



ACCESS

NEWS FROM THE UNIVERSITY LIBRARIES AT NOTRE DAME

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Interlibrary Loan: Rising Numbers and Expectations

by Kathryn Ryan-Zeugner

A recent document from the Office of Management Services of the Association of Research Libraries states that ARL libraries have seen a 50% increase in interlibrary loan requests between 1980/81 and 1987/88. University Libraries' statistics for the same period show an increase of 270%, i.e., a 300% increase in lending requests, and a 116% increase in borrowing requests.

In 1979/80 the Interlibrary Loan (ILL) office handled a total of 6,244 transactions with a staff of one and one-half full-time equivalents (FTE). In 1988/89, the office handled nearly 27,000 transactions with a staff of three and one-half FTE and 40 hours of student help. We also tap the expertise of reference librarians and subject bibliographers for assistance with the verification of difficult citations.

In 1979/80, we were a "Borrower Library,"—i.e., a library that borrowed more than it loaned. The reputation of a research library rests in part on how much more it lends than it borrows. That was the last year we were a borrower. The number of our loans has risen dramatically, and in 1988/89 we loaned 53% more than we borrowed.

Some factors affecting the increase in ILL requests include: shrinking budgets due to inflation and foreign exchange rates, increasing pressure in academia to do research and to publish, increasing numbers of titles being published along with smaller press runs so that books go out of print more quickly, and the proliferation of new journal titles. No research library, no matter how vast its budget, can afford it all. We are mutually dependent in our efforts to support our clientele.

Changes in methods of research have also led to increased ILL. The use of database searches, CD-ROM indexes, bibliographic databases such as the Online Computer Library Center (OCLC) and the Research Libraries Information Network (RLIN) have made patrons more aware of what is available in other libraries. This has raised expectations of ILL services, sometimes to unrealistic heights.

Ten years ago ILL service generally was limited to "serious researchers," i.e., faculty and doctoral candidates. Service is now provided to all—to undergraduates by the University Libraries, and to any card holder by a public library. Formerly, no library would request a title listed in the current *Books in Print*, the assumption being the library should purchase it. The present reality of budgets and numbers of books published makes this impractical.

The massive increases in ILL requests could never be handled without changes in the processing system. Ten years ago ILL was negotiated between libraries by mail and telex. Verification was a slow manual search process. Only one library could be approached at a time. If it could not supply the item, response was by mail, and the process was repeated until success was achieved, or

Tires to Tibet? Fragrances from France?

by Thomas J. Cashore

At the Hesburgh Library Reference Desk, we encounter a seemingly endless variety of statistical questions. The interested parties range from 200 level College of Business students to Kellogg Institute research fellows to Michiana-area manufacturing firms interested in overseas trade.

The inquiries are infinite in diversity and complexity, but the one common thread is that most patrons do not know the full breadth and wealth of statistical sources that are already here.

It may be a group of finance students doing a regression analysis on the stock market. It may be a working paper on debt structure in Latin America. It may be South Bend Mayor Joe Kernan's office gathering figures for the Indiana trade delegation's recent trip to the Soviet Union. The callers hope that some numerical data have been published and that we, the Reference staff, can lead them to that promised lode.

The following are some of the major tools to which the reference staff turn when grappling with questions like those above:

The Congressional Information Service, in addition to tracking U.S. legislative action, issues three truly superior sets of statistical indexes housed in Hesburgh: the *American Statistics Index* (ASI), the *Statistical Reference Index* (SRI), and the *Index*

Library Endowment: the Critical Difference

by Robert C. Miller

The University of Notre Dame and its Libraries have before them great opportunities, and an even greater challenge. It is commonplace but true that a great university requires a great library. A great library for the future requires outstanding collections of books and journals as well as major resources of non-print material and access mechanisms to bring all types of resources and users together effectively. Today in these terms, Notre Dame has a good library, but not a great one. This must change.

