

# ANNUAL REPORT

1982-1983

Saint Mary's University  
Patrick Power Library

## GENERAL INTRODUCTION

It was a very busy year in the Patrick Power Library. It seemed that every division, department and unit had an increase in activity while maintaining the same high level of service with the same number of staff. This is a tribute to the excellent and dedicated staff which serves the Saint Mary's University community from the Library and Media Services.

Much planning went into the design of a new Circulation/Control Desk which is needed for better security control, reduction in vandalism and anticipated expansion of library automation.

The library, which has been the showcase of the campus, is beginning to show the wear and tear of eight years of high intensity use. We are looking forward to refurbishing the furniture which will restore the attractiveness of the environment for study and research.

Automation is continuing to play a big and expanding role. We are working towards a totally integrated automated library system, encompassing an on-line catalogue, acquisitions, circulation, and serials control. It is hoped that such a system will be part of a cooperative effort with the four other Metro University Libraries.

This past year the Library and Media Services have kept pace with modern technology and are planning for bigger and better things for the future.

PUBLIC SERVICES DIVISIONINTRODUCTION

Most remarkable this year was the increase in demand in all areas of the Public Services Division. Users came to the library, used the collection, received information, ordered materials and learned library use in greater numbers than ever before. Most areas of activity increased over 20%.

The inadequacies of the physical facilities in the circulation area became more acute this year. The new circulation desk for the lobby, designed by the architect George Rogers, must be installed if staff are to maintain the present level of service. Any automated and/or cooperative efforts with other institutions would be impossible with the present facilities.

Computer applications have increased. The Key Word Index for government documents, electronic mail use for interlibrary loans, and the increase in on-line bibliographic searching, are using more time on our one shared computer terminal. Public Services Division needs its own computer terminal and printer.

As well as a dramatic increase in demand for services the Public Services Division responded to the challenge of change. The microcatalogues became more substantial this year, requiring new teaching techniques by all staff; personnel turnover, particularly in Circulation and Reserves,

was significant; and attempts at inter-institutional co-operation and new applications of automation were initiated.

### INFORMATION SERVICES

During the 1982/83 reporting year, total enquiries answered at the reference desk showed an increase of 18.9% over 1981/82. This reflects a trend, seen over the past several years, toward heavier use of Information Services staff by the University community. While reference desk business increased only 10.8% in the five years from 1976/77 to 1980/81, it jumped 35.2% between 1980/81 and the present. As part of this trend, it should be noted that the number of reference questions, as opposed to directional, public catalogue, and telephone inquiries, increased 93.6%.

Of the 13,734 questions asked during the year, 11,548, or 84% were reference questions; this category combines both quick and detailed reference work. Within the reference question category, 7884 enquiries involved quick reference work (the providing of definitions; finding specific sources, addresses, calendars, corporate reports, etc.; or locating uncomplicated facts).

### Reference Collection

Recognizing the need to update material in the Reference Collection, and to weed out material no longer required, staff of Information Services engaged in a combined inventory and assessment of material shelved in the Reference stacks.

As a result, claims were generated for unfilled standing orders, orders were placed for new editions of major works, and selected volumes were culled from the collection. The Reference Collection is now considerably more up-to-date.

### Archives

Following a major re-arrangement of the archival materials, efforts were made to complete the binding and listing of the Regis College theses and to revise the files of theses by author and subject. This project is now complete.

The concept of an archival unit within the University is a good one. Requests for material on University history, for calendars from previous years, and for student-generated material such as yearbooks and newspapers make it important that some group on campus assume responsibility for preserving the historical record of the institution. During the year, several significant collections of material became known to Information Services staff. Unfortunately, although these records are core material, there is not space in the area designated as "Archives" for these documents; nor is there staff to organize and provide access to it should space become available. The Library has, through its sensitivity to the need to preserve the publications of the University community, collected and maintained a basic block of material. At some stage in the near future, the

question of archival collections and the proper maintenance of records on campus will need to be addressed. The proper gathering, sorting and cataloguing of relevant materials will require space, staff and money.

### Corporate Reports

At the beginning of the reporting year, the Corporate Reports collection contained 10,340 reports for 1232 companies. At year's end, there were 11,563 reports for the same number of companies. Expressed in daily terms, 24 reports would be processed per day for each non-weekend day of the year.

### Government Documents

In November, Murray Baillie and Sharon MacDonald drew national attention with a display on "Statistics and the Canadian Census". Both staff were photographed for the Statistics Canada magazine. Local representative, Keith Matheson, remarked that Saint Mary's was the first library to follow up on a recommendation to declare a statistics month and advertise the large volume of material available through Statistics Canada.

