




UNIVERSITY OF CALIFORNIA
**SOUTHERN REGIONAL
LIBRARY FACILITY**

ANNUAL REPORT
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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 provides these services using efficient and innovative technology.

II EXECUTIVE SUMMARY

The year 2002-2003 brought a permanent 1.7% cut to 19900 (state) funds. In addition, we received a 5% temporary cut that becomes permanent at the end of June, 2003. That cut was more than offset by Resource Sharing Funds provided by CDL to process material into the SRLF. The resource sharing funds allowed us to hire Library assistant II's from a temporary agency and provide overtime hours for serials experts from UCLA and SRLF. These funds made it possible for SRLF to process 309,000 items in the fiscal year (about one third more than our budget would allow). This volume allowed campuses to send almost everything they could prepare for storage during the year.

Temporary funds also came to the SRLF to begin work on a new initiative, Shared Collections. The program plan has CDL purchasing Elsevier and ACM electronic journals, with one paper copy coming to the SRLF for backup to the electronic version. This is the first step in a series of new approaches to UC collection management that will change the way the Regional Library Facilities are utilized by the UC system.




In public services, the volume of electronic delivery of articles direct to the user has overtaken paper, fax and electronic delivery to other libraries. Direct electronic delivery is a key improvement in services to users.

Preservation Microfilming is more and more "preservation reformatting" as digitizing collections becomes a highly sought after service.

As SRLF ends 2002-2003, we face a cut of approximately 5% of the permanent 19900 budget (for SRLF that is the equivalent of an LAV, an LAII, and some general assistance). The total permanent cut to the 19900 budget, from July 2001 through June 2003, is 6.7%. We also face the welcome, but daunting, prospect of migrating to a new integrated library system (Endeavor) with UCLA. The SRLF staff, to whom all credit for the success of this past year belongs, will continue to search for creative ways to provide services to the libraries and users who depend upon us.








III SIGNIFICANT EVENTS AND ACCOMPLISHMENTS 2002/2003

DEPOSITS

-  New deposits: SRLF received 264,636 new deposits during the year. UCLA accounted for 66% of the deposits, with non-UCLA campuses making up the remaining 34%.
-  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.
-  Shared Print Archive (Elsevier and ACM titles): SRLF participated in formulating procedures for the UC Shared Print Archive, to be stored at the SRLF. Print copies of Elsevier and ACM titles will be received and checked in at the UCLA and UCSD acquisitions/serials departments, and then routed to the SRLF. An anticipated 10,500 issues and supplemental materials will be received annually. The first deposits are not expected at SRLF until late summer or fall of 2003/2004.

PROCESSING SECTION

New items added in 2002/2003 totaled 295,520 and 13,860 items were reprocessed, for a grand total of 309,380 items added.

	UCLA Libraries: 183,833	(59%)
	UCLA Film and Television Archive: 17,187	(5%)
	UCI: 13,815	(5%)
	UCR: 2,899	(1%)
	UCSD: 54,625	(18%)
	UCSB: 23,161	(7%)
	Items Reprocessed: 13,860	(5%)

We were able to sustain the high productivity rate that was accomplished in the previous year primarily with the continuation of an Overtime program utilizing SRLF and UCLA staff members.

Processing staff was augmented by the contract with Library Associates, a temporary staff agency, which provided 2 full time staff. Additional UCLA staff members joined the Overtime program this year, bringing the total UCLA overtime staff to eight. Five SRLF staff members also participated in the overtime program. Overtime efforts ended in May, 2003.

UCLA and Non-UCLA serials backlogs were eliminated, and the UCLA long-term monograph backlog was reduced by 48,980 volumes.

The UCSB Special Collections Circus Collection books, which had been backlogged for several years, were processed.

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. During this fiscal year, 2,803 bibliographic and 4,901 holdings records were worked on in more than 750 hours of processors time.

Gap List Project: this project, which is supported by CDL Resource Sharing funds, was initiated to enhance the Melvyl database prior to Melvyl-T implementation. SRLF efforts went towards re-adding SRLF items that were lost from ORION1 records (pre-1999), and were lacking in SRLF's Melvyl holdings. By June 30th 11,293 items were reviewed with 10,796 restored online. A few very complex problem titles still remain to be resolved.




All datasheets from backlogged UCLA map deposits were processed.

Several years ago UC San Diego made a large deposit of the Census of India from 1961, 1971 and 1981. These items duplicated census volumes previously deposited by UCLA. The two campuses agreed that UCSD volumes could fill in any gaps in the UCLA holdings, and ownership would be transferred to UCLA for the fill in volumes. A project was begun years ago to identify the duplicate items and add the unique ones. The process was complicated because the two campuses had cataloged them differently. SRLF was to collaborate with UCLA cataloging to resolve differences in the records and to add items. This project was put on hold because of lack of available staff time in UCLA Cataloging and at the SRLF. This year, two UCLA cataloging staff participated in the SRLF Overtime program, and a portion of their time was spent on the Census project. Staff members edited bibliographic records and added 1,100 items, concluding this long standing project.

PUBLIC SERVICES SECTION

Public Services staff fielded 102,312 requests in 2002/2003. This is an increase of 12% over the previous year.

In fiscal year 2002/2003 Web Delivery (direct to patron) became the leading mechanism for filling document delivery requests, followed closely by Relais delivery to campus libraries. Web Delivery accounts for 48% of document delivery, Relais to libraries for patron pickup is 39%, and requests filled by Ariel or photocopy made up only 13% of SRLF document delivery.

-  The 2002/2003 fiscal year found VDX still being tested by UCLA, UCSB, and SRLF. In weekly meetings, staff from UCLA and SRLF ILL units continued to review VDX performance and software problems. A detailed list of problems and desired enhancements was compiled by the group during this time and then submitted to CDL and Fretwell Downing (the VDX vendor). Weekly testing reports were also submitted. The VDX group kept in constant contact with CDL throughout this time in an effort to get VDX up and running.
-  From February through May 2003 the SRLF participated with UCLA Library in the Association of Research Library's ILL study, headed by Mary Jackson. Participants collected data on costs and ILL statistics for the fiscal year 2001/2002, and conducted turnaround time studies during a three month period. The ARL findings will be analyzed in 2003/2004.
-  The SRLF began reporting circulation statistics online, along with the UCLA libraries, in July of 2002. In November 2002 we also began recording online statistics for reference and informational questions fielded at our front desk, by telephone, and by email.

UCLA libraries and archives that have non-circulating collections at the SRLF have special user authorizations that permit these units to submit paging requests via UCLA's OPAC. Additional units that have recently been granted online request authorizations are Ethnomusicology Archive, the Instructional Media Library, Young Research Library Non-Circulating Collection, and the Shared Processing Facility. These authorizations and online requests facilitate the retrieval process by eliminating multiple work streams in the SRLF circulation section.

The CMI Project concluded on September 30, 2002. During the one-year study period, SRLF stored journals for experimental titles held by UCLA and UCI libraries, and 2,580 items were processed. SRLF received and filled only sixteen requests for journal articles during that year. SRLF's statistics have been incorporated in the draft report of the preliminary findings from the CMI Study, issued by UCOP in July 2003.

