REPORT OF THE UNIVERSITY LIBRARIAN TO THE BOARD OF GOVERNORS

1990

THE UNIVERSITY OF REGINA LIBRARY
It (the library) is the center of research and a key to a university's scholarly distinction. It is a mounting and at times uncontrollable drain on the university's budget. It is a window to the community—both the academic community and the general citizenry. It is the most dependable link with other institutions of higher learning. It can be an administrative headache and at times a battleground of personnel policies. It is the source of greatest promise and greatest problems in the use of new technologies. It is the key to development of new academic programs and the strength of existing programs. It is all of these elements and many more. The university library is, in short, a source of pride and a source of problems.

Robert M. O'Neil, President
University of Virginia
ACKNOWLEDGEMENTS

The many fine achievements of the Library during the past year are the direct result of the efforts of a dedicated, hard-working professional and support staff. Without them this report would not be possible.

The Library also wishes to acknowledge the support of University administration and faculty in their efforts to maintain the acquisitions budget during difficult economic times.

Finally, we wish to express our thanks to the former University Librarian, Ernie Ingles, in leading the development of the Library during his tenure.

Special thanks, for their help in the preparation of this report, to the Associate Librarian Client Services Group, Carol Adams; the Associate Librarian, Resources Services Group, Margaret Hammond; and the Associate Librarian Support Services Group, Stan Fielden.

Desktop publishing by Frank Kemp
HIGHLIGHTS

The past year has been a productive one with the expansion of computerized reference services, the virtual completion of the recon project, and continuing implementation of the NOTIS integrated online library catalogue.

* The NOTIS circulation module was installed.

* Instructional room facilities were upgraded to enhance the increased number of library orientation programs provided to faculty and students.

* Two videos were produced to describe and market the Library and U.READ services to distance education students.

* A successful one year trial of the Business Periodicals Ondisc was completed.

* Interlibrary Loan services and document delivery continued to fill a wide range of information needs.

* CD-ROM services were expanded to provide better and faster access to periodical materials.

* The Archives acquired three additional collections from Dr. Saros Cowasjee, Victor Cicansky and Walter Stewart.

* Over 700,000 records representing approximately one million volumes and non-print materials now reside on the Library’s MURLIN database with closure of the card catalogue scheduled for this summer.

* Technical expertise to implement and enhance automated systems remains in short supply both in the Library and in Computing Services.

* The stability of the campus communications network which includes access to the Library’s catalogue remains a primary concern.

* William R. Maes was appointed as the new University Librarian effective September 1, 1990.

These and other items of interest are described more fully in the pages which follow.
THE BROADER VIEW
The Library is the heart of the University and although most administrators, faculty and students would agree, it and the people who labour to serve the University’s information needs are too often taken for granted. It is recognized that this, and most other universities, have made it a priority to ensure that libraries receive appropriate funding to maintain collections even during what are very difficult economic times. The University’s Academic Review Task Force of 1988 specifically recommended

that, as a matter of the highest priority, the acquisitions budget of the Library be adjusted annually in such a way that the Library will have the wherewithal to purchase at least as many monographs and journals as it did in the preceding budget year, and moreover, that the funds allocated to the Library for the acquisitions of materials never be allowed to decrease. (Recommendation 6.16, p. 41)

The University of Regina has attempted to comply with this recommendation and will undoubtedly continue to do so to the extent funding will allow. How then can it be said that our and other libraries are being taken for granted?

The world is changing at an unimaginable pace. Political realities which we thought were immutable have changed almost overnight and our own country is facing the possibility of a political reorganization which we would not have imagined just a few years ago. These political changes are a dramatic representation of the fundamental changes taking place in all areas of work and society. Many elements are driving these changes and it may be argued, in some instances, that it is simply that the time is right. However, one can be assured that one of the major causative factors, one of the major empowering factors, is the growth and dissemination of information. It has become a cliche to say that knowledge/information is power but this does not detract from the fact that information forms the basis for a new economic order centered upon the knowledge worker. Information and how it is used is empowering countries as well as individuals. Our Prime Minister, speaking in Calgary, April 5th, 1990 said:

we are living in an increasingly interconnected world—a global economy where brain power is a nation’s decisive natural resource and technological sophistication the key to its attracting and generating investment. If we want to remain one of the world’s best nations in which to live, we have to be prepared to take the world on its own rapidly changing terms.

Libraries, as depositories of much of the world’s information, are at the centre of the opportunities and controversies which this new information-dependent society has engendered. The need and demand for more and better information which drives the new economic and social order and the great value which has been placed upon it has caused book and journal costs to spiral upwards. Increases in journal prices of 25% or more per year are commonplace and are forcing even large established libraries such as those at Berkeley and Illinois to institute massive subscription cancellations. At the University of Regina inflation and new federal and provincial taxes have in one year devalued the purchasing power of our $1,560,000 acquisitions budget by over $300,000 or 20%. Inflationary pressures of this magnitude make it increasingly impossible for universities and granting agencies to continue to protect book and journal budgets to the extent that they will allow libraries to support existing teaching and research needs. The problem of increasing costs for acquisitions can no longer be addressed by endlessly increasing acquisitions budgets. It is time for universities, their staffs, faculties and libraries to collectively address the problems of diminishing access and dissemination of information as the result of rising costs brought on by new economic and social realities.
THE NEW REALITIES

What are some of the realities in the world of information and knowledge which will require libraries and the activities they commonly engage in to change? First, information has economic value. As such, information has a price. Like any other commodity, the price of information keeps rising as the cost of producing and the demand for the commodity goes up while control rests with fewer and fewer people. Publishers no longer exist to support the scholarly ideal of creating and disseminating knowledge for knowledge's sake. They are in business to earn the maximum return on their investments. Robert Maxwell, one of the new giants of the publishing world, and best illustrating the new order, stated that journal publishing is "the perpetual financial machine which is a cash generator twice over through advance subscriptions as well as the profits on the sales themselves".

