UNIVERSITY OF CALIFORNIA

SOUTHERN REGIONAL LIBRARY FACILITY

ANNUAL REPORT
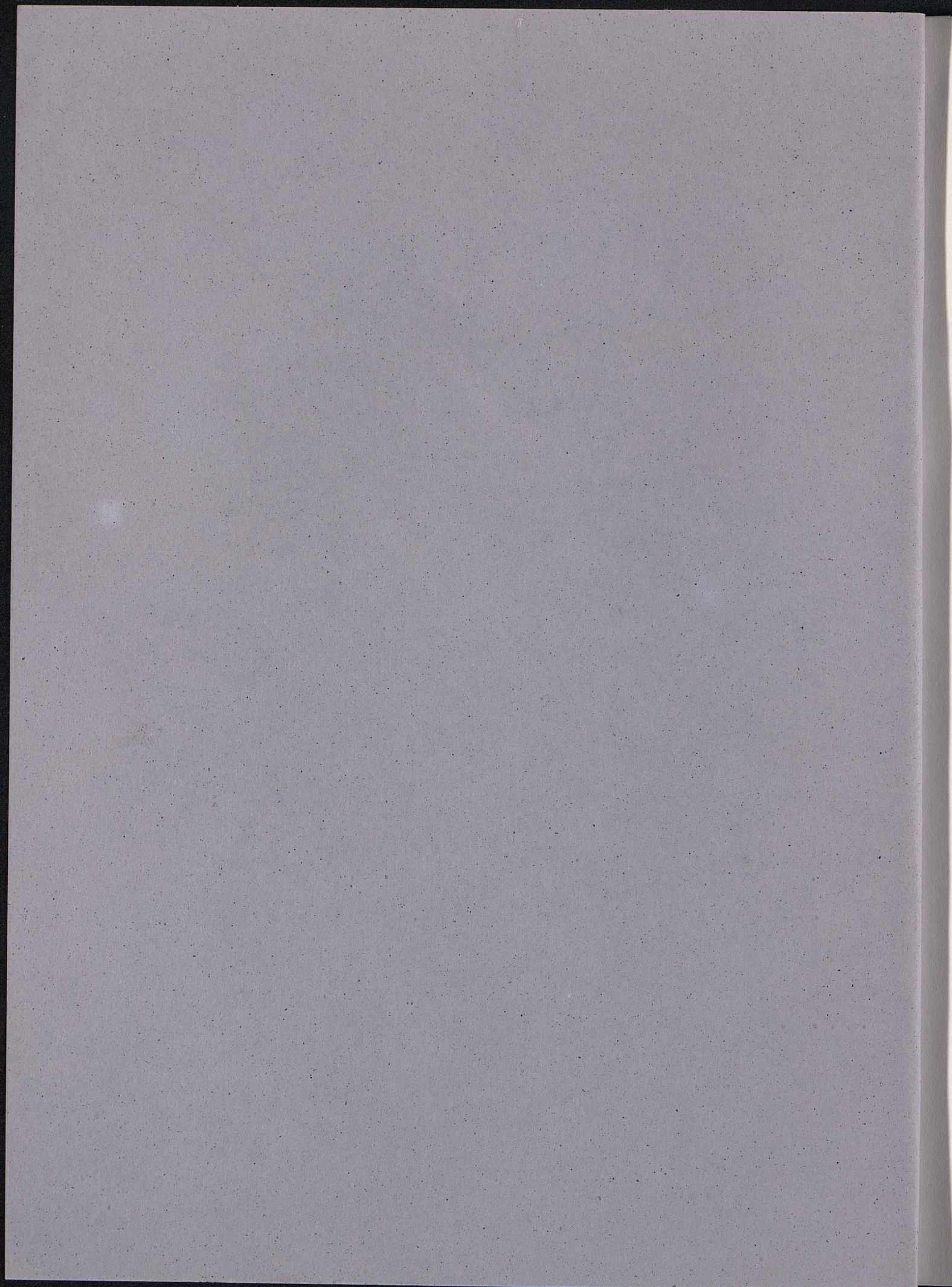### 1996/97

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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

The 1996/97 year is significant for several reasons. As in previous years, the staff demonstrated a commitment to meet or surpass processing goals and access services priorities. The SRLF also began to prepare for its transition to a new network operating system (WindowsNT) and to a new library information system (UCLA's ORION2 by DRA). This year also marked the first year in a three-year pilot of preservation microfilming production at the SRLF. In all SRLF units, staff was successful in meeting existing demands while planning and preparing for future changes.

Administrative staff at the SRLF installed five new workstations and upgraded existing workstations in preparation for NT installation. A test server and several workstations were installed with NT so that administrative staff could learn about NT and begin the migration on a small scale. Also during the year plans were drawn to redesign and rewire all processing workstations, and to rewire public service desks and reading room stations for token ring connections. Network connections were expanded to include stations in the Receiving/Mail Room area and in the Preservation Microfilming work area as well. By the end of the year a new, much for powerful file server had been ordered and received. The new server will easily accommodate the expanded number of users and ports.

In the Processing Section, productivity climbed back to a level that insured SRLF capacity to process all new deposits and to work on reducing large unprocessed backlogs that had grown during the previous year. Last year's dip in statistics was due to several special projects that were carried out for UCLA, UC San Diego, and UC Santa Barbara.

The Public Service Section continued its outstanding service to UC libraries by maintaining a 24 hour turn around time for paging requests while at the same time handling 5% more requests this year.

After two months of testing cameras and film processing units, the SRLF Preservation Microfilming Service began full operation in July 1996. Production levels in 1996/97 were somewhat low, but can be explained largely by the newness staff and the extreme care that is given to quality control inspections. By the end of the first year, SRLF had convinced its UC clients of the high quality product this unit is able to produce. New orders and outside clients are now raising the production statistics.

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III. SIGNIFICANT EVENTS AND ACCOMPLISHMENTS

1. New deposits for 1996/97 totaled 159,005 items. Libraries from the five southern UC campuses deposited 141,556 new items. UC Berkeley deposited 467 reels of preservation microfilm masters, bringing their total deposit to 15,954. And the UCLA Film & Television Archive deposited 16,982 pieces of motion picture reels, video tapes and sound disks.

