The University Libraries Campus
Information Services Network Annual

University of Iowa Libraries
ANNUAL REPORT
1989/90

The University of Iowa
THE UNIVERSITY OF IOWA

THE UNIVERSITY LIBRARIES
CAMPUS INFORMATION SERVICES NETWORK

ANNUAL REPORT 1989/1990

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INTRODUCTION

The 1989-1990 fiscal year was remarkable in a number of ways. The transition from the end of one decade to the start of another is symbolic of the significant transformations occurring in all aspects of the University of Iowa library system, changes which are mirrored in research libraries across the country. As significant as these changes in services, collections, computing and organization were, they in fact had to be woven into the traditional fabric of library services developed over centuries. What is remarkable is not simply the changes themselves (which will be highlighted in this report) but the ability and imagination of the staff in melding the traditional, as understood and valued by faculty and students, with the new and unusual that demanded new knowledge, skills and approaches to provide the same or greater quality of service.

Most of the effort required to provide dynamic library and information services is invisible to library users — indeed, it is much like watching a dancer: if the steps, turns and leaps appear effortless to the audience, it is a reflection of the skill of the dancer who has spent long hours developing her talent. The many operations and activities, efforts and achievements within the library system are repeated daily in order to meet the needs of the thousands of individuals drawing on this most essential of resources within the University. These daily activities, though, are not ones on which annual reports dwell as they are not the "stuff" of glory -- but the people who make these achievements possible, day in and day out, are the skilled "dancers" of the University Libraries.

The ability to move forward by implementing new initiatives with minimal additional resources is possible because of the energy and dedication of those staff who see and act on new possibilities and opportunities as well as those people who continue to address the daily requirements and demands of a major university research library.

Because of the dynamic nature of the University and the Libraries, it is difficult to encapsulate one year -- either to reiterate everything that was accomplished by individuals and departments or to put brackets of time around projects and programs. Nonetheless, while acknowledging the limitations of trying to capture a year in
this manner, this Annual Report attempts to provide a sense of a year in the University Libraries and the contributions that we believe have been made to support teaching and research at the University during 1989-1990. In addition, this report records and acknowledges the accomplishments of the staff of the University Libraries.

Sheila D. Creth
University Librarian
University allocation for the University Libraries budget was as follows:

| Materials Budget   | 3.5% increase to the base  
|                   | $361,000 non-recurring supplemental funding received in second quarter of the fiscal year |
| Personnel         | 2 new positions funded  
| Positions         | 6.5% plus $20,000 to correct salary inequities between librarians & other University P & S staff |
| Salary            | 3% increase |

These budget increases, while likely similar to what others in Academic Affairs units received in 1989/1990 resulted in continued limitations in providing library services. Inflationary increases for materials in all formats -- print to electronic -- were overall at 10% for 1989/1990. This resulted in a decrease in materials purchased, a limitation on new serial titles acquired, and an inability to purchase other formats such as CD-ROM products, important microfilm collections of primary research materials, and videos which have become so essential in classroom instruction.

The staffing limitations in the library system continue to inhibit the ability to respond effectively and efficiently in all operations, from ordering and cataloging materials, to providing reference assistance and adequate hours in departmental libraries. Nonetheless, the slow and incremental rebuilding of the number of library staff since 1987/1988 is appreciated and allows some relief from unacceptable work pressures in units and a minimal enhancement of service in others.

As with other administrative units of the University, the University Libraries is struggling with the impact created by a lack of growth in the General Expense budget. This is a particularly serious problem for the Libraries, since three-quarters of the General Expense budget is used to employ student assistants who provide staffing for almost all basic services throughout the system.
The process of strategic planning -- looking beyond our nose to see where it is leading us -- began for the University Libraries in May 1987, a process that was reviewed and refined during 1988/1989 through the University-wide strategic planning effort. Each year, prior to the formulation of the budget request to central administration, the library planning group spends a day discussing goals and directions to determine priorities for the next fiscal year. This planning group of approximately thirty professionals is comprised of library administrators, managers and librarians who have significant program responsibilities.

Prior to the February 1990 planning retreat, all library departments and departmental libraries staffs were asked to spend time within their own departments discussing policies, procedures, and activities in order to identify the following within their departments: what might be eliminated (at the policy or procedural level) that no longer had a useful purpose in providing services; what activities could be performed more efficiently and what activities needed to be added or enhanced. In addition, the staff were asked to identify concerns or problems they had with any aspect of library management or administration that affected their work life. This information was to be used for departmental planning, while ideas and suggestions that affected the system as a whole were to be brought forward to the planning retreat. The major priorities that emerged from the February 1990 planning session were:

- **Increase in Number of Permanent Staff** - This was the highest priority to come from the Planning session with a total of thirteen additional positions seen as immediately necessary in the 1990/1991 fiscal year.

- **Student Employees.** Develop a wage increase program for long-term student employees to offset the turnover because of non-competitive hourly rates in library system compared to norm on and off campus.

- **Materials/Collections.** (1) Purchase selected electronic indexes published by H.W. Wilson and the necessary software to make these indexes available through OASIS (2) Consider purchasing MEDLINE, the major electronic database in the health sciences to provide online access.

- **Facilities and Equipment.** (1) Purchase additional personal computers for staff; (2) Remodel the reference/information services area in the Main Library; (3) Provide special support for innovative projects.
A priority for the staff of the University Libraries is to establish a coordinated and dynamic instructional program in order to strengthen student and faculty understanding of information resources found at the UI and elsewhere. This has been particularly important as the diversity of electronic materials has expanded rapidly in the past few years and with the implementation of the OASIS system.

It is essential for students to develop a knowledge and understanding of how to manage in a complex information system as part of their educational program. As the University devotes resources to strengthening the undergraduate program of the University and in creating a more diverse student community, we believe that librarians can contribute to the retention of students and to their success as undergraduates through a variety of information and instructional programs. The User Education Program, established only two years ago, already has made considerable progress in providing students with a variety of opportunities to learn both about specific library resources as well as to develop the skills required to use a major university library and information network.

During 1989/1990 a number of new activities were initiated while previous ones were continued and, in some cases, expanded.

New Initiatives: Instructional Sessions

- Getting the Most from OASIS. Training session open to anyone on using the online system. Offered 23 times.
- Visiting Foreign Scholars. Special orientation sessions offered in September 1989.