Over the past twenty or so years a small group of commercial publishers in the United States, the United Kingdom, Holland, Germany and Switzerland, have methodically gained control of the major scientific, technological and medical journals. They hold a virtual monopoly on the publication of the most reputable and sought after journals. It is a monopoly which translates into exhorbitant price increases which generate an artificially high return on investment. Libraries and universities are at their mercy considering they are a captive, targeted market with no options to seek competitive pricing.

Second, there is, and will continue to be, an unending flood of information. Between 1976 and 1986 the number of scientists in the United States doubled to over 4 million. According to an article which appeared in the "Chronicle of Higher Education" in 1987, articles are submitted at the rate of one every 30 seconds to over 40,000 science journals published each year. Although perhaps a somewhat cynical view, the system whereby promotion and tenure depends primarily on scholarly publishing will ensure that this deluge continues. Commercial publishers are only too happy to accomodate with increasing numbers of highly specialized and high-priced "spin-off" titles to which scholars must have access if they are to continue to keep abreast of developments in their fields. In many areas the scholary enterprise is choking itself with a plethora of mediocre material which must be assessed, and in too many instances, purchased to satisfy scholarly and university library status. At the same time gigabytes of information are coming to us from satellites, space probes, and other scientific endeavours at a rate which it will take scientists decades to analyze, interpret, and disseminate.

Third, while there are increasing costs and increasing supplies of information the funding base on which universities and university libraries depend is becoming more circumscribed. Neither libraries, nor the agencies that fund them, have the financial resources to cope with the increased costs of the myriad of print publications. Neither is it likely that that funding base will increase substantially at any point in the near future given the many other demands on the public purse. Many universities already find themselves in the awkward position where many of their scholars are not able to access the papers of their colleagues, nor even their own publications, in their local university libraries. As budgets and the purchasing power of libraries decrease everywhere, the concepts of collections sharing and reciprocal access to circumvent the shortfall are less viable. The traditional scholarly publication, dissemination and evaluation process is unravelling.

While this is occurring, in a pre-budget submission to the Minister of Finance in December of last year, the Association of Universities and Colleges of Canada asserted that

if Canada is to flourish in the new global setting, it must provide its citizens with an education that is competitive with any in the world. Our institutions of higher learning must attract and retain the most inspired teachers and the most innovative researchers and scholars. They must provide an atmosphere conducive to ground-breaking research, both basic and applied. They must up-date their libraries and laboratories. They must transfer knowledge and technology to other sectors of society. And they must provide Canada with a window on the world and a link to global developments in science and technology. ("Canada's Universities and the New Global Reality", p. 21)
The University of Regina Library and libraries throughout the country are in a very difficult position. Libraries have been taken for granted because the serious difficulty of providing information resources in an environment where publicly funded institutions must pay market prices for an essential commodity, which not so long ago was considered to have little or no economic value, has not really been addressed. It is unlikely that the current strategy of protecting acquisitions budgets by diverting more and more monies from other endeavours will be able to keep pace with the inflationary pressures of an information driven marketplace nor solve the problem of dealing with a growing glut of information. While, for the sake of our economic well being, the need to develop our educational and research infrastructure grows, the possibility of meeting the underlying information needs with the old strategies is fading. New radical strategies of dealing with the glut and rising costs of information need to be considered. Whether or not these strategies will include libraries depends on the ability of libraries to continue to fulfill their mandate in a radically new competitive information and technology rich environment.

There are other indications that continuing to feed and protect acquisitions budgets, maintaining the status quo or the old order, will no longer be sufficient and that this approach is no longer consistent with modern realities. The demise of the old order is almost certain when we consider the increasing volume of information which is not, and can not practically, be disseminated on paper; the decreasing reliance by researchers and scholars on published work; the proliferation of specialized and disparate information resources which are market oriented; the growing sense of an inability to cope with the growing amount of information; and the growing legal and regulatory problems with respect to copyright and information ownership.

The United States earth sciences database currently contains 100,000 gigabytes of data (1 gb. = 500,000 typed pages). In less than 15 years this database is expected to grow to 10 billion gigabytes. The NASA earth observing station will generate more data than has been produced by all LANDSAT satellites in the last 10 years. Currently there are digitized versions of the Oxford English Dictionary, all classical Greek texts and Shakespeare's plays. Many government agencies in the United States and Canada are switching their mode of publication to CD-ROM and other digitized media. Digitized images of the National Gallery collection in Washington allow desktop access and new research techniques completely impossible to apply to the works' original or published form. There is an ever expanding network providing digitized information commercially to suit almost every sector of society: airline schedules, stock quotations, demographic profiles, census statistics etc.

With this proliferation comes a growing lack of control and organization. Sheer volume and the new digitized means of delivery have overwhelmed our ability to chronicle information in any methodical fashion. As more information shifts to this new medium a large proportion of the population and an increasing number of libraries are becoming disenfranchised because they do not have the wherewithal in equipment to access it.

The strategies we will require, then, are not simply strategies to deal with the old paper based information system but increasingly, and in all likelihood, overwhelmingly, with non-paper based information systems. Unfortunately, organizations remain deeply committed to the existing systems even though funding can no longer sustain access to existing information needs. In this environment libraries, with an eye on the future, must think about how they can continue to fulfill the information needs of the university in order to prevent a free-for-all, with each individual scholar and student forced to navigate their own way through a maze of electronic noise and individually bearing the brunt of increased costs.

The issues we must deal with include financing, institutional inertia, dated organizational structures and information as property. Not only must we address the problems of more information and less money but we must also recognize that we are dealing with a totally new order founded upon information and technology and the new power structures these create.
COPING WITH THE NEW REALITIES

To meet the needs of the ensuing years, the University of Regina Library must reconsider and reconfirm its role in this new information/technology rich context and find or create those resources which will ensure its mandate. This will be very difficult when there is a great deal of uncertainty in what the future holds for the printed word and traditional methods of dissemination as well as what it holds in terms of available fiscal resources. It will also be difficult when increasing emphasis is being placed on disparate information sources geared to direct access for very specialized sectors of the scholarly community.

