UNIVERSITY OF CALIFORNIA

SOUTHERN REGIONAL LIBRARY FACILITY

ANNUAL REPORT
1997/98

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I MISSION STATEMENT

The Southern Regional Library Facility (SRLF) serves UC libraries and their users by:

*providing compact storage, security and environmental protection for little used and rare library materials;

*insuring access through accurate bibliographic information and location notes for these materials in on-line catalogs; and

*rapidly retrieving materials when requested.

A knowledgeable and skilled staff provide these services using efficient and innovative technology.

II SUMMARY

1997/98 was a remarkable year of transition and achievement at the SRLF. The Processing Section's productivity goals were exceeded by 21%. Numerous backlogs were processed and completed during the summer months, and staff kept pace with incoming deposits throughout the year. Some staff resources were added to the section, but the most important contribution to this increase in productivity was the simplification of processing reports, which had taken place late in the last fiscal year.

Access Services staff filled more than 106,000 requests, providing the requested materials on the same day or within one day of receipt. Access Services also launched a pilot project with UC Irvine that provides a scanned document from the SRLF to the end client in an email attachment. In the coming year, SRLF hopes to take the next step of installing the Minolta Epic system for document delivery, whereby scanned documents are emailed directly to clients or mounted on a web site for easy access and retrieval by the requestor.

The SRLF completed its LAN transition from Novell to WindowsNT during the fall quarter. As part of this transition, twenty new workstations were received, installed, and configured to the new operating system. SRLF's Network Supervisor, Dave Scholl, provided hands-on training and online tutorials for all staff. Other equipment upgrades included the purchase of new barcode scanners for all workstations and terminals.

SRLF Move Services were provided to the UCLA Law Library, UCLA Library Gifts Section, and to UC Irvine. In addition, UCLA Library has established a contract with Fox Studios that now provides the SRLF with annual payments to cover costs associated with access and service of the Fox Collection at the SRLF.

The Preservation Microfilming Service generated $63,000 in revenue during 1997/98, more than doubling its first-year revenue. However, expenses continue to far out distance revenues in this unit. Managers are actively pursuing new clients in an effort to make this a fully self-supporting operation.

III SIGNIFICANT EVENTS AND ACCOMPLISHMENTS 1997/98

1. Paging Requests: the SRLF filled 106,179 paging requests in 1997/98. Twelve percent of these requests came from on-site users. Approximately two percent of all requests were filled by non-returnables (Ariel, fax, or photocopy).

2. Staff processed a total of 291,426 items, exceeding the annual goal of 240,000 by 21 percent. Barcodes were added to 258,639 items. The balance of 32,787 items were identified as duplicates or were determined to have problems with the bibliographic records. These items were discarded or referred back to the depositing libraries for problem resolution.

3. Staff processed a backlog of approximately 39,270 items during the summer quarter of 1997/98. Except for approximately 3,000 special collections items that are not processable on ORION1, all special collections backlogs have been completed. Staff member Mary Wong received an Incentive Award for her outstanding productivity during the completion of this project.

   In addition, staff completed the processing of the UCSD Annex Collection project. The "project" portion of the Annex Collection (having SRLF staff login and update the Roger records) was eliminated, the items were processed as usual, and UCSD was notified of the titles added or discarded at the SRLF. Staff member Tin Tran received an Incentive Award for his work on this collection, during which he processed 15,373 items.

4. SRLF on-site public service hours were permanently changed to 1:00pm – 5:00pm. Staff resources to man the Front Desk during morning hours were redirected to processing new deposits.

5. SRLF began filling document delivery requests from UC Irvine by scanning the document into a PDF file, and then sending the document as an email attachment to the requesting client. In this pilot, SRLF utilizes the Adobe Acrobat Reader, which is free to download, and may already be incorporated in many users' browsers. The concept is similar to a component of the Minolta Epic Document Delivery System.

6. The following SRLF staff participated on various UCLA ORION2 Teams, working on design, implementation, testing and training for the new DRA system:

Claire Bellanti	Implementation & Steering Team Policy, Configuration & Workflow User File Team
Colleen Carlton	Policy, Configuration & Workflow SRLF/UC In & Out Team
Paul Barone	Testing Team
John Doing	SRLF/UC In & Out Team
Robert Freel	Training Coordinating Team
Karen May	Testing Team SRLF/UC In & Out Team
David Scholl	SRLF/UC In & Out Team

The SRLF will migrate to the new DRA system along with other current users of ORION. SRLF representation on the various ORION2 teams ensures that processing and public service needs that are unique to the SRLF will be considered and provided for in the new system.

7. Old barcode scanners and wands were replaced with new dual-function scanners. The new equipment allows staff to use the scanner in a fixed-head position or in hand-held gun mode. The existing scanners were original equipment purchased in 1987 and these scanners were not entirely compatible with the new PC environment.

8. Reconfigured processing workstations with longer dual-height adjustable work surfaces were installed. The flexibility of the new work surfaces allows staff to adjust the height of the keyboard to better suit the individual. Book trucks can be positioned on either side of the processor, thus allowing the processor to change the direction of their reach periodically. The new configuration is more ergonomic and will help prevent repetitive motion injuries and shoulder and neck strain. These improvements are part of an ongoing effort to provide a safe work environment for staff who work long hours at computers.

9. Completed the installation of the new IBM PC 330 server: configured and installed Windows NT server software, and joined the UCLA Library domain for the SRLF file server. Created a new directory structure for SRLF files and resources. Set security privileges for staff's access to these resources.

10. Completed the NT conversion project: installed and configured NT software on all SRLF NT compatible workstations, including the 20 new leased computers. Trained staff in the use of the new software and the new location of files and resources.

11. Completed the revision of the SRLF Public web site by redesigning style and format, and by updating the content of public web pages.

12. Began revision of the SRLF Intranet site to use database connectivity for easier updating and maintenance of pages, using Dynamic HTML 4.0 and Active Server Page technology with the Microsoft Internet Information Server 4.0 which provides advanced update and maintenance features. Work still in progress.

13. Began using UCLA Library's LIS Help Desk database for computer hardware, software and connectivity troubles. Using Expert Web+, the Help Desk database documents and reports troubleshooting problems and solutions. This database reports and tracks the progress of problems and creates a database for future help and troubleshooting references.

14. Installed CBT courseware (online computer based training courses) on workstations at the SRLF to provide individualized training for staff. Various courses are available from UCLA's 300 title unlimited license with CBT courseware. Titles include applications such as Office97 and Windows NT.

15. Created a quarterly SRLF Staff Software CD-ROM which contains current internet and UCLA licensed software for staff use to be used on home computers.

16. SRLF Preservation Microfilm Service co-hosted, along with UCLA's Graduate School for Education and Information Studies, the NEDCC Digital World Microfilm Workshop, a workshop that presented and analyzed options for reformatting library collections. As participants in this Workshop, SRLF managers had an opportunity to network with other Library department heads and managers from around the country, including staff from the Getty Research Library.

17. Completed a cost study analysis of the Preservation Microfilming Service (PMS) and revised the price schedule for microfilm products to ensure that the PMS operates on a cost recovery basis. The new fee schedule was applied to non-UC microfilm orders beginning January 1998; the new fees will be applied to UC orders beginning July 1998.

18. Pursued new clients for the Preservation Microfilming Service, targeting academic libraries, special libraries, and archives outside of the UC system. In 1997/98, the PMS filmed an archival collection of personal papers for the National City Public Library. Negotiations with the Getty Center to film the Duveen Archive have begun. In addition, managers for the SRLF and California Newspaper Project have met to discuss preservation microfilming of historic newspaper collections.

19. Provided greater access to PMS general information and pricing structure by mounting a Preservation Microfilming Service Web page at the SRLF site.

IV GOALS AND STRATEGIES FOR 1998/99

1. Determine new processing goal for 1998/99 when ORION2 is implemented. Goals should be conservative to allow for training and adjusting to the new processing system.

2. In July 1998, in preparation for data migration from ORION1 and implementation of ORION2, items will no longer be added to ORION1. Identify alternate tasks and projects for the SRLF processing staff. Also consult with UCLA units to see if SRLF staff can be deployed for short-term projects at those sites.