COMPUTING AND TELECOMMUNICATIONS

UCLA Library upgraded the Library's email server during the summer of 2002. Simeon, the standard email client software, did not work with the new email server. Support for Simeon had been discontinued for some time and Simeon lack some desired features found in more current email clients. Claire Bellanti and Dave Scholl began participating on an email testing team in August 2002. Sun One's web email was selected for the web access. The initial decision was to forgo installing a Windows based client and use only a web based interface. As testing of web mail progressed, it became apparent that it was not the ideal solution for everyone. Testing then began on current IMAP email clients. Mulberry from Cyrusoft International, Inc. was eventually selected as the Windows based client because of its similarity to Simeon while supporting a number of new features and centralized administration. Testing continued throughout the year and plans were made in late Spring to begin installing Mulberry and training staff in using Web Mail and Mulberry during the summer months.

Testing Windows XP continued in the first part of this fiscal year for preparation to upgrade the operating system of staff machines from Windows NT to Windows XP. Microsoft's support for Windows NT was to end in December 2002 but eventually was extended to June 2003. All standard and non standard applications, including scripts and macros, were tested and configured for the new operating system. When the TAOS clients were determined to be compatible with XP, an implementation schedule began in February and all staff workstations were upgraded by the end of March. All staff attended a brief training session on the new features and changes to the operating system.

In September, planning began to upgrade the 6 existing custom built Pentium III 450 MHZ computers that were due for replacement. Dave Parkinson and Dave Scholl researched current hardware and determined the needs for hardware replacement. The parts were ordered and assembled in November. After resolving several complications with one of the vendors and some hardware issues, the machines were put into production in December.

Macros using Windows Script Host (WSH) scripts to automate keystrokes were introduced to SRLF staff a couple of years ago. With the availability of overtime hours for SRLF processors and select UCLA Library staff, greater interest increased in Library wide deployment of these macros. Training WSH script writers became a necessity for the deployment. Dave Scholl assembled the necessary software components and wrote a beginner's training manual. This manual was used to teach beginning WSH Script writing in two sessions during December to a small number of SRLF and UCLA Library staff employees. The class provided the script writers information on the basics of Windows Script Host, using Winkey keyboard launch utility, an introduction to VBScript and very simple scripts for automating keystrokes. Depending on the need, additional classes for VBScript and more advanced WSH Script writing may be planned for the future.

A new HP 5500c Color Scanner was installed in Preservation Microfilming for a digitization project. The project required scanning several thousand postcards into Photoshop. The color scanner has an automated small document feeder and a transparency\film scanner attachment. Along with the scanner an Aiptek Hyperpen graphics tablet input device was installed to assist in Photoshop editing of the scanned images.

Efforts on a new look for the public website began in early Spring. Plans to release the development version to production are tentatively scheduled for Fall quarter, 2003. Revision of the present website content is completed through Macromedia's Contribute software. This software allows non-web professionals to update content and publish back to the website without having to know HTML, web programming languages or involved the assistance of a web programmer. The new site focuses on simplifying navigation and accessing content more easily.

The barcode scanners in the circulation area receive heavy wear and tear on a daily basis. Since the length of the barcode scanner cables is limited, the cables are often stretched to their extreme when items are charged out or discharged. Stretching the cables eventually causes damage or failure of the cable or scanner. SRLF staff researched a variety of wireless and cordless scanners as possible replacements, and four wireless scanners were soon purchased and installed. The scanners allow the circulation staff to walk some distance from the computer and scan items on book trucks that would not be reachable with the old cable scanners.

Dave Scholl worked with Connie Lynch from UCLA Library's LIS staff on a project to create an online web application that allows Technical Automation Contacts (TAC) and LIS staff to read or update access to the Library's computer inventory database. This database stores inventory information for all computers and users on the Library domain. The project included converting a single table Access database into a multi-table relational Access database, and writing a web application for this database in ColdFusion. The purpose of the application is to have one place to gather, store and obtain reports for computer and user account information. Prior to the existence of this web application, much of the inventory process was done manually through several different steps. The application allows for more accurate data to be input, and provides several search and reporting features that were previously only available to select LIS staff. The application was completed and moved to the production server in Fall Quarter of 2002.

PRESERVATION MICROFILMING SERVICE

Production figures for 2002/2003 include:

- ⊙ 115,116 frames captured on 35mm film
- ⊙ 302 master negative reels
- ⊙ 465 print negative reels
- ⊙ 2,059 positive reel copies

- ⊙ 8,216 digitized images
- ⊙ 68 CDs burned

- ⊙ 2,032 printed pages from scan
- ⊙ 476 photocopied pages

- ⊙ Recharge/Invoice totals of \$76,380.56









Work orders for original preservation microfilming fell significantly from the previous year, and 19% fewer reels of film were produced this year. However, digitization requests now represent a much greater portion of the work orders. In 2002/2003 digitization jobs increased by 109% over the previous year, and the number of CDs burned rose by 134%.












In the Spring of 2003, staff began working on a large digitization job for the Pomona Public Library. Using a flatbed color scanner, PMS is producing preservation-quality digital images of 5000 postcards that will be accessible through a web site of the Pomona Public Library (PPL). PMS staff scan the images, clean and crop using Photoshop, and then burn CDs which serve as backup files and the delivery method from SRLF to the PPL. The metadata for these images is provided by staff at the PPL. Phase 1 (5000 images) of the postcard project will be completed in the summer of 2003.

CONSERVATION LABORATORY

Construction of the UCLA Conservation Lab, housed at the Southern Regional Library Facility, began in April 2003. The initial work involved demolition of existing shelving racks to make room for the laboratory. Four workstations in the circulation/ILL work area will be relocated and reconfigured so that incoming deposits and daily circulation traffic can flow efficiently within a smaller work area. Construction is expected to be completed in Fall, 2003.

