

LISTENER

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LIBRARY & INSTRUCTIONAL SERVICES

Dean's Annual Report

Library Literacy Program Proposed

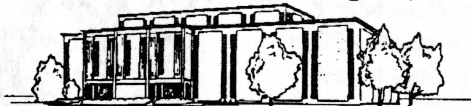
The Timme Library began development of a formal information literacy program in the early 1980s as part of its Bibliographic Instruction initiative. This included a library orientation packet for new faculty (revised as a booklet in 1989-90) and a self-guided tour of the library using audio recordings for students. This orientation was incorporated into a formal set of BI modules in 1988-89, mainly for presentation to first and second year students in English 111-113 courses where basic library skills are taught with composition using a Library Skills Workbook authored by BI librarians Keitha Breault and Linda Makonnen. Library faculty offered such instruction to 200 classes last year, reaching 5000 students (1600 more than the previous year, or an increase of 47%). In addition to one to two hours of classroom instruction and the tour, students are given pre-tests to measure their ability to use basic library skills upon entry to FSU, and post-tests to insure that they have learned such survival skills. The testing reveals that most students enter college without prerequisite library-use skills and perform at levels far below information literacy needs. Some of these remedial needs are being addressed by the Collegiate Skills Program, others are the focus of the Library's current BI program. These efforts, however, are not enough to guarantee information literate graduates from Ferris.

Information literacy encompasses those abilities and

knowledge for self-sufficiency in satisfying one's information needs, including both intellectual access and information retrieval, and extending to source evaluation. Such an enlargement of goals previously subordinated to BI programming has come from national reform movements in higher education, prompted by the 1983 Nation at Risk report alerting educators to severe danger signs in our education programs. The American Library Association Presidential Committee on Information Literacy's report in 1989 has called for the full integration of the academic library into the university curriculum and a more vigorous effort in educating students as information literates. The Timme Library is responding to this call and wants to contribute to this national effort by more effective programs at Ferris State University.

The Library has proposed to the General Studies Task Force that a single credit offering be devoted solely to information literacy skills as a requirement for Ferris graduates, going beyond the remedial efforts of the current BI program. This would be supplemented by electives for information literacy in specific domains of knowledge matched to the primary foci of the university's colleges. This proposal has not gained the Committee's support largely because of the overcrowding in the general studies curriculum, but also because information literacy issues have not been discussed widely by the Ferris community. Consequently, the Timme Library is exploring alternatives when articulating its instructional program in keeping with its mission as a teaching library. Look for the LIStener to provide further information about the Information Literacy campaign and its potential for educational reform.

Tierra Merry Christmas Paix sur la Terre Joyeux Noel Peace on Earth



Ferris State University

ASG & Senate Resolutions Support Library Funding

The Associated Student Government on November 28 passed two resolutions supporting library development at FSU. The first, drafted to President H. Popovich and her executive cabinet, asked the administration to protect the Timme Library from the budget cuts feared in the state's roll-back of the FY'90-91 budget and forecasted decreases in FY'91-92. The second was drafted to the FSU Faculty Senate, notifying the faculty of the first resolution and asking the Senate to take a similar stand in supporting a campus commitment to continuing library development through any budget crisis. The Faculty Senate endorsed the student resolve at its December 4 meeting. ASG President Reginald Look coordinated this effort and attended the budget hearings on December 3 as a sign of student support for the Library's initiatives.

ASG has been instrumental in fundraising for the library, both by working through telephone campaigns for the library's study hall and bibliographic instruction studio, and in obtaining one-time funding of \$159,100 from the state for support of the library's acquisitions program and improved access to periodicals.