3. Put in place a moratorium on incoming deposits for the duration of the "ORION processing downtime" when items will not be processed.

4. Prepare for the DRA software implementation at the SRLF. Assist UCLA's Library Information Systems (LIS) staff in any network administration responsibilities for implementing DRA test software and participate in full test of DRA applications for capturing and transferring bibliographic records from campus libraries. Develop macros that will increase efficiency for processing multiple items on a single holdings record. Clean up problems created by data migration and look for and analyze new problems that may be the results of programming bugs.

5. Implement DRA (Taos) ILL Policies and Procedures and develop SRLF workflow around the new and variant ILL procedures of Taos.

6. Expand ILL services beyond our primary UC clientele by accepting direct requests via the internet from individual users and from libraries and research facilities throughout the country.

7. Develop a method to record individual processing statistics on the SRLF intranet. A prototype was developed in 1996/97 for inputting weekly productivity in conjunction with testing the new processing goals. Now that all processors have PC workstations, it is a goal to have staff enter their individual statistics online. Once input, these individual statistics will be linked to other spreadsheets that compile the monthly statistical reports. If successful, these spreadsheets eliminate the need for paper forms and tedious calculating and manual compilation of the monthly processing reports. Final development of online statistics will wait until implementation of ORION2.

8. Complete the processing of three distinct special collection backlogs after implementation of ORION2. Long standing programming problems precluded normal ORION processing and MELVYL updating of the UCSD Dissertations, UCSD Mysteries Collection, and the UCR Boys Collection. With ORION2 implementation, SRLF will be able to copy records directly from the campus local system into ORION2, thus bypassing the MELVYL/ORION data exchange loop and its programming limitations.

9. Work with UCLA ORION2 development teams, campus systems staff, and catalogers to develop new processing methods for incoming non-UCLA deposits. The SRLF goal is to access each campus local system, capture the bibliographic records from the system, upload the records into the UCLA Libraries database, and process the items on ORION2. SRLF will also work with ORION2 development teams and the UCLA Film and Television Archives staff to design a method for processing items in the Archive's ORION2 database.

10. Work with UCLA's LIS staff to create a report from ORION1 of SRLF barcodes that are missing or have dropped off the ORION records due to annex record and other system problems. This report should be printed before full implementation of ORION2. An SRLF cleanup project to locate the volumes in the stacks and to re-add the barcodes online will begin after implementation of ORION2

11. Revise the SRLF Public Web site to enable faster loading pages and access to SRLF information. Begin using W3C standardized Cascading Style Sheets to create a uniform design for use by the newer Dynamic HTML web browsers that also allows adequate access to SRLF information using older versions of web browsers. Add photographs to illustrate the guidelines.

12. Continue revision of the SRLF Intranet site to use database connectivity for easier updating and maintenance of pages, using Dynamic HTML 4.0 and Active Server Page technology with the Microsoft Internet Information Server 4.0 which provides advanced update and maintenance features. New applications will include automated news and announcements, phone message form, up-to-date email lists and staff information databases, reconfigured quick links to SRLF and UC related web information, statistics and tracking information for all sections of SRLF, and a SRLF Student information web site.

13. Create statistics and invoice databases for a variety of functions and operations at the SRLF. Databases are needed for the Processing Section (statistics), Circulation and ILL (statistics and invoices), and the Preservation Microfilming Service (statistics and invoices). To automate statistics, invoices, and report writing, administrative staff hope to create several databases with Intranet web interface

14. Update CBT courses on live play server when new courses become available. Upgrade client player software and determine cause of occasional crashing with a few select courses.

15. Install new NT workstations in the public reading room and in Access Services area. Workstations in the public reading room will require the LIS public configuration which restricts public access to the NT operating system. The workstations in the Access Services area will be configured for ORION2 circulation activities. These workstations will replace the IBM dumb terminals presently used for ORION1.

16. Complete installation of the new IBM PC 325 server: configure, install Windows NT server software, and join the UCLA Library domain for the SRLF Public web and email list server. Set security and privileges for assigned staff to access and update public web pages.

17. Install Lyris Email Listserver on SRLFNTSERV02 for the SRLF Library Storage Lists. This software replaces the Mercury List server that was used on the old Novell 3.11 server. This free software allows unlimited number of lists with each list having a maximum of 200 list members. After 200 members a registration and license fee is required to maintain a high number of list members.

18. Implement a Microfilm Tracking system that will allow SRLF staff to readily determine the status of PMS microfilm orders from any workstation.

19. Together with UCLA Library's Preservation Officer, prepare workshops on "Preparing Newspapers for Preservation Microfilming" and on "Quality Control: Checking Preservation Microfilm for Quality". Participants in these workshops will include UC staff and other clients who place preservation microfilm orders with the SRLF.

V CONCERNS FOR OPERATIONS

1. The transition from ORION to ORION2.

During the summer of 1998, adding records and editing records on ORION will cease and the databases will be frozen. Except for circulation and patron transactions, ORION records will be "search only" during the period of data migration to Taos, the new ORION2 system.

This "hiatus" will mean that no new items will be processed at the SRLF, and no editing of existing items records will take place. The impact on SRLF client libraries is that a moratorium on deposits will be in place until ORION2 is implemented and we can begin adding items once again. SRLF processing staff will work on projects to physically barcode non-book collections such as maps, archives and manuscripts, and the motion picture and television collections. The item records for these collections will be entered later on ORION2. Staff is also being deployed to cataloging units at the UCLA Libraries where they will help to process backlogs and prepare materials for deposit at the SRLF. Staff will also work on outstanding "special projects" for other campuses.

A chief concern for the SRLF is the loss of productivity and the resulting backlogs, both at SRLF and at depositing libraries. As staff is trained on ORION2, the processing of new items will likely be phased in, based on material types and owning unit of the deposits. Simultaneously, procedures will be developed and tested, system "bugs" identified, and methodology determined for handling problems and reporting these to the owning libraries. It could be many months before the SRLF staff is "up to speed" on ORION2 processing

SRLF managers and the Operations Committee members will be called upon to develop a strategy for prioritizing deposits and workloads as ORION2 is implemented.

2. Data clean up after ORION.

The SRLF is preparing for the fall-out of data migration to ORION2. In particular, item barcodes for large serial records and monographic sets may not survive the migration process in tact. Working from an ORION "gap list" of SRLF barcodes, staff will need to check the stacks for "missing barcodes" and then re-enter item barcodes that are found on the shelves. The scale of this clean-up project is not yet known, but it will be a cumbersome and lengthy project.