2. Staff in the Processing Section added 188,925 new items to the collections. In addition, 24,364 items were reprocessed (this includes manuscript collections that were resorted/reboxed and items that were swapped from one bibliographic record to another). The total number of items processed was 213,289, well exceeding the annual goal of 200,000 items.

   A total of 530 items were deaccessioned in 1996/97.

3. Paging Requests: the SRLF filled 111,743 paging requests in 1996/97. This is a 5% increase over the previous year.

4. Among the totals processed were these long standing deposit backlogs: UCLA Special Collections and other non-circulating books; UCLA map collection; UCLA Biomed Library serials gift collection received from the Los Angeles County Medical Association.

   Implemented this year was an online updateable spreadsheet that is used to record the size of unprocessed backlogs and to adjust the count as materials are barcoded. This spreadsheet enables staff to keep more accurate track of all deposit backlogs.

5. SRLF met with campus cataloging and technical processing staff to review existing procedures and guidelines for problem reporting. The objective of this meeting was to build consensus among campuses and to reduce the types of problems that need reporting and/or return to the campus. SRLF staff also met with members of UCLA's Technical Processing Advisory Committee, which resulted in more streamlined procedures for the deposit and processing of UCLA materials.

6. Meetings were held with staff from the UCLA Film & Television Archive to develop procedures for barcoding their collection and providing interim online paging and circulation functions. The SRLF is unable to process the Archive's deposits in ORION. However, film reels and cassettes are given barcode labels and minimal barcode data is being stored in the FATA ORION file. This data will migrate to the new DRA system when it is implemented in 1998. Temporary ORION item records are maintained for circulation purposes until ORION2 is implemented.

The effort to barcode all items in the Film & Television Archive collections will take approximately three years to complete. At the end of 1996/97, one third of the collection had been barcoded. During the year, 5,745 items had been paged for use at FATA facilities.

7. Staff assignments were readjusted so that Library Assistants with split assignments were again spending 75% time in the Processing Section. They had previously been shifted to a 70/30 split in order to keep up with increasing Public Service workloads. New productivity goals for processing were established in a consultative process, based on the restoration of 75% appointment and revisions to problem-reporting guidelines. Rather than hourly goals of 30 items added per hour, daily productive goals of 140 items per day (75% processing staff) and 102 items per day (half time staff) were established.

8. The following SRLF staff are participating 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	Testing Team
	SRLF/UC In & Out Team
Robert Freel	Training Coordinating Team
Karen May	Testing Team
	SRLF/UC In & Out Team
David Scholl	SRLF/UC In & Out Team

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

9. SRLF has begun planning for the DRA implementation and its impact on processing procedures. SRLF met with representatives from all southern campuses to discuss new options for processing deposits from non-UCLA libraries. SRLF prefers to exchange bibliographic and holdings information with the local campus systems directly, rather than via Melvyl. Discussions will continue, with an effort to identify special programming needs at both the SRLF end and at the campus.

10. Equipment purchases for 1996/97 included a new photocopy machine and new book carts. These were funded by Phase 2 equipment money.

11. A new configuration for processing workstations was designed which includes a longer dual height adjustable work surface for computers. The new design will allow the processor to adjust the height of the keyboard to suit their individual needs. The longer length will enable the processor to place the booktruck on either side of the computer, giving them more flexibility and eliminating the need to turn and twist their body to one side. The longer length also accommodates a mouse or trackball that will be needed for ORION2. The new configurations will be installed in July 1997. More new chairs were also ordered for staff members, continuing the effort to provide chairs that better fit the individuals.

12. In Public Services, statistical reports were revised and expanded to gather more complete data and to better measure workloads directly related to new deposits, paging and circulation (including paging requests for materials in unprocessed backlogs and those deposited by the Film & Television Archive), and document delivery services.

13. SRLF Library Move Services returned to UC Irvine 200,000 volumes that had temporarily been stored at the SRLF during seismic renovation and remodeling at UCI's Main Library.

14. Preservation Microfilming Service launched its first year of full of operation in July, following the initial two months of moving and installing equipment and preliminary testing of cameras and film processing output.

15. Technical specifications and procedural guidelines for SRLF Preservation Microfilming Service were drafted and distributed to the campus Preservation Officers.

16. SRLF managers began a lengthy review and cost study of the Preservation Microfilming Service. The first phase of this review has been an effort to gather more complete production statistics and more detailed tracking of microfilming expenses. Cost analysis and revised pricing structures will be completed next fiscal year.

17.   SRLF administrative staff purchased and installed 5 new IBM computers:
      IBM 350 computers with Pentium 133mhz, 1.6G Hard drive, and 32M RAM. The
      hardware is compatible for future NT conversion. Windows95 and application
      software was installed and configured on these machines for SRLF staff use.

18.   SRLF purchased upgrade hardware for eight Gateway 486 computers, thereby
      providing NT compatibility and prolonging the "life" of these computers at a
      fraction of the cost for new IBM models. Administrative staff installed new Intel
      Pentium 133 motherboards, 1.6G hard drives, and 32M RAM in each Gateway
      computer. Windows95 and application software were reinstalled and configured for
      SRLF staff use.

19.   In January 1997, SRLF staff installed a WindowsNT test server to begin
      preparations for purchase and installation of a new file server. The new file server
      will be compatible for use with WindowsNT and the UCLA Library WindowsNT
      domain.

      The present server, an IBM PS2 [20mhz, 16M RAM, 300M hard drive], uses the
      Novell 3.11 operating system. This server has a limit of 20 connections. Foreseeing
      the difficulties with the limitations of storage space, speed, and connections on the
      present server SRLF purchased a new IBM PC Server 330 in May 1997. This
      server has been scheduled for installation on the UCLA Library Domain during
      summer 1997.

      Staff members Dave Scholl, Jamie Jamison, and Yvette Johnson converted their
      computers from Windows95 to WindowsNT to begin testing the SRLF application
      software and network connections to the NT test server.

20.   In another effort to convert existing hardware to the future NT environment,
      administrative staff investigated alternatives for configuring barcode scanners to
      work on PCs. The present keyboard/scanner wedges used for the laser barcode
      scanners on IBM 3180 dumb terminals are not compatible for use with a PC.
      Rather than purchasing new laser scanners at this time, alternatives were found by
      using available Symbol Fixed head laser scanner and PSC wand wedges with a new
      power supply and a new cable for PC connection. The Intermec wand wedges
      required only a new PC cable.   These new power supplies and cables were much
      less expensive than buying new scanners. However, the life of the present scanners
      is limited and replacements will eventually be needed.