The University of Regina Library has tried as much as possible within the constraints imposed by budget and the ongoing need to commit a good proportion of that budget to traditional endeavours, to participate in the new technology and what it has to offer in terms of enhanced searching capability and enhanced access. The introduction of MURLIN, the online public access catalogue, was one step in the right direction and appropriate pursuit of an opportunity. It needs to do much more. It needs to devote more attention to the potential offered by the growing number of digital networks including Internet and SaskNET and to explore more fully with other university libraries the possibility of entering into shared database ventures providing local access. It needs, wherever possible, to promote cooperation and sharing of resources within and without the province. It needs to train and acquire appropriate staff with an awareness of the new realities and a willingness to solve the resultant problems.

The Library must somehow also arrange to receive a greater priority from Computing Services and convince administration that with the introduction of the online catalogue and increasing high speed access to alternative sources of information over national and international networks, that appropriate funding of Computing, and development of computing on campus, is as vital to the Library as it is to Computing Services and the information needs of the University as a whole. The biggest delay in implementation of our OPAC and all its attendant bells and whistles has been lack of adequate computing support. At our current rate of progress, the many benefits to be derived from full implementation of our system will hardly be realized before the technology is superseded by new developments in the information technology sector.

The University of Regina Library has a very good system but any hopes for becoming the primary system in the province, where reliability and innovation could lead to further cooperative ventures such as RegLIN, are dashed by the poor quality of our computing support. It is not the quality or output of the people involved but simply the insufficient number of people available to perform all the work that needs to be done and the growing inadequacy of the equipment.

Just as there was an Academic Review Task Force, the University urgently needs a review of its academic information support systems, not with the object of cutting services but of realistically looking at our future and where we want to be 10 years from now in terms of how we will manage and support the information needs of the institution. Meeting current and future information needs does not happen as if by magic but through continual reassessment and careful husbanding of resources. It also takes vision and dedication to create the best academic information support system possible. Such a review should have full participation of faculties so that they can buy into the plan and are willing to commit or harmonize their strategies with the common need and common good. It should be an integrated look which does not assess the information infrastructure in terms of isolated units but as an information support continuum comprising all units which create, organize and disseminate information on campus.

In the broader context, libraries do not exist alone and must gain the support of the scholarly community to find ways of overcoming the serious problems outlined above. Scholars must examine their communication process and their evaluation process, based as it is essentially on journal and monograph publication. In the age of fiber optics, satellite communications, computers, and mapping of the human genome with its attendant deluge of data, is the journal still the best method of scholarly communication? Should it remain the preferred method? Is all scholarly achievement to be judged on the basis of publication, much of which, in spite of its bulk, has contributed little to the advancement of knowledge and true discovery? How can we reasonably expect the publication of two or more articles per year from every scholar and not have scholarly publication degenerate into a safe, comfortable level of mediocrity? In a recent article in “Science” it has been argued that even though there are considerably more scholars their quality in general is
lower than scholars of a generation ago. Is it perhaps not better and more reasonable to expect that a scholar will produce four or five significant articles in his/her lifetime and is that not the basis on which his/her work should be judged?

Electronic communication may have an effect on this in allowing another channel through which scholars can communicate and refine their knowledge before allowing it to reach publication in a final form. No one would argue that the process of scholarly communication is essential but is it necessary that it all be published or even chronicled? Perhaps it would not be if the reward system were different. At the moment the evaluation process unfortunately requires that it be so. Harvard University by considering only the five best papers in any faculty review process is perhaps beginning to send the appropriate signals to the scholarly community.

Libraries in this scenario, where more and more ideas are published electronically, can serve as computerized repositories for these materials besides maintaining an appropriate stock of published materials to support university programs. Libraries can become the organizers of this new electronic information and the disseminators. At the same time that the flow of print materials is stemmed, hopefully the commercial middleman can be eliminated bringing acquisitions costs down or making a great deal more information available for the same costs. Two university librarians in the United States have even suggested that libraries stop purchasing all journals for two years and invest the money saved in building a national electronic scholarly communications publishing network incorporating the publishing, editing and evaluation features of current print based systems. This is perhaps a radical idea but one which in two years could largely overcome the pernicious gouging of greedy commercial publishers.

A time will come when computing, the library and audiovisual centres will come to be viewed as part of one large information infrastructure. Institutions following this pattern will be in the forefront of meeting the information needs of scholars, students and society. The University Library must build upon its OPAC, its first significant entrance into the world of computing. It is only the first small step. If in the long term we are to remain relevant, and we will become increasingly less so as acquisitions budgets continue to shrink in purchasing power, we must become more and more computerized, and our staff must become more involved in the organization and dissemination of information through electronic means. That too requires resources, the cooperation of computing service departments, and the cooperation of the scholarly community to build an appropriate electronic network. It is beginning to happen nationally and internationally—libraries are seeking greater avenues of cooperation and sharing, and access. It must, however, also happen on campus where the various faculties and administrative units begin to build towards what in the medical sphere has been referred to as IAIMS, an integrated academic information management system.

Indeed, at present, we are faced with harsh economic realities and the prospects for higher education are not that bright. We are now forced to take another road, to consider new and innovative options. There is no growth without change and it is human nature to avoid change and continue with the status quo. Let us seize the opportunity and overcome the urge to resist. Change is always difficult for it is abandoning the known for the unknown. It is abandoning the perceived good for what may not be better. However, it is our purpose here at the University to wonder, to push out the frontiers of knowledge, to take risks in order to improve—to change. It is time for all universities and all scholars to re-examine the scholastic enterprise as we approach the 21st century. In the words of John F. Kennedy:

The problems of the world cannot possibly be solved by skeptics or cynics whose horizons are limited by the obvious realities. We need men who can dream of things that never were.
THE YEAR IN REVIEW
CLIENT SERVICES GROUP

The Client Services Group is primarily responsible for providing information and instruction in library use to the academic community both locally and through the distance education program. Service is also provided to community users.

