



ACCESS

NEWS FROM THE UNIVERSITY LIBRARIES AT NOTRE DAME

Number 36

December 1988

UNIVERSITY LIBRARIES SURVEYED

by Maureen Gleason

During 1987-88 a survey of faculty and student perceptions of collection, services and facilities was conducted as part of the External Review of the University Libraries.

Faculty Survey

We received returns from 319 Faculty members including approximately 43% of the full time regular faculty in the College of Arts and Letters, 41% of those in Engineering and 40% of those in Science and Business. These faculty members rated collections in terms of their support for teaching and research in their disciplines. As a whole, the book collection was rated very good or good for teaching by 55.7% of the respondents, and poor or very poor by 14.8%. For research, it was rated very good or good by 49%, and poor or very poor by 17.6%. The journal collection had slightly better ratings. In many cases, our previous suspicions about strengths and weaknesses were confirmed.

Table I displays the very good and good ratings of both book and journal research collections by College, clearly conveying the more favorable views of the Business and Science Colleges and the particularly low ratings from the Engineering faculty. At the Department level, Music and Modern and Classical Languages in the College of Arts and Letters had more poor than good ratings, as did the Civil and Aeronautical and Mechanical Engineering Departments in the College of Engineering. Among members of the Departments of Philosophy, Theology, Accounting, Biology, Chemistry and Mathematics, the evaluation was overwhelmingly positive.

Survey results portray a collection which provides basic academic materials for a range of disciplines and does considerably more than that in some subjects, while falling seriously short of research quality in other areas. The well-supplied subjects usually support long established programs, while the deficient collections tend to be in areas where research interest is relatively recent at Notre Dame. In some cases, interdisciplinary fields appear to be suffering. It is interesting to note that the highest collection ratings came from faculty who have been at Notre Dame for more than ten years, while the lowest came from those here 3 to 6 years. Few of these results were unexpected; what the Survey supplied was both concrete evidence of the shape of the Libraries' collection and details of particular shortcomings. Comments on the questionnaires also reveal faculty perception of a connection between personnel and collections, a view that has emerged since our last major survey in 1979. Several comments expressed the opinion that significant improvement in collections implies an expanded staff of well-qualified bibliographers as well as technical services staff.

Although Survey results indicated lower interest in services than in collections, we assumed that the Interlibrary Loan service is vital for many

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FBI LIBRARY AWARENESS PROGRAM: A REACTION

by Robert C. Miller

In recent months the library press has devoted much attention to the FBI Library Awareness Program. To a modest degree the subject has also surfaced in the general press, including even the local *Niles Daily Star*. I believe this program is of such potential damage to the freedom at the core of the academy that the entire University community needs to be aware of it.

What is the FBI Library Awareness Program? According to FBI officials, it "seeks to inform selected librarians that they and their libraries are, and have been, significant SIS (Soviet Intelligence Services) targets for intelligence activities and recruitment." Specifically, librarians have been asked to provide names of those who read or request certain technical reports, to identify users who are foreigners or have "foreign sounding names" and the materials they read, to keep records on library use by visiting foreign nationals and to provide backfiles of database searches for examination to identify whether foreigners have used the service.

To comply with these requests, librarians would have to violate their own professional code of ethics. Few principles are more central to American librarianship than the privacy of individual library use, whether that use be local or inter-library borrowing, reference questions, database

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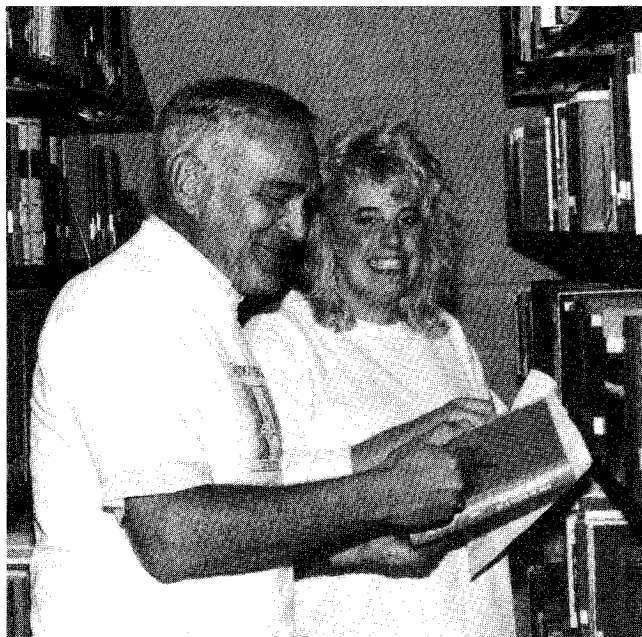
FBI continued from page 1