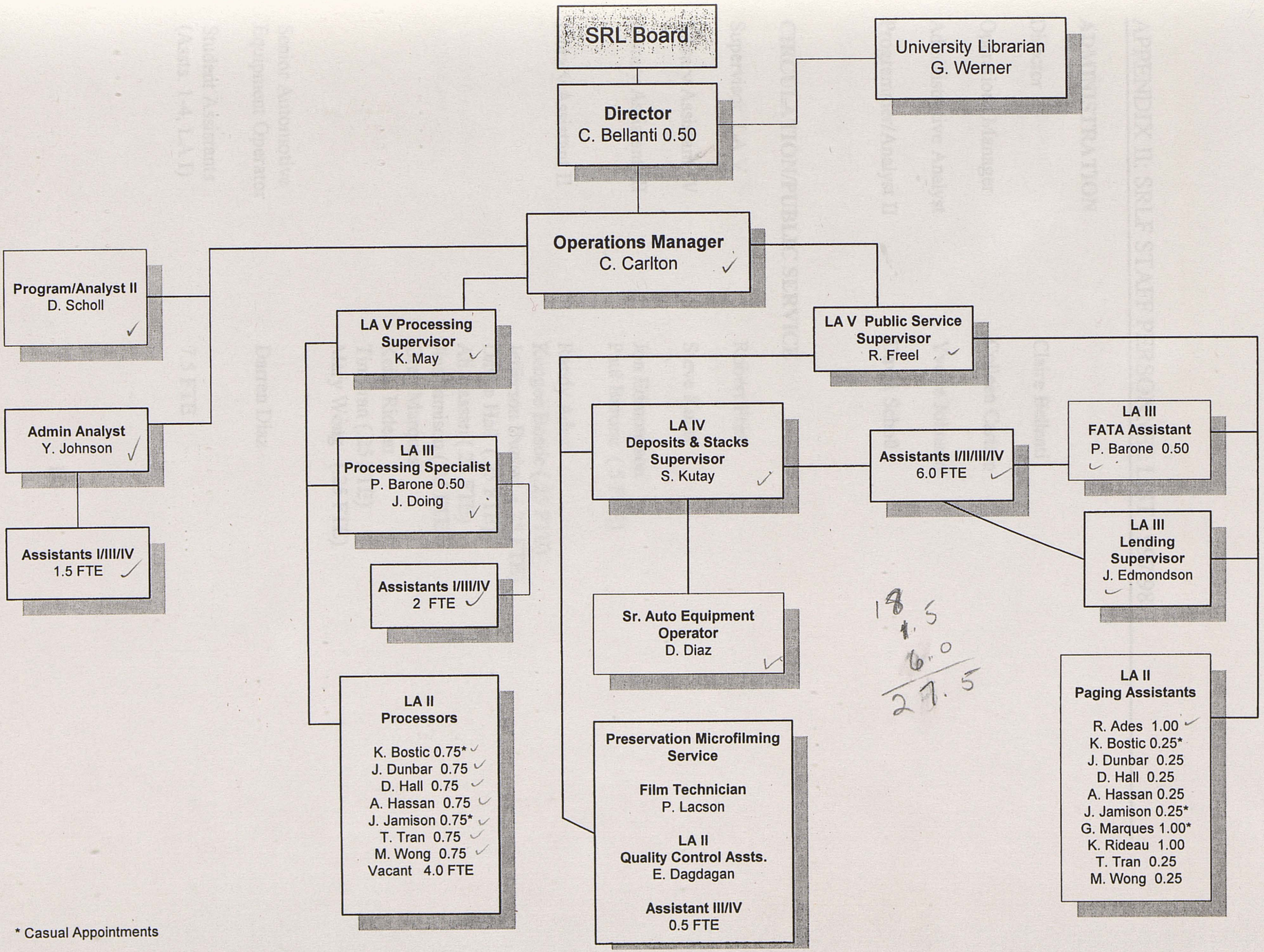
3. Preservation Microfilming Service and cost recovery.

1998/99 will be the third year in a three-year pilot to provide preservation-quality microfilming service at the SRLF. Productivity and revenues have increased over the previous two years, but we are still challenged to earn adequate revenues that will cover the costs of this operation

Two significant factors should make it possible to balance revenue and expenses in 1998/99. First, a revised fee schedule has been applied to all clients, and these new fees are based on real expenses for salaries and supplies. Second, the SRLF has two new clients that will be placing large microfilming and duplication orders. These jobs, along with growing demand from our UC clients, should ensure a successful effort to operate Preservation Microfilming Service on a cost recovery basis.

APPENDIX I

Southern Regional Library Facility
Organization Chart - June 30, 1998



18
1.5
6.0
27.5

* Casual Appointments

APPENDIX II: SRLF STAFF PERSONNEL LIST 1997/98

ADMINISTRATION

Director	Claire Bellanti
Operations Manager	Colleen Carlton
Administrative Analyst	Yvette Johnson
Programmer/Analyst II	David Scholl

CIRCULATION/PUBLIC SERVICE

Supervisor, LA V	Robert Freel
Library Assistant IV	Steve Kutay
Library Assistant III	Jon Edmondson Paul Barone (.5 FTE)
Library Assistant II	Randy Ades Kengee Bostic (.25 FTE) Jefferson Dunbar (.25 FTE) Daven Hall (.25 FTE) Ali Hassan (.25 FTE) Jina Jamison (.25 FTE) Greg Marques Keith Rideau Tin Tran (.25 FTE) Mary Wong (.25 FTE)
Senior Automotive Equipment Operator	Darren Diaz
Student Assistants (Assts. 1-4, LA I)	7.5 FTE

PRESERVATION MICROFILMING SERVICE

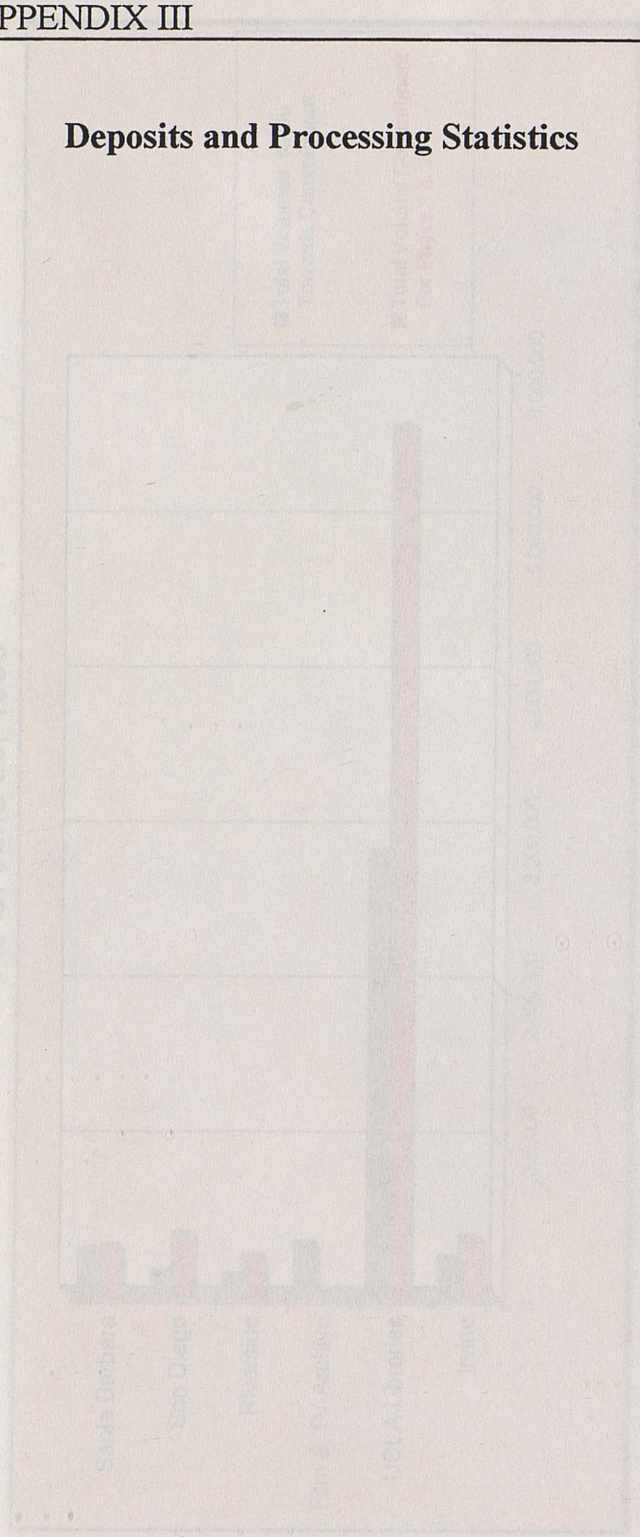
Microfilm Technician	Peter Lacson
Library Assistant II Quality Control	Edwin Dagdagan
Student Assistants (Assistant 3,4)	.5 FTE