New Initiatives: Instructional Materials

- User Education Program Brochure. Designed and distributed to 1789 faculty and 579 teaching assistants in Fall 1989 describing the various types of instructional sessions offered by librarians.
- Computer Assisted Instruction (CAI) Task Force. Membership consists of librarians and a representative from the Weeg Academic Computing Center. Organized to study the feasibility and effectiveness of computer assisted instruction (CAI) as a method for teaching students how to effectively and critically find and analyze information. Previewed CAI programs developed at other libraries, investigated funding sources, and developed recommendations for CAI user education programs at the University Libraries.
Contributed to search for Systems Analyst employed by library to develop CAI programs.

- **Library Orientation Videotape.** Applied for and received a University grant to update this videotape with work to be accomplished during 1990/1991. Used primarily for undergraduates.
- **HyperCard Tutorial for MEDLINE.** Librarian at the Hardin Library for the Health Sciences developed a HyperCard-based tutorial as an introduction to MEDLINE (the major health sciences periodicals index) on compact disc. Funding for the project was available through University Strategic Initiative Dollars.

Continuing and Expanded Programs: Instructional Sessions

- **Faculty and Graduate Seminars.** Instructional sessions developed to respond to faculty and graduate student needs to learn about resources in a specific subject or field in depth to support teaching and research. Two specialized seminars are offered each semester with librarians from throughout the library system contributing.
  - Fall 1989 seminars: "Aging Studies" and "The Electronic Library."
  - Spring 1990 seminars: "Women's Studies" and "International Development."
- **Introduction to the Library System.** Program for women's athletes, begun in the fall 1988, was revised and expanded in fall 1989.
- **Preparatory Summer Program.** Program for minimally qualified freshman to prepare them for their first semester, begun in summer 1988 and was offered again in summer 1989.
- **Introduction to the Library System for International Students.** A program begun in 1988, was offered in both the fall and spring semesters.
- **General Orientation Tours for Main Library.** Multiple tours, 18 in 1989/1990, offered to interested students at the beginning of the fall semester.
- **Classroom Instruction.** In addition, librarians offered instruction in classes at the request of faculty to inform students of resources that are specific to class topics and assignments. A total of 83 instructional sessions were offered in 1989/1990 covering topics from constitutional history to human geography to film studies.

Continuing Efforts: Instructional Materials

- **Information Packets for New Faculty.** In September 1989, packets continuing information on various library services available to faculty were sent to 154 new faculty.
- **Library Guidebook.** Developed and published in August 1990. Although designed as a general introduction for
first-time users, the guidebook also contains directory and location information valuable to all library users. Copies of the guidebook are available at no charge to all who request them, and are available in the various campus libraries for the taking. Faculty and teaching assistants are encouraged to request multiple copies for distribution in classes.
Materials Budget Considerations

Fiscal year 1989/1990 saw a welcome moderation in the cost increases which had ravaged the materials budgets in the middle and late 1980s. Even so, an increase to the budget of 3.5% made this somewhat subdued inflation difficult to absorb. The increasing costs of scientific and technical materials and of books published abroad—especially in Britain—continued to outpace all the usual measures of inflation. Nevertheless, careful budget management by collection management librarians, and some welcome supplemental funds received from the University in the spring of 1990, enabled the Libraries to reach the end of the year in reasonably good shape.

Nevertheless, years of budgets inadequate to match inflation have begun to leave their mark on the collections of the Libraries. Because of the increased cost of materials, and an ever-expanding pace of publication, the Libraries are acquiring a smaller and smaller portion of the resources necessary for instruction and research. More broadly, the availability of research materials in North American libraries is declining. This decline is a national, not just an Iowa, phenomenon, and should be a matter of grave concern for the academic community at large.

Strategies for Managing the Collections

Approval plans offer a way for libraries to acquire important new publications quickly and efficiently. In a typical plan, a library vendor contracts to supply new books under set conditions according to a profile of subject interests provided by the library. Iowa has two major plans for U.S. and British publications with Blackwell, which accounted for over half a million dollars in expenditures last year. Last year collection management librarians completed a thorough review and revision of the profile used to select the Libraries' purchases. The changes made should allow for a much more judicious use of those funds, and lead to fewer books being returned.

In budgeting for fiscal 1989/1990, the Library Administration decided to plan for a supplemental allocation of $200,000, which has been provided by the University nearly every spring for more than two decades. Making this assumption allowed for a much more rational approach to spending these funds throughout the year for core resources. The receipt of an additional supplemental allocation (beyond the expected $200,000) of $150,000 was especially welcome, allowing the purchase of several important microform
collections, and the "backfiles" of five Wilson electronic databases.

**Resources in Electronic Format**

During the 1990 library planning process high priority was attached to the provision of journal indexing databases available through OASIS. Mounting such databases as part of a local online public catalog system is becoming more and more common in academic libraries, and provides the obvious benefit of broad access and familiar search commands (the same author, title, keyword, subject methods as the OASIS catalog). After considerable discussion, the decision was made to acquire five periodical indexes issued by the H. W. Wilson Co. These indexes cover the core journal literature in a broad span of disciplines, and will therefore do much to advance the University's commitment to undergraduate education.

Besides deciding to offer a new resource in electronic form, the Libraries continued to provide increasing amounts of information in compact disk format. CD-ROMs provide relatively low-cost digital storage of large data files—from periodical indexes to census data to full text files. Some of the significant resources added in this form during the current year included:

- The Modern Language Association (MLA) Bibliography, providing access to literature of language and literature studies worldwide.

- **Wordcruncher**, a CD-ROM product containing text-manipulation software by that name, along with a large set of English language texts, including Twain, Thoreau, Henry James, the U.S. Constitution, the Federalist papers, Shakespeare and two versions of the Bible, among many others.

- **Art Index**, which offers computerized access to this standard Wilson index—at a cost less than that of the printed index (an unusual situation with electronic data).

- Several new CD-ROMs at the Geology Library, including **Agricola**, an agricultural database, **Selected Water Resources Abstracts**, and **Earth Sciences**.

