

library newsletter

November

BOISE STATE UNIVERSITY LIBRARY

1982

RESULTS OF USER SURVEY

Results of the two week user survey conducted to determine the impact of non-BSU users on library services have been compiled and partially analyzed. Indications are that the Library plays an important role in information delivery in the Treasure Valley and surrounding communities. Each Public Service department is impacted by non-BSU users in different ways and to varying degrees as follows:

Circulation. Users with Special Borrower permits accounted for 5.8% of all books circulated during the survey period. Extrapolated over the entire statistical year studies would suggest that each of the approximately 1,000 Special Borrowers would each take out about 5.5 volumes per year. Circulation to Special Borrowers did not increase on Mondays when the Boise Public Library is closed, suggesting that there is no correlation between the closing of the Public Library and BSU's circulation.

Reference. During the survey period the Reference staff asked users to identify their affiliation in order to determine non-BSU users. They found that 11.4% of the people they helped were not presently BSU students, faculty or staff. Of the 212 people they assisted 37% made telephone inquiries for information. The Monday closing of the BPL did not substantially increase Reference service to non-BSU users. Reference use figures did not tally the significant number of non-students who use the Reference collection without requesting assistance.

Maps & Documents. Not unexpectedly the heaviest influx of non-BSU users was felt in the Document Department where 27.3% of the use was non-BSU. of this amount a smaller per cent used the Maps & Archives Department. High school debaters who make particular use of the Congressional Information Service (CIS) microfiche accounted for much of the activity in Documents. The use of the Maps Department fluctuates with the seasons and the onset of winter when off-road driving decreases no doubt accounts for a small use of maps by those in the community.

Curriculum Resource Center. Almost 6% of the borrowers in CRC were Special Borrowers but they borrowed 17% of all the materials circulated by the department. Even more significant is that all this borrowing was limited to Curriculum materials which is only one of five areas that CRC services; thus, 36% of the Curriculum materials circulation was to Special Borrowers. The other CRC areas are the Juvenile and Young Adult Collection, the Record Collection, the non-print collection and a reserve collection. The limitation of borrowing to the curriculum area is atypical: Curriculum borrowers are school teachers who tend to use materials as well from the Juvenile and YA collections.

While the figures are impressive they do not tell the whole story since there is no way of counting the non-BSU users who come to the Library for study or research but do not ask for help or do not choose to take materials home. The survey did not count the recreational visitor who comes to read the home town paper or current magazines not found in the BPL. Nor were those who use our typewriters or copying machines counted. The survey suggests that there is an impact by Special Borrowers on the Library's service capacity.

Leak no more my roof.

The roof over the older portion of the Library has long been noted as a sieve. Its days of notoriety may shortly be at an end. Word has been received that a contract has been let to re-roof the building with the work to be completed by December 15th. It might not be a bad idea to bring in an extra supply of pots and pans in the event it rains during a critical portion of the re-roofing.

Interlibrary Loan on the move again.

Interlibrary Loan operations are once more consolidated after their latest move. Beverly Miller and Ione Jolly are now situated in L118B (next to Anne Matjeka) and L118C (newly-created) respectively. Telephones are supposed to be connected shortly; meanwhile messages are taken at the Reference Desk, with runner dispatched for emergencies only. All extension numbers will remain the same.

Meanwhile, Interlibrary Loan business is booming: overall circulation was up 36% during the first quarter of this year over last. However, use of the service by BSU users during that period dropped 27% over 1st quarter of FY 81/82. The big surge was in requests filled by BSU for other libraries, up a whopping 55%.

Copies anyone?

Have you ever wondered about the number of photocopies made in the Library? The month of October is perhaps typical of the use made of copiers during the academic year and the figures for the month are interesting. In October the three IBM's and one Savin machine made 76,682 copies. Of this number 62,392 were cash copies; 4,484 were charge copies; 3,089 were copies made for various Library departments and 237 were made by the State Library courier (a lower than normal amount). An unknown number of paid copies are made by members of the community who have learned from friends of our low rates. This large volume makes it possible for the Library to provide the best bargain in town - a 5¢ copy, pay for the Library and Interlibrary Loan copies, and still return a modest profit. Returns from the photocopiers are used to acquire materials above and beyond those purchased with appropriated funds.

News Notes.

