UC

Southern Regional Library Facility

Annual report 1999/2000

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II   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

 📖 Rapidly retrieving materials when requested

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

III SUMMARY

Chaos reigns within.
Stop, reflect, and reboot.
Order shall return.
                    -Anonymous

1999-2000 was a year of struggle and also some triumphs for the staff at the SRLF.

The struggle to implement ORION2, reinvent processing and paging, and cope with the stress of change was difficult on everyone in the Department. The capacity to process deposits declined because of the sluggish performance of the TAOS cataloging client and the need to establish all new procedures. Even with these roadblocks, staff processed almost 106,000 items in the year. SRLF paging on ORION2 (developed by LIS using Wings technology running against TAOS) worked well from the first day, but it took time for library staff to get used to new paging procedures and there was some confusion in its use, especially among special collections staff.   In addition, the introduction of MELVYL Request provided another source of request delivery taking pressure off ORION2 paging. The resilience and good will of the staff were sorely tried, but by the end of the year it was clear that TAOS truly was improving.

On the other hand, the changes in routine caused by TAOS prompted the computing and technology staff Telecommunications Section to respond with creativity. They developed the ORION2 OPAC SRLF Requests web application so that library staff all over campus could track the status of their SRLF requests, making staff more efficient at responding to request questions from the public. They developed a "desk-top delivery" system for scanned articles, initially sent to other campus ILL Departments for direct delivery to users. They investigated and developed macros to make processing on TAOS more efficient. The list of their contributions to the internal operations of the SRLF is very long this year.

Finally, the Preservation Microfilming Section finished the year in the "black" for the first time. A lucrative contract with the Getty Center and steady work with the California Newspaper project gave us sufficient business to cover costs.

IV SIGNIFICANT EVENTS AND ACCOMPLISHMENTS 1999/2000

Processing Section

1. New Deposits:

    SRLF received 137,433 new deposits. All but 3,386 items were received from UCLA libraries and archives. The moratorium on deposits from non-UCLA libraries continued through most of the year because procedures and TAOS functionally for handling off-campus materials were not in place.

    Processing Statistics: staff processed 105,688 items during 1999/2000. In July, 1999, 7408 serial volumes from UCLA libraries were processed on Orion. Then beginning in August, all processing was completed on ORION2.

2. During August and September, staff received training on the TAOS cataloging client. Processing procedures on TAOS are more complex than they were in Orion, and response time on the new system is generally slower. Subsequently, productivity standards on ORION2 have been lowered. The average productivity rate in May 2000 was 13.45 items per hour. By comparison, the productivity standard on Orion was 30 items per hour.

3. Backlogs:

    In October 1999 there was a backlog of 36,853 UCLA Books and Microforms. By June 2000 all but 1,976 of these items were processed. The backlog of Off-Campus materials (numbering 17,352) remains unchanged because the TAOS processing procedures for these materials has yet to be finalized.

    Processing of non-book items such as film reels, record storage boxes, maps, and large rolled documents is done by way of "datasheets." These backlogs were given a lower priority over books because they are "semi-accessible" with title and item information available on the datasheets. Some limited progress was made on the "datasheet" backlog of 152,880 items.

The count for items processed includes:	
📖 UCLA Film and Television Archives	1,429
📖 UCLA microfiche	647
📖 UCLA rolled documents	1,038

4.   Procedures were drafted and staff were trained on ORION2 in a phased implementation beginning with single volume unbarcoded monographs, followed by multi-volume sets and barcoded monographs.   Serials processing is much more complex and frequently requires staff to cleanup and edit holdings records that migrated from Orion. Due to these complexities, serial processing is assigned to the Library Assistant III's. Monographic processing is performed by the Library Assistant II's. This division of labor results in a faster pace and steady monographic workflow, and a slower more complex serials workflow.

5.   TAOS cataloging client macros, developed by David Scholl were implemented. The use of macros has increased processing productivity immensely. John Doing has been assigned as the sole writer and editor of macros for the section in order to maintain consistency and security.

6.   Several different approaches were tried to offset the reduced processing capacity of ORION2 and the slow and unpredictable response time. In the Fall, six staff members volunteered to work split shifts or later shifts, working during the off-peak hours when ORION2 response time was better. After two months, however, the split shifts were abandoned because response time proved to be unpredictable well into the evening hours, making the split shifts ineffectual.

With temporary funding from the UCLA Library, an overtime program began in January 2000. Overtime hours were assigned on Saturdays, when system response time is faster and stability is markedly improved . Staff is typically able to process at least 50% more items per hour on Saturdays. In addition to funding the overtime effort, UCLA Library also provided the assistance of three staff members from UCLA library departments (YRL Cataloging and YRL Special Collections). These staff members worked 12 to 15 hours per week, plus Saturday overtime. Their efforts were devoted to processing UCLA backlogs.

UCSB Nikic Collection Brieflisting Project: The Nikic Collection is a group of materials on the Balkan peoples. The original scope of this project, which began in October 1995, was threefold: 1) create brief bibliographic, copy holdings, and MARC holdings records on PEGASUS (UCSB's online system); 2) after the records are created on PEGASUS and loaded onto MELVYL, find the record on MELVYL and copy it onto ORION; 3) process the items on ORION. Work on the project was suspended from February 1997 to September 1998.

When the project resumed in October 1998, the PEGASUS brieflisting work continued and was completed in October 1999. During this time ORION processing had ceased, due to the pending implementation of ORION2. The final portion of the Nikic Project will be completed on ORION2 during the coming year.

Selected statistics for the PEGASUS portion of the project include:	
📖 New titles added	5,122
📖 Items added	5,355
📖 Staff hours	1,180
📖 Items awaiting processing on ORION2	4,628

7. In order to accept more deposits and increase the processing capacity, SRLF needed to fill three vacant staff positions. UCLA provided the funding to fill these career positions. Tin Tran, a processing/public service Library Assistant II was promoted to a vacant Library Assitant III position. Christine Barone was hired to fill Tin's vacant Library Assistant II position, and Cynthia Moore and Erich Schneider were appointed to the two other Library Assistant II positions. For the first time in more than six years, all career positions in the Processing Section are filled.

Public Services Section

Change and challenge marked 1999/2000. Of course the most notable event of the year was the implementation of ORION2. However, there were several other notable implementations such as OCLC for receiving requests, electronic desktop delivery, and the SRLF Request Database Web Application.

8. ORION2

As the year began SRLF Public Service staff were busy preparing for September 27, implementation day. Because old Orion operated on a mainframe computer that was not Y2K compliant, we had no choice but to make the transition to the new ORION2 system. On September 27, we implemented the Circulation Client and the ORION Express component of ORION2, but the library was unable to make the OPAC available to the public. Without an OPAC, we saw a 23% decrease in the number of requests received from the previous year.

