



University of California

ANNUAL REPORT
1998/1999

Southern Regional Library Facility

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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

1998/99 could be described as a transition year, as the SRLF prepared to move circulation and processing functions from ORION to ORION2, UCLA's new online system. Implementation of the new system was targeted for the Fall of 1998. Unfortunately, the implementation was delayed.

On July 19, 1998, staff added what were thought to be the last SRLF items into the ORION database. Files of bibliographic and holdings information for monographs and serials, and the private files, were frozen in advance of migrating this data to the new system. In the Spring, SRLF was given a brief reprieve and 13,365 serial volumes were processed before the files were again frozen. Meanwhile, ORION circulation and SRLF paging remained fully operational.

Because SRLF processing were suspended, a year-long moratorium on SRLF deposits was set in place. A few exceptions were made, most notably transfers from UCLA's Young Research Library, UCR's Rivera Library, and UCSB's Main Library, where severe space constraints and building projects necessitated sending deposits into SRLF unprocessed backlogs.

Staff resources were redirected to help libraries catalog and prepare materials for later SRLF deposit. Four SRLF staff members worked on SRLF-related projects in the Young Research Library Cataloging Department. Three other staff members focused their efforts on entering brief cataloging records into Pegasus for UCSB's Nikic Collection.

Circulation and interlibrary loan activities remained constant throughout the year. A dip in the number of SRLF requests for the year was unexpected, but perhaps not surprising as users increasingly access electronic resources for periodical literature and abstracts. During the year, a small pilot project proceeded, wherein documents are scanned and then mounted on an SRLF web site. From this site users can retrieve and download the documents directly to their desktop.

Preservation Microfilming Service, in its third year of operation, processed 314 orders for microfilm; 137,058 frames were filmed; and 486 duplication orders were filled. PMS also entered into a two-year contract with The J. Paul Getty Research Center to film and produce preservation microfilm for a large collection of correspondence and legal documents belonging to The Getty.

III. SIGNIFICANT EVENTS AND ACCOMPLISHMENTS 1998/99

1. **Paging Requests:** the SRLF received 98,669 paging requests in 1998/99, a 7% decrease from the previous year. Requests were down in all categories, including UC primary clientele and on-site users. SRLF filled approximately 2% of requests with non-returnables (fax and photocopies).
2. **New Deposits:** a moratorium on new deposits was in place throughout much of 1998/99, due to the mandated shut down of ORION processing. However, in response to severe space constraints at several campus libraries, the SRLF did accept receipt of 119,073 new items from libraries at the Los Angeles, Riverside, and Santa Barbara campuses. These deposits have been backlogged and are largely inaccessible for requests.
3. **Processing Statistics:** staff were able to add new items to the ORION database during July, 1998, and from March through May, 1999. During these brief windows of opportunity, 23,209 items were processed. This figure is a mere 9% of the previous year total.

In the absence of processing new deposits, staff worked on projects in-house and at UCLA libraries to prepare materials for deposit. The long-deferred "Nikic Project" from UCSB was resumed: SRLF staff keyed brief cataloging records for this collection in Pegasus so that records could then be loaded into Melvyl. Seventy-four percent of the collection (3,774 titles) was entered online. SRLF barcodes for this collection will be entered on ORION2 at a later date.

For UCLA libraries, SRLF staff worked on minimal cataloging projects. Between September and March, staff averaged 10-20 hours per week in the Cataloging Department.

Physical barcoding of non-book collections was also a priority during the year. In particular, a collection of map folders, and motion picture and video collections from UCLA's Film & Television Archive, were barcoded and piece information recorded while these cumbersome materials remained in their shelving locations. Editing the online records for these collections will be completed from paper records on ORION2 at a later time.

4. **Preservation Microfilming Service (PMS)**, in its third year of service, finished the year with a positive balance. Microfilm orders from UC libraries exceeded previous year production, and orders from non-UC clients increased. In the spring of 1999, PMS entered a two-year contract with The Getty. Filming on this project will begin in late summer of 1999.

5. SRLF PMS and UCLA Library's Preservation Officer presented workshops on "Preparing Newspapers for Preservation Microfilming" and on "Quality Control: Checking Preservation Microfilm for Quality." Participants included staff from UC libraries and other agencies who place preservation microfilm orders with the SRLF.
6. Minolta scanning equipment; preliminary testing:
SRLF installed a new PC workstation configured for the Minolta book and microfilm scanners. Minolta did not correctly specify information on system requirements and software functionality for the NT operating system. As a result, the installation required several weeks of onsite technical support to make the Minolta scanners functional with the operating system. The Minolta technicians reconfigured the scanning software (designed and programmed for the Windows 3.x operating system) to work with NT. SRLF staff waits for updated NT software upgrades and drivers to improve performance and stability of scanning with the Minolta equipment.

Once the upgrades and drivers are installed, SRLF will expand its pilot project to provide desktop delivery of articles and other document requests to users. In addition, the microfilm scanner will be used to fill orders for print or electronic copies of microfilm.

7. The following SRLF staff continued to participate 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
Jon Edmondson	Testing 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.

8. Staff completed installation of the new IBM PC 325 server for the public web server. The server was configured, Windows NT server software was installed, and the device then joined the UCLA Library domain to support the SRLF Public web and email list server. Security and privileges were set for assigned staff to access and update public web pages.

9. Revision work began on the SRLF Intranet site to incorporate database connectivity for easier updating and maintenance of pages by using Dynamic HTML 4.0 and Active Server Page technology with the Microsoft Internet Information Server 4. After evaluating the time consuming effort to make web pages and applications comply with both Netscape and Internet Explorer browsers, Internet Explorer 5.x was selected as the dedicated browser for the SRLF Intranet because of greater compliance to HTML 4.0 standards, extra features and integration with the operating system, and ease of programming dynamic HTML. Staff who continue to use Netscape as their default browser receive the automated news information but are required to use Internet Explorer for access to any other information and applications on the Intranet.

Several new web applications were written and programmed for the SRLF Intranet by a team of SRLF staff and student employees. These applications include:

- SRLF NewsCenter, an automated news and announcements application for SRLF staff on the front page;
 - SRLF Message Center, a phone message application that emails phone messages to staff members;
 - MicroTracker, an application to track the progress and status of microfilming projects;
 - ILL Invoice & Bill cancellation, an application that generates invoices and bill cancellations for ILL and microfilming orders;
 - PDF email notice application that allows staff to generate email notices for users to download their requested scanned articles in PDF format from the SRLF public website;
 - SRLF Helpdesk and Project Intranet, applications to report and track computer and Intranet problems;
 - TimeSheets Online, a web interface application to launch the staff timesheet reporting application.
10. The SRLF Student Website launched in 1999 Spring quarter. This site provides current information for SRLF Student employees. Several web applications are in development progress to submit student work schedules, work assignments, automated news information, and student employment policies.
 11. Y2K updates and software upgrades were completed. Evaluation of all SRLF equipment, computers, servers, software, and files took place and where needed equipment and software were upgraded. BIOS updates were performed on all PC workstations and servers. Service Packs and service releases have been applied with Y2K fixes and security updates.

12. Computer Based Training (CBT) courses were updated by Office of Academic Computing (OAC). OAC installed a live-play server that provides for the needs of SRLF staff training with these courses. Updating last year's SRLF live-play server was not a necessity. The newest release of the CBT client software solved the crashing problems that occurred with some courses.
13. Lyris Email Listserver was installed on the new SRLF Public server 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. A list of about 140 members existed at the end of the fiscal year. If the list continues to grow, upgrading the software to the commercial version or evaluation of other options will be necessary to maintain the LibStorage list.

