




TABLE OF CONTENTS

MISSION STATEMENT	2
EXECUTIVE SUMMARY	3
SIGNIFICANT EVENTS AND ACCOMPLISHMENTS 2000/01	4
GOALS AND STRATEGIES FOR 2001/02.....	10
APPENDIX I: Organization Chart.....	13
APPENDIX II: SRLF STAFF PERSONNEL LIST 2000/01	14
APPENDIX III: Deposits and Processing Statistics.....	17
Items Received: July 2001 thru June 2002	18
Campus Commitment Rates in Vol Equivalents: As of June 30, 2002.....	19
Items Added By Campus From July 2001 thru June 2002.....	20
Items Added July 1999 thru June 2002.....	21
Selected Statistics July 2001 thru June 2002: Processing	22
APPENDIX IV: Public Service Statistics.....	23
Paging Requests July 2001 thru June 2002.....	24
Paging Requests July 1999 thru June 2002.....	25
Ariel, Fax and Photocopy Statistics	26
SRLF On-Site User Profile	27



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 provides these services using efficient and innovative technology.



II EXECUTIVE SUMMARY

The year 2001-2002 proved once again that adequate funding can make a major difference to SRLF accomplishments. UCLA funded new career staff positions while the CDL funded temporary positions and overtime work. ORION2 continued to have slow response time but more reliable responses. There were increases in the number of requests for SRLF materials, dramatic increases in the amount of new items accessioned (or processed), and an increased demand for preservation microfilming.


-  Paging requests increased by 3.5% over last year, to 91,493 items requested. This is a result of the increasing efficiency of MELVYL Request and TAOS record uploads to MELVYL, as well as increasing numbers of volumes in storage.
-  300,949 total items were accessioned, while we took in 256,373 new deposits. As we were able to accession more than we took in, we worked through more than 44,000 items in backlogs. The only backlog that remains from previous years is Film and Television Archive materials, which are in accessible order.
-  Preservation microfilm increased total frames captured by 30,000 frames, and earned \$27,000 more than the previous year.
-  Strong technical support continues to be essential to the functions of the SRLF. In addition, staff at SRLF assisted with the installation of scanners and software for web delivery at UCLA.


Our goal for 2002/03 is to again process as much material from all campuses as they can possibly send, while we still have funding from the CDL. The funding from CDL and career staff from UCLA were essential to the very high level of service to the campuses, which we accomplished in 2001/02.




III SIGNIFICANT EVENTS AND ACCOMPLISHMENTS 2001/02

DEPOSITS








-  New deposits: SRLF received 256,373 new deposits during the year. UCLA accounted for 83% of the deposits, with non-UCLA campuses making up the remaining 17%.

-  Library moves: SRLF was contracted to move the UCLA Arts Library from soon-to-be renovated Dickson Art Center into temporary quarters at UCLA's Public Policy building.

-  Participation in the CMI Project: SRLF is serving as a storage location for experimental titles in CDL's CMI (Collections Management Initiative) Project. Select journal titles from UCLA and UCI have been relocated to the SRLF and user access to the electronic version vs. the print version will be tracked and analyzed.

PROCESSING SECTION

New items processed in 2001/02 totaled 300,949 items.

	UCLA Libraries: 235,033
	UCLA Film and Television Archive: 14,175
	UCI: 15,288
	UCR: 2,288
	UCSD: 20,837
	UCSB: 9,795
	Items Reprocessed: 3,533

We were able to increase productivity by almost 100,000 items over the previous year, primarily with the addition of new processing staff and the continuation of an Overtime program utilizing SRLF and UCLA staff members.

Processing staff was enhanced with the permanent addition of four Library Assistants II and one Library Assistant III positions. Several temporary staff members moved into these career positions. The contract with Library Associates, a temporary staff agency, was extended for another twelve months. An additional UCLA staff member joined the Overtime program this year, bringing the total UCLA overtime staff to five. Eight SRLF staff members also participate in the overtime program.

The ORION2 system reliability and response times were inconsistent and thus hindered further productivity. Slow response time is frustrating to processors, and it was especially noticeable in the last months of the fiscal year. In addition, ORION2 programming glitches have caused problems with the adding and indexing of items several times this year. As a result, processors have had to go back and re-add items that were not saved or indexed.

In October 2001 the productivity goal for processors was raised from 12 items per hour to a minimum average of 14 items processed per hour. Almost all processors are able to meet and many consistently exceed this minimum goal. In February 2002 one serials processor reached a monthly average of 43.9 items processed per hour.

After months of delay, SRLF resumed processing UCSB deposits via Z39.50 connection. In January 2002, staff encountered problems when copying UCSB records that contained diacritics, forcing SRLF to set aside titles that had diacritics. The problems were resolved in May 2002.

UCLA and Non-UCLA serials backlogs were eliminated.

As time allowed, senior processors cleaned up problematic ORION2 records. These were primarily serials records. Much of the clean-up involved merging serial holdings and item records. There are an estimated 19,500 serial records that need to be merged on ORION2. During this fiscal year, 1,843 bibliographic and 2,712 holdings records were worked on in more than 800 hours of processors time.

PUBLIC SERVICES SECTION

Public Services staff fielded 91,493 requests in 2001/02. This is an increase of 3.5% over the previous year.

In fiscal year 2001/2002 Web Delivery (direct to patron) was implemented as an option for document delivery on CDL, and the SRLF has been able to fulfill all such Web Delivery requests. The other UCLA ILL units have purchased Minolta scanners and Relais Express, and also fill requests for Web Delivery. Web Delivery has also been implemented as an option in Orion Express, the fee service for ILL and DDS for UCLA patrons. Documents for which UC patrons have not chosen Web Delivery as the delivery option are sent to most UC libraries via Relais, rather than via Ariel. Web Delivery is also offered as an option to patrons not associated with the UC's. The results have been very positive.

In September of 2001 the SRLF expanded its hours to 10am – 5pm from its previous schedule of 1pm – 5pm. The other UCLA libraries also expanded their hours in a campus-wide initiative.

Since November 2001, SRLF and UCLA ILL units have been using and testing the VDX system, working to identify programming problems and “roadblocks” in the VDX software. Members of ILDAC from UCLA and SRLF have been corresponding with CDL and Fretwell Downing, and the committee has devoted weekly meetings in an effort to provide feedback to the vendor so that the system will be functional as soon as possible.

COMPUTING AND TELECOMMUNICATIONS

Installed and configured a new Dell PowerEdge 6450 Server to replace the old IBM 330 Server used for the SRLF Intranet websites and shared files. The Dell server provides 200 gigabytes additional storage space and faster performance for web services. A new PowerEdge 120T DLT Autoloader Tape Backup system was installed to handle backing up files on all SRLF servers.

Prepared existing web sites, services, applications and file shares for migration to the new Dell server. The greatest effort of the migration centered on converting applications from the Intranet version 4 web site to the new Intranet design for version 5. Converting the applications and pages to meet the dynamic database driven page requirements took several months to complete. Files and shared folders migrated to the new server during the first weekend in May 2002. A local login script reconfigured the local workstations for access to the new server.