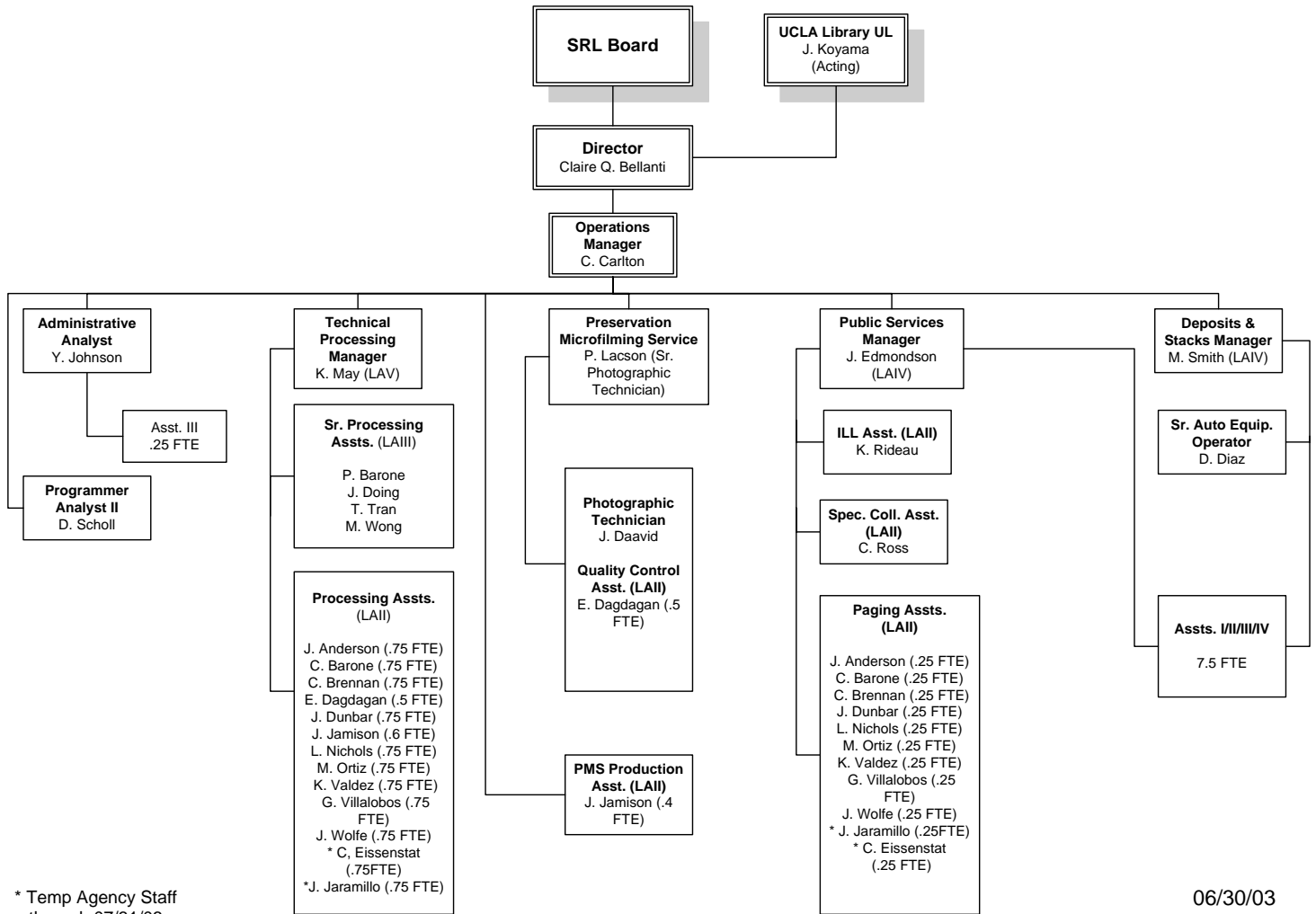
IV GOALS AND STRATEGIES FOR 2003/2004

-  Process 200,000 new items. This new, lower target reflects the loss of temporary funding that supported overtime and temporary staff in the previous two years.
-  Finish work on 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), and most of these missing items were re-added during 2002/2003. There are approximately 441 items to re-add. A new “gap list” request will be submitted to UCLA Library, from which we hope to identify and re-add any items that are missing since ORION2 implementation (1999 to the present). The ORION2 gap list should be produced before ORION2 migrates to the new integrated library system (summer 2004).
-  Continue efforts to eliminate duplicate SRLF bibliographic and holdings records on ORION2. UCLA cataloging centers merge the bibliographic records and the SRLF is responsible for merging the holdings records. We have approximately 100 requests for serial record mergers from catalogers remaining from last year’s 400 requests. Our goal is to eliminate this backlog of record merger requests and to keep up with currently received requests.
-  Continue VDX implementation efforts to bring all UC campuses up. VDX will move from “test” status in Fall 2003, when SRLF, UCLA, and UCSB go live. The other UC ILL units will hopefully implement VDX in 2003/2004.
-  Prepare for the migration from ORION2 to UCLA’s new integrated library system. This includes various clean-up projects such as finding and eliminating invalid barcodes, duplicate barcodes, and correcting invalid location codes in the SRLF holding records.
-  Finalize procedures for the UCL Shared Print Archive pilot project, and begin processing these new deposits at the SRLF. Elsevier and ACM print copies will be shipped from UCLA and UCSD serials/acquisitions centers for storage at the SRLF. An estimated 10,500 issues will be received at SRLF in 2003. The effectiveness of this pilot will be assessed during the year.
-  Finalize reconfiguration plans for the Processing, Circulation, and Receiving areas, and relocate the shelving sections and workstations that have been displaced by construction of the Conservation Laboratory. Some reconfiguration of staff workstations will be made in order to improve their workspace and to provide a wider corridor for the movement of book carts to and from the receiving area, processing, and the stacks. Relocation of shelving and workstations will be completed during the summer of 2003.
-  Complete work on Public Website redesign. The public website is long overdue for a revision. Content revision and new graphics should be completed in Fall 2003.

-  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.
-  Upgrade operating system on Public Web server to Windows 2000 or 2003 Server. Upgrade hard drives and memory. Configure server for remote administration. Relocate servers to the network room.
-  Test and prepare for transition to Active Directory when UCLA Library implements a Windows 2003 domain using Active Directory. This will eventually involve the migration of all computers in the SRLF network to the new domain.
-  Create a printer cartridge inventory web application to monitor supplies and use of printer toner cartridges. The application will report when supplies are low and help to estimate toner cartridge use for budget planning.
-  Evaluate moving existing web applications to ASP.Net, including a redesign of the time reporting application presently written in Excel.
-  Evaluate the cost and rotation plan for replacing existing PC&U computers that are approaching their three year rotation date.
-  Implement a patch management system with UCLA Library to update computer with current Microsoft patches that have been marked for critical installation.
-  The Preservation Microfilm Service at SRLF continues to uphold the highest standards that define preservation, and we are extending those standards as we transition into the digital world. Since microfilming is recognized as the most effective and long lasting method to preserve documents, letters, and photographs, PMS will continue to offer this service to the UC community and its libraries.
-  Now with the advent of new digital technologies, PMS offers state of art, high resolution flatbed scanning services for documents up to 8 ½” x 11”, as well as scanning for 35 mm microfilm and 35 mm color negative and transparencies. The future acquisition of additional digital scanning equipment will allow us to fill UC library needs for digitization of oversized books, maps, posters and blueprints.
-  With the addition of the new Conservation Laboratory at SRLF, our goal is to offer a whole range of services on traditional and digital formats, and to become a full scale preservation, conservation and digital lab.