IV. GOALS AND STRATEGIES FOR 1999/2000

1. Determine new processing goal for 1999/2000 when ORION2 is implemented. Goals should be conservative to allow for training and adjusting to the new processing system.
2. 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.
3. Implement DRA (Taos) ILL Policies and Procedures and develop SRLF workflow around the new and variant ILL procedures of Taos.
4. Expand ILL services beyond our primary UC clientele by accepting direct requests via the internet from individual users, libraries and research facilities throughout the country. Implement OCLC/ILL.
5. 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.
6. 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.
7. Work with UCLA's Library Information Systems to create a report from ORION1 of SRLF barcodes that are missing or have dropped off the ORION records due to data migration failures 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

8. 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.
9. Install 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. These workstations will be transferred from other staff members' workstations that will be upgraded to newer workstations.
10. Complete final Y2K analysis and implement updates before 12/31/99. Review Y2K evaluation of equipment and software then apply any additional Service Packs, service releases, or upgrades that require Y2K fixes.
11. Disconnect and discard ORION1 hardware and equipment. Once ORION1 has been terminated, inventory and discard used equipment. Check into the possibility of recycling the non-Y2K compliant and legacy hardware.
12. Develop macros for processing, using the software program MacroMagic. Once ORION2 has become stable and the approval to begin adding items to the database has been received, macros can be developed and tested with the TAOS Cataloging Client. The TAOS circulation client may also be evaluated for macro functionality. MacroMagic should be installed on all designated workstations. Discuss with LIS the possibility of a combined (cost savings) site license.
13. Re-evaluate the IBM leasing program and make necessary plans to replace the current workstation lease that will end in Fall 2000. Evaluate upgrading existing SRLF owned workstations that are Pentium 133s and older.
14. Rewire all workstations and convert to Ethernet connections.

14. New Web applications to develop:

- 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. Create SRLF Public Web Requests application to take requests from the public website. Reuse programming code from the ORION 2 OPAC SRLF Requests application to create an application for staff to search, obtain statistical reports, and print requests submitted from the public website. Use Access database to store submitted requests. If number of requests submitted via public site becomes high use, evaluation of moving to a SQL database server will be needed.
- Evaluate calendar-scheduling applications. This application may function best as an Outlook-Exchange-Web application.

16. Update or complete existing Web applications:
- Complete the Student Scheduling application. Allows students to submit work schedules and communicate with student supervisors about work schedules via the SRLF Student website. This application development is currently on hold.
 - Complete the SRLF Helpdesk application for administrative functions. These functions include the ability to update submitted Helpdesk tickets, complete documentation on problems, search the database for specific information, report status of a ticket, and email staff concerning the status of a submitted ticket. This application is currently in progress.
 - Update SRLF MessageCenter application. Update phone form to allow messages to be sent to multiple recipients with a choice of To, CC, or BCC functions. Include groups for all staff, and each section of SRLF as well as individual staff members. Allow ability to type in an email address that is not contained in the staff information database.
 - Update SRLF NewsCenter application. Convert existing security to NTFS web application security to eliminate multiple application logins. Add function to post new news items to both SRLF NewsCenter database and the SRLF Student News database. Update banner/icon image selection to from a manual to a dynamic selection.
 - Update Quicklinks to a database application to dynamically add new links or update expired or changed links. Will require moving the links from the front page to a separate page accessible from a button on the front page.
 - Complete the SRLF Computer Information application. This application for SRLF network administration staff provides functions to update the inventory database and track information about SRLF Computers and equipment. This application development is currently on hold.
 - Complete SRLF Website & web application development guidelines and revise Intranet design to accommodate the NTFS security for web applications and bring HTML and programming code in to conformity with site guidelines.
17. Evaluate and test new software. These would include Windows 2000, web development software and Office 2000 applications, specifically looking at the round-tripping features to the web server and the new features in Outlook 2000 for calendar scheduling. Evaluate possible transition from Office 97. Evaluation will include looking at Exchange server for scheduling features.

V. CONCERNS FOR OPERATIONS

1. The transition from ORION to ORION2.

A chief concern for the SRLF is the loss of productivity and the resulting backlogs of new deposits, both at SRLF and at campus libraries. The performance and stability of the new system, especially as more staff and users access ORION2, will be fragile. As staff is trained on ORION2, the processing of new items will be phased in, based on material types and owning unit of the deposits. Simultaneously, procedures will be developed, tested, system “bugs” identified, training documentation will be written and methodologies will be determined for handling and reporting problems 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 is expected to be a cumbersome and lengthy project.

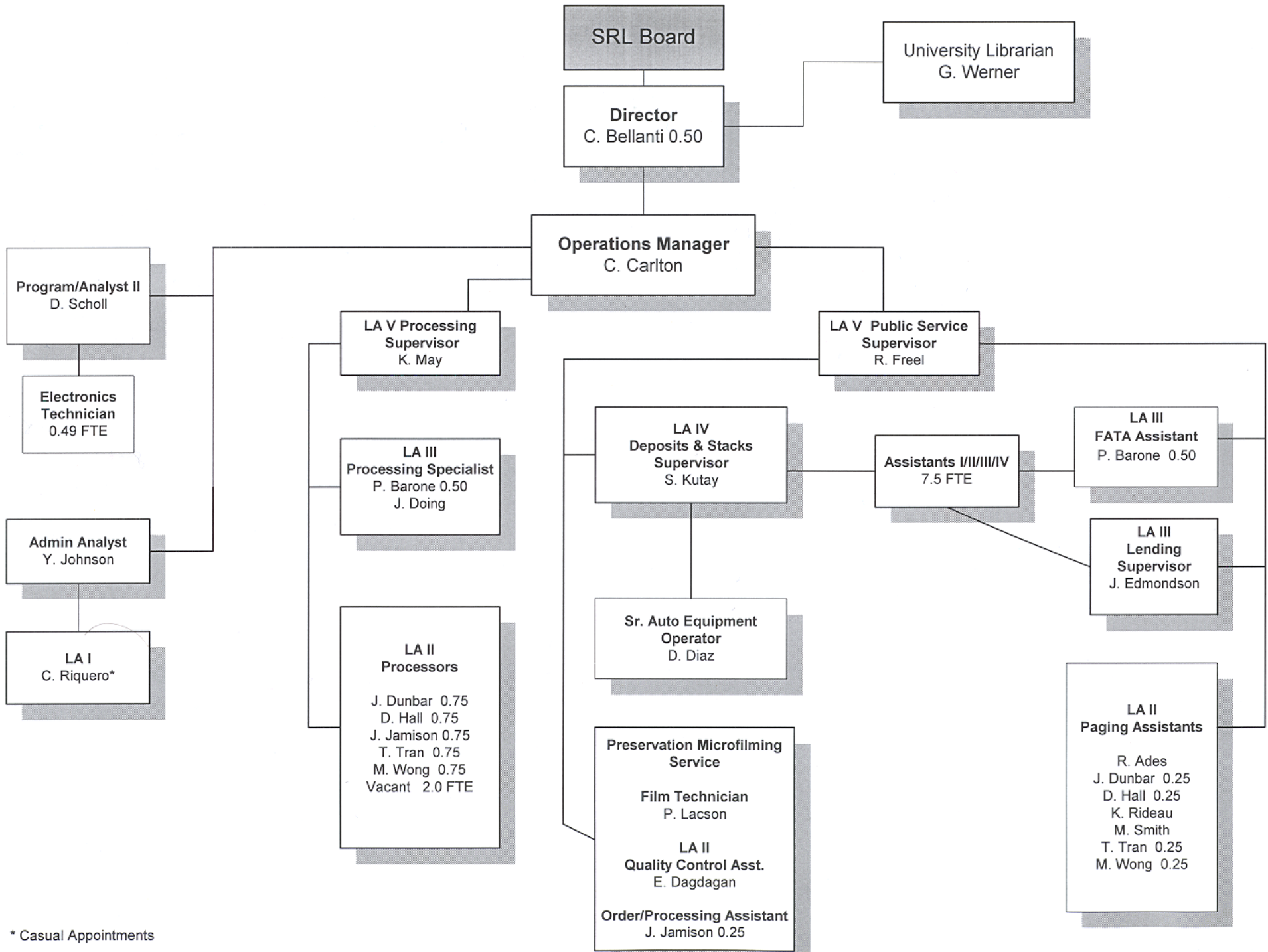
3. Computer equipment and connectivity.

