

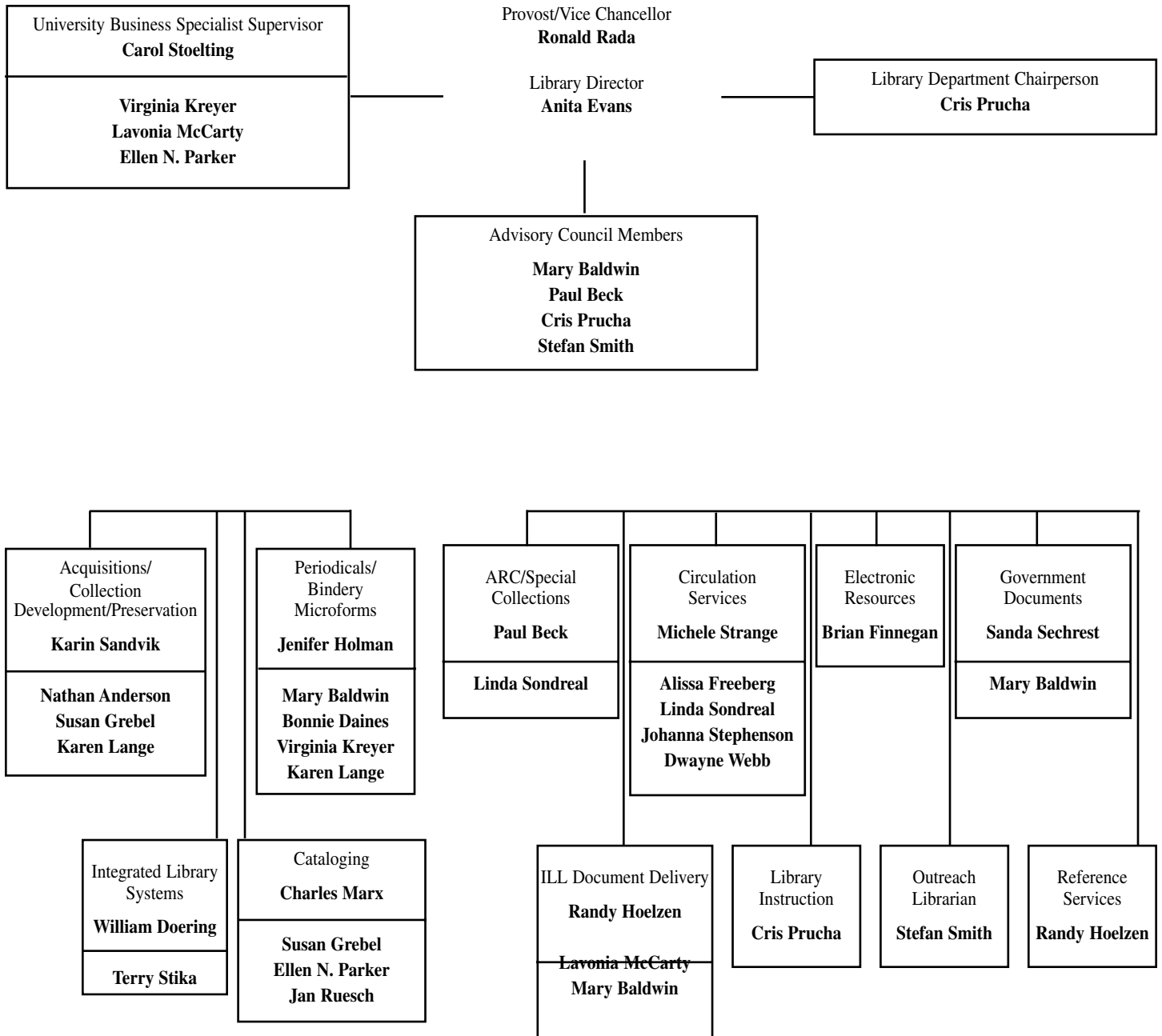
UW-L

Murphy Library Resource Center

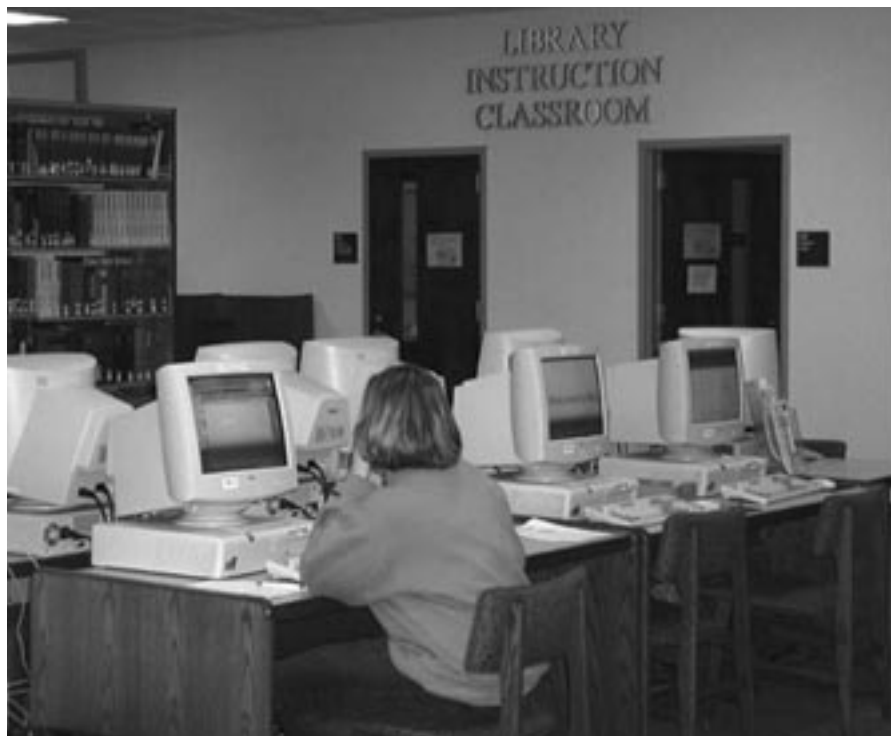
2000-01 ANNUAL REPORT

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MURPHY LIBRARY ORGANIZATIONAL CHART 2000-01



Nathan AndersonAcquisitions
Mary BaldwinGovernment Documents/Microforms/ILL/Document Delivery
Paul Beck.....Area Research Center/Special Collections
Bonnie DainesPeriodicals
William DoeringIntegrated Library Systems
Mary Esten.....Curriculum Resource Center
Anita EvansDirector
Brian Finnegan.....Electronic Resources
Alissa FreebergCirculation Services
Susan GrebelAcquisitions/Cataloging
Randy HoelzenReference Services/Interlibrary Loan/Document Delivery
Jenifer HolmanPeriodicals
Virginia KreyerPeriodicals/Administrative Office Support
Karen LangeAcquisitions/Preservation
Analisa LeeOral History Cataloging (NHPRC Project)
Charles MarxCataloging/Classification
Lavonia McCarty.....ILL/Document Delivery/Administrative Office Support
Ellen N. ParkerCataloging/Administrative Office Support
Cristine PruchaLibrary Instruction/Department Chair
Janice RueschCataloging
Karin SandvikAcquisitions/Collection Development/Preservation
Sandra SechrestGovernment Documents
Stefan SmithOutreach
Linda Sondreal.....Special Collections/Circulation Services
Johanna Stephenson.....Circulation Services
Terry StikaIntegrated Library Systems
Michele Strange.....Circulation Services
Carol Stoelting.....Administrative Office
Dwayne WebbCirculation Services



The 1999-01 biennium base budget increase that the legislature and Governor approved for UW System Libraries again provided critical acquisitions and information access support for Murphy Library. This year the acquisitions budget received another base adjustment of \$97,000. Of the \$12 million requested for 1999/01, \$7.3 million was funded. For the 2001-03 biennium, UW System requested another \$4.7 million for collections; this budget initiative was not successful. For next year and particularly as time passes, a fixed budget will inevitably result in the Library having to cut titles, paper and digital. Librarians in the state have been proactive in working toward keeping costs under control. On this campus, Psychology Department Faculty collaborated with the Library this fall to lobby the American Psychological Association when an unreasonable cost increase was proposed for the online version of *Psychological Abstracts*. We anticipate that partnerships with faculty to explore mechanisms to combat excessive price increases will be more important in the future. In recent years, several legislators have toured the library facility and discussed with librarians and faculty representatives the changing nature of how libraries are delivering information and services to campus and distant users. The Library hosted Senator Mark Meyer on February 23.

UW-La Crosse was one of three UW institutions that participated in the beta test for the Endeavor Universal Borrower module. Centrally involved in the test were William Doering, Michele Strange and Terry Stika. In recognition of the consideration time commitment, UW System provided some funding which was used to increase Stika's

appointment. The pilot continued for longer than the projected time, and a voluntary reduction in the appointment of Nathan Anderson allowed for a further increase in Stika's time. It will be necessary to identify new or realign some staff resources to support technology and other priority areas in the future. The UB beta test is just one example of UW System's recognition of and reliance on the expertise of librarians at UW-L. In the department reports that follow there are many references to other projects such as the creative work by the web team, GIS, a comprehensive periodicals database, etc. which put UW-L at the forefront of the UW comprehensive libraries in implementing new services or strategies to support campus teaching and research information requirements.

The Library engaged the Protective Services Office to conduct a security audit of Murphy Library. Scott Rohde conducted a site visit and met with library personnel, and he and a Protective Services officer followed up with a second site visit. The report will provide some guidance in improving building security. Also initiated was an inventory project of art objects in the Library, coordinated by Linda Sondreal and Carol Stoelting.

With the \$48,000 funding from a National Historical Publications and Records Commission grant, the Library hired a fixed term librarian, Analisa Lee, to catalog oral history tapes and transcripts. Lee worked primarily with Charles Marx, Paul Beck, and Professor Chuck Lee on the project that will greatly improve access points to an important regional historical record reflecting diverse voices such as the Hmong community.

A major fundraiser was launched this year for the Endowment Fund. Ed Hill, former head of Special Collections, proposed to the Murphy Library Endowment Committee that Michael Blaser, a maritime artist who has extensively used the library's riverboat photographic collections, be commissioned to paint a historic waterfront scene of La Crosse. With the generous financial support of Emerson and Jean Wulling and George Gilkey, it was possible for the Library to launch the project early in 2001. A subcommittee (including Paul Beck, Stefan Smith, and Moni McCarty) was formed to oversee the work of the fundraising project. An initial meeting with Michael Blaser and Gay Blaser, the artist's wife and business manager, was held in March. By May, Blaser had completed an initial rendering. The project was assisted by Special Collections staff, Advancement Office staff and of a number of community representatives with knowledge of local history including Ralph DuPae whose volunteer work over many years was instrumental in building the riverboat photographic collection.

Professor James Batesky was this year's recipient of the Murphy Award. He was honored at a ceremony held in the Special Collections area on April 25th. This award recognized Batesky's many contributions to the Library including serving on the Faculty Senate Library Committee for several terms, providing an in-service session for librarians, and the role he has played over the years in teaming with Cristine Prucha and others to promote information literacy.

Conference Co-Chair Paul Beck and many other UW-L librarians and staff were involved in helping to plan and host the Wisconsin Library Association of Academic Librarians Conference held in La Crosse in April 18 - 20. The conference, featuring a keynote address by the Chair-Elect of the Association of College & Research Libraries, Mary Reichel, was a large undertaking and was well received by academic librarians and library staff from state and regional institutions in attendance.