21.   SRLF staff member Dave Scholl created the SRLF Intranet web site in late summer
      and fall, 1996. This internal web site includes pages for SRLF news,
      announcements, and information pages for the various sections of SRLF. This site
      was completely revised in Spring 97 using Javascript to make navigation to
      information and maintenance of pages easier.

22. Minor revisions and updates were made to the SRLF public web site pages. Plans for complete revision and a new design are in progress for release in Summer and Fall 1997.

23. Research, preparation, and testing to install WindowsNT on staff workstations was carried out during the second half of the fiscal year. The planned installation date on staff workstations is tentatively scheduled for late Summer or Fall 1997, immediately following receipt of 20 leased IBM PCs.

24. SRLF staff member Jamie Jamison revised the existing Time Sheet program from Excel 4.0 macro language to Visual Basic for Applications language. The Time Sheet is an in-house product that is used by all staff to record hours worked and leave hours used. Several customizations were made during the year to streamline and enhance the program. The program was upgraded and prepared for use with Office97 and WindowsNT.

1.   Process 240,000 new items. Eliminate the backlog of 39,270 items that remained as of June 30, 1997.

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

3.   Find a method for processing the distinct backlogs that have programming problems that preclude normal ORION processing and MELVYL updating. These backlogs include deposits of UCSD Dissertations and Mysteries and the UCR Boys Collection. Possible solutions include requiring the campuses to change the location on MELVYL, eliminating the need for the SRLF to send the location change via tape to DLA. For those problems where SRLF cannot download the MELVYL bibliographic record, SRLF will wait until ORION2 implementation when it is expected that we can copy records directly from the campus local system into ORION2.

4.   Work with UCLA ORION2 development teams, campus systems staff, and catalogers to find new methods for processing deposits that eliminates the data exchange from SRLF to MELVYL for the location change.   Ideally, this would involve accessing each campus local system, capturing the bibliographic records from the system, uploading into ORION2, and processing on ORION2. Work with ORION2 development teams and the UCLA Film and Television Archives to design a method for processing this collection.

5.   Complete a cost study analysis of the Preservation Microfilming Service (PMS) and revise the price schedule for microfilm products to ensure that the PMS operates on a cost recovery basis.

6.   Actively pursue new clients for the Preservation Microfilming Service, targeting academic libraries, special libraries, and archives outside of the UC system.

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

8.   Replace old barcode scanners and wands with new dual function scanners. The new equipment must allow staff to use the scanner in a fixed-head position or in

hand-held gun mode. The existing scanners are original equipment purchased in 1987 and the scanners not entirely compatible with the new PCs.

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

10.   Produce a final "snapshot" tape of the SR file on ORION and send this tape to DLA for loading in MELVYL. From this tape load, error lists can be generated that identify location and other record conflicts that exist between SRLF and the MELVYL database. The resulting conflicts can be reviewed and may be resolved in the future. This should be done before migration to ORION2.

11.   Complete installation of the new IBM PC 330 server: configure, install WindowsNT server software, and join the UCLA Library domain for the SRLF file server. Create a new directory structure for SRLF files and resources. Set security privileges for staff access to these resources.

12.   Complete NT conversion project: install and configure NT software on all SRLF NT compatible workstations. Train staff in the use of new software and the new location of files and resources.

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

14.   Revise the intranet site to use database connectivity for easier updating and maintenance of pages, using dymanic HTML 4.0 and active server pages with the Microsoft Internet Information Server 3.0 which provide advanced update and maintenance features.

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

16.   Begin using UCLA Library's LIS Help Desk database for computer hardware, software and connectivity troubles. Using Expert Web+, the Help Desk database documents and reports troubleshooting problems and solutions. This database will report and track the progress of problems and will help to create a database for future help and troubleshooting references.

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

18.   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 transfering bibliographic records from campus libraries.

V. CONCERNS FOR OPERATIONS

1. Prepare for the implementation of the New DRA system and the phase out of ORION.

   SRLF managers continue to participate actively in the design and implementation of the new DRA system. SRLF processing and public service supervisors will also participate in the testing and training phases of the implementation. Much is still unknown of the functionality of this new system and its impact on operations at the SRLF. However, we anticipate that dual systems may be running initially, and this may slow productivity in both processing and public service sections.

   How new deposits are processed on the New DRA system will be very different from existing procedures. Dialog between UCLA, SRLF, and staff from the other four southern campuses has begun. Procedures for processing deposits will change and the SRLF will consult frequently with members of the Operations Committee and other campus representatives to ensure that service to depositors and their users are not adversely affected by these changes.

2. Programming and performance problems with ORION1.

   A new programming problem was discovered this year when staff tried to process UC Riverside Special Collections materials. The ORION location code for UC Riverside non-circulating materials had been assigned many years ago but heretofore had not been tested. When SRLF staff tried to load the Riverside records into ORION, the load was blocked due to an error with the location code. Further testing will be done to see if an alternative method of processing will work for this collection. If tests are unsuccessful, these special collection items will not be processed until ORION2 is implemented.

   To work around ORION/MELVYL data exchange problems, the SRLF has asked campuses to assume the responsibility of updating the location on MELVYL to SRLF for certain problematic materials (i.e. UCI Dissertations and UCSD Biomedical Library). The SRLF suppresses the ORION records from the tape that is sent to MELVYL for location changes, allowing the campus update to be loaded instead.

APPENDIX I.

