

**UNIVERSITY OF CALIFORNIA  
SOUTHERN REGIONAL  
LIBRARY FACILITY**

**ANNUAL REPORT**  
**2 0 0 0 / 0 1**

## TABLE OF CONTENTS




---

MISSION STATEMENT .....	2
EXECUTIVE SUMMARY .....	3
SIGNIFICANT EVENTS AND ACCOMPLISHMENTS 2000/01 .....	5
GOALS AND STRATEGIES FOR 2001/02.....	13
APPENDIX I: Organization Chart.....	16
Southern Regional Library Facility Organization Chart: June 30, 2000 .....	17
APPENDIX II: SRLF STAFF PERSONNEL LIST 2000/01 .....	18
APPENDIX III: Deposits and Processing Statistics.....	21
Items Received: July 2000 thru June 2001 .....	22
Campus Commitment Rates in Volume Equivalents .....	23
Items Added By Campus From July 2000 thru June 2001.....	24
Items Added: July 1998 thru June 2001 .....	25
Selected Statistics July 2000 thru June 2001: Processing Statistics.....	26
APPENDIX IV: Public Service Statistics.....	27
Paging Requests July 2000 thru June 2001.....	28
Paging Requests July 1998 thru June 2001.....	29
Ariel, Fax and Photocopy Statistics .....	30
SRLF On-Site User Profile .....	31

## 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 EXECUTIVE SUMMARY

---

The millennial year 2000-2001 proved to be positive and exciting for the SRLF staff as we sought to recapture much of the productivity that had been lost during the difficult first year of implementing ORION2. In all sections, these efforts were sustained by a combination of factors:

- increased stability of the ORION2 clients,
- computer and technical support and network enhancements in house,
- increased staffing and overtime hours, and
- a workforce that has been trained and begun to master the new ORION2 procedures, and finally
- the resilience of a dedicated, capable and loyal staff.

It was the combination of all these factors that enabled us to succeed in our goals for 2000/01.

*Public Services and document delivery:* Almost 90,000 items were requested from the SRLF. Most of these requests were received through ORION2 SRLF Request, but OCLC and CDL Request figure significantly in the overall statistics. Enhancements to web document delivery were made possible by the installation of Relais Express software. Working in partnership with Relais staff and Minolta representatives, SRLF staff proved that web delivery could become a standard service instead of just a fee-based service. SRLF played a leadership role in the development of web document delivery among the UC's during the year.

*Deposits and Processing:* New workstations, network connections to Z39.50 servers, and macros and scripting software to automate repetitive processing tasks enabled the SRLF to reduce the substantial backlogs that had accumulated the year before and to increase deposits from UCLA libraries and the other UC campuses. With hardware and software enhancements, each individual staff member's processing capacity was increased. With temporary funding from UCLA Library, 5 FTE were added to the staffing. When combined, these factors led to 181,000 items added to the facility out of 195,000 deposited.

*Computing and Telecommunications:* the SRLF infrastructure was rewired from token ring to Fast Ethernet, vastly improving the network speed with the UCLA campus and the Internet. With the network changes, staff workstations immediately showed faster response times on ORION2 clients, the OPAC, and email. SRLF programming staff continued to develop web-based applications for staff functions, including Request manager, Deposits manager, a FATA circulation database, et. al. The growing importance of our in-house expertise in software development and hardware management cannot be overstated.

*Preservation Microfilming Service:* digital cameras were purchased to replace two elderly Kodak microfilming cameras. The new cameras promise to produce higher quality photographic images with less damage to fragile print originals.

Neither requests to SRLF nor our processing capacity have returned fully to pre- 1999-2000 levels. However the recovery made during this year is very encouraging, and staff are dedicated to continuing to search for ways to improve services to our users – both libraries and patron borrowers.

*With thanks to each staff member of the SRLF for  
his or her role in making 2000-2001 such a remarkable success.*

### III SIGNIFICANT EVENTS AND ACCOMPLISHMENTS 2000/01

---

#### DEPOSITS

1. New Deposits:

SRLF received 194,993 new deposits during the year. Shipments from the outlying campuses resumed at a conservative level, beginning in January 2001, and account for 12% of the new deposits.

2. Deposits Manager:

Work began on the Deposits Manager web application in the latter part of the year. This web application will provide improved efficiency and accuracy of tracking incoming deposits and obtaining statistics in real time. This application will be completed and in production during the next fiscal year.

The public web page now contains data on incoming deposits and the allocations for each depositing library. Staff at any library can look to this data for monthly counts on allocations vs. number of items received.

#### PROCESSING SECTION

1. Processing Statistics:

Staff processed 180,902 items during 2000/01, an increase of 70% over the previous year. This remarkable accomplishment was made possible by the enhanced stability of the TAOS clients, and by additional temporary funding provided to the SRLF by the UCLA Library. With this funding, four full-time temporary staff were hired in October and November 2000, and overtime hours were also available to processing staff from SRLF and the UCLA Library. Overtime processing hours represent 20% of the new items added in 2000/01.

2. Backlogs:

A key objective during the year was to process the long-standing backlogs that were inaccessible (i.e. not in call number or accession number order). The majority of these were monographs and serials from non-UCLA libraries, and special collection monographs from UCLA. In December 2000, these backlogs totaled 17,440 volumes. At the end of June 2001, the UCR, UCI, and UCSD backlogs had been processed. All but a small collection from UCLA (460 volumes) had been processed as well. Work on the UCSB collections was

suspended in the spring when connectivity problems between UCLA and RLIN prevented staff from accessing and downloading the Santa Barbara online records. Work on UCSB deposits will resume once that campus has a Z39.50 server available.

The long-term backlog of deposits from UCLA's Young Research Library has grown to 196,000 volumes. This backlog is kept in call number order and is generally accessible whenever volumes are requested by library users. SRLF hopes to add this material into the workflow after other current deposits have been processed.

Backlogs of non-book deposits (from UCLA Special Collections, the UCLA Film & Television Archive, maps and microforms) have also been reduced by approximately 14,000 items.

### 3. Macros for Efficiency:

During the previous fiscal year the Processing section had been using MacroMagic software to automate repetitive tasks in the TAOS Orion 2 Cataloging Client software. The macros were stored and accessed from a network shared folder. Because MacroMagic loaded all macros in memory and continually checked for updates to the list of macros, performance became a major problem. As more processors connected to this shared folder performance degraded. With the release of Internet Explorer 4.0, Microsoft created a scripting environment for Windows called Windows Script Host (WSH). Using Visual Basic Script along with some customized ActiveX controls, scripts were created to replace the MacroMagic macros. The WSH scripts allow additional functionality not available in MacroMagic, such as text string manipulation and use of the clipboard within the script. The scripts are saved to a network shared folder and are assigned a key combination with the Windows key and are executed with the freeware program WinKey. Since the scripts are not stored in memory and are run only at the time of execution, performance of the machine increased dramatically. Scripts are fairly easy to write and plans are being made to train the senior processors to write and edit scripts.

## **PUBLIC SERVICES SECTION**

### **1. Requests**

Following last year's significant drop (-23%) in requests due to transition and implementation delays with ORION2, the 2000/01 statistics reflect a significant rebound. Paging requests for the year totaled 89,202, an increase of 17% from the previous year. Requests to come to the SRLF via ORION2, OCLC, CDL/OCLC, and fax, as well as from on-site users.

Since establishing our OCLC ILL account in 1999, a greater percentage of requests are received through this utility. UC libraries can now forward ILL requests to the SRLF for materials that have been transferred from their collection to the SRLF.