By the end of 1999/2000, the SRLF will need to replace twenty workstations as the three-year lease on these machines terminates in September 2000. Purchasing and finance options for new equipment will need to be investigated. In addition, the current token ring connections for SRLF workstations need to be upgraded as this technology becomes obsolete. Ideally, all forty workstations and the three servers should be connected via ethernet. UCLA has been working on a campus wide connectivity project to install new wiring or convert existing wiring to ethernet. SRLF administrators and the UCLA Library administrators hope that the SRLF can be included in this project with campus funding.

In addition, the SRLF connectivity project will add new network connections and workstations on each of the six stack levels. Presently there are no workstations in the stacks for checking the OPAC or the cataloging or circulation records for SRLF items.

VI. APPENDIX I

Southern Regional Library Facility Organization Chart - June 30, 1999



* Casual Appointments

VII. APPENDIX II: SRLF STAFF PERSONNEL LIST 1998/99

ADMINISTRATION

Director	Claire Bellanti
Operations Manager	Colleen Carlton
Administrative Analyst	Yvette Johnson
Library Assistant I	Carissa Requerjo (through December 1998)

CIRCULATION/PUBLIC SERVICE

Supervisor, LA V	Robert Freel (.65 FTE)
Library Assistant IV	Steve Kutay
Library Assistant III	Jon Edmondson Paul Barone (.5 FTE)
Library Assistant II	Randy Ades Jefferson Dunbar (.25 FTE) Daven Hall (.25 FTE) Keith Rideau Matt Smith 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

Supervisor, LA V Robert Freel (.35 FTE)

Microfilm Technician Peter Lacson

Library Assistant II
Quality Control Edwin Dagdagan

Library Assistant II
Order/Processing Assistant Jina Jamison .25 FTE

PROCESSING

Supervisor, LA V Karen May

Library Assistant III John Doing
Paul Barone (.5 FTE)

Library Assistant II Jefferson Dunbar (.75 FTE)
Daven Hall (.75 FTE)
Jina Jamison (.75 FTE)
Tin Tran (.75 FTE)
Mary Wong (.75 FTE)