PROCESSING

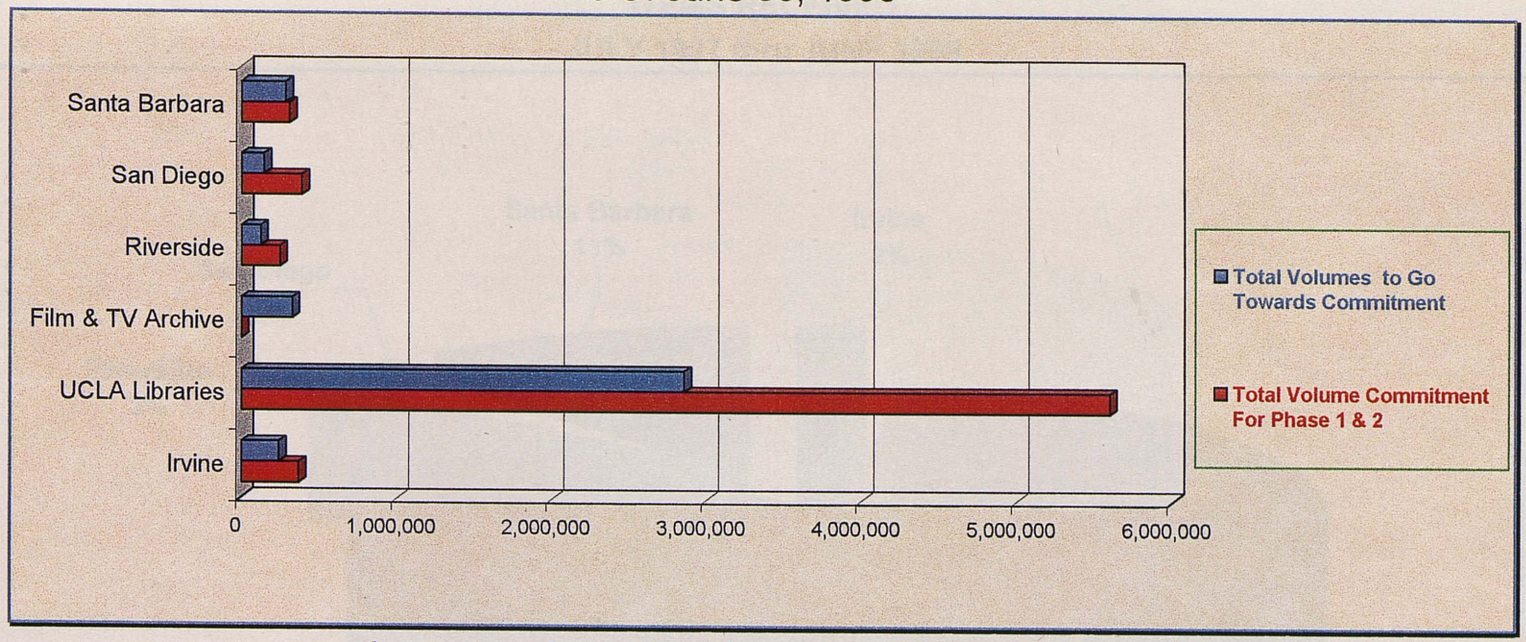
Supervisor, LA V	Karen May
Library Assistant III	John Doing Paul Barone
Library Assistant II	Kengee Bostic (.75 FTE) Jefferson Dunbar (.75 FTE) Daven Hall (.75 FTE) Ali Hassan (.75 FTE) Jina Jamison (.75 FTE) Tin Tran (.75 FTE) Mary Wong (.75 FTE)
Student Assistants (Assistant 3,4)	1 FTE

APPENDIX III

Deposits and Processing Statistics

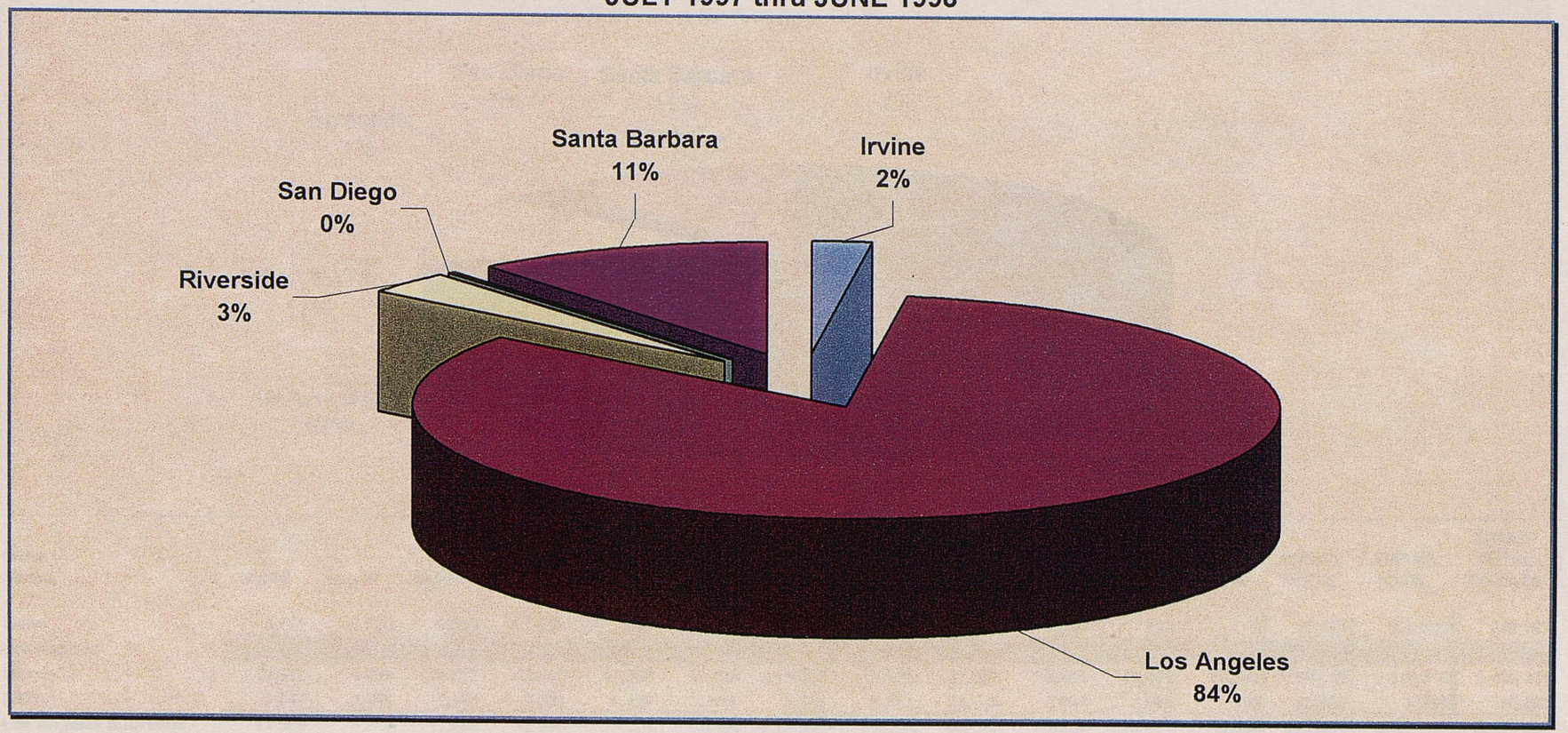


Campus Commitment Rates In Volume Equivalents
As Of June 30, 1998



	A. Total Items Added as of 6/30/98	B. Total Volume Equivalents Deposited	C. Total Volume Commitment For Phase 1 & 2	D. % of Total Commitment Deposited	F. Volumes Deaccessioned from SRLF	G. Total Volumes to Go Towards Commitment	H. % of Total Commitment Met
Irvine	238,187	242,724	370,000	65.60	225	242,499	65.54
LOS ANGELES							
UCLA Libraries	2,495,101	2,858,607	5,600,000	51.05	2,659	2,855,948	
Film & TV Archive	202,367	328,470	0		103	328,367	
SUB TOTAL for Los Angeles	2,697,468	3,187,077	5,600,000	51	2,762	3,184,315	56.86
Riverside	123,385	124,908	250,000	49.96	293	124,615	49.85
San Diego	136,119	147,665	390,000	37.86	208	147,457	37.81
Santa Barbara	277,211	287,627	310,000	92.78	443	287,184	92.64
SUB TOTAL	3,472,370	3,990,001	6,920,000	57.66	3,931	3,986,070	57.60
Berkeley (Microfilm)	16,160	4,409			0	4,409	
GRAND TOTAL	3,488,530	3,994,410	6,920,000	57.72	3,931	3,990,479	57.67