Debugging continued with the SRLF Requests application. This application supplies the functions to print and search SRLF Requests submitted from the ORION2 OPAC. The application requires communication between several servers maintained by the UCLA Library Information Systems (LIS). The requests are sent to an email server and then are transferred to a SQL Server database. The SRLF web application connects to the SQL server to retrieve the requests. Communication between the Email and SQL Server has been problematic and has required frequent attention to maintain communication. After numerous problems were encountered, SRLF and LIS programmers began looking at several solution options. To correct the communication problem, LIS now monitors the email application by using an automated notification script. This has improved reliability, but a future improvement would be to have the OPAC SRLF request form route directly to the SQL server.

To handle the transition in receiving requests from ORION1 to ORION2, a web application had been developed on the SRLF Public website. The "SRLF Public Request" was designed to be a temporary application until ORION2 Request became robust. ORION2 now allows the patron to view any SRLF item and see whether it has been checked out. As performance improvements were made with the ORION 2 OPAC, the SRLF Public Request application was retired, and SRLF now relies on the standard forms of receiving SRLF requests.

### **2. Desktop Delivery**

Relais Express 3.x desktop delivery management software was installed on the Minolta scanner workstation. While working with Relais technical support they were very effective in getting Minolta tech support to install working Twain drivers for the Minolta PS7000 scanner. The Twain drivers allow us to scan into any software application that supports Twain. The Relais Express software provides a scanning document delivery system that can post Acrobat PDF documents to the web, email the requester, send Ariel requests, or fax and manage local print



document requests. As we worked with Relais we asked for additional features in their software to meet our work related needs. Many of the features were implemented in the release of their current version 3.2 software. Relais Express also added some stability and reliability in the scanning process which was not available in Minolta's proprietary software.

### 3. FATA Circulation

Some minor usability changes were made with the FATA Circulation application. Since many FATA items were in unbarcoded backlogs following their transfer to the SRLF, a temporary circulation system was started in Excel to track requests and charge-outs. Management of circulation transactions quickly out grew the Excel system and the transactions were transferred to an Access database with a web application interface. As of June 30, 2001 this database has grown to about 7600 transaction records. As more items are barcoded and processed online, the desire is to move FATA circulation to ORION2. Unfortunately ORION2 keeps very little circulation transaction history, a history which is important for tracking FATA requests and circulated items. More discussion and decisions are in store for this circulation system.

## COMPUTING AND TELECOMMUNICATIONS

### 1. Infrastructure

The largest impact of change occurred this past year in the SRLF computer network infrastructure. As part of the UCLA Connection Project, UCLA Communications Technology Services (CTS) proceeded with their plans to rewire all workstations and convert the existing Token Ring network to an Ethernet network.

The rewiring phase at SRLF began in August 2000. This involved replacing or installing new Enhanced Category 5 cabling to all workstations. New connections were also added to various locations such as the staff conference room, the public reading room and all levels of the stacks where no cabling previously existed. The rewiring allowed us to relocate the network switch room to a more private and secure location. Additionally, the Enhanced Category 5 cabling will allow SRLF to upgrade from Fast Ethernet to Gigabit Ethernet in the future. The rewiring phase was completed in September 2000.

In the next phase of this project UCLA Library Information Systems (LIS) and CTS installed a new Cisco Ethernet switch in October 2000. The switch was configured for Fast Ethernet with a new IP subnet. The router within the switch can be easily upgraded to Gigabit Ethernet at any time in the future.

The final phase of this project was upgrading the aging leased computers which contained token ring network adapters. Due to the lengthy delays in the purchasing process, the lease was extended on the existing machines until new computers could be received. In one weekend in April, 35 machines were replaced with new PC&U Pentium 933 MHZ machines and 19-inch Viewsonic monitors. Using the software application Drive Image Pro, a multicast session broadcasted an image of the operating system and standard software applications to all the computers at the same time. After several months of planning and preparation, this upgrade phase was completed successfully during this single weekend. SRLF staff returned on Monday morning with no major interruptions or problems. These machines, along with the existing servers, were configured for the new IP subnet. The old Token Ring network and IP subnet were disconnected and dismantled in May 2001.

### 2. Servers

Over the years, the increased number of computers installed at the SRLF has made managing static IP addresses more of a challenge. The upgraded network infrastructure and the move to a new IP subnet gave us an opportunity to change from fixed IP addresses to dynamically assigned addresses with the use of a DHCP server. A Windows 2000 DHCP server was installed on an existing workstation with the sole purpose of dynamically assigning IP addresses for the new subnet.

The SRLF Staff Intranet file server entered its fourth year of use. As web applications and file storage have increased, storage space and performance has become a premium. After evaluating the need to increase hard disk space and memory, and considering the obsolescence of discontinued products for the existing server, we determined that it would be more beneficial to purchase a new server. To help reduce space taken in the server room, a Dell Rack Mount PowerEdge server similar to UCLA Library server configurations was selected for purchase. This server was installed along with a new rack mount DLT Tape backup unit in an existing rack that previously held the old Token Ring equipment. The new server will provide ample Intranet and File storage for the next 2 to 3 years. Rack space is available for expanded storage size if needed in the future.

### 3. Windows 2000

Upgrading staff workstations gave us the opportunity to test and evaluate Microsoft Windows 2000 operating system. Better performance and stability was found in Windows 2000 over Windows NT. Until the TAOS Orion 2 client software is approved to be used with Windows 2000, only those workstations that do not require the use of the TAOS clients will be upgraded to Windows 2000. Once TAOS is approved for use with Windows 2000 (expected in next fiscal year) plans and preparations will begin to upgrade all existing machines. All new servers will be installed with Windows 2000 and plans will be made to upgrade existing servers if hardware is compatible.

### 4. New Web Programming and Applications






Design work began on the new Intranet version 5 website.

- A. Focus is being placed on usability and easier staff access to find, modify and update information for staff use. New navigation menus have been designed and the use of frames is being eliminated for easier access and bookmarking. Conversion of pages from the current Intranet website has been completed for pages and applications that require little or no changes in content or design. The conversion process and redesign of older web applications will continue into next fiscal year.
- B. The QuickLinks page has been converted to a web application so that we can better manage the growing number of links for work related resources on the web. Besides displaying a list of the QuickLinks by category, the application gives staff members who have permissions the ability to add and edit links and categories. This eliminates the need to have the web programmer schedule time to update the QuickLinks page.
- C. Staff Email Addresses. This application, which allows fast and easy access to email other staff members while working within the Intranet, has been updated with

new features. The ability to email the entire staff, and to copy email addresses to the clipboard for pasting into other applications, has been added. A redesigned display page also makes it easier to find a staff member's email address.

## PRESERVATION MICROFILMING SERVICE

Staff had a busy and productive year in Preservation Microfilming Service. This year's production figures are:

-  242,210 frames captured on 35mm film
-  618 master negative reels
-  496 print negative reels
-  724 positive reel copies
-  Revenue total of \$87,140

In January, PMS purchased and installed two Elke microfilming cameras. These digital cameras are noted for the resolution consistency from edge to edge within the frame, as well as from frame to frame. The cameras each have a book cradle that improves the image quality when filming bound volumes, and the cradle also protects the binding of fragile books and journals during the filming process.

These custom made cameras are operated with DOS based proprietary software. The cameras arrived with old, problematic IBM 286 compatible computers. Two retired SRLF Gateway computers were swapped in to replace the failing 286 compatible computers. SRLF staff made changes to the Configuration settings in the software, which then allowed the software to work on Gateway machines. Since the cameras require an older DOS based computer to run the software, all retired Gateway computers are being stored indefinitely for backup purposes.