searches or even in-library use of material. In addition, most states, including Indiana, have laws protecting the privacy of library records. Locally, the University Libraries of Notre Dame adopted an official policy statement on the confidentiality of library records in LPP:82:11. This was unanimously reaffirmed by the University Committee on Libraries on June 1.

Does the posture of the library profession and the University Libraries suggest that we are unconcerned about security threats? Not at all. I have no doubt that "spies" have used public and research libraries. Some may have been foreigners, others native born American citizens. We are concerned about real espionage, but we are equally concerned about personal rights, and the pall that FBI or police oversight of library use would place on the free use of libraries and the open exchange of information, which is their essence.

We are especially concerned over some of the particular practices, whether officially sanctioned or not, reportedly utilized by FBI agents: approaching lower level staff or student assistants rather than library administrators, grilling individual librarians at their homes, and in one reported instance, the use of phone taps and hidden cameras.

In point of fact, where there are legitimate security concerns, court orders can be obtained, and librarians will cooperate in such cases. In effect, the FBI is subverting the law by asking librarians to work around or even violate it. This the library profession and the University Libraries will not do. I would urge that readers follow this issue (additional materials are available in the Office of the Director, 221 Hesburgh Library) and make their concerns known to legislators.



Everyone participated;
R. C. Miller and T. Bader at work

THE GREAT NOTRE DAME BARCODING PROJECT

by Sue Dietl and Tom Lehman

The current chapter in the ongoing saga of implementing NOTIS (Northwestern Online Total Integrated System, known as UNLOC in its public manifestation at Notre Dame) is the bringing up of its circulation module.

Circulation is the process of checking out and returning books and other library materials. The Libraries currently circulate items on a cumbersome and time-consuming manual system that requires the library user to fill out a charge slip for each item checked out.

When fully implemented, the process of checking out a book will become much like going through the check-out lane at a grocery store with laser scanners to ring up purchases.

As the number is scanned, the computer immediately knows that you are doing yourself in by buying white bread and Twinkies, instead of the Granola and Brussels sprouts you know you should be eating, or that you are checking out *How to get rich and retire at forty*, and not Carlyle's *Life of Frederick the Great* that you are putting off reading once again.

This process of linking a unique number to each book and its bibliographic record was done locally by the University Libraries' systems staff. They produced a tape that contained, for each book, the unique number plus the call number and part of the title. The tape was sent to a barcode vendor, who printed up barcodes containing the unique number, both in machine-readable and eye-readable form, together with the call number and title of the book. The barcodes were printed in call number order, corresponding, in theory, to the order of the books on the shelves.

The next step was to put the barcodes in the books. The Great Notre Dame Barcoding Project was carried out during fourteen days in July and August 1988 by the staff of the University Libraries, plus 10 part-time hires. A total of 101 persons participated directly in the project, applying 600,000 barcodes to books in the Hesburgh, Architecture, Chem/Physics, Engineering, Life Sciences, and Math libraries. The Computing Center, Law, Medieval Institute and Radiation Lab libraries were barcoded after the main project had been finished.

The Project was carried out by 40 two-person teams of barcoders, whose task it was to find the book corresponding to the barcode in hand, and to apply it to the book. It had been projected that each team would have to handle 200 barcodes per hour in order to complete the project before the students returned. Not all of the barcodes were applied: some books were not on the shelf, others presented problems of various types. The average number of barcodes handled ranged from 148 per hour the first day, to 298 per hour during the second-to-last day of the Project. This higher-than-

expected rate enabled the teams to complete barcoding four days ahead of schedule.

