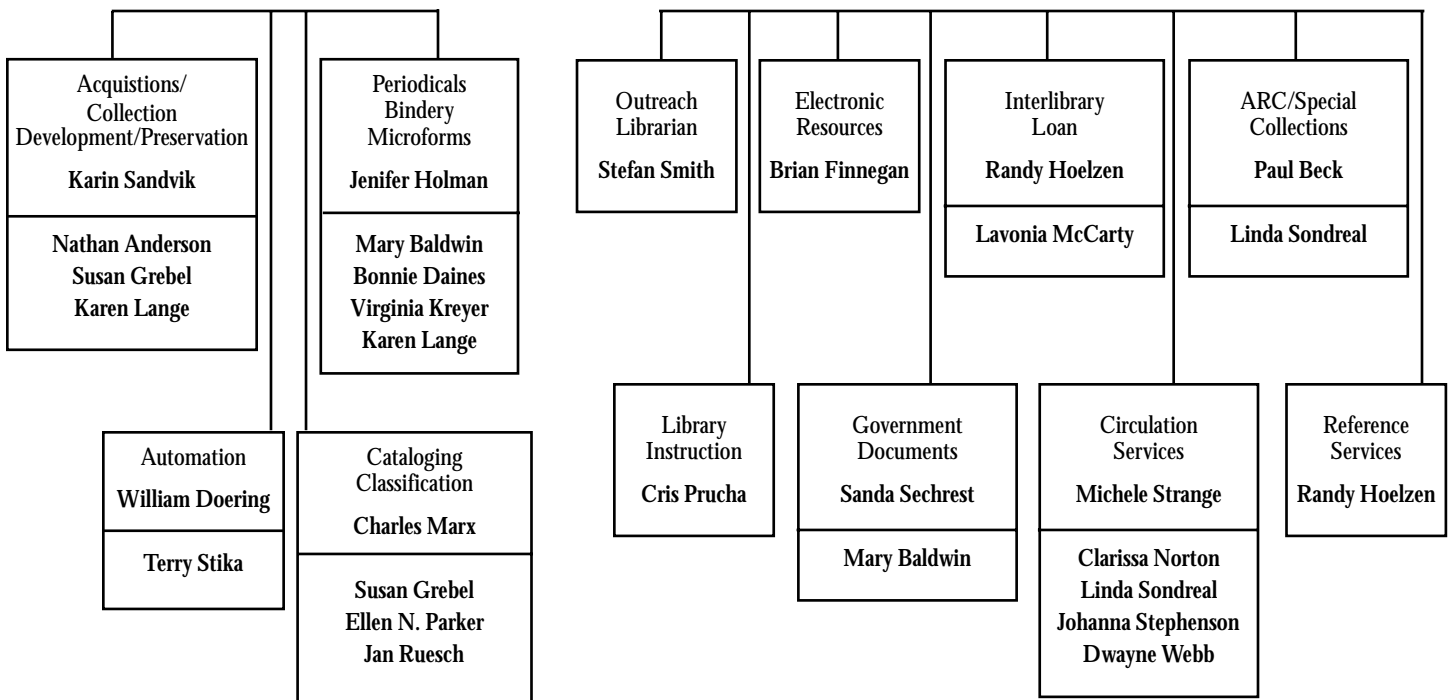
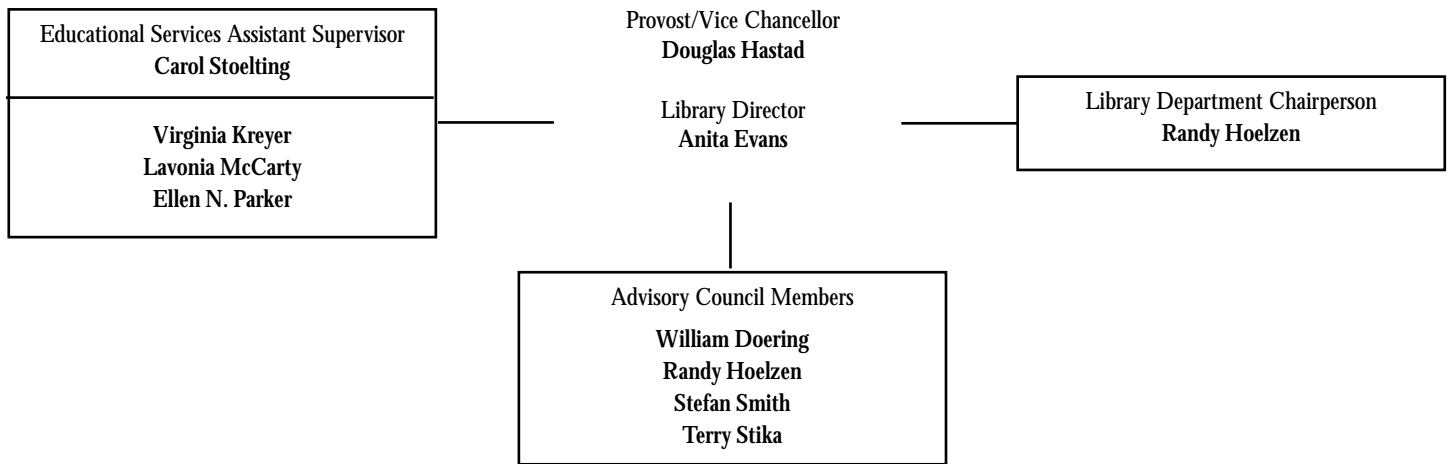


UW-L

Murphy Library Resource Center

1999-2000 ANNUAL REPORT

MURPHY LIBRARY ORGANIZATIONAL CHART 1999-2000



MURPHY LIBRARY STAFF 1999-2000

Nathan AndersonAcquisitions
Mary BaldwinGovernment Documents/Microforms/ILL
Paul BeckArea Research Center/Special Collections
Bonnie Daines.....Periodicals
William Doering.....Integrated Library Systems
Mary EstenCurriculum Resource Center
Anita Evans.....Director
Brian FinneganElectronic Resources
Susan Grebel.....Acquisitions/Cataloging
Randy HoelzenReference Services/Interlibrary Loan/Department Chair
Jenifer HolmanPeriodicals
Virginia KreyerPeriodicals/Administrative Office Support
Karen LangeAcquisitions/Preservation
Charles MarxCataloging/Classification
Lavonia McCartyInterlibrary Loan/Administrative Office Support
Clarrisa Norton.....Circulation Services
Ellen N. ParkerCataloging/Administrative Office Support
Cristine PruchaLibrary Instruction
Janice RueschCataloging
Karin SandvikAcquisitions/Collection Development/Preservation
Sandra Sechrest.....Government Documents
Stefan SmithOutreach
Linda SondrealSpecial Collections/Circulation Services
Johanna Stephenson ..Circulation Services
Terry StikaIntegrated Library Systems
Carol StoeltingAdministrative Office
Michele StrangeCirculation Services
Dwayne Webb.....Circulation Services

DIRECTOR'S REPORT



After a 10 year period without a state funded increase for UW System Library budgets, the legislature and Governor approved a base budget adjustment for each year of the biennium. The resulting acquisitions/access funding of more than \$97,000 added each year for UW-L helps to protect the periodicals budget for the next few years, and allows the library to provide funding for diversity, new programs, costly electronic products and special format materials. While the infusion of new money into the base budget has removed some of the current pressures associated with inflation and the ever-expanding volume of information published, planning will begin in concert with faculty in 2001/2002 to anticipate future budget constraints. No additional funding is anticipated for the next biennium.

A major effort for the year involving every library unit was the migration from the KeyNOTIS to the Endeavor Voyager system. William Doering, Integrated Systems Librarian, headed this project. The Library continued to adopt new technologies including DVDs; a viewing station was set up in the Curriculum Resource Center. Carol Stoelting this year began the work of moving the public copiers from the XCP to the university universal card system, a change promoted by Faculty Senate Library Committee student members. Randy Hoelzen, Sandy Sechrest and others have collaborated on setting up a GIS workstation in the Reference area, an information tool which will be use-

ful for a number of disciplines.

Diversity was a focus for the year. The Library sponsored a reception on Nov. 3 to showcase a Hmong quilt, a story cloth, which was funded through the Library Endowment. The quilt now hangs at the entrance to the library. The honored guests of this event were women of the Hmong Sewing Project who worked on the embroidery piece. Neng Xiong a member of the Project, provided commentary on the artwork. Library display cases featured Hmong artwork in concert with this event. Work on *Plan 2008* was launched, with Karin Sandvik and Stefan Smith centrally involved in looking at strengthening diversity information resources and developing a diversity web page. Both the Joint Minority Affairs Committee and the Faculty Senate Library Committee provided valuable feedback on these initiatives in progress. The Library also worked with Professors Ron Rochon and Cliff Tanabe to move the Research Center for Cultural Diversity and Community Renewal to the space formerly occupied by the NASA Center. Barbara Stewart, Director of Office of Multicultural Student Services, was invited to talk about her office and how the library can be involved with various diversity initiatives at the library all staff meeting in January.

The Library worked closely with Information Technology Services this year in the planning of a series of moves to house and provide some services for

Continued on next page.

DIRECTOR'S REPORT CONTINUED

several ITS units during the Wing remodeling project. Numerous adjustments were made during the year to accommodate ITS requests.

Among Faculty Senate Library Committee projects for the year was a "Survey of Library Resources: Collections and Access." The 2000/01 Committee will analyze the results and how they inform library directions such as retaining or canceling paper subscriptions when electronic versions are available and licensing agreements permit.

Collaborative ventures, many highlighted in unit reports, ranged from working with Gene Wellman, Coordinator of Clinical Field Experience, on providing community borrower cards to cooperating teachers to an Oct. 14 teleconference on "Libraries, Copyright and the Internet" hosted by the library and jointly funded with the La Crosse Public Library and the Winding Rivers Library System. A team from the Library worked with Professor Chuck Lee from the History Department and Emeritus Librarian Ed Hill to write a National Historical Publications and Records Commission grant to hire a librarian to catalog oral history tapes and transcripts. This federal grant for \$48,000 has been funded, and the hiring process begun.

The Library's Mission Statement was revised through a series of library meetings and discussions among library faculty and staff (<http://perth.uwlax.edu/murphylibrary/mission.html>). The new statement incorporates for the first time concepts related to diversity and distance learning. A library-wide process of establishing goals for the coming academic year was initiated in June.

A major milestone was reached this year when the Endowment Fund surpassed \$200,000. The generosity of many donors since the inception of the fund in 1989 has allowed for its steady and strong growth. Since fund expenditures began in 1995/96 the fund has supported programming, collections, and equip-

ment, including this year funding for books on Latin American authors. The Library was the recipient also of a larger than life-size bronze bust of William Shakespeare which was created by Robert Walk, the father of a UW-L student.