Library Budget Initiatives for FY'91-92

Dean Lawrence McCrank joined the parade of administrators appealing to President Popovich and her Cabinet for increased funding and minor capital improvements in this year's budget hearings for FY'91-92. The Library asked for capital improvements in remodeling the second floor of the Timme Library, a process begun in FY'89-90 but which was left unfunded in FY'90-91. Its single budget initiative was for improved collections, through automated profiles for faster acquisitions of books and a serials budget that would bring the library's program more into line with the national standards of the Association of College and Research Libraries, a division of the American Library Association. The initiative called for annual expenditures for materials to more than double current budgets of \$414,000 to \$1,194,000 or an increase of \$793,600 over a three-year phased implementation. Processing such increased acquisitions requires an additional \$126,118 in personnel and a \$35,640 one time appropriation for equipment such as cataloging workstations and microform reader-printers. This would entail \$975,557 in new continuing funding, or more than is possible in any year of budget austerity. Current library funding from FSU general fund falls short of 3%; the increase would raise the university's commitment to 4%, still short of the Library's 5% goal against the ACRL standard of 6%.

While pleading the case for improved acquisitions funding to support all of Ferris' academic programs, Dean McCrank also had to inform the Cabinet about contingency budgets in place in case the Library is forced to enter FY'91-92 at level funding, thus absorbing all inflation (12% acquisitions; 8% binding; 5.5% labor, etc.); or worse, what would happen with a 5% cut. Several options were reviewed, with either scenario resulting in decreased library hours, cuts in acquisitions, delays in special projects, and continued problems in staffing.

Economy moves and reallocation in the library have already resulted in major increases in productivity and improvements in service. Library fund raising has been more successful than in the past, resulting in continued progress in remodeling and improved space utilization. Library collections have also benefited from special one-time appropriations by the President for the purchase of out-of-print materials.

Shortage of Student Labor Plagues Library

Like all academic libraries, the Timme Library depends on student assistance for its routine operations and special coverage, such as late-night hours and the extension of open-hours for the library's study hall. Demand for student labor has increased throughout the campus, especially with the proliferation of computer laboratories and other departmental facilities, which, coupled with general staff shortages across campus, have produced unheralded competition for work-study students and overages for regularly salaried employment. Scheduling for evening and weekend work is especially problematic given the commuting patterns of many students. Student labor budgets are also being taxed by increases in minimal wages and the library's progressive scale for experienced student assistants.

The result has been a serious loss in student hours to assist the library in its operations, especially for special projects and meeting the increased demand for its services. In the CMS (Collection Management and Services) Department alone, which is responsible for circulation and reserves, the number of students has declined from 68 a year ago to 48 in the fall term, 1990... a loss of nearly 30%. Consequently the Library is experiencing difficulty in maintaining circulation and stack shifts, resulting in huge backlogs of book returns. Over term break, library staff and faculty not only engaged in barcoding a thousand books per hour, thus moving 35,000 volumes inter-

nally, but they attacked the shelving backlog created by the shortage of student labor and record circulation. The problem threatens to decrease service and slow down improvements or to overrun library budgets for labor in FY'90-91, but Phil Tetsworth of FSU's Financial Aid Office forecasts that this will be a continuing problem for the library and other organizations at Ferris.

1989-90 in Review

Overall library use continues to escalate at a pace far above the rate of funding increase or the identification of space and personnel to keep abreast with heightened expectations and increased demand. Combined measures of library activity show an increase of 23% in one year, and the people counters at the public exit reveal that peak traffic has crested to 48,771 patrons per month. Traditional measures of library productivity, such as external circulation, have not skyrocketed so dramatically because of major changes in the delivery of materials and the types of service offered. For example, increased reliance on CD-ROM tools has cut into the former internal use of manual of reference sources, and traditional usage patterns are being skewed by the forced reliance on microforms because of the negative impact of budget considerations on the format of serial acquisitions. Finally, the Timme Library is used very intensively for about half of its open hours, and it remains under-utilized for the other half, somewhat like a church or theater that is full one minute and empty the next. Use patterns rise and fall like peaks and valleys or an arrhythmia on an EKG chart, rather than a nice, even pace. It is easier for a library to provide regular service and a stream of materials than to react to erratic behavior between extremes, but the Timme Library has adjusted to a certain pattern of heavy use from late Sunday afternoon through Wednesday evening and little use from Thursday through Saturday. Likewise, library use fluctuates with the academic term, skyrocketing in October, January, and April, and with a preponderant reliance on serialized rather than monographic literature.