In order to keep pace with incoming orders and reduce the turn-around time for microfilming orders, SRLF hired an additional full-time staff member. Staffing in PMS is now 3.5 FTE.

## IV GOALS AND STRATEGIES FOR 2001/02

---

1. Increase deposits and the processing capacity in order to meet the storage needs of the campus libraries. More staff is needed if we hope to meet this goal. The SRLF received temporary funds from the UCLA Library in 2000/01, and these funds supported five additional FTE as well as overtime hours. In 2001/02 SRLF and the UCLA Library will petition the UCLA Budget Office for permanent funding to support five career staff positions.
2. Participate fully in CDL's implementation of DeskTop Document Delivery among all libraries of the UC system. SRLF will expand its existing DTD program to all UC campuses. Additionally we will offer desktop delivery of documents to all end-users outside the UC systems.
3. In order to support our expanded desktop delivery service, SRLF will upgrade Relais Express software to version 3.2 MR1 on the Minolta PS7000 scanner computer. We will also separate the Minolta Microfilm scanner, connecting it to a separate workstation. Plans also include upgrading the operating system to Windows 2000 for both machines.
4. Begin efforts to launch SRLF Phase 3 Planning, using up-to-date fill rate calculations and annual deposit projections to initiate the planning process. Recognizing that major capital programs require years of planning, the SRLF hopes to initiate discussions with UCLA Capital Programs staff and campus administrators.
5. Establish a web-based program, residing on the SRLF web page, that catalogers and public service staff can use to submit ORION2 record cleanup requests. Such requests include merging multiple SRLF holding records, editing summary holding fields, and reporting missing item data.
6. Create Windows Script Host (WSH) scripts for use with the TAOS ORION2 Circulation client similar to the ones used in Processing for the Cataloging Client. This will involve using a freeware utility called CopyText. This utility allows us to copy text information inside the windows of the Circulation client that is not available with the normal Windows copy command function. This utility also allows us to copy multiple lines of data which can be pasted into Excel and sorted, a function which is not available for many items of information within the Circulation client. These scripts will help eliminate the time demanding tasks of manually writing down information and then retyping that information back into the computer. Also it will eliminate the need to screen capture and print multiple pages of information often reducing that information, in sorted form, down to a page or two.

7. Establish the SRLF Web Development Team. This team, comprised of SRLF staff from various sections, will work to develop web applications by sharing ideas, insights, and programming code. While SRLF has had web developers, each staff member has previously worked somewhat independently for their projects. This occasionally has caused each person to struggle through learning new programming and technologies alone. Sometimes efforts were duplicated on coding similar projects. Our goal is to bring the development staff together on a regular basis to discuss the web application development process, find out what is taking place in other projects, evaluate similarities and strategically plan to consolidate similar projects into one open end code base. Insights to new technologies or use of development software may help to improve the learning curve or design process of some web applications.
8. Complete conversion of pages and web applications to the new Intranet 5 design. Update older applications for more efficient usability. Apply new site design styles to all previous Intranet pages and update outdated content.
9. Complete Public Web site revision. A much needed update to the SRLF Public website has been in the works for about two years. The graphic design and basic layout have been completed, but updated content and revised navigation for that content will need to be finished.
10. Upgrade computers in public reading room. The SRLF Public Reading room contains two computers for public use. These 133 MHZ IBM Computer are in need of replacement to handle current software being implemented by UCLA Library. The new computers will need to be of the same configuration as the UCLA Library public machine for easy installation and maintenance.
11. Complete installation of new servers. A new Dell server was purchased at the end of last fiscal year to upgrade the existing Intranet File server. After installing and configuring the system software applications, existing files and applications from the current Intranet File server will need to be transferred to the new server. Install Windows 2000 server on an existing workstation to replace old NT development server. This server will provide a platform to test new applications and technology before deploying them to the production servers.
12. Implement groupware with Microsoft Sharepoint Portal Server. UCLA Library Information Systems has been testing several groupware applications. Sharepoint Portal looks to be the most promising of the applications tested to date. This application will allow staff to create their own project team websites without the need for a webmaster to administer the site. These websites give the ability to share documents and files, track changes and discussions on a document, set security permissions, post events and news items, and add versioning for shared files. Unfortunately this application does not

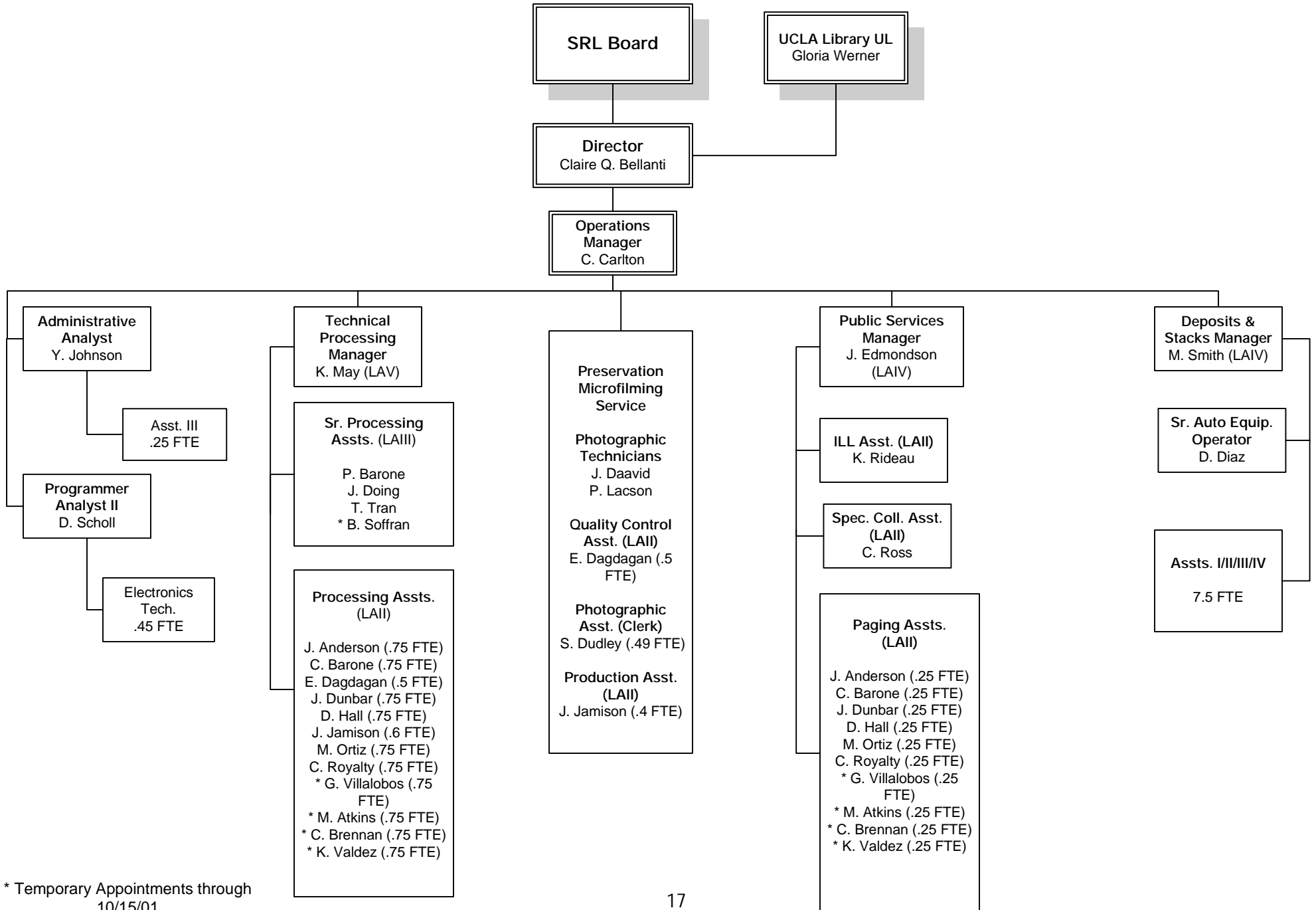
provide shared calendars and schedules. A search will continue for shared calendaring software. Also SRLF staff will move from using Simeon, the UCLA Library's email client software that is no longer in development or supported, to a web based email interface along with the use of Outlook or Outlook Express. Since many of SRLF staff use Outlook or Outlook Express at work or at home, little or no training will be necessary for this transition.