SRL Board

University Librarian
G. Werner

Director
C. Bellanti 0.50

Operations Manager
C. Carlton

LA V Public Service Supervisor
R. Freel

LA III
FATA Assistant
P. Barone 0.50

LA III
Lending Supervisor
J. Edmondson

LA II
Paging Assistants
R. Ades 1.00
J. Dunbar 0.25
D. Hall 0.25
K. Rideau 0.75
T. Tran 0.25
M. Wong 0.25

Assistants I/II/III/IV
7.5 FTE

LA IV
Deposits & Stacks Supervisor
S. Kutay

Sr. Auto Equipment Operator
D. Diaz

Preservation Microfilming Service
Film Technician
P. Lacson

LA II
Quality Control Assts.
E. Dagdagan 0.25
K. Rideau 0.25

LA V Processing Supervisor
K. May

LA III
Processing Specialist
P. Barone 0.50
J. Doing

Assistants I/III/IV
2 FTE

LA II
Processors
E. Dagdagan 0.75
J. Dunbar 0.75
D. Hall 0.75
A. Hassan 0.75
T. Tran 0.75
M. Wong 0.75
T. Yoshizawa * 0.50
Vacant 4.0 FTE

Admin Asst. III
Y. Johnson

Program/Analyst II
D. Scholl

Program/Analyst I
J. Jamison * 0.5

* Casual Appointments thru

APPENDIX II.

SRLF STAFF PERSONNEL LIST 1996/97

ADMINISTRATION

Director	Claire Bellanti
Operations Manager	Colleen Carlton
Administrative Assistant III	Yvette Johnson
Programmer/Analyst I	Jina Jamison (.5 FTE, through June 1997)
Programmer/Analyst II	David Scholl

CIRCULATION/PUBLIC SERVICE

Supervisor, LA V	Robert Freel
Library Assistant IV	Steve Kutay (from February 1997)
Library Assistant III	Jon Edmondson Paul Barone (.5 FTE)
Library Assistant II	Randy Ades Jefferson Dunbar (.25 FTE) Daven Hall (.25 FTE, from August 1996) Mahmoud Omidsalar (.25 FTE, through November 1996) Keith Rideau (.75 FTE) David Scholl (.25 FTE, through October 1996) Tin Tran (.25 FTE) Mary Wong (.25 FTE)
Senior Automotive Equipment Operator	Darren Diaz (from February 1997)
Laborer Supervisor	Steve Kutay (through January 1997)

Laborer	Jon Beason (through January 1997)
	Darren Diaz (through January 1997)
	Juan Figueroa (through January 1997)
	Carnell Powell (through January 1997)

| Student Assistants (Assts. 1-4, LA I) | 7.5 FTE |

PRESERVATION MICROFILMING SERVICE

| Microfilm Technician | Peter Lacson |

| Library Assistant II Quality Control | Edwin Dagdagan (.25 FTE) |
| | Keith Rideau (.25 FTE) |

PROCESSING

| Supervisor, LA V | Karen May |

| Library Assistant III | John Doing |
| | Paul Barone |

Library Assistant II	Edwin Dagdagan (.75 FTE)
	Jefferson Dunbar (.75 FTE)
	Daven Hall (.75 FTE, from August 1996)
	Ali Hassan (.5 FTE)
	Mahmoud Omidsalar (.75 FTE, through November 1996)
	Tin Tran (.75 FTE)
	Mary Wong (.75 FTE)
	Tony Yoshizawa (.5 FTE)

| Student Assistants (Assistant 3-4) | 2 FTE |

APPENDIX III.

Deposits and Processing Statistics

Campus Deposits In Volume Equivalents
As Of June 30, 1997
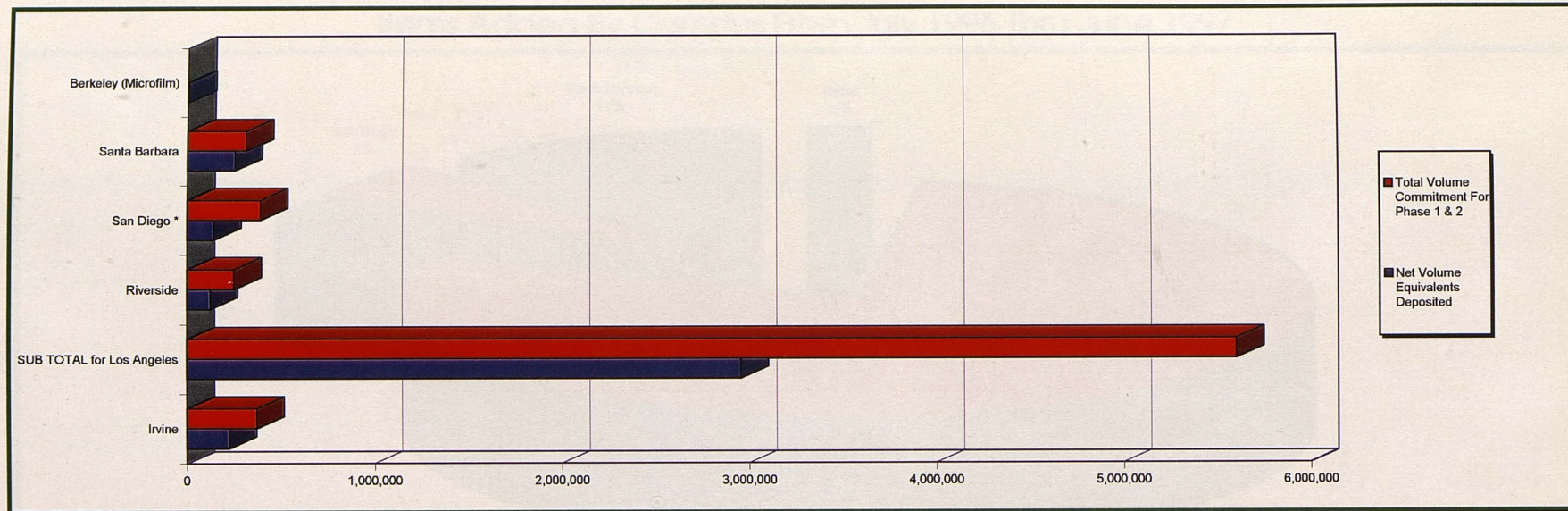
	A. Total Items Added as of 6/30/97	B. Total Volume Equivalents Deposited	C. Total Volume Commitment For Phase 1 & 2	D. Volumes Deaccessioned from SRLF	E. Net Volume Equivalents Deposited
Irvine	220,720	225,257	370,000	223	225,034
LOS ANGELES					
Libraries	2,318,319	2,649,383	5,600,000	2,265	2,647,118
Film & TV Archive	186,937	307,917		0	307,917
SUB TOTAL for Los Angeles	**2,505,256**	**2,957,300**	**5,600,000**	**2,265**	**2,955,035**
Riverside	121,915	123,438	250,000	289	123,149
San Diego *	129,278	140,824	390,000	171	140,653
Santa Barbara	249,412	251,330	310,000	430	250,900
SUB TOTAL	3,226,581	3,698,149	6,920,000	3,378	3,694,771
Berkeley (Microfilm)	15,954	4,353			4,353
GRAND TOTAL	3,242,535	3,702,502	6,920,000	3,378	3,699,124

* Volume Equivalents (Column B) reported for UCSD 95/96 were in error. 1996/97 Volume Equivalent has been corrected.