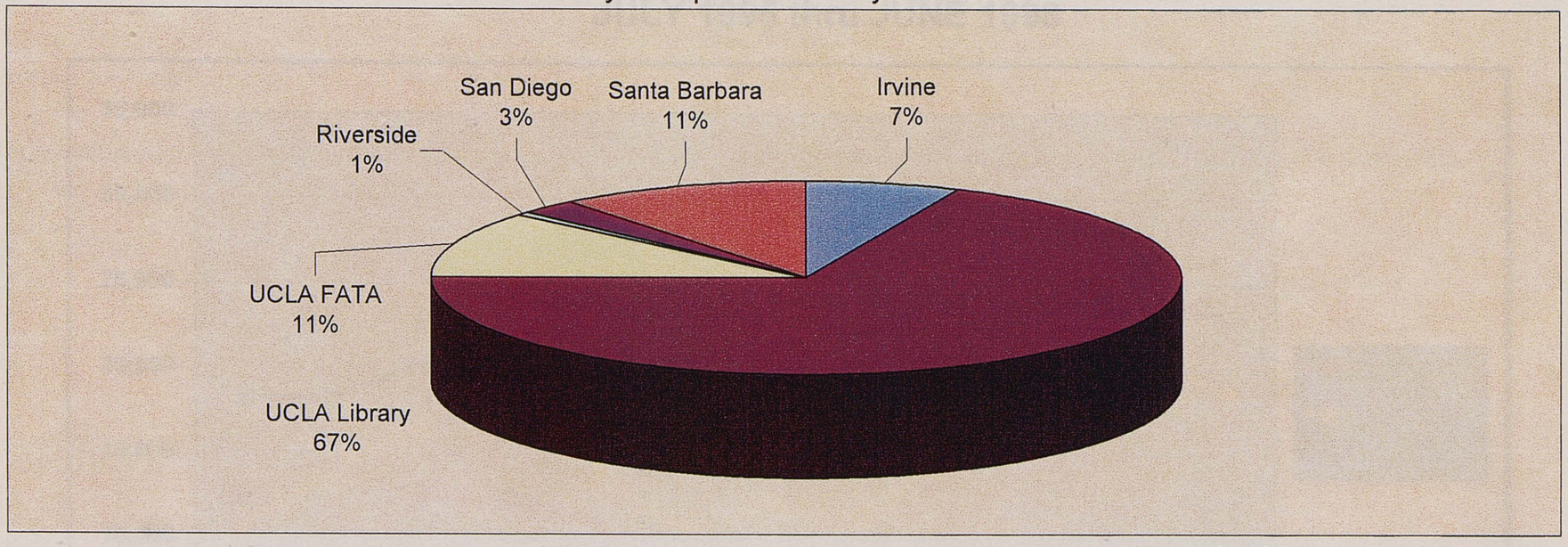
ITEMS RECEIVED
JULY 1997 thru JUNE 1998



Number of Items Received

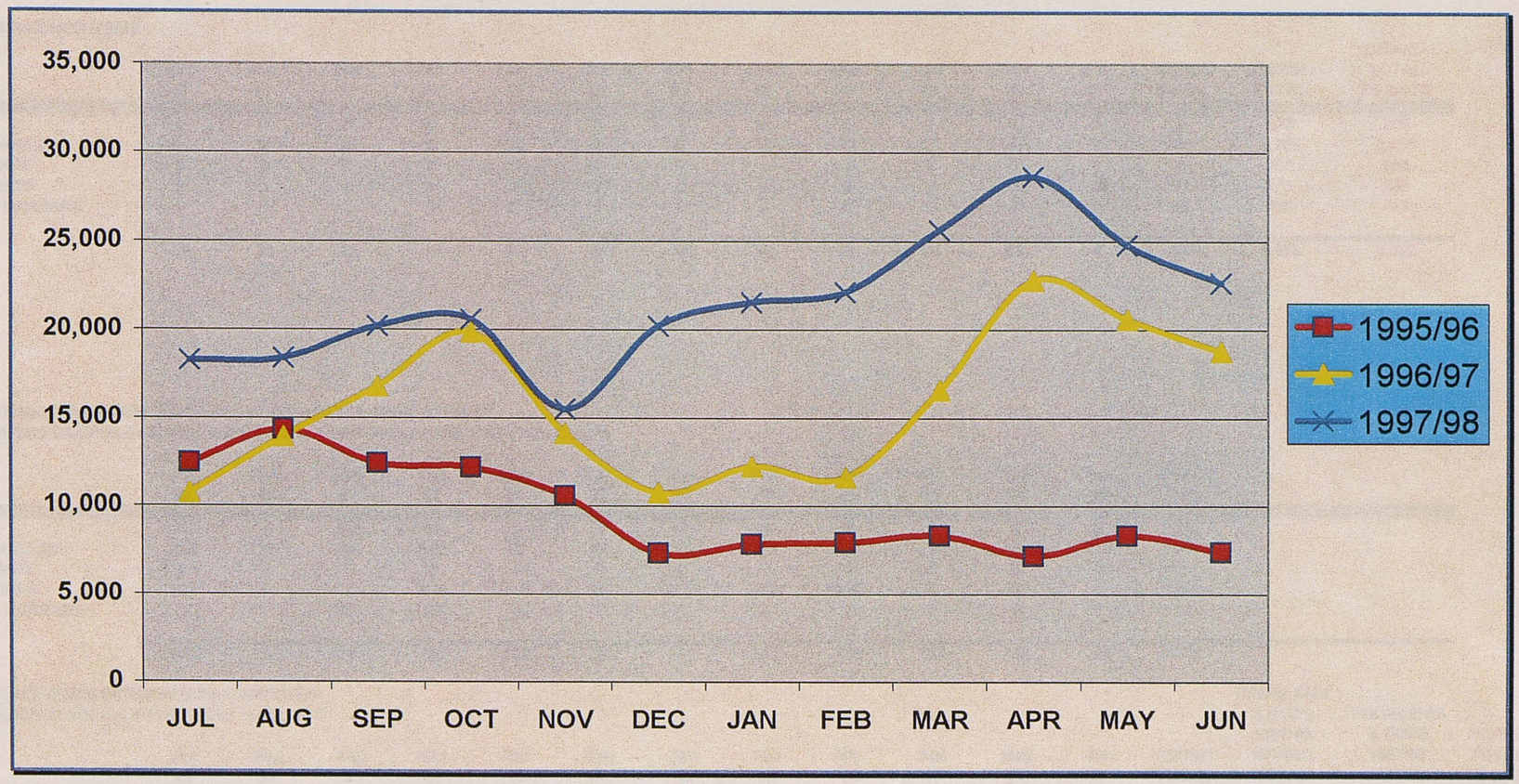
	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98	To Date
Irvine	75	0	685	0	0	0	0	0	2,478	0	0	1,109	4,347
Los Angeles	8,615	10,408	9,963	7,743	5,008	4,880	26,334	19,258	9,738	19,881	11,772	23,596	157,196
Riverside	40	177	57	2,213	71	59	0	240	0	81	37	3,360	6,335
San Diego	0	0	0	0	317	0	0	0	0	0	0	0	317
Santa Barbara	1,546	1,292	0	1,580	2,257	1,394	2,532	0	2,128	5,108	3,189	0	21,026
Deposits Received	10,276	11,877	10,705	11,536	7,653	6,333	28,866	19,498	14,344	25,070	14,998	28,065	189,221

U. C. Southern Regional Library Facility
Items Added By Campus From July 1997 Thru June 1998



Items Added	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98	1997/98 TOTAL	1987/97 TOTAL	GRAND TOTAL TO DATE
Irvine	3,771	5,750	3,636	1,653	552	128	0	0	0	1,834	143	0	17,467	220,720	238,187
Los Angeles															
Library	10,517	4,794	10,517	13,915	11,088	13,128	15,004	18,563	21,925	20,426	21,403	15,502	176,782	2,318,319	2,495,101
FATA	2,047	3,455	2,151	2,031	1,496	3,380	3,542	1,823	2,145	3,098	2,568	544	28,280	5,615	33,895
Los Angeles Sub-Total	12,564	8,249	12,668	15,946	12,584	16,508	18,546	20,386	24,070	23,524	23,971	16,046	205,062	2,323,934	2,528,996
Riverside	0	559	289	45	0	0	0	0	0	245	93	239	1,470	121,915	123,385
San Diego	772	451	714	1,516	1,297	665	914	256	128	128	0	0	6,841	129,278	136,119
Santa Barbara	1,152	3,371	2,885	1,429	1,078	2,927	2,108	1,495	1,450	2,908	609	6,387	27,799	249,412	277,211
Total	18,259	18,380	20,192	20,589	15,511	20,228	21,568	22,137	25,648	28,639	24,816	22,672	258,639	3,045,259	3,303,898