Now that the books in circulating collections have been barcoded, aside from some problem books and multi-volume items which are to be barcoded in a separate project, NOTIS circulation can begin shortly. NOTIS circulation will be tested in the Life Sciences Library, beginning in January 1989 and running several months in order to test such features as overdues, renewals, holds and recalls, and to allow any necessary changes to the system software to be made. NOTIS circulation should be implemented in the remaining libraries sometime in the spring semester of 1989.

Library users checking out books on the new system will see a number of improvements. The most apparent will be in the ease of checking out a book. It will no longer be necessary to fill out a charge slip for each item. In addition, if a book that the user is looking up in UNLOC is checked out, a message indicating that the item is checked out will display, along with the due date. However, the name of the person who has the book will not display in UNLOC. Another benefit is that Circulation staff will be able to tell patrons what books they have checked out and their due dates.

In addition to speeding up book checkout for the Libraries' users, the new system will make the Circulation staff's work easier in a number of ways. It will no longer be necessary to file charge slips. The system will automatically notify staff if a book which has been returned and is being discharged has been requested by another patron. The system also will automatically compile circulation statistics and overdues.

As a result of the Barcoding Project, the great majority of books will be barcoded and ready for circulation when NOTIS circulation comes up. There are, however, several categories of items that will not have barcodes in them when the system comes up, including serials, books that do not have NOTIS records yet (plans are being developed to enter records into NOTIS for all books not yet in NOTIS), and duplicate copies of some books. These will take a little longer to check out. Circulation staff will have to place a barcode in the item, and enter brief information identifying the item into NOTIS before the item can be checked out. This information will not be available in UNLOC. When the item is returned, it will be routed to the Cataloging Department to be fully linked in the normal fashion, at which point it will be available on UNLOC.

The experience at other libraries implementing automated circulation systems is that the number of items circulated increases anywhere from 10% to 200% once the system is brought up. The Hesburgh Library has already experienced a 10% increase in circulation, due to the greater ease of locating materials in UNLOC. The degree to which circulation increases after automated circulation is implemented will be evidence of how well NOTIS has fulfilled its purpose of improving access to information in the University Libraries for the Notre Dame community.

OPTICAL DISC TECHNOLOGY AT ALA CONFERENCE

by G. Margaret Porter

“**C**D-ROM (compact disc — read only memory) — a 4.7 inch (120 mm) read-only optical memory disc that stores up to 600 megabytes of computer data and audio.”

The above definition describes the “star” of the 1988 American Library Association's Annual Conference, both in terms of programs and exhibits. It is one of the most useful, most discussed and most controversial products that has entered the library technology marketplace within recent years. Few areas of libraries are untouched by CD-ROM: acquisitions, cataloging, collection development, reference, and systems work all feel the presence of the “silverdisc,” its possibilities and problems, as do all types of libraries. A look at some of the major programs presented at the conference illustrates the scope of the CD-ROM “revolution.”

The Association of College and Research Libraries (ACRL) Community and Junior College Library Section presented “Optical Disc Technology ... And All That Jazz” which focused on developing trends in the use of state-of-the-art optical disc technology in libraries and academic instruction. The Bibliographic Instruction Section of ACRL focused on one of the major challenges of CD-ROM products, “Teaching CD-ROM.” The program dealt with issues such as technology induced behavior, instructional opportunities and teaching strategies, as well as four practical approaches to teaching CD-ROM: point-of-use-guides, individualized instruction, group workshops, and course-integrated instruction. The ACRL Science and Technology Section dealt with directories available on CD-ROM in the program “Libraries Without Walls: Emerging Technologies and Practical Information Access.” The American Association of School Libraries discussed the instructional impact of CD-ROM and its effect on collection development and interlibrary loan in a program titled “CD-ROM Technology: Its Impact on Libraries and Education.” The Reference and Adult Services Division's Catalog Use Committee presented a program which featured optical disc library catalogs as an alternative to online public access catalogs. A newly established discussion group, devoted to optical disc technology, had a heated discussion on whether or not libraries should charge for the use of CD-ROM products. Some libraries find that charging a fee of, for example, 15 cents per minute recoups some of the costs of this technology, and use the resulting revenue to purchase new products. Other libraries, such as Notre Dame's, do not believe in charging for the use of reference tools and must therefore explore other funding sources.