- Several databases available in Government Publications, including the **City and County Data Book** and the EPA's **Toxic Waste Release Inventory**. The Census Bureau has announced that it will be issuing significant portions of the 1990 census on CD-ROM, a development that will have a major impact on how the Libraries provide access to this information.
The acquisition of CD-ROM databases has clearly become an integral part of the Libraries' panoply of resources. It allows for obvious benefits of computerized access, at a fixed cost, for anyone who wants to make use of it. Its obvious disadvantage—beyond equipment needs, and storage limitations—is the restriction to one user at a time (or no more than a few, if networked). For this reason, there will always be a point at which access through centralized means—as with the Wilson indexes—is preferable to CD-ROM access.

Collections in Traditional Formats

Although the Libraries continued to expand the range of resources on electronic media, only about 2% of our resources currently are devoted to this format. The major portion of the information acquired takes the form of printed materials (a smaller portion is video and sound recordings). The selection of this material is one of the activities of collection management librarians who typically spend many hours talking with faculty and other users, identifying important books and journals, reviewing approval books, and managing their budgets. Their work in making the many day-to-day decisions that result in the rational and coherent building of the University of Iowa's collections remains crucial.

Through funding requested by faculty as part of the University Strategic Initiative program the Libraries were able to purchase materials on East Asian religion for two members of the Religion Department and for materials in support of the newly created Soviet and East European Studies Program.

Preservation and Conservation

The major development in regard to Preservation was the decision to appoint Catherine Larson, formerly Media Bibliographer, as new Head of the Preservation Department. In assuming her new responsibilities on July 1, 1990, Ms. Larson will take over management of the Book Repair Unit, the Binding Unit, and all aspects of the Libraries' preservation effort except conservation. Her duties include staff and user education, disaster planning and preservation micro-reformatting projects. This past year she continued to direct the cooperative preservation microfilming project implemented in conjunction with other libraries who are members of the Committee on Institutional Cooperation (CIC—Big Ten institutions plus the University of Chicago). She also began to manage the newly funded Research Libraries Group (consortia of 36 large research libraries) effort known as the Great Collections Microfilming Project, Part II. Both these projects are funded by the National Endowment for the Humanities and are designed to preserve
printed materials in danger of permanent loss because of brittle paper. The CIC project has focused on French literature, while the RLG grant will pay for the filming of American literature. In addition, Ms. Larson began to participate in a group consisting of Iowa academic librarians interested in preservation issues statewide.

Pamela Spitzmueller became the Libraries' second University Conservator in October, 1989, replacing the late William Anthony who founded the Conservation Department in 1984. Besides conserving rare and special items which form part of the collections, the Conservator has as part of her mission the training of apprentices to become professional conservators. In 1989/1990 four apprentices were at various levels of training, two funded by The Andrew W. Mellon Foundation, one by the National Endowment for the Arts, and one from University funds.

Ms. Spitzmueller has taken an active role in renewing the apprentices' training, which had been interrupted by the death of William Anthony. A program description which sets out the nature and goals of the apprenticeship training has been developed, as well as a procedure for evaluating individual apprentices' progress through the program. Plans were also made to hold the Mellon-funded advanced conservation workshops.
INFORMATION SYSTEMS ENHANCE SERVICES

Technology has brought about major changes in the way in which information is stored and retrieved in major university libraries. These new systems, from online catalogs to electronic databases, are providing students, faculty and others with more rapid and enhanced access to the complexity of sources available on any subject. In addition, sophisticated communication systems from telefacsimile to electronic mail on local and national networks are providing new ways to respond to library user requests from reference questions to the delivery of specific documents. During the 1990s the developments in information technology and systems will continue to shape the understanding and design of university libraries as they alter and shape research, scholarly communication, and classroom teaching.

The staff of the University Libraries will continue to look for ways to apply the current and emerging technologies to improve services.

Oasis: An Update on the Integrated Library System

Over the course of the year, several major enhancements were made to OASIS. Equally important, as the staff moved from a manual to online work environment, was the stabilizing and maintaining of system functions put in place in the previous year. The expansion of the system utility for ordering and fund accounting was especially notable for making available information in a timely fashion to individual collection development librarians and to the Acquisitions Department staff.

- Government Publications. Department staff expanded the quality of the system by adding the machine readable records of retrospective Iowa documents acquired from the State Library of Iowa.

- Key Word Searching and Merged Headings Index. Several important changes occurred in the online catalog and the OASIS indexes which enhance the database for library users and staff. In July 1989, the OASIS keyword/Boolean index was made available through public library terminals. Keyword access allows users to search for a word or combination of words that might be found anywhere in a bibliographic record, not just as a subject heading. A successful keyword search affords the user with a list of relevant titles on the desired combination of subjects.

- Merged Headings Index. Created for staff use, this index combines extensive cross reference information (i.e. 550,000 authority records) with information about materials owned by
the Libraries (i.e. 960,000 bibliographic records). The index is currently available only to staff and is providing information which is assisting in a large clean-up project of the OASIS database. In 1991 it will be accessible to library users.

New Technologies for Information Access

The University Libraries made significant progress in 1989/1990 developing and implementing new methods of providing the most efficient and comprehensive access to a wide range of information for students and faculty.

Strategic Planning Initiative Grants. In March 1990 the Libraries was awarded University Strategic Planning Initiative program funds for two proposals focused on improving direct services to users through the development of computer software programs.

Eric Rumsey, Hardin Library for the Health Sciences, received support to develop a HyperCard tutorial to teach the use of the compact disc, electronic, version of MEDLINE. The instructional software developed by Mr. Rumsey is now available on a Macintosh and will be duplicated for IBM-compatible personal computers as well.

John Forys, Engineering Library, received funding to support the development of an online reserve system for uncopyrighted materials. The materials are being scanned and loaded into the College of Engineering computer network. Once completed, this will allow students remote access to uncopyrighted course-related materials such as class notes and problem sets. The system will obviate the need for students to go to the library to check out the readings and eliminate the competition for the one set of print materials.

Libraries and Local Area Networks. Two departmental libraries, Engineering and Business, are connected to the networks of their Colleges accomplished with support from their College administrations. These connections make it possible for enhanced services such as the online reserve readings project in Engineering, described above, and for greater ease in communicating with students and faculty in the colleges through the use of electronic mail and electronic bulletin boards.

