

**ARCHIVES**

**THE KRESGE LIBRARY**

**1964/65**

**Annual Report of the Librarian**

**Oakland University, Rochester, Michigan**

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## Introduction

The practices and traditions of our Germanic friends notwithstanding, all beginnings are not necessarily difficult. Nearing the completion of my first year as Librarian at Oakland, I am able to report perhaps more beginnings than either continuations or ends. It has been a year of rapid change and rapid expansion. With the help of a wise and cooperative Library Committee, good administrative support, an active Friends group and an able staff, there have been an unusually small number of the common difficulties of beginning a new job. It is good to be able to report that, even with the unaccustomed rigors of Michigan's winters, the satisfactions of this year have far outweighed and outnumbered the problems.

Since this report extends to rather more detail than is usually justifiable for such a document, these introductory paragraphs include a brief overview of the standard points of general interest, leaving a more complete treatment for the main body of the report, where an attempt is made to bring together for our own purposes a survey of our current status and future goals. A number of appendices have been added with the idea that this report may also serve as a useful reference during the coming year for new staff and faculty members. Members of the Friends of the Kresge Library will also receive copies of an abridged edition in grateful recognition of their continued support.

## Collection Growth

As reported in Library Statistics of Colleges and Universities, 1963-64, Oakland ended last year with 51,418 volumes. While the official count is not yet complete, it appears that our 1965-65 figures will show an increase of 28,854 volumes, thus giving us a 80,272-volume total. Some 9,000 of these are accounted for by the new Government Documents collection, most of which is received on deposit from the Federal Government. The Instructional Materials Center has grown to include some 2,000 items, and the remainder forms our general collection. To the overall total, one can add more than 5,000 phonograph records and as estimated 2,500 units in microform. We now subscribe to 912 periodical titles and are developing special paperback and browsing collections.

## Notable Purchases and Gifts

The purchase of three large, private collections has added significantly to our resources in the field of English Literature, in History, and Music. Some 4,500 books and 5,000 phonograph records were purchased from the late Peter M. Dolben of Toledo, Ohio. Bowdoin College offered for sale a valuable collection of some 3,000 volumes which we purchased in May. Other notable additions include the Gmelin and Bellstein reference sets in the field of chemistry, and a complete run of the rare and valuable Bulletin Monumental, a work of central importance to the fields of Art and Art History. Purchase of the Gmelin set was made possible through a generous matching grant from the Wyandotte Chemical Corporation. Our microfilm holdings of the New York Times were extended five years through a gift from the Friends to cover the period from 1920 to date. Our Reference and Bibliography collections have received major attention this year, since it is only through these "tools of the trade" that good service and efficient collection-building can be accomplished. It is further hoped that the availability of these bibliographical tools will allow a decreased emphasis on detailed cataloging where adequate descriptions are available in subject and national bibliographies.

Owing largely to the special funds made available this year by the Legislature for the purchase of books, we have made some progress toward reducing the gap between our actual holdings and the stated ALA minimum; we will nevertheless begin the fall trimester 60,000 volumes short of that minimum figure. Under current budget and enrollment projections, we can expect to see this gap widen during 1965-66. Every effort will be made to seek out possible supplemental funds.

## Personnel

A 100% turnover in professional personnel since July, 1964, provided a series of challenges, a host of problems, and a number of opportunities. To continue some form of library operation at all under 50%-to-70% reductions in manpower was a challenge which I could live happily without for any number of future years. To the problems presented by turnover, we suffered the loss of some five man-months to a variety of illnesses. The results of drastically lowered manpower brought cataloging to a virtual halt for seven months, developing an estimated 10,000-volume backlog. Service to students and faculty hit an all time low, and for a time, there was some question as to whether or not the building would open at all. That it did, and that operations were never brought to a complete halt is due completely to the excellent performance of non-professional staff and to one of the finest crews of student assistants with whom I have ever had the pleasure of working.

The opportunities which came with these problems involved the general reorganization of the library's functions and the selecting and hiring of a new staff to handle new jobs. Not altogether accidentally, we may well begin the fall trimester with the youngest university library staff in the country, undoubtedly below the esteemed figure, thirty-four. With only one vacant position, now being held open for a candidate already on hand, we will begin the new year at full strength.

The relation of professional to non-professional positions is somewhat out of balance, in that there are too few of the latter to support really efficient operation by the former. Future staff expansion should concentrate primarily on redressing this balance until there are approximately two non-professional positions for every professional one. Active use of student assistants is now helping to cover this problem, but the constant training of new students is often an expensive and inefficient process.

## Library Use

The implementation of a regulated loan period and overdue fine schedules have drastically changed circulation patterns, apparently for the better. While the year's total circulation figures have not changed appreciably (52,228 total transactions), special collections, such as phonograph records show over a 100% increase to 1,278 with only a slight increase in the number of items available for loan. A 2,000-transaction drop in total circulation figures would seem to indicate an end to the "preventive borrowing" practices of previous years when students cleaned the stacks at the beginning of each trimester of anything considered potentially useable and held them out of circulation for months at a time. Students checked out an average of 17 items through the year, compared with a faculty average of approximately 55.