Edwin Hill was this year's recipient of the Murphy Award. Hill was recognized at a ceremony held in the Special Collections area on April 25. This award recognized Hill's central role in the initiation and development of the Endowment Fund and his ongoing work with Library after his retirement to support the Endowment and collection activities of the Area Research Center.

Three librarians were hired after national searches: Jenifer Holman, Periodicals Librarian in the Summer of 1999, Brian Finnegan, Electronic Resources Librarian, in January and Michele Strange, Circulation Librarian, in April. Strange had served in the interim position. All three bring to library previous library professional experiences.

UW-L librarians were involved in helping to plan and host the Wisconsin Library Association Annual Conference in La Crosse in Oct., 19-22. The 1,000 in attendance heard Robert Pinsky, Poet Laureate of the United States, as the keynote address. The Murphy Library ARC was one stop for a tour of local special libraries hosted by Paul Beck and Linda Sondreal.

The Library remodeling project completed in 1995 could not have anticipated all the requirements of library facilities by 2001. As the ITS operations move to the remodeled Wing building, new spaces will need to be designated and designed to accommodate an active learning classroom detailed in Cris Prucha's report as well as other changing facility needs of our students. As the library becomes more technology-based, it must also look at solutions to fund regular equipment upgrades and provide for adequate staffing to maintain a highly sophisticated technological environment.

Goals for 1999-2000 included moving from the XCP vanda card system and its many headaches to the AT&T universal card system. We worked closely with Wendy Rabe, Student Centers to accomplish implementation of this system. Installation will occur in Summer Session 2000. The system links Murphy Library to the universal card system network on campus and will allow students to use their ID for photo and microform copies. The \$14,000 in funding for the readers, electrical wiring, and installation of network lines came from student help savings.

Copy Vending revenue was down 20 percent over last year. A second copier was added to the Reference area and both copiers were upgraded in April to handle the enormous number of free copies generated by patrons that totaled 420,650 copies this year.

This year we made more purchases with the university procurement card, bypassing the purchase order process for more prompt ordering and delivery of products. The library had substantial savings this year due to the Endeavor online catalog system being under warranty. In addition to the twelve AT&T card readers, equipment purchased included three CD-ROM towers, two microform scanners and laser printers, a DVD player, four computers, a scanner, printer for the GIS station, microform cabinet, three monitors, and four Astro computers totaling \$49,377.

As part of the 1999-2000 budget process, \$875 was added to the base budget to fund student workers for the January and May terms. The library received

\$54,375 in funding for the work study match distribution. Students worked a total of 20,099 hours last year which equates to 9.63 FTE. The ratio of work study to student help workers was 35.40 to 64.60. The anticipated move to a web based system for student payroll has been delayed with no new information distributed this year. This delays the updating of the student orientation video. With assistance from Bill Doering, Integrated Systems Librarian, we have managed to limp along with our computerized time clock that has been dropped for maintenance by the distributor.

In conjunction with the Library Director, office staff formulated an overall record keeping summary and timeline for Administrative Office files. Staff will continue to finalize this during the 2000-2001 fiscal year. Additional goals include working with Student Center staff, the Budget Office, and library departments involved with the AT&T universal card system to establish prices, policies, and procedures to enable a successful transition from the XCP vanda card reader system; training and converting to the campus client server, PeopleSoft; continuing work on the Administrative Office section of the library web page; staff training in Excel, Word, and Access as well as conversion of files from Corel WordPerfect; staff participation on the Organization of Campus Women committees; and working with Information Technology Services staff on issues regarding their being housed in various locations of the Murphy Library Resource Center until August 2001.

ACQUISITIONS/COLLECTION DEVELOPMENT

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 academic department, we monitor the recommendations for books and videos made by the faculty to ensure that we 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.

1999/2000 was the year of the Endeavor Voyager system. The department implemented and became comfortable with the Voyager module for acquisition. It required that we re-evaluate established routines and make the necessary changes to facilitate work flow. It meant evaluating the efficiency of the system, making recommendations for changes which would make it more user friendly, and adjusting to new screens and new/different terminology. The acquisition module in Voyager has many advantages over previous systems and will allow us to communicate more frequently with the faculty.

Nate Anderson, excellent in grasping the intricacies of the system as a whole, was very active in evaluating it and making the necessary recommendations for changes. He ably perceived where the system made it possible to institute changes in our routine and so designed on-line forms which will facilitate communication with faculty. An example is a form that informs us when a book which is in the library but not yet ready for circulation is needed by a patron so that it can receive "rush" treatment and can be in the hands of the patron within two days. He is able to assist the Automation Librarian in writing reports to inform faculty of the status of the budget, titles ordered by whom, etc.

Nate Anderson also was instrumental in setting up the fund structure and coordinated it with the Serials Department.

Karen Lange who has many responsibilities not only in the Acquisitions Department but in other departments in the library revised the Disaster Plan Manual. Copies of the document have been given to all units in the library, the campus, and the Fire Department of La Crosse.

Many retired faculty members donated their book collections to the library. Of these gifts, 267 titles were added to our collection, and the rest was dispersed to other libraries or were put into our book sale. The library had two book sales which netted the library \$1080.20 which were equally divided between the acquisition fund and the staff development fund.

To extend the life of the book, Lange mended 241 titles in-house.

The video collection is growing and the faculty is enthusiastic about access to this format. Seventy-nine titles were added and \$11,136 was spent for videos.

Sue Grebel has mastered the new system and made the needed changes in her routine. She ably supervises students and her unit achieves a great deal. She is willing to try new routines and take on extra tasks. The Acquisitions Department benefits from her understanding of both the acquisition and cataloging function of the Voyager system.

The university's commitment to diversity is strong and much time was spent in searching bibliographies to make sure that we have the important materials in this area. Five hundred and seventy-one book titles were added to our holding on this topic.

In working toward *Plan 2008*, we are now also collecting more consistently in the subject areas of GLBT and Differently Aabled. The reporting functions in Endeavor will let us inform the campus of new titles added to these areas via a web page.

A citizen group, "Building Bridges," which was formed to bring information on gay/lesbian concerns to the local public school students included Murphy Library in their donation of books on the subject. Eighteen titles were selected as being appropriate for our collection.

Two meetings were held with faculty liaisons in which we explained our collection policy and got their input on how we can serve the academic departments better. The Voyager module will make it possible to inform Academic Departments not only of titles added to the collection in their discipline and who requested the materials but will also inform them on the growth of the collection as a whole by listing the titles in their subject area which were recommended by librarians. It will also be possible to inform the requestor of materials of the progress of the request through the acquisition process.

Accreditation teams for APTA the Medical Laboratory Science Program visited the campus and the library. The collections for these areas were evaluated by the teams and accepted.

ACQUISITIONS/COLLECTION DEVELOPMENT

The library holdings for Archaeology were analyzed and documented, the area of Mayan archaeology was greatly expanded. This was partly needed because of new faculty interests but also because the great loss of library materials in that area.

Library holdings to support courses in Ethnic and Racial Relations in the U.S. were analyzed and shared with Dr. Majak.

The Music Department underwent a review for accreditation and a report on the allocation of money for that Department as well as Murphy holdings for that subject was compiled and forwarded.

A new course taught by Drs. Sullivan and Provencher in the subject of GLBT needed more materials, which we are in the process of adding.

Last summer a grant was written to supplement the library's holdings in foreign literature in translation with the help of Drs. Pandit and Battistozzi. The literatures of Asia (i.e. India, China, Japan) and Latin America were the main focus so that UWL students who do internships in those areas would be better prepared. The grant was not funded. The titles selected for Latin American literature will be the nucleus of a collection, which an Endowment Fund grant will purchase to honor Dr. Battistozzi's memory.

Dr. Annette White-Parks will teach a new course on Scottish women authors and with her help we have begun to acquire the needed materials.

A Focus Group under the guidance of Dr. Achenreiner looked into the use of the library to better understand why the use of books by students is falling off. The input by students will be very useful in guiding the library in making changes to reach the students better.

The bibliography in latest edition of the textbook used in Communication Studies, *Communication Research: Strategies and Sources*, fourth edition was searched against Murphy's holdings and the collection is being brought up-to-date for this discipline.

A book dealer for African books was found and we are now better able to address the requests by students for material on Africa as whole, rather than just individual countries, within the continent.

The 1999/2000 year was very productive for this unit but some tasks were neglected. Weeding must be done more consistently, some subject areas need considerable updating, meetings with teaching departments should become part of the job of the collection development librarian so that issues such as the use/not use of books could get a hearing.



AUTOMATION DEPARTMENT

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.

Enhancements to the library catalog:

A new library catalog was brought live only one week behind schedule (mid-August). This was an effort of the entire library staff. Existing data was migrated when feasible. Some re-keying of data was necessary. System configurations were created, and the Web-based OPAC was totally rewritten by Stefan Smith. La Crosse was in Phase Two of three phases of UW Systems implementation, yet we have one of the most robust system of any of the campuses. For example, we are the only institution to have a link to a non-UW system catalog—Library of Congress. In addition, Madison has adopted our structure of grouping UW System library catalogs into groups to be searched simultaneously.

One software upgrade has already been installed along with major security improvements.

The department continues to load MARC records for government depository materials from a third party vendor. We have also used this model to load 1,502 records of a microfilmed collection of early American periodicals.

A lot of effort was placed into the loading of table of contents and summary notes to existing records. A test was done to assess the feasibility of doing this in-house with a combination of staff and student help, but what proved most efficient was to outsource this work. In summer 2000, a back file of 3,176 records was extracted from the catalog and sent to be enriched with contents and summary notes. Once done, the records were loaded back into the catalog replacing existing records. This effort will continue on a monthly basis in an effort to increase use of library books by adding additional searchable information and specificity.

Public Access Enhancements:

The Department continued the maintenance of the public Novell file server and CD-ROM tower, though many of the CD-ROM products were moved to web access.

A new GIS computer was installed in the reference area.

One new and one upgraded computer were added to the reference area, and the adaptive computer for physically challenged was upgraded.

New and faster copiers for printing were installed in the reference area.

A student intern position was created to write ASP coding to enable us to place searchable databases on the web. The student started July 1, 2000. The first project will be to write a web interface for patrons to access a periodical database of UW-L owned paper, microform, and electronic full-text journals as well as those owned by other local libraries. If everything proceeds as expected, we may be able to provide live reports against the library catalog for such things as new materials lists, as well as a list of diversity materials.

Plans were begun to move the library copiers and microform machines to use the campus AT&T debit cards, replacing the existing vendacards. The new system is planned to be installed in August 2000.