Telefacsimile Equipment. In October 1989, the Libraries received a grant of $15,000 from the Kent-Stein Foundation and a gift-in-kind from AOS (Automated Office Systems) that permitted the purchase of two Canon Fax 920L's. These are sophisticated fax machines which are required for the transmission of library materials. The equipment has been placed in the Main Library and Hardin
Library interlibrary loan offices. Through the use of fax the turn-around time for the delivery of journal articles to and from the Libraries can be reduced, thus improving service to faculty and for individuals from other libraries requesting materials from the University of Iowa collections. If additional support becomes available, fax equipment would be installed in other libraries on campus to facilitate the delivery of materials, particularly journal articles, on the campus and to support inter-institutional resource sharing.

Office Automation

From an initial pilot group of twenty electronic mail (e-mail) accounts for library professionals in 1988/1989, the number of staff with access to e-mail has grown to ninety-five by the end of 1989/1990. The September 1989 issue of the Libraries' Newsletter included a list of library staff e-mail addresses and promoted the use by faculty of this means of communication to reach librarians in a timely manner regarding reference and research questions, requests for materials to be ordered for the collections or for an instructional session for a class, and to submit reserve lists. A limitation in expanding services to faculty through this online connection is the small number of faculty who have access to and/or use an electronic network such as BITNET. Librarians use the e-mail extensively to expedite internal communication that supports student and faculty needs, and to interact with colleagues throughout the country. Electronic communication has been particularly invaluable in the development of joint grant applications with other institutions, to acquiring information regarding developments in publisher pricing behavior and a host of other issues and topics relevant to research libraries nationally and internationally. In addition, a number of librarians participate in electronic newsletters and conference systems allowing timely access to information on current issues.
The major thrust by staff responsible for technical services operations during 1989/1990 was the expansion of OASIS into day-to-day tasks and activities. As the use of the online system was integrated into more functional areas, staff devoted considerable time through participation in special task forces and individuals' efforts within job assignments to developing new workflow patterns and learning the complexities of OASIS.

**Acquisitions Department**

Librarians and support staff in this department shifted from a primarily paper-based environment to a setting dominated by online activities. Approximately 93 percent of the 17,915 orders originating in Monographic Acquisitions during 1989/1990 were generated using online methods, whereas only one year before only 40 percent of monographic orders were accomplished online. Virtually all orders for serial materials are now processed online. Additionally, over 60% of monographic materials and 50% of all serials titles are now checked in through the OASIS system. Not only does this online ordering and receiving provide more timely information to library staff but the information is then available to the public as they check information on OASIS.

Other refinements to information in the OASIS database include checking in and claiming for all serial titles owned by the Libraries and listed in INFOTRAC (a general index in laser disc format particularly popular with undergraduates), most non-Roman alphabet titles, and all titles ordered since January 1989. In addition, claims for titles not received are automatically prompted by the system providing a more efficient follow up than was feasible with a manual system.

The acquisitions' accounting system also was operational in 1989/1990 on OASIS, with the online approval of invoices triggering an interface between OASIS and the University's accounting system. In addition, collection development librarians are now able to monitor daily fluctuations of their individual funds (by subject discipline) from any OASIS staff terminal.

**Cataloging, Bibliographic Search and Advisory Committee for Technical Services**

Procedures were developed for the online transfer of previously created cataloging records from the national bibliographic utility, Research Libraries Information Network of RLIN, directly to our local OASIS system. This shared cataloging served as the basis for order records as
well as cataloging records, resulting in significant increases in efficiency.

The management of the Cataloging Department shifted to a collaborative process coordinated by the seven supervisors within the Department.

The Advisory Committee for Technical Services continued to review a number of technical processing policy issues which had system-wide implications including less-than-full cataloging methods, co-location of monographic editions, biographies, subjects and multiple literary numbers, priority of classifying serials that needed a title change, appropriate cataloging levels for maps, and adding photocopies and microforms as copies to existing records.
While collections and services are the essential core of a university library, such programs and activities depend on the people who comprise the staff of the library system: librarians, support staff and student assistants. The total staff of the University Libraries is:

- Professional & Scientific 76
- Merit Staff 102
- Student Assistants (FTE) 56

**Vacancies**

The following table shows the number of vacant positions throughout each of two fiscal years: 1988/1989 with 1989/1990:

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In a number of cases in both years, the library administration had to hold positions open for long periods of time in order to meet a salary reversion requirement from central administration as well as to cover "short-falls" between the allocated general expense budget and costs/expenditures for items such as student employment, supplies and services.

**Reclassification of Merit Staff**

In the previous fiscal year, 27 Merit staff reclassifications occurred as a result of the 1987/88 revision of classification descriptions and the Regents' Merit System Review of Classifications. In 1989/1990, two reclassifications occurred: a Library Assistant II to Library Assistant III, and an Account Clerk reclassified to Clerk IV.

**Reclassification of Librarian Positions**

The library administration submitted a proposal to the Associate Vice President for University Finances and Services that all librarian positions be reviewed for reclassification in the P & S salary grade system. A careful study and review within the Libraries has indicated that there appears to be significant discrepancies between the salary grade levels for Librarians I-IV and those of other P & S staff with similar responsibilities and
professional education/experience requirements. While this was not addressed in 1989/1990, there is an indication that the librarian salary grades will be reviewed during 1990/1991.

**Student Employees in the University Libraries**

Of the 129,000 hours of student employment allocated to departments and departmental libraries throughout the library system in fiscal 1989/1990, 119,000 were used. There has been considerable effort made in the past several years to increase the number of work-study students employed by the Libraries, and in 1989/1990 this resulted in approximately $114,000 in Work/Study refunds received in the library budget. This anticipated work-study refund is built into the library budget at the beginning of each fiscal year, so that the Libraries is very dependant on these "soft funds" for basic operations.

Due to budget constraints, students employed in the library system earn the University's minimum wage, $3.50/hour which results in a high turnover as students go elsewhere on campus and in Iowa City for part-time positions that pay a higher hourly rate. (The average campus hourly rate during 1989/1990 was $4.00 an hour.) This turnover results in a greater amount of time spent by staff to recruit and train student assistants. In January 1990, the State of Iowa established a new minimum wage of $3.85/hour, and the library administration received funding from University central administration to absorb this additional cost in the budget.

A decision was made by library managers to attempt within current resources to initiate a a very modest increase for students beginning in the fall of 1990. The starting wage will still be at the minimum rate, $3.85 (until this is increased again by State Law in January 1991), and after the student assistant completes 300 hours of employment in a satisfactory manner, the student will receive a ten cent increase.