The commitment of the University to its Libraries over the past ten years, if not always as dramatic as might be desired, has been clear. Unlike the situation at many universities, there have been no major cutbacks in acquisitions, despite rampant price escalation. Staffing has grown steadily if slowly. Major backlogs of unprocessed collections have been substantially reduced. A comprehensive automation effort has brought an online catalog and automated circulation. Electronic media have been introduced to the Notre Dame community. Significant improvements in collection development programs have occurred, most notably the addition of approval programs for monographs from the United States and several foreign countries, and the establishment of six bibliographer positions. Major collections, such as the Anastos Library of Byzantine Culture, have been acquired. A modest but growing preservation program has begun to insure that the resources of today are available for future generations of researchers.

Make no mistake. The Libraries have a long way to go to provide the levels of collections and service required of a major research university, the generally held vision for Notre Dame. But the fact of real progress must be admitted. Moreover, the prospects for the future are brighter than at any time in recent years. Both the progress and the prospects are due to two factors: a steady, indeed growing increase in University appropriations for the Libraries, and most especially the dramatic increase in library endowment. Indeed, it is the second condition which has made the "critical difference," particularly in collection development.

The first endowment for the University Libraries at Notre Dame was established in 1922 to support the Zahn Dante Collection. In 1933 the Corbett family set up an endowment to support medieval studies. Twelve additional endowments were established between 1947 and 1975, resulting in a total library endowment of just under \$900,000 by the latter year. Fiscal year 1975-76 was apparently the first in which endowment income was regularly made available to the Libraries. It was also the effective beginning of a major drive for library endowment as a regular source of support. In the following 14 years, an additional 66 individual endowments were established, raising the total fund balance by June 30, 1989 to almost \$9 million, a ten-fold increase in value. Market growth has also had a positive impact, resulting in a net value of almost \$16 million as of that same date.

During the past fiscal year the Libraries utilized some 81 endowments, of which 58 are restricted to specific subjects, covering areas as narrow as orchids and Irish music, and as broad as the sciences, Jewish studies, engineering, the humanities and English and American literature. Other disciplines which have benefitted include business, medieval studies, values in business and society, sports, European and American history and Latin American studies. The income from these restricted endowments provided over \$500,000 in funds to supplement regular University appropriations. They have made possible numerous journal subscriptions, approval plans for Chile, Argentina, Germany, Ireland, and Russia, extensive retrospective purchases in several areas, and the acquisition of expensive current publications in science, engineering and art. These endowment funds also allowed the Libraries to acquire important books such as a first edition of Jonathan Swift's *Complete Collection of Genteel and Ingenious Conversation* (1788), a superb facsimile of a 15th century illuminated manuscript of Dante's *Divine Comedy*, *The Hebrew Bible in Medieval Illuminated Manuscripts* (1987), a 1764 biography of Pierre de Berulle, founder of the French Oratory, and a 1633 edition of a work by Pope Clement I.

It is important to note that unlike the situation at many other universities, endowment income at Notre Dame has always supplemented University funds, never replaced them, and it has not diminished increases in University appropriations. The University clearly recognizes its responsibility to maintain a basic overall level of collection support, while looking to endowment to provide that "critical difference" evident in the great research library.

In the fall of 1989, there were an additional 21 partially paid endowment pledges, most at the \$100,000 level covering areas such as public policy, earth sciences, Chinese studies, East European studies and accounting as well as several unrestricted pledges. Since then, at least five additional major endowments, two at the six figure level, have been pledged.

Clearly, there has been major momentum in the past several years in the securing of endowment for the Libraries. This must continue and indeed grow for there are still important areas in the University's academic programs without any endowment support. These include music, the classics, gender studies, architecture, physics, international relations, cinema and theater, American Catholic studies and the history of science and technology. In addition, some areas with relatively small endowments such as engineering, require greater funding than is presently available. And there is a major need for unrestricted endowments to relieve the restricted endowments from the support of basic library purchases, and to help meet special needs as they arise.

As the current exhibit in the Concourse of the Hesburgh Library points out graphically, a total of at least \$30 million in library endowment is required if that "critical difference" between a middling library and a great research library is to be bridged. This will mean between \$10 and \$15 million more than is currently on hand, or pledged. While the challenge is great, the opportunities for Notre Dame are even greater. It is a goal which we must attain.