With the conversion of the web applications to the new Intranet web site, a web development team was officially established to promote a more unified structure in developing web applications. The current web developers, Jamie Jamison, Matt Smith, Dave Parkinson and Dave Scholl along with Colleen Carlton formed the new team. All web developers were given a standard suite of web development tools. Guidelines, documentation, training materials and technical information have been distributed throughout the year to the team. Sharing information, programming source code, development tips and discussing web application design to better prepare the team for developing SRLF web sites have become primary goals of the team.

In December 2001, UCLA Library Information Systems (LIS) presented a demo of Microsoft Sharepoint Teams Services as a solution for groupware needs. SRLF staff was asked to participate in a pilot testing of the software. A Sharepoint Teams website was created for SRLF and the SRLF Web Development Team trained to setup the site in January. Several complications occurred with the migration from the test server to the production server losing the original site. The SRLF Teams site needed to be recreated from scratch. Since this time little participation has occurred and use of the site for SRLF staff is under evaluation.

Since Microsoft Sharepoint Teams Services came with the Office XP suite, Office XP contains features for groupware functions. UCLA Library decided to upgrade the standard suite from Office 97 to Office XP. Testing of OfficeXP began in the Fall quarter and the upgrade to Microsoft Office XP was completed in December 2001. The online training courses that came with the Office XP were installed on the Intranet website.

Relais International released an update to their Relais Express Software used for scanning documents and desktop document delivery. Along with installing this update SRLF assisted UCLA Library in setting up desktop delivery services with Minolta PS7000 book scanners and Relais Express software. LIS set up a new FTP server to host PDF documents scanned in with Relais Express. Windows Script Host scripts were written to transfer the documents from the local machine to the FTP server. For the present time SRLF will continue to use our own public web server and web application for desktop document delivery.

Windows Script Host scripts have provided a successful solution for automated macros in the Processing section. In seeking to provide similar solutions for automating repetitive typing in the TAOS circulation client for Access Services another freeware utility, CopyText, was discovered. CopyText copies the text labels and information inside dialog windows where the normal copy and paste functions will not work. The Taos circulation client contains many types of these windows. Several WSH scripts were written to automate CopyText and copy information from these windows and have the copied text pasted into another location or software program. This has eliminated the need to create paper wasting multiple page print screen reports and reducing the reports to a much smaller and manageable size.

Installed and configured SRLF WSH Scripts for overtime staff and off site SRLF work related projects at YRL. Began writing documentation and training materials to implement and write WSH scripts for library wide use.

Microsoft released Windows XP in October 2001 which will provide for a possible upgrade from the Windows NT operating system now in use by the Library. SRLF began testing Windows XP in the Fall quarter evaluating plans to upgrade during the next fiscal year. The stability of the TAOS clients within this operating system will be the primary concern.

Installed Fretwell-Downing VDX client software on several workstations. This software connects to a CDL database server and will provide ILL borrowing functions. Testing and implementation will continue into next fiscal year.

Assisted in relocating furniture and workstations in the processing section to accommodate several new employees and overtime staff. This involved assembling two additional sections and moving computers and network ports. In opting not to purchase a new computer, one of the test workstations was reconfigured and used instead.

PRESERVATION MICROFILMING SERVICE

Production figures for 2001/02 include:

- ⊙ 273,959 frames captured on 35mm film
- ⊙ 1,052 master negative reels
- ⊙ 471 print negative reels
- ⊙ 1,948 positive reel copies
- ⊙ 3,923 digitized images
- ⊙ 2,517 printed pages from scan
- ⊙ 1,340 photocopied pages
- ⊙ 29 CDs burned

- ⊙ Recharge/Invoice totals of \$104,173.48

Job orders for print or scanned images from microfilm increased during the year, prompting the decision to move all microfilm scanning requests from ILL/document delivery staff to Preservation Microfilm staff. The Minolta microfilm scanner was moved to the Preservation Microfilming room to accommodate the workflow. An older custom built computer was modified to a smaller case to save space and the operating system upgraded to Windows XP to support newer drivers available for the scanner.

In partnership with UCLA Library, the SRLF managers began considering possible work areas for the future UCLA Library Conservation Lab. The Conservation Lab, funded in part by the Mellon Foundation, will be administered by UCLA Library and will report to the SRLF Director. Construction of the lab is expected to be completed by December 2002.



IV GOALS AND STRATEGIES FOR 2002/03

Process 300,000 new items. If we experience a budget cut and cannot fill a vacant processing position, it will be a challenge to reach this goal.

Eliminate the non-UCLA unprocessed materials staging area. This is a combination of backlogs and new deposits. We will train several additional processors for non-UCLA processing, and our goal will be to have enough trained staff to process all incoming deposits as they arrive, thereby eliminating the need for a staging area.

Process the UCSB Special Collections Circus Collection books. We were not able to process these due to connectivity problems before but are now able to process UCSB materials.

Finish processing all backlogged maps from datasheets.

Begin the "Gap List" project to reprocess items that are on the shelves but do not have item records in the online catalog. The majority of these gaps were a result of item records dropping off the ORION1 database due to programming bugs. A "Gap List" was generated from the ORION1 database which identified the gaps in the SRLF consecutive shelving numbers (i.e., barcodes). It is anticipated that there are about 35,000 plus items that are not online. Any cancelled, defective, or de-accessioned shelving numbers will be eliminated from the list. The remainder of the items will be pulled from the stacks and re-added to the ORION2 database. This project has been funded in 2002/03 by CDL as part of a system-wide effort to improve records on MELVYL.

Continue efforts to eliminate duplicate SRLF bibliographic and holdings records on ORION2. Background: the old ORION1 database was divided into three separate files: MC for monographs, TC for serials, and SR for non-UCLA deposits at SRLF. Many of the SR records duplicated the MC and/or TC bibliographic records. When UCLA migrated from ORION1 to ORION2, these separate files were interfiled into one database. Consequently there are thousands of duplicate bibliographic records with multiple holdings records. UCLA cataloging centers merge the bibliographic records and the SRLF is responsible for merging the holdings records. We have a backlog of approximately 400 requests for record mergers from catalogers so far. Our goal is to eliminate this backlog of record merger requests and to keep up with currently received requests.

Participate in the UCLA Library search for a new online system.

Prepare reconfiguration plans for the SRLF Processing, Circulation, and Receiving areas in order to accommodate the Conservation Laboratory, to be housed at the SRLF. In order to provide approximately 1000 square feet of space for the Conservation Lab, re-shelving areas, holding shelves for processing problems and incoming deposits, and circulation charge-out/discharge stations will need to be moved. The goal of SRLF supervisors is to maximize efficiency and workflows in the impacted areas, while striving to minimize displacement of staff and key functional areas.

Complete work on Public Website redesign. The public website is long overdue for a revision. Need to establish guidelines and deadlines for content revision.