A scheme was devised to load records from ARCat into our library catalog of archival materials cataloged by the State Historical Society and housed in the Library's ARC. Hopefully, the project will occur before Fall semester.

Due to the remodeling of Wing and the resulting loss of an electronic classroom, the library began looking into alternatives for a hands-on computer experience as a part of our library instruction program. A workable space was identified, affected parties were consulted, agreements reached and plans were begun.

Staff Enhancements:

The Department continued the maintenance of the staff Novell file server.

Last minute upgrades were applied to insure a smooth transition to January 1, 2000 (Y2K). As result of the effort, there were no reported problems with any library computer or software application.

With the new library catalog, it is now possible to write our own reports using Access. After considerable training we have begun writing reports. These reports will provide staff with information needed to make informed decisions and improve workflow. At this time 37 reports have been written for this purpose.

A mechanism to accumulate browse statistics was put into place. This included the purchase of a new portable barcode reader, and writing Access reports. This effort proved to be a very creative process and may be presented nationally at the Voyagers Users Group Meeting in 2001.

Six new staff computers were purchased.

A database of the library's computer hardware, which is more efficient, was created.

Transmitting periodicals order information electronically, directly into the library catalog using EDI, was initiated.

CATALOGING DEPARTMENT

This was a very busy and productive year for Cataloging. With Jan Ruesch getting comfortable in her new position in Cataloging, we now have relative stability within the department. Members include Charles Marx, Jan Ruesch, Susan Grebel, and Ellen Nordstrom Parker.

We have now integrated the new Voyager automation system into our workflow. It works reasonably well. We still have not been able to do global heading changes. We have also found that Voyager is more cumbersome to use than NOTIS was, due mainly to the necessity to make many mouse commands to move between windows.

This year we cataloged more titles than in any year since 1993/94. The department is now smaller, with the retirement of Yvonne Hyde, so we were quite busy. The increased workload, combined with the slowness of Voyager mentioned above, made it quite difficult to maintain our policy of processing new titles with copy through the department immediately. In addition, we are now cataloging videos and DVDs. These are more time-consuming to catalog than books. We also found that the period with few books which we usually experience in the Summer did not happen in 2000. This is when we work on clean-up projects such as revised subject headings and other database improvement. We also made little progress in reducing the backlog of original cataloging this year.

We completed retrospective conversion of the videotape collection in the IMC. This involved cataloging more than 600 titles.

We made steady progress in our project of converting our Series Authority File to the OPAC. We were able to find ways to utilize student help for part of this project. It will still take us several years to complete the project.

The library became a CORC (Cooperative Online Resource Cataloging) Founders' Phase member this year. We received training in CORC cataloging. We decided, because of ongoing deficiencies of CORC and our need for OCLC control numbers in our cataloging, not to use CORC at this time. We still plan to begin cataloging web sites, but we will use conventional OCLC resources (Passport, CATME).

Charles Marx participated in planning for a grant to catalog the library's oral history collection. The grant was funded and Charles will work with the temporary cataloger to see that the collection is cataloged with good quality records. The Cataloging Department will catalog new oral histories after the project is completed.

Goals for 2000/01 include:

- Maintain timeliness and high quality of copy cataloging
- Support the oral history cataloging project
- Catalog a significant portion of the original cataloging backlog
- Begin cataloging internet resources
- Continue to convert Series Authority Cards to OPAC authority records

1999-2000 Statistics

	Added	Withdrawn
Titles	5,838	438
Stacks Volumes	5,888	44
Reference Volumes	841	533
Special Collections	423	0
Microfilm Titles	92	0
Microfilm Reels	0	0
Microfiche Sheets	133	0

Input into OCLC	26
Authorities Added	6,431
Series Established	528
OCLC Change Requests	0
Online Catalog Corrections	4,287
Titles Cancelled on OCLC	296

CIRCULATION SERVICES

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.

The major event in the department that shaped the past year was the installation of the Endeavor Voyager circulation system in August. This involved running both the old NOTIS and the new Voyager systems side-by-side for about 2-4 weeks to check the accuracy of the data migration. Recreation of the reserve database was also a necessity. The other major task was training. This included training for department staff as well as sessions for other library staff who would be using the circulation component—curriculum, ILL and serials. The curriculum supervisor also received training from the circulation librarian in basic cataloging through the Voyager cataloging module. Student assistant training consisted of individual training as well as two group training sessions held early in Fall Semester.

Two new procedures were instituted last year. The first resulted from features in Voyager that allows circulation staff to easily create brief bibliographic or “on-the-fly” records. Policies and procedures were worked out to barcode and make brief records at the point of circulation for uncataloged government documents. Requests of on-order and in-process materials listed in the catalog resulted in the creation of notice slips that can be filled out by a patron. Circulation

staff screen the requests, pass them on to acquisitions and contact the patron when the book is fully processed.

Circulation extended privileges during the year to three new patron types: Upward Bound students during the regular semesters (as opposed to Summer term only); cooperating teachers of the School of Education clinical field students; and short-term visiting scholars.

Circulation of library materials continued the downward trend seen in the past several years with a decrease of 21 percent from 1998/99 figures, down a total of 21,089 from the previous year. Gate counts are up slightly at 2 percent. In-house (browse) counts cannot be compared because these counts were not available from the installation of Voyager in August until the upgrade to the '99 version in January. Therefore, the department is lacking six months of statistics.

The total number of reserve items processed increased by 53 percent from 8,090 to 12,335. This number includes total number of pages scanned for e-reserves. This is the first year that figures for e-reserve processing could be compared for a two-year period. The number of pieces scanned was 7,582 compared to 1,222 from the previous year, a 520 percent increase! One of the reasons for such a jump is the addition of a large amount of material from three professors who were new contributors to the e-reserve system as of Fall 1999.

With the institution of the Voyager circulation system, there is now the capability of breaking down use statistics by general circulation and paper reserves. (See accompanying chart.) 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.

MONTH	GENERAL CIRCULATION	RESERVE CIRCULATION	IN HOUSE	TOTAL	MANUAL REGISTRATIONS	TURNSTILE COUNT	DAYS OPEN
Jul-99	2,418	*	867	3,285	13	8,866	25
Aug-99	1,533	*	**	1,533	8	5,111	24
Sep-99	3,601	3,976	**	7,577	15	46,645	27
Oct-99	7,023	4,981	**	12,004	14	60,087	31
Nov-99	8,068	3,785	**	11,853	23	57,619	28
Dec-99	3,669	3,048	**	6,717	13	45,124	27
Jan-00	2,004	954	**	2,958	9	13,387	24
Feb-00	5,780	3,617	1,912	11,309	19	49,713	29
Mar-00	7,401	2,637	1,808	11,846	12	45,239	28
Apr-00	7,523	2,916	3,268	13,707	18	53,055	30
May-00	2,275	1,270	1,879	5,424	12	30,753	25
Jun-00	1,876	325	1,398	3,599	34	11,277	25
TOTAL	53,171	27,509	11,132	91,812	190	426,876	323

*No data available ** No data for in-house use from Aug. 1999-Jan. 2000. Items placed on reserve for 1999/00 - 12335. Pieces scanned for e-reserves, 1999/00 - 7582. Items shelved for 1999/00 - 62054.

CIRCULATION SERVICES

Additional activities for 1999/2000:

Staffing/Staff Development

- Michele Strange appointed Access Service Librarian effective April 1
- Clarissa Norton resigned as LTE weekend supervisor at end of Spring term
- Dwayne and Johanna took certification training for CPR
- Michele attended the WLA and WAAL conferences
- Michele and Dwayne attended Voyager modular training in July 1999
- Michele attended two teleconferences on copyright and fair use in October 1999 and May 2000
- Addition of food/drink monitors to Circulation Student Staffing

Records Maintenance

- Database clean-up after implementation of Voyager circulation system in Fall 1999
- Creation of a new reserve database in Voyager
- Major update of the department policy and procedures manual and student manuals
- Expansion of hourly occupancy counts to all open hours beginning March 1, 2000

Stacks Maintenance

- Items shelved during the year – 62,054
- Shift of collection from Qs through Zs 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
- Expansion of e-reserves to include copyrighted materials
- Participation in beta-testing the Endeavor's universal borrowing module
- Creation of e-reserves bibliographic records through Voyager reserve module
- Links from e-reserves page to the faculty's Web page
- Major shift of the entire circulating collection



ELECTRONIC RESOURCES

The 1999/2000 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. Brian Finnegan started with the department in January 2000. Electronic Resources now has someone to organize and keep pace with all of these changes. A special "Thank You" goes out to everyone on the Murphy Library staff who pitched in during the last few semesters, including: Bill Doering, Karen Lange, Cris Prucha, Liisa Sjoblom, Stefan Smith, Terry Stika, and anyone else who helped out during the interim period.

New databases that were added within the past year include: MathSciNet, Web of Science, Historical

Abstracts, Oxford English Dictionary, and Music Index. Some things to look forward to in the upcoming academic year are more full-text articles available via electronic indexes, NetLibrary as a way to deliver electronic books, and more and more print sources becoming available in an electronic format.

Goals for 2000/2001

- Simplify remote access to electronic databases
- Improve access to electronic reference materials including the current reference computer area
- As part of the web team, implement some type of library portal to enable cross database searching capabilities
- Continue staff training on the numerous database aggregators

Comparison of Aggregator Database Searches 1999 and 2000 Spring Semesters

1999

Database	Jan	Feb	March	April	May	June	Total
Cambridge	21	109	168	106	56	83	543
EbscoHost	9,516	45,023	48,569	47,064	14,984	24,022	189,178
FirstSearch	210	1214	1144	899	267	732	4466
Proquest	635	3,828	4,370	5,007	1,687	993	16,520

2000

Database	Jan	Feb	March	April	May	June	Total
Cambridge	92	136	146	167	191	100	832
EbscoHost	9,323	47,609	53,061	60,882	12,651	12,841	196,367
FirstSearch	170	761	808	688	121	271	2,819
Proquest	1,005	4,761	3,964	4,504	760	974	15,968