Karin Sandvik, Associate Professor and Collection

Development/Acquisitions Librarian, retired at the end of Spring Term 2001. Sandvik began her career at Murphy Library in October 1978. In recent years, in concert with the goals of Plan 2008, Sandvik worked closely with faculty to strengthen library collections in the areas of Native American, Black, Hmong and Chicano literature and history. She was a strong champion of the book and proposed the establishment of a leisure reading collection. She asked that donations in honor of her retirement be designated for this collection, and she and Stefan Smith collaborated on defining the collection and its initial development in the final weeks of her appointment. The collection formally has been named "The Karin Sandvik Leisure Reading Collection." The Library Department Personnel Committee worked on redefining the position description for the future and began the process of hiring Sandvik's replacement.

Funding from the Provost's Office was instrumental in allowing the Library to upgrade some equipment toward the end of the year. Among the improvements made possible by this financial support were computers for active learning classroom and reference area and the replacement of problematic public copiers well-beyond their life cycle.

The Faculty Senate Library Committee this year reviewed Library hours, and proposed changes. Those recommendations, which will be reviewed for implementation in the fall of 2001, are outlined in Chair Gwen Achenreiner's report.

ITS staff from selected units continued their occupancy of the Library during the year. The Library coordinated with ITS the move of these staff out of the Library to the remodeled Wing facility. The reclaimed space will allow the library to restore limited group study space in fall 2001 and upgrade the active learning classroom which has been shared with the Instructional Technology Learning Center (ITLC), among other improvements in space utilization.

This fiscal year was one busy one. Network cable was run and AT&T tower card readers installed on library photo and microform copiers in August. This move connected the library to the campus tower card system whereby students can use one card to pay for many services. Money for copies made is then transferred back to the library by Financial Services on a monthly basis. We thank Cartwright Center staff members Wendy Rabe and Gary Johansen for their expertise and cooperation in assisting us with the conversion process and Pat Hansen who deals with the many questions and coordinates campus department accounts. The new system allows us to go online to view and print off reports detailing the date, time, copier number, cardholder, and money to be transferred based on number of copies made. At the time of installation, we changed the per copy cost of cash or card copies to \$.10.

The XCP venda card system remained on some of the copiers until December 31, so patrons could use up the money they had on their XCP card. We were able to surplus the equipment and received some compensation for our efforts thanks to Bill Doering's work with the XCP Company and Deanne Otto of Campus Stores. This partially funded our lease on two new coin ops that were installed in January. Also in January, we raised the per copy cost of microform copies from \$.10 to \$.15 because of the expense of microform scanners bought in the last several years and the expense of toner.

There has been frustration on the part of some patrons due to the reduction of coin operated copiers and students who do not want to put money on their tower card yet they do not want to stand in line to use the coin-ops. With the able assistance of my student, Jodie Ewert, we compiled, summarized, graphed, and posted statistics on tower card use on the photo and microform tower card readers over the course of four days in February to let patrons know the times of day the readers are used the least and the most heavily so they can try to avoid the times of heavy usage. Although we continue to receive recommendations in our suggestion box to add more coin-op's, the majority of the time patrons are not standing in line to use the coin-op's per our use survey. We also want to encourage students to fully utilize their tower card and have purchased a new cash register which has a built in card reader so students can pay their fines via their tower card.

To better serve our patrons, we decided it was time to retire the old Sharp 8570 copiers that have served us well over the past 10+ years. With the assistance of Dwayne Webb, Circulation Services, we looked at the state contract, talked to people using the digital copies, saw demonstrations, determined which would be the least confusing for patrons and staff needing to clear jams and replace toner, and decided on purchasing Lanier 5435's. One Sharp copier will remain to provide the 8.5" x 14" option to patrons.

In January, the library raised the student wage scale by \$.20/hour across all employment categories. The beginning wage rate of \$5.50/hour will hopefully attract more students to employment. Ellen Parker and Carol Stoelting worked with Human Resources staff on preparing for the transition to the web-based student payroll system. Unfortunately, this has been delayed for another year due to the complexity of setting it up and we will limp along with our old computerized time clock.

On the recommendation of Anita Evans, Linda Sondreal of Special Collections and Jodie Ewert, student office assistant, began the job of inventorying art objects in Murphy Library and Special Collections. Items were photographed and labeled. The project should soon be completed.

The new financial system has been a frustration throughout the entire fiscal year. Very little was communicated to the campus on the new system and training wasn't offered until departments started asking for it. Expenses paid to the wrong account code didn't get corrected until mid-May. Budget transfer requests weren't made on a timely basis, carryover revenue and purchase orders were not credited to accounts, and reports are difficult to read. It was hard to know at any point in time what the real budget figures were. We are very happy with the campus decision to return to the Unisys system effective July 1.

Additionally, more work continues to be transferred down to campus departments and we receive fewer receipts to confirm transactions and chargebacks. We now have to calculate state and county tax for all taxable revenue. Carbonless forms were phased out and departments have to print off and complete a web-based form. Additionally, we do not get receipts from Campus Stores for orders we place. Expenses are charged back but it is not always clear what the purchase was for.

Eight out of fourteen classified staff took advantage of developmental training opportunities this year. It is helpful that staff can carry over unused money from the previous year as needed. The library is far ahead of other departments on campus in its encouragement and support of classified staff training.

Goals for 2001-2002 include finalizing the art inventory, continuing to work with Cartwright Center staff so that tower card policies and procedures are clear and inform students that it is to their advantage to use the system for copying, investigate using Power Point to orient new students, putting the student employment application on the library web page, working with Physical Plant staff on a flexible floor plan system for the library, continuing to convert office files to Microsoft's suite of software, and helping facilitate the move of Information Technology Services staff back to Wing Communication Center and restore the library areas they are currently occupying to their original or a configuration that better serves library patrons.

2000/01 Report Submitted to the Faculty Senate by Gwen Achenreiner, Chair.

Committee Members: Gwen Achenreiner, Chair, James Batesky, Gerry Cox, Susan Crutchfield, Abdulaziz Elfessi, James Gray, Paul Keaton, Donald Kuderer, Elsie Patterson, Richard Pinnell, Cristine Prucha, Elizabeth Seebach
Student Members: Timothy Halbach and Justin Jovle
Consultant: Anita Evans

This report to the Faculty Senate is intended to serve as a summary of the Library Committee's activities during the 2000-2001 academic year. The primary accomplishments include:

- Distribution and analysis of a student survey (Fall 2000)
- Library hour recommendations
- Analysis of a faculty survey (Spring 2000) regarding resource usage
- Endorsement of information literacy competencies

These activities are described in more detail in the discussion that follows.

Student Survey

A student survey was conducted in December 2000. The survey was analyzed both quantitatively and qualitatively. The survey findings revealed that Sunday through Thursday are the busiest days with most students coming between the hours of 10 a.m. to midnight. The peak time was 5 p.m. to 10 p.m. and most students come to the library for a quiet place to study. The changes students felt were most important included later weeknight hours, opening earlier on Sunday, a 24-hour study room and more hours during finals week. In addition to these changes, the qualitative comments revealed that students would like the library to be open later on Thursday nights.

Library Hour Recommendations

The majority of the committee's time focused on forming recommendations for the library staff regarding appropriate hours. It is important to note that numerous factors were taken into consideration in making these recommendations. In addition to the student survey mentioned previously, the committee examined head counts of *actual usage* at various times of the day, including finals week; the library hours of comparable institutions; and a historical perspective of UW-L Library hours. Along with this data, the committee considered and discussed:

- a) security issues,
- b) the impact of library hours on students' preparation and readiness for class, primarily the early morning classes,
- c) staffing concerns,

- d) financial concerns, and
- e) a parental perspective.

Since most committee members are teaching faculty, parents and, at one point, students, the committee tried to balance these roles and make recommendations taking all perspectives into consideration. The amount of time, data and diligence that went into these recommendations cannot be stated strongly enough.

Following are the current hours and recommended hours.

<u>Day of the Week</u>	<u>2000-2001 Hours</u>	<u>Recommended Hours</u>
Sunday	1 p.m.-12 a.m.	11 a.m.-12 a.m.
Monday	7:40 a.m.-12 a.m.	7:40 a.m.-12 a.m.
Tuesday	7:40 a.m.-12 a.m.	7:40 a.m.-12 a.m.
Wednesday	7:40 a.m.-12 a.m.	7:40 a.m.-12 a.m.
Thursday	7:40 a.m.-11 p.m.	7:40 a.m.-12 a.m.
Friday	7:40 a.m.-8 p.m.	7:40 a.m.-7 p.m.
Saturday	10 a.m.-8 p.m.	10 a.m.-7 p.m.

Extended Hours Room – The committee recommends that extended study room hours stay the same but more data should be collected regarding actual usage and hours should be examined again in Spring 2002. The committee also strongly recommends that a **UW-L identification card screening machine** be placed at the entrance of the extended study room, providing more security for students (i.e., not just anyone could walk into the room) and usage data for re-evaluating hours. The committee also discussed having security cameras placed in the extended hours room.

Finals Week – When finals are held Monday through Friday, the committee recommends no changes to the current finals week library hours. When finals cut across the weekend (e.g., Thursday – Wednesday) the committee recommends that during final exam days, Friday hours be extended until 12 a.m. and Saturday hours be extended from 7:40 a.m. to 10 p.m. The committee also recommends that more usage data be collected during the final exam period and the hours be re-evaluated in Spring 2002.

Faculty Survey

A faculty survey regarding resource usage was distributed in Spring 2000. The data was analyzed during the 2000-2001 academic year. The results are quite comprehensive and, thus, won't be discussed here. The Appendix which includes the survey, graphs of the findings, and a summary of primary differences among colleges as well as other appendices are included in the full report available in the Senate Office and Library.

Endorsement of Information Literacy Competencies

The Library Committee voted to endorse the competencies stated in the brochure “Information Literacy Competencies and Criteria for Academic Libraries in Wisconsin,” and support librarian’s efforts to incorporate information literacy into classes across the curriculum. A memo was sent to all deans and department heads asking that they keep these competencies and the importance of information literacy in mind when designing and assessing departmental and course curriculum goals.

Other Activities

- At the October 16, 2000, meeting the committee discussed various possibilities regarding faculty resource notification and training. The committee informed library staff of the pros and cons associated with various approaches.
- Senator Mark Meyer visited Murphy Library in February 2001, and committee members were invited and encouraged to meet with him.
- At the April 18, 2001, meeting committee members were invited to “test out” the new Universal Borrowing Program.



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

2000/2001 was a very busy year for the department. Many faculty members retired and the donation of books to the Library increased. Many of these titles are added to the Murphy collection. Those which duplicate the Library's holdings, or are superseded by newer materials, are dispersed through book sales which are held twice annually. Karen Lange is instrumental in evaluating these gifts and planning the book sales. At this time we have added 106 volumes and 16 videos from gifts received. It is a project in progress, and many more titles are waiting to be evaluated.