Begin planning second version of student website. Redesign site using dynamic database driven content with offsite access.

Transition staff to new email/calendar server. This server, hosted by UCLA Library, will be web based for remote access. Update Outlook client configuration for access to new email server. Train staff to use web mail and calendar applications.

Continue testing Windows XP including all standard suite applications and TAOS clients. Evaluate hardware needs and limitations. Upgrade operating system upon favorable results of testing and approval of UCLA Library. Train staff in new features and changes of Windows XP.

Begin testing .Net server, Microsoft's upgrade to Windows 2000 and review moving to ASP.Net web application technology.

Upgrade hardware on old custom built Pentium III 450 workstations. Upgrade motherboard, hard drive, power supply and memory to current suite spot prices at time of order.

Evaluate upgrading operating system on Public Web server to Win2000. Configure server for remote administration. Relocate servers to the network room.

Evaluate using old Intranet server for database, DHCP or calendar/scheduling server using Windows 2000 or Linux operating systems. Hardware and storage space in server may not be efficient for any performance intense applications.

Implement greater use of Sharepoint Teams services. Identify projects that would benefit from this service and schedule any necessary additional training for staff.

Finish conversion or revision of Microfilm web applications. Preservation Microfilming web applications were not converted during migration to new SRLF Intranet because of complexity and redesign issues.

Create WSH scripts for automating scanning functions in Photoshop and Acrobat for Minolta scanners.

Complete WSH script documentation and training materials. Create automated installation of script components and new XML based MagicKeys software to replace WinKeys when moving to XP. Begin training of WSH script writing.

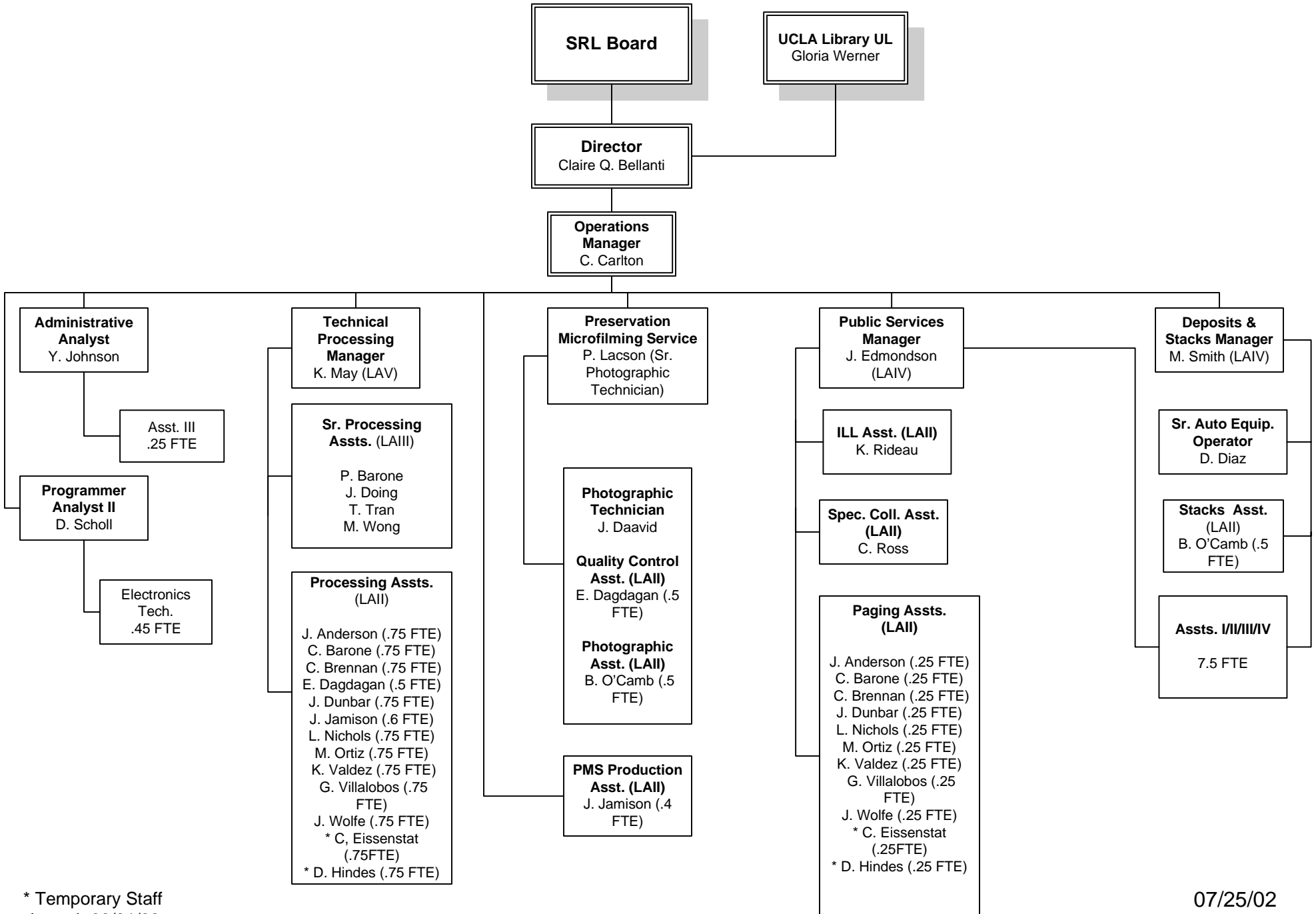
Replace failing barcode scanners. Evaluate the possibility of wireless barcode scanners for use in Circulation.

Complete implementation of Fretwell Downing's Virtual Document Exchange (VDX) which will replace OCLC/ILL exchanges among the UC libraries. The UC ILL centers will all implement this new Consortial Borrowing Software after CDL, SRLF, UCLA and UCSD have completed more testing and have further debugged this new ILL management system.



APPENDIX I: Organization Chart

University of California
Southern Regional Library Facility
June 2002



* Temporary Staff
through 08/31/02

07/25/02



APPENDIX II: SRLF STAFF PERSONNEL LIST 2001/02

ADMINISTRATION

Director	Claire Bellanti
Operations Manager	Colleen Carlton
Administrative Analyst	Yvette Johnson
Programmer/Analyst II	David Scholl
Electronics Technician Trainee	.40 FTE

ACCESS SERVICES/ILL

Supervisor, LA IV	Jon Edmondson
Library Assistant II	James Anderson (.25 FTE) Christine Barone (.25 FTE) Christopher Brennan (.25 FTE) Jefferson Dunbar (.25 FTE) Daven Hall (.25 FTE) Lenya Nichols (.25 FTE) Maria Ortiz (.25 FTE) Keith Rideau Calvin Ross Karla Valdez (.25 FTE) Gerardo Villalobos (.25 FTE) Jesse Wolfe (.25 FTE)

DEPOSITS & STACK MAINTENANCE

Supervisor, LA IV	Matthew Smith
Senior Automotive Equipment Operator	Darren Diaz
Library Assistant II	Brian O’Camb (.5 FTE)
Student Assistants (Assts. 1-4, LA I)	7.5 FTE