The Group consists of a number of distinguishable services based primarily on function: Reference/Information Services including services pertaining to micromaterials; U.READ, a service instituted to address the library needs of students and faculty residing outside Regina; Interlibrary Loans/Document Delivery, a service to provide access to the holdings of other libraries; and Circulation, a service which controls the lending of materials and which is largely responsible for the physical maintenance of the collections.

Reference/Information Services

The introduction of the NOTIS online public access catalogue in May of 1989 represented a major shift in providing access to library materials from a system based on access through the traditional divided card catalogue to a system based on computerized integrated files. The implications for providing adequate training in use of the new system were far-reaching and in 1990 necessitated the re-working of many instructional materials and approaches and the enhancement of an instructional room facility incorporating an electric wall screen to allow projection of video terminal output.

140 instruction sessions were provided by the Main Library reference staff to approximately 2200 students. The number of reference questions answered by reference staff increased by 13% over last year. (Appendix A, Table 1)

CD-ROM Services

CD-ROM services deserve special mention because of the positive impact they are having on the user’s ability to access information and the negative impact they are having on the library in terms of costs involved and increased demands on staff time.

CD-ROM (Compact Disc/Read Only Memory) is a technology which migrated from the audio world to the microcomputer where it provides digital storage space equivalent to 275,000 pages of text. One disc can store the full text of all extant Greek classical works, the abstracts, indexing and bibliographical data of all the articles published in over 3500 journals indexed by “Index Medicus” every year, or the complete “Kirk-Othmer Encyclopedia of Science and Technology”. This storage capacity, linked with the powerful word processing and searching capabilities of a microcomputer, have enabled the user to access new materials as well as to use new search strategies.

The Library currently subscribes to, or has purchased outright, twelve CD-ROM products: PsycLIT, SPORTS Discus, Social Science Index, CBCA, ABI/INFORM, General Science Index, Associations (Encyclopedia), Microsoft Bookshelf, ERIC, Compton’s Encyclopedia, Microlog Index on CD-ROM (Government publications), and StatCan Data Disc (Government Publications). It has on a trial basis: MLA, Religion Index, Social Science Citation Index, and the Science Citation Index. These databases reside on four workstations in the Main Library and two stations in the Education Branch. (Appendix A, Graphs 1 and 2)

The variety of products has produced somewhat of a training nightmare for the reference staff because the search software supplied with the discs usually differs from company to company as well as from database to database. A great deal of time is spent on delivering individual instruction to students and faculty in the most effective use of these products despite the offering of many CD-ROM “clinics” for group training on products targeted to particular subject disciplines.
CD-ROM databases are also very expensive. Business Periodicals Ondisc, a full text database of over 300 business related journals indexed by ABI/INFORM, costs the Library $25,000 per year plus royalty charges of $0.15 per page. Other indexes are more reasonably priced at between $1,000 and $5,000 per year. At the same time these indexes/databases, because they reside on standalone workstations, are only available to one person at a time and there is continuing pressure to expand the services. The introduction of this technology, then, although it represents a significant advance in terms of user access and convenience, has proven very costly for the Library. Funding agencies have yet to recognize this added burden.

The CD-ROM End User Committee has explored various options of extending CD-ROM services through local area networks or connection through a mainframe system. These options, and the multiple-user licenses which would be required, have proven too expensive to be viable at this time.

Online Services

In addition to its ongoing subscriptions to commercial databases residing on remote computer systems such as Dialog, BRS, Infoglobe, Financial Post, and Can/OLE, the Library subscribed to two new services in 1990: Infomart Online and the CAS Online Academic Program. Infomart Online provides access to the full text of ten newspapers from across Canada and serves as a gateway to accessing an additional twenty-five newspapers in the United States. Besides providing better on demand access to a greater variety of newspapers, the introduction of this service has saved the Library the cost of subscribing to, and physically maintaining, a number of newspapers. (Appendix A, Graph 3)

The CAS Online Academic Program allows faculty, students, and the Library to conduct searches during off peak hours on the Chemical Abstracts database at substantial savings.

There has been little or no increase in the use of online services over the past five years. (Appendix A, Table 1) A probable explanation is that free self service access to the CD-ROM databases, which, in many instances, contain substantially the same material as their online counterparts, has offset any normal anticipated increases.

U.READ

U.READ, University of Regina Education at a Distance, has continued to expand in this its second year of operation and was offered for the first time during the spring/summer session. (Appendix A, Graphs 4 and 5)

Bibliographic instructional videos were produced over the summer to advertise and enhance the quality of service provided to U.READ users. "Bridging the Distance the U.READ Way" informs students about the services offered through U.READ while, "University of Regina Library: Tap into the Magic", familiarizes them with the Main Library and its services. The former has been widely distributed and requested by other Universities outside Saskatchewan. The latter has been used extensively in fall and winter orientation sessions.

Through the $15,000 materials allocation of the U.READ program it was possible for the Library to build collections, mainly in the Social Work area, and to acquire two new CD-ROM databases in support of the program: Science Citation Index and General Science Index.

Although U.READ has been a very successful program, judging by the response of students, it presents a number of administrative problems because it is not funded out of the base budget. This makes it difficult to engage in effective long-term planning and to hire and develop a knowledgeable staff complement.
Interlibrary Loan/Document Delivery

The importance of interlibrary loan service has grown considerably over the past few years as our Library, along with many others, tries to cope with research demands in an environment of exhorbitant inflation in the book and journal market and in a period of general economic recession. The figures for May 1990 through January 1991 represent a 51.6% increase over borrowing of five years ago. (Appendix A, Graph 6)

Unfortunately any attempt to offset cutbacks in the acquisitions budget through increased use of interlibrary loan and document delivery has been met with increases in postal and messaging rates as well as increases in costs of the loans themselves. Photocopies of materials from the national science library, CISTI, are now charged at the rate of $5.00 per unit of 10 pages. The average cost for this year to the University of Regina Library is $8.54 exclusive of staff time and messaging costs. Some Quebec libraries charge $10.00 for loans and a minimum of $13.00 for photocopies. At those rates, it would probably be more economical to simply subscribe to the publications which are requested more than four or five times during the course of a year.