Reference and Instructional Services (RIS)

The RIS Department during 1989-90 rebounded from an all-time low in staffing, with a ratio at one time of only one librarian for two-thousand students, to nearly twelve people (seven faculty, two administrative and one administrator, 1.5 clerical positions, and 20 student assistants). Felix Unaeeze, from New Mexico State University, joined the department as its

head. New faculty include Susan Suess from Vermont for health sciences and Richard Bearden from the University of Kentucky for the sciences.

Reference Services concentrated on centralizing reference collections and developing an automated reference center which includes nine CD-ROM databases on five microcomputer workstations (eg. Infotrac's Academic Index, National Newspaper Index, Magazine Index, Business Index, etc.), and adding Wilson disc databases such as the Applied Science and Technology Index and the Social Science Index, as well as the Silver Platter version of Medline. Special hexagon tables were purchased for clusters of workstations, and plans were made to implement a LAN (local area network), linking these electronic bibliographic tools to the PALS automated library system. Costs in purchasing group licensing still remain prohibitive for some of these tools to be accessible through the online catalog, but in the future some of these CD-ROM databases may be transferred onto the UNISYS host as special files available through FSU-PALS.

Bibliographic Instruction at Ferris State was highlighted at the MACUL Conference in Grand Rapids with presentations by Keitha Breault and Linda Makonnen this year. Assisted by a Timme grant, they have been working on a computer-assisted program for helping students write term papers. The BI librarians completely revised the Library Skills workbook and produced fifteen versions of the practice exercises used primarily by English 112 students. They are now preparing course materials for the use of FSU-PALS and additional CD-ROM products, and the department designed a new brochure for faculty orientation to the library.

Interlibrary loan and online search services contributed to the overall increase in library business with over a 10% increase in borrowing and more than 3.75% lending by the Timme Library for a total of 2505 ILL transactions and 134 searches via BRS, DIALOG, and MEDLARS. 80% of Ferris requests are filled by other Michigan libraries. Although the Timme Library is a net-lender, the gap between ILL borrowing and lending is narrowing as FSU users place more demands on the library. ILL statistical reports are now generated by a microcomputer software package, SAVEIT, and attention is being paid to borrowing patterns for feedback about deficiencies in the FSU collection. ILL is now looking at the implementation of the FSU-PALS ILL module, is using telefacsimile for more rapid relay of materials,

and is considering simultaneous remote searching capabilities as one means to assist faculty and upper-level students in off-site programs.

A formal extension service has yet to be developed. As the university transports more programs to remote sites, some with inadequate library resources, there is more concern about the proper provision of information services for off-campus students and distance learning. There are a variety of mechanisms being considered, such as greater use of telefacsimile and optical scanning, courier services, deposit collections, circuit librarianship, information counseling by telephone, use of video-instruction and the University's public television capabilities, and contracted services.

Collection Management & Services (CMS)

The CMS Department completed its reorganization this past year with the appointment of Librarian Geri Hurt as department head (she had served as acting-head for over a year), and the transfer of the technical components of periodical services to the LSO Department. Its main concern has been preparing for automated circulation with barcoding of the collection for check-out by scanning, and changes in policies and procedures to accommodate the PALS circulation module which is targeted for implementation during spring term, 1991.

External circulation is down 3%, but internal use of library materials increased by 23%. Likewise, there was a 33% decrease in periodicals use, largely because of budgetary problems and the decision to transfer many titles to microform subscriptions. The latter contingency measure, still better than no subscription at all, creates long lines at the library's 26 readers' stations and a huge demand on the equipment; and the increased delay in the acquisition of materials in microform means decreased currency in the collection. The result is a massive skewing of use away from periodicals to microforms, especially cassettes which have increased in use by a spectacular (and equally frustrating) 845% in one year. Such forced shifts in use points to the severe problems in the serials budget and the imbalance in the current acquisitions program which is forced by rampant inflation in the cost of serials (8-14% annually) and the inability of the university budget to respond accordingly. The library has increased its acquisitions budget continually, but buys fewer titles with more money. This problem is especially acute at Ferris because of the nature of its professional and technical programs, but it has hit all libraries in Michigan and throughout the nation.

