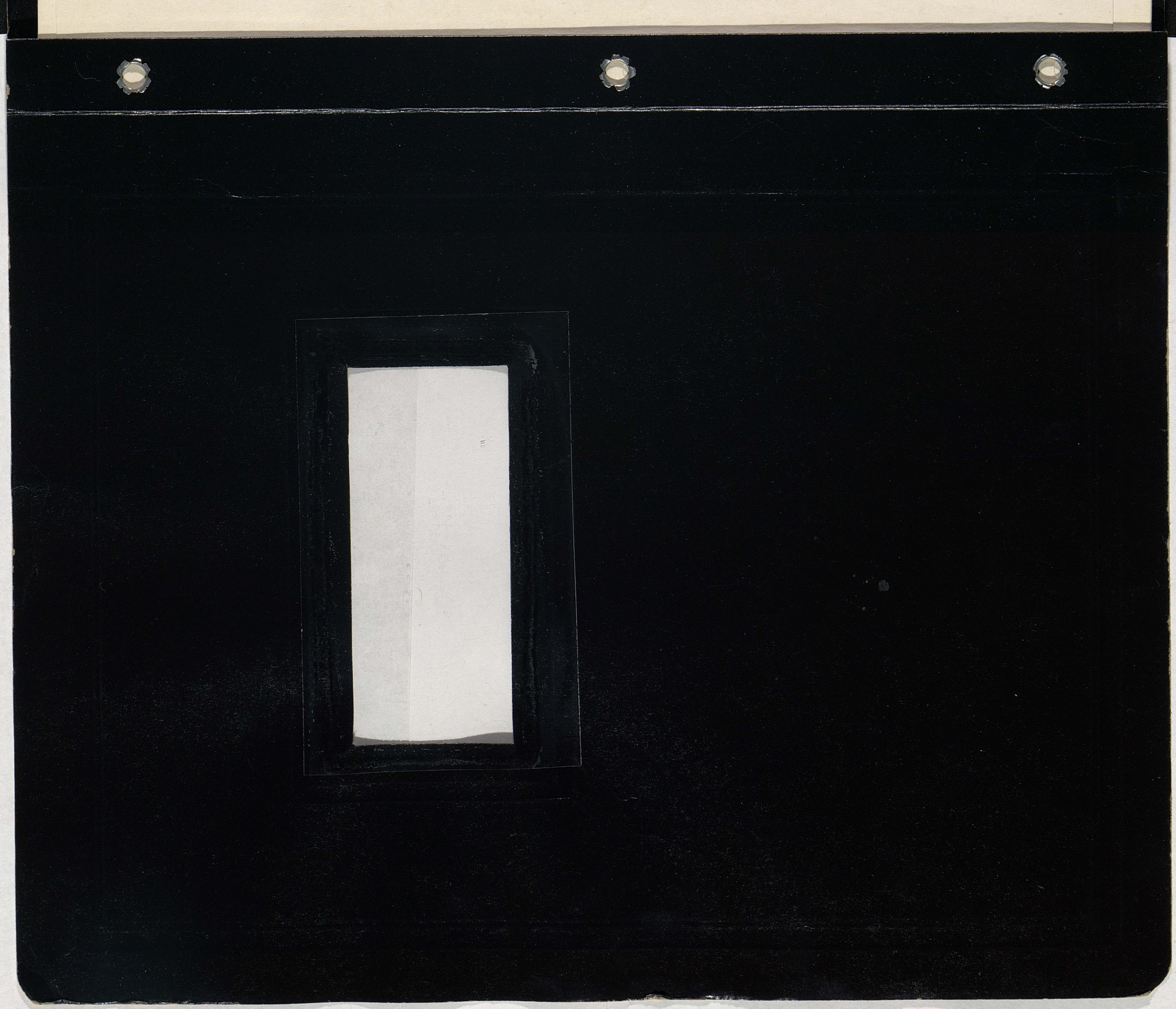
UNIVERSITY OF CALIFORNIA

SOUTHERN REGIONAL LIBRARY FACILITY

# ANNUAL REPORT

1987/88



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## I. EXECUTIVE SUMMARY

The University of California took beneficial occupancy of staff and book storage areas of the Southern Regional Library Facility in July, 1987, following a seven month delay. A skeleton crew set up equipment and furniture during July and August, and on August 24, staff began processing deposits of UCLA monographs. At that time, there were 9.5 FTE staff. The campus took full occupancy of the building on October 19, 1987.

Our goal has been to process 6000 volumes per day. While we knew that it would take some time to reach that goal, none of us were prepared for the length of time it was to take to 1) hire adequate numbers of staff, 2) test and refine the ORION programs for processing SRLF records, 3) train the staff in using these ORION programs, and 4) develop and modify complex processing procedures for monograph and serial deposits. As of June 30, 1988, there were 17 full-time staff, 13 FTE student assistants, and 7.5 FTE of temporary overtime staff at the SRLF. Experienced processing staff have reached the goal of adding at least thirty items per hour, but still more staff are needed if we are to attain the goal of adding 6000 items daily. Six FTE career positions have been allocated and will be filled during the 1988/89 fiscal year.