In those instances where it has proven difficult to obtain documents from other libraries the Library has made increasing use of commercial document suppliers such as UMI, Chemical Abstracts Service, and the Genuine Article service of ISI. In the past 10 months 24 articles have been acquired from these services at an average cost of $12.50.

The upsurge in interlibrary loan requests can be attributed to a number of factors. Certainly the introduction of CD-ROM databases has provided wider and more convenient access to the journal literature especially since there are no charges as in use of the online databases. With the enhanced search features of CD-ROM and automatic printout of results, students and faculty are inclined to find and request more materials. The Library has also provided enhanced services by participating in a document delivery scheme with the University of Alberta which relies heavily on facsimile transmission and courier services to retrieve documents for clients withing two or three working days. The number of requests filled by the University of Alberta has increased steadily since 1988. The percentage of total ILL/DD completed transactions with the University of Alberta has risen from 43% in 1988 to 56% in 1989/90, and to 50% in the first 10 months of the 1990/91 fiscal year. (Appendix A, Graph 8)

Technology has and will continue to play a leading role in the effective and efficient use of interlibrary loan services. As the services have improved, clients’ expectations have risen and the combined impact of demand and new technology has placed an inordinate amount of stress on staff. In order to gain some relief the Library needs to re-examine what are reasonable expectations and demands and to introduce more technology to handle the time consuming burden of statistics keeping and record tracking. Hopefully, in 1991 some progress will be made in these areas.

Circulation

The NOTIS circulation module became operational in October of 1990. Although welcomed by staff and students alike because of its many positive features which include greater flexibility in the setting of loan periods and the creation of special borrower categories, the implementation of the module brought with it its own set of problems. A great number of staff had to be trained in use of the new system, many barcodes attached to individual volumes had to be linked to the database records, and clients had to be registered. This of course all needed to be done during a time when circulation transactions continued to escalate. (Appendix A, Table 1)

During the report year Circulation experienced strains in staffing levels due to illness and personnel changes necessitated by the undertaking of certain term projects in other areas of the Library. These staff shortages have caused undue delays in reshelving of materials and frustration for users who can ascertain, through the OPAC, that the material is in the Library but are unable to locate it on the appropriate shelves.

COP-EZE, the University’s debit card system, was installed on all photocopiers and microreaders in the Library in February. This has proved to be a great convenience for clients and relieved some of the staff workload required to deal with cash.
With the installation of a photocopier on the second floor in December, all floors in the Library now have machines with the exception of the third.

**Fine Arts Branch Library**

The pervasive problem in the Fine Arts Branch Library has been lack of adequate space for people, equipment and materials. This problem will be alleviated to some extent in 1991 with the promise of additional space in the College Building.

The Fine Arts Branch Library is run by a Library Assistant V who is expected to perform a full spectrum of duties including the provision of reference services, bibliographic instruction, training and supervising of casual student assistants, the collection of fines, registration of readers and the circulation of materials. In view of the increase in usage of this facility this situation is clearly becoming intolerable. The addition of a full time library assistant would greatly help with the workload and reduce the time required for training as the result of the large turnover in temporary student assistants.

**Education Branch Library**

The Education Branch Library continued to experience a great deal of service pressure. Reference queries increased by 18.2% following a 23.7% increase in 1989. Two CD-ROM stations were installed and appropriate instruction sessions provided. Instruction sessions for CD-ROM use added considerably to the instruction load.

In an effort to offset some of the load, approximately one third of the time of the Assistant to the University Librarian was assigned to the Education Branch.

After some initial difficulties in maintaining reliable network connections with the branch, the Circulation module was installed and integrated with the Main Library.
RESOURCES SERVICES GROUP

The Resources Services Group is primarily responsible for the orderly development of library collections, acquisitions, University Archives and Government Publications. It assures that the Library holdings reflect the research and teaching programs of the University, serves as the institution's corporate memory through maintenance of the University Archives, and acquires and makes accessible information from all levels of government.

Acquisitions

Acquisitions processed 25,342 order requests during the year. 2,990 of these, or 11.8%, came from the federated colleges. Only 20,024 monographic orders were actually submitted to vendors due to the relatively high rate of duplication in requests.

In 1985-86, each bibliographic searcher handled an average of 2,351 orders, while in the fiscal year of 1989-90, each searcher handled 4,612 orders, an increase of 82%. Part of the increase can be attributed to the use of new title announcement services from the major vendors but it is also an indication of more efficient management and increased effectiveness of the staff complement.

The 1990-91 budget submission requested an increase of $218,000 to cover inflationary increases in the library materials budget and the anticipated costs of G.S.T. $85,000 was actually granted and proved insufficient to meet the price increases for books and journals. The increase for journals alone amounted to $100,744.

The impact of the G.S.T. is only now becoming apparent as staff worked diligently to clear all periodical invoices prior to December 31 in an effort to avoid paying the tax. All new subscriptions are being taxed at 2.3% and as the result of the need to clear many more items through customs, brokerage fees are escalating rapidly. It is estimated that staff time required to deal with G.S.T. related matters will consume half the time of a clerical position in acquisitions.

Shortage of space, as in many other parts of the Library, is a growing problem in the mail, receipt, and clearance areas.

A great deal of time was spent by the Manager of Acquisitions in preparation for installation of the Acquisitions Module of NOTIS which is to be implemented in fiscal year 1991/92.

Collection Development

Strengthening of the collection through the special project funds and in conjunction with two of our major vendors, John Coutts Library Services Ltd. and B.H. Blackwell Ltd., is nearing completion. Approximately $35,000 worth of donated material from B.H. Blackwell remains to be selected. All regular Library funds have been fully committed.