Circulation data are suspect because the conversion from manual to electronic tools may decrease circulation statistics while actual use intensifies, but the library did deliberately reduce circulation by heaving weeding of the collection for space saving measures, eliminating its textbook collections altogether, and moving its media to a temporary location for one year during the experimental merger with the Instructional Resource Center. The Library's Individualized Learning Center has returned to the Timme Library; use of individual media has stabilized and now appears to be increasing again. Activity in ILC is expected to increase more as personal-computer workstations and portable computers are added in the coming year.

Government Documents arranged a contract with Northwestern Michigan College in Traverse City to share the latter's GPO (Government Printing Office) selection depository status for federal documents. Items are selected by government information librarians at both institutions, and they are housed in both locations as one repository. This arrangement allows FSU, which did not have access to depository status and the program of the federal government to provide free copies of its documents, to increase its selections significantly as an important adjunct to the Library's acquisition program. Documents received under this new agreement began to arrive at Ferris in October. This interinstitutional cooperation anticipates plans to host the automation of the Osterlein Library in Traverse City on the FSU-PALS system, which will make the public access catalogs of both libraries available online at both locations.

University Archives has centralized its holdings in two locations, an off-site records center in Knollcrest, and a collection of more frequently used material and archives such as photographs requiring special environmental protection in the Timme Library. Archives and Special Collections use one reading room, dedicated to former FSU librarian Goldie T. Nott. Meanwhile, the Library's general meeting room on the third floor was named specifically the Ferris Historical Room. The Heritage Club assisted the Library in the refurbishing of furniture for these rooms and plans to assist funding a microfilming project for university records, beginning with the *Torch* and other publications on perishable paper. This conservation effort will be in conjunction with a new library preservation program which coordinated out-sourced binding and inhouse maintenance and repair work to improve the condition of library materials.

Library Systems and Operations (LSO)

The Library's reorganization of this department was completed with the appointments of Alan Pochi from the University of Pennsylvania as Coordinator for Bibliographic Control, and Janet Fullerton from Arizona as the new Coordinator of Acquisitions. Technical support for periodicals was transferred from the CMS Department to LSO Acquisitions and the PALS implementation project was assisted by the appointment of a full-time computer technician, Kriss M. Tessin, as an LSO Associate. This brought staffing to 14 FTEs plus a supplemental faculty appointment of a cataloger, Lewis Clark, for the completion of the retrospective conversion project. Donna Sheathelm, long-time library employee in acquisitions, retired in 1990.

The major concern of LSO personnel has been the implementation of full-scale automation in the Timme Library using PALS hosted on a UNISYS midframe situated in the Library. The UNISYS-PALS contract was approved by the Board of Control in March after an extended and rigorous review of 14 vendor and final consideration of three options. Site preparation included extensive cabling, excavating trenches in the first-floor slab for undercover conduits, and the creation of a climatized, especially wired and secure computer center on the third floor. Remodeling and site preparation were completed in spring 1990, PALS was loaded over the summer with the FSU database that had been accessible previously on the host system of the Chicago Public Schools. The OPAC (Online Public Access Catalog) was operational for fall term. Work continued on the ARC (Automated Reference Center), barcoding for automated circulation targeted for early 1991, and the creation of Ferrisnet or a multitype library network using FSU-PALS and hosted at Ferris. The Big Rapids Public Library will be the first library automated through Ferrisnet.