OPPORTUNITIES TO USE OFF CAMPUS LIBRARIES

by George Sereiko

Optical disc technology was also very much in evidence among the exhibitors. Many publishers are adding CD-ROM as an alternative to paper products. For example, Bowker markets *Books-in-Print* both in CD-ROM and paper. Online vendors, such as DIALOG Information Services, are now offering more and more databases in optical disc. Vendors, such as Silverplatter Information Inc., who market optical disc products exclusively, are making more and more databases available in this format. A most exciting new product was introduced by Meridian Data, Inc., when it demonstrated a network of CD-ROM drives which, designed for a local-area-network, would enable libraries to house CD-drives in a remote location and have multi-access at each workstation.

How does this "revolution" affect the University of Notre Dame Libraries? Hesburgh Library already offers users a variety of products in optical disc format, and plans to add more. Departmental libraries are evaluating products which will be suitable for their particular library. However, the problems that were evident during the ALA Conference are also present at Notre Dame. Financial considerations are most problematic since optical disc products are not only expensive to subscribe to, but also require expensive equipment to access. Some institutions, such as Texas A&M University, have been fortunate enough to be able to establish optical disc centers with donor money, but most are forced to find money from the existing budgets for acquisitions and capital expenditures. The training that these new products require is time-consuming and, depending on its depth and breadth, can also be expensive. Library staff members must acquire a thorough knowledge of the available products in order to assist users effectively. Unfortunately, because each vendor and/or product is slightly different in terms of format and search protocol, each requires specialized training. Search aids and user guides also must be developed in-house; time and money become critical necessities in the production of attractive, easy-to-use manuals. Finally, in order to train users efficiently, adequate time and equipment are of utmost importance. Hesburgh Library reflects the above concerns. Although it currently subscribes to over a half dozen CD-ROM products, due to lack of equipment and space, it can accommodate and/or instruct only three people at a time.

The positive aspects of disc products are quickly discovered by library users. Once mastered, computers do not present a barrier, but rather an incentive to users. The speed, the convenience of keyword/Boolean search capabilities, and the availability of print options make these products much more attractive than their paper counterparts.

Clearly, what was evident during the ALA Conference is very much in evidence at the University Libraries. With continued administrative support new technology will become increasingly available to the Notre Dame community.

One year ago, the University Libraries joined a program with approximately 60 major academic and research libraries to provide regular faculty with the privileges of access to and borrowing of library materials from any of the participating institutions. All of the libraries are members of the Association of Research Libraries and OCLC (the Online Computer Library Center), which indicates that they have substantial research oriented collections. Among the participants in our region are the University of Chicago, the University of Illinois, Indiana University, Michigan State University, the Newberry Library, Ohio State University and Purdue University.

A number of faculty members have taken advantage of this opportunity for on-site access to the collections of some of the most important libraries in the United States. Reports from them have indicated complete satisfaction with this program which enabled them to cross institutional boundaries in their search for knowledge and information.

Reciprocal Faculty Borrowing Program cards and further information about the program can be obtained from George Sereiko at his office in 221 Hesburgh Library, or by calling him at 239-5070. Since regulations governing the use of collections vary among the libraries, it is highly advisable to have the Reference Department of the Hesburgh Library check the limitations and relevant practices of the library you intend to visit.

Additionally, the University Libraries are a non-profit corporate member of the John Crear Library of the University of Chicago. This membership entitles faculty to certain services in addition to borrowing materials, e.g., discount on expedited, high priority photocopying service; discount on database searches; a telephone hotline for bibliographic and reference assistance to regular information sources; for searches in the National Translations Service collections and for photocopy orders.