- Murphy Library's video collection is expanding rapidly and is heavily used by faculty and students. 227 individual AV titles were added which address the subject areas taught by departments on campus or satisfy student interests. We also added one slide set, three music CDs, and music tapes and record albums. An Annenberg grant to the University made it possible to add many titles addressing the issue of diversity.
- Two book sales netted the library \$1060.25. The monies were equally distributed between the book budget and the staff development fund.
- We continue to work toward *Plan 2008: Educational Quality through Racial and Ethnic Diversity*, and materials addressing the subjects included in this plan were added in great number. A web page lets patrons find materials in this area readily.
- Between July 1, 2000 to June 6, 2001, 154 titles for Gay/Lesbian, 35 titles for Persons with Disabilities, and 697 titles for Racial/Ethnic Diversity were added to the collection. \$32,863 was expended for these materials. A new course to be offered in the History of the Civil Rights movement in the U.S. will greatly benefit from our acquisitions in this area.
- Both the History and English Departments are adding courses with a Hispanic focus and we have enriched the collection with historical, literary, and art materials

covering this area. The emphasis of our collecting activity is on Mexico. A special Murphy Library Endowment Fund grant of \$1000 made it possible to build the collection in these areas.

- A course in Scottish Women writers taught for the first time required the purchase of materials of writings by Scottish women. At this time we have added 21 titles for this course.
- Nate Anderson has streamlined the ordering process and has developed a schedule to keep ordering and receiving on a steady flow. This has made it possible to avoid the year-end rush of ordering. He has mastered the Endeavor Voyager system and has integrated the changes and corrections that were made by the system into his workflow. His knowledge of the ordering procedures has made it possible to reduce his weekly work schedule from 40 to 30 hours. He has shifted orders from BNA, which is slow in responding to requests, to Baker and Taylor which has a very quick delivery time.
- The Faculty Liaisons from the academic departments met with the collection development librarian. The ordering process was clarified, and the approval slips received from Yankee Book Peddler were explained. By request of the liaison, Anthropology and Sociology were added to the departments for which we receive notification slips. The role of the faculty liaison was discussed. The newer faculty benefited from the meeting. A number of separate meetings were held for those liaisons not able to attend the group meeting. The liaison program works well and the rapport with the faculty liaison is very positive and very useful to both the library and the departments they serve.
- Another Focus Group of students met under Dr. Achenreiner's guidance to discuss their use of the library and library materials, especially the book. It seems clear that students need encouragement to turn to the book for information. The faculty has been made aware of the problem of falling statistics in the use of the book, and students are often required to cite books in papers they write for classes. An attempt by the Library is underway to establish a Leisure Reading collection in the hope to bring the joy of reading to the students.
- The Library honored Dr. Isolina Battistozzi by using Endowment Fund money to acquire books that she deemed important for the education of students, especially those who travel and study in Latin America. We were able to add 36 titles of the titles she and colleagues had suggested to our collection.
- We have found a number of departments that can use the beautiful book jackets received by the Acquisition Dept. These make interesting displays and inform departments and students of recent publications in their field.

- To facilitate routing of the reviews of new materials which are sent to us by Yankee Book Peddler, a classification list which ties call nos. to the subjects taught by departments was created. This will permit students to sort and send the slips to the liaisons of each department without too much supervision.
- The Communication Studies Department submitted a ranked list of materials required to support their undergraduate program. The Department has grown in number and quality and undergraduate research has become central to their program. We were able to honor all 108 requests.
- The first book orders were placed against the Culver Fund, established by A.B. Culver in memory of Jerry Culver, Professor of Geography. The material addresses Dr. Culver's special interests in the field of Geography.
- Sue Grebel continues to receive the material as it comes to the library. She works with great speed and accuracy

and books go on to the catalog department in record time. She is always willing to take on new tasks, as routing book covers, catalogs rush materials as they are needed by patrons, and helps with problems of entries and withdrawal of superceded material.

2000/2001 was as all other years a busy one. Changes made by the Endeavor system had to be tested and brought into the workflow. The targeted ordering goals which Anderson instituted kept the workflow at an even pace. The department received three grants from the Endowment Fund which permitted us to request material which would not have been possible to add without that help. The faculty availed themselves of the e-mail ordering possibility. We were not able to address the need for weeding the collection. We did lay the foundation for a Leisure Reading Collection which, hopefully, will bring enjoyment and information to the student body.

AUTOMATION

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

I would characterize the past year as a year of coping and evolution. The department's primary concern is that of the library catalog. The new catalog has greatly simplified the work of the department but has also enabled us to provide a whole lot more. In order to accommodate these improvements to the library catalog with no additional technical staffing, we have had to reduce the level of computing support we are providing other library staff, which is an interesting move, since the library is buying more computers and few staff are seeking technical training.

The library catalog received three new software upgrades this past year. Improvements included a totally new acquisitions module. The release was flawed with bugs but was required before we could beta test a new module. This new module, called Universal Borrower, will allow students and staff to charge out materials directly from other UW libraries and have them shipped to La Crosse with limited staff involvement and hence speed up delivery. Beta testing went well overall and it is our hope that the software can be installed system-wide before the end of December 2001. Other catalog improvements as a result of these new releases, include post-search sorting of results, setting limits as part of the initial search, simplified search screens and general enhancements and bug fixes across all staff clients.

A major effort was devoted to writing Access reports to get information out of the system. No less than 40 reports have been written, some of which are extremely complex. The automation department also instituted a process to enhance existing MARC records with additional information including table of contents and summary notes to increase search retrieval. This process is done by very few other libraries and hardly ever to the extent to which we are doing it. Other than UW Milwaukee, no other UW System library is providing this service. The department presented the process and our statistical finding at two conferences this past year and will present at a third meeting in October 2001. A new materials database was created. An automated script will automatically create a file which can be searched by users using our same catalog interface. A student intern, working closely with the periodicals department, completed work on a periodical database which incorporates our print and microform holdings with our electronic holdings. The database is available on the web and has been well received by everyone.

The Department also helped create an electronic classroom which would serve the needs of the library's instruction program by purchasing and setting up computers, network connections and hubs. The Department worked with ITS to implement a proxy server which would authenticate faculty and students and provide them access to electronic resources from off-campus. As of July 1, the software is in testing and we hope that it will be available for fall semester 2001. And finally, numerous computers were installed and all library computers were upgraded to at least Windows 98 and Office 2000.

This was another busy and productive year. Fortunately, we have had stability among department personnel since this was the busiest year for cataloging since the seventies. Members of the Cataloging Department include Charles Marx, Jan Ruesch, Susan Grebel and Ellen Parker.

This year we added 7544 books, titles, 301 microform titles and 412 audiovisual titles. This is an increase of some 1500 titles from last year and the highest number of titles added since at least 1983/84. I believe we may have added more titles in the mid-seventies (with a substantially larger department and no OPAC to maintain). This does include about 300 oral history titles cataloged by Analisa Lee (see below for more information).

The workload in cataloging is becoming problematic with leisure reading materials joining the mix next year, and we may have to seek additional staffing.

Voyager still works well, although we are still unable to do global heading changes.

We continue to work on converting our card series authority file to an online file. With the workload, we are unable to devote substantial time to this project.

Cataloging staff worked with Analisa Lee who was hired with NHPRC grant money to catalog and preserve oral history interviews. Analisa was able to catalog almost 300 interviews. About thirty-five remain to be cataloged by our

department in addition to new interviews.

Next year we hope to catalog oral history interviews, reduce the original cataloging backlog, and begin cataloging internet resources while keeping up with the flood of new materials. We would also like to make significant progress on series authority conversion if we can find the time to do so.



CIRCULATION

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

Department highlights include two major projects that the staff undertook during the past year. The first was the design, implementation and analysis of a library use survey, which was suggested by the Department to the Faculty Senate Library Committee in response to a student request for longer library hours. Johanna Stephenson created an excellent instrument that was favorably critiqued by several members of the Faculty Senate Library Committee. The survey was distributed at selected times during the week of November 27 to faculty, staff and students who were using the library at the time. Questions centered around how often the library is used, time of day used, library services most used and what changes in hours would be most suitable. There were 872 completed responses with numerous general comments attached.

The Access Services Librarian met several times with both the Library Advisory Council (LAC) and the Faculty Senate Library Committee presenting and interpreting the survey results. The Library Committee made recommendations to the Library Director about changes in hours and the LAC made the final decisions. As a result, in the Fall 2001 semester hours will be increased on Thursday nights until midnight and on Sunday afternoons with opening at noon. However, based on occupancy counts the library will close one hour earlier at 7 p.m. on Friday and Saturday evenings.

The other major event was the participation by the Department, as well as the Eau Claire and Stout libraries, in beta testing Universal Borrowing (UB), a new Endeavor product. UB allows patrons to borrow from any other University of Wisconsin System library by requesting materials directly through the online catalog. This project took up a majority of the Access Services Librarian's time during Spring 2001 and included the extension of hours for Terry Stika, Automation Department, to help with testing and reporting. The production version of the software, scheduled for release in late May/early June, was still not forthcoming at the end of the fiscal year. So, beta testing will continue into next year.

The Department investigated different options in an

attempt to automate advanced bookings of videos for classroom viewing. No product, including Endeavor's Media Scheduling, met the needs of the department.

The proposal to expand e-reserves to include copyrighted materials also ran into a snag because of problems with patron ID numbers and authentication. Investigation of this project will continue after the installation of a campus proxy server.

The Department developed a new form and procedure for patrons to request materials on order or in process as well as a form for patrons to protest their fines/fees. Circulation is now handling all requests for checkouts of periodicals. This had previously been done in Periodicals.

The year brought a discontinuation of the use of vendacards, and the substitution of AT&T tower cards, for library photocopying. The Department participated in the selection of 3 new copy machines for the public area. A new cash register was purchased for the circulation desk. This register allows students to pay for fines and other library fees with their tower cards as well as cash and checks.

In the area of security, the Department participated in a library acquisitions audit and a security audit. The security audit is forthcoming and hopefully will have some good suggestions for increasing library security. Circulation now has video sensitizers/de-sensitizers so video materials needed to be re-stripped and labeled. This is a project that began in June 2001 and will continue into next year.

Circulation of library materials showed a slower decline than seen in the past several years with a decrease of 8 percent from 1999/00 figures, down a total of 6448 from the previous year. General circulation showed a 6.8 percent decline, while reserve circulation decline totaled 10 percent. The decrease in reserve circulation may be due in large part to a continued increase of materials on e-reserves (see below). In-house (browse) counts cannot be compared with 1999/00 because these counts were not available from the installation of Voyager in August 1999 until the upgrade to the '99 version in January 2000, leaving a gap of six months.

The total number of reserve items processed increased by 13 percent from 12335 to 13955. This number includes total number of pages scanned for e-reserves. The number of pieces scanned was 9488 compared to 7582 the year before, a 25 percent increase. Since no statistical software for counting hits on web pages has been added to the campus web server, the department continues to have no e-reserve use counts.

Additional activities for 2000/2001:

Staffing/Staff Development

- Alissa began as the LTE weekend supervisor on August 21, 2000
- Michele attended ALA, WLA and WAAL conferences
- Michele presented a session on Universal Borrowing at WAAL on April 18, 2001
- Michele attended the UCITA teleconference held on campus on December 13, 2000
- Terry Stika was on staff for several hours a week during the UB beta test
- Dwayne attended the Protective Services training workshop on security on campus
- Dwayne served on a committee to recommend new copiers to purchase

Stacks Maintenance

- Items shelved during the year – 63560
- Shift of collection from A's through D's conducted during the Fall and Spring Semesters

Goals

- Continued equitable access to the library collection through accurate shelving and stack maintenance
- Continued accurate and efficient service at the circulation desk
- Further investigation of expansion of e-reserves to include copyrighted materials
- Further investigation of media scheduling modules
- Continued participation in beta-testing the Endeavor's Universal Borrowing (UB) module
- Assistance as a resource in implementation of UB on other UW campuses
- Continuation of the shift of the circulating collection
- Study of space planning options for the circulating collection



ELECTRONIC RESOURCES

The 2000/01 academic year has been a very busy one for the Electronic Resources Department. Over ten new web databases were added in the spring semester alone. Considering the current state of technology and the availability of resources via an electronic format it appears that this trend shows no signs of slowing down. Electronic access to full text content continues to be the focus of our resources. The upgrading of public computers in the reference area continues with over 30 new computers funded and purchased which will be installed during the summer of 2001.