	1998/1999	1999/2000	Percent Change
📖 **Summer**	22,077	20,489	-7%
📖 **Fall**	23,208	15,735	-32%
📖 **Winter**	26,557	19,905	-25%
📖 **Spring**	26,827	20,276	-24%
TOTAL	**98,669**	**76,405**	**-23%**

Since the ORION2 OPAC was not available to transmit requests to SRLF, users were immediately directed to other request alternatives such as CDL Request, Melvyl Request (via telnet), email, fax, and a newly created web request form.

Staff spent more time processing requests because the new system was slow and buggy. Energy was directed into reporting bugs and response times to Library Information Systems (LIS).

Fall quarter was an extremely frustrating time for users and staff. Library staff extended themselves by doing everything possible to help users locate materials, fill requests within the established turnaround times, and provide LIS with bug and response time reports. The staff showed extreme patience and cooperation

At the beginning of winter quarter, the OPAC had improved enough that a test version was made available to UCLA faculty, staff, and students. At the beginning of spring quarter, the OPAC was made available to the world.

While the ORION2 implementation was an extremely difficult and challenging time, everybody rose to the occasion and no staff suffered a breakdown. Fortunately, since implementation, we have seen consistent performance improvements in the ORION2 circulation client and OPAC.

9. OCLC
   SRLF established an OCLC ILL account and began accepting requests on November 8, 1999. UC ILL staff is delighted about being able to send and forward requests to SRLF via OCLC. In January CDL began using SRLF's OCLC account to forward CDL requests.

10. Electronic Desktop Delivery
    During summer 1999, SRLF began delivering articles via the web using the Minolta PS7000 book scanner and MS3000 microfilm scanner. Requested articles and book chapters are scanned into PDF format, and hung on SRLF's web server for a 28 day period. The user is then notified by email with the URL for their requested document. Users can download and save their documents for reading and printing.

11. SRLF Request Database Web Application
    SRLF needed a report writer to print SRLF Requests from the LIS database. David Scholl created the SRLF Request Database Web Application, a web interface that allows staff to view the database of SRLF requests that have been made through the ORION2 OPAC or the SRLF Web Page. This application gives staff access to all of the information that was included in any request submitted through the ORION2 OPAC or the SRLF Web Page.

Some of the ways staff can search through requests is by:
- SRLF Barcode
- User Name
- Title
- Author
- Date and Time
- Delivery Destination
- Notes Field Information

The database is used to print requests, gather statistics, and for trouble shooting. The automated statistic gathering feature saves between one and two hours of staff time per day. In addition, the web application has been made available to staff at other UCLA libraries. UCLA staff can check the status of individual requests and as a result, SRLF staff spend less time trouble shooting.

Computing And Telecommunications

12.   Began revision of the SRLF Public Web site to enable faster loading pages and access to SRLF information. The new revised design utilizes W3C standardized Cascading Style Sheets to create a uniform design for use by the newer Dynamic HTML web browsers but also allows adequate access to SRLF information using older versions of web browsers. Add photographs to illustrate the guidelines. Began creating interactive tour of the facility using Macromedia Director and Flash software.

13.   Installed NT workstations in the public reading room and in Access Services area. Workstations in the public reading room required the LIS public configuration which restricts public access to the NT operating system. The workstations in the Access Services area were configured for ORION2 circulation activities. These workstations replaced the IBM dumb terminals that were used for Orion. These workstations were transferred from other staff members' workstations that will be upgraded to newer workstations. Installed six new NT staff workstations custom-built by SRLF Staff at realized cost savings of $1500 per machine as compared with a purchase of an equivalent or lesser quality machine from a major vendor.

14.   Completed final Y2K analysis and implemented updates before 12/31/99. Reviewed Y2K evaluation of equipment and software. Applied any additional Service Packs, service releases, or upgrades that required Y2K fixes.

15.   Disconnected and discarded Orion hardware and equipment. After termination of Orion the non-Y2K compliant and legacy hardware was inventoried and discarded to a recycling center.

16.   Developed and tested macros for the TAOS Cataloging client in processing, using the software program MacroMagic. MacroMagic was installed on all designated workstations.

17.   Re-evaluated the IBM leasing program and began making necessary plans to replace the current workstation lease that will end in Fall 2000. A finance-purchase plan will be used instead of a lease program in order to meet UCLA Purchasing requirements. Evaluated the option to upgrade existing SRLF owned workstations that are Pentium 133s and older. Determined the need to replace these aging machines along with the leased machine replacements bringing the total number of new machines to 35.

18.   UCLA Communications Technology Services (CTS) began plans to rewire all workstations and convert to Ethernet connections as part of the UCLA Connection Project. Completion of new network project will occur during the 2000/2001 school year.

19.   Began evaluating and testing new software which included Windows 2000, new web development software, and Office 2000 applications. Evaluation will continue into the 2000/2001 school year.

New Web applications developed:

20.　Expanded 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. Created the SRLF Public Web Requests application to take requests from the public website. Reused and modified programming code from the ORION2 OPAC SRLF Requests application to create an application for staff to search, obtain statistical reports, and print requests submitted from the public website. Used Access database to store submitted requests. Evaluated and monitored use of Public Website Request web application for possible modifications or the need for termination based on ORION2 OPAC use.

Created YRL Backlog request and tracking web application. This application allows YRL staff to request a search for items that are presently in the backlog at SRLF. The application allows staff to search and monitor the status of a request. The SRLF Staff functions provide printing of the requests and updating the status of a search for the item(s).

Created circulation web application for Film and TV Archive (FATA) items. Presently circulated items for FATA are recorded in an Excel spread sheet. With the implementation of ORION2 circulation functions will be temporarily unavailable until functionality is available using ORION2. Moved circulation data from Excel to Access to provide more efficient database management of the web application.

Existing Web Applications:

21.   Completed the SRLF Helpdesk application for administrative functions. These functions included 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.

Updated SRLF MessageCenter application. Updated phone message form to allow messages to be sent to multiple recipients with a choice of To, CC or BCC functions. Included groups for all staff and each section of SRLF as well as individual staff members. Added ability to type in an email address that is not contained in the staff information database.

Completed ORION2 OPAC SRLF Requests web application. This application allows SRLF Staff to print requested items from the ORION2 OPAC sorted in shelving number order. The SRLF Requests database, hosted on an UCLA Library Microsoft SQL server, stores request information which was not previously available in Orion. The web application provides library staff simple and advanced searching functionality as well as live statistical reports of requests. The information and functionality provided by this database and the web application has eliminated many manual steps in the work flow and saved time and labor.