On January 4, 1988, the SRLF opened to the public and since that date the number of paging requests from on-site users has grown each month. Electronic paging of materials from the SRLF by UCLA library units has dramatically increased as well, with small numbers of requests coming from UCI, UCR, UCSD and UCSB. By the end of the fiscal year, total paging requests numbered over 11,000 items. As the number of volumes deposited at the SRLF grows, so will the number of items paged. During the summer of 1988, ORION searching and paging will become available to staff at all UC campuses, thereby facilitating access of these materials to all users.

## II. SIGNIFICANT ACCOMPLISHMENTS OF 1987/88

- In August, the University took beneficial occupancy of the staff and book storage areas of the Southern Regional Library Facility, and nine staff members began working at the SRLF.

- Staff began processing UCLA monographs on August 28, 1987. UCLA serials processing programs were made available to SRLF staff by ORION User Services (OUS) in March, 1988. In May, 1988, OUS finished the UC Irvine serials processing programs for SRLF. A total of 381,815 items were processed in 1987/88 via these ORION programs.

- The move of UCLA deposits from the Stack Annex in Inglewood began on October 19, 1987. The move started at the rate of 2,000 volumes per day, and then was increased to 6,000 per day in mid-November. In January, 1988, the move rate was increased to 10,000 volumes per day. On April 14, 1988, the Stack Annex move was successfully completed, with 614,495 volumes having been moved in a six-month period.

- The Southern Regional Library Facility opened to the public on Monday, January 4, 1988, with a total of 223 on-site users assisted in the first six months of 1988.

- In February, UCLA and SRLF staff held training sessions for UCLA public service staff on ORION paging of SRLF and Stack Annex material. Electronic paging via ORION replaced WYLBUR electronic mail on February 20, 1988.

- The Southern Regional Library Facility was officially dedicated on Monday, May 2, 1988. Approximately 80 people were attendance, including the architect, UCLA and UC Systemwide administrators, Project managers and Planning Office staff, and library staff and administrators from northern and southern UC campuses.

- SRLF became the second library to use the ORION online circulation module on June 13. SRLF items are paged, checked out, discharged, renewed, recalled and billed via ORION. Manual circulation records are maintained only for those items that are not yet in the ORION files.

- A total of 11,167 items were paged and delivered to libraries/users in 1987/88.

- Tours of the Southern Regional Library Facility were given to 344 people during 1987/88.

## III. SHORT TERM GOALS AND STRATEGIES FOR 1988/89

### A. PROCESSING SECTION

A1. Begin processing monographs (through MELVYL) and serials (through CALLS) from southern UC campuses in September. A backlog of ca. 53,500 volumes existed as of June 30, 1988, and should be eliminated by November 30, 1988. All in-coming deposits will be processed upon receipt.

A2. Eliminate the backlog of unprocessed UCLA deposits (ca. 332,000 volumes as of June 30) within the fiscal year.

A3. Begin processing special collections and archive deposits during the summer of 1988. As of June 30, 1988, there was a backlog of ca. 30,000 items. This backlog should be eliminated by December 31, 1988.

A4. Hire and train sufficient numbers of staff to process one million volumes (80,000 items per month) during FY 1988/89.

### B. PUBLIC SERVICES SECTION

B1. Rehang shelves on the west half of Level A. Approximately 250 man hours are required to complete the task.

B2. Develop billing policies for intercampus loans from the SRLF.

B3. Begin a test program of telefacsimile transmission of journal articles to UC campuses during the Fall Quarter. Program will provide cost figures on telecommunication charges, supplies, and staff salaries expended for this service.

### C. ADMINISTRATIVE SECTION

C1. Complete a database inventory of all equipment by August 30, 1988.

C2. Design and implement a software program to provide monthly expenditure statements and to forecast yearly expenditures for salaries and supplies and expense.

C3. Develop a disaster plan for the SRLF.

## IV. CONCERNS FOR OPERATIONS

- Hiring and retaining sufficient numbers of processing staff is an on-going struggle. The classification levels of career and casual staff (LA Is and IIs) serve as training ground and spring-board for staff who seek higher level jobs elsewhere in the UCLA library system. The repetitive nature of the processing jobs also produce boredom and/or frustration on the part of full-time staff, which results in lower job satisfaction. More career and casual positions will therefore be posted as half-time positions with the intention of reducing the amount of time spent in tedious work while enticing employees who seek UC benefits.