New databases that were added within the past year include: BioOne, Books In Print from Bowker, CCH Online (web version), ComAbstracts, Criminal Justice Periodical Index, HRAF Archaeology, HRAF Ethnography, ERIC Test Locator, Grove Dictionary of Art, Grove Dictionary of Music, Grove Dictionary of Opera, MLA International Bibliography (web version), Mental Measurements Yearbook, Sports Business Research, and Ulrich's Online.

Goals for 2001/2002

- Simplify remote access to electronic databases using EZproxy
- Improve access to electronic reference materials by focusing on the current reference computer area
- As part of the web team, improve access to resources for our users
- Investigate usage of wireless technologies for public computing
- Continue to improve the level of technology in the public computer area
- Continue staff training on the numerous database aggregators

Electronic Resources:

Comparison of Aggregator Database Searches: 1999/2000 academic year

99/00	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Cambridge	18	42	173	164	175	47	92	136	146	167	191	100	1451
Ebscohost	12442	3399	39215	41020	54770	25819	9323	47609	53061	60882	12651	12841	373032
FirstSearch	494	209	682	1353	1638	783	170	761	808	688	121	271	7978
Proquest	2142	120	3509	4928	4774	2327	1005	4761	3964	4504	760	974	33768
SilverPlatter							1102	4838	4886	4468	742	1836	17872
Gale							32	59	87	72	37	17	304
Web of Science							11	140	381	462	147	202	1343
													435748

Comparison of Aggregator Database Searches: 2000/2001 academic year

00/01	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Cambridge	131	447	1057	2348	1265	512	1021	2260	466	2283	419	247	12456
Ebscohost	6961	2097	39194	54739	48347	30463	8264	50322	39603	59698	14186	3681	357555
FirstSearch	165	85	1056	1615	1993	788	520	2245	1496	1196	363	319	11841
Proquest	752	328	5234	3945	5144	1921	2000	4175	3821	10006	848	950	39124
SilverPlatter	902	313	5544	7916	8324	2947	2092	6896	5215	6548	1050	509	48256
Gale	34	21	389	81	77	52	256	47	175	92	47	0	1271
Web of Science			520	745	625		284	1028	352	526		7	4087
													474590

Database Usage Report – 2000/01 academic year

Database	Title	Access Use		
ABI Inform (Proquest)	web	12,645	GaleWeb	web 1271
ACS Chemical Journals	web	172	GenderWatch	web
Acxiombiz (Firstsearch)	web	49	General Science Abstracts (Firstsearch)	web 47
Academic Search Elite (Ebsco)	web	114,306	Geobase (Firstsearch)	web 43
Academic Universe (Lexis-Nexis)	web	4404	GPO (Firstsearch)	web 89
Agricola (Firstsearch)	web	158	Health Reference Center (FirstSearch)	web 153
Alt-HealthWatch	web	13,883	Health Source Plus (Ebsco)	web 19578
America:History & Life	web	65	Historical Abstracts	web 32
Applied Science Abst (Firstsearch)	web	8	Humanities Abstracts (FirstSearch)	web 221
Applied Science & Technology (Wilson)	web		Index to Legal Papers	web 2
Art Abstracts (Firstsearch)	web	145	JSTOR	web 2783
Arts & Humanities Citation Index (Firstsearch)	web	11	Library Literature (FirstSearch)	web 121
Arts & Humanities Citation Index (ISI)	web	1362	Literary Index (Gale)	web 226
ASFA: Aquatic Sciences * Fisheries Abst	web	1051	MathSciNet	web
Associations Unlimited (Gale)	web	429	MAS Online Full Text (Ebsco)	web 35095
Bamp (Firstsearch)	web	255	MasterFile Premier (Ebsco)	web 34475
Basic Biosis (Firstsearch)	web	85	Mdx Health Digest (FirstSearch)	web 77
BGMI (Gale)	web	317	Medline (Ebsco)	web 18575
Biological Abstracts (Silverplatter)	web	5684	Medline (Cambridge)	web 265
Biological Sciences (Cambridge)	web	1420	Middle Search Plus (Ebsco)	web 4980
Biology and Agriculture (Firstsearch)	web	311	National Newspapers (Proquest)	web 12,947
Biology Digest (Cambridge)	web	362	Netfirst (FirstSearch)	web 900
Book Review Digest (Firstsearch)	web	697	Newspaper Source (Ebsco)	web 13074
Books in Print (Firstsearch)	web	907	Oceanic Abstracts (Cambridge)	web 154
Books In Print w/ Reviews (Ebsco)	web	9253	Oxford English Dictionary	web 231
Books Out of Print (Ebsco)	web	1187	PAIS International (Firstsearch)	web 49
Business and Industry (Firstsearch)	web	123	Paperfirst	web 20
Business Organization (Firstsearch)	web	3	Periodicals Contents Index (Firstsearch)	web 296
Business Source Elite (Ebsco)	web	21045	Plant Science (Cambridge)	web 171
Business Source Elite Corporate (Ebsco)	web	5937	Primary Search (Ebsco)	eb 4000
Cambridge Scientific (7titles)	web	12,456	Project MUSE web	
CINAHL (Proquest)	web	5655	Proquest	web 39124
CINAHL (Ebsco)	web	10129	PsycInfo (Ebsco)	web 27204
Clinical Reference System (Ebsco)	web	8556	PsycInfo (Silverplatter)	web 2706
Contemporary Authors (Gale)	web		RILM Abstracts	web 96
Congressional Universe (Lexis/Nexis)	web		Science Citation Index (ISI)	web 1362
Contemporary Womens Issues (Firstsearch)	web	36	Serials Directory (Ebsco)	web 2554
Contents First (FirstSearch)	web	893	SilverPlatter	web 48,256
CSA Life Sciences (Ebsco)	web	2269	Social Science Abstracts (Firstsearch)	web 264
CQ Researcher	web		Social Science Citation Index (ISI)	web 1362
Dissertation Abstracts (Firstsearch)	web	700	Sociological Abstracts (Silverplatter)	web 760
Dow Jones	web		SportsDiscus (Silverplatter)	eb 882
Early English Books Online (Proquest)	web		Statistical Universe (Lexis Nexis)	web 176
Ebsco Animals	web	2017	Toxline (Cambridge)	web 166
EbscoHost	web	357,555	Union Lists (Firstsearch)	web 32
Econlit (Firstsearch)	web	112	US Govt Periodicals Index (Lexis/Nexis)	web
Education Abstracts (FirstSearch)	web	310	USP Drug Information (Ebsco)	web 2584
Encyclopedia of Science & Technology	web	201	Vocational Search (Ebsco)	web 788
Environmental Science (Firstsearch)	web	349	Web of Science (ISI)	web 4087
ERIC (Ebsco)	web	38025	WISCAT	web 4404
Ethnic NewsWatch	web		Wisconsin Newstand (Proquest)	web 12,631
Factsearch (Firstsearch)	web	316	Women's Resources International	web
FirstSearch	web	11,841	WorldCat (Firstsearch)	web 3835
			World Almanac (Firstsearch)	web 16
			Worldscope (Firstsearch)	web 18
			Zacks University Analyst Watch	web

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

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

The work on GIS continued; Sandy Sechrest, the Documents Librarian, and Randy Hoelzen, Reference, met weekly to discuss GIS issues including planning for a library GIS web page which Brian Finnegan, Electronic Resources, set up. A GIS intern, Mike Murphy, was hired and worked jointly for Hoelzen and Sechrest. In Documents he compiled a list of Documents CD-ROMs with content useful and downloadable for GIS. Sechrest had a display in the large first floor display cases up from November 2000 to January 2001 on GIS, showing books, CD-ROMs, websites, etc. dealing with the topic. This was one of last year's goals. The GIS workstation computer exhibited some printing problems when networked with two older PCs in the area. These will soon be replaced with new PCs, which should work better. Brian Finnegan, Electronic Resources, and Terry Stika, Automation, spent much time working with the documents computers.

In government products news one of the most noteworthy events was the change from the Clinton White House website to the Bush White House website. President Clinton was the first President to really have a website. The data-rich Clinton records were moved to a special section of the National Archives website. This year also saw the introduction of a new government search engine, FirstGov.gov. When FirstGov was first introduced it was far inferior to products such as Google's UncleSam but the product gradually improved enough to be placed on the Documents Department web page.

Another goal accomplished was the weeding of a large number of documents microfiche. The Documents Librarian used guidelines developed by other depository libraries targeting House and Senate Appropriation Committee hearings and nomination hearings. Adam Heinrich, a very able student assistant, who has worked in Documents for his whole college career, located these items. Sechrest then went through these, saving out newsworthy nominees with names

like Thomas and Bork. Mary Baldwin, Documents Assistant, sent out discard lists for over 18,000 documents microfiche. The fact that no one requested any of these indicates each item's weedability.

In staff news, Sechrest, participated in a panel discussion on Notable Books on April 19, 2001 at the Wisconsin Association of Academic Librarians Conference held in La Crosse. This was a program of the Literary Awards Committee. Sechrest also had an enlightening experience using a wheelchair for a day on October 23, 2000 in a simulated disability experience organized by Disability Resource Services and participating in a panel discussion on the experience the next day. Mary Baldwin, the Documents Assistant, completed her term on the Library Advisory Council and continued her service on the Parking Appeals Board. She attended the Support Staff workshop in Madison on February 9, 2001.

Baldwin continued to catalogue older Wisconsin documents, choosing high interest items such as park pamphlets to do first. This was also one of last year's goals.

In goals which have not yet been accomplished a revision of the collection development policy and development of an electronic service policy are at present in draft form and will be completed by the beginning of the fall semester. Another goal, a pilot study of document holdings, as part of a zero-based review of item selections, was not done. It was felt this was not as much of a priority as other goals. The Documents Librarian will need to take some Excel classes from ITS Support Center to use some of the tools needed for such a study.

Goals for 2001-2002

- Continue cataloging of Wisconsin documents received prior to 1997.
- Prepare an exhibit and possible demonstrations for fall, 2001 about GIS. (Some of this may be done with Randy Hoelzen.)
- Finish the revising of the Documents Department collection development policy and preparing an electronic service policy.
- Take Excel classes from ITS Support Center before continuing the pilot project on zero-based review of item selections.
- Work on cataloging pre-Marcive Federal documents in selected areas and judiciously weed older items.
- Continue assistance of patrons to make the best use of government documents regardless of format.

The mission of the Interlibrary Loan Unit is to provide patrons with barrier free access to library materials not currently owned by Murphy Library, nor available at other local libraries. Murphy Library obtains materials for our patrons from other libraries, and via guidelines in cooperative agreements, lends materials to other libraries. When appropriate, materials are also obtained from commercial document delivery services. It is the goal of this unit to make this service easily accessible to all authorized patron groups and to provide the service expeditiously and inexpensively. Every effort is made to use state of the art technology and efficient office practices to accomplish these goals. It is also our goal to be able to identify those materials frequently requested by our patrons and share that information with collection development decision makers.

The table below records use statistics for the past five years.