ELECTRONIC RESOURCES

Database Usage Report - 1999/2000 Academic Year

Database Title	Access	Use	Database Title	Access	Use
ABI Inform (Proquest)	web		Health Source Plus (Ebsco)	web	19,578
ACS Chemical Journals	web	172 (Jan-Mar)	Historical Abstracts	web	32
Acxiombiz (Firstsearch)	web	8	Humanities Abstracts (FirstSearch)	web	221
Academic Search Elite (Ebsco)	web	197,052	Index to Legal Papers	web	2
Academic Universe (Lexis-Nexis)	web		JSTOR	web	2,783
Agricola (Firstsearch)	web	29	Lexis/Nexis	web	
Alt-HealthWatch	web		Library Literature (FirstSearch)	web	121
America:History & Life	web	65	Literary Index (Gale)	web	226
Applied Science Abst (Firstsearch)	web	8	MathSciNet	web	
Applied Science & Technology (Wilson)	web		MAS Online Full Text (Ebsco)	web	35,095
Art Abstracts (Firstsearch)	web	109	MasterFile Premier (Ebsco)	web	34,475
Arts & Humanities Citation Index (Firstsearch)	web	144	Mdx Health Digest (FirstSearch)	web	77
Arts & Humanities Citation Index (ISI)	web		Medline (Ebsco)	web	18,575
ASFA: Aquatic Sciences* Fisheries Abst	web	968	Medline (Cambridge)	web	265
Associations Unlimited (Gale)	web	106	Middle Search Plus (Ebsco)	web	4,980
Bamp (Firstsearch)	web	91	National Newspapers (Proquest)	web	
Basic Biosis (Firstsearch)	web	361	Netfirst (FirstSearch)	web	900
BGMI (Gale)	web	248	Newspaper Source (Ebsco)	web	13,074
Biological Abstracts (Silverplatter)	web	3,975	Oceanic Abstracts (Cambridge)	web	154
Biological Sciences (Cambridge)	web	516	Oxford English Dictionary	web	
Biology and Agriculture (Firstsearch)	web	53	PAIS International (Firstsearch)	web	49
Biology Digest (Cambridge)	web	362	Paperfirst	web	20
BNA Labor & Employment Law	web		Periodicals Contents Index (Firstsearch)	web	296
Book Review Digest (Firstsearch)	web	697	Physics Electronic Journals	web	
Books in Print (Firstsearch)	web	907	Plant Science (Cambridge)	web	171
Books In Print w/ Reviews (Ebsco)	web	9,253	Primary Search (Ebsco)	web	4,000
Books Out of Print (Ebsco)	web	1,187	Project MUSE	web	
Britannica Online	web		Proquest	web	15,968
Business and Industry (Firstsearch)	web	123	Proquest Newspapers	web	
Business Organization (Firstsearch)	web	3	PsycInfo (Ebsco)	web	27,204
Business Source Elite (Ebsco)	web	21,045	PsycInfo (Silverplatter)	web	2,706
Business Source Elite Corporate (Ebsco)	web	5,937	RILM Abstracts	web	96
Cambridge Scientific (7titles)	web	785	Science Citation Index (WOS)	web	
CIAO	web		Science Online	web	
CINAHL (FirstSearch)	web	222	Serials Directory (Ebsco)	web	2,554
CINAHL (Ebsco)	web	10,129	SilverPlatter	web	8,864
Clinical Reference System (Ebsco)	web	8,556	Social Science Abstracts (Firstsearch)	web	264
Contemporary Authors (Gale)	web		Social Science Citation Index	web	
Congressional Universe (Lexis/Nexis)	web		Sociological Abstracts (Silverplatter)	web	760
Contemporary Womens Issues (Firstsearch)	web	36	SportsDiscus (Silverplatter)	web	882
Contents First (FirstSearch)	web	893	Star Tribune (Proquest)	web	
CSA Life Sciences (Ebsco)	web	2,269	Statistical Universe (Lexis Nexis)	web	
CQ Researcher	web		Stat-USA	web	
Dissertation Abstracts	web	700	Toxline (Cambridge)	web	166
Dow Jones	web		Uncover Reveal	web	
Early English Books Online (Proquest)	web		Union Lists (Firstsearch)	web	32
Ebsco Animals	web	2,017	US Govt Periodicals Index (Lexis/Nexis)	web	
Econlit (Firstsearch)	web	112	USP Drug Information (Ebsco)	web	2,584
Education Abstracts (FirstSearch)	web	310	Vocational Search (Ebsco)	web	788
Environmental Science (Firstsearch)	web	349	Web of Science (ISI)	web	1,335
ERIC (Ebsco)	web	38,025	WISCAT	web	
Ethnic NewsWatch	web		Wisconsin Newstand (Proquest)	web	
Factsearch (Firstsearch)	web	316	Women's Resources International	web	
FirstSearch	web	7,684	WorldCat (Firstsearch)	web	3,835
GaleWeb	web	591	World Almanac (Firstsearch)	web	16
GenderWatch	web		Worldscope (Firstsearch)	web	18
General Science Abstracts (Firstsearch)	web	47	Zacks University Analyst Watch	web	
Geobase (Firstsearch)	web	43			
GPO (Firstsearch)	web	89			
Health Reference Center (FirstSearch)	web	153			

*next year paid for by UW system
 #one time start up fee, system will continue
 'stats only April - June 2000

GOVERNMENT DOCUMENTS

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. While we are getting an increasing number of documents in Internet versions, an issue of concern is whether these records will exist in a few years. It has been documented that agencies often cease housing records without warning. We select documents series to receive, process them including adding the records to the library catalog, 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 housing agreement.

The ArcView Geographic Information Systems (GIS) has arrived at the library. This will let patrons work with information to create computer-generated maps. Brian Finnegan, the Electronic Resources librarian, set up the powerful GIS workstations in Documents and Reference. Sechrest and Randy Hoelzen, Reference, attended ArcView all-campus training in January put on by Dr. Greg Chu of the Geography and Earth Science Department. Sechrest and Hoelzen met often to discuss policies, equipment, etc. for the GIS workstations.

After consulting with the Automation and Cataloguing Departments, we have contracted to get monthly updates (corrections including PURLs, permanent Internet addresses) from Marcive, our documents cataloguing provider. An existing product, the *Index to Government Periodicals*, which we had been receiving on CD-ROM was switched to a Web product. This comes from Lexis/Nexis' CIS and has the same interface as the documents indexes, Congressional Universe, Statistical Universe and the periodicals index, Academic Universe, all of which the Library already subscribes to.

Sandy Sechrest, Documents Librarian, completed her service on the Wisconsin Library Association Literary Awards Committee. Sechrest led a book discussion for the Readers Section on Ernest Gaines' *A Lesson Before Dying* at the WLA Conference in La Crosse. Mary Baldwin, the Documents Assistant, continued her service on the Parking Appeals Board and served as the alternate on the Library Advisory Council. She attended WILS World this year to enhance her Interlibrary Loan skills.

Some of last year's goals were completed, and some are in progress or still to be accomplished.

Perhaps the most significant goal accomplished was the completion of weeding of the Wisconsin documents, a pro-

ject which has taken several years to complete. This was due to the need to examine each document, item by item, to decide what should be catalogued or weeded. Such items as agency annual reports have historic value and should be retained. Outdated hunting regulations should be weeded. The items in the gray category between these two poles took time to decide wisely. Our next goal is cataloguing the uncatalogued Wisconsin Documents received prior to 1997. Mary Baldwin, the Documents Assistant, will be working on this project and will ask for assistance from the Cataloguing Department as needed.

Another goal, the pilot study of documents holdings as part of zero-based review was begun using two online tools from GPO Access: the Item Lister and Documents Data Miner. A brief study was made of NASA holdings of other academic libraries using Wisconsin academic libraries as a peer group. One thing discovered already is that Wisconsin academic libraries tend to select fairly heavily. We are a 51 percent selective; academic libraries in Wisconsin average a 44.1 percent selection rate and UW-System schools average a 49.06 percent rate. In going through the NASA item number selection printouts, the results show we select four item numbers few others selected and did not select five popular item numbers. Further study will need to be made of the series in question to determine if changes need to be made. The use of Excel is recommended with the GPO tools, and the Documents Librarian Sandy Sechrest will need to learn to use it if much more is done with zero-based review.

In other goals the new collection development policy incorporating an electronics service policy has not yet been completed; however, GPO recommendations and exemplary collection policies from other libraries have been collected and are being studied. The GIS display planned was not done but will be done this fall to promote the new workstations. Randy Hoelzen will be asked for input on the display.

Goals for 2000-2001

- Work on getting Wisconsin documents received prior to 1997 catalogued.
- Prepare an exhibit in Fall, 2000 on our existing GIS products.
- Complete revising the Documents Department collection development policy and prepare an electronic service policy.
- Continue the pilot project on zero-based review of item selections.
- Continued assistance of patrons to make the best use of government documents regardless of format.
- A new goal: Begin weeding the Federal documents microfiche.

INTERLIBRARY LOAN

The mission of the Interlibrary Loan Unit is to provide patrons easy 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 cooperative agreements, lends materials requested by other libraries. When appropriate materials are also obtained from commercial document delivery services via fee based arrangements. It is the goal of this unit to make this service easily accessible to all authorized patron groups and to provide the service in an expeditious manner. 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 convey that information to the Periodicals and Acquisitions Departments.

ILL once again displayed its increasingly dynamic nature. The year was eventful and productive. Several major accomplishments and events need to be highlighted. One would be the continuation of increases in ILL usage both borrowing and lending. The ILL Office requested that patrons use the electronic form whenever possible. This process was initiated last September, and with the help of Reference and Circulation, the word got out quickly. It is now rare to see a print form. This new procedure is very helpful as it provides a readable copy and expedites email communications between patron and the ILL Office. Randy Hoelzen provided increased training to Reference Student Assistants in their responsibilities in processing ILL requests. This process continues to provide significant efficiencies. Moni McCarty was able to identify office efficiencies, which resulted in decreasing student help hours to 27, five hours less than last year. This is becoming a trend as the same thing happened last year as well. We continue to receive spot help from Circulation and Reference when needed. This occurred when ILL experienced an unexpected student assistant resignation. A change in our out-of-state fees was initiated in March. After studying others' fee structures, ILL concluded that our fees for photocopying out-of-state requests was comparatively low and was increased from \$8 to \$10.

Equipment and software changes continue to occur. A CLIO upgrade occurred and a newer computer was cycled into the office. The electronic request was modified for us providing information and ordering opportunities for those wishing to use the Express service.

The table below indicates ILL usage patterns over the past five years. The CLIO ILL software package has once again proven helpful in breaking down these stats, providing clues to past patron use patterns, and perhaps more importantly, future ILL resource needs.

YEAR	REQUESTS OF US	REQUESTS BY US	TOTAL VOLUME
1995/96	4,489	3,542	8,031
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

There has been a steady, but now manageable, increase in ILL traffic over the past several years. This year was no different. This year the increase in usage by our patrons was seven percent, exactly the same increase as last year. Lending saw a less than one percent increase. The ratio of borrowing to lending remains at the 3 to 4 rate. Once again total ILL traffic is at a new high and reflects the enormous increases in volume over an extended period. There has been a 79 percent increase in the 12 years that I have supervised this unit. Even more impressive are the increases in our patron use of ILL. Over those same 12 years that increase has been 181 percent.