APPENDIX I: Organization Chart

University of California
Southern Regional Library Facility
2002/2003



* Temp Agency Staff through 07/31/03

06/30/03

APPENDIX II: SRLF Staff Personnel List 2002/2003

ADMINISTRATION

Director	Claire Bellanti
Operations Manager	Colleen Carlton
Administrative Analyst	Yvette Johnson
Programmer/Analyst II	David Scholl

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) 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
Library Assistant II Production Assistant	Jina Jamison (.4 FTE)

TECHNICAL PROCESSING

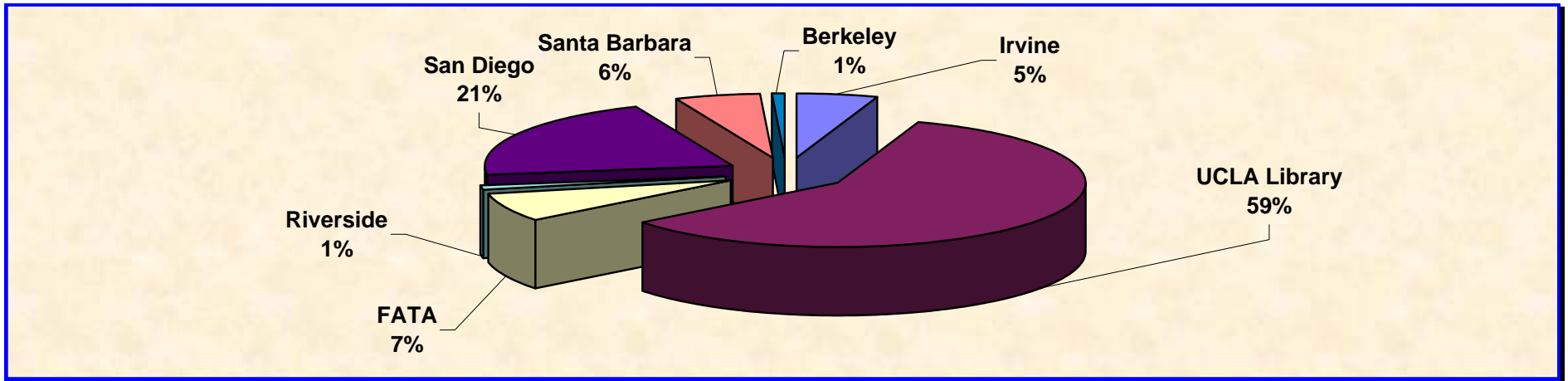
Supervisor, LA V	Karen May
Library Assistant III	Paul Barone Doing Tin Tran Mary Wong
Library Assistant II	James Anderson (.75 FTE) Christine Barone (.75 FTE) Christopher Brennan (.75 FTE) Jefferson Dunbar (.75 FTE) Jina Jamison (.6 FTE) Lenya Nichols (.75 FTE) Maria Ortiz (.75 FTE) Karla Valdez (.75 FTE) Gerardo Villalobos (.75 FTE) Jesse Wolfe (.75 FTE)

TEMP AGENCY ASSISTANTS:

Cigdem Eissenstadt
Daniel Hinds
Jessica Jaramillo

APPENDIX III: Deposits and Processing Statistics

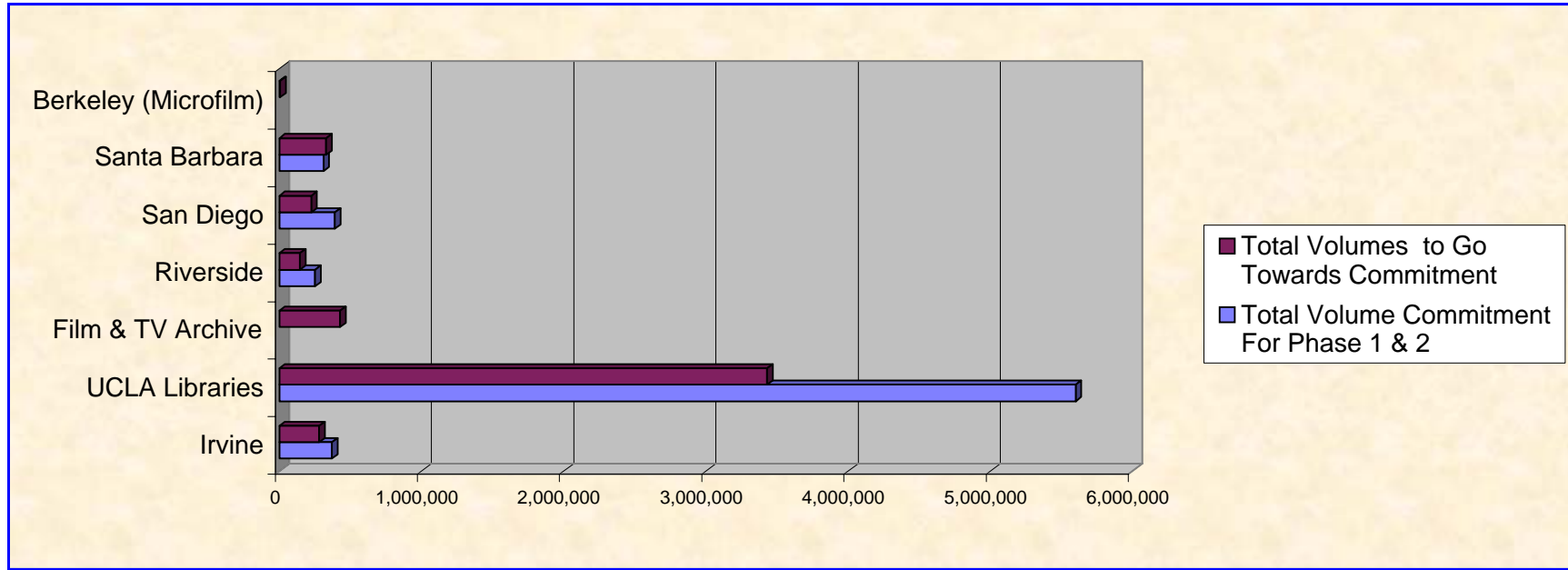
**ITEMS RECEIVED
JULY 2002 thru JUNE 2003**