TIRES *continued from page 1*

to *International Statistics* (IIS). Each provides in-depth coverage of statistical/tabular data within distinct categories. The ASI analyzes virtually every statistical series issued by the United States federal government, while the SRI covers a wide array of state, private, and higher education agencies such as bureaus of business research. IIS provides systematic identification of statistical publications series issued by United Nations agencies, international commissions, and trade councils. And, the researcher may purposely wish to contrast sets of figures retrieved from all three indexes for a common topic; for example, trade deficits between the United States and some designated partner nation.

By virtue of being a "selective" depository library for United States government documents, the University Libraries own the vast majority of items indexed by the ASI. At the head of the abstract is a designation alerting the reader whether an item is part of the depository program, or not.

The *Statistical Reference Index* covers such a diversity of issuing agencies that the Libraries have systematically acquired microfiche reprints of all items covered for the period 1984 to date. As a result, the SRI adds not only a powerful new dimension in scope, but the assurance of 100% coverage as well.

Many of the series covered by *The Index to International Statistics* are titles that come via our memberships in United Nations, Organization for Economic Co-Operation and Development and European Economic Community publication programs. As such, the IIS permits the accurate identification of report titles which can then be retrieved through UNLOC.

Not only is the quality of abstracting for all three of these sets uniformly excellent, but the researcher is able to formulate his or her search by category such as by state, by county, by age or by other demographic variable before proceeding. For example, which reports reliably provide the number of housing starts for every Standard Metropolitan Statistical Area (SMSA) in the United States? This is easily approached by using the category "By SMSA" in the ASI. Terminology is almost totally common among all three sets of indexes—a blessing for the inquirer who purposely wishes the widest possible retrieval of both governmentally and commercially published figures.

Frequently there may be a need for a statistical profile of a foreign country or group of countries. Despite the vast number of possible starting points, some of the sources we often recommend include *Moody's International Manual* and the *Europa Year Book*. Both of these titles include condensed statistical tables for each country covered. *Europa* devotes eight to ten pages on average to a statistical survey, while providing reliable addresses for all pertinent governmental departments or ministries within the accompanying narrative. *Moody's* offers a briefer profile, often not exceeding two pages largely focused on international finance, but then it furnishes detailed descriptions of the leading business firms in each nation.

Researchers in economics, political science, comparative government or many other fields may need to assess the economic "health" of an individual nation or of a region. The *Index to International Statistics* described above offers a fine starting point, of course; some of the sources to which it likely will lead include the *Industrial Statistics Yearbook* issued by the Statistical Office of the United Nations, and the International Monetary Fund's *Direction of Trade Statistics* and/or its *International Financial Statistics*.

Would-be entrepreneurs interested in expanding trade opportunities in Eastern Europe might well consult the *Industrial Statistics Yearbook* as it closely parallels our own *Census of Manufactures*. They can both answer the question: How many persons and places are engaged in making how much of it, and is there room for me too?

The Tibetan tires and French fragrances are a recurring dilemma for many of our users: How to establish and document the trade relationships among nations? How to flesh-out the newspaper and television headlines of trade deficits, trade surpluses, and trade barriers? Here the International Monetary Fund publications prove indispensable. *Direction of Trade Statistics* tallies the import and export balances of each IMF member country with all other IMF partner countries on an ongoing basis. *International Financial Statistics* reports on the money supply, consumer price trends, interest rates, wage levels and industrial production indexes of all IMF member nations.

Researchers vary greatly in the degree of detail they need to complete their projects. Sometimes simpler is indeed better. Sources like *Europa Year Book*, or *Statistical Abstract of the United States*, which present data in condensed form, but accurately attribute the issuing agencies, may be perfectly suitable to the need of that moment.

While Notre Dame does not place a heavy emphasis generally on agricultural courses, the issues of world famine, food policy and food as a foreign relations weapon do concern many on this campus. For those persons, the materials issued by the Food and Agriculture Organization of the United Nations (FAO) are of keen interest. The *FAO Trade Yearbook*, for instance, would allow one to quantify grain imports by the Soviet Union after the initial glazing of the eyes caused by its page format. The *FAO Production Yearbook* would reveal, along with land use and crop statistics, that the USA had 4.7 million farm tractors in use in 1985, while Djibouti had only six. The FAO materials are a vivid record of who owns what resources throughout the world.