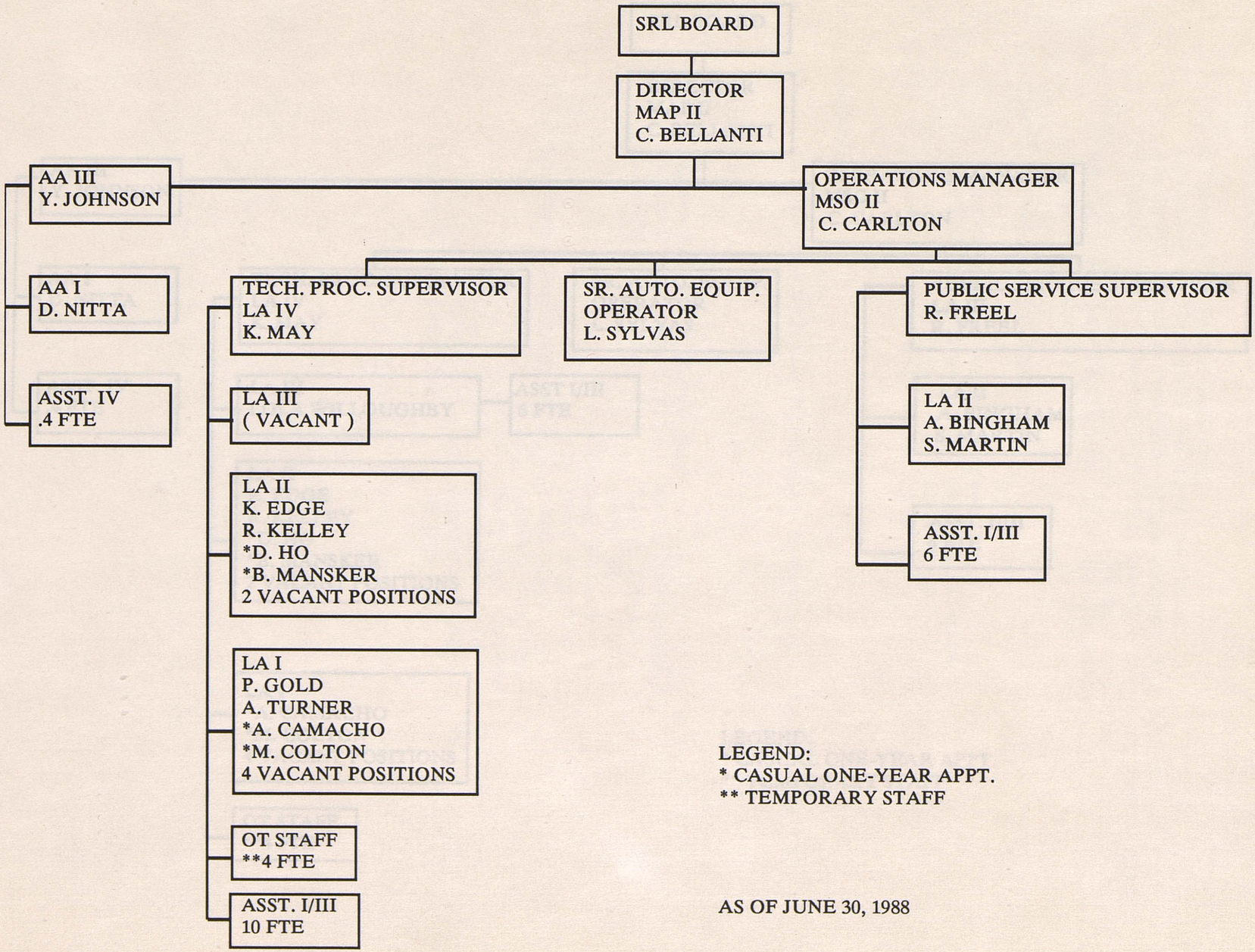
  Retention of general assistance staff is also an on-going problem due to the generally low wages paid to library student employees in comparison to wages paid in academic departments and off-campus. The Facility's remote and almost inaccessible location on campus exacerbates this problem. One alternative supervisors are considering is to look at the option of hiring part-time career and casual staff in place of student assistants.

- Administrative staff are looking at possible ways to link the Kronos timekeeping system, used to record hours for student assistants and overtime staff, with the UCLA Library Payroll system. Programming that would allow the Payroll system to read the Kronos files is needed to eliminate the time-consuming manual processing of SRLF time reports by UCLA Library Payroll staff.

- Access to and from the Facility by staff and library users who are on foot is a continuing concern. Service by the UCLA Campus Shuttle service is not forthcoming because of the "limited" number of riders who would be served. Stairs to provide safe passage on foot from De Neve Drive and Gayley Avenue have not been contructed, nor are there plans for such access in the foreseeable future. This situation is especially dangerous during the Fall and Winter months when there are fewer daylight hours, and climbing the hill or walking the road are made even more treacherous by the rainy season. An alternative under consideration is the use of a portion of the SRLF operating budget to support a driver and car several hours a day to transport employees in and out of the site.