Number of Items Received

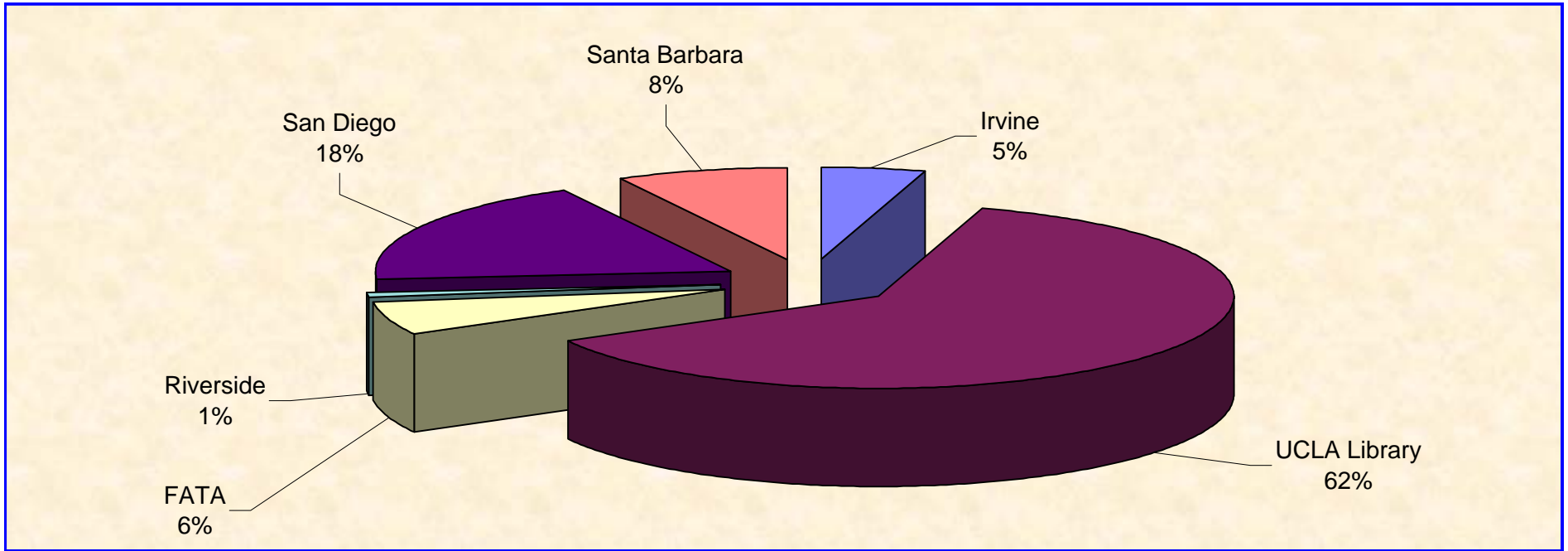
	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	To Date
Berkeley	0	0	0	0	0	0	0	1,273	307	774	0	0	2,354
Irvine	0	1,710	1,582	1,900	0	1,446	1,485	1,826	0	1,806	1,159	1,219	14,133
Los Angeles													
UCLA Library	17,349	15,791	11,615	12,671	13,461	8,841	11,169	10,485	11,091	8,516	20,346	14,956	156,291
FATA	834	1,281	1,470	766	2,026	1,048	1,612	1,903	3,223	2,229	1,155	1,891	19,438
Los Angels. Subtotal	18,183	17,072	13,085	13,437	15,487	9,889	12,781	12,388	14,314	10,745	21,501	16,847	175,729
Riverside	0	0	0	0	0	0	0	3,073	0	0	0	0	3,073
San Diego	2,215	4,291	6,989	5,535	1,765	1,789	5,202	6,160	5,865	4,638	5,695	4,536	54,680
Santa Barbara	0	2,052	1,989	0	0	1,991	0	2,051	2,059	0	2,503	2,022	14,667
Deposits Received	20,398	25,125	23,645	20,872	17,252	15,115	19,468	26,771	22,545	17,963	30,858	24,624	264,636

Campus Commitment Rates In Volume Equivalents As Of June 30, 2003



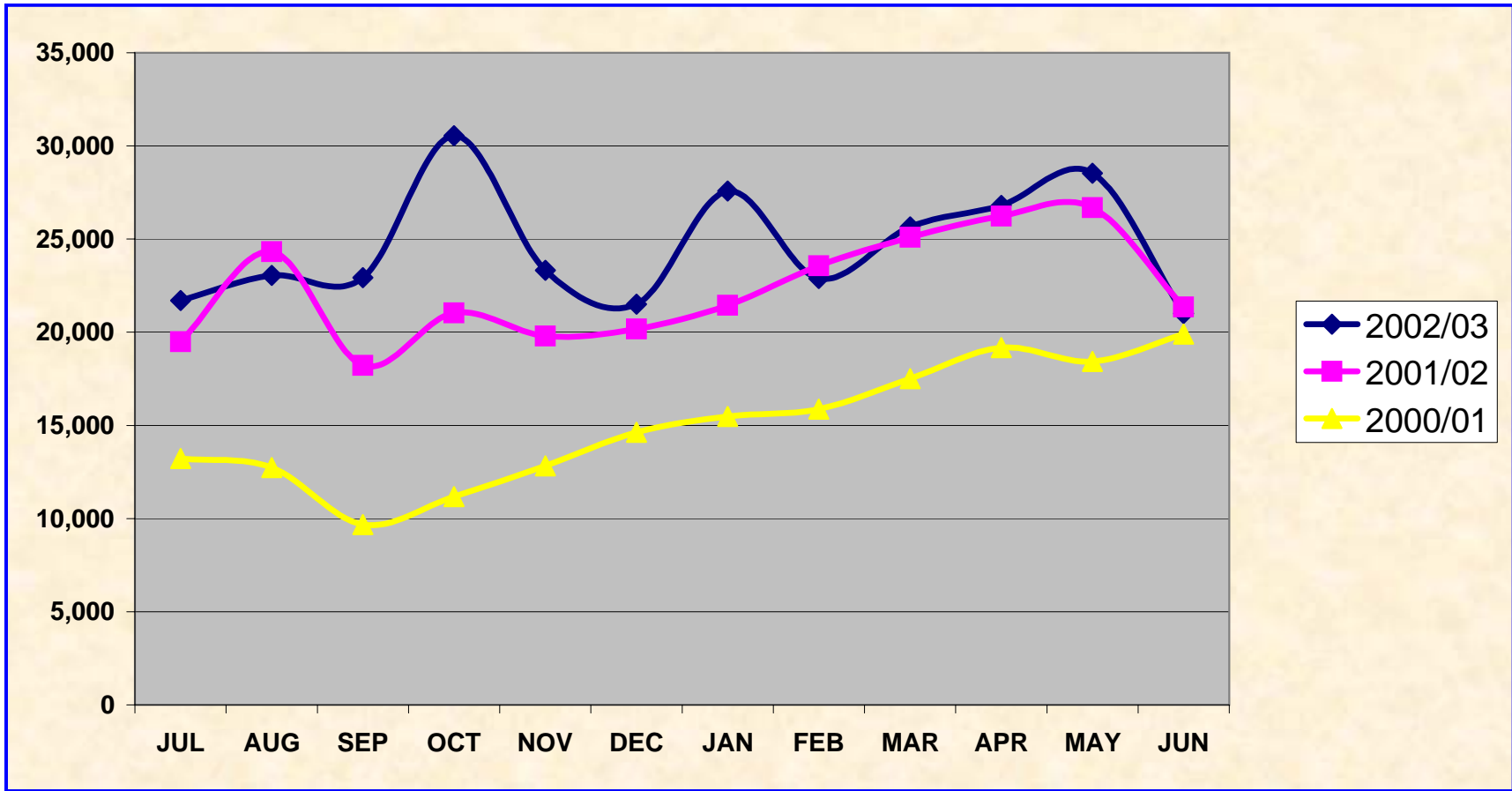
	A. Total Items Added as of 6/30/2003	B. Total Volume Equivalents Deposited	C. Total Volume Commitment For Phase 1 & 2	D. % of Total Commitment Deposited	F. Volumes Deaccessioned from SRLF	G. Total Volumes to Go Towards Commitment	H. % of Total Commitment Met
Irvine	272,162	280,462	370,000	75.80	233	280,229	75.74
LOS ANGELES							
UCLA Libraries	3,109,568	3,433,331	5,600,000		3,864	3,429,467	
Film & TV Archive	284,916	426,234			160	426,074	
SUB TOTAL for Los Angeles	3,394,484	3,859,565	5,600,000	68.92	4,024	3,855,541	68.85
Riverside	138,583	145,019	250,000	58.01	323	144,696	57.88
San Diego	211,659	225,301	390,000	57.77	257	225,044	57.70
Santa Barbara	315,367	328,415	310,000	105.94	476	327,939	105.79
SUB TOTAL	4,332,255	4,838,762	6,920,000	69.92	5,313	4,833,449	69.85
Berkeley (Microfilm)	14,646	5,352				5,352	
GRAND TOTAL	4,346,901	4,844,114	6,920,000	69.92	5,313	4,838,801	69.92