U.C. Southern Regional Library Facility
Items Added By Campus From July 1996 Thru June 1997

Riverside 3%
San Diego 5%
Santa Barbara 11%
Irvine 2%
Los Angeles Sub-Tota 79%
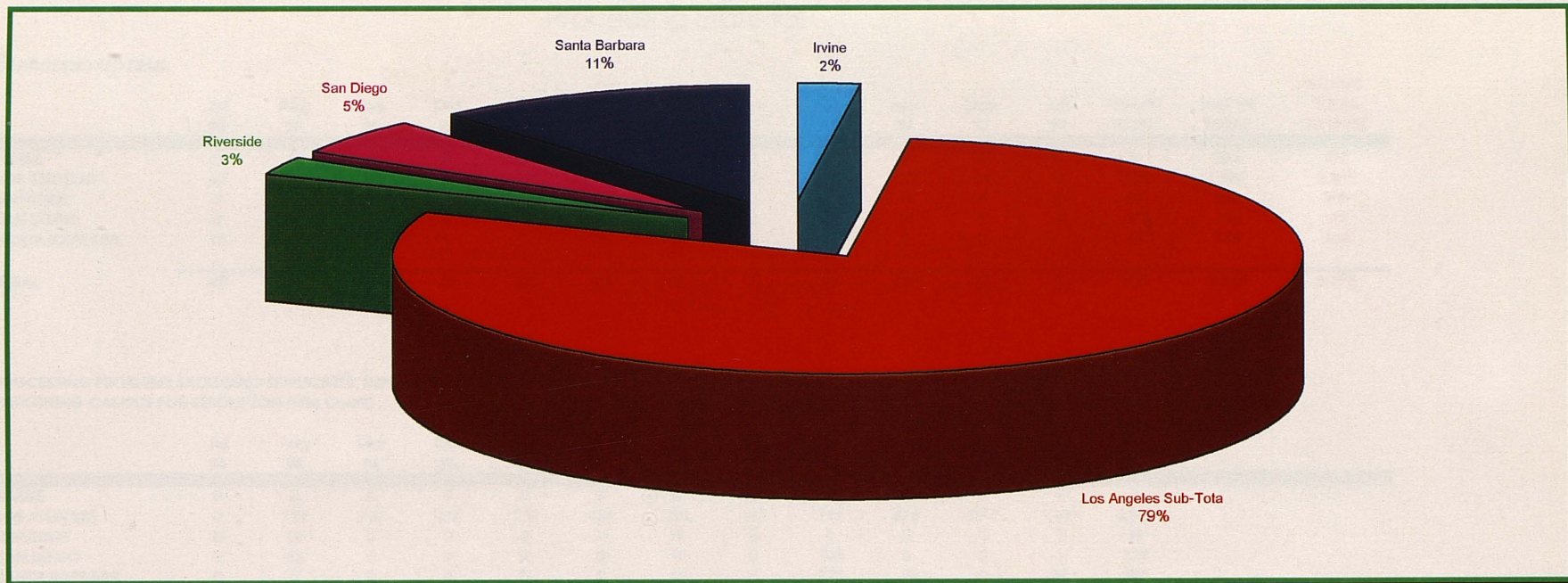
Items Added	Jul-96	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	1996/97 TOTAL	1987-96 TOTAL	1987-97 GRAND TOTAL
Irvine	0	256	0	195	0	0	128	1,044	874	640	122	1,150	4,409	216,311	220,720
Los Angeles															
Library	7,909	12,652	14,721	15,846	8,477	7,043	8,888	8,558	12,018	17,155	16,945	12,953	143,165	2,175,154	2,318,319
FATA	503	219	0	0	755	149	345	176	274	1,167	892	1,135	5,615	0	5,615
Los Angeles Sub-Total	8,412	12,871	14,721	15,846	9,232	7,192	9,233	8,734	12,292	18,322	17,837	14,088	148,780	2,175,154	2,323,934
Riverside	0	0	0	451	1,763	512	635	284	384	5	0	703	4,737	117,178	121,915
San Diego	1,365	64	1,994	702	6	0	448	531	768	1,291	1,066	1,282	9,517	119,761	129,278
Santa Barbara	952	727	64	2,641	3,115	3,042	1,780	1,042	2,263	2,550	1,562	1,556	21,294	228,118	249,412
Total	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	2,856,522	3,045,259

U. C Southern Regional Library Facility
Selected Statistics July 1996 Thru June 1997
Processing Statistics

DEACCESSIONED ITEMS

	Jul 96	Aug 96	Sep 96	Oct 96	Nov 96	Dec 96	Jan 97	Feb 97	Mar 97	Apr 97	May 97	Jun 97	1996/97 TOTAL	1987-96 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0	223	223
LOS ANGELES	32	16	17	9	12	9	46	10	37	112	84	0	384	1,881	2,265
RIVERSIDE	0	0	0	0	0	50	0	0	1	0	8	0	59	230	289
SAN DIEGO	0	0	0	0	0	16	0	0	8	16	1	0	41	130	171
SANTA BARBARA	15	1	0	1	0	26	0	0	3	0	0	0	46	384	430
TOTAL	47	17	17	10	12	101	46	10	49	128	93	0	530	2,848	3,378

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

	Jul 96	Aug 96	Sep 96	Oct 96	Nov 96	Dec 96	Jan 97	Feb 97	Mar 97	Apr 97	May 97	Jun 97	1996/97 TOTAL
IRVINE	0	0	0	0	0	0	0	0	0	0	0	7	7
LOS ANGELES	0	779	297	352	170	187	193	147	117	876	977	1,187	5,282
RIVERSIDE	0	38	0	0	0	0	0	0	0	0	0	1	39
SAN DIEGO	0	28	0	0	55	0	0	0	190	0	0	1	274
SANTA BARBARA	0	0	0	0	0	0	0	0	278	0	0	17	295
TOTAL	0	845	297	352	225	187	193	147	585	876	977	1,213	5,897