## APPENDIX I: Organization Chart

---

Southern Regional Library Facility  
2000/2001



\* Temporary Appointments through 10/15/01

## APPENDIX II: SRLF STAFF PERSONNEL LIST 2000/01

---

### ADMINISTRATION

Director	Claire Bellanti
Operations Manager	Colleen Carlton
Administrative Analyst	Yvette Johnson
Programmer/Analyst II	David Scholl
Electronics Technician Trainee	.49 FTE

### ACCESS SERVICES/ILL

Supervisor, LA IV	Jon Edmondson
Library Assistant II	James Anderson (.25 FTE) Christine Barone (.25 FTE) Jefferson Dunbar (.25 FTE) Daven Hall (.25 FTE) Maria Ortiz (.25 FTE) Keith Rideau Calvin Ross Catherine Royalty (.25 FTE) Erich Schneider (.25 FTE) Gerardo Villalobos (.25 FTE)



**TECHNICAL PROCESSING**

Supervisor, LA V

Karen May

Library Assistant III

John Doing  
Paul Barone  
Tin Tran  
Beth Soffran

Library Assistant II

James Anderson (.75 FTE)  
Christine Barone (.75 FTE)  
Jefferson Dunbar (.75 FTE)  
Daven Hall (.75 FTE)  
Jina Jamison (.75 FTE)  
Maria Ortiz (.75 FTE)  
Catherine Royalty (.75 FTE)  
Erich Schneider (.75 FTE)  
Gerardo Villalobos (.75 FTE)

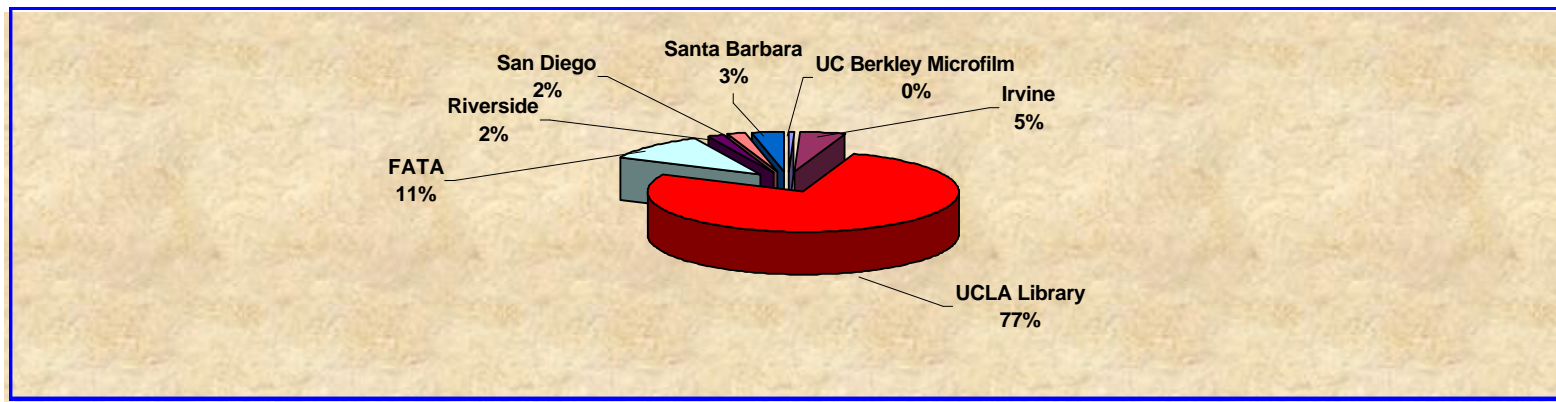
**Temp Agency Assistants:**

Michael Atkins  
Michelle Mercury  
Karla Valdez

## APPENDIX III: Deposits and Processing Statistics

---

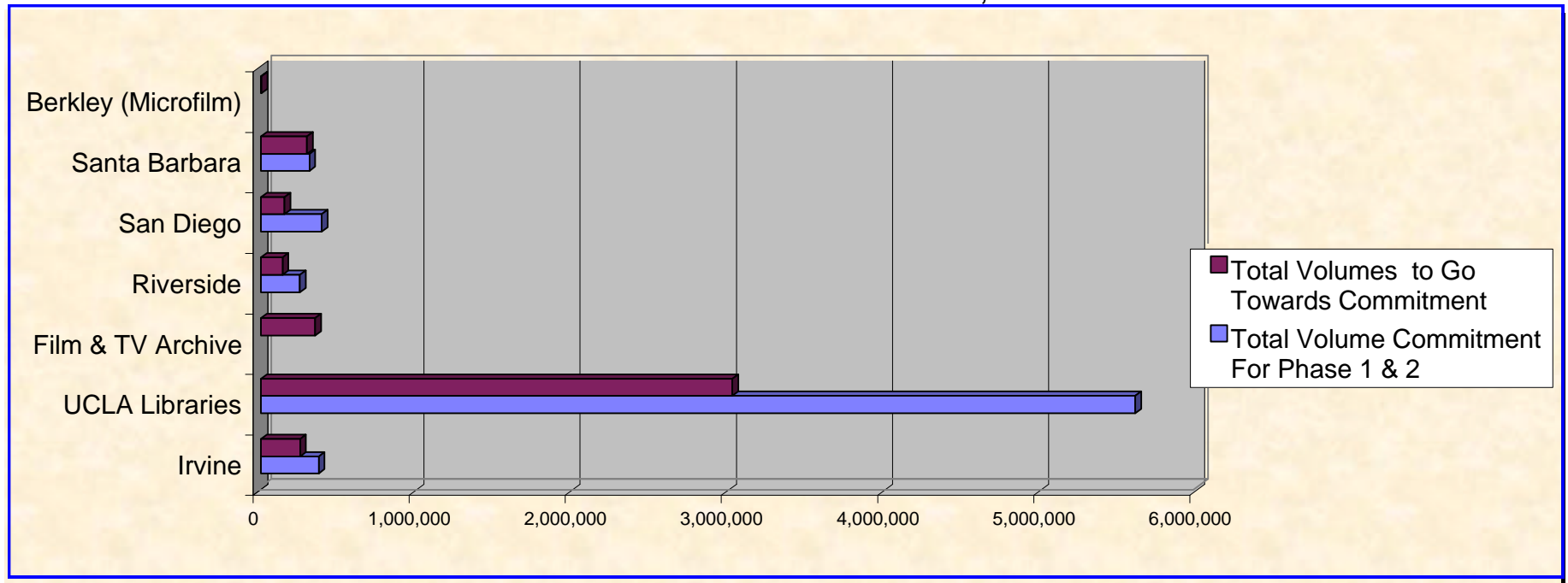
## ITEMS RECEIVED JULY 2000 thru JUNE 2001