Further analysis of this data provides some interesting insights. We saw increased utilization of LVIS (Libraries Very Interested In Sharing), due to a membership no charge for copies policy. A number of other Wisconsin libraries joined LVIS over the past year. The lending/borrowing equality ratio slipped slightly over the past year going from roughly 5/4 to 4/3. The advantages of being a member of this group far outweigh this slight discrepancy.

Our ultimate goal has always been to provide a dependable and expeditious service. The latter goal is traditionally measured by fill times. For lending our average fill time (time between the request was received by us and the date we indicated it was filled) was 1.2 days for copies and 0.7 days for books. The median and mode times were "0" days or less than 24 hours. A very good performance level was a partial explanation for the increasing number of request coming to us. Borrowing fill (turnaround) times on average were 8.5 for copies and books. The median fill time last year for both books and articles was six days. This year that is up slightly to seven days. The mode statistic remains unchanged from last year, six days.

Continued on next page.

INTERLIBRARY LOAN CONTINUED

I would characterize these as very good fill times. If we compare them to others, for example the study conducted by the ARL in 1996, looking at 119 of their member libraries, our median fill times are less than half that of those of the major research libraries in the ARL study. Their method versus our method of calculation could possibly lessen the dramatic difference in this statistic.

The book/periodical borrowing ratio has changed over time. The percentage of requests that are books has steadily increased, in recent years a gradual increase. This trend runs counter to in-house circulation patterns as the number of books requested by ILL patrons continues to increase. Both Periodicals and Acquisitions Departments were given reports indicating titles heavily requested via ILL.

Express Request numbers remain low, but did increase from 22 last year to 32 this year.

Other significant events during the year included training on implementation of the new FirstSearch. Randy Hoelzen presented at the Wisconsin Library Association on UW-L's experience with FirstSearch ILL Direct.

As to last year's goals, although not all were implemented, all were worked on. To review them specifically:

- *Fully familiarize ourselves with all capacities of relevant Endeavor modules. Continue to promote an expeditious deployment of the ILL module.* This goal was accomplished. I actively promoted the adoption of the Universal Borrowing module.
- *Explore purchase of ClioRequest, a WEB request form that interfaces with OCLC's II Direct.* This option was explored. As it turns out we will be getting this product, as CLIO and Endeavor have joined forces and the CLIO product will be a part of Voyager 2000.
- *Explore using WILS E-DOC service.* This option

was explored seriously as well. It appears to be a good product, but the CLIO product takes care of certain aspects of this service.

- *Promote ILL Direct. Explore opening other FirstSearch databases to this option.* This goal was not met. More will be done next year.
- *Visit another ILL operation to identify productive practices, procedures, etc.* I was not able to accomplish this task.
- *Explore making the electronic form the mandated, or at the very least, the preferred form for patrons to use.* This goal was met. We are very happy with the level of acceptance by patrons of this preferred request format.
- *Explore new equipment needs. Look at second paper tray issue for fax/printer/copier.* This issue was looked into but due to several factors we did not request this purchase.

Goals for next year include:

- Complete review of the OCLC ILL Direct service. Explore opening other OCLC databases up to this service that then requires exploration of the issue of putting these databases in a more patron accessible spot on our electronic front ends.
- Implementation of Universal Borrowing module on Voyager. This will be a circulation function but we will continue to assist, as needed, that department's efforts. ILL will need to work with Circulation in implementing distribution practices, as we will be sharing the red box service.
- Work through any implementation issues resulting from the CLIO/Voyager marriage in the 2000 release.
- Develop new procedures for checking availability of electronic journal titles owned by our library.
- Continue exploration of all modes of patron direct borrowing including technologies that allow delivery directly to the patron's residence or office.

Reference Statistics - All Departments

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	TOTAL
Circulation	172	79	411	415	313	245	256	395	367	401	246	215	3,515
Documents	44	0	78	77	138	71	11	52	92	120	19	28	730
Reference	272	30	2,429	2,302	2,474	1,111	402	1,980	1,618	1,827	290	395	15,130
Periodicals	170	69	182	204	250	123	88	188	193	195	79	162	1,903
Curriculum	22	0	199	264	317	265	57	253	300	295	129	0	2,101
Totals	680	178	3,299	3,262	3,492	1,815	814	2,868	2,570	2,838	763	800	23,379

LIBRARY INSTRUCTION

Library Instruction

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 they will need for the course.

The library instruction program has adopted the Wisconsin Association of Academic Librarians standards: *Information Literacy Competencies and Criteria for Academic Libraries in Wisconsin* as instructional goals for our program. We strive to help students acquire the information literacy skills they will need, not only for academic research but for life long learning as well.

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.

Two hundred and seven library instruction sessions for the 1999/00 year represents a small increase, compared to 201 the previous year. The figure for total attendance, however, represents a decline from the previous year's figure of 4,467.

Instruction by Type of Session 1999/00

CATEGORY SESSIONS	
Undergraduate	138
Graduate	21
Appointments	1
Community	6
Special UW-L Programs	7
Tours	11
Faculty Workshops	12
Student Workshops	11
TOTAL	207

Facilities

Planning to provide better facilities for library instruction was one of the focal points of 1999/2000. As more library resources are provided in electronic format, it becomes increasingly important to be able to provide students with a hands-on learning experience. The library's instruction classroom (121) is equipped with one demonstration computer for the instructor station. Computer labs on campus, including 150 and 273 within the library may be utilized for library

instruction. We compete for the use of those rooms, however, with the entire university community.

In 1999/2000 we projected that with the Wing remodeling project and the consequent unavailability of these computer facilities, the competition for the use of 150 and 273 labs would be much worse in 2000/01. Within the library, discussion intensified on how best to secure the use of our own hands-on lab for library instruction. Several budgetary requests for equipping 121 with computers had failed. Concerns about 121 not being large enough to accommodate the necessary computers were raised. In addition, converting 121 to a hands-on computer lab would mean the loss of the only room in the library which can accommodate lecture style seating for classes and meetings.

Facilities Used for Instruction 1999/00

Sessions in Computer Labs	92
Sessions in Murphy 121	95
Sessions in Special Collections/ Area Research Center	12
Tours	8

At the end of the spring term we reached an agreement with Information Technology Services and the faculty members responsible for providing Instructional Technology Learning Courses in room 256 Murphy. Plans progressed to share computer resources, and jointly use room 256 for faculty ITLC instruction as well as library instruction. The target date for an operational lab is fall, 2000.

Significant Projects and Events

The fall 1999 term saw the implementation of a new online catalog. A committee of librarians worked to hold faculty and student workshops in the use of the new catalog.

Handouts were designed, as well as an online tutorial.

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.

One of the goals for 1999/00 was to more fully incorporate the standards endorsed by the Wisconsin Association of Academic Librarians (WAAL) into Murphy Library's instruction program. *Information Literacy Competencies and Criteria for Academic Libraries*

Continued on next page.

LIBRARY INSTRUCTION CONTINUED

in Wisconsin is an extensive list of information literacy skills, and the process of examining how well we are incorporating these standards is continuing. Prucha served on the WAAL committee which drafted the standards and is currently Chair of that committee.

Near the end of the Spring 2000 semester, the Assessment Committee was able to present the WAAL standards to the UW-L General Education Committee. Citing the number of General Education classes to participate in our library instruction program, we asked the committee to make information literacy a more clearly articulated goal of the General Education program.

A goal in 1999/00 was to work with campus faculty on obtaining approval for the First Year Seminar, which has the potential to provide a vehicle for a more systemic way of incorporating library instruction into campus instructional goals. Prucha was active on the First Year Seminar committee and participated in drafting language for the course proposal for UWL 100, which the Undergraduate Curriculum

Committee approved in March 2000. UWL 100 will be offered in the fall 2000 term.

One of the goals of 1999/00 was to work with the Assessment and Instruction Committee to identify ways to improve library instruction through better sharing of instruction ideas and resources. At the beginning of the fall semester, the committee studied PowerPoints librarians had prepared for instruction sessions in previous semesters. The committee agreed on essential elements for 110 presentations, and prepared a PowerPoint for librarians to use with ENG 110 and SPC 110 classes. A session was held at the beginning of the semester to introduce librarians to the PowerPoint and also to the use of the 150 computer lab.

The Assessment and Instruction Committee revised the evaluation form at the end of the Spring 2000 term. It was approved by the Library Department in April 2000, along with evaluation procedures. It will be implemented for the first time during the fall 2000 term.



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; 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.

Beginning in spring, 2000, Outreach initiated a new three-part publications strategy for on- and off-campus library communications. First, a relationship was formed with editors of the campus-wide staff newsletter, the *Campus Connection*, giving Murphy Library a dedicated weekly column to announce library news. Library staff are polled on a weekly basis for news items, which Outreach edits and submits to the *Campus Connection*. Second, a regular column was secured in the university student newspaper, *The Raquet*, for which Outreach wrote and submitted articles related to web searching. Third, Outreach assumed responsibility for all news and staff updates that go to library association newsletters, giving library staff a single source to which to submit these items and relieving staff of the need to remember print deadlines and mailing addresses, etc.

Administration of the Murphy Library web site underwent a major change during this year. In the past, Outreach was the single source responsible for the entire Murphy Library Web site, which consists of hundreds of web pages. This year, Outreach proposed that the site be managed by a team of librarians, spreading responsibilities through several departments and encouraging multiple perspectives on site development. Members of the first web team include the Outreach Librarian, the Electronic Services Librarian, and the Periodicals Librarian. Outreach retains oversight of the web team in personnel issues, but team leadership will rotate on a three year basis, and the team leader will have ultimate responsibility for the administration and direction of the Web site. The first team leader is the Periodicals Librarian, who began serving in this capacity in spring, 2000.

The web team is responsible for all administrative, development, and maintenance functions of the Murphy Web site. Many new pages were developed during the year, and older pages were modified to be consistent with existing site themes. Additional work was done to ensure that the site is accessible to people with disabilities who are using text- or audio-based web browsers.

Another change in web site administration was the successful transfer of electronic reserves functions to the Circulation Department. In the past, Circulation administered the electronic reserves while Outreach converted all electronic reserves materials to web pages. Outreach trained Circulation staff in related procedures and now, with the exception of problematic web conversions of e-reserves, the entire process is handled in Circulation.

Outreach continued to work with Automation to develop and refine the web interface to the library catalog. An updated version of the catalog was released during 1999/2000, and effort was made to keep the web interface as familiar as possible while integrating new features of the catalog. The web-based catalog tutorial was modified and updated as the catalog changed and as user needs were discovered.