In-house training sessions were offered to six staff members. This course, which is given in eight lessons and reinforced by exercise questions, carefully instructs trainees in the nature of and access to government publi-

cations. The results, enhanced service to the public, make this effort noteworthy.

Subject access to government publications has always been a problem. After examination of options, Murray Baillie drafted a proposal on the preparation of a KWOC (Key Word Out of Context) index for this library's collection. Using the Dalhousie computer's text-editing system and KWIC software, this index will be able to provide much-needed subject access. The proposal will be implemented during the summer of 1983.

#### On-Line Information Retrieval

During 1982-83, the library executed and recorded 215 searches, which represents a 25% increase over 1981/82.

Saint Mary's faculty comprised 35% of the total users of this service. The majority of searches were carried out for Psychology (7.9%), Education (7.4%) and Management (7.0%).

Having to share terminal time with other library departments reduces the flexibility and increases the costs of on-line searching.

#### Interlibrary Loans

Interlibrary loan activity showed a dramatic increase over 1981/82. The 1291 transactions processed represent a

30% rise over the previous year. These figures break down into 569 items borrowed from other institutions and 722 items lent to other institutions. The trend toward inter-institutional charges for interlibrary loans continued in 1982/83.

### Pamphlets

The pamphlet collection increased by 1198 items during 1982/83, representing 1778 pamphlets received and 580 discarded.

At the beginning of the summer, in response to a request from the Faculty of Education, letters were sent to Departments of Education of Third-World Commonwealth countries, asking for their annual reports and related publications. There was a high level of response, and among items received were monographs which were added to the main collection.

A major project was also undertaken to reorganize the pamphlet collection. All subject headings were converted to Library of Congress Subject Headings. As new headings were assigned, an authority file was created. This development brings the pamphlet file into line with the card and COM catalogues and ensures uniform access by subject.

### University Calendars

During the reporting year, the number of items handled, number of items received and number of items removed all increased by 3.7%, 1.2% and 5.8% respectively.

At year's end, there were 905 calendars in the collection. This is a popular collection in the library enjoying much use throughout the school year.

### CIRCULATION

Circulation totals for general circulation and Dalhousie borrowers increased significantly this year, Reserves circulation was up slightly as well.

While the increase in Reserve Circulation (3.6%) was well within the department's capacity, the amount of General Circulation, up 16.33% from the same period in 1981/82, and periodical circulation up 26.65% caused difficulties through much of the school year. The considerable increase in circulation meant a like increase not only in desk work to sign the books out, but also in the number of cards to file, the number of searches, the number of books to discharge when returned, to sensitize, to place in order, and to shelve. Important functions such as tidying of shelves, shelf-reading and staff meetings had to be curtailed because staff were too busy. Once again the number of items borrowed by Dalhousie affiliates rose, this year by 18.24%; their

proportion of General Circulation also increased, to 14.39% of the total.

The number of visits to the Library increased this year by 15.61% resulting in crowding of existing study areas and increased wear on the furniture.

For some number of years now, our outside control area has been entirely inadequate for our volume of circulation, and has forced us to continue an irrational and wasteful division of labour. Late in 1982 we resurrected and refined past plans for new circulation and photocopier areas; detailed architects drawings were made, carpet selected, and the lighting and ventilation considered. Once again, with a university-wide freeze in renovations our proposal collapsed.

#### Photocopying

The cost of photocopying increased from 5 cents a copy to 10 cents with the beginning of the Fall term. A month-by-month look at our photocopier statistics demonstrates that it took a couple of months for the price increase to have an effect (the number of copies made in November actually increased over the same month of the previous year), but in the second term the number of photocopies had fallen by between 20% and 35% a month.

### Reserves Processing

Reserves processing is another steadily increasing function of the department. A total of 4479 items were placed on Reserve in 1982/83. The number of items processed in September and October, 1982, was 22.3% greater than in the same period of the previous year.

As a result of the number of Reserve lists, their late submission, and the way they have become spread over the whole year, one clerical position was dedicated to Reserves processing for a majority of each day from September, and was not available for other Circulation tasks.

### USER EDUCATION

#### Library Instruction Sessions

The library's instruction program had a record year with more students and faculty attending instruction sessions than ever before. Once again the English Department was the mainstay of the program with 100 percent of the English 200 classes participating in the library instruction program. All the pertinent instructional materials were re-evaluated, then replaced or revised as necessary.

Thirteen more instruction sessions were offered this year than last year with a total of 1550 students receiving instruction. The instruction sessions were conducted by

three librarians and required 90.5 teaching hours an increase of 28 percent from last year.

Faculty members from fourteen departments requested instruction sessions this year and nine of these departments either requested more or the same number of sessions as last year. This growing demand by the faculty demonstrates the success of the instruction program and augers well for the future of the program.