PRESERVATION MICROFILMING SERVICE

Sr. Photographic Technician	Peter Lacson
Photographic Technician	Joel Daavid
Library Assistant II Quality Control	Edwin Dagdagan Brian O’Camb (.5 FTE)
Library Assistant II Production Assistant	Jina Jamison (.4 FTE)

TECHNICAL PROCESSING

Supervisor, LA V

Karen May

Library Assistant III

Paul Barone
John Doing
Tin Tran
Mary Wong

Library Assistant II

James Anderson (.75 FTE)
Christine Barone (.75 FTE)
Christopher Brennan (.75 FTE)
Jefferson Dunbar (.75 FTE)
Daven Hall (.75 FTE)
Jina Jamison (.6 FTE)
Lenya Nichols (.75 FTE)
Maria Ortiz (.75 FTE)
Karla Valdez (.75 FTE)
Gerardo Villalobos (.75 FTE)
Jesse Wolfe (.75 FTE)

TEMP AGENCY ASSISTANTS:

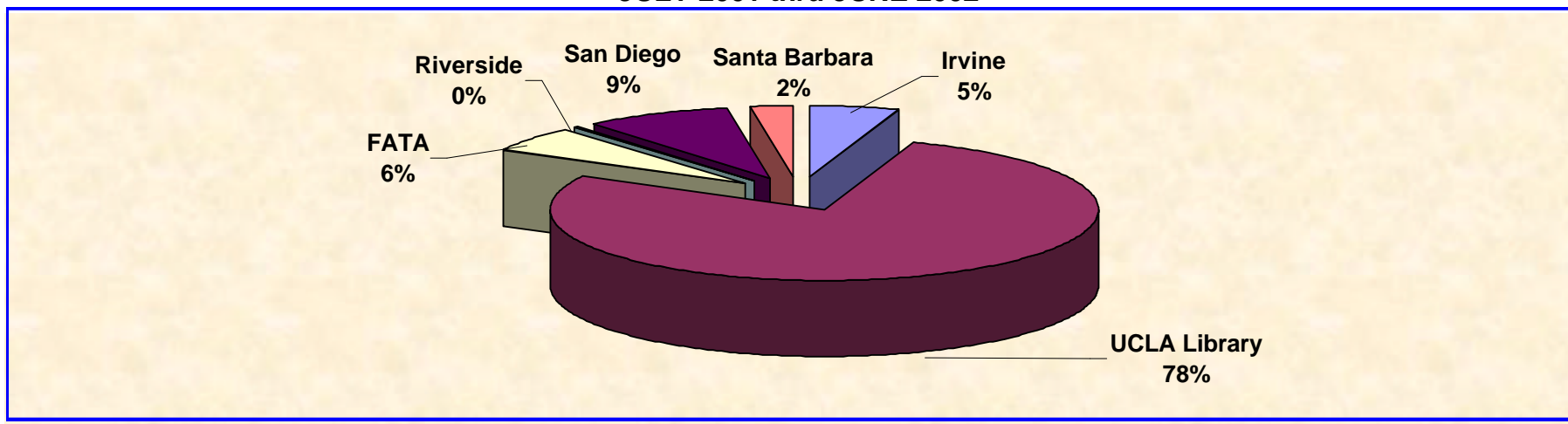
Cigdem Eissenstadt
Daniel Hinds



APPENDIX III: Deposits and Processing Statistics



**ITEMS RECEIVED
JULY 2001 thru JUNE 2002**

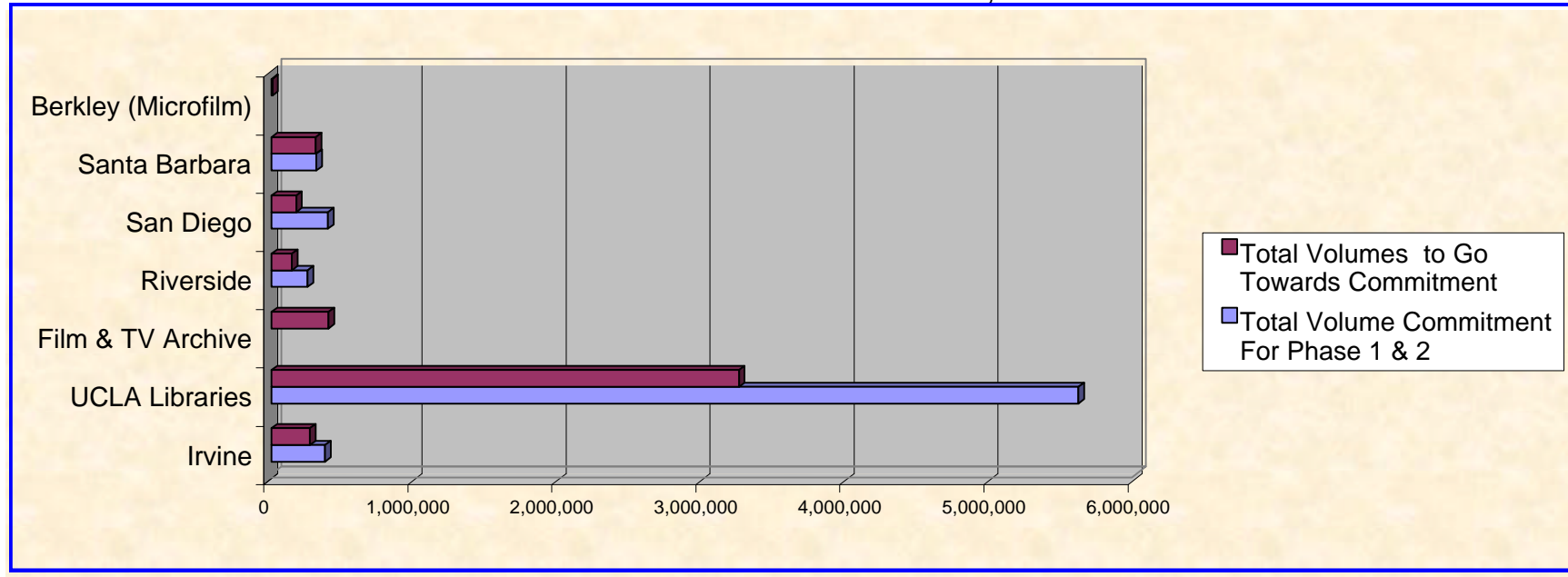


Number of Items Received

	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	To Date
Irvine	1,993			1,716	1,578	1,392	1,315	761	1,263	833	1,374	1,122	13,347
Los Angeles													
UCLA Library	21,205	28,839	23,324	8,601	11,420	14,441	13,055	20,959	24,669	13,253	7,735	11,533	199,034
FATA	1,959	794	1,552	895	953	1,155	1,702	793	1,592	1,953	533	1,114	14,995
Los Angeles. Subtotal	23,164	29,633	24,876	9,496	12,373	15,596	14,757	21,752	26,261	15,206	8,268	12,647	214,029
Riverside								463					463
San Diego	1,127	1,781	1,676				2,013	2,242	2,482	4,101	3,613	3,356	22,391
Santa Barbara									1,939		2,215	1,989	6,143
Deposits Received	26,284	31,414	26,552	11,212	13,951	16,988	18,085	25,218	31,945	20,140	15,470	19,114	256,373