Acquisitions attacked backlogs in Gifts and Exchange, created primarily through access to the Library of Congress exchange program (with a resultant backlog of nearly 10,000 volumes), several gifts including the sizable donation (9853 titles added) from Ferris language and literature professor Elizabeth Turpin, and special purchases authorized by President Popovich such as the Cambridge Press titles (3861) and a collection of 2198 volumes from academic libraries in the San Francisco region acquired from Books for Libraries, Inc.. In all \$396,492 was spent on ongoing acquisitions with another \$33,000 in special purchases. While the size of the Timme

Library's collection continued to decrease because of extensive weeding, nearly 40,000 volumes over a three-year period, the collection was refurbished with the addition of 5367 titles or 5707 volumes, 1258 documents, 67,800 units of microforms, and 4707 microform subscriptions in addition to special acquisitions. Meanwhile the Library has attempted to purchase the entire library of a recently closed college. At this rate more than a tenth of the collection has been replaced with new material not hitherto accessible at Ferris State University.

Access to this enriched collection depends on Bibliographic Control via inventories, checklists, serials holdings printouts, and cataloging. The project to reclassify the old collection from Dewey Decimal to the Library of Congress classification system and to upgrade descriptive cataloging to the AACR2 code (retrospective conversion, or simply "recon" in library jargon) has been ongoing for more than eight years, but it is scheduled to be completed in summer 1991. A total of 23,830 monographic titles were reprocessed last year; approximately 19,000 titles remain. Cataloging also processed 10,188 new titles into the general collection and 160 for designated collections such as the Michigan Collection, the Pharmacy Reading Room, and the IRC.

The invigorated acquisitions program has produced new pressures on space, resulting in massive shifts in the stacks and overflow to a remote storage center at Knollcrest Hall. The Library rents additional warehouse storage off-campus and is still looking for additional space. It is expected that nearly 75,000 volumes will have to be stored off-site, while thousands of periodical volumes have been converted to microforms for space-saving measures. Unfortunately the library does not have adequate control of its microform holdings or analytics of sets in its online catalog. It is estimated that the total count of bibliographic units has crested 350,000, of which about half are subject to standard bibliographic control. Increased acquisitions and special projects like barcoding the general collection, mean that collection growth continues to outstrip staffing and production capabilities despite increased departmental productivity of 200% or more. Much work remains.

Library Closing

Remember that the Timme Library is closed while the university closes for break, December 21, 1990-January 2, 1991. Check-out your library materials early and enjoy a good book over the holidays!

Dean's Corner



Season's greetings and on behalf of the Timme Library I wish everyone the best for the New Year!

Although the holiday spirit has been dampened somewhat by forecasts of budget cuts and general austerity,... a real humbug no doubt, we need to be uplifted by a sense of real accomplishment this past year and the assurance of a brighter future for continued progress in 1991. Even with some economy measures, significant accomplishments loom ahead with prospects for

a Health Science library, remote storage to provide some relief on the main facility, increased special acquisitions, an invigorated instructional program, and implementation of more modules for FSU-PALS. These, plus demands for service and information resources, will keep the Library busy enough.

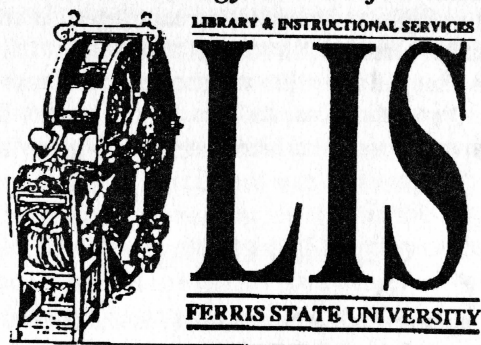
Remember the service that the Library provided for you this past year; the resources it shared; the time it spent in personal assistance; the connections it made with other institutions to support your programs; and the interest it takes in your success. Remember that when fulfilling your gift list for the holidays and when making New Year's resolutions! For our part, the Timme Library administrators, faculty and staff resolve to make this academic library even better in the year to come.

Join us! Help us! Use us! and be blessed with the lifelong gifts our libraries bestow. Happy holidays to all.

*Lawrence J. McCrank, Dean
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Season's Greetings!

Where technology serves information



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