Throughout the year User Education also conducted orientation sessions for groups of people who were not full time Saint Mary's students. In co-operation with the Continuing Education program, thirty part-time students were introduced to the library during orientation week in September. High School students from Trenton, Nova Scotia and the Convent of the Sacred Heart, Halifax as well as four groups of Elder Hostel registrants visited the library in May, November and July respectively. They viewed the slide/tape presentation "An Introduction to the Patrick Power Library" and then toured the library.

In January a class of graduate students taking the Bibliographic Instruction course from the Dalhousie School of Library Service was given a two hour presentation on the organization and methodology of the Patrick Power Library's instruction program.

### Slide/Sound Shows

The two slide/sound shows produced last year for use in the education program were updated in March 1983.

The slide/sound shows were also video-taped in April 1982 for lending purposes. Media Services kindly assisted with this project. The video-tape was shown at the Eleventh Annual Workshop on Library Instruction in Toronto in May 1982. Many participants commented favourably on the slide/sound shows. Copies of the script were also made available to the participants.

### Public Catalogue Area

The closure of the public card catalogue and the initiation of the new microfiche catalogue required explanatory materials for the education of our users. New directional signs were placed on the old and new catalogues and succinct instructional signs were well attached to each microfiche reader.

### COLLECTION DEVELOPMENT

#### Funding

Although more books were ordered this year than last year, by February 1983 the 1982/83 budget had been spent. Funds to pay for the approximately 1600 orders handled from

February to April will have to come from the 1983/84 budget. This not only encumbers a large proportion of next year's funds but also reduces the number of 1983/84 publications which can be purchased.

Due to budgetary restrictions the policy initiated last year for acquiring periodicals remains in force. These budgetary restrictions do not allow the library to subscribe to most newly published periodicals. It also means that collections of many of our periodicals are abbreviated and therefore less than useful.

#### Acquisition Budget Activities

The new allocation formula for departmental budgets devised last year is still working effectively. Again this year each department's budgetary expenditures were recorded continually. This record assists both the library and the departments in estimating the number of books which can still be purchased with the remaining funds.

The Collections Librarian continued to select materials for all areas of the collection from many acquisition sources including sales catalogues and exchange lists. Orders received from the faculty and staff for new material were processed and duplicate orders were returned to the requestor concerned.

### Gift Books

The collections librarian peruses all gift books and those items considered appropriate are selected for addition to the collection. This year there were 1674 gift books received by the library and evaluated for inclusion.

### Lists of Books Recently Catalogued

Last year the service of sending Lists of Books Recently Catalogued to the departments concerned was initiated. This service was greeted with enthusiasm from the faculty and was continued this year. Lists were sent in May and September 1982 and January and March 1983.

### Library Holdings Assessments

Another service begun last year was also continued. All departments proposing new courses or programs were asked to complete an assessment form informing library staff of the areas in the collection needing to be developed to support the new courses. In November 27 such assessments were completed and reviewed.

TECHNICAL SERVICES DIVISIONINTRODUCTION

Technical Services Division plays a vital role in enabling the Library to acquire and make accessible the Library materials needed by the University community to support its teaching and research programmes.

1982-83 has been the most productive year since statistical data has been maintained. There was a 51.2% increase in the total volumes catalogued and processed by the Bibliographic Searching Unit and the Cataloguing Department.

Besides the dedication of the staff, if any single factor can be considered responsible for this high productivity, it is obviously the well-planned and methodical automation activity, namely UTLAS, as a cataloguing tool; and internal intensification and refinement of 'on-line' acquisition activity.

The final product of our work with UTLAS - the COM catalogue, continues to grow and now contains nearly 60,000 records. The cleanliness and accuracy of our database was evident when UTLAS selected our COM catalogue as a sample to be sent to a large potential client in Japan. Our Library was also selected by UTLAS to be the test site for implementing a DATAPAC trial, early this year. The results

of the test were evaluated and forwarded to UTLAS. Our Library has once again been requested to test the UTLAS automated labelling programme, giving us free access to data input and other charges for a period of 4 - 6 weeks. These factors, coupled with staff involvement in library organizations, provides the Library with a high profile through its Technical Services Division.

#### ACQUISITIONS DEPARTMENT

Compared with last year, the acquisitions statistics are more favourable. The amount actually spent on monographic and serials acquisitions increased. Twenty-five periodical subscriptions were added this year while only 3 were cancelled as compared with 133 last year. An increase of 13% in periodical issues received last year is attributable to more effective procedures, and the creation and maintenance of appropriate files.

The following projects and tasks were undertaken by the Acquisitions Department:

- a. complete revision of the standing order files
- b. A desiderata file was established of the out-of-print and hard-to-fill orders.
- c. An up-to-date list of some 6,000 publishers and agents was maintained resulting in greater fulfillment of orders and decreased turn around time.