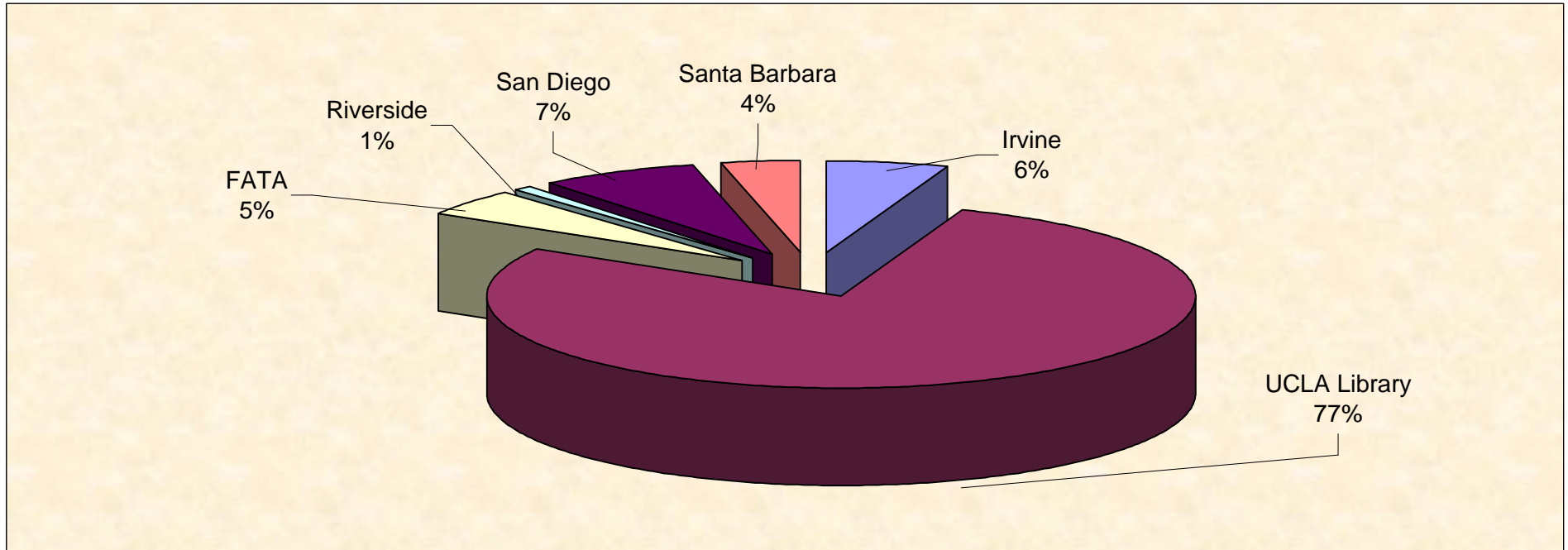
Campus Commitment Rates In Volume Equivalents As Of June 30, 2002



	A. Total Items Added as of 6/30/2002	B. Total Volume Equivalents Deposited	C. Total Volume Commitment For Phase 1 & 2	D. % of Total Commitment Deposited	F. Volumes Deaccessioned from SRLF	G. Total Volumes to Go Towards Commitment	H. % of Total Commitment Met
Irvine	258,347	266,276	370,000	71.97	226	266,050	71.91
LOS ANGELES							
UCLA Libraries	2,925,735	3,247,901	5,600,000	58.00	3,485	3,244,416	
Film & TV Archive	264,838	395,594			160	395,434	
SUB TOTAL for Los Angeles	3,190,573	3,643,495	5,600,000	58.00	3,645	3,639,850	65.00
Riverside	135,684	141,310	250,000	56.52	313	140,997	56.40
San Diego	157,034	170,901	390,000	43.82	225	170,676	43.76
Santa Barbara	292,206	305,029	310,000	98.40	444	304,585	98.25
SUB TOTAL	4,033,844	4,527,011	6,920,000	65.42	4,853	4,522,158	65.35
Berkley (Microfilm)	17,293	4,716				4,716	
GRAND TOTAL	4,051,137	4,531,727	6,920,000	65.42	4,853	4,526,874	65.42



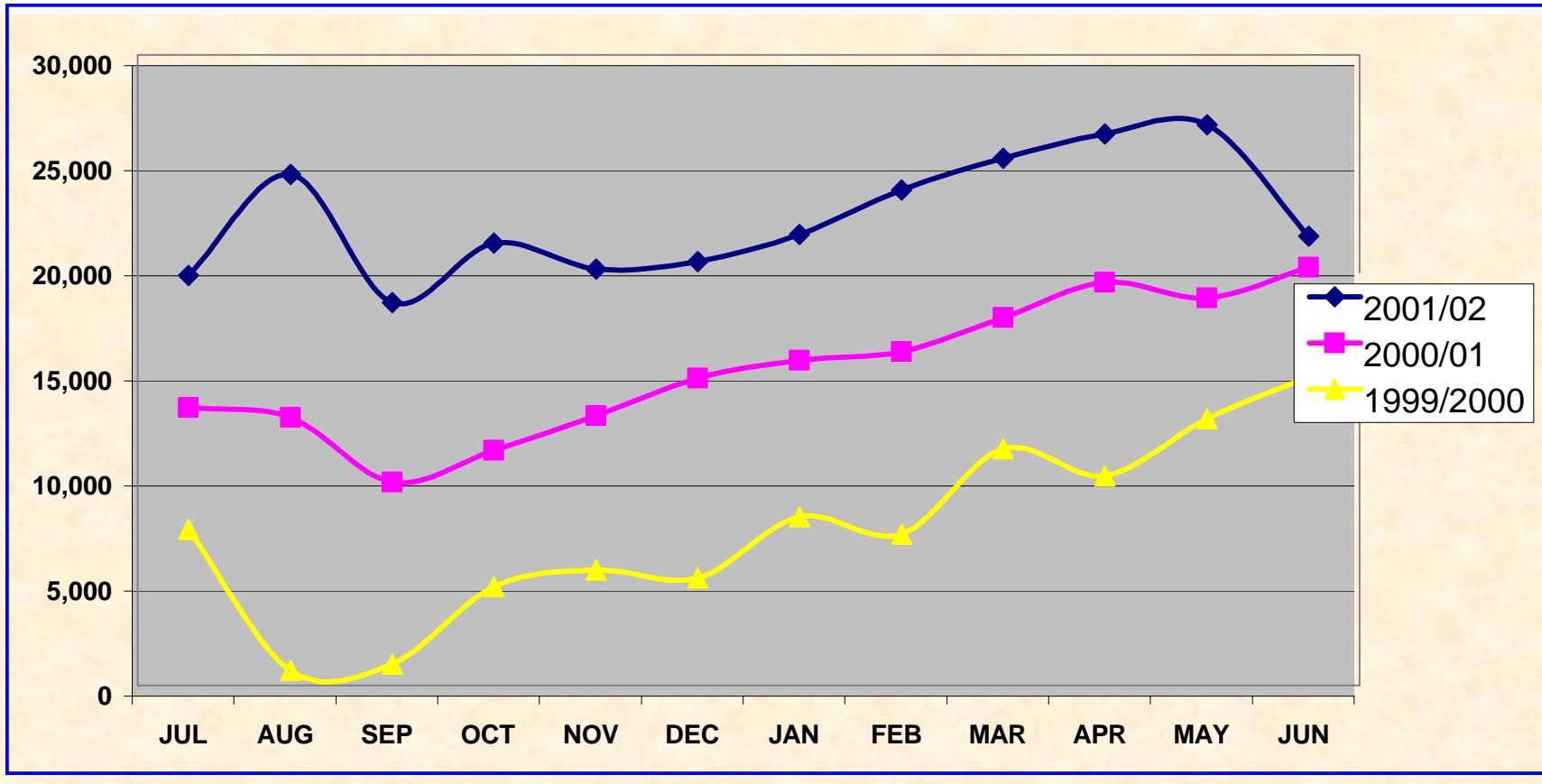
U. C. Southern Regional Library Facility Items Added By Campus From July 2001 Thru June 2002