Gifts

Once again, external funding was received to purchase materials in support of the Vocational/Technical Education program and the Baccalauréat en Éducation Élémentaire Française. The Association of Professional Engineers of Saskatchewan made its much appreciated annual donation of $5,000 as did the University of Regina Alumni Association. The Alumni donation was used to purchase books dealing with recent events in Eastern Europe. A special grant of $15,000 was made available through the U.READ program and used in support of its mandate. The Chinese Embassy in Ottawa also donated a large collection of books.

The total value of donations in kind in 1990 amounted to $30,000.

The University Archives received archival collections during 1990 with an appraised value of $66,950. It should be noted that the total appraised value of archival donations since 1984 is 3/4 of a million dollars.

The annual sale of discarded books raised $3,000 and showed the best return of any previous sale.
Collections Policies

Collections development policies were completed for Mathematics, Computer Science, Biology, Philosophy, and Religious Studies. These have become extremely important in maintaining balanced and responsive collections in times of fiscal restraint. Results flowing from the exercise are reported to the National Library via the National Collections Inventory Project (NCIP).

The Library also participated in the Canadian National Shelflist Count, a quantitative analysis of collections by subject to assist in future collection assessments within a national framework.

University Archives

Three collections, from Dr. Saros Cowasjee, Victor Cicansky and Walter Stewart, were received and organized in 1990 as additions to the archival collections of Saskatchewan literary, fine arts, and journalism archives. Organization of the Heinrich Collection, received in 1989, was completed this year.

Another grant of $10,346 was obtained through the National Archives in the Arrangement and Description Backlog Reduction Cost Shared Cooperative Program. A term assistant was appointed with the money to process the backlog of university related papers.

Increased space for the Archives was provided in the basement of the Library with the installation of a compact storage facility. This additional space, along with the space provided in the “penthouse” above the fifth floor, is welcome but far from ideal for archival storage purposes as atmospheric control is limited and there is no elevator access to either area.

Government Publications

A much needed inventory of the collection was completed with the assistance of two students hired to work for 15 weeks during the summer months through the Challenge '90 program.

The large Statistics Canada microfiche collection and two Statistics Canada CD-ROM databases were purchased. While increasing the amount of information available these purchases have made it possible to eliminate a large number of bulky paper copies of Statistics Canada publications.

The 1986 Statistics Canada Microdata Census Tapes, purchased through the Canadian Association of Research Libraries, were mounted on the mainframe system this year and are available on terminals throughout campus.

While maintaining regular functions and services the unit was able to prepare for the implementation of the NOTIS module which will allow integration of the collection into the regular Main Library collection database. The object is to produce one point access to all Library collections.

Physical space has also been a major concern in Government Publications. Space was added by extending the service into an area on the south side of the second floor at the expense of existing book stacks.
SUPPORT SERVICES GROUP

The Support Services Group builds, and maintains the integrity of, the University Library catalogue. Through the Bibliographic Control Services Unit materials are catalogued and processed resulting in a bibliographic record which is the basis of all activity in the NOTIS online system. The Library Systems Unit is responsible for the implementation and maintenance of the online system as well as providing system training, and support for the RegLIN consortium members. This unit liaises closely with Computing Services which provides the analyst support.

Bibliographic Control Services

At the end of December 1990 over 700,000 records resided in the Library’s MURLIN database. This represents almost one million volumes and non-print materials which are accessible throughout the Library system. (Appendix A, Table 2) It includes the holdings of the branch libraries, Education and Fine Arts, as well as the holdings of the three Federated Colleges, Luther, Campion, and SIFC. An additional one million items exist as microform and remain uncatalogued. They are accessible through microform print indexes which accompany individual collections.

During 1990 over 18,000 items were catalogued and added to the collection. This material was comprised of normal acquisitions and titles acquired through the Collection Upgrade Project. Forty percent of the materials acquired from B.H. Blackwell and John Coutts Library Services through the Project are available through MURLIN and the remainder through the online Books-in-Process acquisitions system. This is a praiseworthy accomplishment in two years considering the quantity of the material involved and the fact that Support Services had to implement the first NOTIS Module during 1988/89.

Bibliographic Control Services introduced a minimum cataloguing program which allowed the addition of items to the catalogue which are normally not included and therefore not readily accessible: ephemeral pamphlets, maps, university calendars, educational lesson aids and curriculum materials. Staff training was provided in this function as well as training in the staff-mode function of the online catalogue, enhancing the quality of reference service provided.

The implementation of the Cataloguing Module has over the past two years required virtually the retraining of all cataloguing staff and the introduction of totally new procedures. The addition of CD-ROM source file search capability was also integrated into the NOTIS workflow.

Library Systems

Library Systems implemented the Circulation Module in November of 1990. It is the third module to be implemented since 1988. Circulation was also brought up in the early part of 1991 in the Education Library and Federated College Libraries. Appropriate training was provided to all areas.

Two modules each in three RegLIN Consortium libraries were also implemented during the year. Staff training for these member libraries was provided.

Several short programs were written to enable the loading of different CD-ROM products on the same machine allowing for the more efficient utilization of equipment in the Client Services area.
ISSUES

At this juncture it is appropriate to ask not what your Library can do for you but what you can do for your Library (with apologies to the late John F. Kennedy).

Implementation of the NOTIS online system is a major undertaking which has been hampered by lack of staff resources and limited technical expertise. This applies both within the Library and Computing Services. The problem is compounded by contractual commitments to member libraries of the RegLIN Consortium which have stipulated requirements for timely implementation and on-going training and maintenance.

Reliability of the campus information network and computing systems has become vital as soon the only access to the Library’s holdings, the holdings of the Federated Colleges and the RegLIN Consortium libraries, will be through the online catalogue. In recognition of this and the fact that the Library is a university-wide service, Computing Services must establish priorities which reflect the relative importance of the Library system to the campus as a whole.

The Library has almost the lowest staff complement of all the libraries belonging to the Canadian Association of Research Libraries. At a time of rapid change and innovation a well-trained professional staff is essential. The current staff complement needs to be protected and preferably enhanced to meet the information challenges of the decade. Resources are also required to train staff in the use of the new technologies and in dealing with the increasing amount of information in digital form.