APPENDIX I

# SOUTHERN REGIONAL LIBRARY FACILITY
## ORGANIZATION CHART
## 1987/88

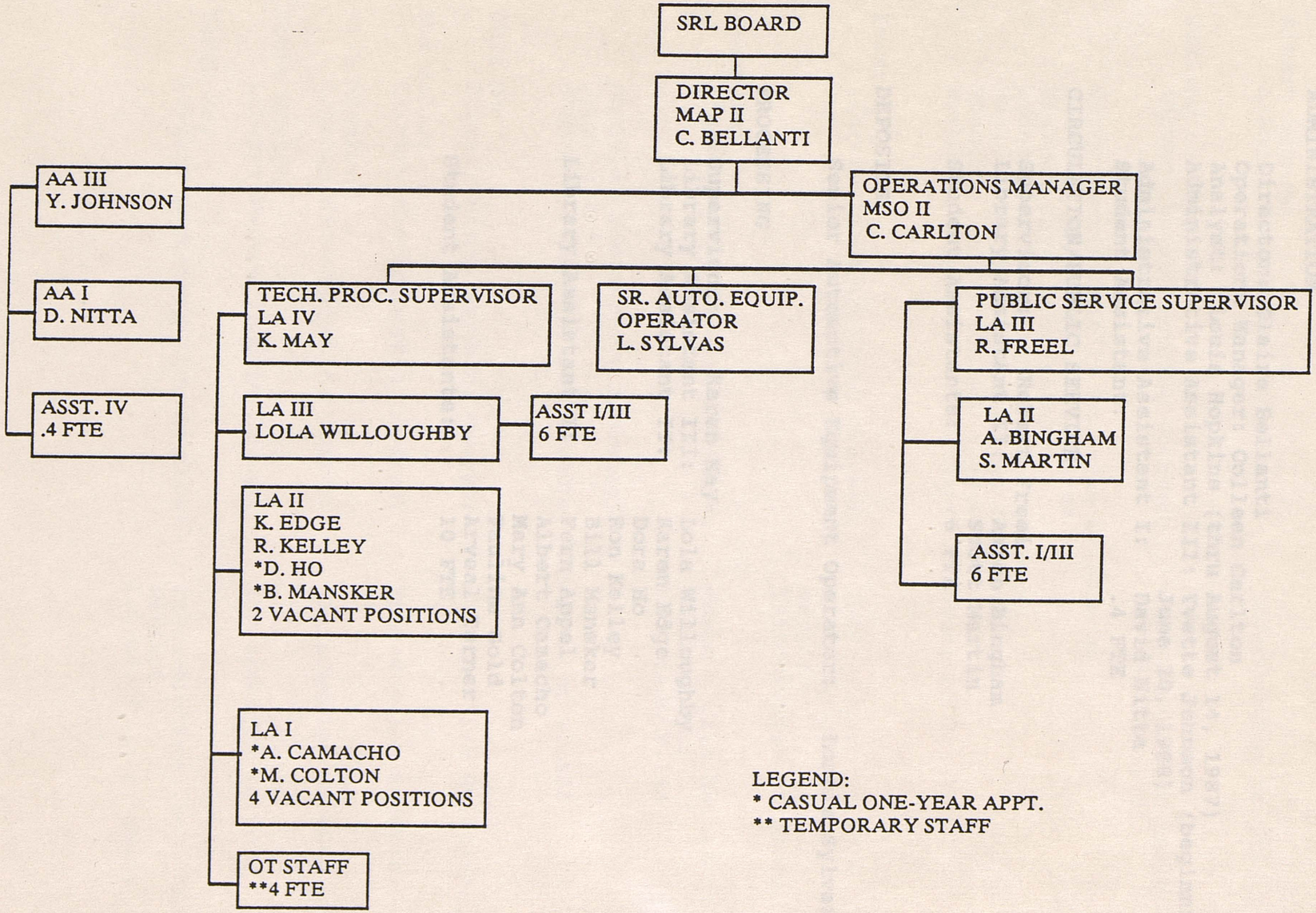



LEGEND:
* CASUAL ONE-YEAR APPT.
** TEMPORARY STAFF

AS OF JUNE 30, 1988

APPENDIX I

# SOUTHERN REGIONAL LIBRARY FACILITY
## ORGANIZATION CHART
## 1988/89




LEGEND:
* CASUAL ONE-YEAR APPT.
** TEMPORARY STAFF

# APPENDIX II : PERSONNEL LIST 1987/88

## ADMINISTRATION

Director: Claire Bellanti
Operations Manager: Colleen Carlton
Analyst: Louis Hopkins (thru August 14, 1987)
Administrative Assistant III: Yvette Johnson (beginning June 20, 1988)
Administrative Assistant I: David Nitta
Student Assistant: .4 FTE

## CIRCULATION/PUBLIC SERVICE

| | |
|---|---|
| Supervisor: | Robert Freel |
| Library Assistant II: | Aaron Bingham |
| | Scott Martin |
| Student Assistants: | 6 FTE |

## DEPOSITS

Senior Automotive Equipment Operator: Lonnie Sylvas

## PROCESSING

| | |
|---|---|
| Supervisor: | Karen May |
| Library Assistant III: | Lola Willoughby |
| Library Assistant II: | Karen Edge |
| | Dora Ho |
| | Ron Kelley |
| | Bill Mansker |
| Library Assistant I: | Fern Appel |
| | Albert Camacho |
| | Mary Ann Colton |
| | Pauline Gold |
| | Arveal Turner |
| Student Assistants: | 10 FTE |

## APPENDIX III : STAFF DEVELOPMENT ACTIVITIES

Albert Camacho
Library Microcomputing Course: Introduction to PC's

Colleen Carlton
Library Microcomputing Courses: Introduction to dBase
DOS Directories

Supervisor's Role in Employee Grievances
Materiel Management Procedures
Payroll Forms Processing
Accounting : General Ledger and Forms
Management Skills Assessment Program
Managing Innovation and Change
Workshop : Special Collections, Treasure or Trial?

Karen Edge
Library Microcomputing Courses: Introduction to PC's
Introduction to Word-Perfect
Introduction to dBase

Bob Freel
Library Microcomputing Courses: dBase - File Relations
Advanced DOS
DOS Batch Files

Employee Performance Appraisal
Lotus 1.2.3
Workshop : Special Collections, Treasure or Trial?