YEAR	REQUESTS OF US	REQUESTS BY US	TOTAL VOLUME
1996/97	4,223	3,103	7,326
1997/98	4,526	3,397	7,923
1998/99	4,798	3,633	8,431
1999/00	4,834	3,898	8,732
2000/01	5,351	3,306	8,657

The total volume figure represents a 1 percent drop from last year. Requests of us increased by 11 percent, while our patron requests dropped by 15 percent. The total volume figure is somewhat surprising, as we have had increases in ILL traffic every year since 1992/93. What is most disturbing is the significant drop in our patron requests and the discrepancies between lending rates and borrowing rates. We have not returned to the 2 to 1 rates of 1992/93, but I would like to see more equity. Drops in our patron requests are hopefully a sign that available resources are increasingly meeting our patron's needs. It is, to a limited degree, also influenced by our increasing proficiencies in identifying requests from our patrons for materials that we already own.

LVIS (Libraries Very Interested In Sharing) has had an impact on lending statistics. Total volume is up and unfortunately the lending to borrowing ratio, within this library grouping, worsened, once again, slipping from a ratio of 4/3 to almost 5/3. We will have to continue to monitor this trend and reevaluate if the positives of membership outweigh the negatives.

Our fill time study for this year follows. In the case of *Lending* a fill time is a measurement of how long it takes to retrieve and ship an incoming lending request. For *Borrowing* it is how long it takes us to receive an item, that is the time from when the request is sent to lending libraries to the time it arrives in the library.

Lending Statistics (Days)

Year	Copies Turnaround Time (Mean)	Books Turnaround Time (Mean)
1999/2000	1.2	0.7
2000/2001	0.9	0.7

Borrowing Statistics Copies (Days)

Year	Mean	Median	Mode
1998/1999	7.9	7	6
1999/2000	8.5	7	6
2000/2001	8.4	7	7

Borrowing Statistics Books (Days)

Year	Mean	Median	Mode
1998/1999	8.8	7	6
1999/2000	8.5	7	6
2000/2001	7.9	7	6

Lending fill times are comparable to last year, with a slight improvement in processing time for copies. In both the case of books and copies we have met our goal to process in less than a day. Our good fill times are in all likelihood a contributor to the increase in ILL lending volume, as many libraries now have statistical packages which allow them to identify libraries with good fill times.

Borrowing fill times are very comparable to last year and the year before. Median times are exactly the same in all cases.

Our fee based expedited ILL service, *Express Request*, was once again used sparingly with 23 requests being processed this year. With fill times down to around one week and with the proliferation of full text databases this service apparently is not as essential as it once was. The Express request option was added to our electronic form this year.

Other developments in ILL included the approval to change the name of our Unit to ILL/Document Delivery. The Document Delivery was added because we know there will be an increasing need to provide documents outside the library-to-library channel and an increasing need to expedite the delivery of all documents. Next year's goals reflect these changes. Computers in the ILL Office were upgraded in several ways; one of the more significant changes was loading Office 2000. This load was required to meet the needs of a new version of Clio.

Staffing patterns remained similar to last year although Moni McCarty's assistance in the Administrative Office was more apparent. We had varying numbers of student hours but on average similar to last year. What was different was the level of experience, the students generally not being as

experienced. Reference Student Assistants continued to process borrowing requests, and we reinstated the practice of circulation students providing assistance in retrieving materials being lent. Staffing shortages were sometimes apparent in the office due to unavoidable illnesses and family obligations of one staff member. Mary Baldwin's productive assistance (two hours per day) was invaluable in alleviating these shortages. Classified Staff attended two ILL related conferences.

One of the rewards of being a provider of this service is to witness the scholarly success of your patrons. This year a number of our "regular" patrons, both faculty and students, were recognized for their work, and many expressed their gratitude to the ILL Office staff.

Last year's goals were met in whole or in part in all cases where it was possible to accomplish them. Goals from last year include:

1. *Complete review of the OCLC ILL Direct service.* This goal was accomplished. All the citation databases were opened up for ILL ordering. WorldCat continues to be the only database that is truly "direct" as all requests from other databases go to the message file for staff intervention. Having this feature on all other citation databases in FirstSearch expedites the request. A good deal of energy was spent attempting to solve a problem of legitimate requests from WorldCat being bumped into the message file. With OCLC's assistance these problems appear to have been rectified.
2. *Implementation of Universal Borrowing module on Voyager.* This service was placed in the circulation department and Michele Strange, Terry Stika, and William Doering successfully navigated us through beta testing. ILL has worked with Circulation in implementing distribution practices, as we share the Red Box service.
3. *Work through any implementation issues resulting from the Clio/Voyager marriage in the 2000 release.* UW System has not purchased Voyager's ILL module.
4. *Develop new procedures for checking availability of electronic journal titles owned by our library.* This has been a significant concern for a number of years as I

have always believed patrons were requesting a significant number of ILL's for articles in titles owned, in electronic format, by us. Reference Student Assistant training was lengthened and the student directional sheets were modified to expedite their identifying requests that we could fill. A procedure was established to send, to the patron's desktop, copies of the articles requested when we did find them internally. The most helpful resource to appear in this area was Jen Holman's "*Periodicals Holdings List*," a list of all our titles including most of our electronic titles. This resource greatly diminished the complexity of the student's tasks.

5. *Continue exploration of all modes of patron direct borrowing including technologies that allow delivery directly to the patron's residence or office.* A substantive effort was put forward but no decision was reached. This goal will be continued next year.

Goals for next year include:

- Electronic transfer of scanned articles, including desktop delivery of said articles. This goal requires maintaining a working knowledge of CUWL's plans in this area as they have a goal of improving resource sharing and may finance services in this area. If they do not make a System wide purchase I will explore the feasibility of our library purchasing Ariel or Ariel like software and supporting hardware. We will also explore expanding document supply avenues overall.
- Migrate to ClioRequest, the web version of Clio. This product allows for the electronic transfer of patron-supplied data from their request form directly into Clio.
- Explore improved packaging for our outgoing mail.
- Review and improve our ILL services to Distance Education patrons and other remote users.
- Improve borrowing fill times. If the above goals are met this goal should also be possible. If borrowing statistics continue to decline, we should have the time needed to devote to this goal. Office practices and procedures will also be reviewed to identify further efficiencies.

The Library Instruction Department is responsible for coordinating the library's instruction program. The program is focused on providing course related presentations to UW-L classes, with each presentation planned in conjunction with the course instructor to introduce students to the information resources and appropriate research strategies for the course.

The library has adopted the Wisconsin Association of Academic Librarians standards: *Information Literacy Competencies and Criteria for Academic Libraries in Wisconsin* as instructional goals for our library instruction program, and the Faculty Senate Library Committee has adopted the information literacy competencies as well. We work closely with classroom faculty members to help students acquire the information literacy skills they will need, not only for academic research but also for the life long need to think critically about information.

All librarians in the Library Department take part in the instruction program, which includes the preparation of library guides. The Library Instruction Department also works closely with the Library Assessment and Instruction Committee in planning goals for the program and assessing its effectiveness.

Library instruction reached 4,454 people in 2000/01, an increase from the previous year's count of 4,068. Approximately 76 percent of library instruction involved undergraduate courses, while 11 percent were at the graduate level.

Library Instruction Statistics 2000/01	
Total Instruction Sessions 2000/01	204
Total Attendance	4,454

Library resources were introduced at several events not included in instruction statistics. Presentations and handouts at campus orientation events for commuter students and returning adult students reached hundreds of students. Library information was also distributed to residence halls.

Facilities

Providing better facilities for library instruction remained a goal in 2000/01.

It is increasingly essential to be able to provide students with a hands-on learning experience. Approximately 63 percent of library instruction sessions were held in computer labs on campus, while the remainder of the sessions were held in our lecture classroom (121) only because a computer lab was not available.

The library instruction program shared room 256, with the Instructional Technology Learning Center, which offers classes for faculty members. However this room was equipped with only 12 computers for students and an instruction station. Consequently many library instruction sessions were held in larger computer labs. Scheduling library sessions in computer labs on campus became increasingly problematic, with many classes running into a time slot where a lab was not ever available. With the planned move of the Instructional Technology Learning Center to the newly remodeled Wing Communication Center scheduled to take place in August 2001, we worked this year to redesign the layout of 256. Additional computer tables, computers and a new projector for 256 were requested in spring 2001 and those purchases were funded late in the fiscal year. Ten computers were added to bring the total to 22 computers in 256. This makes the room far more viable as a hands-on classroom although the number of computers is still slightly below the average class size.

Significant Projects and Events

Incorporating information literacy skills into student learning remains a focal point. On December 18, 2000, the Faculty Senate Library Committee voted to endorse information literacy competencies and to support the library staff's efforts to incorporate information literacy into classes across the curriculum. In February they sent a copy of "Information Literacy Competencies and Criteria for Academic Libraries in Wisconsin," to each academic department on campus, asking that departments keep the importance of information literacy in mind when designing and assessing departmental and course curriculum goals.

Planning for the information literacy component of UWL100, remained a focus. The administration is very supportive of this class and hopes to expand the experience to include all freshmen and to make it a part of the general education program. This class has the potential to provide a vehicle for a more systemic way of incorporating library instruction into the student learning experience. Prucha continued to be active on the planning committee and will team teach a section in Fall 2001.

A highlight of the year was attending the ACRL Regional Information Literacy Immersion Institute June 3-8, 2001 in Madison. In the course of my work at the institute I developed an information literacy action plan.

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

Outreach continued to work closely with Library Instruction, expanding instruction opportunities to larger, more diverse, and less traditional audiences. Audiences included faculty, as in the *Instructional Uses of Technology Sessions* at UW-L; and non-traditional students, as in the *Capstone Research Preparation* session given to the Independence Learning Community students in Independence, Wis. The Outreach Librarian spoke to more than 1,300 students, faculty, and staff, during Library Instruction classes, Faculty Outreach sessions, information-searching workshops, and other programs. To support these sessions, Outreach created numerous handouts and library guides, many of which were distributed campus wide, integrated into the Library Instruction program, or integrated into other library areas and functions. An example is the 30 subject-resource guides, which were initially created for faculty distribution, but this year became the basis of the integral Subject Resources web pages.

Working with Reference, Outreach implemented the Individual Research Consultations service, which pairs library patrons and librarians for one-to-one research-strategy meetings. The service is targeted primarily to upperclass students, and all librarians agreed to participate.

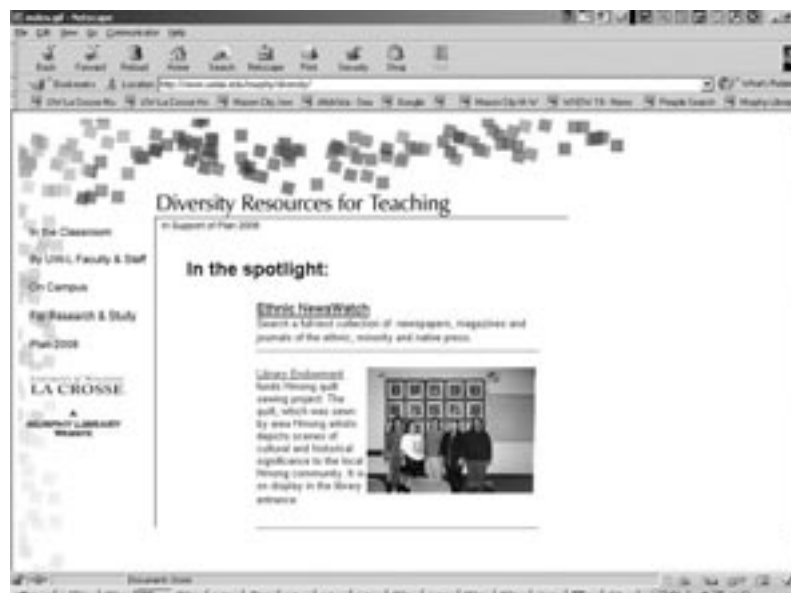
Outreach continued to manage several publications outlets for Murphy Library including the *Murphy Notes* column in

the UW-L *Campus Connection*; a column titled *Webbed Feet* in the UW-L student newspaper, *The Racquet*; and submissions to library association newsletters. The *Murphy Notes* column, going into its second year, has proved to be a valuable resource for disseminating information to faculty and staff. The *Webbed Feet* column continued on a weekly basis as a vehicle to answer student questions related to information resources, with a primary focus on web-based resources. Outreach also created numerous handouts and brochures for use within the library and for campus-wide distribution.