Number of Items Received

	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	To Date
UC Berkley Microfilm							828						828
Irvine							1,188	2,677	1,662		1,156	2,641	9,324
Los Angeles													
UCLA Library	27,969	24,243	19,838	3,598	6,676	7,234	8,163	10,914	12,438	9,520	11,053	8,293	149,939
FATA	1,523	1,576	732	961	948	721	533	6,321	1,971	1,773	2,266	1,912	21,237
Los Angels. Subtotal	29,492	25,819	20,570	4,559	7,624	7,955	8,696	17,235	14,409	11,293	13,319	10,205	171,176
Riverside							60					3,518	3,578
San Diego							3,495		117				3,612
Santa Barbara											2,055	4,420	6,475
Deposits Received	29,492	25,819	20,570	4,559	7,624	7,955	14,267	19,912	16,188	11,293	16,530	20,784	194,993

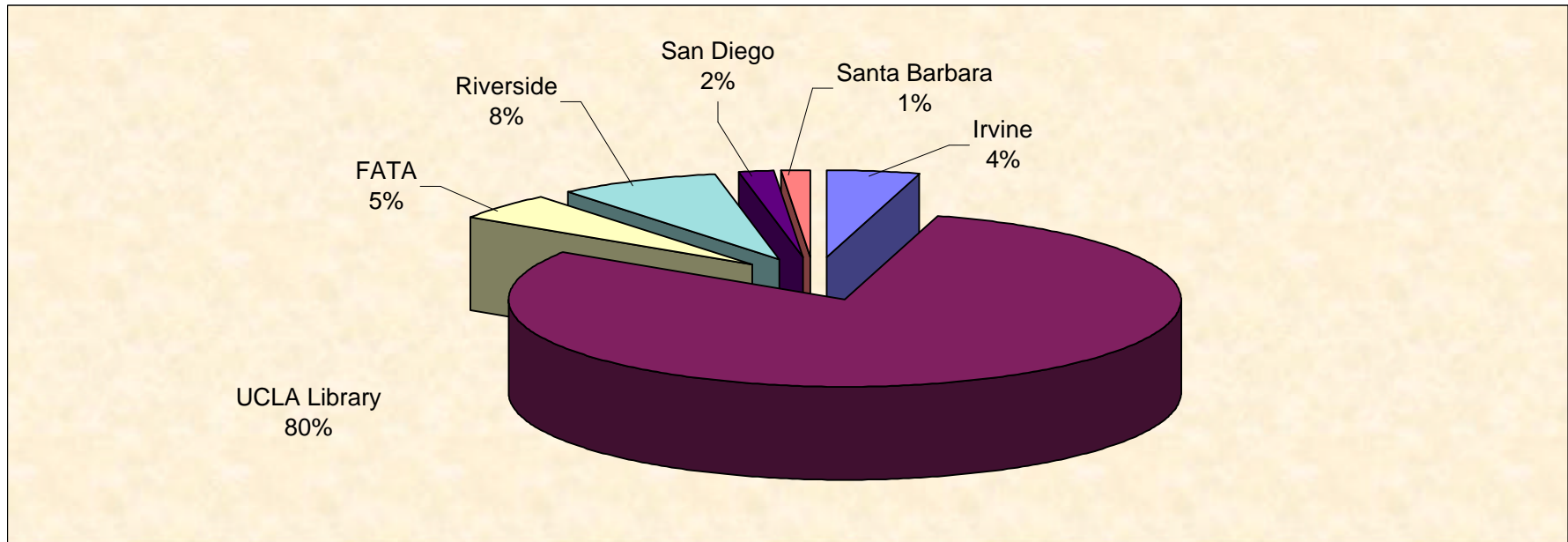
## Campus Commitment Rates In Volume Equivalents As Of June 30, 2001



	A. Total Items Added as of 6/30/2001	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
<b>Irvine</b>	246,553	251,090	370,000	67.86	225	250,865	67.80
<b>LOS ANGELES</b>							
UCLA Libraries	2,745,525	3,022,541	5,600,000	53.97	3,455	3,019,086	
Film & TV Archive	249,843	373,391			160	348,582	
<b>SUB TOTAL for Los Angeles</b>	<b>2,995,368</b>	<b>3,395,932</b>	<b>5,600,000</b>	<b>54</b>	<b>3,615</b>	<b>3,367,668</b>	<b>60.14</b>
<b>Riverside</b>	137,455	139,049	250,000	55.62	294	138,755	55.50
<b>San Diego</b>	139,328	150,874	390,000	38.69	225	150,649	38.63
<b>Santa Barbara</b>	282,665	294,323	310,000	94.94	443	293,880	94.80
<b>SUB TOTAL</b>	<b>3,801,369</b>	<b>4,231,268</b>	<b>6,920,000</b>	<b>61.15</b>	<b>4,802</b>	<b>4,201,817</b>	<b>60.72</b>
<b>Berkley (Microfilm)</b>	16,988	4,634				4,634	
<b>GRAND TOTAL</b>	<b>3,818,357</b>	<b>4,235,902</b>	<b>6,920,000</b>	<b>61.15</b>	<b>4,802</b>	<b>4,206,451</b>	<b>60.79</b>