Items Added	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	2001/02 TOTAL	1987/01 TOTAL	GRAND TOTAL TO DATE
Irvine	879	939	326	2,612	164	60	283	2,561	4,371	1,438	727	704	15,064	243,283	258,347
Los Angeles															
UCLA Library	14,752	20,644	15,128	17,971	19,448	18,950	18,913	16,160	16,548	17,015	20,020	13,246	208,795	2,716,940	2,925,735
FATA	453	507	1,002	455	156	1,060	1,146	1,301	1,616	1,802	1,465	1,087	12,050	43,955	56,005
Los Angeles Sub-Total	15,205	21,151	16,130	18,426	19,604	20,010	20,059	17,461	18,164	18,817	21,485	14,333	220,845	2,760,895	2,981,740
Riverside	1,561	93	51	2	0	98	18	397	0	37	1	3	2,261	133,423	135,684
San Diego	1,847	1,976	1,706	0	28	0	0	2,275	1,733	3,835	3,851	2,445	19,696	137,338	157,034
Santa Barbara	0	160	10	0	0	0	1,088	867	826	2,097	619	3,875	9,542	282,664	292,206
Total	19,492	24,319	18,223	21,040	19,796	20,168	21,448	23,561	25,094	26,224	26,683	21,360	267,408	3,557,603	3,825,011



ITEMS ADDED JULY 1999 thru JUNE 2002



Items Added	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
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
2001/02	19,492	24,319	18,223	21,040	19,796	20,168	21,448	23,561	25,094	26,224	26,683	21,360	267,408
Total	40,119	37,784	28,908	36,931	38,136	39,896	44,943	46,628	53,869	55,353	57,800	55,944	536,311



U. C Southern Regional Library Facility
 Selected Statistics July 2001 Thru June 2002
 Processing Statistics

DEACCESSIONED ITEMS

	Jul 2001	Aug 2001	Sep 2001	Oct 2001	Nov 2001	Dec 2001	Jan 2002	Feb 2002	Mar 2002	Apr 2002	May 2002	Jun 2002	2001/02 TOTAL	1987/2001 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1
LOS ANGELES	0	23	1	0	0	0	0	5	0	0	0	1	30	0	30
RIVERSIDE	0	16	0	0	0	0	0	0	0	0	3	0	19	0	19
SAN DIEGO	0	0	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	1	0	1	0	1
TOTAL	0	39	1	0	0	0	0	5	0	0	5	1	51	0	51

PROCESSING PROBLEMS, EXCLUDING DUPLICATES, REPORTED TO DEPOSITING CAMPUS FOR RESOLUTION JULY 2001 THRU JUNE 2002 (Title Count)

	Jul 2001	Aug 2001	Sep 2001	Oct 2001	Nov 2001	Dec 2001	Jan 2002	Feb 2002	Mar 2002	Apr 2002	May 2002	Jun 2002	2001/02 TOTAL
IRVINE	0	4	1	0	0	0	5	0	4	52	0	18	84
LOS ANGELES	1,131	1,836	722	1,167	2,184	2,238	1,077	1,150	1,347	1,604	1,972	925	17,353
RIVERSIDE	11	3	0	0	0	0	0	7	0	0	0	0	21
SAN DIEGO	7	4	3	0	0	0	157	9	3	436	10	3	632
SANTA BARBARA	0	1	0	0	0	0	0	4	0	0	27	57	89
TOTAL	1,149	1,848	726	1,167	2,184	2,238	1,239	1,170	1,354	2,092	2,009	1,003	18,179