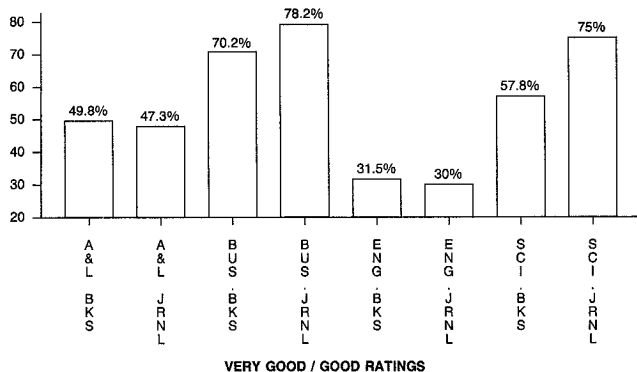
In preparation for a visit, it is now possible to search the online catalog of the University of Chicago Libraries, as well as several other libraries, via telephone. The Reference Department can provide information about the procedures to follow in utilizing this service.

Through the University Libraries' membership in the Center for Research Libraries, which is located on the edge of the University of Chicago campus at 6050 South Kenwood Avenue, faculty have access to another collection that is in excess of 3,000,000 volumes. Bibliographic information about most of the collection has been entered into the OCLC database, and, therefore, the availability of needed titles can be determined by a search by Notre Dame's librarians. The Center also has issued a handbook which gives general descriptions of its collections, and copies of it are available at the Reference Department counter and in each of the branch libraries. The Center has facilities available to enable scholars to use materials on site, and they request that they be notified ahead of time of a visit to enable them to make preparations. The telephone number is (312) 955-4545.

SURVEYED *continued from page 1*

faculty members, and a number of comments stated just that. Over seventy percent of the 79% who reported used of it thought it was good or very good, but the comments ranged from the very critical to the very complimentary — an illustration of the difficulty of interpreting surveys. Only in the area of automation were new services clearly suggested.

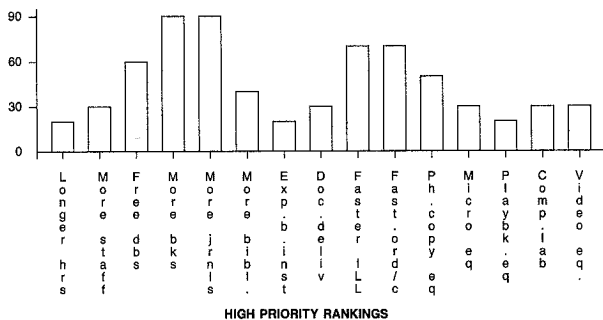
TABLE I



At the time of the Survey, UNLOC had been available only a short time and nearly 40% of the respondents had not yet used it (95.3% of those who had, found it helpful). Several people pointed out difficulties in using it, and others suggested that it would be more helpful if the database included article citations. Still others strongly recommended free database searching (we wondered if these individuals knew of subsidies provided by Colleges) and more opportunity for searching by the end user. Automated circulation was desired by many, and one person wanted to be able to submit course reserve lists by electronic mail. The Survey results illustrate not only that collections are of primary importance to most faculty members, but also that there is less awareness of the variety and potential contribution of library services. Expectations of these services are also lower than those of collections.

Table II indicates the strengths of the faculty members' priorities. As should be clear by now, the highest rankings were given to buying more books, with buying more journals following close behind. Faster inter-library loan and faster ordering and cataloging were fairly high on the list, and free database searching came next.

TABLE II



Student Surveys

A few brief observations must serve to contrast the results of the Student Surveys with those of the Faculty Survey. The graduate students complained of some collection inadequacies, but they judged the collections better (books, very good or good, 60.8%, 6.1% poor or very poor; journals, very good or good, 65.4%, 6.7% poor or very poor) than did the faculty, 15% of whom thought the collections poor or very poor in supporting the work of their graduate students. Major complaints of the graduate students were the circulation system and policies (which were most frequently thought too lenient), copying provisions and the security system. Findings here, as elsewhere, showed that undergraduates use the Libraries mostly as a place to read their own books. It was, nevertheless, discouraging to learn that 49.1% of the undergraduate respondents were rarely or never required by their classes to use the Libraries' materials or services. The largest number of undergraduate complaints related to Library facilities, most of them asking for longer hours, which was also their top priority on the questionnaire.