Preservation Microfilming Service

22.   The Preservation Microfilm Service (PMS) finished its fourth year of service with a positive balance.   In addition to beginning work on a two-year contract for The Getty, PMS worked on several projects for the federally funded California Newspaper Project (CNP). The CNP will likely continue to be a major source of work through the next five years.

PMS managers and staff began evaluating the purchase of new camera equipment that might improve product quality and increase productivity. This evaluation will continue into the next fiscal year.

PMS staff began experimenting with digitizing microfilm using the Minolta PS3000 Microfilm scanner. By working on a few projects staff learned that there is more to learn about digital scanning of microfilm. Additionally, staff learned the intricacies and limitations of the existing equipment.

V   GOALS AND STRATEGIES FOR 2000/01

1. Maintain a balance of materials to be processed including: new UCLA deposits, new off-campus deposits and backlogged UCLA and off-campus materials. Work with the Board and Operations Committee to determine the percentages of materials accepted from these three categories.

2. For UCLA deposits, continue to work with UCLA Library committees to update procedures as needed in light of experiences with processing on the new system. Establish criteria for problem reporting. Work with UCLA cataloging centers in cleaning up duplicate data that is a result of the migration from the old system. Assign staff members to process UCLA special collections books.

3. Assign and train staff members on off-campus processing beginning with the backlog of ca.17,000, including circulating and special collections items.

4. Assign and train staff members to process ca. 149,000 non-book items from datasheets. Datasheets are gathered for special collections boxes, film reels from the Film and Television Archives, maps, and the like.

5. Install the Relais Desktop Document Delivery management software on the Minolta Scanning workstation. This software will provide a single interface for scanning directly into the Acrobat PDF format, posting to a website, emailing a web URL address for document pickup, integration with the Ariel software and maintaining an address book of email addresses.

6. Replace Preservation Microfilm Cameras. New camera equipment should improve the quality of microfilm images, particularly for low contrast materials, and increase productivity.

7. Replace 1991 Chevrolet Kodiak Truck.

Web Applications to develop:

8. Evaluate a calendar/scheduling application. This application may function best as an Outlook-Exchange-Web application. Example applications for the SRLF would be a job scheduler for Preservation Microfilm Service, staff work schedules, shared address books and project folders.

9. Mount processing procedures, problem charts, and SRLF Contacts list on the public website.

10. Web application to report SRLF record problems. This application will provide online reporting and tracking for problems such as non-migrated items, duplicate records that need to be merged, and other holding records cleanup requests.

11. Access Services Receiving web application. This application, available from the public website, will provide tracking and schedules of new deposits.

12. Web application for Deposits and Items Received. This project would improve efficiency and accuracy of incoming deposit statistics. It should also report information via the web in real time.

13. Web application for recording statistics and user data from on-site paging requests.

Existing Web applications to Complete or Update:

14.   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.

15.   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 from a manual to a dynamic selection.

16.   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.

17.   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.

18.   Complete SRLF Website and web application development guidelines. Revise Intranet design to accommodate the NTFS security for web applications, plus bring HTML and programming code in to conformity with site guidelines.

19.   Install 35 new NT staff workstations. These workstations will replace the existing IBM leased machines and the SRLF owned Pentium 133 machines.

20.   Upgrade hardware and software on existing servers. Upgrades include additional hard drive storage, more memory and upgrade to the Windows 2000 operating system.

21.   Complete the re-cabling and new network installation of the UCLA Connection Project. This will provide 10/100 Switched Ethernet network connections for SRLF.

22.   Develop Windows Scripting Host(WSH) scripts to replace the MacroMagic macros used with the TAOS cataloging client in processing. The WSH scripts allow additional functionality not available in MacroMagic. Using the freeware software program WinKeys to run the scripts will provide a performance improvement on the workstations. Continue testing, planning and preparation for a possible Windows 2000 migration. This migration will be for both workstations and servers.

VI   CONCERNS FOR OPERATIONS

1.   ORION2 Processing

A chief concern for the SRLF is reduced processing capacity and the resulting backlogs of new deposits, both at SRLF and at campus libraries. With a temporary budget augmentation in 2000/01, we will hire additional processors and continue the overtime project, thereby increasing the capacity to receive new deposits. SRLF managers and the Operations Committee members will develop a strategy for prioritizing deposits and workloads.

2.   Data clean up after ORION.

The SRLF has begun to feel the effects of data migration problems from ORION to ORION2. In particular, item barcodes for an unknown number of large serial records and monographic sets did not survive the migration process in tact. Working from an ORION "gap list" of SRLF barcodes, the recovery operation will require staff to check the stacks for missing barcodes and then re-enter item barcodes that are found on the shelves. This recovery work will be ongoing, with priority given to titles for which there are active paging requests.

3.   Computer equipment and connectivity.

By the beginning of 2000/01, the SRLF will need to replace twenty workstations as the three-year lease on these machines terminates in October 2000. In addition, the current token ring connections for SRLF workstations must to be upgraded as this technology becomes obsolete. The UCLA campus has been working on a campus wide connectivity project to install new wiring or convert existing wiring to Ethernet. The SRLF is scheduled to be included in this project during 2000/01. All workstations and servers will be connected via Ethernet. Hopefully the connectivity project and the procurement on new workstations can be coordinated so that new wiring will be in place before the new workstations arrive.

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 OPAC, cataloging or circulation records for SRLF items.

APPENDIX I: Organisation Chart

Southern Regional Library Facility
Organization Chart - June 30, 2000

SRL Board

University Librarian
G. Werner

Director
C. Bellanti 0.50

Operations Manager
C. Carlton

Program/Analyst II
D. Scholl

Electronics Technician
** 0.49 FTE

Web Design Artist
** 0.49 FTE

Admin Analyst
Y. Johnson

LA V Processing Supervisor
K. May

LA III Processing Specialist
P. Barone
J. Doing
T. Tran

LA II Processors

C. Barone 0.75
J. Dunbar 0.75
D. Hall 0.75
J. Jamison 0.75
C. Moore 0.75
E. Schneider 0.75
M. Wong 0.75
*Vacant 3.0 FTE

LA V Public Service Supervisor
R. Freel

LA IV Deposits & Stacks Supervisor
S. Kutay

Assistants I/II/III/IV
** 7 FTE

LA III Lending Supervisor
J. Edmondson

Sr. Auto Equipment Operator
D. Diaz

Preservation Microfilming Service

Film Technician
P. Lacson

LA II Quality Control Asst.
E. Dagdagan

Order/Processing Assistant
J. Jamison 0.25

LA II Paging and ILL Assistants

C. Barone 0.25
J. Dunbar 0.25
D. Hall 0.25
M. Smith
C. Moore 0.25
E. Schneider 0.25
M. Wong 0.25
*Vacant 1.0 FTE

* Casual Appointments
** Casual/Restricted Appointments

APPENDIX II: SRLF STAFF PERSONNEL LIST 1999/2000

Administration

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

Circulation/Public Service

Supervisor, LA V	Robert Freel (.65 FTE)
Library Assistant IV	Steve Kutay
Library Assistant III	Jon Edmondson
Library Assistant II	Christine Barone (.25 FTE)
	Jefferson Dunbar (.25 FTE)
	Daven Hall (.25 FTE)
	Cynthia Moore (.25 FTE)
	Keith Rideau
	Erich Schneider (.25 FTE)
	Matt Smith
	Mary Wong (.25 FTE)
Senior Automotive Equipment Operator	Darren Diaz
Student Assistants (Assts. 1-4, LA I)	7FTE