The remodeling project is complete. Monday November 15th will be inspection day followed by signing-off on the project or making whatever corrections are called for. Draperies for 118A, B & C will be installed on November 12, leaving only the telephones to be changed to new locations. Painting, some rewiring and little things such as attaching a paper towel dispenser, not part of the remodeling contract, was ably handled by the University's Physical Plant Department...Darryl Huskey was in San Diego part of the week of November 12th as a guest of the Navy, representing the State Advisory Council on Vocational Education and Higher Education. This was a group of 25 educators each from the States of Utah, Idaho and Oregon; they reviewed the technical education programs of the Navy. The tour lasted 4 days...The peals of laughter coming from Adrien Taylor's office recently are really the result of an interview he's being subjected to: Anne Matjeka is doing a profile of Adrien for an upcoming (dare we say impending?) issue of THE IDAHO LIBRARIAN. Rumors abound concerning the cause of the hilarity: is he giving readings from his library school transcripts? describing books he miscataloged before finding his true calling? doing his imitation of the director of the DU Library School? The suspense will end with publication of the Inside Story later this school year.

NEWS FROM TECHNICAL SERVICES

Progress Report: RECON

The Technical Services staff is once again hard at work on RECON. We hope to finish searching the shelf list and enter the "good" records in Wylbur for the next batching run of December 11. Our hit rate has been averaging 30% (the M's had a success rate of 43% while titles in the OVERSIZE collection made a poor showing of only 21%). Once this second recon project is completed we will be left with approximately 30,000 titles that cannot be incorporated into the COM catalog without some special (read expensive) work. A few librarians have done some much-needed weeding which certainly helps our hit rate!

COM Supplement

The COM supplement, probably the only supplement this year, will be run the second week of January. The appearance of the entries in the supplement will be slightly different as we want to try the compact format. The compact format leaves less space BETWEEN each entry. The base COM has 3 blank lines between each entry, the compact format of the supplement will only have two blank lines. This allows more entries to be included on each fiche and should make the fiche easier to scan and less costly to produce. Please let us know which format you prefer.

No more stamps?

The staff at WLN has been working on an enhancement to the Acquisition subsystem which will allow orders to be electronically transmitted to participating vendors (BNA, ABC, Midwest, etc.) The traditional system has been, and in many cases will continue to be, that purchase orders forms are printed in Pullman, mailed to us, and we then mail the orders to the appropriate vendor, distributor or publisher. The electronic system will get our orders to the vendor about seven days faster as the vendors will "call" from the computer and take their orders directly. Now, if we only had some money to spend! The cost of the electronic order process will be the same as for the printed purchase order form, but a small postal savings will be realized.

How long it takes us to do the things we do

In December of 1981, Technical Services began a series of time lag studies. Our goal was to determine the length of time the various processes take. We are "measuring" the time items spent waiting to be received, matched with card products, original cataloging, rush books, etc. The results have been interesting to say the least. We find that some processes are completed much quicker than we thought, and some are slower than we would wish; but by having the time lag for each stop we are able to see where jar ankles occur and to adjust (whenever possible - all things are not possible) our procedures accordingly.

Wish list - is there really a Santa Claus, Easter Bunny, Good Fairy, or Leprechaun?

With increasing costs of library materials and the decreasing dollars that we have to spend, we were brought up short with the realization that there are important titles being published but we can't buy (quick, aren't we?). In order to keep track of these, in the ever optimistic attitude that things will get better, we are now maintaining a HOLD file. The HOLD file was begun on October 25, and so far has 488 requests = \$10,382.50. Many more orders for this file are in the searching process.

Charity begins at the work place

The books in the BROWSING COLLECTION are suffering from frayed edges and tired blood due to heavy circulation. Donations of current (last 3 years?), popular paperbacks are always welcome...

Gifts

A recent donation included copies of a slide set depicting termites (dry-wood and damp-wood, protozoa, shelter tubes) with individual viewers. CRC creamed off one copy AND two posters, but we still have several copies left (great stocking-stuffers!) First-come, first-served, please.

Serial Title Changes

NEW BOSTON REVIEW 1-6 1975-1981 Continued as: BOSTON REVIEW 7- 1982.

R. V. DEALER -33#4 -jc 1982 Continued as: R. V. BUSINESS 33#5 - Aug 1982 -

LIVING WILDERNESS 1-46 #157 Continued as: WILDERNESS 46 #158- Fall 1982 -
Sept 1935 - Sum 1982

Standing order ref R 835.H4

Was: HEALTH SCIENCES VIDEO DIRECTORY Continued as: THE VIDEOLOG: PROGRAMS FOR
THE HEALTH SCIENCES

then continued as: HEALTH SCIENCES VIDEOLOGS

Blessed are they who read books
Simply because they like to.
They have the amateur spirit
And they get one of the few pleasures
An impure world affords.

Bernard DeVoto

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