Libraries' Response to Survey

The Survey results were made available to the Internal and External Reviewers as an essential complement to the Self Study which described the organization, funding, accomplishments and problems of the Libraries. Comments on the collections were sent to the appropriate bibliographers/liaisons in order to assist their planning; we will also use them in efforts to gain additional funding. The results convey many messages, some of them obscure or ambiguous. However, the Library administration will try to arrive at a reasonable interpretation which will then inform our decision making. Surveys such as this one often serve as the starting point for more carefully targeted investigations which may take the form of interviews, use studies, collection assessments, examination of practices elsewhere, etc., and we expect this to be another outcome of the 1987-88 Survey of the University Libraries.

DOWNLOADING UNLOC

There are many advantages to a computerized library catalog, but one of which you may not be aware is that you can electronically store the information for later re-use. This process is often referred to as "downloading" or "creating a file." Downloading is a very handy technique for creating bibliographies and reading lists, and for updating or revising them.

The process is fairly simple. Search UNLOC with a microcomputer and version 2.30 of Kermit, then press *CONTROL and END* simultaneously.

If you would like more detailed instructions on how to download or more suggestions on how the process could help you, call the Reference Department, Hesburgh Library (239-6258).

QUALITY CONTROL IN THE UNLOC DATABASE

by Beth Picknally

The ease of searching UNLOC can sometimes be negated by errors in the database. Since computers treat data literally, minor human input errors can cause difficulties in searching and retrieving records. Although the Cataloging Department follows national standards to keep the data accurate, mistakes sometimes happen. Locating and correcting these errors requires cooperation between library staff and library users.

Corrections

The UNLOC database has over 770,000 records and is growing daily. A database this size needs constant attention to maintain the information and keep it accurate. The Catalog and Database Maintenance Section of the Cataloging Department is responsible for the ongoing quality control of the UNLOC database. The staff makes corrections identified by computer-generated reports and reports from library staff and patrons. The types of errors range from simple typographical errors to duplicate records to complicated problems requiring research to resolve. Many of these problems cannot be identified by the system, so we rely on UNLOC users to report any errors they discover in the online catalog.

Since UNLOC was implemented in December 1987, the Database Maintenance Section has corrected errors in over 9,000 records. The location (holding library) has been corrected on more than 11,000 records. In addition, 7,500 records have been deleted (records were deleted when they duplicated another, or represented books which were lost or withdrawn). With these large numbers, it may seem that there were an excessive number of problems in UNLOC. Actually, they represented five years of corrections which, for the most part, had already been made in the card catalog, but not in our computer files. Categories of problems were identified from files kept by the Cataloging Department. In consultation with public services librarians, the various categories of problems were prioritized, and the initial database clean-up projects were planned. The high-priority projects were all completed within six months of the UNLOC implementation.

Enhancements

In addition to correcting errors, the Database Maintenance staff spends time enhancing the UNLOC database. We add information to existing records so that patrons can more easily find the UNLOC record. For example, we enhance records by adding notes describing the contents of volumes within a multi-volume set. These contents notes tell the patron more about the title and are accessible by keyword searches.

Another on-going enhancement is the addition of holdings to records for serials. UNLOC gives us the capability of listing the libraries' holdings more specifically than was possible in the card catalog. Fifty percent of the current serial titles (along with their linking titles) now have detailed holdings available online, enabling patrons for the first time to check on the availability of specific issues of a title. When we complete the project in March of 1989, nearly 17,000 serial titles and their holdings will be available in UNLOC.

UNLOC database enhancement will continue in the future and additional projects are being planned by the University Libraries.

To report a problem in the UNLOC database:

- Obtain an UNLOC Problem Report in the Reference Department, Hesburgh Library, complete and return in the box provided ; OR
- Send a note or a printout of the problem record through campus mail to Database Maintenance, Cataloging Department, Hesburgh Library; OR
- Send a message through electronic mail describing the problem to L5JDTK@IRISHMVS

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