**Staff Development and Training**

Comprehensive and effective staff development programs are considered critical in the Libraries strategic plan and during 1989/1990 several initiatives took place along with the expansion of current programs. Efforts were also made to provide staff development opportunities to staff at all levels of the organization. Additional work was done to ensure comprehensive training for all new staff members through the widespread use of individualized training and orientation plans for each employee. Staff development activities included:
• Professional Issues Roundtable Series. Implemented with "The Academic Research Library of the Future"
• Library Forum Series. Included programs on strategic priorities of the Libraries, the UI Counseling Services, the Electronic Library, the Hoover Presidential Library, and Opportunity Iowa to name just a few
• Staff Development Series. Program on time management offered by University Staff Development Office.

Job Counseling

In recognition of personnel problems that arise within any large organization and therefore the need to respond in a constructive and timely manner to address such problems, a confidential job counseling and referral program was established. The program provides staff with a specific person with whom they may discuss issues of concern related to their work, problems they are experiencing in the work environment affecting their performance, and to request referral for assistance with handling problems outside of the work environment which are impacting on work performance, as well as an opportunity to discuss issues related to career plans and opportunities for professional activities. Supervisors also are able to discuss issues, problems and acceptable supervisory response related to personnel for whom they are responsible. As appropriate, staff also are referred to the campus Employee Assistance Program and agencies in the community that might be of assistance.

Diversity Task Force

The library administration established a Diversity Task Force to facilitate the achievement of a more diverse staff and to suggest ways to create a work environment that will be comfortable with increased diversity. In its first year the task force developed recruitment packets for applicants, recruited at Chicago-area colleges for the Libraries Minority Research Fellowship position, and made recommendations for professional search committee processes to expand searches and to ensure equitable treatment of all applicants.

Volunteer Program

The Libraries' Volunteer Program has continued to grow gradually. The growth is attributed to "word-of-mouth" as well as on-going advertisements through United Way of Iowa City/Coralville. During 1989/1990 volunteers worked in Special Collections, the Shipping and Acquisitions departments as well as the Reference Department Main Library, and the Music, Engineering, Psychology and Business libraries.
Personnel Advisory Committee

The Personnel Advisory Committee was formed in September 1989 to advise and assist the library administration in establishing appropriate components of a personnel program. Both P & S and Merit staff serve on this committee with the following individuals appointed: Susan Marks (chair), Christine Africa, Barbara Brodersen, Ed Holtum, Tom Kiefer, Selina Lin, and Jackie Morford, and Barbara Dewey (administrative liaison serving ex-officio).

During 1989/1990, the Committee worked on and responded to a number of issues and policy documents including: sick leave policy, nature of a job counseling program, staff development program and specific activities to be offered, and identifying materials for orientation packets for new employees as well as arranging tours for new employees of a number of the library sites.

The Committee also worked on the revision of professional staff annual evaluation and promotion processes and investigated a proposal for a Merit staff evaluation process.
PHYSICAL FACILITIES

Improvements in fire safety, access for the disabled and an expansion and remodeling of the Reference Department highlighted activities in physical facilities during 1989/1990.

Fire Safety

Installation of pull-alarms in the Main Library corridors and other major traffic areas, and smoke and heat detectors (approximately 800) throughout the building improved fire safety in this heavily used building. The new smoke detector system was completed in the fall 1990, to be monitored 24 hours a day in the Security Department Office, resulting in continuous fire security for people and collections.

Main Library Access for Disabled

Alterations to the North Entrance of the Main Library made it possible to provide an additional entrance for individuals with disabilities. A wheelchair lift was installed at the entrance to Shambaugh Auditorium in the spring 1990 and a Tattle-Tape Book Security System between the lobby of Shambaugh Auditorium and the Main Library's North lobby was added shortly thereafter. Access for disabled via the ramp at the South Entrance will continue to be available during all hours when the Main Library is open.

Reference Department Expansion

Historically the space available to the reference librarians as office and consultation space with faculty and students has been limited to 1121 square feet for eight librarians plus the collection of materials maintained behind the reference desk. This space was an open area immediately behind the reference desk, noisy -- with frequent interruptions and disruptions a constant aspect of the professionals' work environment. In 1988/1989, the department established a separate information desk in addition to a reference desk in order to respond to the more general and basic questions of library users, particularly undergraduates. With this additional service, three library assistants were added to the Reference Department through internal reallocation of positions. The librarians in the Reference Department had to be moved to make-shift quarters on the third floor of the Main Library making them less accessible to faculty and students.

Late in 1989/1990, funds were identified through reallocation to remodel space adjacent to the
reference/information area on the first floor of the Main Library. When completed in the latter part of 1990, the remodeled space -- 4200 square feet -- will provide comfortable and attractive workspace for all members of the Reference Department staff. In addition, the space will accommodate other professional staff that were in very crowded conditions elsewhere in the Main Library so that a total of sixteen work areas/offices have been created with the use of landscape furnishings. In addition, the remodeling will greatly increase the space available for library users to receive assistance at either the reference or information desks which are adjacent to one another creating additional efficiency in staffing at certain hours.

**New Business Library Facility**

During 1989/1990, a significant amount of time was devoted by the Business Librarian and administrative staff to the planning effort for the Business Library in the new academic building to house the College of Business Administration. The space allocated for library use in the new building is three times that of the current library making it possible when the new building is complete to have a Business Library that will be able to provide a greatly enhanced service for undergraduates, graduate students and faculty. Planning will continue through the next fiscal year, with ground breaking ceremonies planned for spring 1991.

**Music Library**

As a consequence of the summer pipe-replacement and asbestos-removal project in the Music Building, the Music Library's offices and work areas along with most of the reference area in the reading room had to be completely vacated for a period of several months. Essential operations were relocated in the rare book room, requiring the temporary storage of the rare materials in the main library. The entire building was evacuated for 17 days in May, after which the Library was allowed to re-open. The only serious affect on service, apart from the two-week shut-down, was the unavailability of the rare books from May until the end of October. However, library users and staff were also inconvenienced in varying degrees by delay in installing the temporary A/C system, the loss of the online system for almost a week, and the unavoidable noise, confusion and messiness of the entire operation; and many of the less critical staff activities had to be curtailed or cancelled.
In December 1989 the Iowa Board of Regents requested a study of cooperative library programs in effect nationally with a comparison to those activities among the three Regent universities. The purpose of the study was to determine if the three institutions were doing everything reasonable to be cost effective in the provision of library services. An ad hoc committee was appointed with a librarian and a faculty representative from each campus.