DUPLICATE ITEMS RETURNED TO CAMPUSES FOR RESOLUTION JULY 1996 THRU JUNE 1997

	Jul 96	Aug 96	Sep 96	Oct 96	Nov 96	Dec 96	Jan 97	Feb 97	Mar 97	Apr 97	May 97	Jun 97	1996/97 TOTAL	PROBLEMS & DUPS 1996/97 GRAND TOTAL	PROBLEMS & DUPS 1987-96 TOTAL	GRAND TOTAL 1987-97
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0	7	5,972	5,979
LOS ANGELES	0	226	0	120	757	0	234	1,253	1,628	290	397	656	5,561	10,843	56,667	67,510
RIVERSIDE	0	2	0	0	0	0	0	0	0	0	129	0	131	170	3,290	3,460
SAN DIEGO	0	4	0	0	7	0	0	0	0	0	0	0	11	285	12,569	12,854
SANTA BARBARA	0	0	0	0	0	0	0	0	0	0	0	0	0	295	11,546	11,841
TOTAL	0	232	0	120	764	0	234	1,253	1,628	290	526	656	5,703	11,600	90,044	101,644
GRAND TOTAL	0	1,077	297	472	989	187	427	1,400	2,213	1,166	1,503	1,869	11,600		90,044	101,644

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PAGING REQUESTS 1996/97
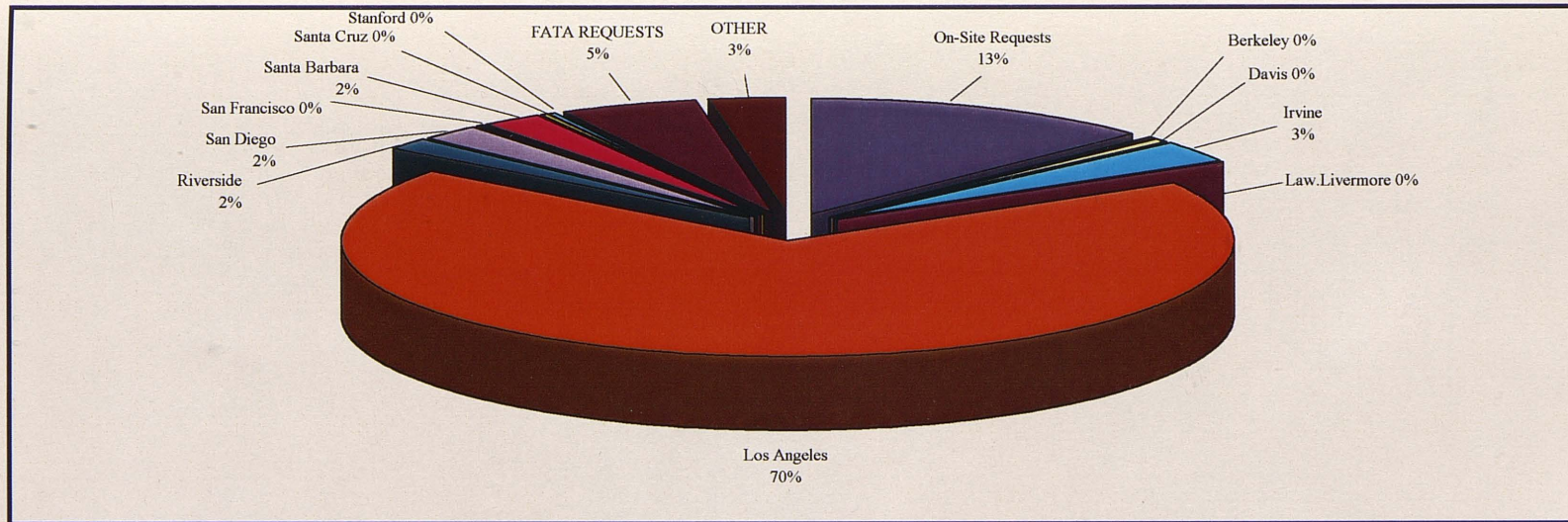
Pie chart: Los Angeles 70%, On-Site Requests 13%, FATA Requests 5%, OTHER 3%, Irvine 3%, Santa Barbara 2%, San Diego 2%, Riverside 2%, Stanford 0%, Santa Cruz 0%, San Francisco 0%, Berkeley 0%, Davis 0%, Law.Livermore 0%

	Jul-96	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	1996/97 TOTAL	1987-96 TOTAL	1987-97 GRAND TOTAL
On-Site Requests	1202	1159	784	1,187	1,026	1,266	1,229	1,246	1,256	1,247	1,578	989	14,169	106,623	120,792

Origin of Paging Requests

	Jul-96	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	1996/97 TOTAL	1987-96 TOTAL	1987-97 GRAND TOTAL
Berkeley	73	12	64	45	44	5	22	27	57	59	78	34	520	4,296	4,816
Davis	18	17	28	34	29	28	24	47	26	67	55	30	403	2,394	2,797
Irvine	320	396	190	295	297	148	340	430	284	329	291	241	3,561	28,862	32,423
Law.Livermore	9	5	9	5	6	8	2	5	3	5	4	6	67	592	659
Los Angeles	5737	6047	4631	7,075	6,577	4,365	6,555	7,740	6,684	7,688	7,463	6,117	76,679	509,256	585,935
Riverside	152	103	71	112	275	111	155	202	133	131	217	99	1,761	13,218	14,979
San Diego	199	166	225	261	220	131	240	343	180	243	222	147	2,577	19,499	22,076
San Francisco	7	2	15	14	6	1	3	7	2	4	2	0	63	369	432
Santa Barbara	245	159	154	277	239	158	253	301	252	218	257	157	2,670	19,638	22,308
Santa Cruz	37	29	30	36	44	17	20	23	26	41	42	22	367	3,055	3,422
Stanford	9	9	12	7	16	6	14	34	27	11	18	23	186	1,011	1,197
SUB TOTAL	**6,806**	**6,945**	**5,429**	**8,161**	**7,753**	**4,978**	**7,628**	**9,159**	**7,674**	**8,796**	**8,649**	**6,876**	**88,854**	**602,190**	**691,044**
FATA REQUESTS	506	685	359	543	306	211	608	357	577	541	432	620	5,745	1,065	6,810
OTHER	156	254	238	322	293	181	243	294	284	305	204	201	2,975	4,902	7,877
GRAND TOTAL	**8,008**	**8,104**	**6,213**	**9,348**	**8,779**	**6,244**	**8,857**	**10,405**	**8,930**	**10,043**	**10,227**	**7,865**	**111,743**	**714,780**	**826,523**

APPENDIX IV.