Some questions strike closer to home. Many people wish to know what we own about "business in Indiana" or "business in South Bend." For those persons, a trip through our online catalog can produce very useful results. Some suggested approaches would include *subject* searches such as "s = Indiana—Commerce" or "s = South Bend (Ind.)—Economic conditions" or "s = Economic indicators—Indiana." A variety of items issued by IUSB's Bureau of Business & Economics Research, IU-Bloomington's Business Research Center, or local chambers of commerce will quickly surface. *Michiana Business Journal* is one example of a title found in our Periodicals/Microtext Room emphasizing local business conditions.

We would be remiss not to alert our readers to an extraordinary directory titled *Data Map*, issued by Oryx Press. *Data Map* is a computer-generated cross-index to the contents of some 14,000 statistical charts from 28 major federal and international agencies. The researcher needing to track cotton prices would speedily be led to an exact chart and page within *Agricultural Statistics*; a sociologist concerned with crime rates in U.S. suburbs would be placed directly in the correct table of the *State and Metropolitan Area Data Book*.

In this space it is possible to convey only a tiny flavor of the statistical resources awaiting you at the University Libraries, even as the few examples chosen are but a fraction of what we encounter in a single day. For a further introduction to these or still other statistical sources, readers are encouraged to inquire at the Hesburgh Library Reference Desk.

INTERLIBRARY *continued from page 1*

the patron ran out of time. The system was cumbersome and time consuming.

The process changed with the advent of the OCLC computerized Interlibrary Loan System. Most searching of paper indexes and catalogs was eliminated. Today, the item can be searched in the OCLC database, with a list of holding libraries in the U.S. and Canada displayed. Five libraries can be selected, and the system itself will present the request to each library in turn. Then each has four business days to respond. When a library declines or the four days have elapsed, the request automatically moves to the next institution on the list. When a library agrees to supply the item, information is entered into the system as to when the material should be shipped, received, and returned.

This simpler, faster process has resulted in raised patron expectations, however, in terms of the numbers of requests submitted and expected turnaround time. While ILL used to be an unusual last ditch effort to obtain material, it is not unusual now for a patron to submit 50 requests at a time. It is not unheard of for dissertations to be written almost solely with borrowed material.

Several years ago we established accounts with several research services in an effort to provide better service. We have accounts with the British Library's Lending Division, the Institute for Scientific Information, the National Technical Information Service, University Microfilms International, and the U.S. Patent and Trademark Office. We use these services when we cannot locate an item in a U.S. library, or when we have exhausted our copyright limit for a journal title. (Copyright law limits us to five copies per calendar year of articles published in a given journal title within the last five years.) We also make use of online full text services through the Dialog and Dow Jones databases.

You may be wondering why, with all the assistance of modern technology, ILL is not always a satisfying experience. We are not always successful, and we are not always fast. The research services are useful only for recent materials in photocopy format. They do not provide monographs.



H. Blackstead

There for you in ILL: Linda Gregory, Marilyn Witulski, Kim Baum, Marcie Rarick, Kathryn Ryan-Zeugner

The OCLC system does not provide holdings information for journals, so we cannot tell if a library holds the volume needed. Some materials such as pamphlets and museum catalogs are not cataloged, and therefore do not appear on OCLC. In these cases we may try a blind search to libraries known to hold collections in the subject. It may be slow, laborious, and frequently disappointing to the patron. We cannot compel another library to loan us something. If an item is old, rare, fragile, expensive, a reference book, or in heavy use, a library may refuse to loan it.

As the number of foreign students and faculty increases on campus, a new problem is developing. We receive increasing numbers of requests for materials not held by U.S. libraries. While domestic ILL has a long tradition of cooperation and formal structure, our foreign requests frequently go unfilled and ignored. We loan freely abroad ourselves, and we have excellent relations with the research libraries of Canada, but we are struggling with solutions to the problems of borrowing abroad.