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 Tin Tran
Library Assistant II	Christine Barone (.75 FTE) Jefferson Dunbar (.75 FTE) Daven Hall (.75 FTE) Jina Jamison (.75 FTE) Cynthia Moore (.75 FTE) Erich Schneider (.75 FTE) Mary Wong (.75 FTE)

APPENDIX III: Deposits and Processing Statistics

ITEMS RECEIVED
JULY 1999 thru JUNE 2000

Santa Barbara
2%
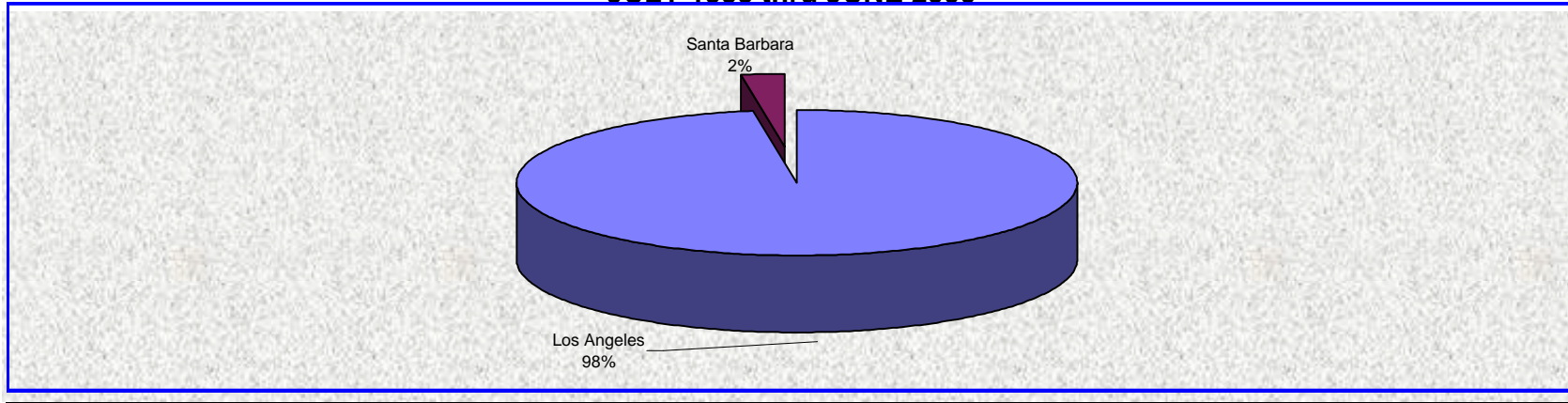
Los Angeles
98%

Number of Items Received

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	To Date
Irvine	0	0	0	0	0	0	0	0	0	0	0	0	0
Los Angeles													
UCLA Library	29,790	16,182	15,509	1,067	0	362	1,135	10,687	11,033	3,385	10,181	14,951	114,282
FATA	1,195	10,625	976	725	216	790	1,106	1,372	791	658	632	679	19,765
Los Angeles Sub Total	30,985	26,807	16,485	1,792	216	1,152	2,241	12,059	11,824	4,043	10,813	15,630	134,047
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	1,278	0	0	0	2,108	0	3,386
Deposits Received	30,985	26,807	16,485	1,792	216	1,152	3,519	12,059	11,824	4,043	12,921	15,630	137,433

Campus Commitment Rates In Volume Equivalents
As Of June 30, 2000
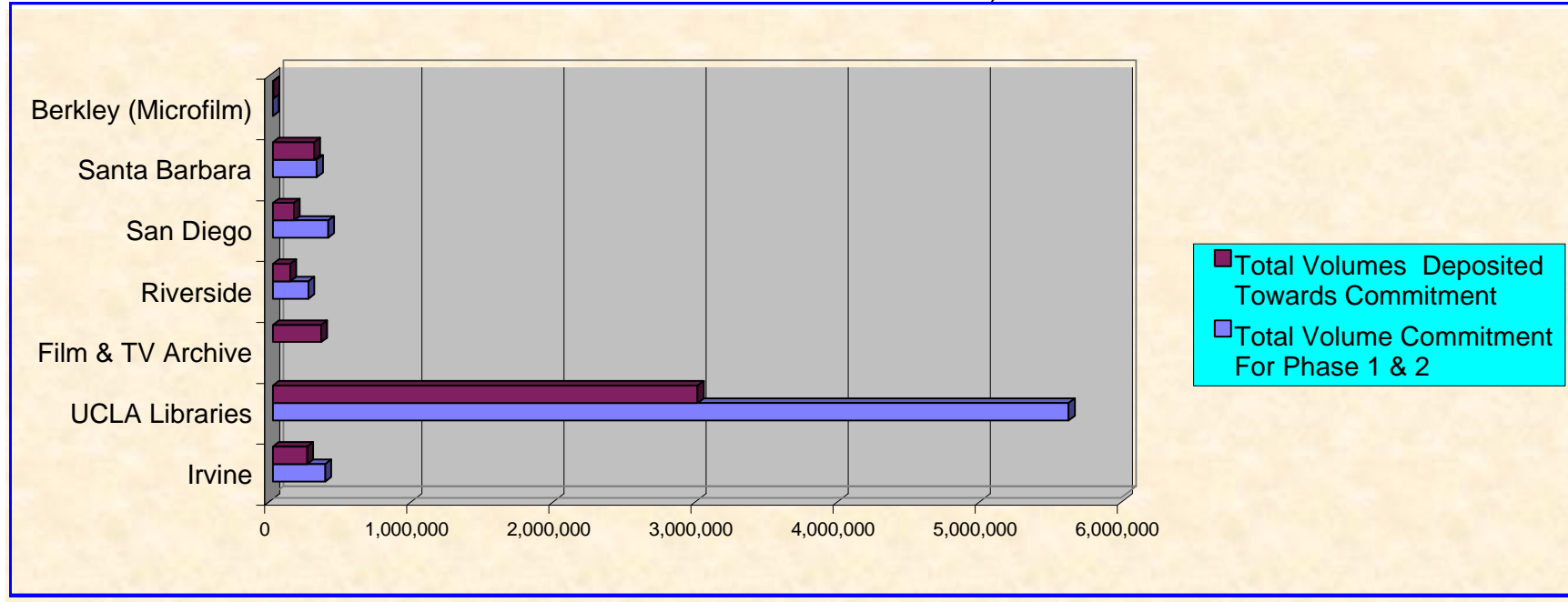
	A. Total Items Added as of 6/30/2000	B. Total Volume Equivalents Deposited	C. Total Volume Commitment For Phase 1 & 2	D. % of Total Commitment Deposited	F. Volumes Deaccessioned from SRLF	G. Total Volumes Deposited Towards Commitment	H. % of Total Commitment Met
Irvine	238,659	243,196	370,000	65.73	225	242,971	65.67
LOS ANGELES							
UCLA Libraries	2,601,329	2,993,065	5,600,000	53.45	3,262	2,989,803	
Film & TV Archive	228,018	339,719			160	339,559	
SUB TOTAL for Los Angeles	2,829,347	3,332,784	5,600,000	59.51	3,422	3,329,362	59.45
Riverside	123,407	125,001	250,000	50.00	294	124,707	49.88
San Diego	136,119	147,665	390,000	37.86	225	147,440	37.81
Santa Barbara	280,471	290,930	310,000	93.85	443	290,487	93.71
Berkley (Microfilm)	16,160	4,409	0		0	4,409	
GRAND TOTAL	3,624,163	4,143,985	6,920,000	59.88	4,609	4,139,376	59.82