- d. 17 listings of recent Library acquisitions were prepared for use with the COM catalogues.
- e. Binding operations were streamlined as a result of automated systems implemented by Wallaceburg Bindery. 1497 volumes were bound, an increase of 108% over the previous year.
- f. 2447 serials holdings changes were made to the computer records. These changes are now done via on-line editing and terminal entry. The previous batch mode (IBM punched card) entry system has been eliminated.
- g. A thorough inventory and shelf-reading of periodical titles was undertaken; a 'want-list' is now maintained which will increase the ability to take advantage of the exchange material offered by other libraries and exchange vendors.

#### BIBLIOGRAPHIC SEARCHING UNIT

##### Pre-Acquisition Searching

Bibliographic searching plays an effective pivotal role in the Technical Services Division by performing pre-acquisition verification of all book purchase requests and deriving cataloguing data from UTLAS for these items.

In September 1982 procedures for pre-acquisition searching were reviewed and revised, omitting certain categories of material from extensive verification. The

procedures needed careful consideration to avoid minimizing quality and standards.

A total of 7722 book purchase requests were searched during 1982-83. 25.56% of these requests were found to be duplicates, and returned to the Collections Librarian.

#### Cataloguing via UTLAS

The advantages of utilizing UTLAS for cataloguing and classification finally became obvious during the past year, as the library began to witness the results of the re-organization and improvements made to UTLAS since 1981.

8310 titles were searched on UTLAS, an increase of 8.77% over the previous year. Cataloguing copy was found for 92.6% of these compared with 83.64% in 1981/82. The percentage of newly purchased titles found on UTLAS was even higher, being in excess of 95%. Lower success rates were encountered for government documents, old gift books and the recycled items.

#### UTLAS Cataloguing Cost

A total of 9243 titles were catalogued during the fiscal year expending about \$3.00 per title (excluding personnel cost but including all products). If the books were manually catalogued the cost would be 2 to 3 times greater with significantly decreased efficiency and promptness.

CATALOGUING DEPARTMENT

The past year has seen significant increases in the workload of each facet of the departmental operation. The total number of volumes catalogued and input through UTLAS (2910), far exceeded that of previous year (1815). Original cataloguing increased from 132 titles in 1981-82 to 541 titles in 1982-83, an increase of more than 400 percent.

The project of recataloguing the FASTCAT collection, started during the summer of 1982, was reactivated this summer, and is expected to be completely finished this fall.

A manual series authority file was started, and has now expanded to contain about 1000 tracings.

In future the Cataloguing Department plans to give top priority to the processing of newly received material, doing retrospective conversion of some Dewey classified material (depending upon time and resources), and getting the automated labels programme working.

COMMUNITY TAPE RESOURCE LIBRARY

During the 82/83 fiscal year the Community Tape Resource Library again functioned to serve print handicapped students of Universities and post secondary institutions of Nova Scotia.

Specifically, the clients (users) totalled 26, of which 5 were students attending Saint Mary's University and 12 students attending 10 other academic institutions within the province. Seven users were professionals requiring work-related readings, and the remaining two were community members borrowing leisure reading materials. Although the total number of clients stayed the same, our total number of students compared to last year's figure had an increase of 6.2%.

There were 281 reading requests taken during the year; 257 of those were for students, and 24 for professionals.

Interlibrary loan transactions have more than tripled from last year totalling 65 loans and requests from various recording institutions across Canada such as C.N.I.B., National Library Division, Audio Library Programme (Trent University), Sir Frederick Fraser School, Special Materials Services (Manitoba), and Crane Memorial Library (U.B.C.).

Duplicating services were again provided to a number of departments within C.N.I.B., Maritime Division, totalling 11 requests on 86 cassettes.

This year, circulating materials totalled 318 titles on 1,076 tapes. Not only is this an increase of 48 titles (17.7%) from last year, but is the highest circulation the Tape Library has had in a one year period.

A special thanks should again be expressed to the volunteers who have contributed to the collections of the Tape Library, and the dedication of time which has made this operation possible. It has been calculated that during the summer months an average of 102.9 hours are spent per month by volunteer readers; and that during the academic year the figure would rise to an average of 275 hours per month of actual recorded time.

MEDIA SERVICES

Media Services had a very busy year in 1982-83. Video tapes were shown to 13,939 students and 9,366 students viewed 16 mm films in classrooms and another 1,736 watched films in the Media Centre.

Media Services placed 62 orders on its Supplies Budget and 31 orders on its Equipment Budget.

Media Services was fortunate enough to acquire a 3/4" professional production unit this year along with an editing system. This should increase production requests.

Photography requests (slides) increased 62% over last year.

A major project was realized this year with the completion of an up-to-date inventory of all media equipment and software on campus.