The resulting report, entitled "Library Cooperation: Cooperative Efforts Among U.S. Research Libraries and Iowa Regent Libraries" was presented to the Board of Regents in March 1990. The report was favorably received by the Regents.

By the end of the 1989/1990 year, agreement had been reached to act on recommendation #3 (the loading of UI Libraries records into the OCLC national bibliographic utility) without the availability of additional funds to the University of Iowa. Since the loading of these records will have considerable benefits to the Iowa State University and the University of Northern Iowa libraries, as well as to the fifty other Iowa libraries that are connected to OCLC, the two Regent institution library administrations decided to provide funds to assist in the implementation of this project at UI. This financial support for a project that will benefit all is a significant signal of the increased cooperation among the three Regent libraries.

Additionally, librarians from the three state university libraries formed the Interinstitutional Collection Management Committee (ICMC). During 1989/1990 an ad hoc group consisting of representatives from the interlibrary loan and collection development staffs of each Regents' library was charged with providing the ICMC with a statement of goals for improved interlibrary loan among the three universities. Other ICMC activities included preparation of statements on four areas of potential cooperation: (1) preservation and conservation; (2) impact on other cooperative arrangements on cooperative among the three universities; (3) shared electronic information services, and (4) microform collections.

Two subject-specific projects are well under way to test the operational requirements of shared responsibility for purchase of titles and for improving interlibrary loan and document delivery among the three institutions. Those projects are in the areas of Business/Education and the Sciences. The Business/Education project has identified more than 1200 periodical titles (out of a total of 1850) for
which commitments to guarantee access have been obtained from one or more Regent libraries.
DEVELOPMENT PROGRAM

During 1989/1990 the University Libraries continued to maintain and, as possible, expand efforts in obtaining external funds -- grants and private and corporate gifts, and in public relations activities and projects. The staff of the Libraries relies on cooperative relations with the University Foundation, the Division of Sponsored Programs, the Alumni Association, and University Relations to build and sustain a development program that will contribute to greater support for the University Libraries by increasing awareness about the resources of the University Libraries and knowledge about ways in which individuals and corporations can support this central program in the University.

External Funding Sources

Achievements in securing external funding during fiscal year 1989/1990 include:

- **Iowa Endowment 2000.** The University of Iowa Libraries was included in the Iowa Endowment 2000 campaign fall of 1988. At the end of fiscal year 1990, the Libraries' Academic Enrichment Fund, totaled $124,920.75 in gifts and pledges, mostly long-term pledges, an increase of almost $25,000 over the previous year.

- **Major Donors.** In addition, the Libraries received generous gifts and pledges from individuals during 1989/1990:
  - Dorothy and Ben Willie, Las Vegas, Nevada.
  - Helen Worth and Arthur M. Gladstone, Ivy, Virginia.
  - Julie and James Fluck, Iowa City, Iowa.
  - Mary and Horner Calkin, Arlington, Virginia.
  - Carl and Kate Klaus, Iowa City, Iowa.
  - Sheila D. Creth, Iowa City, Iowa.

And the Libraries received an additional contribution from the Men's Intercollegiate Athletics of $12,500.

Also, a positive response was received from conservators and other individuals nationwide in support of the William Anthony Memorial Fund established by Julie Scott and James Fluck. At the end of fiscal year 1990 the balance of the Fund was $23,831.61.
Grants

The Libraries sought external funding for specific projects through grant proposals. During the fiscal year 1989-1990 the following grant applications were awarded:

- National Endowment for the Arts. The Libraries received $21,200 to support the training of a conservation apprentice.

- Japan Foundation. The Library Support Program of the Foundation awarded the UI Libraries $5,042 for collection development.

- NEH/The Research Libraries Group. The Great Collections Microfilming Project, Phase II, in which the University of Iowa Libraries is included, received $2,029,845 from NEH (National Endowment for the Humanities). The UI Libraries share was a total of $46,900, which will be used for microfilming American literature.

- NEH/The Research Libraries Group. A grant of $212,209 to the Research Libraries Group supports the microfilming of late 19th century and early 20th century art periodicals. The University Libraries is one of the thirteen participants in this project.

Three additional grant proposals were submitted for federal funding consideration and were not funded:
- Agricultural Leaders Papers Preservation Project submitted to the National Endowment for the Humanities.
- Undergraduate Hypertext User Education Project submitted to the U.S. Department of Education Title IID program.
- Minority Research Fellows Program submitted to the U.S. Department of Education Title IIB program.

Members of the Friends of the University of Iowa Libraries

At the end of the 1989-1990 year, membership in the Friends was as follows:

Friends Members
University Librarian's Club 6
Benefactor 2
Patron 95
Sponsor 25
Fellow 18
Sustaining 89
Contributing 147
Friend 236
Student 3
TOTAL 621

Corporate Members
Corporate Benefactor  1
Corporate Patron       1
Corporate Sponsor      1
TOTAL                 3

GRAND TOTAL           624

At the end of 1989/1990, the balance of the Friends Account was $86,999.46.

Exhibition/Speaker Series

The Exhibition/Speaker Series program, launched in late 1987, has developed into an important outreach and publicity effort for the Libraries. The Libraries Exhibition Committee seeks to identify campus as well as national or international events that might be celebrated through the exhibition of University Libraries materials.

Six exhibitions were mounted in the North Lobby of the Main Library in 1989/1990 in addition to small exhibitions organized for the lobby of Hancher Auditorium to compliment a program series. The exhibitions highlight the variety and richness of the resources held in the University Libraries. Scheduled in the Main Library, the exhibitions often have an opening program featuring a speaker and followed by a reception. Exhibitions in the Main Library included:

- 100 Years of Iowa Football 1889-1989
  - Exhibition featured great players, great seasons, legends, and memories over the past one hundred years.
  - Opening: October 6, 1989
  - Guest speakers: Chalmers "Bump" Elliott, Director of Men's Intercollegiate Athletics, and Rich Emerson, Director of Alumni Services.
  - Sponsors: Alumni Association and I-Club.