**U. C. Southern Regional Library Facility
Items Added By Campus From July 2002 Thru June 2003**



Items Added	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	2002/03 TOTAL	1987/02 TOTAL	GRAND TOTAL TO DATE
Irvine	604	192	1,750	1,857	1,469	992	1,723	571	766	2,342	1,532	17	13,815	258,347	272,162
Los Angeles															
UCLA Library	16,249	17,828	15,319	18,707	13,726	11,544	14,073	11,501	16,417	17,749	14,644	16,076	183,833	2,925,735	3,109,568
FATA	1,759	1,400	1,755	1,493	1,602	1,551	1,585	689	1,206	1,468	1,387	1,292	17,187	56,005	73,192
Los Angeles Sub-Total	18,008	19,228	17,074	20,200	15,328	13,095	15,658	12,190	17,623	19,217	16,031	17,368	201,020	2,981,740	3,182,760
Riverside	0	0	14	1	0	24	41	1,979	477	232	131	0	2,899	135,684	138,583
San Diego	1,452	1,750	3,016	6,836	6,104	4,888	6,467	4,351	4,235	4,943	8,700	1,883	54,625	157,034	211,659
Santa Barbara	1,635	1,886	1,080	1,658	417	2,512	3,683	3,792	2,551	75	2,140	1,732	23,161	292,206	315,367
Total	21,699	23,056	22,934	30,552	23,318	21,511	27,572	22,883	25,652	26,809	28,534	21,000	295,520	3,825,011	4,120,531

ITEMS ADDED JULY 2000 thru JUNE 2003



Items Added	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
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
2002/03	21,699	23,056	22,934	30,552	23,318	21,511	27,572	22,883	25,652	26,809	28,534	21,000	295,520
Total	54,410	60,115	50,833	62,775	55,946	56,307	64,498	62,323	68,254	72,203	73,644	62,262	743,570

U. C Southern Regional Library Facility
Selected Statistics July 2002 Thru June 2003
Processing Statistics

DEACCESSIONED ITEMS

	Jul 2002	Aug 2002	Sep 2002	Oct 2002	Nov 2002	Dec 2002	Jan 2003	Feb 2003	Mar 2003	Apr 2003	May 2003	Jun 2003	2002/03 TOTAL	1987/2002 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	7	0	0	0	0	0	0	0	0	7	226	233
LOS ANGELES	14	0	66	0	73	50	0	105	65	6	0	0	379	3,128	3,507
RIVERSIDE	0	0	3	0	0	1	1	1	0	4	0	0	10	316	326
SAN DIEGO	25	0	0	0	0	0	0	0	3	4	0	0	32	372	404
SANTA BARBARA	0	0	0	0	0	32	0	0	0	0	0	0	32	446	478
TOTAL	39	0	69	7	73	83	1	106	68	14	0	0	460	4,488	4,948

PROCESSING PROBLEMS, EXCLUDING DUPLICATES, REPORTED TO
DEPOSITING CAMPUS FOR RESOLUTION JULY 2003 THRU JUNE 2004 (Title Count)

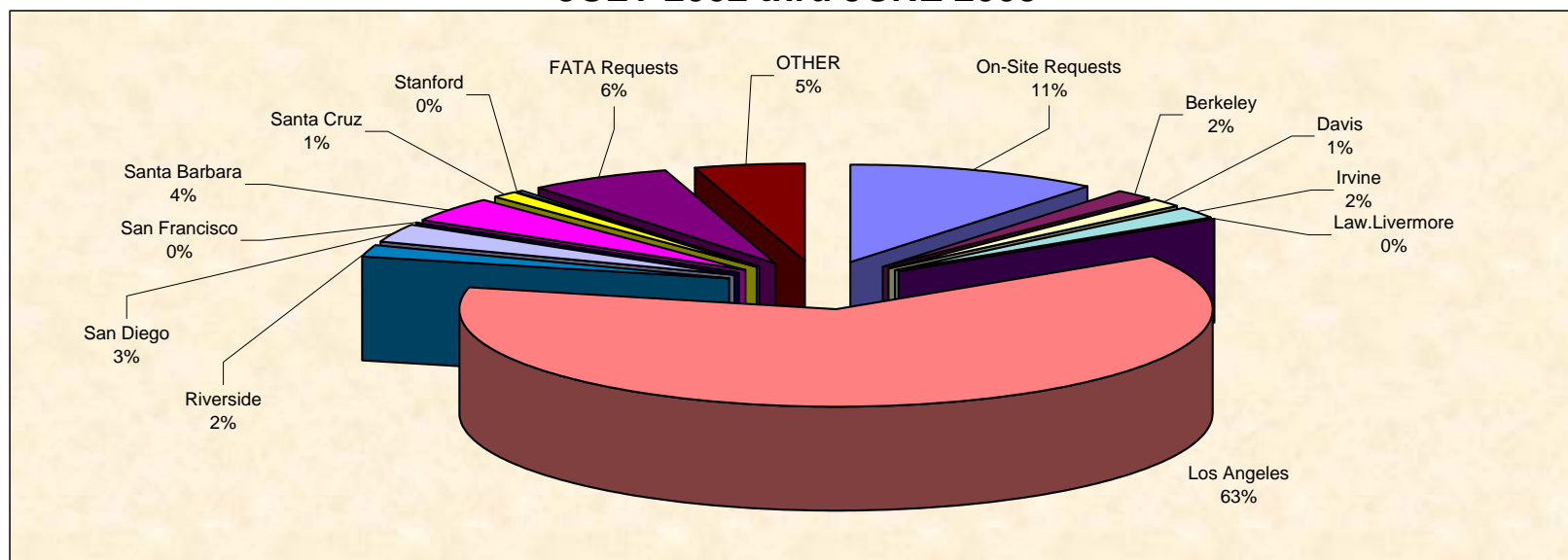
	Jul 2002	Aug 2002	Sep 2002	Oct 2002	Nov 2002	Dec 2002	Jan 2003	Feb 2003	Mar 2003	Apr 2003	May 2003	Jun 2003	2002/03 TOTAL
IRVINE	2	2	0	1	0	0	0	1	2	3	0	0	11
LOS ANGELES	1,149	1,401	1,056	1,263	0	141	708	1,311	766	1,199	1,429	357	10,780
RIVERSIDE	0	0	0	2	0	0	0	6	4	1	1	0	14
SAN DIEGO	22	1	10	75	0	36	54	94	42	21	19	11	385
SANTA BARBARA	33	3	8	2	0	0	29	87	25	7	16	8	218
TOTAL	1,206	1,407	1,074	1,343	0	177	791	1,499	839	1,231	1,465	376	11,408