Dora Ho
Library Microcomputing Course: dBase - File Relations

Ron Kelley
Library Microcomputing Course: Introduction to PC's

Bill Mansker
Library Microcomputing Course: Introduction to PC's

Scott Martin
Library Microcomputing Course: Introduction to PC's

Karen May
Library Microcomputing Courses: Introduction to Word-Perfect
Introduction to dBase

APPENDIX III - Continued

David Nitta

Library Microcomputing Courses:
- dBase - Custom Reporting
- dBase - File Relations

Materiel Management Procedures
Payroll Forms Processing
Desktop Publishing (by Ventura)

APPENDIX IV

SELECTED STATISTICS 1987/88

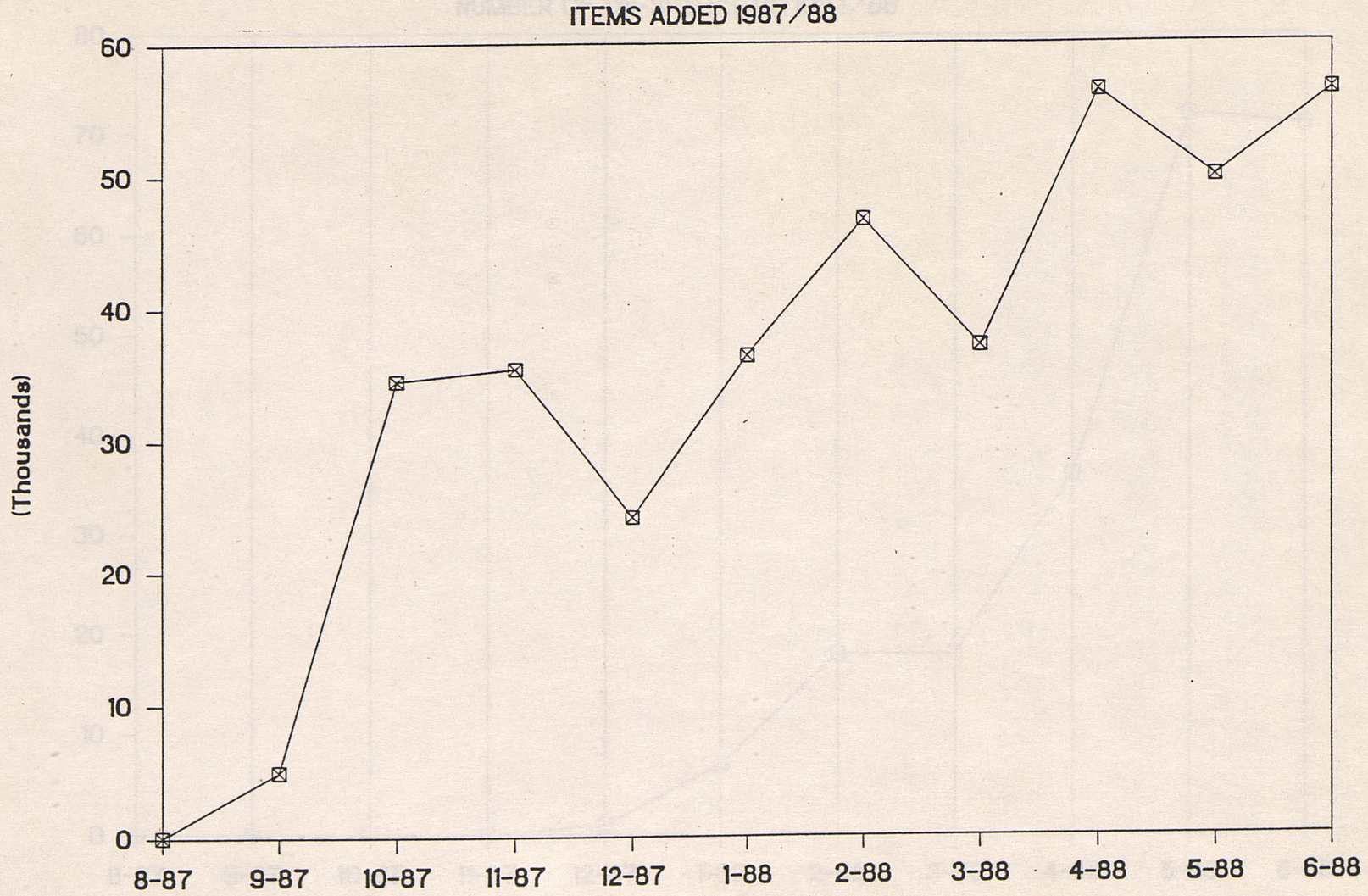
| | Aug-87 | Sept-87 | Oct-87 | Nov-87 | Dec-87 | Jan-88 | Feb-88 | Mar-88 | Apr-88 | May-88 | Jun-88 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| NUMBER OF VOLUMES RECEIVED | | | | | | | | | | | | |
| UC Irvine | | | | | | 1,566 | 0 | 2,646 | 2,255 | 5,720 | 6,724 | 18,911 |
| UC Los Angeles | | | 34,020 | 42,300 | 57,685 | 104,937 | 132,690 | 218,364 | 36,139 | 11,514 | 7,993 | 645,642 |
| UC Riverside | | | | | | | 7,079 | 9,078 | 9,812 | 10,808 | 3,674 | 40,451 |
| Total | 0 | 0 | 34,020 | 42,300 | 57,685 | 106,503 | 139,769 | 230,088 | 48,206 | 28,042 | 18,391 | 705,004 |
| ITEMS ADDED | | | | | | | | | | | | |
| UC Irvine | | | | | | | | | | 1,100 | 4,577 | 5,677 |