Outreach serves as one of the three principal members of the library web team, participating in all activities related to management and maintenance of the library web site. Outreach formed the web team during the 1999/2000 academic year, and still maintains oversight of web team personnel issues. Outreach participated heavily in this year's major redesign of the website.

Outreach continued to work with Automation to develop and refine the web interface to the library catalog as needed. A number of updates and changes were implemented, making the catalog easier and more effective to use. The *Information Success Tutorial*, which has served as the basis for other library tutorials including the University of Wisconsin at Parkside and some other places was updated to reflect changes in library and internet resources.

In response to the Plan 2008 initiative, Outreach continued work on a campus-wide web site for diversity. Prior meetings had been held with the Joint Committee on Minority Affairs and with the Faculty Senate Library Committee to establish directions and priorities. The web site was made live during spring semester and continues to grow and change. As a member of the Joint Committee on Minority Affairs, the Outreach Librarian participated in other aspects of the Plan 2008 initiative as well.



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

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

Periodicals Subscription Statistics		
Vendor Subscriptions	1403	\$388,804
Publisher Subscriptions	42	\$12,495
Microform Subscriptions	534	\$56,364
Gift Titles	76	\$0.00
Total	2055	\$457,663.00
Public Service Questions	1,846	

Although electronic journals are not new, they are now quietly changing the workflow in the periodicals department. During 2000/2001 the periodicals department staff focused on creating and maintaining a new periodicals holdings database. Of the over 26,000 records in the database, nearly 15,000 are electronic journals. Nearly 1000 of these titles are available in the library catalog. Periodicals staff also completed many projects that allowed users easier access to our periodicals holdings in all formats.

Many of the "cleanup" projects undertaken by the periodicals department directly followed the mounting of the periodicals database. The holdings were pulled directly from the holdings records in the catalog, and while the records appeared fine when viewed on the OPAC, many problems appeared when they were viewed through the database. Thousands of holdings records needed specially coded characters removed and the order of the holdings lines needed to be changed so that summary holdings read oldest to newest. As our cataloging of electronic journals increased, it became necessary to give those holdings their own location {*Internet Resources (Periodicals)*}. Once those new holdings records were in place, staff needed to monitor and update the links to ensure continued access. A particularly daunting project involved the re-linking of item records on order to create separate current and bound holdings records. Around 1000 titles were involved, and each of those titles had many item records. *Journal of Organometallic Chemistry*, for

example, had 533 item records that needed to be relinked. Bonnie Daines and Sarah Sobkowiak worked diligently to quickly finish this enormous project.

With funding from the Murphy Library Endowment Fund, approximately 1400 bibliographic records for the American Periodicals Series microfilm collection have been added to Murphy's catalog. Sarah Sobkowiak labored to add holdings records to all of these historically significant periodicals. Ginny Kreyer supervised Sarah on this project and worked on many problematic titles.

Although our periodicals are now more accessible than ever, use of this collection continues to decline. A striking statistic to show the impact of electronic journals at Murphy Library is the following table showing use statistics over the past five years.

Periodicals Use Statistics, FY96-FY01	
FY01	28,038
FY00	NA
FY99	46,466
FY98	54,721
FY97	69,381
FY96	83,855

A troubling trend for periodicals staff has been the consistent decline of yearly use statistics for print and microform periodicals since FY96. For the first year I have gathered some statistics on electronic journal use. While we recorded only 28,0398 print and microform uses, use of electronic journal articles soared above 200,000.

An increasing number of students expect that all journal articles will be accessible in electronic format. While not every journal article is available electronically, it is not difficult to understand why students would gravitate towards electronic journals. Printing from the reference area computers in the library is free. Printing is also free for students in all campus computer labs. On the other hand, the library charges ten cents per page for photocopies and fifteen cents per page for microform printouts.

Using electronic journals is more convenient for all students, both on and off campus. Because electronic journals are clearly here to stay, the periodicals department has begun the process of integrating the management of these information resources into normal department workflows.

Electronic Use of Journals, FY01	
EBSCO Online	1734
EBSCOhost databases	185,000
Project Muse	7146
JSTOR	1457
Emerald	NA
ProQuest databases	29,929
Am. Chemical Society	257
Total	225,523

We began a new method of capturing use statistics in January 2000. After users leave journals in designated re-shelving areas, our shelveers use either a traditional handheld barcode scanner or a Palm Pilot (with scanner) to create a file of barcodes. The resulting file is uploaded to an excel spreadsheet, then finally copied into an Access table that interacts with data from tables within the Voyager database. We are then able to query the database to retrieve use

statistics. Although not yet a seamless process, we are able to retrieve more detailed information than ever before. The following table shows the number of uses by journal format/location.

During the fall semester the Orange Book (Periodicals Union List) was quietly retired. In its place is a new periodicals database that contains all the data from the old list (holdings from Murphy, Viterbo, WWTC,

Periodical Use by Format	
Bound	8086
Bound (Compact)	39
Current	14245
Microfiche	30
Microfilm	5617
Oversize	21

Gundersen, and La Crosse Public) plus holdings from all of our databases that include full text journal articles. The database runs from the campus web server and enables users to search for titles by keyword as well as providing a more traditional alphabetical listing.

Mary Baldwin continued to work on creating item records and barcodes for the bound periodical volumes in compact storage. A project begun during the 1995/1996 academic year, Baldwin completed creating and linking item records for all of Murphy Library's bound periodicals in the first floor stacks in January 2000. Baldwin happily created the final item records for the bound volumes in compact shelving in August 2001. Current counts of item records show 61,626 bound periodicals.

Due to the changing workflow in the periodicals department, longtime staff member Virginia Kreyer offered her time and talents to help out other areas of the library. Ginny has helped create many of the library's displays and also recruits others to mount displays. She has also completed projects for the Special Collections and Automation

departments. While Karen Lange from Acquisitions frequently helped Bonnie Daines with preparation of the bindery shipment, Ginny and Bonnie are now able to complete the bindery preparations without outside help, thus freeing up Karen to help in other areas. Ginny has also taken on many responsibilities for identifying electronic journals, setting on electronic access, and maintaining that access through the library's catalog.

Bonnie continued to manage all the ordering and receipt of microforms and newspapers. Although some manual keying in of data has been replaced by the use of EDI, many vendors still do not offer that capability. With frequent updates and changes in the Voyager system, many procedures have become more cumbersome. Bonnie also manages to keep the microform reader/printers running; no small task this year. We plan to request a new machine this coming year that will hopefully require fewer maintenance calls than our current machines.

Besides their continued commitment to Murphy Library, staff members Bonnie Daines and Virginia Kreyer continue to contribute their time and talents to the larger community. Daines continues to serve on three campus committees: the Labor/Management Committee, Parking Appeals Board, and Union Organizing Committee. Daines is also actively involved in the community as a United Way Community Investment Volunteer. Virginia Kreyer is also active on campus/community committees: Co-chair of the Organization for Campus Women (OCW) Steering Committee and OCW liaison to the Affirmative Action & Diversity Council, co-editor of the OCW Newsletter, Secretary, Wisconsin State Employees Union, and member of the WSEU Union Organizing Committee.



The purpose of the Reference Department is to provide professional level informational services, in a personalized manner, to all of our patrons. Access to these services can be in person, by phone or through email inquiry. This assistance is possible through the maintenance of a quality reference collection and the tools to access it. Instructing patrons in effective utilization of reference materials and finding aids, explaining library policy, and referring patrons to appropriate resources outside the library, are also important aspects of reference services.

The 12 librarians staffing the Reference Desk provide the core service in this Department. They provide immediate and personal assistance to all patron populations. This past year the reference desk hours remained at 62 hours per week. Student assistants at the desk once again assisted professional librarians. Student assistants worked with librarians at the desk weekday afternoons and evenings for a total of 30 hours per week. Personal reference contacts at the Reference Desk were documented and the statistical record follows:

1996/97... 19,306
 1997/98....18,578
 1998/99....18,016
 1999/00....15,133
 2000/01....13,549

Last year's report chronicled the 16 percent drop in statistics from the previous year. This year we saw another double digit drop of 11%. Last year I reported on my survey of the literature's coverage of this phenomenon. I don't believe any novel professional insights have been provided this year. Patrons are finding more of their informational needs via Internet sources. Many of these sources are ones we provide on our home page, while many others, of varying quality, are elsewhere on the Internet. I did not feel during the fall and spring semesters that the desk was that much less demanding for librarians than in previous terms. Perhaps the questions are getting a bit more complex. We have initiated electronic reference although one could predict from others experiences that this new service will not dramatically increase the number of total queries. Regardless of how we make contact with the patron we must continue to provide excellent service at the desk by improving the informational services to the still very significant number of patrons we have.

Much was accomplished in meeting the goals established for last year. Those goals included:

1. *GIS Workstation. ...Fine-tune our policies and procedures as we interact with patrons and better identify their needs. Promote the service...Identify other software products and independent datasets that can be used in conjunction with ArcView. Create an electronic file of layered maps of local interest.*

Sandy Sechrest and I spent a good deal of time planning and implementing improvements of this service, but much more is yet to be done. Policies and procedures were developed and placed in a patron notebook near the stations. I wrote an article in *Fine*

Print that focused on how our GIS resource could be used to produce thematic maps using datasets already available in the library. I initiated contact with Chuck Lee, from the History Department, and after several meetings and email contacts, initiated planning for the use of GIS in at least one of his classes.

For a semester we had the assistance of a GIS intern from the Geography Department, Mike Murphy, who worked on a number of projects including creating sample projects that could be used by the novice as a model for creating a thematic map. Mike also worked on creating lists of datasets, available in Murphy Library, usable by ArcView. He was also active in the identification of GIS sites available via the Web.

2. *Engage in an extensive review of possible electronic reference services and develop recommendations for engagement in those that would provide lasting value to our patron populations. Initiate appropriate services in this area.*

This goal has been met in part. I requested the formation of a working group to explore implementation of this new service. Sandy Sechrest, Jen Holman and I worked on identifying what other libraries are doing in this area and then proposed to the Public Services group our plan. Our objective is to introduce, this summer, an electronic email service and then further explore more sophisticated online reference services. The email service began in June without any significant problems. Policy and procedures are being fine-tuned.

3. *Finish the weeding project.*

This goal was virtually completed by the end of the fiscal year. However due to an expansion of objectives a similar goal will be carried forward to next year. The additional goal, developed in collaboration with the Acquisitions Librarian, is to evaluate the bibliographies with a Z call number currently in the stacks, to ascertain if they might be better placed in Reference, Reference Compact Shelving, or weeded.