Vol EquivalentsAnreps19992000.xls12/8/2000

U. C. Southern Regional Library Facility
Items Added By Campus From July 1999 Thru June 2000

Pie chart: San Diego 0%, Santa Barbara 3%, FATA 2%, Irvine 0%, UCLA Library 95%
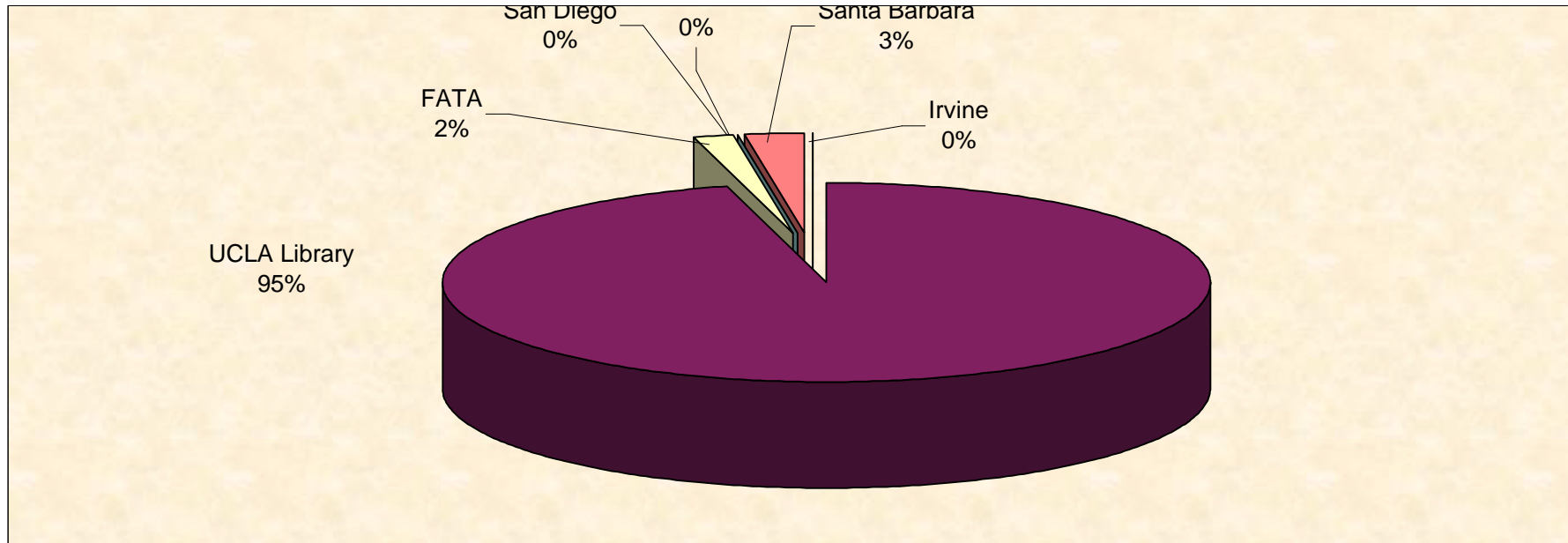
Items Added	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	1999/00 TOTAL	1987/99 TOTAL	GRAND TOTAL TO DATE
Irvine	0	0	0	0	0	0	0	0	0	0	8	0	8	238,651	238,659
Los Angeles															
UCLA Library	7,408	725	1,009	4,708	5,508	5,100	8,017	7,060	10,691	9,811	11,502	12,939	84,478	2,516,851	2,601,329
FATA	0	0	0	0	0	0	0	0	0	112	785	591	1,488	33,895	35,383
Los Angeles Sub-Total	7,408	725	1,009	4,708	5,508	5,100	8,017	7,060	10,691	9,923	12,287	13,530	85,966	2,550,746	2,636,712
Riverside	0	0	0	0	0	0	0	0	0	0	4	0	4	123,403	123,407
San Diego	0	0	0	0	0	0	0	0	0	0	0	0	0	136,119	136,119
Santa Barbara	0	0	0	0	0	0	0	128	576	36	391	1,152	2,283	278,188	280,471
Total	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	3,327,107	3,415,368