- Three Millionth Volume Celebration: The Work and Play of Adrian Wilson
  - Exhibition featured Adrian Wilson as a book designer, printer, publisher, and scholar.
  - Opening: November 17, 1989
  - Presentation by W. Thomas Taylor, Austin, Texas, on Adrian Wilson's contributions to the arts of book design and fine printing.
  - Three Millionth Volume Recognition - comments by President Hunter Rawlings III.
  - Sponsor: Meacham Travel Service
• Black History Month: The African-American Experience at the University of Iowa

- Exhibition made use of photographs, yearbooks, archival materials, and other resources held at the UI Libraries, to highlight the history of African-Americans at the University.

- Opening: February 6, 1990
- Presentation by Betty Jean Furgerson, a member of the Iowa State Board of Regents and the Executive Director of the Waterloo Human Rights Commission, on higher education for African-Americans in Iowa.

- Sponsor: University of Iowa Community Credit Union

- Additional program devoted to the oral history of African-Americans from Iowa
- Program Moderator: Michele Collins, English Department
- Introductory speakers: Betty Jean Furgerson and Professor Darwin Turner
- Presentations: Virginia Harper, Mary Robinson, Valeri Haughton, and Classie Hoyle

• Intellectual Freedom: the Foundation of Democracy

- Exhibition featured issues of censorship, book-banning, and access to information.

• Dog Days of Summer

- Among the displays were a sampling of literary classics, popular fiction, Iowa authors, and illustrations of artists and cartoonists, illuminating the important relationship between people and dogs.

The exhibition/speaker series has been particularly effective in obtaining support from local Iowa City business and thus creating another important link between the University and the Iowa City community. This sponsorship from local businesses will continue to be sought for future events.

Exhibitions at Hancher Auditorium

For the second year the Libraries mounted small exhibitions in Hancher auditorium to compliment performances. The 1989-1990 Hancher exhibitions included:

• Les Miserables. Featured editions of Hugo's famous work. September 27 - October 1, 1989
- Into the Woods. Featuring materials from the UI Libraries relating to fairy tales.
  March 1-5, 1990

**Friends of the UI Libraries Annual Celebration 1990**
March 29, 1990

- Reception in North Lobby, Main Library and Celebration dinner at the Iowa Memorial Union Ballroom
- Guest speaker: Judith Krug, Director of the Office for Intellectual Freedom, American Library Association

**Literary Readings**

Jim Harris, Prairie Lights Bookstore and a member of the Council of the Friends of the University of Iowa Libraries, suggested that several writers long associated with the Iowa Writer's Workshop be invited to speak on campus. Mr. Harris made the arrangements with the publishers for their visits to Iowa City, organized a book signing after the presentations, the proceeds of which he donated to the University Libraries.

- **Allan Gurganus:** Author of "Oldest Living Confederate Widow Tells All"
  October 6, 1989
  - visiting faculty member of the UI Writers Workshop 1988-1989 and a graduate in 1975
  - Best seller: "Oldest Living Confederate Widow Tells All".

- **Bharati Mukherjee:** Author of "Jasmine"
  **Clark Blaise:** Author of " Resident Alien"
  November 28, 1989
  - Fiction writers, literary award winners
  - Both writers are graduates of the Iowa Writer's Workshop, and Mr. Blaise, Director of the International Writing Program at the University of Iowa.

**Co-Sponsored Campus Events**

- **Alison Jaggar:** Lecture "What is Feminist Ethics?"
  November 16, 1989
  - Other sponsors: Women's Studies, Department of Philosophy, College of Law, Iowa Humanities Society, Women's Resource and Action Center, Project on the Rhetoric of Inquiry.

- **Conference: "Narrating/Revising the Other: Writing in Italian Culture."**
  February 15-17, 1990
- Other sponsors: Institute for Cinema and Culture, Program of Comparative Literature, Department of English, Department of French and Italian, The Humanities Society, Program of Literature and the Arts.

  April 19, 1990

- Other sponsors: Women's Studies Program

In July 1989 the University Libraries hosted a reception for the Upward Bound Program and during 1989-90 has participated in several Alumni Association programs.

The Libraries also participated in the University's Council on Teaching Awards program by providing permanent exhibition space in the south lobby of the Main Library to introduce and celebrate the award winners.

Publications

The University of Iowa Libraries' publications continue to be important means of communication to the campus community and general public about services, activities, and developments.

The award winning publication, the Newsletter, is issued biannually to faculty, Regents, Friends of the Libraries, and other individuals and institutions. Its style and editorial contents have been well received.

Books at Iowa, also issued biannually, is devoted to articles describing the Libraries' collections or research conducted using the materials of the library, particularly special collections. In the spring of 1990 Books at Iowa received special recognition for the article by Geoffrey S. Lapin entitled "The Ghost of Nancy Drew". It was cited as one of the best library publications by Library Literature 20: The Best of 1989. The evaluation committee screened nearly two hundred journals on style, originality, and philosophy.
APPENDIX A
UI LIBRARIES STATISTICS 1989/1990

COLLECTIONS

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volumes held as of June 30, 1990</td>
<td>3,104,621</td>
</tr>
<tr>
<td>(includes Law Library)</td>
<td></td>
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<tr>
<td>Volumes added during the year (89/90)</td>
<td>72,068</td>
</tr>
<tr>
<td>Number of monographs purchased</td>
<td>41,512</td>
</tr>
<tr>
<td>Number of current serials purchased</td>
<td>13,106</td>
</tr>
<tr>
<td>Number of current serials received</td>
<td>1,303</td>
</tr>
<tr>
<td>(not purchased)</td>
<td></td>
</tr>
<tr>
<td>Total microform units held</td>
<td>2,754,157</td>
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</table>

PERSONNEL

<table>
<thead>
<tr>
<th>Description</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Number of professional staff, FTE</td>
<td>76</td>
</tr>
<tr>
<td>Number of nonprofessional staff, FTE</td>
<td>102</td>
</tr>
<tr>
<td>Number of student assistants, FTE</td>
<td>56</td>
</tr>
<tr>
<td>Total FTE staff</td>
<td>234</td>
</tr>
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</table>

INTERLIBRARY LOANS

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total items loaned</td>
<td>53,308</td>
</tr>
<tr>
<td>Total items borrowed</td>
<td>8,681</td>
</tr>
</tbody>
</table>