SYSTEMS SUPPORT

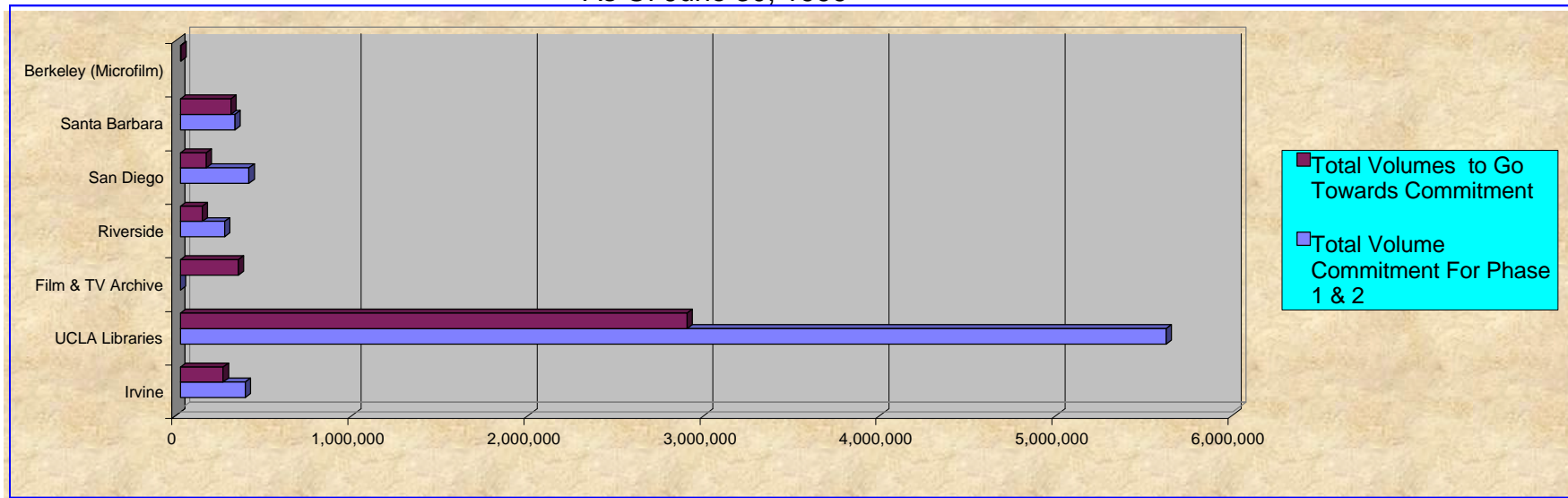
Programmer/Analyst II David Scholl

Electronics Technician
Trainee .49 FTE

VIII. APPENDIX III

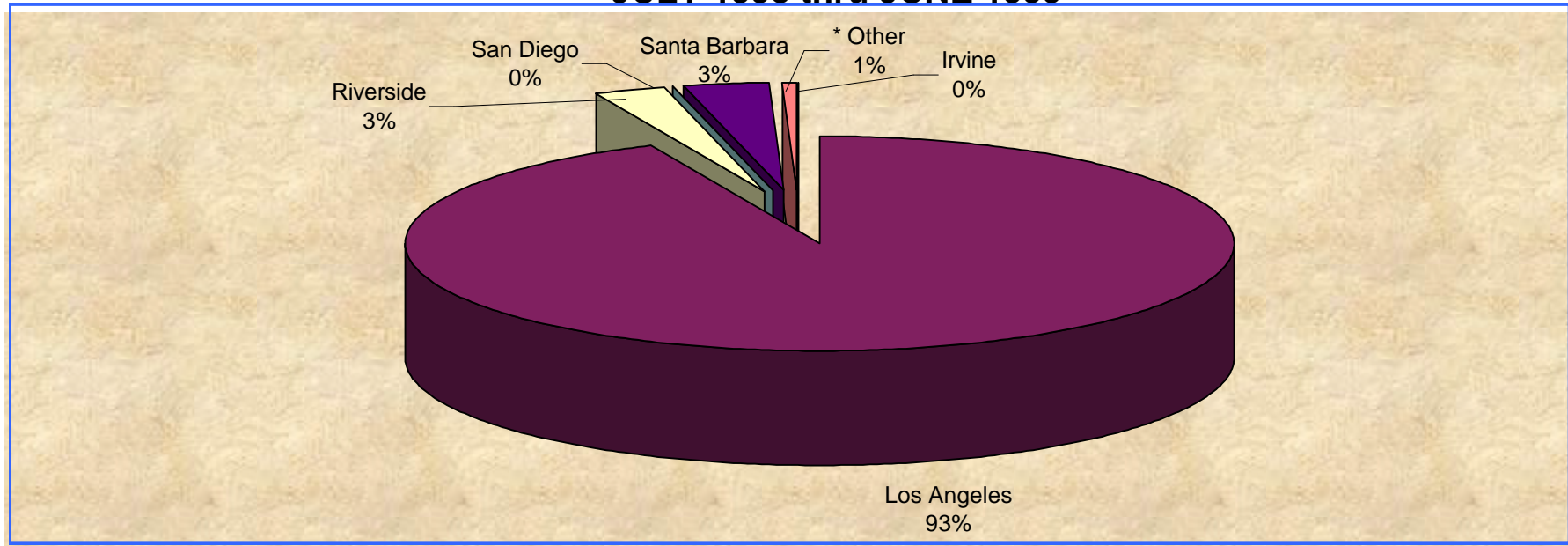
DEPOSITS AND PROCESSING STATISTICS

Campus Commitment Rates In Volume Equivalents As Of June 30, 1999



	A. Total Items Added as of 6/30/99	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	238,651	243,188	370,000	65.73	225	242,963	65.67
LOS ANGELES							
UCLA Libraries	2,516,851	2,880,357	5,600,000	51.43	3,069	2,877,288	
Film & TV Archive	202,367	328,470	0		103	328,367	
SUB TOTAL for Los Angeles	2,719,218	3,208,827	5,600,000	51	3,172	3,205,655	57.24
Riverside	123,403	124,926	250,000	49.97	294	124,632	49.85
San Diego	136,119	147,665	390,000	37.86	225	147,440	37.81
Santa Barbara	278,188	288,604	310,000	93.10	443	288,161	92.96
SUB TOTAL	3,495,579	4,013,210	6,920,000	57.99	4,359	4,008,851	57.93
Berkeley (Microfilm)	16,160	4,409			0	4,409	
GRAND TOTAL	3,511,739	4,017,619	6,920,000	58.06	4,359	4,013,260	58.00

ITEMS RECEIVED JULY 1998 thru JUNE 1999

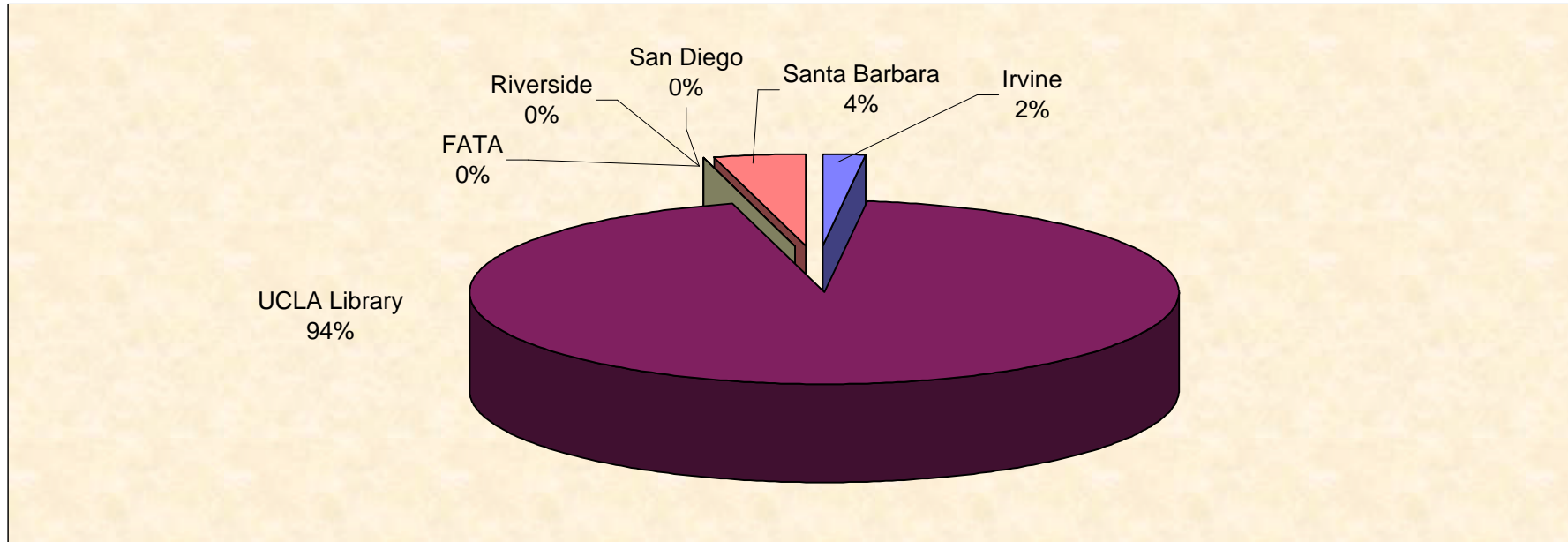


Number of Items Received

	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99 To Date	
Irvine	0	0	0	0	0	0	0	0	0	0	0	0	0
Los Angeles	32,540	26,633	7,269	8,195	261	450	256	8,184	11,840	6,584	6,292	2,588	111,092
Riverside	0	3,348	0	0	0	0	0	0	0	0	0	0	3,348
San Diego	0	0	0	0	0	0	0	0	0	0	0	0	0
Santa Barbara	3,842	0	0	0	0	0	0	0	0	0	0	0	3,842
* Other	0	59	16	84	0	19	0	0	0	243	0	370	791
Deposits Received	36,382	30,040	7,285	8,279	261	469	256	8,184	11,840	6,827	6,292	2,958	119,073

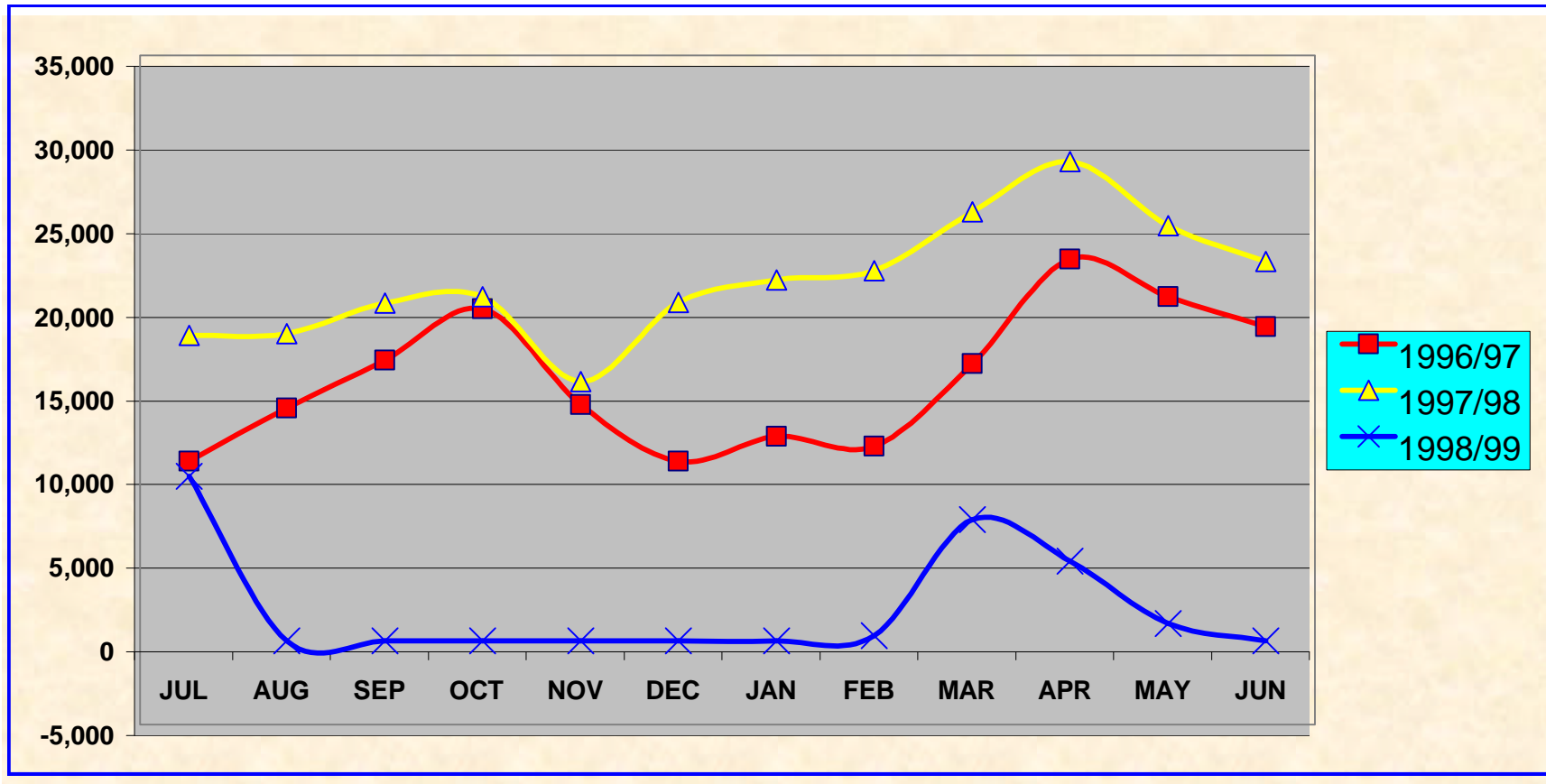
* (consists of U. C. Berkeley; Fox & Columbia/Tri Star)