ITEMS ADDED
JULY 1995 thru JUNE 1998



Items Added	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
1995/96	12,431	14,358	12,407	12,178	10,555	7,312	7,824	7,938	8,322	7,158	8,314	7,390	116,187
1996/97	10,729	13,918	16,779	19,835	14,116	10,746	12,224	11,635	16,581	22,808	20,587	18,779	188,737
1997/98	18,259	18,380	20,192	20,589	15,511	20,228	21,568	22,137	25,648	28,639	24,816	22,672	258,639
Total	41,419	46,656	49,378	52,602	40,182	38,286	41,616	41,710	50,551	58,605	53,717	48,841	563,563

Anreps98.xlsTrian Items Added (2)12/7/98

U. C Southern Regional Library Facility
Selected Statistics July 1997 Thru June 1998
Processing Statistics

DEACCESSIONED ITEMS

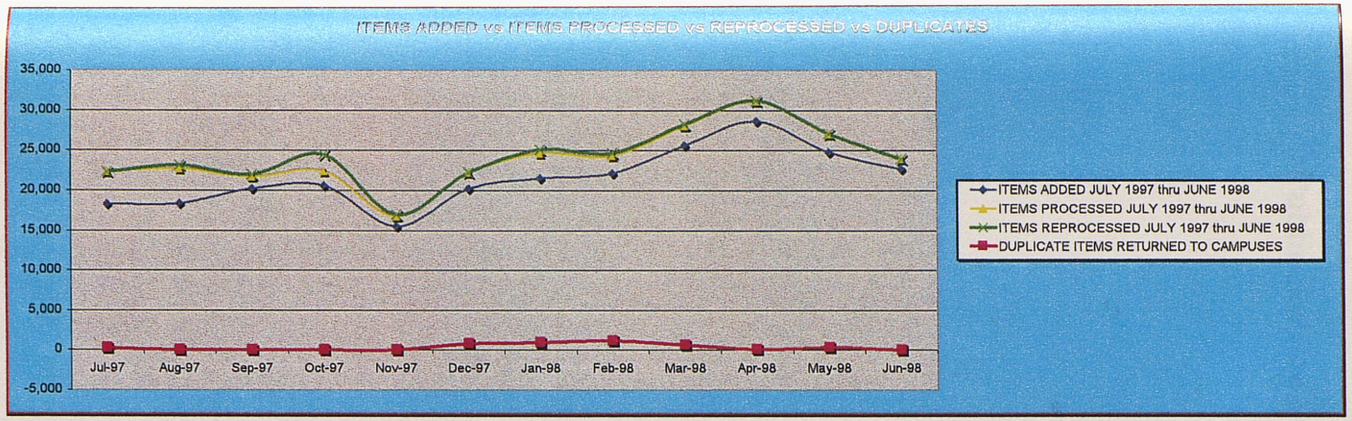
	Jul 97	Aug 97	Sep 97	Oct 97	Nov 97	Dec 97	Jan 98	Feb 98	Mar 98	Apr 98	May 98	Jun 98	1997/98 TOTAL	1987/97 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	0	0	0	0	0	0	2	0	0	2	223	225
LOS ANGELES	59	11	38	12	30	7	80	66	73	12	6	0	394	2,265	2,659
RIVERSIDE	0	0	0	0	0	0	0	0	1	3	0	0	4	289	293
SAN DIEGO	0	1	4	0	3	2	0	0	0	0	27	0	37	171	208
SANTA BARBARA	0	1	1	0	0	0	0	0	0	11	0	0	13	430	443
TOTAL	59	13	43	12	33	9	80	66	74	28	33	0	450	3,378	3,828

PROCESSING PROBLEMS,EXCLUDING DUPLICATES, REPORTED TO DEPOSITING CAMPUS FOR RESOLUTION JULY 1997 THRU JUNE 1998 (Title Count)

	Jul 97	Aug 97	Sep 97	Oct 97	Nov 97	Dec 97	Jan 98	Feb 98	Mar 98	Apr 98	May 98	Jun 98	1997/98 TOTAL
IRVINE	20	3	555	29	0	19	0	0	2	0	0	0	628
LOS ANGELES	756	79	107	142	62	64	132	372	243	260	189	258	2,664
RIVERSIDE	0	1	5	0	0	0	0	0	0	0	0	0	6
SAN DIEGO	107	0	0	216	67	2	110	250	256	1	0	0	1,009
SANTA BARBARA	0	7	38	20	2	2	0	0	5	2	0	0	76
TOTAL	883	90	705	407	131	87	242	622	506	263	189	258	4,383

DUPLICATE ITEMS RETURNED TO CAMPUSES FOR RESOLUTION JULY 1997 THRU JUNE 1998

	Jul 97	Aug 97	Sep 97	Oct 97	Nov 97	Dec 97	Jan 98	Feb 98	Mar 98	Apr 98	May 98	Jun 98	1997/98 TOTAL	PROBLEMS & DUPS 1997/98 GRAND TOTAL	PROBLEMS & DUPS 1987/97 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	9	0	0	0	0	0	0	0	0	0	9	637	5,979	6,616
LOS ANGELES	296	0	0	0	0	0	766	1,154	612	0	303	0	3,131	5,795	67,510	73,305
RIVERSIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	6	3,460	3,466
SAN DIEGO	0	0	0	0	0	0	0	0	0	0	0	0	0	1,009	12,854	13,863
SANTA BARBARA	0	0	0	0	0	824	170	0	0	145	0	0	1,139	1,215	11,841	13,056
TOTAL	296	0	9	0	0	824	936	1,154	612	145	303	0	4,279	8,662	101,644	110,306
GRAND TOTAL	1,179	90	714	407	131	911	1,178	1,776	1,118	408	492	258	8,662		101,644	110,306



ITEMS ADDED JULY 1997 thru JUNE 1998

	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98	1997/98 TOTAL	1987/97 TOTAL	TOTAL TO DATE
Irvine	3,771	5,750	3,636	1,653	552	128	0	0	0	1,834	143	0	17,467	220,720	238,187
Los Angeles	12,564	8,249	12,668	15,946	12,584	16,508	18,546	20,386	24,070	23,524	23,971	16,046	205,062	2,318,319	2,523,381
Riverside	0	559	289	45	0	0	0	0	0	245	93	239	1,470	121,915	123,385
San Diego	772	451	714	1,516	1,297	665	914	256	128	128	0	0	6,841	129,278	136,119
Santa Barbara	1,152	3,371	2,885	1,429	1,078	2,927	2,108	1,495	1,450	2,908	609	6,387	27,799	249,412	277,211
Total	18,259	18,380	20,192	20,589	15,511	20,228	21,568	22,137	25,648	28,639	24,816	22,672	258,639	3,039,644	3,298,283

ITEMS PROCESSED JULY 1997 thru JUNE 1998

	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98	1996/97 TOTAL	1993/96 TOTAL	1993/97 GRAND TOTAL TO DATE
Irvine	4,718	6,022	4,006	1,753	555	134	0	0	0	1,846	146	0	19,180	26,068	45,248
Los Angeles	15,518	11,062	13,650	16,839	13,239	18,128	20,803	22,532	26,356	25,992	26,144	17,196	227,459	511,789	739,248
Riverside	0	566	313	48	0	0	0	0	0	245	114	239	1,525	17,949	19,474
San Diego	871	1,371	714	2,236	1,891	963	1,646	275	150	133	0	0	10,250	27,647	37,897
Santa Barbara	1,196	3,672	3,047	1,544	1,084	2,991	2,174	1,536	1,543	2,949	660	6,472	28,868	81,201	110,069
TOTAL	22,303	22,693	21,730	22,420	16,769	22,216	24,623	24,343	28,049	31,165	27,064	23,907	287,282	664,654	951,936