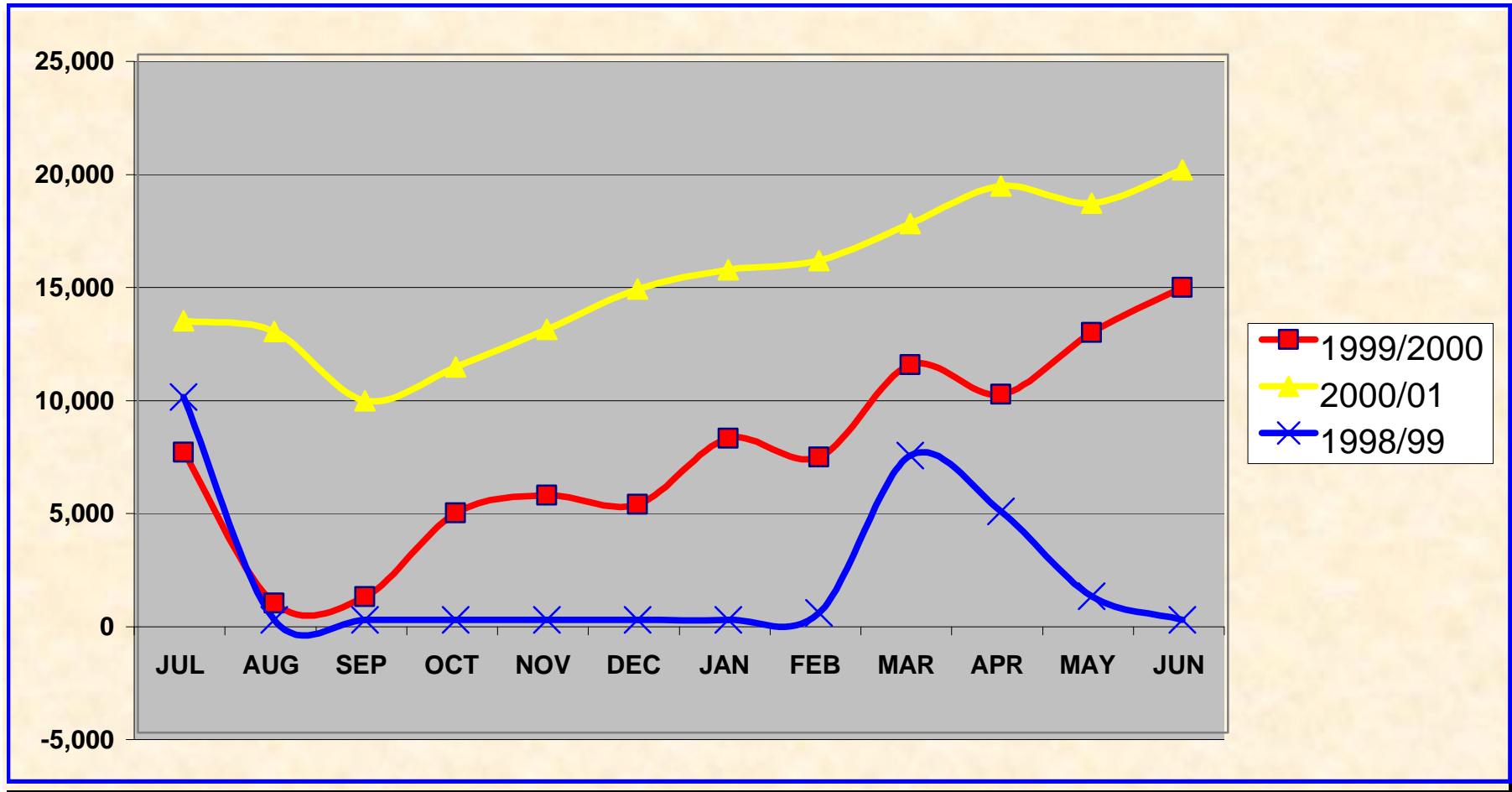


## U. C. Southern Regional Library Facility Items Added By Campus From July 2000 Thru June 2001



Items Added	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	2000/01 TOTAL	1987/00 TOTAL	GRAND TOTAL TO DATE
Irvine			15			85	483	1,572	1,587	890	2,153	1,117	7,902	238,651	246,553
Los Angeles															
UCLA Library	11,945	11,746	8,596	9,957	11,278	13,630	13,182	10,874	11,098	13,305	13,646	14,939	144,196	2,601,329	2,745,525
FATA	744	994	760	1,067	1,073	913	287	1,043	1,032	659	107	344	9,023	35,383	44,406
<b>Los Angeles Sub-Total</b>	<b>12,689</b>	<b>12,740</b>	<b>9,356</b>	<b>11,024</b>	<b>12,351</b>	<b>14,543</b>	<b>13,469</b>	<b>11,917</b>	<b>12,130</b>	<b>13,964</b>	<b>13,753</b>	<b>15,283</b>	<b>153,219</b>	<b>2,636,712</b>	<b>2,789,931</b>
Riverside			281	159	481		547	1,492	3,791	3,265	2,282	1,750	14,048	123,407	137,455
San Diego			18				40	110		1,051	239	1,751	3,209	136,119	139,328
Santa Barbara	530		6				939	788				1	2,264	280,401	282,665
<b>Total</b>	<b>13,219</b>	<b>12,740</b>	<b>9,676</b>	<b>11,183</b>	<b>12,832</b>	<b>14,628</b>	<b>15,478</b>	<b>15,879</b>	<b>17,508</b>	<b>19,170</b>	<b>18,427</b>	<b>19,902</b>	<b>180,642</b>	<b>3,415,290</b>	<b>3,595,932</b>

## ITEMS ADDED JULY 1998 thru JUNE 2001



Items Added	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
1998/99	9,844	0	0	0	0	0	0	304	7,254	4,779	1,028	0	23,209
1999/2000	7,408	725	1,009	4,708	5,508	5,100	8,017	7,188	11,267	9,959	12,690	14,682	88,261
2000/01	13,219	12,740	9,676	11,183	12,832	14,628	15,478	15,879	17,508	19,170	18,427	19,902	180,642
<b>Total</b>	<b>30,471</b>	<b>13,465</b>	<b>10,685</b>	<b>15,891</b>	<b>18,340</b>	<b>19,728</b>	<b>23,495</b>	<b>23,371</b>	<b>36,029</b>	<b>33,908</b>	<b>32,145</b>	<b>34,584</b>	<b>292,112</b>

U. C Southern Regional Library Facility  
Selected Statistics July 2000 Thru June 2001  
Processing Statistics

DEACCESSIONED ITEMS

	Jul 2000	Aug 2000	Sep 2000	Oct 2000	Nov 2000	Dec 2000	Jan 2001	Feb 2001	Mar 2001	Apr 2001	May 2001	Jun 2001	2000/01 TOTAL	1987/2000 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0	225	225
LOS ANGELES	0	0	0	1	0	0	1	0	9	2	16	0	29	3,069	3,098
RIVERSIDE	0	0	0	0	0	0	0	0	3	0	0	0	3	294	297
SAN DIEGO	0	0	0	20	0	21	0	0	106	0	0	0	147	225	372
SANTA BARBARA	0	0	0	0	0	0	0	0	2	0	0	0	2	443	445
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>21</b>	<b>1</b>	<b>0</b>	<b>120</b>	<b>2</b>	<b>16</b>	<b>0</b>	<b>181</b>	<b>4,256</b>	<b>4,437</b>

PROCESSING PROBLEMS, EXCLUDING DUPLICATES, REPORTED TO  
DEPOSITING CAMPUS FOR RESOLUTION JULY 2000 THRU JUNE 2001 (Title Count)

	Jul 2000	Aug 2000	Sep 2000	Oct 2000	Nov 2000	Dec 2000	Jan 2001	Feb 2001	Mar 2001	Apr 2001	May 2001	Jun 2001	2000/01 TOTAL
IRVINE	0	0	0	0	0	10	49	9	5	8	5	12	98
LOS ANGELES	353	574	240	501	828	1,616	999	981	1,129	1,054	908	1,442	10,625
RIVERSIDE	0	0	0	0	2	0	1	5	11	18	11	29	77
SAN DIEGO	0	0	0	0	0	0	0	2	0	21	70	18	111
SANTA BARBARA	0	0	0	0	0	0	39	6	0	0	0	0	45
<b>TOTAL</b>	<b>353</b>	<b>574</b>	<b>240</b>	<b>501</b>	<b>830</b>	<b>1,626</b>	<b>1,088</b>	<b>1,003</b>	<b>1,145</b>	<b>1,101</b>	<b>994</b>	<b>1,501</b>	<b>10,956</b>