Public Service Statistics

U. C. SOUTHERN REGIONAL LIBRARY FACILITY
ITEMS RECEIVED 1996/97

Santa Barbara 9%
Berkely 0%
Film & TV Archive 11%
Irvine 0%
San Diego 5%
Riverside 4%
Los Angeles 71%
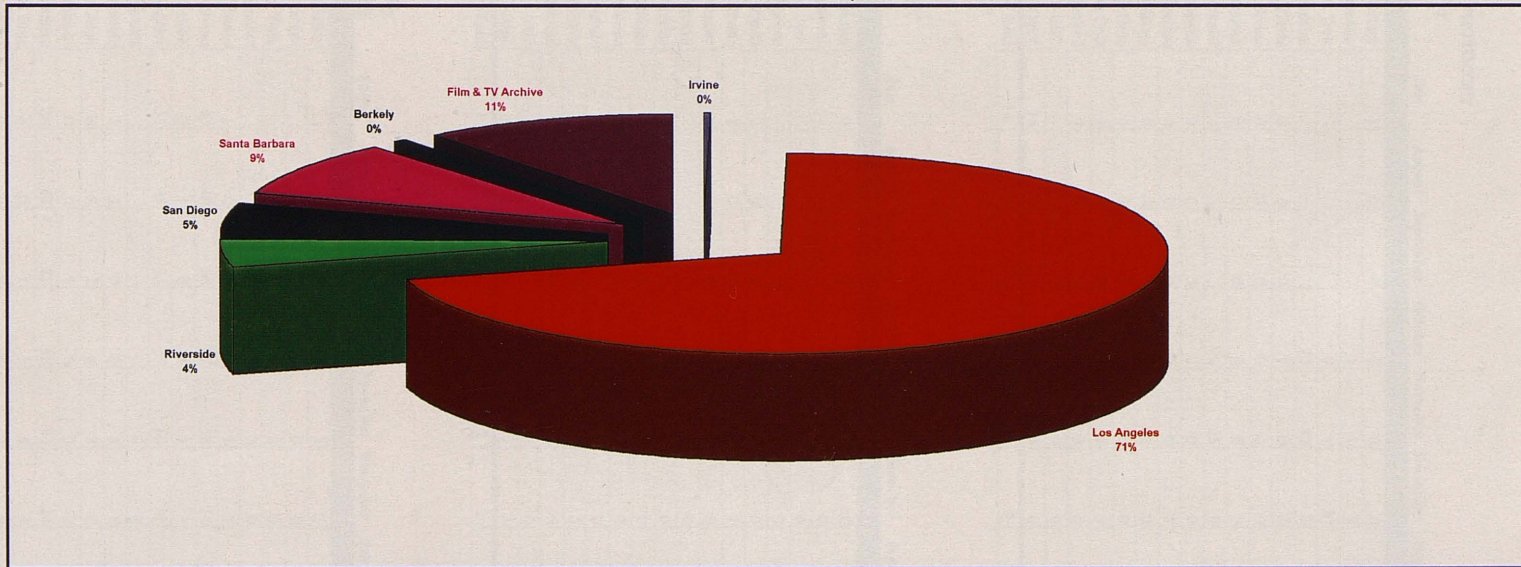
Number of Items Received

	Jul-96	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	1996/97 TOTAL	1987-96 TOTAL	1987-97 TOTAL
Irvine	0	0	28	25	108	66	225	62	31	0	89	0	634	220,719	221,353
Los Angeles	14,753	10,091	6,401	10,289	5,557	914	8,021	9,093	7,650	11,569	10,746	17,067	112,151	2,129,691	2,241,842
Riverside	1,254	70	62	4,011	462	199	229	177	429	0	0	0	6,893	125,374	132,267
San Diego	0	3,014	0	2,053	2,053	0	0	0	373	0	0	0	7,493	152,123	159,616
Santa Barbara	123	0	2,800	1,897	1,897	0	0	2,147	2,307	1,410	1,804	0	14,385	249,392	263,777
Subtotal	16,130	13,175	9,291	18,275	10,077	1,179	8,475	11,479	10,790	12,979	12,639	17,067	141,556	2,877,299	3,018,855

													1996/97 TOTAL	1987-96 TOTAL	1987-97 TOTAL
Berkely	0	0	0	0	66	198	66	0	60	23	0	54	467	15,487	15,954
Film & TV Archive	0	0	0	0	2,025	12,179	0	0	763	594	759	662	16,982	169,991	186,973
Subtotal	0	0	0	0	2,091	12,377	66	0	823	617	759	716	17,449	185,478	202,927

													1996/97 TOTAL	1987-96 TOTAL	1987-97 TOTAL
GRAND TOTAL	16,130	13,175	9,291	18,275	12,168	13,556	8,541	11,479	11,613	13,596	13,398	17,783	159,005	3,062,777	3,221,782

U.C. Southern Regional Library Facility
Selected Statistics 1996/97
Circulation Statistics