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

	Jul 2002	Aug 2002	Sep 2002	Oct 2002	Nov 2002	Dec 2002	Jan 2003	Feb 2003	Mar 2003	Apr 2003	May 2003	Jun 2003	2002/03 TOTAL	PROBLEMS & DUPS 2002/03 GRAND TOTAL	PROBLEMS & DUPS 1987/2002 TOTAL	GRAND TOTAL TO DATE
IRVINE	0	0	0	0	0	0	0	0	0	0	0	0	0	11	6,267	6,278
LOS ANGELES	0	0	0	0	0	681	567	932	860	1,946	1,562	1,060	7,608	18,388	99,499	117,887
RIVERSIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	14	3,768	3,782
SAN DIEGO	136	0	0	30	0	15	54	14	27	0	491	154	921	1,306	13,915	15,221
SANTA BARBARA	0	0	0	0	0	0	0	10	0	0	0	0	10	228	13,069	13,297
TOTAL	136	0	0	30	0	696	621	956	887	1,946	2,053	1,214	8,539	19,947	136,518	156,465
GRAND TOTAL	1,342	1,407	1,074	1,373	0	873	1,412	2,455	1,726	3,177	3,518	1,590	19,947		136,518	156,465

APPENDIX IV: Public Service Statistics

PAGING REQUESTS JULY 2002 thru JUNE 2003

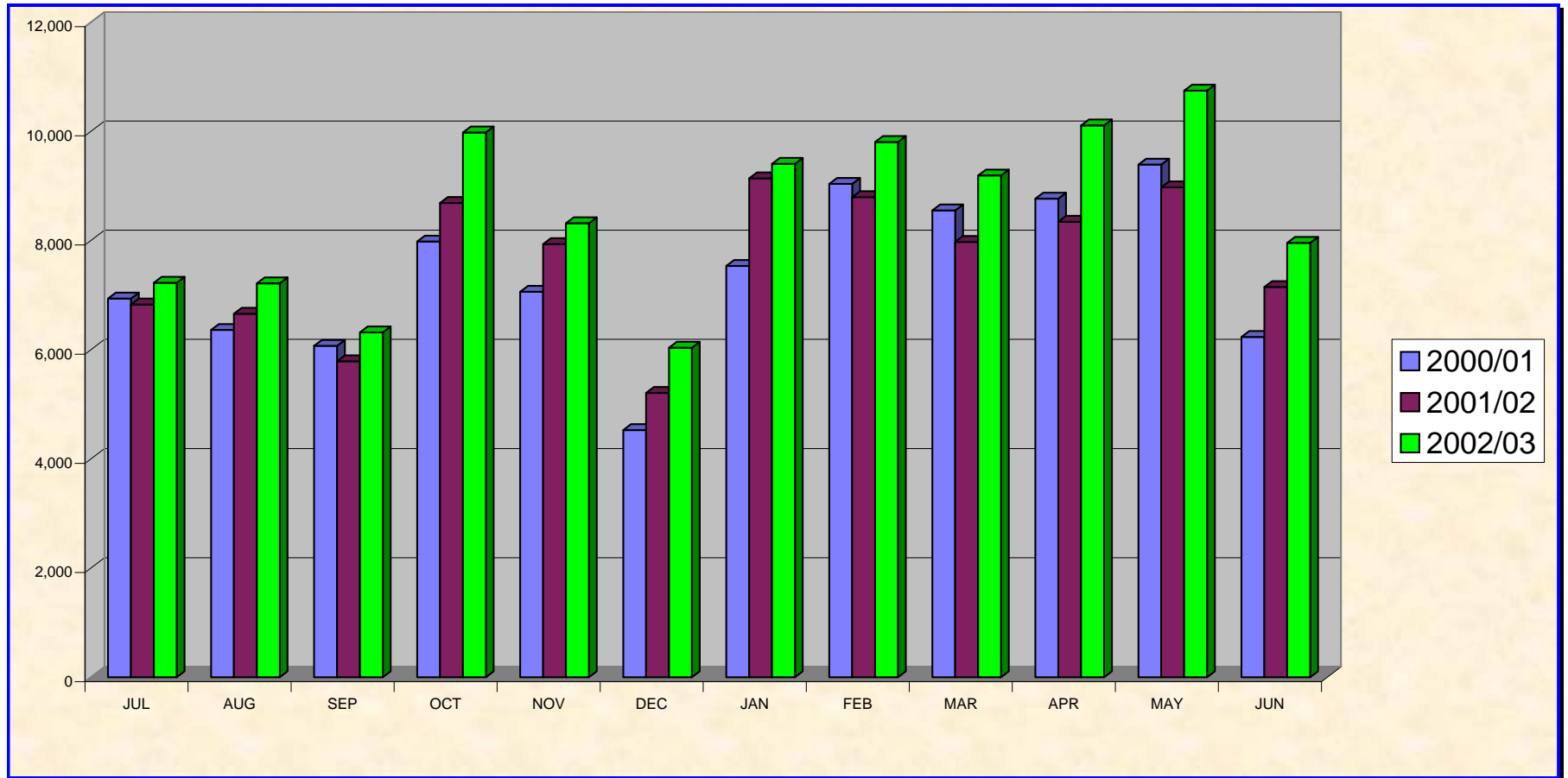


	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	To Date
On-Site Requests	606	755	621	828	899	818	1017	991	1136	1489	1169	838	11,167

Origin of Paging Requests

	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	To Date
Berkeley	102	90	142	222	164	72	120	142	130	145	125	83	1,537
Davis	74	78	115	121	106	104	135	160	91	184	229	132	1,529
Irvine	170	186	177	186	113	118	187	129	180	204	197	171	2,018
Law.Livermore	9	1	0	12	4	2	3	11	5	5	2	19	73
Los Angeles	4692	4480	3790	6092	5489	3653	5857	6056	5904	6024	6884	5056	63,977
Riverside	137	153	119	201	172	125	222	239	187	132	215	122	2,024
San Diego	182	157	146	363	292	157	305	364	233	351	283	257	3,090
San Francisco	21	15	19	21	15	13	22	25	22	40	31	13	257
Santa Barbara	313	338	256	418	288	256	343	507	321	402	404	236	4,082
Santa Cruz	65	80	59	113	68	76	138	172	104	115	166	49	1,205
Stanford	18	21	11	13	9	7	24	26	38	21	29	32	249
SUB TOTAL	5,783	5,599	4,834	7,762	6,720	4,583	7,356	7,831	7,215	7,623	8,565	6,170	80,041
FATA Requests	406	474	430	845	416	382	508	544	457	549	558	565	6,134
OTHER	431	388	433	545	283	254	525	439	384	448	456	384	4,970
GRAND TOTAL	7,226	7,216	6,318	9,980	8,318	6,037	9,406	9,805	9,192	10,109	10,748	7,957	102,312

PAGING REQUESTS JULY 2000 thru JUNE 2003



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
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
2002/03	7,226	7,216	6,318	9,980	8,318	6,037	9,406	9,805	9,192	10,109	10,748	7,957	102,312
TOTAL	20,992	20,237	18,178	26,652	23,316	15,776	26,082	27,638	25,721	27,221	29,115	21,341	282,269