The greatest barrier to prompt service, however, is the faulty citation. This is frequently caused by an inaccurate bibliography, or more recently by student assistants submitting inaccurately cited requests for faculty. We receive requests for material which we own, for books that turn out to be journal articles, or chapters in other books, for books cited by subtitle as well as many requests where titles and authors have been scrambled. Frequently there is no date or publisher provided. Reference librarians and bibliographers lend their skills to correcting and completing these citations; frequently a database search is needed. All this adds to the cost of ILL in database bills, librarians' time, and patron frustration.

To help us speed your requests to you, please remind your students to put your name on your requests, so that if we have questions we can contact you. If you are a regular user of E-Mail we would be happy to notify you of incoming materials via this medium. Simply provide us with your E-Mail address on the ILL form. And, if you have any questions or problems regarding your ILL needs, please do not hesitate to contact Kathryn Ryan-Zeugner at 239-6683 or L3X7AL@IRISHMVS.

Of Icebergs and Instruction

by J. Douglas Archer

Question: How is the University Libraries' instructional program like an iceberg? Answer: Only about 10 percent is visible to the Notre Dame community. Most are aware of the freshmen tours. Few know of the dozens and dozens of other tours, classes, and lectures given by Library Faculty at both the graduate and undergraduate levels.

For example, each fall six two-hour sessions are offered to all new graduate students in the Department of History. These sessions include: (1) a thorough grounding in the use of the online catalog and other local finding aids, (2) an introduction to such significant bibliographic sources as the *National Union Catalog* of the Library of Congress and the *Catalog of the British Museum*, (3) a survey of relevant periodical indexes in paper and electronic formats, (4) a demonstration of appropriate online data bases available through the Database Office, (5) an examination of the holdings of the Government Documents Center and the Microtext Reading Room (which together house over one million items), (6) a tour of the University Archives, and (7) an introduction to the services of the Interlibrary Loan Office and the resources of the Center for Research Libraries.

Similar minicourses, tailored to the needs of individual departments, are offered to graduate students in economics, theology, government, English, sociology, several of the departments in the College of Business, and to the students served by branch libraries related to the College of Science and the College of Engineering. A new three session workshop is being planned for this fall in American studies. Instructional sessions are also arranged for individual courses and for special interdisciplinary programs at the request of the teacher or the program coordinator. During the last several years these have included art, music, communications and theater, chemistry, peace studies, international students, and the Law School in addition to the programs, departments, and colleges mentioned above.

Numerous in-class presentations are also made each year for specific undergraduate courses. Unfortunately, there are as yet no library orientation programs aimed specifically at majors in the College of Arts and Letters. However, plans are being developed for just such presentations since a one-session general freshmen tour is simply inadequate to properly prepare a student for four years of library work in the department of his or her choice.

Each library instructional activity mentioned above has been adjusted to the individual needs of a specific department or professor. Some involve a single session while others require several. Some are done in the professor's classroom while others are done in the Libraries. Some emphasize walking tours while others make extensive use of the Hesburgh Library's Instructional Facilities (Room 222). Some necessitate extensive use of electronic media while others are print oriented. Almost all instructional sessions are reinforced with the use of printed handouts prepared by the Library Faculty. These range from single page "pathfinders" (brief outlines of reference sources, subject headings, and call numbers) to more detailed, annotated bibliographies.

If you (or your department or program) have not taken advantage of the University Libraries' instructional

program, please do so. To schedule library instruction for your class or inquire about setting up a series of workshops for your department's undergraduate majors or graduate students, all you need do is call the Coordinator for Bibliographic Instruction and Reference Desk Service, Doug Archer, at 239-6656, or contact the appropriate bibliographer or liaison officer for your department or program listed below.