Goals for next year then include:

- Evaluate the Z Bibliographies in the stacks to identify titles that belong in Reference, Reference Compact Storage, or need to be weeded. In conjunction with this goal review space needs in Compact Shelving and initiate appropriate weeding if required.
- Continue our efforts in identifying appropriate online reference services. Evaluate the appropriateness of the purchase of a package such as Human Click, OnDemand, and LSSI. In conjunction with this goal evaluate our reference services for DE students.
- Expand the use of GIS services. Market this service to a variety of potential users. Continue our efforts in identifying library datasets usable by ArcView. Explore the feasibility of using ArcCatalog for metadata cataloging. Continue to use a GIS intern in a productive manner.

PATRONS

The total number of daily patrons to Special Collections for the 2000-2001 year totaled 1,206. Of these patrons, 261 were new registrants. The individual categories of use and comparisons with last year's figures are detailed below:

<u>Category</u>	<u>1999-2000</u>	<u>2000-2001</u>
New researcher registrations	414	261
Daily visitors	1,497	1,206
Attendance at lectures and tours	190	281
Telephone, mail, and e-mail requests (phone 42, mail 47, e-mail 46)	195	135

TYPES OF MATERIALS USED:

ARC manuscripts and archives	331	237
Rare Books	196	108
Wisconsiniana books & other Wis. items (maps, vertical files)	415	353
University archives	104	49
Oral History Interviews	121	95
Photographs, all categories	319	309

PATRON USE

The majority of our patrons, as in past years, are interested in local and regional history, architectural history, steamboats and river lore, and genealogy. While there was a decline in total patron visits last year, there was an increase in the number of visitors to Special Collections for tours and talks. The Midwest Riverboat Buffs visited Special Collections as part of their annual conference here in La Crosse. The Special Collections Librarian again lectured on specific holdings in Special Collections to several UW-L classes including introduction to photography, public history, and education policy and research. In addition, all sections of the freshmen orientation class, UW-L 100, visited Special Collections and received an overview of the holdings.

National History Day brought in over fifteen middle-school researchers from throughout La Crosse on the general theme of "Turning Points." The Wisconsin Historical Society has hired a statewide coordinator to promote National History Day and is encouraging the Area Research Centers to become even more involved. We anticipate, then, even greater use of our collections by both middle-school and high school participants in History Day.

Requests for photographs continue to be a driving force for interest in the collection. Special Collections provided the Ohio Historical Society a steamboat illustration for an article in their magazine "Timeline." We furnished several images to Florentine Films, a Ken Burns production company, for an upcoming feature on the Mississippi and turn-of-the century river life. A Jackson, Mississippi television station received a copy from us of the only known image of a supposed "ghost" steamboat for use in a broadcast. Total income from sales of photographic images, picture rights, and research fees, totaled \$6,216.00 an increase from last year's \$4,362.73. We did not increase our fees this past year so even though the total number of users was down the patrons we did have must have been spending more money to account for the revenue increase!

Our annual grant application to the Sons and Daughters of Pioneer Rivermen for the Steamboat Project was not awarded last year. During the past year, Ralph DuPae, the field collector for the Steamboat Project, did attend the annual convention of the Sons and Daughters but otherwise curtailed his travels. Without the support of the Sons and Daughters such collection activities will have to cease. Alternative grant funding sources will have to be identified to either renew collecting or shift the priorities of the Steamboat Project, such as better arrangement and description of the existing steamboat photographs. One step in a new direction was a successful application to the Murphy Library Endowment Fund for \$1,000 for the printing of previously unprinted negatives. To date, 400 new prints have been made with Endowment money.

Additions to collections:

Category	Added	New total
Wisconsin books	98	6,099
Rare books	42	13,348
Catalogued Univ. Archives	29	48
UW-L theses	83	1,103
UW-L seminar papers	22	1,743
UW-L action learning projects	52	110
Vertical files, all categories	13	4,895
Oral history tapes	42	1,391
Color slides	2	7,967
Photographic images, printed	2,496	124,464
Photographic images, unprinted	-169	22,335
(Detail: steamboat images- Added 615 prints. Unprinted Negatives: added 231, but printed 400 meaning there was a decrease of 169 in the # of unprinted negatives)		
Total photographic images	2,498	154,766
Other images- sketches, drawings	3	423
Maps	1	537
Film, 16mm.	0	32
Video	3	55
Cassette tape	0	4
DVD	1	1

AREA RESEARCH CENTER (ARC):*

Manuscript Collections	21 ft.	308 linear feet
Public Records	61 ft.	466 linear feet
Microfilm, in reels	36 reels	546 reels

UNIVERSITY and SPECIAL COLLECTIONS

University archives*	1ft	152 ft
Photographic collections	8 ft	360 ft
Vertical files, all	2 ft	116 ft
Oral history collection	4 ft	98 ft
Other boxes and bound records	2 ft	297 ft

*Area Research Center manuscripts, public records, and microfilm are featured separately for the first time apart from University Archives. The remaining materials in University Archives were remeasured to arrive at the new total

STAFFING AND HOURS

Special Collections was open 40 hours per week when school was in regular session, including Saturday afternoons. Linda Sondreal, librarian-senior, continued her half time appointment in this department. Linda is the only staff member scheduled during intersession periods. Ginny Kreyer, from Periodicals, besides her assistance as a backup, participated in a special project this year downloading the holdings of the La Crosse Area Research Center (ARC) from the online catalog of the Wisconsin Historical Society into the Murphy Library online catalog. This will enable researchers to search for ARC holdings in the Murphy Library catalog and they won't have to take the extra step of going to the Wisconsin Historical Society catalog.

Our student assistants continue to be essential in all of our operations especially reference service to Special Collections' patrons. We had enough student help this past year to keep our posted hours during intersessions and did not have to resort to appointments as we did last year. During the school year our students included Jodi (Erickson) Westrum, Heidi Murphy, Heather Kvam, Nicholas Krause, Brenda Brueggan, Matthew Shelton, Katie Houk, Lacy Zemaitis, Mindy Meyer, Mandy Serchen, and Stephanie Rytlahti. Congratulations to Nicholas Kraus and Ge Vang for being recipients of the Edwardo's Pizza Wagon student scholarship this year. This scholarship honors the memory of one of our former researchers, John Niquette, by awarding a student who has demonstrated an interest in local history either through employment in the ARC or through their research interests.

SIGNIFICANT PROJECTS AND EVENTS

The focus of Special Collections remains on the historical documentation of the five county region surrounding La Crosse and the institutional memory of the University of Wisconsin-La Crosse.

Collecting photographs of both steamboats and the region remains a priority. In May, we received a collection of 473 glass plate negatives taken in the Adams County area, circa 1910-1930. While these negatives have yet to be printed, a preliminary examination indicate some fascinating images including those of World War I military training activities and of Native Americans.

Other types of materials were added to the Area Research Center. All remaining 20th century naturalization and citizenship papers in La Crosse County were collected from the La Crosse county courthouse and sent to the Wisconsin Historical Society in Madison for processing. We received fifty-six feet of circuit court records from the Monroe County Local History Room along with a data base index to the court cases that had been compiled over a ten year period by an army of volunteers. The Monroe County Local History Room received the first Governor's Archives Award, sponsored by the Wisconsin Historical Society, in recognition of their effort to preserve and provide access to these records.

The grant we received from the National Historical Publications Commission (NHPRC) to catalog the oral history collection is nearing its end. The oral history cataloger has cataloged some 300 interviews which are now accessible through the Murphy Library online catalog. In addition, an in-house guide for cataloging oral history materials has been written and preservation guidelines have been established for the oral history tapes.

Archives Week, an annual effort to highlight archival resources and repositories throughout Wisconsin, was again held in October. The theme this year was "Main Street." The Area Research Center co-sponsored, along with the La Crosse Public Library, a talk by the photo curator from the State Historical Society, Nicolette Bromberg. Special Collections also contributed photographs and memorabilia from the Odin Oyen Papers for an exhibit on "Main Street" put together by the La Crosse County Historical Society at the Swarthout Museum.

Special Collections is a partner in an innovative digitization project along with the Wisconsin Department of Public Instruction, Milwaukee Public Library, Wisconsin Historical Society, and UW-Superior. The project, entitled "Great Lakes Marine History Project," seeks to digitize some 2,000 images of Great Lakes and Wisconsin river maritime vessels and create a searchable database and web site. The digitization work is to be done by the Microimaging Lab at the University of Wisconsin-Memorial Library. A number of meetings were held during the year to work out the concept, procedures, and content of the project. Each institution is now in the process of selecting images from their collections and sending them to the Microimaging Lab. The project is due to be completed December 31, 2001.

As a fundraiser for the Murphy Library Endowment Fund, noted maritime painter Michael Blaser has been commissioned to paint an original oil of the La Crosse waterfront. The painting will feature the steamboat *Avalon* making a nighttime arrival at Riverside Park in La Crosse, circa 1949. Blaser paid several visits to Special Collections to do research and finalize the time period and subject of his painting. Special Collections provided Mr. Blaser with numerous photographic copies of the La Crosse riverfront for his research. The preliminary sketches promise that the final painting, due to be unveiled this October at a ceremony on campus, will be an exciting addition to the holdings of Murphy Library.

SUMMARY AND FORECAST

The 1,200 daily visitors we had last year was less than in recent years. It remains to be seen if this decline in patron visits was an aberration in an otherwise steady line of growth or if this is the start of a negative trend. If the latter, then one way to counteract that is to offer even more outreach and tours. We could target specific groups and make arrangements to accommodate their needs. For example, we opened on a Saturday in June this year for the Midwest Riverboat Buffs when we would otherwise been closed. This fall, Special Collections will host the annual Archives Week event. The theme this year is "Family Roots" and we will be having a genealogy expert from the Wisconsin Historical Society speak. We're sure to have a packed house of genealogists that night!

Special Collections may also have to consider expanding its hours to encourage more visitors, especially during intersessions and summer school when we are currently open only fourteen hours a week. To do so would require restructuring or increasing current staff and student hours.

Funding for the Steamboat Project remains a concern. We will have to locate alternative sources for funding to continue the Steamboat Project in whatever shape it takes whether it is continued field collecting or putting resources into the steamboat photos we already have.

The Great Lakes Marine History Project is our first venture into the digital world for the steamboat photograph collection. We are taking this step rather tentatively but are doing so to increase exposure and improve access to these images. We will monitor the impact this project has on our photograph collection closely.

Even with fewer overall patrons last year, Special Collections remained busy and the need remains for us allocate our time carefully in order to satisfy our patrons and accomplish our project goals.