Items AddedAnreps19992000.xls12/8/2000

ITEMS ADDED
JULY 1997 thru JUNE 2000
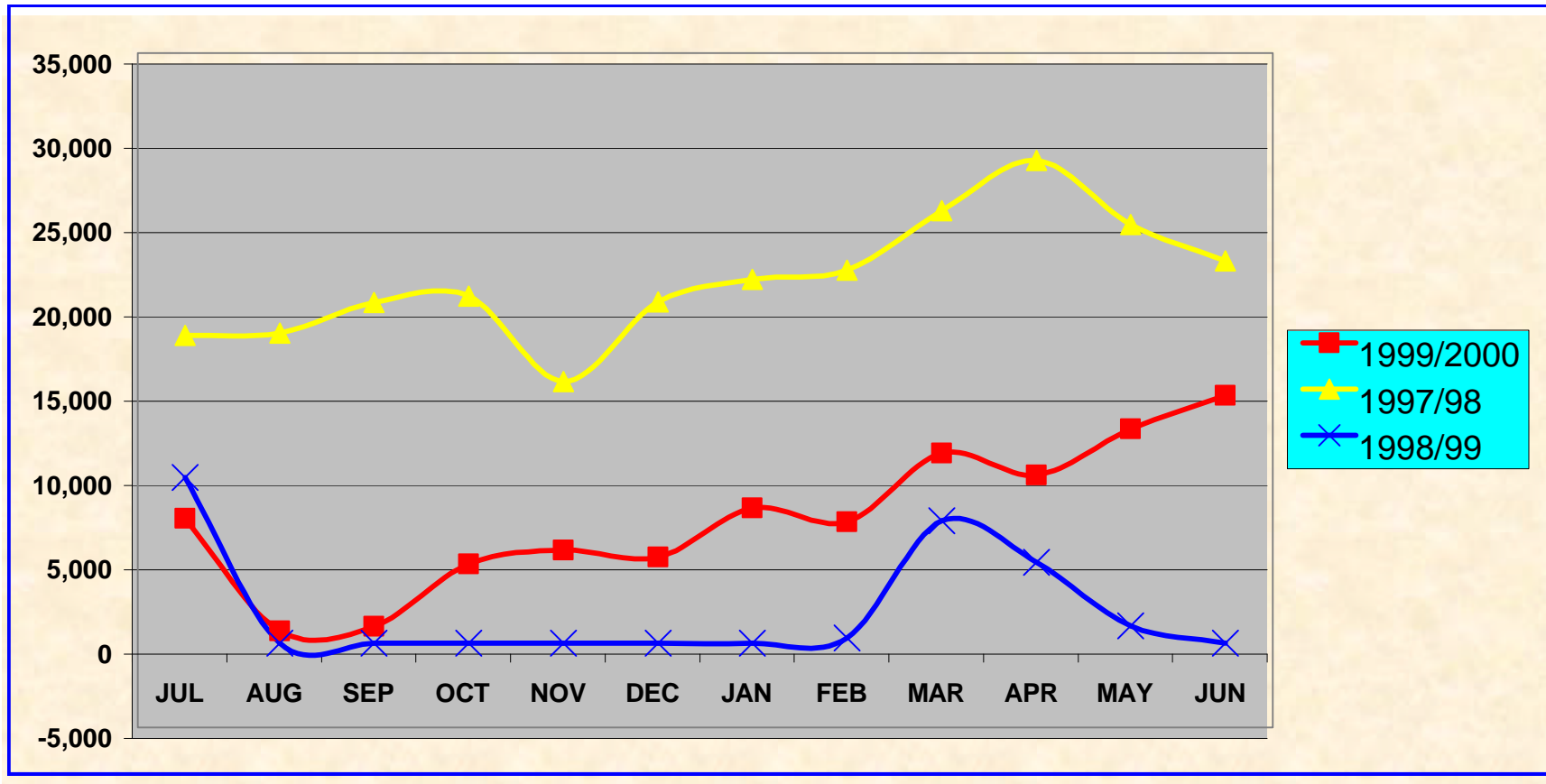
Items Added	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
1997/98	18,259	18,380	20,192	20,589	15,511	20,228	21,568	22,137	25,648	28,639	24,816	22,672	258,639
1998/99	9,844	0	0	0	0	0	0	304	7,254	4,779	1,028	0	23,209
1999/2000	7,408	725	1,009	4,708	5,508	5,100	8,017	7,188	11,267	9,959	12,690	14,682	88,261
Total	35,511	19,105	21,201	25,297	21,019	25,328	29,585	29,629	44,169	43,377	38,534	37,354	370,109

Anreps19992000.xlsTrian Items Added (2)12/8/2000

U. C Southern Regional Library Facility
Selected Statistics July 1999 Thru June 2000
Processing Statistics

DEACCESSIONED ITEMS

	Jul 99	Aug 99	Sep 99	Oct 99	Nov 99	Dec 99	Jan 2000	Feb 2000	Mar 2000	Apr 2000	May 2000	Jun 2000	1999/2000 TOTAL	1987/99 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0	225	225
LOS ANGELES	62	0	0	0	0	0	0	0	0	131	0	0	193	3,069	3,262
RIVERSIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	294	294
SAN DIEGO	0	0	0	0	0	0	0	0	0	0	0	0	0	225	225
SANTA BARBARA	0	0	0	0	0	0	0	0	0	0	0	0	0	443	443
TOTAL	62	0	0	0	0	0	0	0	0	131	0	0	193	4,256	4,449

PROCESSING PROBLEMS,EXCLUDING DUPLICATES, REPORTED TO DEPOSITING CAMPUS FOR RESOLUTION JULY 1999 THRU JUNE 2000 (Title Count)

	Jul 99	Aug 99	Sep 99	Oct 99	Nov 99	Dec 99	Jan 2000	Feb 2000	Mar 2000	Apr 2000	May 2000	Jun 2000	1999/2000 TOTAL
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0
LOS ANGELES	84	38	60	153	188	1,115	275	388	491	415	576	203	3,986
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	84	38	60	153	188	1,115	275	388	491	415	576	203	3,986

DUPLICATE ITEMS RETURNED TO CAMPUSES FOR RESOLUTION JULY 1999 THRU JUNE 2000

	Jul 99	Aug 99	Sep 99	Oct 99	Nov 99	Dec 99	Jan 2000	Feb 2000	Mar 2000	Apr 2000	May 2000	Jun 2000	1999/2000 TOTAL	PROBLEMS & DUPS 1999/2000 GRAND TOTAL	PROBLEMS & DUPS 1987/99 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	614	1,280	1,500	653	395	391	522	1,622	338	7,315	11,301	70,911	82,212
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	614	1,280	1,500	653	395	391	522	1,622	338	7,315	11,301	106,193	117494
GRAND TOTAL	84	38	60	767	1,468	2,615	928	783	882	937	2,198	541	11,301		106,193	117,494