DEPARTMENT OR PROGRAM	CONTACT PERSON	PHONE
American Studies	Joseph Huebner	5953
Anthropology	Kathryn Ryan-Zeugner	6683
Architecture	Robert Havlik	6665
Art	Joseph Huebner	5953
Black Studies	Joseph Huebner	5953
Business	Thomas Cashore	6734
Chemistry	Zahra Kamarei	7203
Classics	Louis Jordan	6603
Communications and Theater	Joseph Huebner	5953
Earth Sciences	Dorothy Coil	7209
Economics	Thomas Cashore	6734
Engineering	Robert Havlik	6665
English and American Literature	Laura Fuderer	5233
French Language and Literature	Laura Jenny	6693
Gender Studies	Margaret Porter	7620
German Language and Literature	Margaret Porter	7620
Government and International Studies	Rafael Tarrago	6587
Hispanic and Spanish Language and Literature	Rafael Tarrago	6587
History and Philosophy of Science	Robert Havlik	6665
History (American)	Douglas Archer	6656
History (European)	Alan Krieger	6663
History (Other)	Alan Krieger	6663
Italian Language and Literature	Louis Jordan	6603
Latin American Studies	Rafael Tarrago	6587
Life Sciences	Dorothy Coil	7209
Mathematics	Zahra Kamarei	7203
Medieval Studies	Louis Jordan	6603
Military Science	Robert Havlik	6665
Music	Joseph Huebner	5953
Philosophy	Alan Krieger	6663
Physics	Zahra Kamarei	7203
Psychology	Jo Bessler	6680
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Theology	Alan Krieger	6663
OTHER		
American Catholic Studies	Charlotte Ames	5176
Computer Science	Robert Wittorf	6429
Irish Studies	Charlotte Ames	5176
Judaica	Alan Krieger	6663
Sports	Jethrow Kyles	6506

Copyright Laws and Computers: One Librarian's Interpretation

by Jean A. Pec

Electrocopying, the reproduction of printed material in electronic form, is now seen as the largest threat to publishers and to the application of the Copyright Law. There is no need to take the material from library or office shelves, or to find a photocopy machine. And, if what publishers fear is true, there appears to be no one who can easily monitor whether or not permission to make copies was obtained. These copies are easily created with a few keystrokes at a computer keyboard. They can be sent across the country on computer networks, or reproduced in large numbers with little effort on laser printers which can produce copies looking exactly like the original document.

By using optical scanning devices, the copyrighted words of one author may be searched, incorporated into another's document, or even changed. While there is some use of optical scanners on university campuses to assist scholars in preparing concordances or data for computer analysis, the potential for misuse is there. An American publishers' task force is attempting to draft a "fair use" doctrine for electrocopying. They are considering licensing procedures, similar to those which the Copyright Clearance Center now handles between copyright holders and libraries and other institutions which need to make photocopies. American publishers do not expect to make the harsh demand which the International Group of Scientific, Technical, and Medical Publishers made last year: ". . . under no circumstances may information be held electronically in any form whatsoever without the specific written permission of the copyright owner or licensee."

Academic, corporate and public libraries in the United States with large collections of deteriorating periodicals and books are impatiently waiting for these guidelines. Electrocopying with optical scanners will enable libraries to transfer written "intellectual activity" to computer disks, thereby preserving it for the future. Much of what libraries currently retain on microfilm or bind could be preserved electronically, freeing space as well as allowing optimal on-line searching capabilities to large collections of data.

Currently some academic and special libraries are subscribing to electronically produced journals when they can afford the cost of the documents and the equipment necessary to "read" them. University Microfilms International has introduced a compact disk system which allows library users to view and to print the full text of articles in some 300 business periodicals. The corporation does pay royalties to the publishers based upon the revenue it receives for the copies produced using this system.

There are floppy disks which accompany printed books and periodicals. Hesburgh Library has a small, but growing collection of these disks in the Reserve Book Room. The archival, or original disk is preserved, and a copy made from which Reserve Room staff may make a copy for student use. In this manner the intellectual content itself is retained and protected from accidental erasure or damage. The University Libraries of Notre Dame follow the guidelines established by the American Library Association's Office of Rights and Permissions. This document, which also explains copyright provisions and library responsibilities with regard to videotapes and computer programs, is available from Roger Jacobs, Director of the Kresge Law Library (239-5916).

Along with other libraries, Notre Dame is waiting for publishers to produce more materials in electronic format so that information can be preserved and accessed more easily. After the guidelines for electrocopying have been established by the Copyright Clearance Center, the University Libraries will, in concert with other academic and research libraries, adopt and publish them so that Notre Dame's faculties will remain in compliance with the copyright laws.

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