ARIEL, FAX & PHOTOCOPY
Requests Filled by

ARIEL	July	August	September	October	November	December	January	February	March	April	May	June	1996/97 Total	1994-96 TOTAL	1994-97 GRAND TOTAL
Berkeley	1	0	0	0	0	0	0	0	0	0	0	0	1	1	2
Cal Poly Pomona				2	1	1	1	4	0	2	0	2	13	0	13
Cal Tech			8	1	10	3	6	6	11	8	12		65	0	65
Claremont				25	17	9	1	7	14	10	5	6	94	0	94
Davis	0	0	0	1	0	0	2	3	1	1	2	1	11	2	13
Irvine	0	0	0	0	0	0	0	0	0	0	0	0	0	789	789
Law.Livermore	0	0	0	0	0	0	0	0	0	0	0	0	0	7	7
Occidental				6	15	0	2	7	9	7	1	2	49	0	49
Riverside	0	0	0	0	0	0	0	0	0	0	0	0	0	42	42
San Francisco	0	0	0	0	0	0	0	1	0	0	0	0	1	3	4
San Diego	0	0	1	0	2	0	0	0	0	0	1	0	4	129	133
Santa Barbara	0	0	0	0	0	0	0	0	0	0	0	0	0	126	126
Santa Cruz	0	0	0	0	0	0	0	0	0	0	0	0	0	8	8
Stanford	0	0	0	0	0	0	0	0	1	0	0	0	1	18	19
USC				3	0	0	5	10	7	6	3	4	38	0	38
Other	14	26	22	0	0	0	0	0	0	0	0	0	62	504	566
Total Sent by Ariel	14	26	23	10	17	0	9	21	18	14	7	7	166	1,629	1,968

Requests Filled by

FAX	July	August	September	October	November	December	January	February	March	April	May	June	1996/97 Total	1994-96 TOTAL	1994-97 GRAND TOTAL
Berkeley	0	0	0	0	0	0	0	0	0	0	0	0	0	8	8
Cal Poly Pomona				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
Claremont				0	0	0	0	0	0	0	0	0	0	0	0
Davis	0	0	1	0	0	0	0	0	2	0	0	1	4	17	21
Irvine	1	0	0	0	1	1	0	0	1	0	0	0	4	270	274
Law.Livermore	0	0	6	2	0	0	0	0	0	0	0	3	11	101	112
Occidental				0	0	0	0	0	0	0	0	0	0	0	0
Riverside	0	0	0	0	0	0	1	0	0	0	0	0	1	303	304
San Diego	0	0	1	0	0	0	0	0	0	0	0	1	2	411	413
San Francisco	0	0	2	0	0	0	0	0	1	0	0	0	3	35	38
Santa Barbara	0	0	0	0	0	0	0	0	0	0	0	0	0	888	888
Santa Cruz	0	0	0	0	0	0	0	0	0	0	0	0	0	74	74
Stanford	0	0	0	0	0	0	0	0	0	0	0	0	0	156	156
USC				0	0	0	0	0	0	0	0	0	0	0	0
Other	0	2	0	1	1	1	0	0	0	1	2	0	8	77	85
Total Faxed	1	2	9	3	2	2	1	0	2	1	2	4	29	2,340	2,373

Requests Filled by

PHOTOCOPY	July	August	September	October	November	December	January	February	March	April	May	June	1996/97 Total	1994-96 TOTAL	1994-97 GRAND TOTAL
Berkeley	2	2	2	5	3	1	5	1	1	1	6	4	33	248	281
Cal Poly Pomona				0	0	0	1	1	0	0	0	0	2	0	2
Cal Tech				1	0	0	5	0	2	4	1	0	13	0	13
Claremont				1	0	0	1	1	2	4	0	0	9	0	9
Davis	1	0	2	3	1	1	1	0	1	1	0	1	12	134	146
Irvine	42	49	26	27	28	18	50	27	67	38	48	39	459	1,125	1,584
Law.Livermore	3	1	0	4	3	1	1	2	1	3	3	2	24	167	191
Los Angeles	51	45	53	57	60	31	41	58	50	47	31	51	575	605	1,180
Occidental				0	0	0	2	0	0	3	0	0	5	0	5
Riverside	3	3	0	0	3	5	3	2	1	7	1	2	30	153	183
San Diego	6	8	2	8	8	4	5	9	8	19	12	4	93	410	503
San Francisco	0	0	1	0	0	0	1	1	1	0	1	0	5	43	48
Santa Barbara	28	23	21	30	40	24	20	14	12	17	31	22	282	1,581	1,863
Santa Cruz	6	0	1	1	4	4	4	1	3	1	3	1	29	186	215
Stanford	0	0	0	0	0	0	0	0	1	2	0	0	3	28	31
USC				0	0	0	0	2	1	3	0	0	6	0	6
Other	9	1	3	11	4	6	5	2	5	3	2	4	55	1,001	1,056
Photocopies Sent	148	130	107	138	226	128	132	118	150	143	132	125	1,677	5,681	7,316

SRLF On-Site User Profile
July 1996 through June 1997

	USER CATEGORY	# USER VISITS	
Faculty	0001 UC Berkeley	1	
Users	0002 UC Davis	1	
9 %	0003 UC Irvine	2	
	0004 UCLA	262	8 %
	0005 UC Riverside	2	
	0008 UC Santa Barbara	6	
	0104 UCLA Post-Doctoral Fellows	33	
Graduate	UC Berkeley	4	
Users	UC Davis	1	
14 %	UC Irvine	10	
	UCLA	474	14 %
	UC Riverside	3	
	UC San Diego	3	
	UC Santa Barbara	11	
Undergraduate	0601 UC Berkeley	2	
Users	0602 UC Davis	1	
26 %	0603 UC Irvine	3	
	0604 UCLA	903	26 %
	0606 UC San Diego	3	
	0608 UC Santa Barbara	5	
	0609 UC Santa Ctruz	3	
Staff &	UCLA Extension Faculty & Students	22	
Extension	UCLA Staff Personnel & Family	101	
4 %	Other UC Staff Personnel	4	
Off Campus	CSU Academic	19	
Users	CSU Graduate Students	3	
47 %	CSU Undergrad Students	7	
	0041 USC Academic	9	
	0441 USC Graduate Students	11	
	Other California Institution Academic	22	
	Other California Undergrad Students	19	
	1280 UCLA Alumni	178	5 %
	Other UC Alumni	21	
	1380 Friends of the UCLA Library	109	3 %
	1480 General Public, Courtesy	7	
	1680 General Public, Level 5	24	
	1681 General Public, Level 10	44	
	1682 General Public, Level 20	1	
	16XX Information Brokers\Library Services	232	7 %
	1880 Reference	244	7 %
	Other off campus card holders	16	
	Without Library Card	664	19 %

Total Users 3,490

Appendix IV