RELAIS, WEB DELIVERY, ARIEL, & PHOTOCOPY July 2002 thur June 2003

**Requests Filled by Relais
Paper Pickup at Library**

	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	To Date
Berkeley	0	0	0	0	0	0	0	0	0	0	1	0	1
Cal Tech	10	15	10	14	15	10	18	9	19	12	8	19	159
Cedars Sinai	0	0	0	0	0	0	0	0	0	0	0	0	0
Claremont	0	0	0	0	0	0	0	2	0	1	0	0	3
Davis	0	0	0	0	0	0	0	0	0	0	0	0	0
Irvine	8	7	4	7	14	7	9	12	7	11	9	16	111
Law.Livermore	8	7	2	16	5	2	0	3	7	0	0	6	56
Loyola	0	0	2	6	2	0	2	1	0	3	2	0	18
Occidental	0	0	0	0	0	0	0	0	0	0	0	0	0
Riverside	34	16	15	31	13	13	25	25	28	8	26	19	253
San Francisco	2	0	0	2	0	1	0	3	2	6	2	2	20
San Diego	12	18	21	15	34	20	30	15	25	16	9	21	236
Santa Barbara	15	15	14	20	11	9	24	29	19	5	20	9	190
Santa Cruz	2	0	3	4	3	1	6	5	5	3	3	3	38
Stanford	1	2	0	1	0	1	1	0	0	0	0	2	8
UCLA Harbor	3	2	5	4	0	4	1	3	1	2	1	1	27
USC	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	4	0	1	0	2	0	0	7
Total	95	82	76	120	97	72	116	108	113	69	81	98	1,127

**Requests Filled by Web Delivery
(PDF)**

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	To Date
Berkeley	0	0	1	2	0	1	1	3	2	3	2	2	17
Cal Tech	0	0	0	0	0	0	0	0	0	0	0	0	0
Cedars Sinai	0	0	0	0	0	0	0	0	0	0	0	0	0
Claremont	0	0	0	13	31	5	21	16	33	29	6	20	174
Davis	0	2	5	3	3	4	6	4	2	2	3	6	40
Irvine	4	4	40	5	1	7	3	2	2	2	6	2	78
Law.Livermore	0	0	0	0	0	0	0	0	0	2	1	0	3
Los Angeles	46	7	2	4	2	3	6	3	6	6	4	2	91
Occidental	0	0	0	0	0	0	0	0	0	0	0	0	0
Riverside	4	8	2	11	14	25	35	19	17	19	35	19	208
San Diego	0	2	0	1	4	2	6	12	2	4	5	7	45
San Francisco	1	3	4	4	4	3	6	4	3	7	4	2	45
Santa Barbara	29	63	34	68	31	27	32	48	66	22	33	30	483
Santa Cruz	4	5	6	4	10	2	17	7	8	8	7	4	82
Stanford	0	0	0	0	0	0	0	0	0	0	0	0	0
USC	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	8	2	1	0	1	2	3	0	1	3	21
Total Sent by Web Delivery	88	94	102	117	101	79	134	120	144	104	107	97	1287

Requests Filled by ARIEL

	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	To Date
Azusa	0	0	0	4	3	0	0	12	7	2	10	0	38
Berkeley	3	8	7	6	2	1	10	3	10	3	6	4	63
Cal Tech	0	0	0	0	0	0	0	0	0	0	0	0	0
Cedars Sinai	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	8	6	8	8	2	2	10	5	8	3	11	15	86
Irvine	0	0	0	0	0	0	0	0	0	0	0	0	0
Law.Livermore	0	0	0	0	0	0	0	1	0	0	0	0	1
Occidental	0	0	0	1	0	1	0	0	0	0	0	0	2
Riverside	0	0	0	0	0	0	0	0	0	0	0	0	0
San Francisco	0	1	0	1	0	0	0	0	0	0	0	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	3	2	0	0	0	0	0	0	0	0	0	0	5
Stanford	0	0	0	0	0	0	0	0	0	0	0	0	0
USC	1	3	1	0	1	3	0	2	0	1	2	10	24
Other	10	9	7	6	1	10	3	3	10	8	3	5	75
Total Sent by ArieI	25	29	23	22	6	17	23	14	28	15	22	34	258

Requests Filled by Photocopy

	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	To Date
Azusa	0	3	1	1	0	0	0	0	0	0	0	0	5
Berkeley	0	0	0	1	0	1	4	0	0	1	0	0	7
Cal Tech	0	0	0	0	0	0	0	0	0	0	0	0	0
Cedars Sinai	0	0	0	0	0	0	0	0	0	0	0	0	0
Claremont	9	12	13	30	0	1	7	0	0	1	0	0	73
Davis	0	0	0	0	0	0	0	1	0	1	0	1	3
Harbor Medical Center	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	3	0	0	0	0	0	0	0	0	0	0	0	3
Los Angeles	14	3	1	4	7	4	15	4	5	0	0	5	62
Loyola	0	0	1	0	0	0	0	0	0	0	0	0	1
Riverside	0	0	0	0	0	2	1	1	0	0	0	0	4
San Francisco	0	0	0	0	0	0	0	0	1	1	0	0	2
San Diego	0	0	0	0	0	0	0	0	0	0	1	0	1
Santa Barbara	0	0	0	1	0	0	0	0	2	0	0	0	3
Santa Cruz	0	0	0	0	0	0	0	0	1	0	1	0	2
Stanford	3	0	0	0	0	0	0	0	0	0	0	0	3
USC	0	0	0	0	0	0	1	0	0	0	0	0	1
VA Medical Center	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	4	1	3	0	0	0	3	5	7	2	5	31
Total Photocopies Sent	30	19	16	39	7	8	28	9	14	11	4	11	196

SRLF On-Site User Profile

July 2002 through June 2003

	<u>USER CATEGORY</u>	<u># USER VISITS</u>
Faculty Users 9%	UC Berkeley	1
	UC Irvine	5
	UC Irvine Post-Doc Fellows	1
	UC Los Angeles	192
	UCLA Post-Doctoral Fellows	23
	UC Santa Barbara	2
Graduate Users 12%	UC Berkeley	5
	UC Davis	2
	UC Irvine	1
	UC Los Angeles	291
	UC Santa Barbara	6
	UC San Diego	1
Undergraduate Users 20%	UC Berkeley	5
	UC Irvine	1
	UC Los Angeles	494
	UC Riverside	1
	UC Santa Cruz	2
Staff & Extension Users 3%	UCLA Extension	18
	UCLA Staff/Personnel	52
	UCR Staff/Personnel	2
Off-Campus Users 56%	Non-UC Academic	30
	Non-UC Graduate	51
	Non-UC Undergraduate	16
	UCLA Alumni	162
	UCLA Visiting Scholar	3
	Other UC Alumni	21
	Friends of the UCLA library	49
	General Public, Level 5	109
	General Public, Level 10	5
	General Public, Level 20	4
	Information Brokers/Library Services	633
	Reference	55
	Without Library Card	239
	Total User Visits	2482