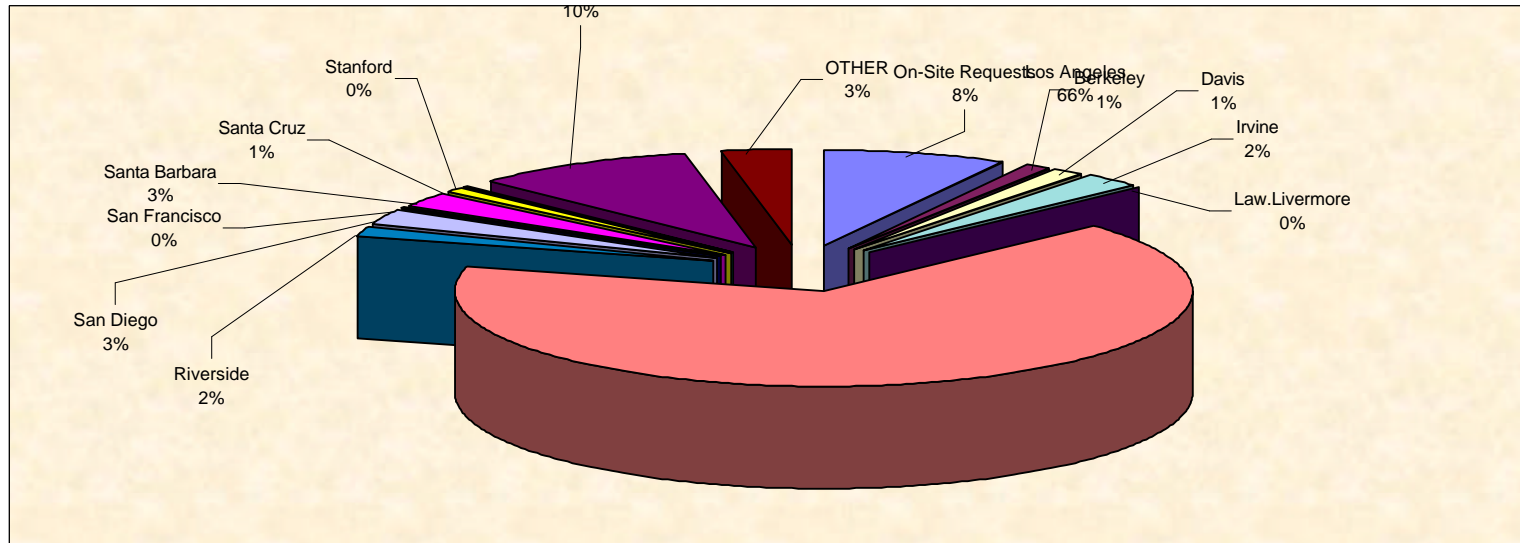
DUPLICATE ITEMS RETURNED TO CAMPUSES  
FOR RESOLUTION JULY 2000 THRU JUNE 2001

	Jul 2000	Aug 2000	Sep 2000	Oct 2000	Nov 2000	Dec 2000	Jan 2001	Feb 2001	Mar 2001	Apr 2001	May 2001	Jun 2001	2000/01 TOTAL	PROBLEMS & DUPS 2000/01 GRAND TOTAL	PROBLEMS & DUPS 1987/2000 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	0	0	0	131	0	0	0	0	0	131	229	5,988	6,217
LOS ANGELES	1348	1091	352	380	0	1321	1002	924	393	614	615	877	8917	19,542	70,911	90,453
RIVERSIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	77	3,460	3,537
SAN DIEGO	0	0	0	0	0	0	0	0	0	0	74	0	74	185	12,854	13,039
SANTA BARBARA	0	0	0	0	0	0	744	0	0	0	0	0	744	789	12,980	13,769
<b>TOTAL</b>	<b>1348</b>	<b>1091</b>	<b>352</b>	<b>380</b>	<b>0</b>	<b>1321</b>	<b>1877</b>	<b>924</b>	<b>393</b>	<b>614</b>	<b>689</b>	<b>877</b>	<b>9866</b>	<b>20,822</b>	<b>106,193</b>	<b>127,015</b>
<b>GRAND TOTAL</b>	<b>1,701</b>	<b>1,665</b>	<b>592</b>	<b>881</b>	<b>830</b>	<b>2,947</b>	<b>2,965</b>	<b>1,927</b>	<b>1,538</b>	<b>1,715</b>	<b>1,683</b>	<b>2,378</b>	<b>20,822</b>		<b>106,193</b>	<b>127,015</b>

## APPENDIX IV: Public Service Statistics

---

## PAGING REQUESTS JULY 2000 thru JUNE 2001



	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	To Date
<b>On-Site Requests</b>	482	568	706	580	551	484	447	536	605	789	815	643	7,206

### Origin of Paging Requests

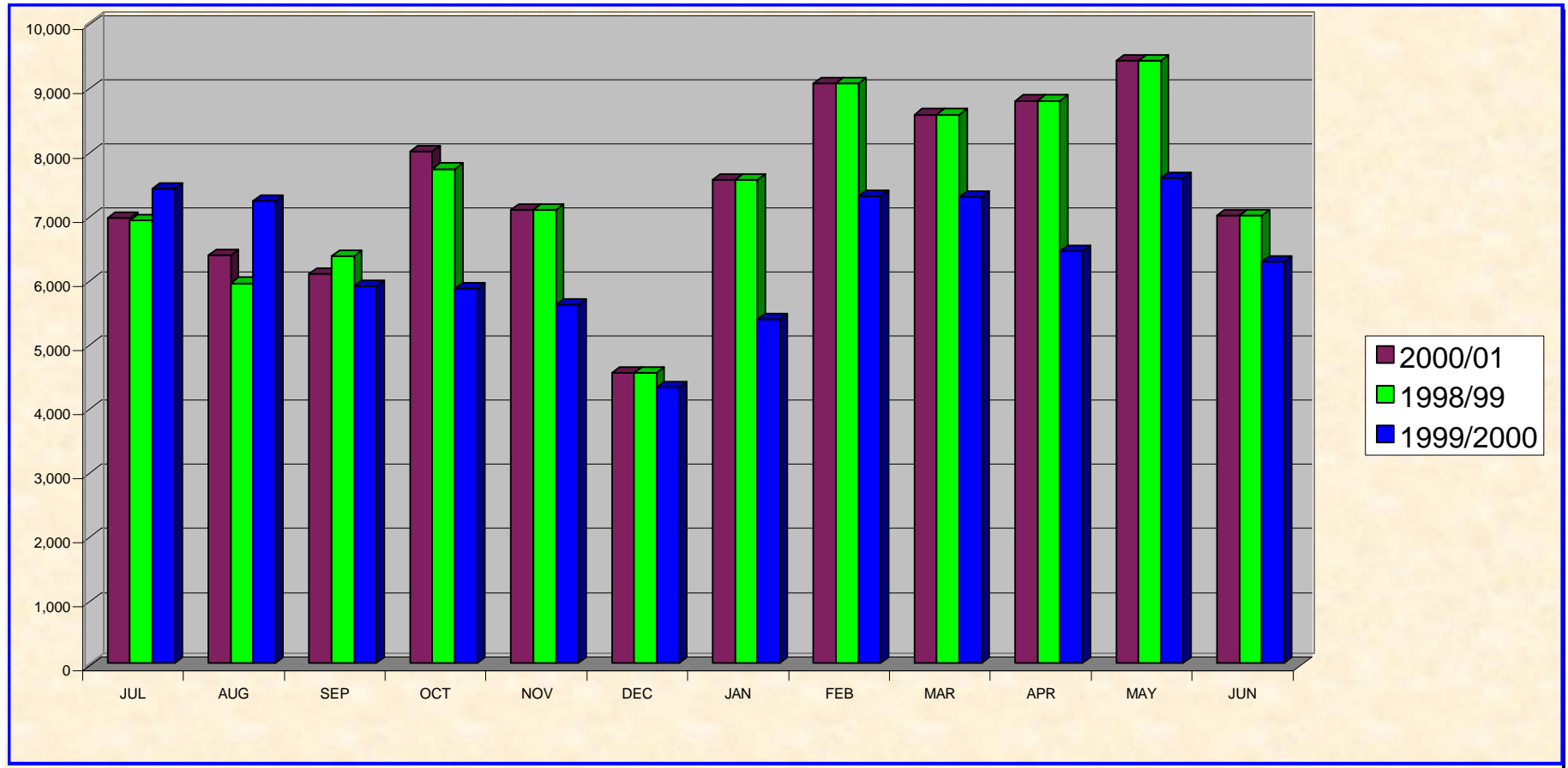
	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	To Date
Berkeley	56	52	47	100	70	42	96	138	117	93	74	68	953
Davis	75	84	59	97	100	48	105	140	185	117	144	77	1,231
Irvine	165	170	148	193	136	100	186	288	198	201	240	131	2,156
Law.Livermore	27	13	11	7	10	1	5	4	4	1	7	2	92
Los Angeles	4,714	4,173	3,544	5,501	4,753	3,213	4,999	5,735	5,720	5,854	6,232	4,620	59,058
Riverside	125	116	66	133	115	38	144	184	133	131	119	68	1,372
San Diego	157	147	126	194	178	61	210	291	251	201	258	200	2,274
San Francisco	22	14	10	16	12	4	12	12	14	17	13	8	154
Santa Barbara	140	175	165	167	160	78	182	378	265	230	281	174	2,395
Santa Cruz	34	54	37	81	46	13	76	101	63	106	80	47	738
Stanford	3	2	14	5	8	6	12	31	25	4	16	10	136
<b>SUB TOTAL</b>	5,518	5,000	4,227	6,494	5,588	3,604	6,027	7,302	6,975	6,955	7,464	5,405	70,559