Seven hundred thirty guest card holders averaged two books per borrower, and accounted for 3.2% of the year's total circulation.

Despite a number of problems connected with extending service to the surrounding community, it seems a responsibility which we should try our best to fill until it can be shown that a real conflict is occurring which proves detrimental to the work of students and faculty for whom our services and collections are primarily designed. An upper limit of 5% would probably represent a warning point for circulation. Since we are the only library in a 50-mile radius to be open 98 hours per week, we can expect continued dependence by students and other borrowers in the area.

With a total of 2,772 reference questions through the year (of which 1,036 were telephone questions), some 9% of the total were accounted for by local high school students, who, because of their unfamiliarity with Oakland's collections, required more personal help than do our own students. Reference and other reader services can be expected to expand in Parkinsonian progression during the coming year, owing to the development of a full staff and a general reorganization aimed at increasing service potential.

#### Beginnings and Near-beginnings

The automation of all order routines has been completed considerably ahead of schedule and will be implemented with the start of the new fiscal year. Preliminary designs for an automated circulation system are on paper and have been approved. Both are unique and will probably draw considerable attention when fully operative.

Collections have been reorganized and shifted to a new stacking pattern designed to eliminate future needs for large shifts and to provide more comfortable reading areas. A new lounge area on the first floor has been received with appreciation by students and faculty alike. New services include a 2-channel library broadcasting system, a new orientation program, a Xerox service, new loan regulations, art rental service, circulating record collection, film projection facilities, microfilming program and copying service, subject divisional reference service, Canteen facilities, display facilities, rush cataloging service, and data cards from the Roper Public Opinion Research Center. New State and Federal documents-depository collections are now operating, and by September it is hoped that hours of professional reference service will be extended to cover evenings and weekends. A new and active Student Library Committee has set a fast pace for its faculty counterpart, and with its control of overdue fine monies, may well be unique among university library organizations. \*

Plans are now in the working-drawing stage for completion of the library's third floor. The Instructional Materials Center will plan to move into its first permanent quarters in September, hopefully

equipped to begin operations on a much expanded basis. Preliminary drawings are under way for the completion of the basement and the installation there of the Computer and Data Processing Center. The building's rather erratic air-conditioning system is due to be tamed, and firelocks already installed will be combined with additional basement doors to halt a well-documented leakage of library materials through the shipping room. (A graphic message to this effect was brought to our attention when Mr. Kresge's portrait in the main staircase was discovered one morning to have changed places with a Jackson Pollock from the Oakland Center).

### The Librarian

In Hawaii, a "frozen position" was a function of the State Personnel Office; in Michigan it is a function of any extra-mural state office personnel blunder out to between September and May. I can report minimal acculturation to this Algonquian climate, friendly though the natives may be.

After a week or two of initial adjustment in September, I set out for a base-touching mission to the east coast; to Maine for 3,000 Bowdoin College books and one after dinner speaker, to New York's Flushing Meadow for a look at Library/USA's personnel files and one reference librarian, to Binghamton for a three-day IBM conference and to Cornell for some linguistic talks.

A return to New York in December allowed renewals of long neglected contacts with book dealers, a linguistic conference and series of library ones at Columbia--mostly on automation. The Midwinter Meeting of the American Library Association was held in Washington in January and offered a number of recruiting opportunities as well as the chance to be appointed Chairman of the Publications Committee of the Association of College and Research Libraries. In April, the chance occurred to combine a Research Committee grant with other funds to check out two potential recruitees in California and to complete a Library Information Test with an Hawaiian co-author. (The test is now in use at Hawaii and will be adapted for Oakland). Occasional thawed weekends have provided excuses to get to know a number of libraries and librarians in southern Michigan and northern Ohio, so I begin to feel more at home and less hesitant to ask favors when they are needed.

During colder spells I have completed seven articles, four of which have appeared, one of which is sold, and two of which are now under editorial scrutiny. One lecture, at Oakland, one paper for the Michigan Linguistic Society and a number of high school talks on librarianship have offered the pleasures of a captive audience.

An April meeting of the Michigan Library Association gave the whole staff a chance to play host to some 150 librarians, and beginning July 4, the American Library Association opens its summer conference

In Detroit. Most of the staff will be involved in one or another of the many programs, including a tour of this library.



## Reorganization

The organization chart in appendix III shows a shift from former patterns toward a coordinated technical processes division under an Assistant Librarian. Order and cataloging functions and staffs have combined for more efficient use of manpower in handling all aspects of the selection, ordering, and preparation of materials for use. The only exception to this is now the Instructional Materials Center, where we are experimenting with a more nearly autonomous unit, handling most of its own processing. Arguments in favor of centralized handling of these materials have not seemed convincing at this point.

