary loans must try two or more libraries in one in every four requests. Even the National Library failed us one in every five times. We have had uniformly good luck among our AAU partners, particularly UCCB and Acadia, but found that traditional steadfasts such as CISTI and Agriculture Canada could supply less than 70% of material we requested, despite their reputations five years ago as absolutely reliable suppliers.

The average cost of an invoiced interlibrary loan dropped this year, to \$ 7.25 from \$ 9.63 in 1991/92. Overall expenditure declined from \$1387.33 to \$1246.31.

#### **Telephone Directories:**

The telephone directory and Phonefiche collections remained stable during the year. Although the total Phonefiche collection changed by only 67 items, the actual number of fiche handled was 3541 (1732 in and 1799 out). Little use of the U.S. Phonefiche was made, but the collection proved invaluable in answering a number of ticklish marketing-related queries.

#### **University Calendars:**

Although the number of institutions represented dropped by two, the total number of calendars increased by 396 volumes. This reflects both the vigorous claiming which occurred during the year and the proliferation of small program-specific (Faculty of Education, Faculty of Biotechnology) spin-offs from general university prospectuses. A number of universities will be dropped from our collection next year because they are charging for their calendars. Fees of \$10.00 to \$20.00 per set are common. We may soon be driven to ordering the Calendarfiche collection, which will ensure us the top North American and international universities, if prices for paper sets increase.

#### **Staff:**

Barbara Nelke (half-time in Cataloguing and half-time in Information Services) received a twelve-month leave of absence (beginning September 1) to complete the first year of the library science program at Dalhousie University. Cindy Boxall was promoted from her split position in Bibliographic Searching and Information Services to replace Barbara. Wendy Robicheau, a recent library technician program graduate, replaced Cindy for the year.

Margot Schenk (Head of Public Services) left for professional development leave in September. Her information desk work and bibliographic instruction responsibilities were resolved by upgrading Kelly Campbell from Archives and University Calendars to a seven-month Librarian I contract. Kelly's duties were assumed by Ann Roman, likewise on a seven-month contract.

During the summer, Allison Zhang (half-time Information Services, half-time Circulation Services) and Sue Ubhi (full-time circulation) swapped jobs.

**Student Assistants:**

**Our thanks to the following for their labour on our behalf:**

<b>Darlene Bezanson-Tan</b>	<b>Saturday afternoons 1:00 - 5:00 (September - December 1992) Sunday Evenings 6:00 - 9:00 (September 1992 - March 1993)</b>
<b>John Blackwell</b>	<b>Wednesday evenings, 6:00 - 10:00 (September - December 1992) Tuesday Evenings 6:00 - 10:00 (January - March 1993)</b>
<b>Jennifer James</b>	<b>Thursday evenings, 6:00 - 10:00 (September 1992 - March 1993)</b>
<b>Colleen Macdonnell</b>	<b>Saturday afternoons, 1:00 - 5:00 (January - March 1993)</b>
<b>Elaine MacLean</b>	<b>Monday evenings, 6:00 - 10:00 (September 1992 - March 1993)</b>
<b>Troy Myers</b>	<b>Sunday afternoons, 1:00 - 5:00 (September 1992 - March 1993)</b>
<b>Barbara Nelke</b>	<b>Tuesday evenings, 6:00 - 10:00 (September - December 1992) Wednesday evenings 6:00 - 10:00 (January - March 1993)</b>