<b>FATA Requests</b>	667	572	900	598	695	307	887	977	748	751	866	738	8,706
----------------------	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-------

<b>OTHER</b>	270	222	238	310	228	134	175	223	225	272	247	187	2,731
--------------	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-------

<b>GRAND TOTAL</b>	6,937	6,362	6,071	7,982	7,062	4,529	7,536	9,038	8,553	8,767	9,392	6,973	89,202
--------------------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	--------

## PAGING REQUESTS JULY 1998 thru JUNE 2001



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
<b>1998/99</b>	6,901	5,923	6,351	7,705	7,062	4,529	7,536	9,038	8,553	8,767	9,392	6,973	88,730
<b>1999/2000</b>	7,398	7,210	5,881	5,841	5,592	4,302	5,356	7,279	7,270	6,422	7,561	6,259	76,371
<b>2000/01</b>	6,937	6,362	6,071	7,982	7,062	4,529	7,536	9,038	8,553	8,767	9,392	6,973	89,202
<b>TOTAL</b>	21,236	19,495	18,303	21,528	19,716	13,360	20,428	25,355	24,376	23,956	26,345	20,205	254,303

**ARIEL, FAX & PHOTOCOPY**

Requests Filled by ARIEL or Desk Top Delivery		Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	To Date
Berkeley		2	0	0	1	4	1	4	5	7	5	9	2	40
Cal Tech		0	1	0	0	3	2	1	7	5	1	2	7	29
Claremont		0	0	0	0	0	0	0	0	0	0	0	0	0
Davis		5	8	5	11	4	3	12	7	14	10	6	15	100
Irvine		34	44	24	27	24	21	43	34	36	43	56	29	415
Law.Livermore		0	0	0	0	0	0	0	0	0	0	0	0	0
Occidental		0	0	0	0	0	0	0	0	1	0	0	0	1
Riverside		26	38	12	43	45	12	23	32	34	28	25	20	338
San Francisco		6	4	2	6	1	1	0	2	4	5	9	5	45
San Diego		9	18	7	17	10	10	19	19	15	13	17	29	183
Santa Barbara		31	26	11	27	24	15	19	28	38	26	34	46	325
Santa Cruz		1	6	1	3	0	4	4	3	2	9	7	4	44
Stanford		0	0	0	0	0	1	1	0	0	0	1	0	3
USC		0	0	0	0	0	0	2	1	0	1	1	0	5
Other		5	2	3	3	4	5	7	11	11	12	4	11	78
<b>Total Sent by Ariel</b>		<b>119</b>	<b>147</b>	<b>65</b>	<b>138</b>	<b>119</b>	<b>75</b>	<b>135</b>	<b>149</b>	<b>167</b>	<b>153</b>	<b>171</b>	<b>168</b>	<b>1,606</b>

Requests Filled by FAX		Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	To Date
Berkeley		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	0	0
Claremont		0	0	0	0	0	0	0	0	0	0	0	0	0
Davis		0	0	0	0	0	0	0	0	0	0	0	0	0
Irvine		1	0	0	0	0	0	0	0	0	0	0	0	1
Law.Livermore		7	7	0	1	3	6	3	0	1	0	0	2	30
Occidental		0	0	0	0	0	0	0	0	0	0	0	0	0
Riverside		0	0	0	0	0	0	0	0	0	0	0	0	0
San Francisco		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
Santa Cruz		0	0	0	0	0	0	0	0	0	0	0	0	0
Stanford		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		1	1	0	1	0	1	1	0	1	0	2	1	9
<b>Total Faxed</b>		<b>9</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>40</b>

Requests Filled by Photocopy		Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	To Date
Berkeley		0	0	0	0	0	0	1	0	0	0	0	0	1
Cal Tech		1	4	0	0	3	0	3	1	0	0	0	0	12
Claremont		15	7	17	21	12	4	14	14	21	21	5	4	155
Davis		1	0	0	0	0	0	0	0	0	0	0	0	1
Irvine		0	0	0	0	0	0	0	1	0	0	0	0	1
Law.Livermore		13	2	3	4	3	0	1	0	1	0	2	1	30
Los Angeles		1	3	8	2	7	0	0	0	2	6	3	4	36
Riverside		1	1	0	0	0	0	1	0	0	0	0	0	3
San Francisco		0	0	1	0	0	0	0	0	0	0	0	0	1
San Diego		0	0	0	0	1	0	0	0	0	0	0	0	1
Santa Barbara		1	0	0	0	0	0	0	1	0	1	1	0	4
Santa Cruz		0	0	0	0	2	0	0	0	0	0	1	0	3
Stanford		0	0	0	0	0	0	0	0	0	0	0	0	0
USC		1	0	0	3	1	0	0	0	1	0	0	1	7
Other		8	9	8	11	3	8	12	9	10	20	42	3	143
<b>Photocopies Sent</b>		<b>42</b>	<b>26</b>	<b>37</b>	<b>41</b>	<b>32</b>	<b>12</b>	<b>32</b>	<b>26</b>	<b>35</b>	<b>48</b>	<b>54</b>	<b>13</b>	<b>398</b>

# SRLF On-Site User Profile

July 2000 through June 2001

	<u>USER CATEGORY</u>	<u># USER VISITS</u>	
<b>Faculty Users</b> 11%	UC Berkeley	1	
	UC Davis	1	
	UC Irvine	2	
	UC Los Angeles	163	9%
	UCLA Post-Doctoral Fellows	26	
	UC Riverside Academic	1	
<b>Graduate Users</b> 12%	UC Berkeley	2	
	UC Irvine	1	
	UC Los Angeles	211	12%
	UC Riverside	1	
	UC Santa Barbara	1	
<b>Undergraduate Users</b> 22%	UC Irvine	2	
	UC Los Angeles	377	21%
	UC Santa Barbara	1	
	UC San Diego	1	
<b>Staff &amp; Extension Users</b> 2%	UCLA Extension	7	
	UCLA Staff/Personnel	29	
<b>Off-Campus Users</b> 53%	Non-UC Academic	33	
	Non-UC Graduate	33	
	Non-UC Undergraduate	5	
	UCLA Alumni	66	4%
	UCLA Visiting Scholar	7	
	Other UC Alumni	3	
	Friends of the UCLA library	61	3%
	General Public, Level 5	58	3%
	General Public, Level 10	7	
	Information Brokers/Library Services	380	22%
	Reference	52	
	Other off-campus card holders	1	
	Without Library Card	218	12%
<b>Total User Visits</b>		<b>1751</b>	