**U. C. Southern Regional Library Facility
Items Added By Campus From July 1998 Thru June 1999**



Items Added	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	1998/99 TOTAL	1987/98 TOTAL	GRAND TOTAL TO DATE
Irvine	464	0	0	0	0	0	0	0	0	0	0	0	464	238,187	238,651
Los Angeles															
UCLA Library	8,385	0	0	0	0	0	0	304	7,254	4,779	1,028	0	21,750	2,495,101	2,516,851
FATA	0	0	0	0	0	0	0	0	0	0	0	0	0	33,895	33,895
Los Angeles Sub-Total	8,385	0	0	0	0	0	0	304	7,254	4,779	1,028	0	21,750	2,528,996	2,550,746
Riverside	18	0	0	0	0	0	0	0	0	0	0	0	18	123,385	123,403
San Diego	0	0	0	0	0	0	0	0	0	0	0	0	0	136,119	136,119
Santa Barbara	977	0	0	0	0	0	0	0	0	0	0	0	977	277,211	278,188
Total	9,844	0	0	0	0	0	0	304	7,254	4,779	1,028	0	23,209	3,303,898	3,327,107

ITEMS ADDED JULY 1996 thru JUNE 1999

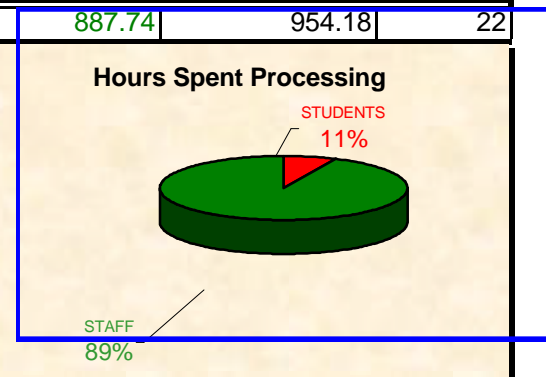


Items Added	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
1996/97	10,729	13,918	16,779	19,835	14,116	10,746	12,224	11,635	16,581	22,808	20,587	18,779	188,737
1997/98	18,259	18,380	20,192	20,589	15,511	20,228	21,568	22,137	25,648	28,639	24,816	22,672	258,639
1998/99	9,844	0	0	0	0	0	0	304	7,254	4,779	1,028	0	23,209
Total	38,832	32,298	36,971	40,424	29,627	30,974	33,792	34,076	49,483	56,226	46,431	41,451	470,585

SOUTHERN REGIONAL LIBRARY FACILITY
 PROCESSING SUMMARY
 FISCAL YEAR 1998/1999

MONTH	ITEMS ADDED	ITEMS PROCESSED	ITEMS RE-PROCESSED	TOTAL PROCESSED & RE-PROCESSED	HOURS WORKED (STUDENT)	HOURS WORKED (STAFF)	TOTAL PROCESSING HOURS	DAYS IN THE MONTH
Jul-98	9,844	10,370	0	10,370	66.44	627.14	693.58	22
Aug-98	0	0	0	0			0.00	
Sep-98	0	0	0	0			0.00	
Oct-98	0	0	0	0			0.00	
Nov-98	0	0	0	0			0.00	
Dec-98	0	0	0	0			0.00	
Jan-99	0	0	0	0			0.00	
Feb-99	304	309	309	618			0.00	
Mar-99	7,254	7,385	827	8,212	0.00	260.60	260.60	
Apr-99	4,779	4,839	4,908	9,747			0.00	
May-99	1,028	1,032	1,032	2,064			0.00	
Jun-99	0	0	0	0			0.00	
TOTAL	23,209	23,935	7,076	31,011	66.44	887.74	954.18	22

TOTAL ITEMS ADDED	23,209
TOTAL ITEMS PROCESSED	23,935
TOTAL ITEMS RE-PROCESSED	7,076
GRAND TOTAL BOTH PROCESSED AND RE-PROCESSED	31,011
ANNUAL GOAL	240,000
SURPLUS OR REMAINDER	-208,989
TOTAL PROCESSING HOURS	954.18
TOTAL FTE SPENT IN PROCESSING	5.42
AVERAGE NUMBER OF ITEMS PROCESSED PER HOUR	32.50