ITEMS REPROCESSED JULY 1997 thru JUNE 1998

Reprocessed	0	475	280	2,087	178	0	494	332	221	25	43	0	4,135	65,748	69,883
Total	22,303	23,168	22,010	24,507	16,947	22,216	25,117	24,675	28,270	31,190	27,107	23,907	291,417	730,402	1,021,819

DUPLICATE ITEMS RETURNED TO CAMPUSES FOR RESOLUTION JULY 1997 THRU JUNE 1998

	Jul 97	Aug 97	Sep 97	Oct 97	Nov 97	Dec 97	Jan 98	Feb 98	Mar 98	Apr 98	May 98	Jun 98	1997/98 TOTAL	1993/97 TOTAL	1993/98 GRAND TOTAL TO DATE
IRVINE	0	0	9	0	0	0	0	0	0	0	0	0	9	1,767	1,776
LOS ANGELES	296	0	0	0	0	0	766	1,154	612	0	303	0	3,131	8,104	11,235
RIVERSIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	427	427
SAN DIEGO	0	0	0	0	0	0	0	0	0	0	0	0	0	539	539
SANTA BARBARA	0	0	0	0	0	824	170	0	0	145	0	0	1,139	1,139	2,278
TOTAL	296	0	9	0	0	824	936	1,154	612	145	303	0	4,279	11,976	16,255

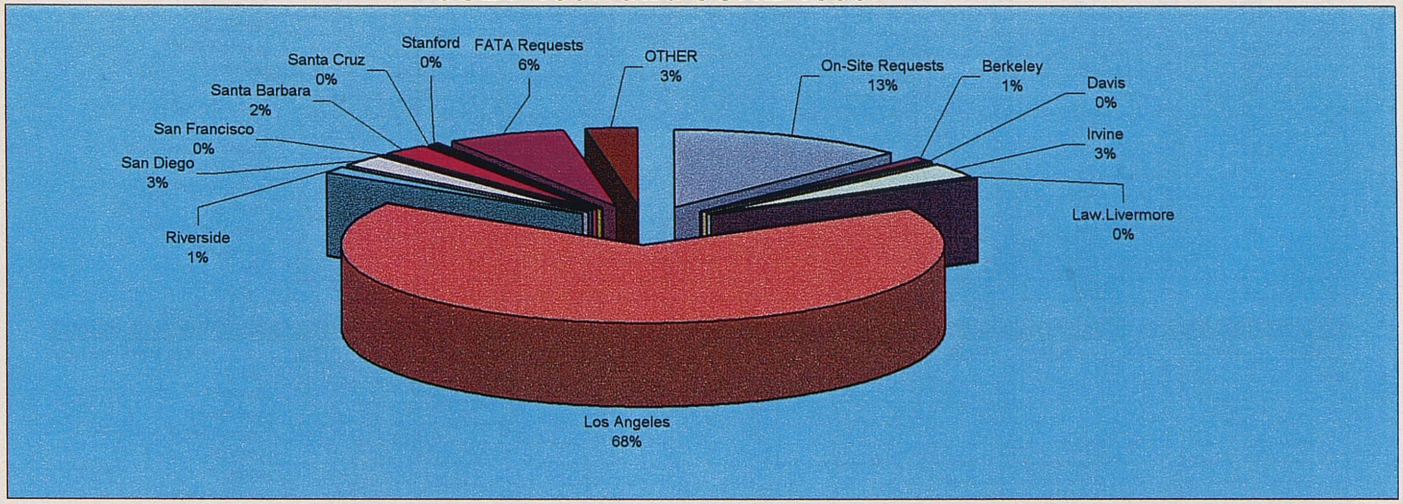
PROCESSED PLUS REPROCESSED AND DUPLICATE RETURNS

TOTAL	22,599	23,168	22,019	24,507	16,947	23,040	26,053	25,829	28,882	31,335	27,410	23,907

APPENDIX IV

Public Service Statistics

PAGING REQUESTS
JULY 1997 thru JUNE 1998



	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98	To Date
On-Site Requests	761	979	989	979	1,032	980	1,008	1,002	1,057	1,088	1,356	1,124	12,355

Origin of Paging Requests

	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98	To Date
Berkeley	13	25	42	50	27	41	30	65	72	63	30	65	523
Davis	46	31	25	31	51	41	48	145	74	52	31	28	603
Irvine	244	210	262	329	205	289	302	318	273	257	189	273	3,151
Law.Livermore	3	5	3	4	5	6	12	7	4	1	5	4	59
Los Angeles	5,820	5,170	5,063	6,732	5,951	4,764	5,680	6,692	6,511	6,648	6,465	5,849	71,345
Riverside	156	132	146	98	151	70	152	217	123	160	178	108	1,691
San Diego	185	274	154	200	191	201	282	268	458	475	221	225	3,134
San Francisco	0	1	4	3	2	1	2	8	12	12	9	10	64
Santa Barbara	190	194	187	292	221	203	309	258	275	290	251	207	2,877
Santa Cruz	27	56	29	22	45	29	39	32	40	51	54	34	458
Stanford	16	8	14	15	12	15	15	27	16	16	17	12	183
SUB TOTAL	6,700	6,106	5,929	7,776	6,861	5,660	6,871	8,037	7,858	8,025	7,450	6,815	84,088
FATA Requests	638	630	828	663	394	502	485	431	692	654	507	560	6,984
OTHER	205	154	229	301	273	143	261	284	307	253	197	246	2,853
GRAND TOTAL	8,304	7,869	7,975	9,719	8,560	7,285	8,625	9,754	9,914	10,020	9,510	8,745	106,280