EXPENDITURES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenditures for monographs</td>
<td>$1,853,471</td>
</tr>
<tr>
<td>Expenditures for serials</td>
<td>1,664,864</td>
</tr>
<tr>
<td>All materials expenditures</td>
<td>4,066,098</td>
</tr>
<tr>
<td>Salaries &amp; wages expenditures</td>
<td>4,794,174</td>
</tr>
<tr>
<td>Other operating expenditures</td>
<td>936,555</td>
</tr>
<tr>
<td>Total</td>
<td>9,952,576</td>
</tr>
</tbody>
</table>
APPENDIX B
SERVICES STATISTICS

USE OF MATERIALS

1. General circulation of materials: 497,743
2. Number of reserved readings circulated: 181,135
3. Number of items used within library units: 1,174,059
4. Total number of uses: 1,852,937

USER EDUCATION

1. Number of user education sessions: 393
2. Number of user education participants: 6,673

REFERENCE SERVICES

1. Directional transactions: 289,793
2. Reference transactions: 99,267
3. Reference consultations: 882
4. Mediated data base searches: 3,038
5. Total directional/references transactions: 392,980

BUILDING USE (INDIVIDUALS)

Art: 50,425
Biology: 53,130
Business: 192,341
Chemistry/Botany: 86,093
Engineering: 152,074
Geology: No count taken
Hardin: 374,526
Mathematics: No count taken
Music: No count taken
Physics: 30,134
Psychology: 94,618
Main Library: 1,355,660
TOTAL EXITS: 2,389,001
APPENDIX C

OASIS STATISTICS

DATABASE

959,600 bibliographic records
542,482 authority records
87,749 order, invoice and fund records
45,875 item records

TERMINALS AND EQUIPMENT

80 public terminals
68 staff terminals
57 Irma equipped pcs
3 GTO pcs
14 Remote access ports
222

TRAINING

6 distinct training sequences
25 separate training sessions
81 hours of training offered
214 library staff received training
APPENDIX D

PROFESSIONAL ACTIVITIES

Publications


Earl M. Rogers, University Archives - "Significant Books on Agricultural History Published in 1987", Agricultural History 63, no. 4 (Fall 1989): 76-84 (with Susan H. Rogers). Also contributed to Bibliographia Historiae Rerum Rusticarum Internationalis (Budapest) and the Living Historical Farms Bulletin (Smithsonian).


Appointments. Elections

Ruth Christ, Cataloging-Serials Department - Appointed to the Iowa Library Association's Scholarship Committee. Co-chair of the Library and Information Technology Association/Association for Library Collections and Technical Services's Retrospective Conversion Interest Group, and Intern on the Association for Library Collections and Technical Services' Committee to Study Serials Standards.


David S. Curry, Hardin Library for the Health Sciences - Member of the Executive Committee for the UI's Center for International Rural and Environmental Health; Coordinator of the Interdisciplinary Seminar on International Health, a unit of the UI's Center for International and Comparative Studies; member of the Editorial Board and the Nominations Committee of the Association of Academic Health Science Library Directors; appointed Parliamentarian of the Medical Library Association; and elected to the Executive Committee
of the Regional Advisory Committee of the Greater Midwest Regional Medical Library Network.

Joan O. Falconer, Music Library - Continued as editor of *Newsletter* of Midwest Chapter, Music Library Association; in charge of local arrangements and member of conference planning group for the annual conference of the Midwest Chapter, Music Library Association, October, 1989.


John Bruce Howell, Collection Development - Chair, Subcommittee for the Conover-Porter Award (awarded every 2 years for the best bibliography on an African topic), presented at the African Studies Association (U.S.A.) meeting in Baltimore, MD, November 1990, by the members of the Archives-Libraries Committee of ASA.


Selina Lin, Serials Department - Appointed to the Iowa Library Association's Nominating Committee.

Mary McInroy, Government Publications Department - 1989 Chair of the Membership Committee for Iowa Library Association/Association of College and Research Libraries chapter (ILA/ACRL). Served as Local Arrangements Chair for the Spring 1990 ILA/ACRL Conference, held in Iowa City on April 20. Currently serves on the Program Committee for ILA/ACRL.

Mary Monson, Automation Department - Elected chairperson of the NOTIS Cataloging and Authority Control Special Interest Group; Appointed to the Iowa Library Association/Association of College and Research Libraries chapter Program Committee.

Wayne Rawley, Library Administration - Appointed to the Steering Committee of the Public Service Committee of the Research Libraries Group and to the Executive Committee of the Iowa Computer Assisted Network ( ICAN).

John Schacht, Reference Department - Named a Hoover Scholar for the year 1989/1990 by The Hoover Presidential Library Association, with a grant support for identification of labor history resources at the Hoover Library.

Timothy Shipe, Cataloging Department and International Dada Archive - Chair of English and American Bibliographers' Group of the Research Libraries Group; secretary of English and American Literature Discussion Group, Association of College and Research Libraries; member of Cataloging Advisory Committee and column editor of Cataloging Section, Art Libraries Society of North America.


Presentations and Academic Courses


Joan O. Falconer, Music Library - Prepared an exhibit of user education materials for the Music Library
Associations's Annual Meeting in Tucson, in conjunction with the session, "Bibliographic Instruction Revisited", sponsored by the Bibliographic Instruction Subcommittee of the Reference and Public Services Committee, February, 1990.


Charlene Lehman, Cataloging Department - Studied at the Universite de Lyon (France), July-August 1989.

Mary McInroy, Government Publications Department - As a member of Iowa City's Local Complete Count Committee for the 1990 Census, spoke to 16 various civic/community/university groups on the importance and relevance of responding to the 1990 US Census.

Mary Monson, Automation Department - A talk, "Authority Records from a Vendor: the UTLAS Experience at Iowa" at the NOTIS Authority Control Workshop in Chicago, September 1989; A talk, "Authority Control in the Online Environment: University of Iowa Perspectives" at the Iowa Library Association Annual Conference, Cedar Rapids, October 1989; A talk, "The Impact of the Merged Headings Indexes in Technical Services" at the NOTIS Cataloging and Authority Control Special Interest Group Meeting, Chicago, June 1990.

Kathleen Wachel, Acquisitions - a talk, "The Payment Interface at the University of Iowa Libraries," at the September 1989 NOTIS Users' Group Meeting in Chicago.