As much as possible the acquisitions budget needs to be protected against the ravages of inflation and taxation. At the same time funds are required to explore alternatives to the acquisitions treadmill or at least means of softening the impact.

There is a backlog of approximately 21,000 items remaining in cataloguing. This is partially a legacy of the upgrade acquisition which, apart from the first year, was not accompanied by funding for processing staff, and the introduction of the automated system which diverted many staff from normal duties. Funding is needed to add these items to the collection.

To repeat what has already been mentioned piecemeal in other parts of this report, space is a constant concern. The speedy introduction of a compact shelving facility would be most desirable.

In effect, the issues have not changed over last year. The need for them to be addressed, however, has become proportionately more intense.
APPENDICES

APPENDIX A -- Graphs and Tables
APPENDIX B -- Principal Library Staff, 1990
### APPENDIX A

#### TABLE 1

1984 - 1990 STATISTICS

<table>
<thead>
<tr>
<th>YEAR</th>
<th>MAIN</th>
<th>EDUCATION</th>
<th>FINE ARTS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1984/85</td>
<td>134,826</td>
<td>89,528</td>
<td>10,391</td>
<td>234,745</td>
</tr>
<tr>
<td>1985/86</td>
<td>139,232</td>
<td>93,889</td>
<td>11,934</td>
<td>245,055</td>
</tr>
<tr>
<td>1986/87</td>
<td>138,155</td>
<td>100,972</td>
<td>12,063</td>
<td>251,190</td>
</tr>
<tr>
<td>1987/88</td>
<td>131,718</td>
<td>84,449</td>
<td>12,249</td>
<td>228,416</td>
</tr>
<tr>
<td>1988/89</td>
<td>121,058</td>
<td>75,099</td>
<td>12,295</td>
<td>208,452</td>
</tr>
<tr>
<td>1989/90</td>
<td>144,841</td>
<td>68,681</td>
<td>11,947</td>
<td>225,469</td>
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</table>

#### INTERNAL CIRCULATION

<table>
<thead>
<tr>
<th>YEAR</th>
<th>MAIN</th>
<th>EDUCATION</th>
<th>FINE ARTS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1984/85</td>
<td>76,925</td>
<td>131,327</td>
<td>4,837</td>
<td>213,089</td>
</tr>
<tr>
<td>1985/86</td>
<td>66,753</td>
<td>134,357</td>
<td>4,045</td>
<td>205,155</td>
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<tr>
<td>1986/87</td>
<td>61,433</td>
<td>128,403</td>
<td>7,910</td>
<td>197,746</td>
</tr>
<tr>
<td>1987/88</td>
<td>98,700</td>
<td>128,219</td>
<td>7,635</td>
<td>234,554</td>
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<tr>
<td>1988/89</td>
<td>59,735</td>
<td>130,353</td>
<td>6,808</td>
<td>196,896</td>
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<tr>
<td>1989/90</td>
<td>75,331</td>
<td>130,548</td>
<td>14,270</td>
<td>220,149</td>
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</table>

#### REFERENCE QUESTIONS

<table>
<thead>
<tr>
<th>YEAR</th>
<th>MAIN</th>
<th>EDUCATION</th>
<th>FINE ARTS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1984/85</td>
<td>18,054</td>
<td>9,780</td>
<td>951</td>
<td>28,785</td>
</tr>
<tr>
<td>1985/86</td>
<td>24,069</td>
<td>8,365</td>
<td>1,684</td>
<td>34,118</td>
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<td>1986/87</td>
<td>21,664</td>
<td>8,373</td>
<td>1,767</td>
<td>31,804</td>
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<td>1987/88</td>
<td>25,110</td>
<td>9,694</td>
<td>2,009</td>
<td>36,813</td>
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<td>1988/89</td>
<td>21,878</td>
<td>10,011</td>
<td>1,840</td>
<td>33,729</td>
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<td>1989/90</td>
<td>24,683</td>
<td>12,826</td>
<td>1,731</td>
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#### COMPUTER SEARCHES

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<th>YEAR</th>
<th>MAIN</th>
<th>EDUCATION</th>
<th>FINE ARTS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1984/85</td>
<td>377</td>
<td>110</td>
<td>N/A</td>
<td>487</td>
</tr>
<tr>
<td>1985/86</td>
<td>339</td>
<td>105</td>
<td>N/A</td>
<td>444</td>
</tr>
<tr>
<td>1986/87</td>
<td>337</td>
<td>149</td>
<td>N/A</td>
<td>486</td>
</tr>
<tr>
<td>1987/88</td>
<td>342</td>
<td>113</td>
<td>N/A</td>
<td>455</td>
</tr>
<tr>
<td>1988/89</td>
<td>477</td>
<td>84</td>
<td>N/A</td>
<td>561</td>
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<tr>
<td>1989/90</td>
<td>523</td>
<td>17</td>
<td>N/A</td>
<td>540</td>
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## TABLE 2

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<th>TOTAL HOLDINGS</th>
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<th>DECEMBER 31, 1990</th>
<th>NET GROWTH</th>
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<tr>
<td>Volumes</td>
<td>717,508</td>
<td>735,396</td>
<td>17,888</td>
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<td>Government Documents</td>
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<td></td>
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<tr>
<td>Print</td>
<td>224,161</td>
<td>231,496</td>
<td>7,355</td>
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<tr>
<td>Micro</td>
<td>149,945</td>
<td>156,428</td>
<td>6,483</td>
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<td>Microfilm</td>
<td>67,882</td>
<td>68,365</td>
<td>483</td>
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<tr>
<td>Microfiche</td>
<td>706,493</td>
<td>723,887</td>
<td>17,394</td>
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<td>Sound Recordings</td>
<td>12,454</td>
<td>12,580</td>
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<td>Film Slides</td>
<td>10,341</td>
<td>10,341</td>
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<tr>
<td>Film Loops</td>
<td>1,209</td>
<td>1,209</td>
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<tr>
<td>Filmstrips</td>
<td>4,519</td>
<td>4,519</td>
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<tr>
<td>Transparencies</td>
<td>2,226</td>
<td>2,226</td>
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<tr>
<td>Videotapes</td>
<td>365</td>
<td>387</td>
<td>22</td>
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<tr>
<td>Data Files</td>
<td>57</td>
<td>57</td>
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<tr>
<td>Maps</td>
<td>348</td>
<td>349</td>
<td>1</td>
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<td>Games, Tests</td>
<td>10347</td>
<td>10,353</td>
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<td>Kits</td>
<td>3,187</td>
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<td>Pictures</td>
<td>30,305</td>
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<tr>
<td>Photographs</td>
<td>890</td>
<td>893</td>
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<tr>
<td>CD-ROM</td>
<td>5</td>
<td>9</td>
<td>4</td>
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### TABLE 3