**FINANCIAL REPORT FOR
UNIVERSITY LIBRARY, TECHNOLOGY SUPPORT, UW SYSTEM ENDEAVOR
June 30, 2001**

UNIVERSITY LIBRARY 102 06 025900	BUDGET	EXPENDED
STUDENT HELP	\$76,959	\$76,631
\$30,866+\$54,375 WS Match		
\$875 Base Budget Adj never rec'd & not included		
-\$8282 to supplies		
 TRAVEL		
\$3900+\$1350 Immersion		
+\$293 UB \$5,543		\$5,541
 SUPPLIES & SERVICES	 \$109,756	 \$82,274
\$81,584-10,735 to Tech Support		
+\$30,500 from Vice Chanc.		
+\$8282 fr. SH+\$125 for UCITA		
Telecommunication		\$6,536
Centrex		\$40
Non-STIS		\$2
Telephone Install.		\$21
STIS		\$300
Maintenance & Repair--Structures		\$952
Maintenance & Repair--Other		\$1,766
Data Process. Svcs.--Outside Source		\$21,220
General Svcs. (Professional)		\$23
Print & Duplicating--State		\$1,320
Printing & Duplicating--Non-State		\$221
Supplies		\$19,732
Software < \$5000		\$20
Equip. & Furniture < \$5000		\$26,415
Postage		\$2,863
Freight		\$235
Advertising		\$608
CAPITAL	\$23,100	\$23,100
 Carryover will be \$27, 523		
 TECHNOLOGY SUPPORT 102 06 025908		
SUPPLIES & SERVICES	\$32,313	\$13,657
+\$10,735 from Univ. Lib.		
CAPITAL transferred to UWS	\$-	\$18,656
Budget reduced by \$9180 for network fees		
\$758 carryover		
 UWS ENDEAVOR 102 06 025909		
SUPPLIES & SERVICES	\$2,638	\$2,638
\$2638 carryover		

**FINANCIAL REPORT FOR
LIBRARY ACQUISITIONS AND ELECTRONIC ACCESS
June 30, 2001**

Acquisitions Budget	\$758,447
Electronic Access	\$111,394
Fines for Lost Books	\$1,500
Express Request Revenue	\$110
DIN Money	\$96,895
Booksale & Sale of Journal	\$515
Endowment Fund \$5231 allocated for books & videos. \$2722 spent.	<u>\$5,231</u>
Balance will carry over. \$5288 in supplies will carry over.	<u>\$974,092</u>

ACQUISITIONS	BUDGET	EXPENDED
CAPITAL		
Domestic/Foreign	\$289,911	\$289,718
Microforms	\$3,204	\$3,204
AV	<u>\$25,928</u>	<u>\$25,915</u>
TOTAL	\$319,043	\$318,837
ELECTRONIC RESOURCES		
Electronic Monographs	\$19,369	\$19,369
Electronic Periodicals	\$17,909	\$17,909
DP Svcs-Outside Source COWL/OCLC, STN	<u>\$99,550</u>	<u>\$99,519</u>
TOTAL	\$136,828	\$136,797
DOCUMENT DELIVERY		
Svcs Prof. Corp. (CAS)	<u>\$2,500</u>	<u>\$2,500</u>
TOTAL	\$2,500	\$2,500
PERIODICALS		
CAPITAL		
Domestic/Foreign	\$420,864	\$420,864
Microforms	\$56,991	\$56,991
Binding	<u>\$10,747</u>	<u>\$10,747</u>
TOTAL	\$488,602	\$488,602
DOCUMENTS		
CAPITAL		
Supt. Of Docs.	\$-	\$-
Microforms	<u>\$2,600</u>	<u>\$2,600</u>
TOTAL	\$2,600	\$2,600
SPECIAL COLLECTIONS	\$1,009	\$1,009
MISCELLANEOUS		
SUPPLIES	\$21,030	\$15,742
CAPITAL	<u>\$-</u>	<u>\$-</u>
TOTAL	\$-	\$-
GRAND TOTAL	\$971,612	\$966,087

**FINANCIAL REPORT FOR
SELF-SUSTAINING FUNDS
June 30, 2001**

Online	BUDGET	EXPENDED
Supplies/Services	\$400	\$66
ILL	\$1,300	\$382
FINES		
Student	\$5,262	\$4,396
Travel	\$2,100	\$1,441
Supplies/Services	\$6,437	\$6,646
Equipment	\$1,500	\$1,500
COPY VENDING		
Travel	\$5,000	\$230
Supplies/Services	\$39,300	\$36,070
Telephone		\$9
Operator Lease Equipment		\$4,122
Maintenance of Misc. Equip.		
\$20,027		
DP Services		\$600
Print/Dupl. (Tower Card)		\$1,289
Supplies		\$9,622
Postage		\$320
Advertising		\$81
Equipment	\$5,000	\$-
DISK SALES	\$200	\$113
LRC LOCKERS	\$50	\$-

REVENUE REPORT FOR JUNE

FUND	CUMULATIVE REVENUE 2000	CUMULATIVE REVENUE 2001
Copy Vending	\$45,898	\$34,698
Fines	\$17,629	\$18,082

2001 revenue includes 2% assessment (give-back).

Taxes have been deducted from 2001 Copy Vending figure, but not 2000 figure.

	DOLLAR DIFFERENCE FROM LAST YR	PERCENT DIFFERENCE FROM LAST YR
Copy Vending	\$(11,200)	-24%
Fines	\$453	3%

MURPHY LIBRARY
UNIVERSITY OF WISCONSIN--LA CROSSE
STATISTICS 2000-2001

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Interlibrary Loan													
Borrowing													
Borrowed Volumes	81	44	63	152	92	61	74	114	110	108	66	55	1020
Photocopies Requested	148	57	109	279	246	153	88	233	231	168	108	132	1952
Unfilled Requests	23	10	12	47	42	23	22	29	35	43	17	24	327
Total Borrowing	252	111	184	478	380	237	184	376	376	319	191	211	3299
Lending													
Loaned Volumes	133	118	150	173	151	85	122	212	236	195	152	164	1891
Photocopies Sent	123	78	123	257	212	79	165	228	248	222	114	119	1968
Unfilled Requests	101	84	120	113	168	93	94	180	174	142	114	123	1506
Total Lending	357	280	393	543	531	257	381	620	658	559	380	406	5365
TOTAL ILL Activity	609	391	577	1021	911	494	565	996	1034	878	571	617	8664
Periodical Subscriptions													
Subscriptions Added	1	33	1	2	1	2	1	0	2	1	0	0	44
Subscriptions Dropped	11	1	1	0	7	12	5	2	2	2	0	3	46
Periodical Gifts													
	82	82	82	81	83	83	83	83	83	85	85	84	84
Circulation													
Main	1506	1030	3412	7676	8135	3484	2431	4877	6217	6801	2380	1587	49536
Reserve	391	196	2915	4203	3479	2218	1127	3294	2562	2745	1151	415	24696
In-House	421	704	1880	2948	3046	2252	589	2198	2130	2978	1412	991	21549
TOTAL	2318	1930	8207	14827	14660	7954	4147	10369	10909	12524	4943	2993	95781
Community Borrowers	16	6	18	17	19	11	17	20	18	15	13	11	181
Turnstile Count	10839	9061	51021	65084	55022	38787	19333	47666	41859	54138	26218	9229	428257
Days Library Open	25	25	28	31	27	25	28	28	29	30	25	24	325
Library Instruction													
Sessions	0	0	65	41	13	1	20	29	20	8	1	6	204
Participants	0	0	1561	726	353	30	344	698	439	189	10	104	4454
Reference Questions													
	522	293	3535	3562	3009	1289	1039	2430	1952	2453	458	445	20987

MURPHY LIBRARY
UNIVERSITY OF WISCONSIN--LA CROSSE
ADDITIONS 2000-2001

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Bound Volumes													
Circulating	660	733	646	643	567	456	736	700	552	631	479	902	7705
Reference	73	62	68	67	76	96	68	55	82	90	84	37	858
Special Collections	28	26	9	88	30	28	52	42	52	9	19	52	435
Sub-Total	761	821	723	798	673	580	856	797	686	730	582	991	8998
Periodicals	138	86	74	82	93	64	184	259	246	177	158	74	1635
TOTAL	899	907	797	880	766	644	1040	1056	932	907	740	1065	10633
Other Format Volumes													
Videos	0	0	41	14	16	28	7	36	26	32	24	17	241
DVD's	0	0	9	0	0	0	0	1	1	0	1	0	12
TOTAL	0	0	50	14	16	28	7	37	27	32	25	17	253
CD-ROM	0	0	0	0	0	0	0	1	0	0	0	0	1
Web Pages	0	0	0	0	0	0	0	0	0	0	0	0	0
Titles (Bound)													
Books	632	722	588	626	562	442	723	675	560	649	446	919	7544
Periodicals	2	1	1	0	3	1	1	3	1	3	0	4	20
Other Format Titles													
Videos	0	0	29	65	20	49	37	76	57	44	43	17	437
DVD's	0	0	9	0	0	0	0	1	1	0	1	0	12
TOTAL	0	0	38	65	20	49	37	77	58	44	44	17	449
CD-ROM	0	0	0	0	0	0	0	1	0	0	0	0	1
Web Pages	0	0	0	0	0	0	0	0	0	0	0	0	0
Microforms													
Microfilm	58	49	88	48	34	170	61	83	1161	75	65	36	1928
Microfiche	1555	3199	2060	2213	2197	1942	1753	2098	2125	3703	2287	3161	28293
TOTAL	1613	3248	2148	2261	2231	2112	1814	2181	3286	3778	2352	3197	30221
Titles (Microforms)													
Books	20	0	20	50	71	0	30	30	20	40	20	0	301
Periodicals	0	0	2	0	3	0	0	0	1	0	0	1	7
Government Documents													
United Nations	0	0	0	0	0	0	0	0	0	0	0	0	37765
United States	177	324	348	285	266	175	250	223	185	213	130	174	20
Wisconsin	107	74	12	64	60	59	84	58	105	74	118	0	0
Documents on Fiche	(1502)	(878)	(799)	(978)	(697)	(752)	(608)	(751)	(747)	(652)	(835)	(968)	(10167)
TOTAL	284	398	360	349	326	234	334	281	290	287	248	174	37785

APPENDIX - STATISTICS

MURPHY LIBRARY
UNIVERSITY OF WISCONSIN--LA CROSSE
WITHDRAWALS 2000-2001

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Bound Volumes													
Circulating	7	2	14	15	285	101	47	15	401	10	66	80	1043
Reference	73	29	92	38	88	59	39	110	63	55	82	21	749
Special Collections	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub-Total	80	31	106	53	373	160	86	125	464	65	148	101	1792
Periodicals	19	0	0	0	0	0	0	0	0	0	0	0	19
TOTAL	99	31	106	53	373	160	86	125	464	65	148	101	1811
Other Format Volumes													
Videos	0	0	0	0	0	0	0	0	0	0	0	0	0
DVD's	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
CD-ROM	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Pages	0	0	0	0	0	0	0	0	0	0	0	0	0
Titles (Bound)													
Books	9	4	24	11	295	108	25	46	403	26	49	83	1083
Periodicals	1	0	0	0	0	0	0	2	0	0	0	0	3
Other Format Titles													
Videos	0	0	0	0	0	0	0	0	0	0	0	0	0
DVD's	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
CD-ROM	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Pages	0	0	0	0	0	0	0	0	0	0	0	0	0
Microforms													
Microfilm	0	0	0	0	0	0	0	0	0	0	0	0	0
Microfiche	207	235	206	0	0	104	0	18941	88	0	113	72	19966
TOTAL	207	235	206	0	0	104	0	18941	88	0	113	72	19966
Titles (Microforms)													
Books	0	0	0	0	0	0	0	0	0	0	0	0	0
Periodicals	0	0	0	0	0	0	0	0	0	0	0	0	0
Government Documents													
United Nations	0	0	0	0	0	0	0	0	0	0	0	0	0
United States	42	60	73	38	55	2	46	33	23	58	20	23	473
Wisconsin	990	14	0	3	12	9	8	14	5	30	12	0	1097
Documents on Fiche	(207)	(235)	(206)	0	(109)	(104)	(2485)	(18941)	(88)	0	(113)	(72)	(22560)
TOTAL	1032	74	73	41	67	11	54	47	28	88	32	23	1570