U. C Southern Regional Library Facility
Selected Statistics July 1998 Thru June 1999
Processing Statistics

DEACCESSIONED ITEMS

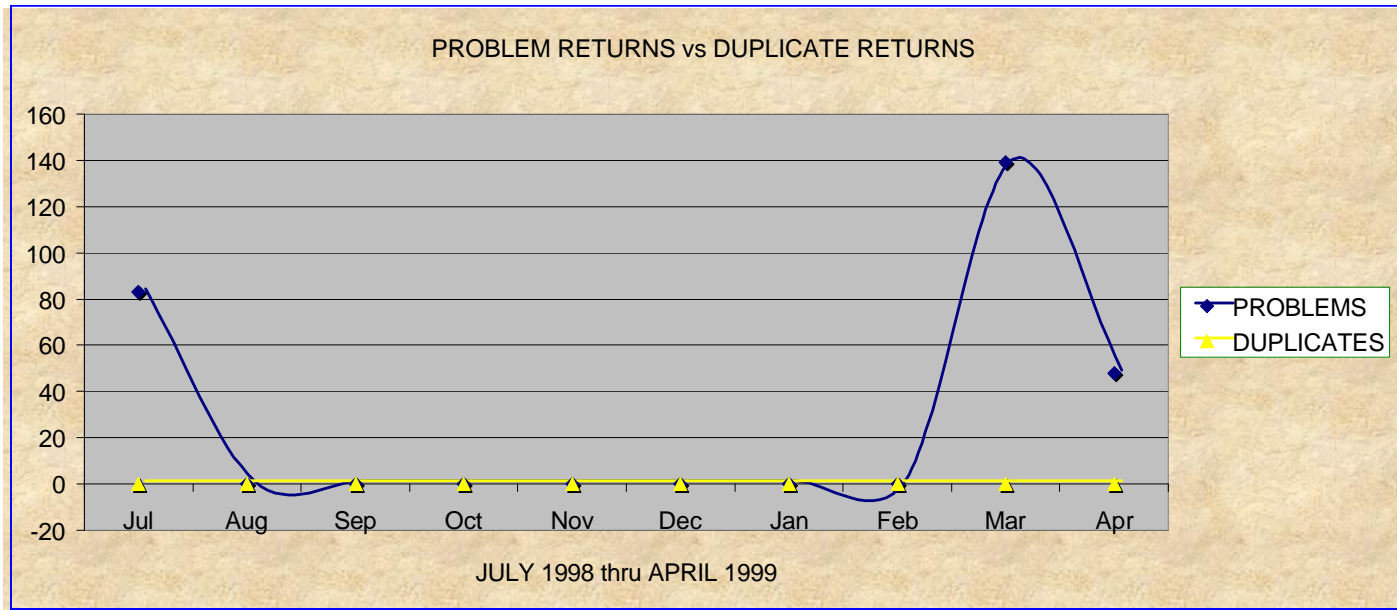
	Jul 98	Aug 98	Sep 98	Oct 98	Nov 98	Dec 98	Jan 99	Feb 99	Mar 99	Apr 99	May 99	Jun 99	1998/99 TOTAL	1987/98 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0	225	225
LOS ANGELES	81	0	0	0	0	0	0	0	283	33	0	13	410	2,659	3,069
RIVERSIDE	1	0	0	0	0	0	0	0	0	0	0	0	1	293	294
SAN DIEGO	17	0	0	0	0	0	0	0	0	0	0	0	17	208	225
SANTA BARBARA	0	0	0	0	0	0	0	0	0	0	0	0	0	443	443
TOTAL	99	0	0	0	0	0	0	0	283	33	0	13	428	3,828	4,256

PROCESSING PROBLEMS, EXCLUDING DUPLICATES, REPORTED TO DEPOSITING CAMPUS FOR RESOLUTION JULY 1998 THRU JUNE 1999 (Title Count)

	Jul 98	Aug 98	Sep 98	Oct 98	Nov 98	Dec 98	Jan 99	Feb 99	Mar 99	Apr 99	May 99	Jun 99	1998/99 TOTAL
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0
LOS ANGELES	83	0	0	0	0	0	0	0	139	48	0	0	270
RIVERSIDE	0	0	0	0	0	0	0	0	0	0	0	0	0
SAN DIEGO	0	0	0	0	0	0	0	0	0	0	0	0	0
SANTA BARBARA	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	83	0	0	0	0	0	0	0	139	48	0	0	270

DUPLICATE ITEMS RETURNED TO CAMPUSES FOR RESOLUTION JULY 1998 THRU JUNE 1999

	Jul 98	Aug 98	Sep 98	Oct 98	Nov 98	Dec 98	Jan 99	Feb 99	Mar 99	Apr 99	May 99	Jun 99	1998/99 TOTAL	PROBLEMS & DUPS 1998/99 GRAND TOTAL	PROBLEMS & DUPS 1987/98 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5,988	5,988
LOS ANGELES	0	0	0	0	0	0	0	0	0	0	0	0	0	270	70,641	70,911
RIVERSIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3,460	3,460
SAN DIEGO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12,854	12,854
SANTA BARBARA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12,980	12,980
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	270	105,923	106,193
GRAND TOTAL	83	0	0	0	0	0	0	0	139	48	0	0	270		105,923	106,193

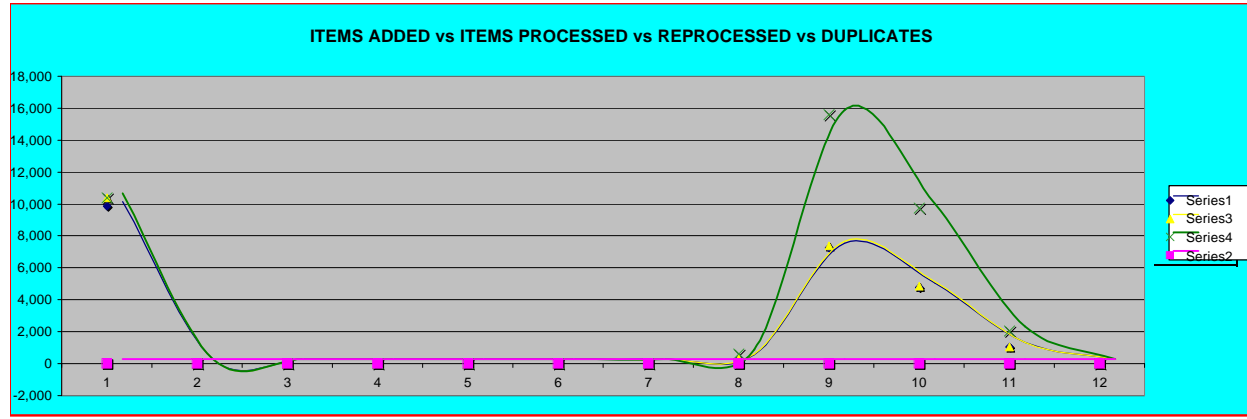


PROCESSING PROBLEMS, EXCLUDING DUPLICATES, REPORTED TO DEPOSITING CAMPUS FOR RESOLUTION (Title Count)

	Jul 98	Aug 98	Sep 98	Oct 98	Nov 98	Dec 98	Jan 99	Feb 99	Mar 99	Apr 99	May 99	Jun 99	1998/99 TOTAL
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0
LOS ANGELES	83	0	0	0	0	0	0	0	139	48	0	0	270
RIVERSIDE	0	0	0	0	0	0	0	0	0	0	0	0	0
SAN DIEGO	0	0	0	0	0	0	0	0	0	0	0	0	0
SANTA BARBARA	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	83	0	0	0	0	0	0	0	139	48	0	0	270

DUPLICATE ITEMS RETURNED TO CAMPUSES FOR RESOLUTION JULY 1998 THRU JUNE 1999

	Jul 98	Aug 98	Sep 98	Oct 98	Nov 98	Dec 98	Jan 99	Feb 99	Mar 99	Apr 99	May 99	Jun 99	1998/99 TOTAL	PROBLEMS & DUPS 1998/99 GRAND TOTAL	PROBLEMS & DUPS 1987/98 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5,972	5,972
LOS ANGELES	0	0	0	0	0	0	0	0	0	0	0	0	0	270	62,228	62,498
RIVERSIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3,421	3,421
SAN DIEGO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12,580	12,580
SANTA BARBARA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11,546	11,546
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	270	95,747	96,017
GRAND TOTAL	83	0	0	0	0	0	0	0	139	48	0	0	270		95,747	96,017



ITEMS ADDED JULY 1998 thru JUNE 1999													1998/99	1987/98	TOTAL
	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	TOTAL	TOTAL	TO DATE
Irvine	464	0	0	0	0	0	0	0	0	0	0	0	464	238,187	238,651
Los Angeles	8,385	0	0	0	0	0	0	304	7,254	4,779	1,028	0	21,750	2,523,381	2,545,131
Riverside	18	0	0	0	0	0	0	0	0	0	0	0	18	123,385	123,403
San Diego	0	0	0	0	0	0	0	0	0	0	0	0	0	136,119	136,119
Santa Barbara	977	0	0	0	0	0	0	0	0	0	0	0	977	277,211	278,188
Total	9,844	0	0	0	0	0	0	304	7,254	4,779	1,028	0	23,209	3,298,283	3,321,492