In response to the Plan 2008 initiative, Outreach began work on a campus-wide web site for diversity. Meetings were held with the Joint Committee on Minority Affairs and with the Faculty Senate Library Committee to establish directions and priorities. The web site is under construction and will be completed in time for the 2000/2001 academic year.

Outreach continued to work closely with Library Instruction to reach diverse audiences and to cover expanded topics. Outreach initiated and conducted numerous classes on effective web searching and applying critical thinking skills to web research. Outreach also participated in bringing library instruction to area schools and other remote sites. Other training sessions were offered as part of the university's Programs in Instructional Uses of Technology program. Working with Library Instruction and the Assessment and Instruction Committee, Outreach helped standardize the basic instruction program by developing slide presentations that librarians used for most first-semester instruction sessions.

In response to staff requests for better training and communications outlets, Outreach initiated an in-house training program for Murphy Library staff beginning in fall, 1999. Sessions were held every 2-4 weeks covering topics such as wordprocessing, email, web browsing, graphics, keyboard shortcuts, and others. The Automation Librarian participated in this program by conducting a session, and other staff have expressed interest in leading classes. Sessions included a period during which staff had an opportunity to share current information from their departments with the rest of the staff.

PERIODICALS DEPARTMENT

In order to provide the library's users with access to information published in journals, 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;
- Cleanup and maintenance of the periodicals databases.

Periodicals Subscription Statistics

Vendor Subscriptions	1,283	\$365,075
Publisher Subscriptions	44	16072
Microform Subscriptions	552	52,271
Gift Titles	79	N/A
Total	1,958	\$433,418

Periodicals Dept. staff initiated and completed many important projects this year. Implementing the new integrated library system (Endeavor's Voyager) was our most visible project. Murphy Library went live on Voyager in Aug. 1999. From Aug. to Oct., staff members (led by Virginia Kreyer) worked at break-neck speed to create publication patterns and attach them to current subscription records in order to create prediction patterns. Once this project was complete daily check-in moved more quickly than ever before. While the prediction patterns were being set up, Bonnie Daines manually linked periodical purchase orders (all 2200 of them) to the new Voyager fund structure. This wrist-breaking work was eased, in part, thanks to the addition of a macro program called Keyboard Express.

EDI (electronic data interchange) was another big initiative in the Periodicals Department this year. Implementing EDI through Voyager has gone relatively smoothly. EBSCO is now able to send us electronic invoices. The invoice data is transferred into the Voyager database, seamlessly updating price information for hundred of titles. Using EDI has proved to be such a good experience that we anxiously await our other vendors incorporating EDI into their services.

Mary Baldwin continued to work on creating item records for the bound periodical volumes. In Jan. 2000, Baldwin completed creating and linking item records for all of Murphy Library's bound periodicals in the first floor stacks. Nearly finished with this huge, multi-year project, Baldwin

is currently working to complete creation of item records for all of the bound periodicals stored in the lower level compact shelving. The item records for the bound periodicals are a critical component of the system we use to capture browse statistics.

Periodicals staff halted the gathering of browse statistics during the first half of the year due to the time devoted to getting Voyager's acquisitions module fully integrated into the department's workflow. We began gathering statistics in Jan. 2000, but soon ran into problems with our new Percon TopGun barcode scanner. The scanner uploaded records too quickly for Voyager to read the data properly. William Doering, Integrated Systems Librarian, was able to create a work-around for this snag, but between the corrupted data and the lost time, we do not have accurate statistics this year. Next year, however, our statistics for periodicals browsed should be more accurate than ever before.

Periodicals Statistics

In-house journal Uses	*
Public Service Questions	1,903
*In-House Use statistics not available for 99/00.	

Although electronic journals continue to perplex and overwhelm us at times, this year we made significant progress in getting this growing aspect of our periodicals collection under control. The electronic journals web page on the Murphy Library web site expanded to include access to journals from: Royal Society of Chemistry and Springer-Verlag. We also began adding electronic access through the library catalog (OPAC). Hundreds of records have been added to the catalog so that users can access our print titles as well as electronic titles available through Project Muse, JSTOR, American Chemical Society, Institute of Physics, Royal Society of Chemistry, and Springer-Verlag. Next year catalog records will include titles from MCB (Emerald Library), Wiley Interactive, and many others.

Perhaps the most newsworthy decision from the Periodicals Department is the cessation of the Periodicals Union List "Orange Book." The beloved Orange Book will no longer be printed each year. The web version of this union list can be updated more quickly and can be accessed at every PC in the library (a feat the Orange Book was unable to beat). Next year the web union list of periodicals will be replaced by a database which will include print periodical holdings for all major La Crosse libraries, electronic journals available directly from individual publishers, and electronic versions of journals available through such databases as Academic Search Elite, Academic Universe, and

PERIODICALS DEPARTMENT

ABI Inform Global (ProQuest).

Although much of the exciting news this year revolves around electronic resources, we cannot forget about the two new Minolta SP2000 microfilm reader/printers (with laser printers) that we purchased this year. They have been very popular with library users not only because of the high quality prints they produce, but because these machines are actually easy to use. In keeping with the times, these machines can be interfaced with PCs in order to save scanned images from microforms. 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. Bonnie 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 committees: Co-chair of the Organization of Campus Women (OCW) Steering Committee, editor of the OCW newsletter, and Secretary, Wisconsin State Employees Union Local.

REFERENCE SERVICES

The purpose of the Reference Department is to provide professional level informational services, in a personalized manner, to all of our patrons. This assistance is provided through the maintenance of a quality reference collection and the tools to access same, instructing patrons in effective utilization of reference materials and finding aids, answering specific factual questions, explaining library policy and referring patrons to appropriate resources or agencies outside the library.

The 12 librarians staffing the Reference Desk provide the core service in this Department. They provide immediate and personal assistance to all patron populations. Knowing the collection, both print and electronic, and maintaining a user-friendly environment becomes increasingly challenging in a more and more complex heterogeneous access method environment. 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:

1995/96.....	22,197
1996/97... ..	19,306
1997/98....	18,578
1998/99....	18,016
1999/00....	15,133

The number of reference questions was down significantly from last year. This 16 percent drop is very

dramatic and necessitates the analysis that I provide below.

Over the previous four years we have seen declines, often gradual on an annual basis, but a significant decline in total. The 1995/96 peak does somewhat skew the data. The 95/96 statistic represents totals that were more common in the 1980's. The 1996 through 1999 trend was a gradual decline and then this year there was a dramatic drop. The immediate response was to try to discover the answers to two questions. What has been happening elsewhere? Does our usage trends reflect what is occurring nationally and at the state level? What is causing these drops? I looked at statistics gathered by UW System. I excluded the two-year College campuses and found that indeed, at the state level, a similar trend was occurring. The statistic, "average questions per week," was looked at for random years between 1986 and the most recent statistics available, 1997/98. Those statistics do represent a very significant drop, the latter date totals being less than half that of the highest date seen 1993/94. These Wisconsin statistics are in concurrence with the observations heard at national library conferences and elsewhere, and what appears in library literature. A recent article in *American Libraries* reports on ARL data and reports from other libraries that show slight to significant drops in usage of Reference services. So what is occurring at UW-L is occurring elsewhere, and it is legitimate to call it a trend.

Why do we see this trend? The common wisdom seems to be that academic patrons are going to the Internet to get their answers. What is unclear is to

Continued on next page.

what degree they are going to academic sources, like our own home page resources for example, or to sources with no legitimate claim on reliability. If the answer, in a significant way, is the former resource, diminishing statistics is not necessarily entirely bad.

Library literature and library conferences are full of suggestions on what can be done to ensure that Reference services do not become neglected. Ray Tennant is one of the leading spokespersons for offering more electronic reference. The nature of that service varies from institution to institution, but it is time to explore a response by our department.

There was mixed results in meeting last year's goals although overall a great deal was accomplished. A detailed review of the goals follows:

1. *Providing a GIS workstation(s) to our patrons.*

Further training was provided to Sandy Sechrest and Randy Hoelzen, as well as other UW-L faculty interested in GIS, via a UW System arrangement. Dr. Chu from our Geography Department gave this multi-day workshop. The workshop further cemented an ongoing relationship between the library and the Geography Department in providing GIS resources to our campus. Ongoing conversations with Dr. Chu and Dr. Stoelting have provided invaluable assistance with planning for this service. The Library purchased a new workstation and color printer for GIS services in the Reference area. Mapping software including ArcView and the *Delorme 3-D Topo Quads* for Wisconsin was loaded on that machine. We are looking forward to providing this service to a potentially large number of patrons.

2. *Review skill needs of Reference Department student workers and Reference Desk Student assistants and evaluate current training as to the degree that it meets the needs of the students.* This goal was accomplished in part. The Reference Desk Students received additional ILL training. New students received improved initial training.

3. *Continuation of Reference Weeding project.* The weeding project continues at a steady pace. The number of librarians participating has diminished with time and this has resulted in my slowing the process down a bit. I am happy with the results even if the time required far exceeds what I expected.

4. *Review Reference Desk Hours and librarian assignments.* This goal was once again not met and will be, in part, incorporated into a larger goal for next year.

Goals for next year.

1. GIS Workstation: fine tune our policies and procedures as we interact with patrons and better identify their needs. Promote the service, in a rational manner, taking into consideration the experiences of other libraries and their almost universal caution to limit staff responsibilities in this area. 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.
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.

Finish weeding project.

The first two goals are very ambitious. But they have the potential of enhancing access to our rich collection. The process of trying to meet these goals will in itself help us define the nature of reference services in the Murphy Library of the future.



SPECIAL COLLECTIONS & AREA RESEARCH CENTER

PATRONS

The total number of daily patrons to Special Collections for the 1999/2000 year totaled 1,497 a slight decrease from last year's figure of 1,528. Of these patrons, 414 were new registrants, a significant increase from the 192 registered the previous year. The individual categories of use and comparisons with last year's figures are detailed below:

<u>Category</u>	<u>1998/99</u>	<u>1999/2000</u>
New researcher registrations	192	414
Daily visitors	1,528	1,497
Attendance at lectures and tours	70	190
Telephone, mail, and e-mail requests (phone 62, mail 68, e-mail 65)	189	195

TYPES OF MATERIALS USED:

ARC manuscripts and archives	382	331
Rare Books	213	196
Wisconsiniana books & other Wis. items (maps, vertical files)	561	415
University archives	88	104
Oral History Interviews	96	121
Photographs, all categories	363	319

PATRON USE

The majority of our patrons, as in past years, are interested in local and regional history, architectural history, river and steamboat lore, and genealogy. We are also seeing an increase in users interested in other parts of our collections such as our fine press books and the Oral History Collection.