LIBRARY OPERATING EXPENDITURES

Fiscal years, May 1 to April 30

<table>
<thead>
<tr>
<th>Year</th>
<th>Salaries and wages</th>
<th>Collections</th>
<th>Binding</th>
<th>Other</th>
<th>Cost Recoveries</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1986/87</td>
<td>$2,110,610</td>
<td>$1032,697</td>
<td>$47,147</td>
<td>$338,357</td>
<td>($28,795)</td>
<td>$3,500,016</td>
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<tr>
<td></td>
<td>60.30%</td>
<td>29.51%</td>
<td>1.35%</td>
<td>9.67%</td>
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<td></td>
</tr>
<tr>
<td>1987/88</td>
<td>$2,177,568</td>
<td>$1,209,398</td>
<td>$32,205</td>
<td>$552,673</td>
<td>($33,457)</td>
<td>$3,908,387</td>
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<tr>
<td></td>
<td>55.70%</td>
<td>30.94%</td>
<td>0.82%</td>
<td>13.37%</td>
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<td></td>
</tr>
<tr>
<td>1988/89</td>
<td>$2,290,742</td>
<td>$1,290,065</td>
<td>$38,445</td>
<td>$398,358</td>
<td>($40,451)</td>
<td>$3,977,159</td>
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<tr>
<td></td>
<td>57.60%</td>
<td>32.44%</td>
<td>0.97%</td>
<td>10.02%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>59.65%</td>
<td>33.18%</td>
<td>1.10%</td>
<td>7.13%</td>
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</table>

1. Expenditures from Grant and Trust Funds are not included.
2. In 1987/88 an additional amount of $131,915 was added to the "Equipment" budget under "Other"
APPENDIX A

GRAPH 1

MAIN LIB. CD/ROM SESSIONS
1990

EACH SESSION 30 MINUTES IN LENGTH

GRAPH 2

Education CD/ROM Use
1990

Session times vary
INFOMART ONLINE 1990
Canadian Newspapers

Total # of sessions - 133

3  10  5  0  1  3  7  27  30  12

Number of Sessions

Total cost 1990 - $1,257
APPENDIX A

GRAPH 4

U.READ COMPARISON
1988 - 1991

NUMBER OF REQUESTS

<table>
<thead>
<tr>
<th></th>
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<th></th>
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</thead>
<tbody>
<tr>
<td>SEPT.</td>
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<td>OCT.</td>
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<td></td>
<td></td>
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<tr>
<td>NOV.</td>
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<td></td>
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</tr>
<tr>
<td>DEC.</td>
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<td></td>
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<tr>
<td>JAN.</td>
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<td>FEB.</td>
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<td>MAR.</td>
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<tr>
<td>APR.</td>
<td></td>
<td></td>
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</tbody>
</table>

GRAPH 5

U.READ Requests By Faculty
Fall 1990

Total number of requests - 514
GRAPH 6

Interlibrary Loan Transactions

Thousands


9.166 9.65 9.915 12.003 15.764 11.863

Borrowing  Lending

Figures up to Feb. 1991
Appendix A

Graph 7

Interlibrary Loan Messaging
1978/79 - 1990/91

Thousands

1990/91 figures up to Feb.91 (10 months)
GRAPH 8

DOCUMENT DELIVERY
UNIVERSITY OF ALBERTA

Thousands

Requests Filled | Requests Sent | Requests Received

Sept. 88 - April 89: 2,371
May 89 - April 90: 5,466
May 90 - Feb. 91: 9,483

Total: 11,638

Requests Sent: 8,62
Requests Received: 8,483

Legend:
- Requests Filled
- Requests Sent
- Requests Received
APPENDIX B

PRINCIPAL LIBRARY STAFF

1990

ADMINISTRATION

Maes, William R. University Librarian
(from September 1, 1990)
Adams, Carol Associate Librarian
Client Services Group
Hammond, Margaret Associate Librarian
Resources Services Group
Fielden, Stan Associate Librarian
Support Services Group
Pritchard, Cicely Assistant to the University Librarian

REFERENCE SERVICES/COLLECTIONS DEVELOPMENT

Cleyle, Sue Librarian
McDonald, Larry Librarian
Mundle, Todd Librarian
Murphy, Colleen Librarian
Perry, Edwin Librarian
Resch, Peter Librarian

CIRCULATION

Priest, Gordon Supervisor

INTERLIBRARY LOANS

Lake, Marion Supervisor
APPENDIX B
ACQUISITIONS

Magee, Elizabeth  Head

BIBLIOGRAPHIC CONTROL SERVICES

Kemp, Frank  Head
Browne, Berks  Cataloguer
Gallilee, Patty  Cataloguer
Winkler, Linda  Cataloguer

SYSTEMS

MacDonald, Carol  Manager
Jorgensen, Judith  Automation Services Coordinator

GOVERNMENT PUBLICATIONS

Andrews, Marilyn  Head

EDUCATION BRANCH LIBRARY

Affleck, Del  Head
Thauberger, Marianne  Librarian
Thorseth, Liv  Librarian

FINE ARTS BRANCH LIBRARY

Fielden, Margaret  Head

UNIVERSITY ARCHIVES

Sweeney, Shelley  University Archivist