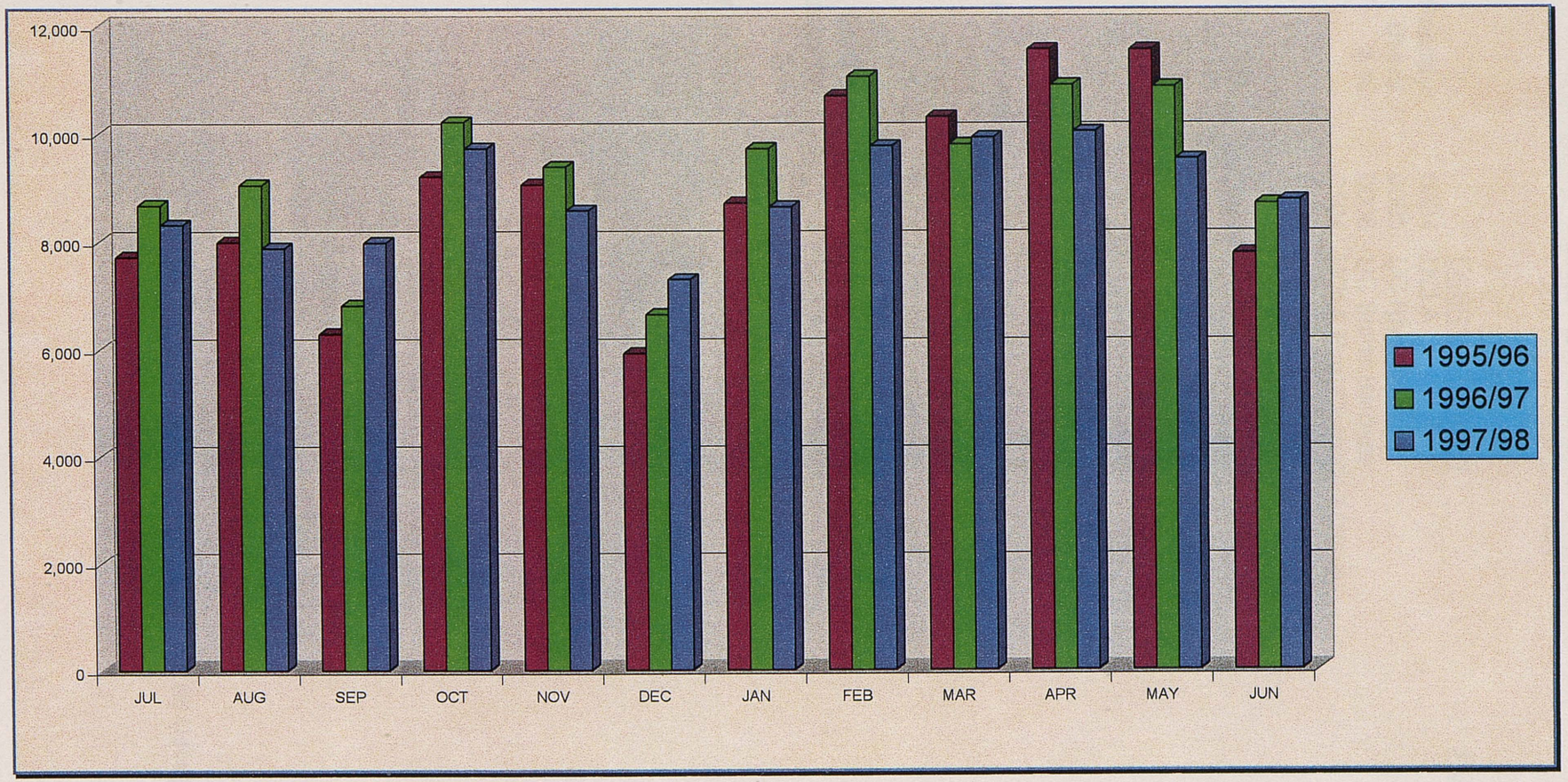
ARIEL, FAX & PHOTOCOPY

Requests Filled by ARIEL	July	August	September	October	November	December	January	February	March	April	May	June	To Date
Irvine	0	0	0	0	0	2	23	72	11	na	na	na	108
Riverside	0	0	0	0	0	2	1	2	0	na	na	na	5
San Diego	0	0	1	0	0	0	9	7	2	na	na	na	19
Santa Barbara	0	0	0	0	1	2	0	19	1	na	na	na	23
Berkeley	0	0	0	0	0	0	1	2	0	na	na	na	3
Davis	0	0	2	0	0	5	2	2	0	na	na	na	11
San Francisco	0	0	0	0	1	0	1	2	0	na	na	na	4
Santa Cruz	0	0	0	0	0	1	1	0	0	na	na	na	2
Law.Livermore	0	0	0	0	0	0	1	0	0	na	na	na	1
Stanford	2	0	0	0	0	0	1	1	0	na	na	na	4
Cal Poly Pomona	0	2	1	0	0	0	0	0	0	na	na	na	3
Cal Tech	3	10	10	4	1	0	14	16	0	na	na	na	58
Claremont	1	7	6	8	0	0	5	5	3	na	na	na	35
Occidental	1	1	1	1	0	0	0	0	0	na	na	na	4
USC	0	3	5	1	0	1	2	2	4	na	na	na	18
Other	0	0	0	0	0	0	0	0	0	na	na	na	0
Sent by ARIEL	7	23	26	14	3	13	61	130	21	Ariel Down			298

Requests Filled by FAX	July	August	September	October	November	December	January	February	March	April	May	June	To Date
Irvine	0	0	0	0	0	0	0	0	0	1	1	0	2
Riverside	0	0	0	0	0	0	0	0	0	0	0	0	0
San Diego	0	1	0	0	0	0	0	0	0	0	0	1	2
Santa Barbara	0	0	0	0	0	0	0	0	0	1	0	0	1
Berkeley	0	0	0	0	0	0	0	0	0	0	0	1	1
Davis	0	0	0	0	0	0	0	1	0	0	0	1	2
San Francisco	0	0	0	1	0	0	0	1	0	0	0	2	4
Santa Cruz	0	0	0	0	0	0	0	0	0	0	0	0	0
Law.Livermore	0	0	0	2	1	2	0	1	2	0	0	2	10
Stanford	0	0	0	0	0	0	0	0	0	0	0	0	0
Cal Poly Pomona	0	0	0	0	0	0	0	0	0	0	0	0	0
Cal Tech	0	0	0	0	0	0	0	0	0	0	0	2	2
Claremont	0	0	0	0	0	0	0	0	0	0	1	0	1
Occidental	0	0	0	0	0	0	0	0	0	0	0	0	0
USC	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	2	1	0	3
Articles Faxed	0	1	0	3	1	2	0	3	2	4	3	9	28

Requests Filled by Photocopy	July	August	September	October	November	December	January	February	March	April	May	June	To Date
Irvine	39	56	62	32	23	33	10	11	36	42	39	44	427
Los Angeles	39	37	33	40	35	20	27	14	24	33	17	22	341
Riverside	2	7	3	1	2	1	10	4	4	5	9	8	56
San Diego	11	23	8	5	9	6	2	0	1	2	11	8	86
Santa Barbara	10	27	17	23	16	10	32	9	19	27	38	25	253
Berkeley	3	2	5	7	7	7	0	0	6	7	3	5	52
Davis	5	2	1	2	3	2	0	1	6	2	3	2	29
San Francisco	0	0	0	0	1	1	0	0	3	6	2	2	15
Santa Cruz	3	1	2	2	0	2	0	0	0	4	1	0	15
Law.Livermore	0	4	3	2	3	3	6	0	1	0	0	2	24
Stanford	0	2	0	2	0	0	0	0	1	0	0	0	5
Cal Poly Pomona	1	0	0	2	2	1	1	0	1	1	2	0	11
Cal Tech	8	0	6	9	12	5	7	0	15	21	18	5	106
Claremont	9	0	1	14	16	10	6	0	19	14	8	25	122
Occidental	2	0	2	8	4	3	14	0	10	2	1	0	46
USC	7	1	0	9	7	3	1	0	4	8	2	7	49
Other (LMU, Cedars, VA Med)	1	0	1	1	1	2	6	0	7	2	3	4	28
Photcopies Sent	140	162	144	159	141	109	122	39	157	176	157	159	1,665

PAGING REQUESTS
JULY 1995 thru JUNE 1998



TOTAL	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
1995/96	7,710	7,987	6,282	9,191	9,047	5,914	8,698	10,685	10,302	11,550	11,542	7,761	106,669
1996/97	8,670	9,043	6,810	10,213	9,378	6,636	9,708	11,056	9,791	10,889	10,863	8,686	111,743
1997/98	8,304	7,869	7,975	9,719	8,560	7,285	8,625	9,754	9,914	10,020	9,510	8,745	106,280

Anreps98.xlsTrian Paging Requests (2)12/7/98

SRLF On-Site User Profile

July 1997 through June 1998

		USER CATEGORY	# USER VISITS	
Faculty	0004	UCLA	193	7 %
Users	0005	UC Riverside	3	
8 %	0008	UC Santa Barbara	3	
	0104	UCLA Post-Doctoral Fellows	33	
	0106	UC San Diego Post-Doctoral Fellows	1	
Graduate		UC Irvine	6	
Users		UCLA	318	11 %
12 %		UC Riverside	4	
		UC San Diego	3	
		UC San Francisco	1	
		UC Santa Barbara	8	
		UC Santa Cruz	2	
Undergraduate	0601	UC Berkeley	1	
Users	0604	UCLA	823	29 %
29 %	0608	Santa Barbara	1	
	0609	UC Santa Cruz	2	
Staff &		UCLA Extension Faculty & Students	23	
Extension		UCLA Staff Personnel & Family	59	
3 %		Other UC Staff Personnel	7	
Off Campus		CSU Academic	15	
Users		CSU Graduate Students	4	
47 %		CSU Undergrad Students	6	
	0041	USC Academic	23	
	0441	USC Graduate Students	13	
		Other California Institution Academic	34	
		Other California Undergrad Students	8	
	1280	UCLA Alumni	145	5 %
		Other UC Alumni	14	
	1380	Friends of the UCLA Library	112	4 %
	1480	General Public, Courtesy	8	
	1680	General Public, Level 5	12	
	1681	General Public, Level 10	22	
	1682	General Public, Level 20	25	
	16XX	Information Brokers\Library Services	253	9 %
	1880	Reference	171	6 %
		Other off campus card holders	30	
		Without Library Card	440	16 %
		Total Users	2,826	