APPENDIX IV: Public Service Statistics

PAGING REQUESTS
JULY 1999 thru JUNE 2000

Pie chart labels: Stanford 0%, FATA Requests 7%, OTHER 2%, On-Site Requests 12%, Berkeley 1%, Davis 1%, Irvine 3%, Santa Cruz 0%, Santa Barbara 3%, San Francisco 0%, San Diego 3%, Riverside 2%, Los Angeles 66%, Law.Livermore 0%
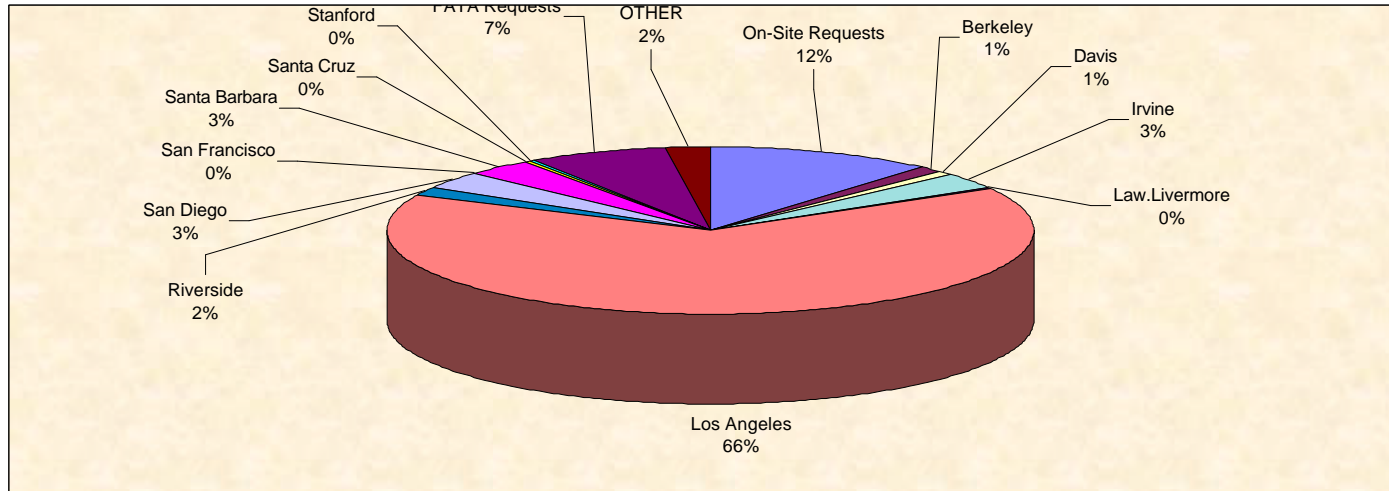
	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	To Date
On-Site Requests	1,057	895	684	677	563	488	475	747	827	655	872	814	8,754

Origin of Paging Requests

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	To Date
Berkeley	37	33	98	55	73	35	53	114	102	85	41	53	779
Davis	26	75	40	52	87	44	66	59	65	81	71	62	728
Irvine	195	266	230	182	175	93	133	270	206	195	236	180	2,361
Law.Livermore	1	11	6	5	0	2	6	3	0	0	1	10	45
Los Angeles	4,770	4,784	3,600	3,642	3,673	2,616	3,686	4,858	4,699	4,288	5,129	4,173	49,918
Riverside	178	122	114	89	130	68	81	133	97	145	117	100	1,374
San Diego	172	157	162	216	226	162	140	292	246	229	212	155	2,369
San Francisco	8	8	10	6	14	3	19	16	15	10	20	10	139
Santa Barbara	262	128	139	275	182	152	167	268	247	227	212	155	2,414
Santa Cruz	10	21	34	27	26	18	33	35	33	52	40	21	350
Stanford	20	18	7	7	10	19	17	13	10	2	5	6	134
SUB TOTAL	5,679	5,623	4,440	4,556	4,596	3,212	4,401	6,061	5,720	5,314	6,084	4,925	60,611
FATA Requests	461	545	643	446	312	515	377	328	529	335	432	346	5,269
OTHER	201	147	114	162	121	87	103	143	194	118	173	174	1,737
GRAND TOTAL	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

PAGING REQUESTS
JULY 1997 thru JUNE 2000
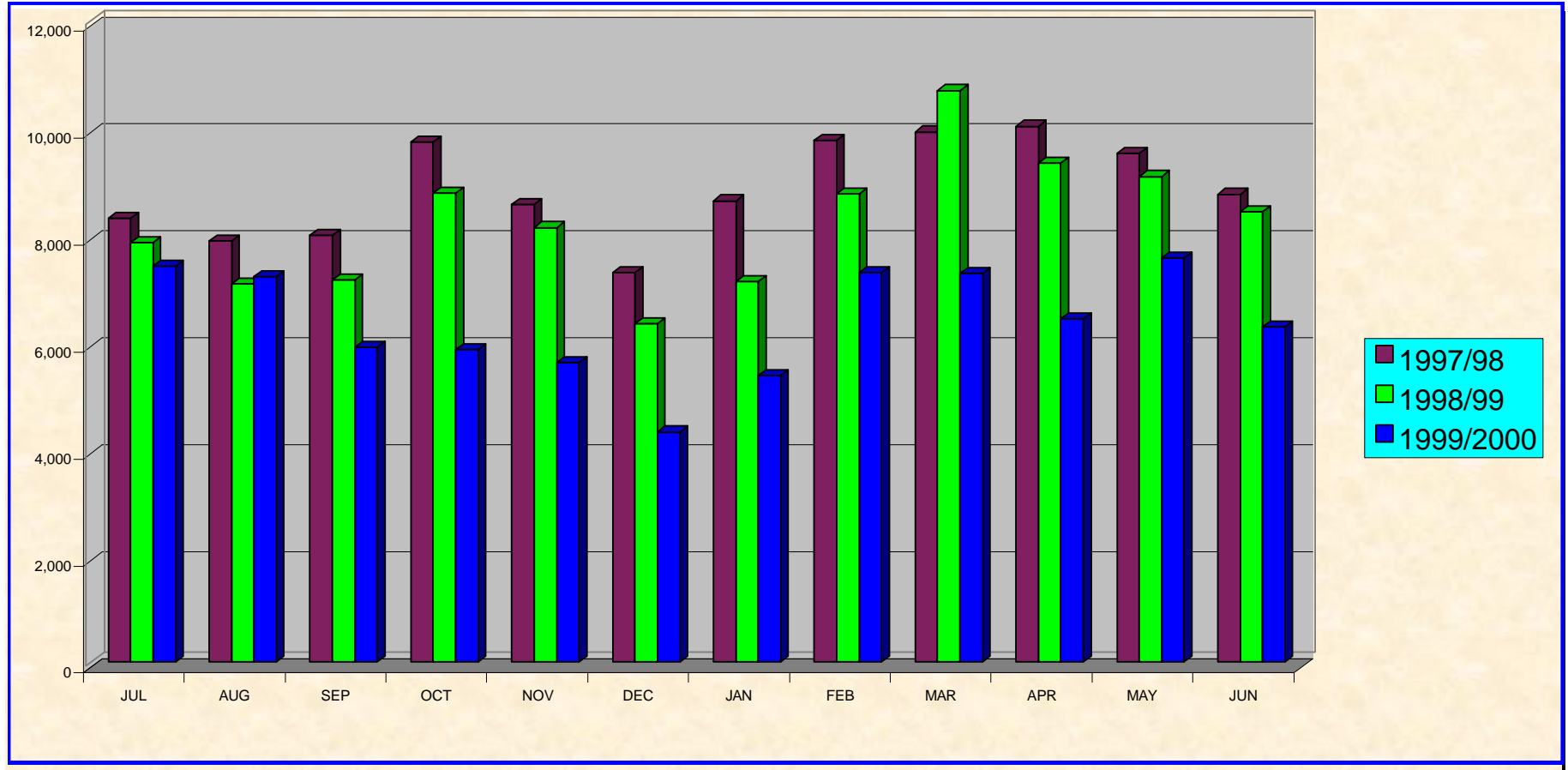
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
1997/98	8,304	7,869	7,975	9,719	8,560	7,285	8,625	9,754	9,914	10,020	9,510	8,745	106,280
1998/99	7,844	7,074	7,151	8,764	8,123	6,321	7,115	8,754	10,688	9,331	9,079	8,417	98,661
1999/2000	7,398	7,210	5,881	5,841	5,592	4,302	5,356	7,279	7,270	6,422	7,561	6,259	76,371
TOTAL	23,546	22,153	21,007	24,324	22,275	17,908	21,096	25,787	27,872	25,773	26,150	23,421	281,312