DUPLICATE ITEMS RETURNED TO CAMPUSES FOR RESOLUTION JULY 2001 THRU JUNE 2002

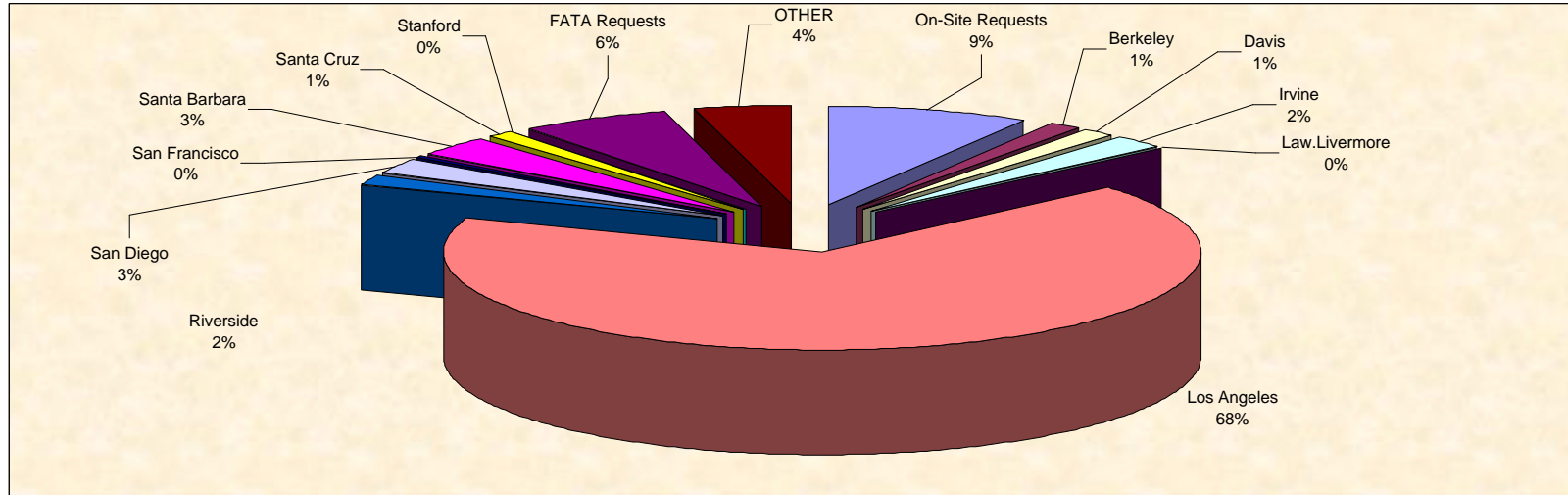
	Jul 2001	Aug 2001	Sep 2001	Oct 2001	Nov 2001	Dec 2001	Jan 2002	Feb 2002	Mar 2002	Apr 2002	May 2002	Jun 2002	2001/02 TOTAL	PROBLEMS & DUPS 2001/02 GRAND TOTAL	PROBLEMS & DUPS 1987/2001 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	0	0	0	128	0	0	51	0	16	195	279	5,988	6,267
LOS ANGELES	1,124	1,608	989	1,055	2,456	2,455	1,548	0	0	0	0	0	11,235	28,588	70,911	99,499
RIVERSIDE	0	0	0	0	0	0	0	287	0	0	0	0	287	308	3,460	3,768
SAN DIEGO	0	0	0	0	0	0	0	0	0	429	0	0	429	1,061	12,854	13,915
SANTA BARBARA	0	0	0	0	0	0	0	0	0	0	0	0	0	89	12,980	13,069
TOTAL	1,124	1,608	989	1,055	2,456	2,455	1,676	287	0	480	0	16	12,146	30,325	106,193	136,518
GRAND TOTAL	2,273	3,456	1,715	2,222	4,640	4,693	2,915	1,457	1,354	2,572	2,009	1,019	30,325		106,193	136,518



APPENDIX IV: Public Service Statistics



PAGING REQUESTS JULY 2001 thru JUNE 2002



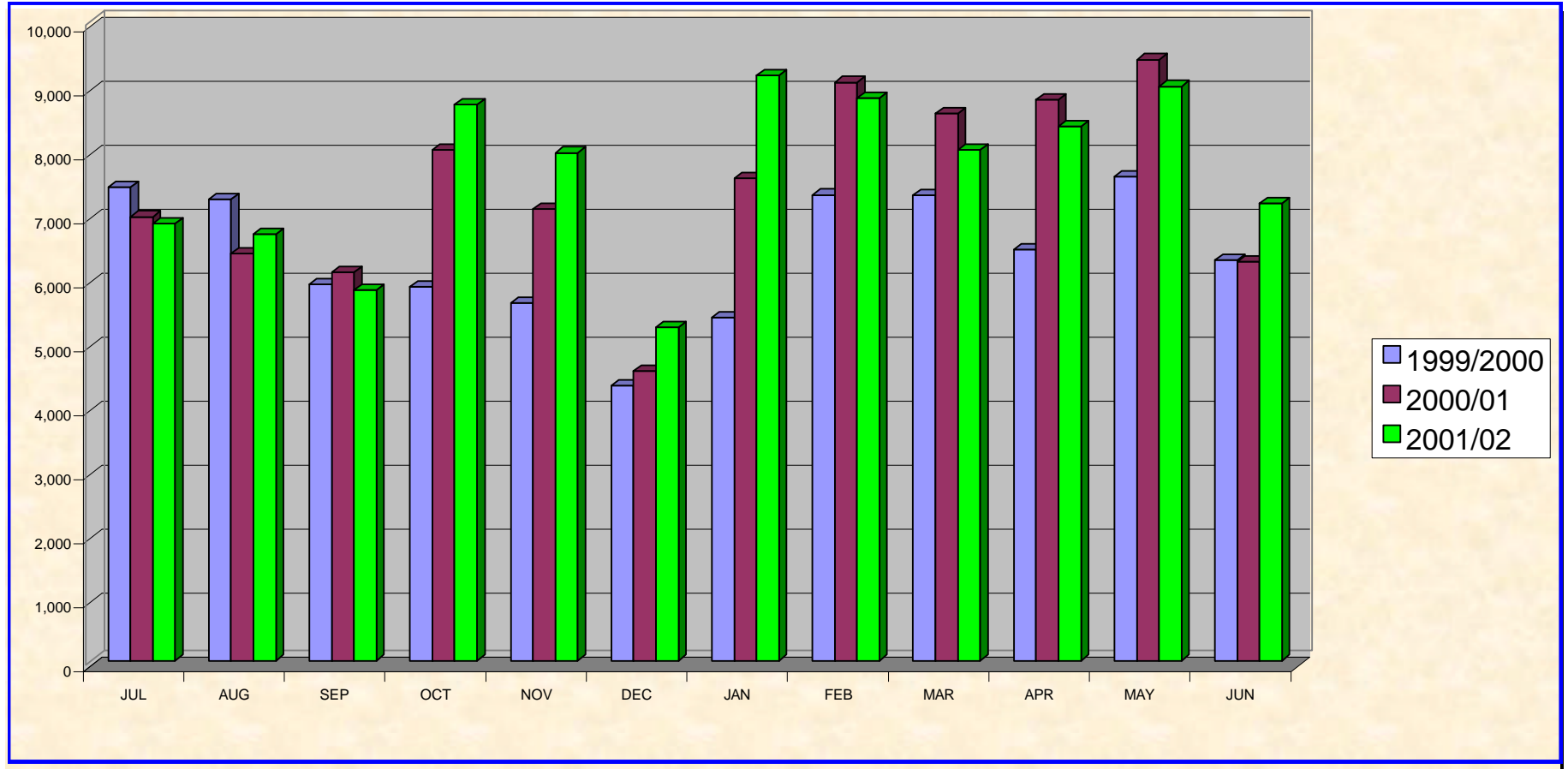
	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	To Date
On-Site Requests	643	639	492	683	723	486	869	609	774	613	741	665	7,937

Origin of Paging Requests

	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	To Date
Berkeley	76	70	95	131	107	52	86	173	155	162	113	113	1,333
Davis	102	86	61	107	116	74	29	124	97	116	130	63	1,105
Irvine	249	207	89	252	172	120	248	224	92	214	178	111	2,156
Law.Livermore	1	3	3	3	3	4	1	2	3	3	7	7	40
Los Angeles	4,361	4,309	3,615	5,916	5,513	3,588	6,080	5,961	5,266	5,667	6,061	4,820	61,157
Riverside	59	126	101	149	97	71	176	170	112	127	140	102	1,430
San Diego	135	182	275	195	207	115	195	318	177	234	213	174	2,420
San Francisco	17	22	15	14	11	7	15	12	17	11	7	25	173
Santa Barbara	231	227	178	333	304	79	377	364	257	264	336	213	3,163
Santa Cruz	62	53	58	101	74	57	78	84	65	96	67	38	833
Stanford	16	9	14	20	11	2	15	18	18	20	14	13	170
SUB TOTAL	5,309	5,294	4,504	7,221	6,615	4,169	7,300	7,450	6,259	6,914	7,266	5,679	73,980
FATA Requests	560	502	491	413	261	363	533	382	597	491	547	512	5,652
OTHER	317	224	302	373	337	192	438	354	346	327	421	293	3,924
GRAND TOTAL	6,829	6,659	5,789	8,690	7,936	5,210	9,140	8,795	7,976	8,345	8,975	7,149	91,493