ITEMS PROCESSED JULY 1998 thru JUNE 1999													1998/99	1993/98	1993/99
	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	TOTAL	TOTAL	GRAND TOTAL
Irvine	465	0	0	0	0	0	0	0	0	0	0	0	465	45,248	45,713
Los Angeles	8,827	0	0	0	0	0	0	309	7,385	4,839	1,032	0	22,392	739,248	761,640
Riverside	18	0	0	0	0	0	0	0	0	0	0	0	18	19,474	19,492
San Diego	0	0	0	0	0	0	0	0	0	0	0	0	0	37,897	37,897
Santa Barbara	1,060	0	0	0	0	0	0	0	0	0	0	0	1,060	110,069	111,129
TOTAL	10,370	0	0	0	0	0	0	309	7,385	4,839	1,032	0	23,935	951,936	975,871

ITEMS REPROCESSED JULY 1998 thru JUNE 1999													1998/99	1993/98	1993/99
	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	TOTAL	TOTAL	GRAND TOTAL
Reprocessed	0	0	0	0	0	0	0	309	8,212	4,908	1,032	0	14,461	69,883	84,344
Total	10,370	0	0	0	0	0	0	618	15,597	9,747	2,064	0	38,396	1,021,819	1,060,215

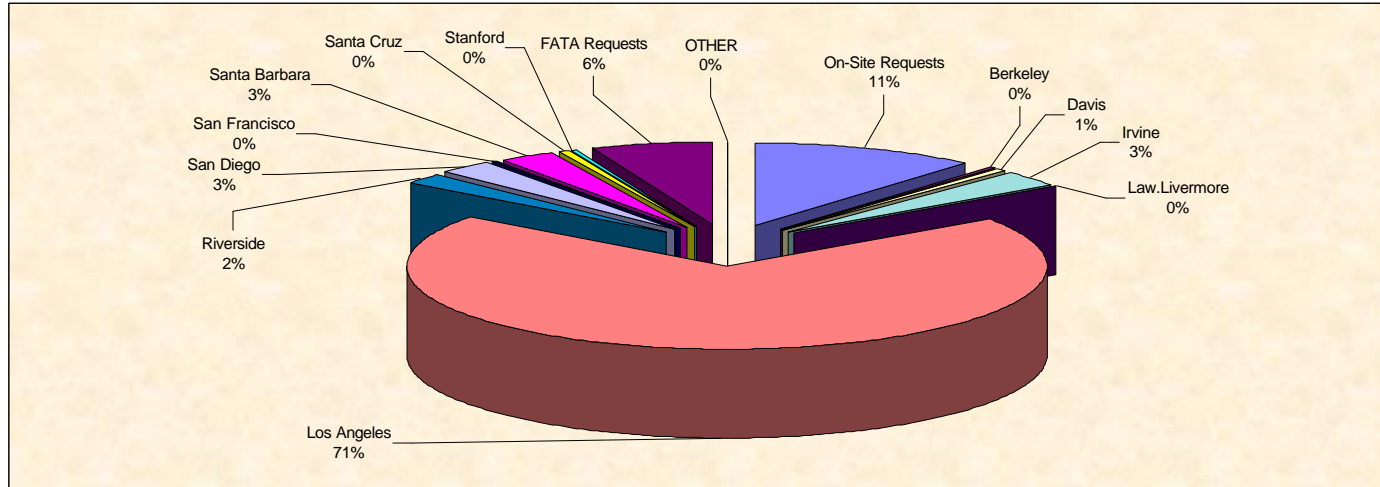
DUPLICATE ITEMS RETURNED TO CAMPUSES FOR RESOLUTION JULY 1998 THRU JUNE 1999													1998/99	1993/98	1993/99
	Jul 98	Aug 98	Sep 98	Oct 98	Nov 98	Dec 98	Jan 99	Feb 99	Mar 99	Apr 99	May 99	Jun 99	TOTAL	TOTAL	GRAND TOTAL
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0	1,776	1,776
LOS ANGELES	0	0	0	0	0	0	0	0	0	0	0	0	0	11,235	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	0	0	0	0	0	0	0	0	2,278	2,278
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	16,255	16,255

PROCESSED PLUS REPROCESSED AND DUPLICATE RETURNS													1998/99	1993/98	1993/99
	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	TOTAL	TOTAL	GRAND TOTAL
TOTAL	10,370	0	0	0	0	0	0	618	15,597	9,747	2,064	0	38,396	1,021,819	1,060,215

IX. APPENDIX IV

PUBLIC SERVICE STATISTICS

PAGING REQUESTS JULY 1998 thru JUNE 1999

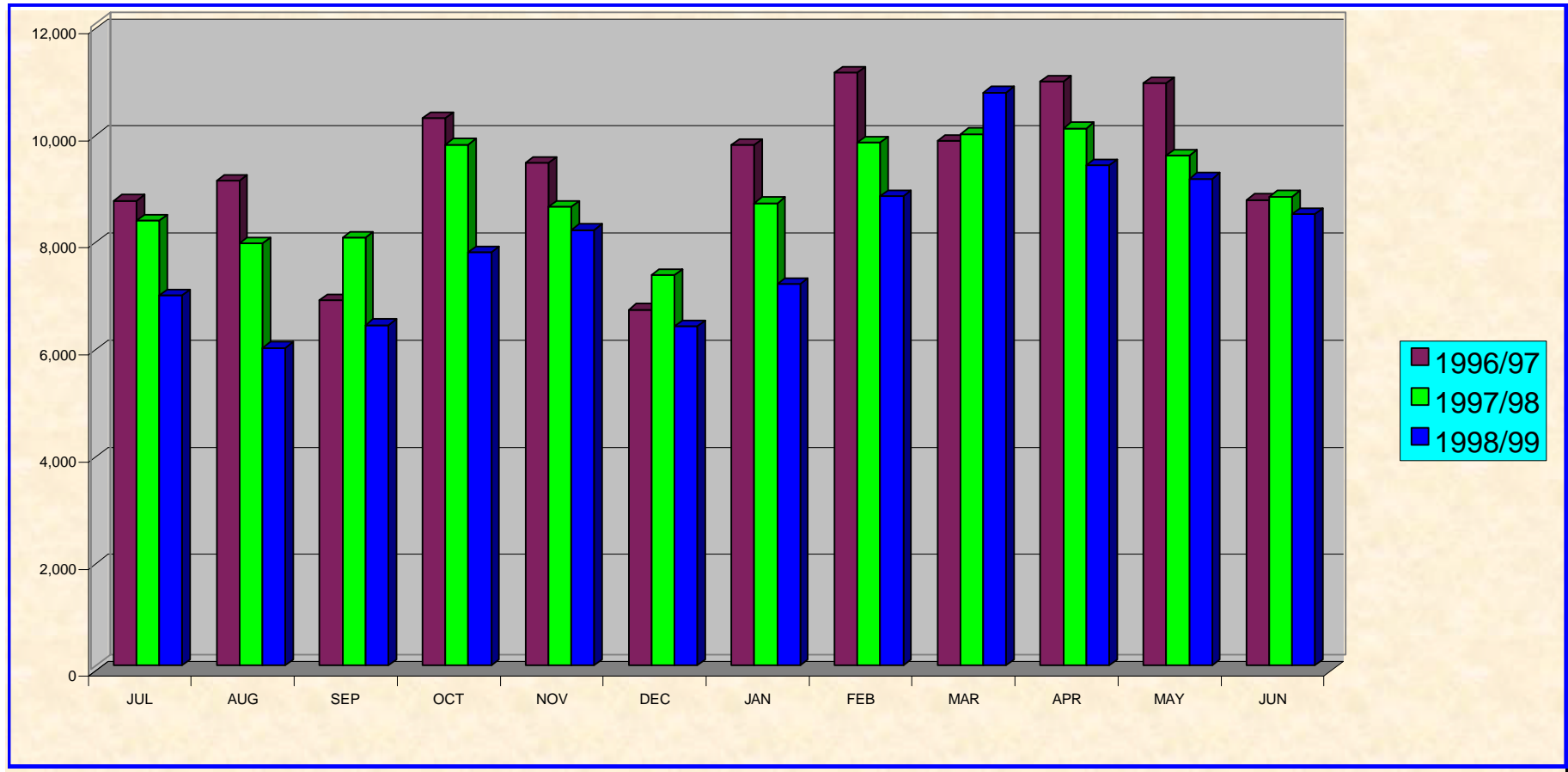


	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	To Date
On-Site Requests	943	1,151	800	1,059	1,062	878	788	914	1,072	862	805	838	11,172