saturdayovertime.xlsTrian Paging Requests (2)12/8/2000

ARIEL, FAX & PHOTOCOPY

Requests Filled by ARIEL	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	To Date
Berkeley	0	3	2	10	1	4	3	5	5	2	0	2	37
Cal Tech	0	2	8	0	0	0	0	4	0	0	2	0	16
Claremont	0	0	0	0	0	0	0	3	0	4	0	0	7
Davis	0	2	2	3	6	4	6	2	10	6	8	3	52
Irvine	0	5	18	40	33	8	14	62	25	22	44	58	329
Law.Livermore	0	0	0	0	0	0	0	0	0	0	0	0	0
Occidental	0	0	0	0	0	0	0	0	0	0	0	0	0
Riverside	0	6	17	22	23	14	17	47	42	34	32	33	287
San Francisco	0	0	0	1	2	0	3	5	4	2	3	1	21
San Diego	0	3	3	9	2	7	5	21	11	13	27	16	117
Santa Barbara	0	3	17	43	27	23	28	41	53	28	42	36	341
Santa Cruz	0	0	0	3	1	0	5	3	5	2	3	6	28
Stanford	0	0	0	2	0	0	0	0	0	0	0	0	2
USC	0	0	0	0	0	0	0	0	0	2	0	1	3
Other	0	0	0	0	4	2	3	5	3	5	2	1	25
Total Sent by Ariel	0	24	67	133	99	62	84	198	158	120	163	157	1,265

Requests Filled by FAX	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	To Date
Berkeley	0	2	0	0	0	0	0	0	0	0	0	0	2
Cal Tech	1	1	2	0	0	0	0	0	0	0	0	0	4
Claremont	0	1	2	0	0	0	0	0	0	0	0	0	3
Davis	0	0	0	0	1	0	1	0	0	0	0	2	4
Irvine	0	2	1	0	0	0	0	0	0	0	0	0	3
Law.Livermore	0	2	2	2	3	2	4	6	5	1	4	1	32
Occidental	0	0	0	0	0	0	0	0	0	0	0	0	0
Riverside	1	0	0	1	0	0	0	0	0	0	0	0	2
San Francisco	0	1	1	0	0	0	0	0	0	0	0	0	2
San Diego	0	0	0	0	0	1	0	0	0	0	0	0	1
Santa Barbara	0	1	0	0	0	1	1	3	0	0	0	0	6
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	1	0	0	0	0	0	0	0	0	0	1
Other	1	0	2	1	0	0	1	0	1	3	1	1	11
Total Faxed	3	10	11	4	4	4	7	9	6	4	5	4	71

Requests Filled by Photocopy	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	To Date
Berkeley	4	2	2	2	0	0	0	0	0	0	0	1	11
Cal Tech	8	7	1	0	0	0	0	0	0	0	1	0	17
Claremont	4	4	4	0	0	0	0	7	5	6	16	9	55
Davis	1	8	0	0	0	0	0	2	0	0	0	1	12
Irvine	38	23	7	6	3	1	0	1	2	2	1	0	84
Law.Livermore	0	0	1	2	0	0	0	0	0	0	0	0	3
Los Angeles	0	0	1	0	0	0	3	0	3	1	1	2	11
Riverside	8	7	4	0	2	0	0	1	1	0	1	1	25
San Francisco	1	1	0	0	0	0	0	0	0	0	0	0	2
San Diego	11	2	4	0	1	0	0	0	0	2	0	0	20
Santa Barbara	51	15	0	8	5	0	0	5	0	2	1	0	87
Santa Cruz	0	1	0	0	0	0	0	0	2	0	0	0	3
Stanford	0	0	0	0	0	0	0	0	0	0	0	0	0
USC	2	2	0	0	0	0	0	0	0	0	0	0	4
Other	5	0	3	0	0	5	0	2	4	3	1	6	29
Photcopies Sent	133	72	27	18	11	6	3	18	17	16	22	20	363

SRLF On-Site User Profile
July 1999 through June 2000

	USER CATEGORY	# USER VISITS	
Faculty	UC Irvine	1	
Users	UCLA	172	10 %
10 %	UCLA Post-Doctoral Fellows	11	
	UC San Diego	1	
Graduate	UC Berkeley	1	
Users	UC Irvine	2	
15 %	UCLA	260	15 %
	UC San Diego	1	
	UC Santa Barbara	3	
Undergraduate	UCLA	315	18 %
Users			
18 %			
Staff &	UCLA Extension Faculty & Students	2	
Extension	UCLA Staff Personnel & Family	25	
2 %			
Off Campus	Non-UC Academic	22	
Users	Non-UC Graduate	7	
55 %	Non-UC Undergraduate	11	
	UCLA Alumni	69	
	Other UC Alumni	9	
	Friends of the UCLA Library	81	5 %
	General Public, Courtesy	2	
	General Public, Level 5	55	
	General Public, Level 10	38	
	General Public, Level 20	15	
	Information Brokers\Library Services	288	16 %
	Reference	105	6 %
	Other off campus card holders	73	
	Without Library Card	193	11 %

Total User Visits 1,762