| UC Los Angeles | 83 | 4,966 | 34,507 | 35,385 | 24,105 | 36,383 | 46,644 | 37,110 | 56,380 | 48,750 | 51,825 | 376,055 |
| Total | 83 | 4,966 | 34,507 | 35,385 | 24,105 | 36,383 | 46,644 | 37,110 | 56,380 | 49,850 | 56,402 | 381,732 |
| PROCESSING PROBLEMS REPORTED TO DEPOSITING CAMPUSES FOR RESOLUTION | | | | | | | | | | | | |
| Items Added | 0 | 111 | 390 | 834 | 1,861 | 520 | 884 | 984 | 894 | 770 | 414 | 7,662 |
| Items Not added | 0 | 0 | 17 | 52 | 116 | 57 | 302 | 230 | 443 | 201 | 131 | 1,549 |
| Total | 0 | 111 | 407 | 886 | 1,977 | 577 | 1,186 | 1,214 | 1,337 | 971 | 545 | 9,211 |
| PROBLEMS RETURNED UNPROCESSED TO DEPOSITING CAMPUS | 0 | 0 | 0 | 0 | 13 | 37 | 0 | 36 | 53 | 187 | 552 | 878 |
| VOLUMES NEEDING REPAIR | | | | | | | | | | | | |
| Repaired at SRLF | 52 | 207 | 0 | 0 | 0 | 40 | 72 | 75 | 107 | 38 | 25 | 616 |
| Returned to Depositing Campus | 0 | 0 | 29 | 0 | 0 | 34 | 13 | 62 | 17 | 3 | 2 | 160 |
| Total | 52 | 207 | 29 | 0 | 0 | 74 | 85 | 137 | 124 | 41 | 27 | 776 |
| NUMBER OF ON-SITE USERS | 0 | 0 | 0 | 0 | 1 | 7 | 18 | 18 | 36 | 72 | 71 | 223 |
| PAGING REQUESTS | | | | | | | | | | | | |
| Requests On-Site | 0 | 0 | 0 | 0 | 327 | 59 | 160 | 204 | 230 | 652 | 562 | 2,194 |
| Requests from Campus Libraries | 6 | 21 | 117 | 237 | 216 | 517 | 1,214 | 1,545 | 1,686 | 1,896 | 1,518 | 8,973 |
| Total | 6 | 21 | 117 | 237 | 543 | 576 | 1,374 | 1,749 | 1,916 | 2,548 | 2,080 | 11,167 |