There was a significant increase this year in the number of visitors to Special Collections for tours and talks. The Special Collections Librarian lectured on specific holdings in Special Collections to UW-L classes as diverse as introduction to photography, Wisconsin history, management, and education policy and research. The La Crosse Area Genealogical Society held their March monthly meeting in Special Collections and the Librarian was their guest lecturer, speaking on the genealogical resources available in the Area Research Center. A La Crescent High School river studies class came over in the spring for an introduction to Special Collections and the types of materials available for their research. Later in the semester, the Special Collections Librarian went over to La Crescent High School to speak on the history of steamboats, especially on their use on the upper Mississippi.



La Crosse Longfellow Middle School performed their Chatauqua again this spring. The theme was the "Mississippi River for the Millennium," and 19 students prepared for it by doing in-depth research on topics of their choice at the Area Research Center.

As was the case last year, a steady stream of students of UW-L Professor Chad Oness, English, made use of the Emerson G. Wulling 20th Century Literary Fine Press Collection in Special Collections for several assignments. Professor Oness' efforts in rejuvenating the fine press program on campus has led to increased awareness and use of our fine press collection.

Requests for photographs continue to be a driving force for interest in the collection. Photos from our collections appeared in such diverse publications as "Lakeland Boating," "Newsletter of Aviation History in Wisconsin," and "All About Beer Magazine." Total income from sales of photographic images, picture rights, and research fees, totaled \$4,362.73, down from last year's \$4,707.42. Our annual grant application to the Sons and Daughters of Pioneer Rivermen for the Steamboat Project has not been awarded as of this writing. The Sons and Daughter's support is indispensable to the project's collection efforts. During the past year, Ralph DuPae, the field collector for the Steamboat Project, continued his travels and purchase of steamboat images. Without the support of the Sons and Daughters such collection activities will have to cease and alternative grant funding sources will have to be identified to renew the Steamboat Project. This may actually provide an opportunity for the Steamboat Project to shift its energies in new directions, such as better arrangement and description of the existing steamboat photographs and the printing of new photos from previously unprinted negatives.

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Additions to collections:

Category	Added	New total
Wisconsin books	82	6,001
Rare books	331	13,206
Catalogued Univ. Archives	10	19
UW-L theses	29	1,020
UW-L seminar papers	21	1,721
UW-L action learning projects	0	58
Vertical files, all categories	21	4,882
Oral history tapes	4	1,349
Photographic images, printed	3,704	121,968
Photographic images, unprinted	149	22,504
(Detail: steamboat images-prtd.223, unprtd. 149)		
Color slides	303	7,965
Total photographic images	4,076	151,749
Other images- sketches, drawings	2	420
Maps	1	536
Film, 16mm.	8	32
Video	32	52
Cassette tape	0	4

STORAGE INVENTORY

Area Research Center (ARC):

Microfilm, in reels	0 reels	510 reels
University archives	9 ft	651 ft
Photographic collections	13 ft	352 ft
Vertical files, all	1 ft	114 ft
Oral history collection	2 ft	94 ft
Other boxes and bound records	21 ft	295 ft
Added: 13.8 ft		Deaccessioned: 39 ft.
New total:		923.3 ft.

STAFFING AND HOURS

Special Collections was open 40 hours per week when school was in regular session, including Saturday afternoons. Due to the limited number of staff and student workers during the August and May inter-sessions, Special Collections was open by appointment only.

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, received cross-training in Special Collections operations last year and worked in Special Collections several hours a week. Ginny's presence will allow Special Collections staff to attend training sessions and conferences and assist in maintaining the posted hours of operation. The goal to increase Linda's half-time position to a full-time one still remains, however, in order to ease the reference workload, provide more

efficient student assistant supervision, and to take full advantage of Linda's subject expertise of the photograph collections. This is especially true in regard to the steamboat photographs as we consider ways to improve access to the collection. Due to the complexity of such possible undertakings as photographic cataloging and digitization, any such plans would be dependent on additional staffing and, most likely, grant-funding.

Our student assistants are essential in all of our operations but form our first line of interaction in providing reference service to Special Collections' patrons. Linda and I could not keep Special Collections open and running without their help. During the school year our students included Jodi (Erickson) Westrum, Janna Kirschbaum, Heidi Murphy, Heather Kvam, Leah Driskill, Kristi Teed, Nicholas Krause, Lisa Stevens, Brenda Brueggan, Amy Schneider, Matthew Shelton, and, our newest assistant, Alissa Freedburg. Alissa was the sole student worker during the 2000 summer session. Congratulations to Leah Driskill for being the first recipient of the Edwardo's Pizza Wagon student scholarship established in the memory of one of our former researchers, John Niquette.

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 La Crosse area also remain a priority.

A donation of approximately 5,000 photographic negatives was received in August from the family of Fran Burgess, a photographer for the La Crosse *Tribune* newspaper. Most of the negatives are of La Crosse people, places, and events and date from the 1940s-1950s, a time period that we previously had weak coverage of in our photo collection. The Burgess collection now provides an in-depth photographic memory of the community from this era. Several of our student assistants spent last year filing the negatives into acid-free sleeves and transcribing the information from the negative jackets onto the sleeves. This part of the project is almost complete. Staff time and funds will now have to be secured and allocated to print and organize the collection. The cost of printing the entire collection is outside our current revenues so we will have to investigate external grant-funding sources.

Other types of materials were added to Special Collections. New manuscript accessions in the Area Research Center include papers from two local organizations: the Friends of McGilvray Road and the La Crosse Marsh and River Coalition.

We also deaccessioned two collections last year by returning the records to their original owners. The first collection consisted of 39 cubic feet of permanent student record cards that were returned to the La Crosse School District due to confidential information on the cards. The second collection, blueprints from the La Crosse architectural firm of Parkinson and Dockendorff, was returned to the La Crosse Public Library in accordance with the original transfer agreement. Both of these collections remain in La Crosse, and are open to researchers, although the student records do have restrictions on access.

A significant change is occurring with the oral history collection. Last year I was on a committee that prepared a grant proposal for the National Historical Publications Commission (NHPRC) to catalog the oral history collection. The grant was awarded this spring and I was part of the search and screen committee that hired a cataloger, Analisa Lee, who started in July. This is a one-year position and we hope to have the majority of the collection cataloged by spring. We are assuming the catalog will result in increased access and use of the collection and look forward to helping those researchers attracted by it.

Archives Week, an annual effort to highlight archival resources and repositories throughout Wisconsin, was held in early October. The Area Research Center co-sponsored, along with the La Crosse Public Library, a guest speaker, Professor Marshall Cook from UW Extension Services. In keeping with the Archives Week theme of "Mass Media," Professor Cook spoke on the history of Wisconsin newspapers to an audience of over forty people. Also in October, the Wisconsin Library Association held their annual conference in La Crosse. One of the scheduled tours included Special Collections/Area Research Center and the Librarian gave a tour to some twenty participants.

Special Collections co-sponsored, along with the College of Fine Arts, the English Department, and Sutton Hoo Press, the second Annual Emerson Wulling Lecture on 20th Century Literary Fine Press in April. Gary Bradley, a poet, author, book artist, and fine press printer discussed his work, including his book, *My Place Here Below*, that Special Collections

had purchased the previous year and showcased at the first annual Emerson Wulling Lecture.

Temperature and humidity are not within the recommended norms in Special Collections during some times of the year so monitoring of these conditions was undertaken this past year to compile documentation of the fluctuations. Physical plant personnel were notified of our concerns and they came over this summer to take readings and make adjustments. We will continue to take measurements and monitor the situation.

SUMMARY AND FORECAST

The 1,500 daily visitors we had last year ensured a busy year in Special Collections and the Area Research Center. The Emerson Wulling lecture series seems to be established as an annual event, with the financial assistance from the Murphy Library Endowment Fund, and the Archives Week celebration in October is becoming a regular feature as well. Outreach activities like these, and lectures and tours of Special Collections, took up more of our time than in previous years.

The following statements are foreseeable events for next year.

The Oral History collection will be cataloged thanks to the NHPRC grant. Portions of the Fran Burgess negative collection will be printed. Records likely to be accessioned include court record books and civil case files from Monroe County. Special Collections will be involved in efforts to raise private funds to acquire the remaining portion of the records of the Odin Oyen interior design firm, now held in private hands.

Funding from the Sons & Daughters of Pioneer Rivermen is questionable for this year.

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

Next year, some of our time will be dedicated to special projects like the oral history cataloging grant and a mentoring project I will be involved in for the State Historical Society of Wisconsin. This, in addition to the normal flow of visitors and reference questions, will ensure another busy year in Special Collections and the need for us to carefully allocate our time to satisfy our patrons and accomplish our project goals.

APPENDIX - FINANCIAL REPORT

UNIVERSITY LIBRARY, NOTIS, WORKSTATION/WEBSERVER, MURPHY ENDOWMENT, June 30, 2000

UNIVERSITY LIBRARY 102 06 065900	BUDGET	EXPENDED
STUDENT HELP \$30,866+54,375 WS Match	\$72,116	\$70,970
\$875 (Budget) -\$14,000		
TRAVEL (+ \$500 UWS)	\$4,400	\$4,391
SUPPLIES & SERVICES	\$95,784	\$95,795
\$81,584 + \$14,000 + \$200 Ed.....		
Contractual Services		\$-
Postage		\$3,207
Telecommunication		\$5,344
Centrex Service		\$64
Toll Calls.....		\$10
Install Telephone.....		\$75
STS Calls		\$231
Advertising		\$872
Subscriptions.....		\$639
Dues & Memberships.....		\$100
Tuition & Fees		\$1,065
Rental of Space		\$42
Maintenance of Misc. Equip.....		\$2,119
Maintenance of Misc. Svcs.		\$515
Freight (UPS)		\$386
Maintenance of Structures.....		\$2,989
Software		\$471
Data Process. Svcs. (Private)		\$37,300
Data Process. Svcs. (Univ.)		\$-
General Services		\$-
Computing Services		\$900
Supplies		\$5,812
Elan		\$9,394
Office Equipment < \$5000		\$22,750
Furniture < \$5000		\$-
Operating Supplies		\$-
Print/Duplicating (Univ.).....		\$1,167
Print/Dupl. (Private Vendors).....		\$343
 NOTIS 102 06 025908		
SUPPLIES & SERVICES	\$21,450	\$20,692
Budget reduced by		
\$8550 for network fees		
 UWS ENDEAVOR 102 06 025909		
SUPPLIES & SERVICES.....	\$8,091	\$5,453
\$6000 + UWS \$2091		

Balance in NOTIS and UWS Endeavor will be added to next year's budget.