Origin of Paging Requests

	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	To Date
Berkeley	27	22	26	67	31	32	20	45	72	59	27	14	442
Davis	26	18	42	14	20	37	43	77	53	67	68	54	519
Irvine	193	267	242	207	167	171	228	241	298	245	297	295	2,851
Law.Livermore	10	6	2	8	4	2	10	6	4	3	6	1	62
Los Angeles	5,490	4,468	4,860	6,287	5,810	4,105	4,795	6,202	7,479	6,820	6,709	5,961	68,986
Riverside	162	111	78	115	145	87	90	170	324	265	266	116	1,929
San Diego	315	182	171	282	169	356	273	234	237	250	261	218	2,948
San Francisco	5	23	14	6	4	1	13	17	14	3	14	13	127
Santa Barbara	204	236	221	254	342	177	243	297	218	211	210	235	2,848
Santa Cruz	27	32	21	50	38	25	44	59	31	50	24	26	427
Stanford	9	20	15	15	7	2	14	32	13	24	33	6	190
SUB TOTAL	6,468	5,385	5,692	7,305	6,737	4,995	5,773	7,380	8,743	7,997	7,915	6,939	81,329
FATA Requests	428	535	654	394	316	444	550	453	864	459	354	636	6,087
OTHER	5	3	5	6	8	4	4	7	9	13	5	4	73
GRAND TOTAL	7,844	7,074	7,151	8,764	8,123	6,321	7,115	8,754	10,688	9,331	9,079	8,417	98,661

PAGING REQUESTS JULY 1996 thru JUNE 1999



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
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
1998/99	6,901	5,923	6,351	7,705	8,123	6,321	7,115	8,754	10,688	9,331	9,079	8,417	94,708
TOTAL	23,875	22,835	21,136	27,637	26,061	20,242	25,448	29,564	30,393	30,240	29,452	25,848	312,731

REQUESTS FILLED BY FAX & PHOTOCOPY

Requests Filled by FAX	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	To Date
Berkeley	1	0	3	0	0	0	0	0	0	0	0	1	5
Cal Poly Pomona	0	0	0	0	0	0	0	0	0	0	0	0	0
Cal Tech	4	0	0	1	0	0	0	0	0	1	7	3	16
Claremont	0	0	0	0	0	0	0	0	0	6	1	2	9
Davis	1	0	0	0	0	2	0	0	0	1	1	0	5
Irvine	0	0	0	0	1	0	0	0	3	8	5	1	18
Law.Livermore	3	1	0	0	0	0	1	1	0	1	1	0	8
Occidental	0	0	0	0	0	0	0	0	0	0	0	0	0
Riverside	0	0	0	0	0	1	0	1	0	0	0	0	2
San Francisco	1	0	0	0	0	0	1	0	0	1	1	2	6
San Diego	0	0	0	0	1	2	0	0	0	3	3	2	11
Santa Barbara	0	0	0	0	0	0	0	0	0	5	2	1	8
Santa Cruz	0	0	0	0	1	0	0	0	0	0	1	1	3
Stanford	0	0	0	0	0	0	0	0	0	0	0	0	0
USC	0	0	0	2	0	0	0	0	0	0	0	0	2
Other	0	0	0	0	1	0	1	0	0	0	1	0	3
Total Faxed	10	1	3	3	4	5	3	2	3	26	23	13	96

Requests Filled by Photocopy	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	To Date
Berkeley	4	5	3	0	7	6	0	0	5	3	1	0	34
Cal Poly Pomona	1	0											1
Cal Tech	33	43	11	29	12	10	16	24	23	6	7	14	228
Claremont	12	7	9	19	28	17	9	22	24	22	3	10	182
Davis	6	3	1	2	2	2	3	3	9	5	5	9	50
Irvine	42	39	28	49	27	27	51	43	69	26	45	34	480
Law.Livermore	4	2	5	3	2	2	8	4	1	1	3	1	36
Los Angeles	28	15	25	19	23	12	16	0	1	0	4	1	144
Occidental	2	0	1	12	11	2	0	0	0	0	0	0	28
Riverside	1	4	2	5	2	4	2	19	17	8	8	16	88
San Francisco	4	8	10	2	1	1	2	4	5	4	4	1	46
San Diego	22	16	11	5	3	6	3	3	13	4	7	5	98
Santa Barbara	34	31	26	39	16	12	28	48	24	16	15	33	322
Santa Cruz	0	2	1	8	2	3	1	0	0	1	0	3	21
Stanford	1	0			1	0	0	0	3	0	2	0	7
USC	4	10	4	9	2	3	0	1	5	16	0	5	59
Other	3	8	9	10	5	3	1	7	10	9	7	5	77
Photocopies Sent	201	193	146	211	226	128	140	178	209	121	111	137	2,001

SRLF On-Site User Profile

July 1998 through June 1999

	<u>USER CATEGORY</u>	<u># USER VISITS</u>	
Faculty Users 9 %	0003 UC Irvine	1	
	0004 UCLA	181	7 %
	0005 UC Riverside	1	
	0008 UC Santa Barbara	8	
	0104 UCLA Post-Doctoral Fellows	33	
Graduate Users 15 %	UC Berkeley	4	
	UC Davis	3	
	UC Irvine	4	
	UCLA	360	14 %
	UC Riverside	3	
	UC San Diego	7	
	UC San Francisco	1	
	UC Santa Barbara	1	
	UC Santa Cruz	3	
Undergraduate Users 24 %	0603 UC Irvine	1	
	0604 UCLA	597	23 %
	0605 UC Riverside	3	
	0608 UC Santa Barbara	3	
	0609 UC Santa Cruz	1	
Staff & Extension 3 %	UCLA Extension Faculty & Students	23	
	UCLA Staff Personnel & Family	52	
	Other UC Staff Personnel	2	
Off Campus Users 49 %	CSU Academic	7	
	CSU Graduate Students	6	
	CSU Undergrad Students	7	
	0041 USC Academic	11	
	0441 USC Graduate Students	10	
	Other California Institution Academic	19	
	Other California Undergrad Students	6	
	1280 UCLA Alumni	101	
	Other UC Alumni	7	
	1380 Friends of the UCLA Library	116	5 %
	1480 General Public, Courtesy	8	
	1680 General Public, Level 5	6	
	1681 General Public, Level 10	31	
	1682 General Public, Level 20	1	
	16XX Information Brokers/Library Services	280	11 %
	1880 Reference	222	9 %
	Other off campus card holders	15	
	Without Library Card	<u>398</u>	16 %
	Total User Visits		2,543