APPENDIX IV

SELECTED STATISTICS 1987/88 - PAGE 2

| | Aug-87 | Sept-87 | Oct-87 | Nov-87 | Dec-87 | Jan-88 | Feb-88 | Mar-88 | Apr-88 | May-88 | Jun-88 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| DEACCESSIONED ITEMS | | | | | | | | | | | | 19 |
| AVERAGE ITEMS PER HOUR | | | | | | | | | | | | |
| Library Assistants | N/A | N/A | N/A | N/A | N/A | 17.46 | 21.55 | 16.4 | 22.56 | 25.16 | 33.43 | |
| Student Assistants | N/A | N/A | N/A | N/A | N/A | 22.96 | 26.69 | 22.79 | 25.07 | 28.04 | 32.78 | |
| Overtime Staff | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 28.02 | 31.17 | 39.62 | |
| Average Per Month | N/A | N/A | N/A | N/A | N/A | 20.21 | 24.12 | 19.6 | 25.52 | 28.16 | 34.94 | |

# U.C. SOUTHERN REGIONAL LIBRARY FACILITY



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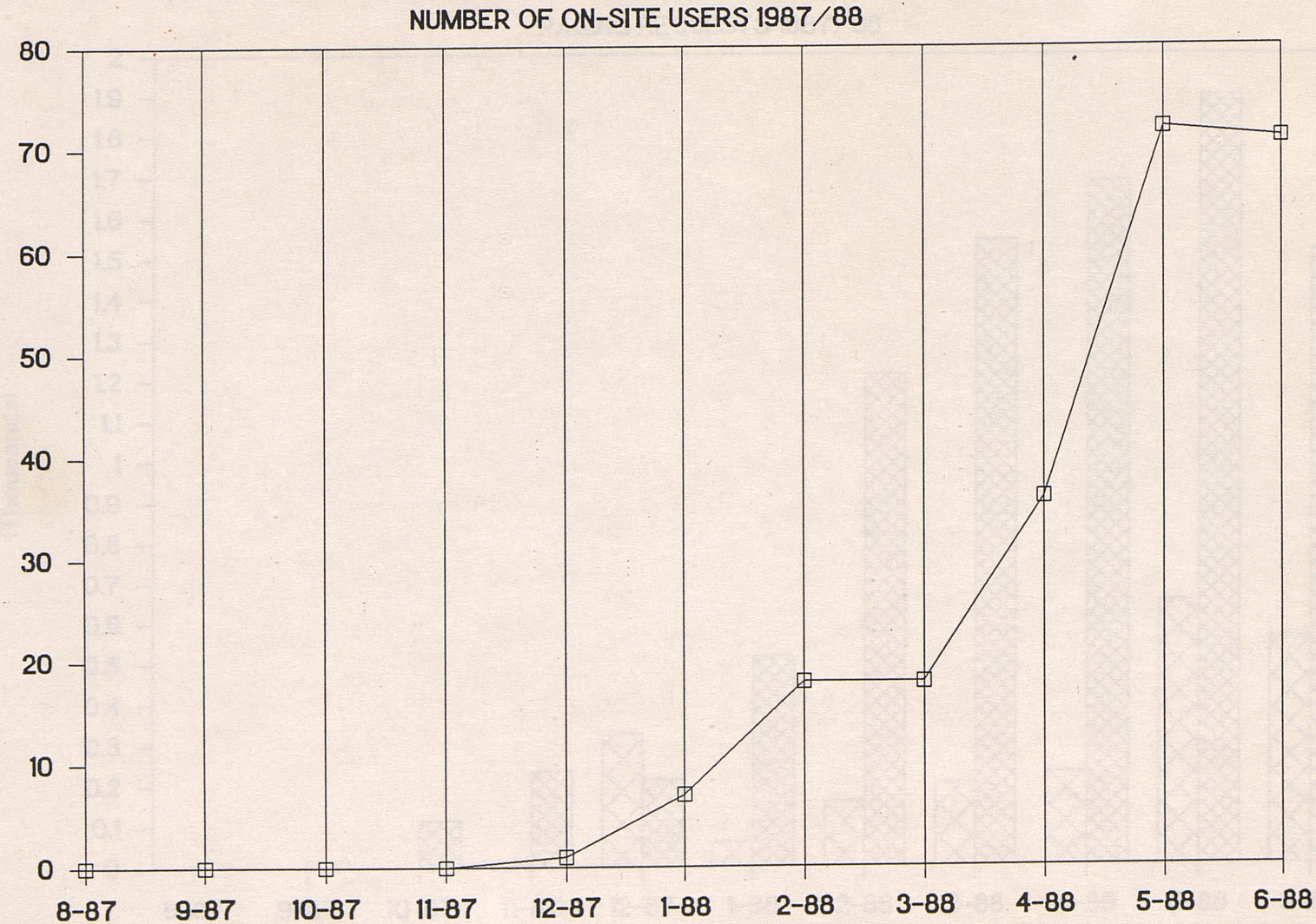