APPENDIX - FINANCIAL REPORT

LIBRARY ACQUISITIONS AND ELECTRONIC ACCESS, June 30, 2000

Acquisitions Budget	\$661,552	
Electronic Access	\$111,394	
Fines for Lost Books	\$1,300	
Express Request Revenue	\$190	
DIN Money	\$96,895	
Booksale Revenue	\$702	
TOTAL	\$872,033	
ACQUISITIONS	BUDGET	EXPENDED
CAPITAL		
Domestic/Foreign	\$256,814	\$260,046
Microforms	\$4,232	\$2,202
AV	\$9,025	\$11,007
Electronic Monographs	\$12,721	\$8,718
Electronic Periodicals	\$30,225	\$35,150
Sub-total includes Fines	\$313,017	\$317,123
SUPPLIES		
Svcs Provided by Entity		
Copyright Clearance, CAS	\$250	\$250
Data WP Svcs		
COWL/OCLC, STN, CCH	\$80,894	\$87,593
Document Delivery	\$2,460	\$2,460
	SUB-TOTAL	\$90,303
	ACQ. TOTAL	\$396,621
PERIODICALS		
CAPITAL		
Domestic/Foreign	383,484	383,643
Microforms	\$53,435	\$53,406
Binding	\$9,000	\$9,477
PER. TOTAL	\$445,919	\$446,526
DOCUMENTS		
CAPITAL		
Supt. of Docs.	\$450	\$450
Microforms	\$2,600	\$2,600
Electronic Periodicals	\$960	\$960
	DOC. TOTAL	\$4,010
SPECIAL COLLECTIONS		
CAPITAL	ARC TOTAL	\$1,654
\$4,000		
MISCELLANEOUS		
SUPPLIES \$18,144+\$125 E.A. Rev.	\$20,000	\$12,389
CAPITAL	\$0	\$0
	SUB-TOTAL	\$12,389
GRAND TOTAL	\$870,550	\$872,005

APPENDIX - FINANCIAL REPORT

SELF-SUSTAINING FUNDS, June 30, 2000

ONLINE	BUDGET	EXPENDED
Supplies/Services	\$150	\$144
ILL	\$1,300	\$791
FINES		
LTE	\$6,030	\$5,084
Travel	\$1,100	\$1,135
Supplies/Services	\$6,636	\$6,265
Equipment	\$1,300	\$1,300
TOTAL	\$15,066	\$13,784

COPY VENDING

Student Help.....	\$-	\$-
Travel	\$4,000	\$596
Supplies/Services	\$44,448	\$32,343
Contractual Services.....		\$-
Postage		\$159
Centrex Telephone		\$31
Telecommunication.....		\$-
Toll Calls		\$1
Telephone Install		\$-
Toll Calls STS		\$72
Advertising		\$-
Subscriptions		\$-
Dues & Memberships		\$-
Tuition/Fees		\$61
Operator Lease Equipment.....		\$2,398
Computer Maintenance		\$-
Maintenance of Misc. Equip.		\$22,128
Transport. & Freight (UPS)		\$-
Maintenance of Structures		\$128
Software		\$-
Data Process. Svcs. (Private Vendors).....		\$-
Data Process. Svcs. (Univ.)		\$-
General Services		\$-
Supplies		\$6,380
Elan		\$576
Office Equipment < \$5000		\$238
Furniture < \$5000.....		\$-
Supplies Maintenance		\$-
Printing/Dupl. (Univ.)		\$86
Printing/Dupl. (Private Vendors).....		\$85
Equipment	\$12,263	\$12,263

DISK SALES

Supplies.....	\$200	\$67
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LRC LOCKERS

Supplies.....	\$50	\$31
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REVENUE REPORT FOR JUNE

FUND	MONTHLY REV. 1999	CUMULATIVE REV. 1999	MONTHLY REV. 2000	CUMULATIVE REV. 2000	DOLLAR DIFFERENCE 1999-2000	PERCENT DIFFERENCE 1999-2000
Copy Vending	\$1,384	\$57,520	\$715	\$45,898	\$(11,622)	-20%
Fines	\$629	\$16,217	\$256	\$17,629	\$1,412	9%
ILL	\$24	\$506	\$31	\$384	\$(122)	-24%
Online	\$16	\$139	\$64	\$181	\$42	30%
Disk Sales	\$4	\$171	\$-	\$228	\$57	33%
LRC Lockers	\$-	\$16	\$-	\$10	\$(6)	-38%

APPENDIX - FINANCIAL REPORT

GIFTS, BOOK SALES, AND FUNDING ALLOCATIONS, 1999-2000

GIFTS	
HPER Sports Discus	\$758.00
GIS Training	\$840.00
Murphy Library Endowment Fund	
Revolving Dictionary Stand.....	\$83.23
Speaker Fee	\$1,202.04
Reception Expenses	\$54.35
Student Paid by Affirmative Action	
Stephanie Lozano	\$41.20
Billie Batchelor Trust Fund	\$144.31
Total	\$3,123.13
Booksale	Total
	\$701.98
Base Budget Allocation	
DIN Funding (Acquisitions &	\$96,895.00
Electronic Access)	
Jan. & May Term Staffing	\$3,400.00
Total	\$100,295.00
One Time Allocation	
Computers	\$40,000.00
UW System Online Catalog Maintenance.....	\$2,091.15
Total	\$42,091.15
Student Technology Fees	
Scanner for Adaptive Computer	Total
	\$266.00
	Grand Total
	\$146,477.26

NOTE: See Special Collections reports for grants and gifts related to their program.

APPENDIX - MURPHY LIBRARY STATISTICS 1999-2000

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Interlibrary Loan													
Borrowing													
Borrowed Volumes	81	71	121	122	159	182	68	182	239	106	55	89	1,475
Photocopies Requested	197	99	76	267	263	79	123	249	178	204	109	155	1,999
Unfilled Requests	32	38	16	39	40	50	12	47	61	32	40	17	424
Total Borrowing	310	208	213	428	462	311	203	478	478	342	204	261	3,898
Lending													
Loaned Volumes	2	63	139	141	168	99	109	175	190	172	105	170	1,533
Photocopies Sent	112	70	205	254	200	103	122	186	189	219	83	120	1,863
Unfilled Requests	132	85	132	113	168	86	93	124	142	157	103	103	1,438
Total Lending	246	218	476	508	536	288	324	485	521	548	291	393	4,834
TOTAL ILL Activity	556	426	689	936	998	599	527	963	999	890	495	654	8,732
Periodical Subscriptions													
Subscriptions Added	0	0	1	0	1	0	2	0	3	2	0	0	9
Subscriptions Dropped	1	1	26	1	3	5	2	0	2	3	0	3	47
Periodical Gifts													
	83	83	81	81	81	81	80	80	80	80	79	82	82
Circulation													
Main/Reserve	2,418	1,533	7,577	12,004	11,853	11,729	2,958	9,397	10,038	10,439	3,545	2,201	85,692
In-House	867	N/A	N/A	N/A	N/A	N/A	N/A	1912	1,808	3,268	1,879	1,398	11,132
TOTAL	3,285	1533	7,577	12,004	11,853	11,729	2,958	11,309	11,846	13,707	5,424	3,599	96,824
Community Borrowers	9	9	15	13	23	14	16	21	19	19	13	13	184
Turnstile Count	8,866	5,111	46,645	60,087	57,619	45,124	13,387	49,713	45,239	53,055	30,753	11,277	426,876
Days Library Open	25	24	27	31	28	27	24	29	28	30	25	25	323
Library Instruction													
Sessions	3	1	65	32	12	0	15	46	13	5	6	9	207
Participants	37	1	1,212	673	251	0	343	917	306	90	96	142	4,068
Reference Questions													
	680	178	3,299	3,262	3,492	1,815	817	2,868	2,570	2,838	763	800	23,382
EAGLE Catalog Searches													
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	437,340	437,340

APPENDIX - STATISTICS

ADDITIONS 1999-2000

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Bound Volumes													
Circulating	307	471	474	95	531	412	540	595	524	508	665	886	6,008
Reference	42	45	105	40	72	80	89	90	94	117	75	63	912
Special Collections	6	55	13	108	22	75	37	43	9	18	22	24	432
Sub-Total	355	571	592	243	625	567	666	728	627	643	762	973	7,352
Periodicals	126	103	72	39	58	59	158	321	248	152	149	124	1,609
TOTAL	481	674	664	282	683	626	824	1,049	875	795	911	1,097	8,961
Titles (Bound)													
Books	308	458	450	152	450	483	406	618	540	467	692	899	5,923
Periodicals	2	0	1	1	2	1	0	5	0	1	1	4	18
Microforms													
Microfilm	49	41	113	61	43	126	22	132	76	72	58	49	842
Microfiche	4,215	2,401	2,618	2,627	2,416	1,993	2,966	3,069	1,984	3,695	1,384	4,278	33,646
TOTAL	4,264	2,442	2,731	2,688	2,459	2,119	2,988	3,201	2,060	3,767	1,442	4,327	34,488
Titles (Microforms)													
Books	0	0	0	0	0	0	0	40	80	15	0	37	172
Periodicals	0	1	1	3	0	1	3	1	2	2	0	0	14
Government Documents													
United Nations	0	0	0	0	0	0	0	0	0	0	0	0	0
United States	312	299	428	414	244	151	343	381	420	307	154	404	3,857
Wisconsin	46	35	55	70	81	0	112	144	90	145	2	110	890
Documents on Fiche	-2,790	-867	-1,247	-1,295	-1,205	-626	-1,715	-1,795	-817	-2,503	-1,345	-1,287	-17,492
TOTAL	358	334	483	484	325	151	455	525	510	452	156	514	4,747

APPENDIX - STATISTICS

WITHDRAWALS 1999-2000

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Bound Volumes													
Circulating	0	7	18	149	6	56	30	6	153	6	7	11	449
Reference	11	43	60	25	82	48	95	43	67	37	26	63	600
Special Collections	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub-Total	11	50	78	174	88	104	125	49	220	43	33	74	1,049
Periodicals	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	11	50	78	174	88	104	125	49	220	43	33	74	1,049
Titles (Bound)													
Books	1	4	13	146	32	77	15	9	109	5	17	14	442
Periodicals	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	1,341	0	263	110	173	125	8	364	97	0	85	510	3,076
TOTAL	1,341	0	263	110	173	125	8	364	97	0	85	510	3,076
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	55	90	27	146	58	12	26	188	89	129	33	61	914
Wisconsin	21	9	3	30	12	0	23	65	14	42	0	29	248
Documents on Fiche	-1,341	0	-263	-110	-173	-125	-8	-364	-97	-1,866	-85	-510	-4,942
TOTAL	76	99	30	176	70	12	49	253	103	171	33	90	1,162