PAGING REQUESTS JULY 1999 thru JUNE 2002



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
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
2000/01	6,937	6,362	6,071	7,982	7,062	4,529	7,536	9,038	8,553	8,767	9,392	6,235	88,464
2001/02	6,829	6,659	5,789	8,690	7,936	5,210	9,140	8,795	7,976	8,345	8,975	7,149	91,493
TOTAL	21,164	20,231	17,741	22,513	20,590	14,041	22,032	25,112	23,799	23,534	25,928	19,643	256,328



Desktop, Ariel, Fax and Photocopy Statistics

ARIEL, FAX & PHOTOCOPY

Requests Filled by ARIEL	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	To Date
Berkeley	3	3	6	5	7	6	2	2	7	8	5	3	57
Cal Tech	3	2	4	7	4	0	0	0	0	0	0	0	20
Cedars Sinai	4	0	4	1	0	0	0	0	0	0	0	0	9
Claremont	0	0	0	0	0	0	0	0	0	0	0	0	0
Davis	5	10	9	5	7	9	10	12	10	10	10	7	104
Irvine	0	0	0	0	0	0	0	0	0	0	0	0	0
Law.Livermore	0	0	0	0	0	0	0	0	0	0	0	0	0
Occidental	0	0	0	0	0	1	0	0	2	0	0	0	3
Riverside	34	22	26	42	23	14	0	0	0	0	0	0	161
San Francisco	3	8	6	7	3	3	0	2	2	2	1	4	41
San Diego	0	0	0	0	0	0	0	0	0	0	0	0	0
Santa Barbara	66	58	42	51	3	0	0	0	0	0	0	0	220
Santa Cruz	15	5	7	8	9	8	9	18	6	6	5	4	100
Stanford	0	0	0	0	0	0	0	0	2	1	0	0	3
USC	0	0	0	1	0	0	0	0	0	1	0	1	3
Other	12	6	10	11	6	8	2	7	7	9	6	7	91
Total Sent by Ariel	145	114	114	138	62	49	23	41	36	37	27	26	812

Requests Filled by FAX	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Law.Livermore	1	0	1	0	0	1	0	0	0	0	1	0	4
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	1	0	0	0	0	0	0	0	0	0	1	0	2
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	2	0	0	0	0	0	0	0
Other	0	2	1	0	0	2	0	0	1	2	0	0	8
Total Faxed	2	2	2	0	0	3	0	0	1	2	2	0	14

Requests Filled by Photocopy	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	To Date
Berkeley	0	0	0	0	0	0	2	0	0	0	0	0	2
Cal Tech	1	0	0	0	0	0	0	1	2	0	0	0	4
Claremont	7	3	14	9	7	10	12	11	7	18	5	17	120
Davis	0	0	0	0	0	0	2	0	0	0	0	0	2
Irvine	0	0	0	0	0	0	4	0	0	0	0	0	4
Law.Livermore	1	1	2	1	2	2	1	1	0	0	0	2	13
Los Angeles	6	1	2	2	4	2	3	7	1	13	5	5	51
Riverside	0	0	0	1	0	0	5	0	0	1	0	0	7
San Francisco	0	0	0	0	0	0	0	0	0	0	0	0	0
San Diego	0	0	0	1	0	0	4	1	0	0	0	0	6
Santa Barbara	0	0	1	1	0	0	8	0	0	1	0	0	11
Santa Cruz	0	0	0	0	0	0	0	0	0	0	0	0	0
Stanford	0	0	0	0	0	0	1	0	0	0	0	0	1
USC	0	0	2	2	0	0	0	0	0	1	0	0	5
Other	14	7	5	5	17	21	9	16	6	13	19	6	138
Photocopies Sent	29	12	26	22	30	35	51	37	16	47	29	30	364

Requests Filled by Web Delivery (PDF)	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	To Date
Berkeley	0	0	0	0	0	0	0	0	0	0	0	2	2
Cal Tech	0	0	0	0	9	8	3	13	12	7	3	6	61
Cedars Sinai	0	0	0	0	2	2	0	0	0	0	0	0	4
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	3	3
Irvine	41	44	40	39	29	16	25	28	35	31	14	14	356
Law.Livermore	0	0	0	0	0	0	0	1	0	5	5	1	12
Los Angeles	0	0	0	0	0	0	0	0	6	0	1	0	7
Occidental	0	0	0	0	0	0	0	0	0	0	0	0	0
Riverside	0	0	0	0	0	11	26	38	33	27	30	16	181
San Diego	19	12	33	13	11	19	9	16	20	8	15	18	193
San Francisco	0	0	0	0	0	0	0	0	0	0	0	5	5
Santa Barbara	0	0	0	0	25	26	24	34	41	50	56	28	284
Santa Cruz	0	0	0	0	0	0	0	0	0	0	3	0	3
Stanford	0	0	0	0	0	0	0	0	1	0	4	1	6
USC	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	1	0	0	2	4	0	2	6	7	3	26
Sent by Web Delivery	61	56	74	52	76	84	91	130	150	134	138	97	1143



SRLF On-Site User Profile

July 2001 through June 2002

	<u>USER CATEGORY</u>	<u># USER VISITS</u>	
Faculty Users 11%	UC Berkeley	1	
	UC Irvine	2	
	UC Los Angeles	205	
	UCLA Post-Doctoral Fellows	22	
	UC Riverside Academic	2	
	UC San Diego	1	
Graduate Users 13%	UC Berkeley	2	
	UC Irvine	3	
	UC Los Angeles	268	
Undergraduate Users 21%	UC Berkeley	2	
	UC Davis	1	
	UC Irvine	1	
	UC Los Angeles	437	
	UC Santa Barbara	1	
	UC San Diego	1	
Staff & Extension Users 3%	UCLA Extension	24	
	UCLA Staff/Personnel	40	
Off-Campus Users 51%	Non-UC Academic	17	
	Non-UC Graduate	26	
	Non-UC Undergraduate	5	
	UCLA Alumni	105	
	UCLA Visiting Scholar	2	
	Other UC Alumni	10	
	Friends of the UCLA library	43	
	General Public, Level 5	63	
	General Public, Level 10	12	
	Information Brokers/Library Services	486	23%
	Reference	61	
	Without Library Card	237	11%
	Total User Visits	2081	