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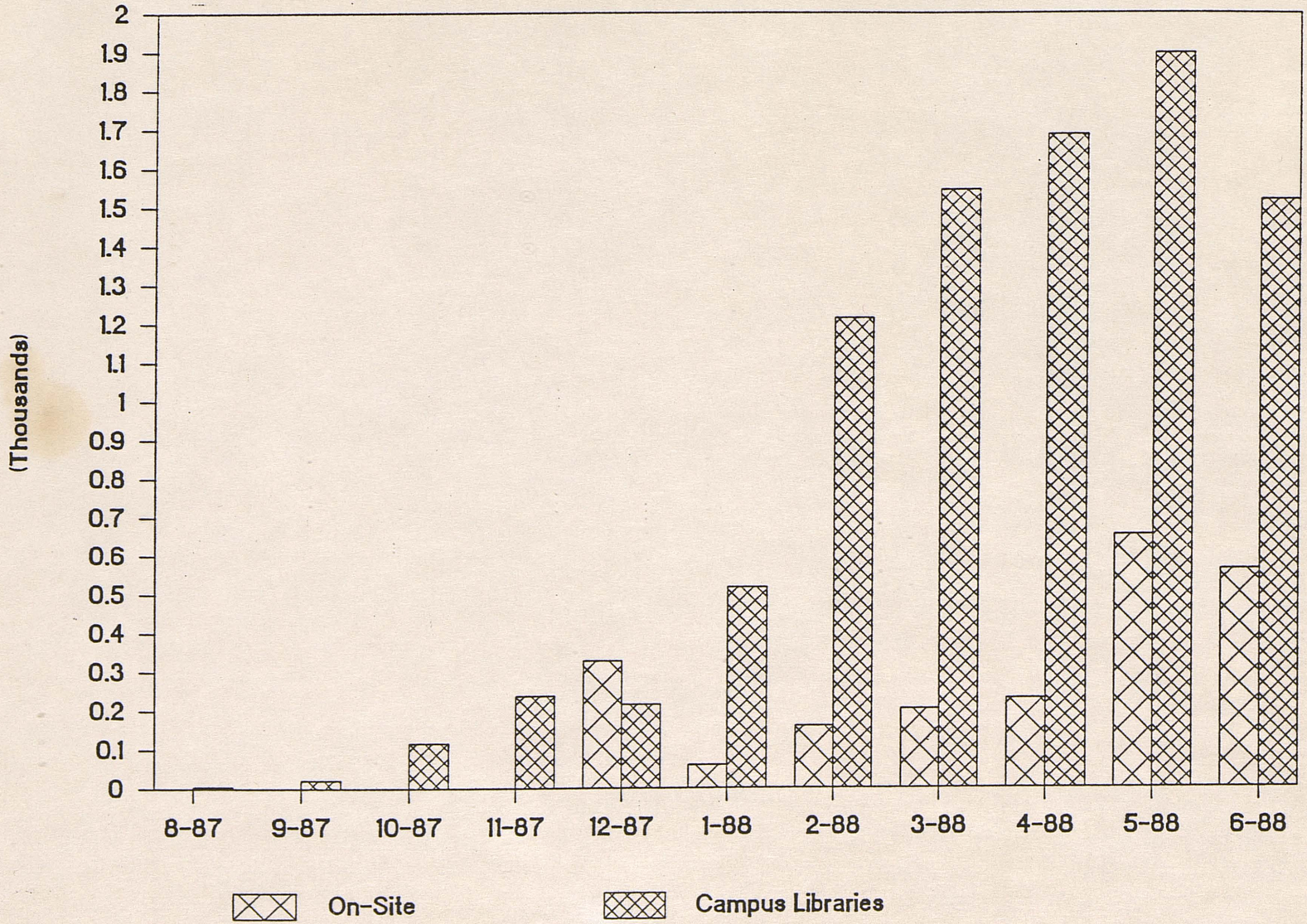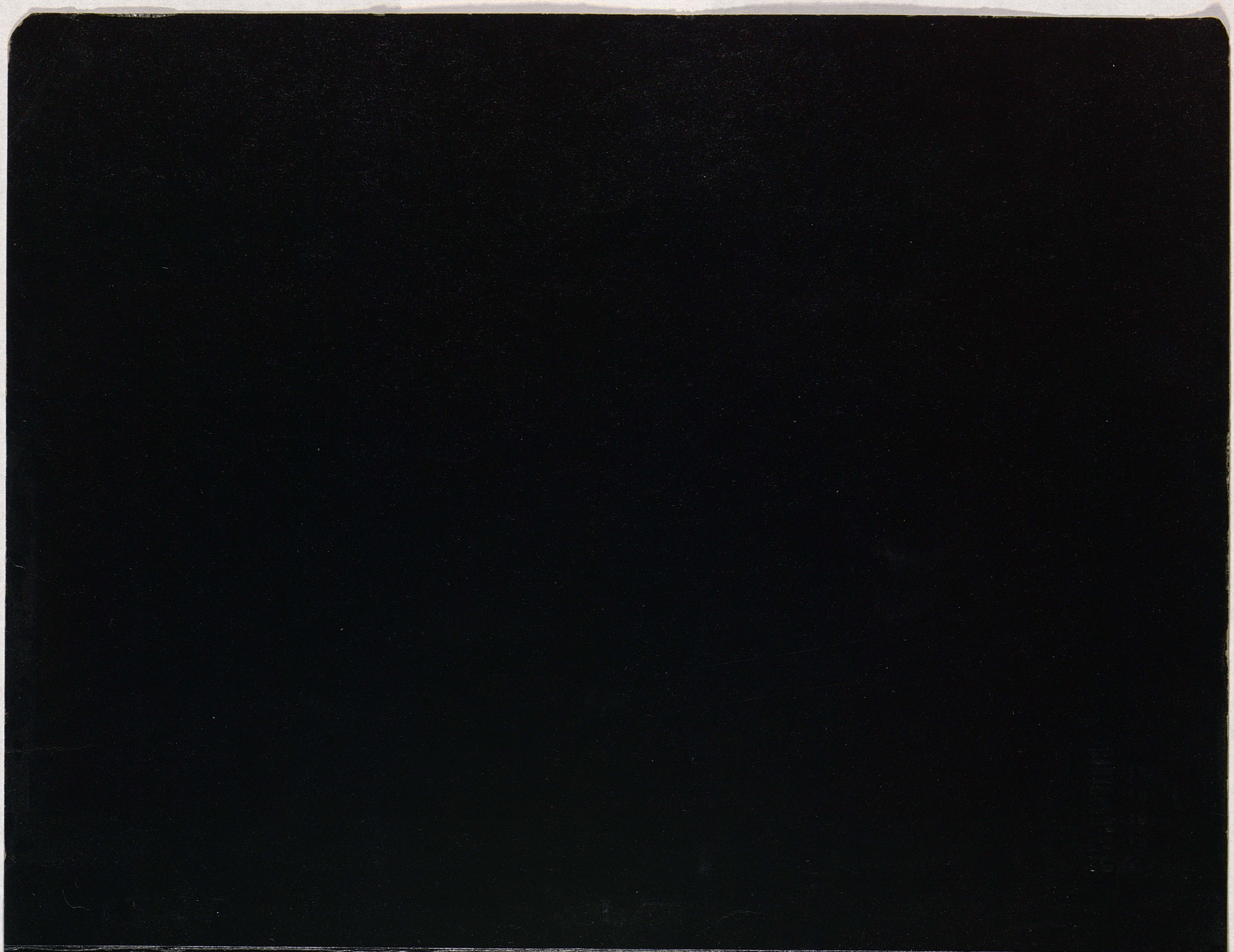
## PAGING REQUESTS 1987/88