Under a proposed Assistant Librarian for Public Services, we have followed a slightly different pattern, seeking increased subject specialization by staff, stationed not at a single reference point, but spotted throughout the collection at points coinciding with the stack areas where each subject division is represented. In time, I would hope that the service and atmosphere of a series of subject specialty libraries can be developed, while maintaining the ease and efficiency of a "monolithic," (i.e., arranged A-Z) stacking pattern. The building adapts itself well to this arrangement, and still maintains sufficient flexibility for changes of use patterns.

A Reader Service section should eventually become a separate department, specializing in the training of students in the location and use of library materials, in general reference, and in screening of requests for subject reference points. Such services have long been used in public libraries, but are less common where they are probably most needed, in academic libraries.

Though a position was available this year for an Assistant Librarian for Public Services, it was decided to postpone the filling of this slot for one year. The need for professional personnel on a different level in both processing and reference areas seemed to override the need for a new administrative position at this stage. Recruitment for this proposed position is now under way, with the hope that it can be filled before August, 1966.

## Staff Status

Oakland now shares a dubious distinction with three other Michigan educational institutions. Cleary College, the Detroit Bible College, the Muskegon School of Business, and Oakland University are the only remaining institutions in Michigan which extend no form of academic or "faculty" status to librarians. Successfully recruiting staff for this year's vacancies has only been possible by extending to new staff members the hope that this situation would not last long.

Four of our new professional staff members have been offered better jobs with faculty status or its equivalent and one recruitee refused our offer because of the personnel policy. Through whatever means are necessary, we must at least bring our library personnel policies into line with those of Michigan State in this regard, or face a rapid (and justified) exodus of professional staff to better positions.

No word of objection has been raised to proposals made in my memorandum to Provost O'Dowd of December 18, 1964. (See appendix IV). The Library Committee, the Faculty Affairs Committee, the library staff, and interested members of the administration all seem to be in favor of the change. Rapid action is urgently requested.

## Departmental Activities

The major portion of this section has been selected from reports submitted by each department head. Where whole paragraphs have been lifted, they are enclosed in quotation marks. While the content of most of them has been summarized in the preceding sections, the subjects and attitudes reflected in the following sections may provide useful future references for comparison and evaluation.

Technical Processes (Lawrence Auld). "It has been an eventful year--a 100% turnover of professional staff, a book budget more than 100% greater than in previous years, an all time record in sick leaves, the growth of an impressive backlog of uncataloged materials, and the development of a computerized acquisition system to be installed July 1, 1965.

"A brief chronology must take note of:

July, 1964 - Mary Ruskin, cataloger, resigned

Oct., 1964 - Floyd Cammack, new head librarian, began work  
Peter Dolben collection of books and records  
purchased

Dec., 1964 - Michael Bruno, order librarian, resigned

Jan., 1965 - Larry Auld, Assistant Librarian for Technical  
Processes, hired

Feb., 1965 - Shin-Fang Lin, cataloger, hired  
Daniel Cutcher, order assistant, hired

Mar., 1965 - Donald Mann, systems analyst and programmer,  
hired

May, 1965 - Processing room rearranged  
IBM 357 data collection system including  
keypunch installed  
Collection of 2,600 volumes (mostly English  
literature history) purchased from  
Bowdoin College  
Gift collection in economics received from  
Mr. Du Brul of GM and Mr. Yntema of Ford

June, 1965 - New order system being tested

### Order Section

"Book budgets in previous years have ranged around \$50,000 per

year. This year it was more than doubled. In previous years the order unit was staffed by two professional librarians, two clerks, and three 20-hour students. This year the order unit has, in effect, been staffed by the equivalent of three full-time clerks and four 10-15-hour students. During part of the year, it was possible to obtain an additional full-time person on a temporary basis.

"The net result has been an order staff (part of it very new and inexperienced) very little larger than in previous years and a book budget which was doubled. In previous years, foreign language titles accounted for somewhere around 5% of the orders placed. This year it has increased to 8% or 10%--more than a threefold increase in the actual number of foreign language titles.

"In order to be sure that the book funds would be spent and would not be wasted, it was necessary to use two persons from cataloging for a period of two months. The responsibility for verifying books after they are received and paid for was shifted from ordering to cataloging.

"Several substantial block purchases helped in using the expanded book funds. A large record and book collection was purchased from Mr. Peter Dolben. A collection of 3,000 volumes, primarily English literary history, was purchased from Bowdoin College, to whom we paid a unit price of \$.75 per volume. The reactions of members of the English Department who have examined the collection testify to the value and usefulness of the collection. A major effort was made to build up the reference collection by selecting with \$15,000 worth of books from the Canner Company. Important items in this purchase include a backrun of Dissertation Abstracts, Nouvelle Biographie General, backruns of Who's Who and Who's Who In America, English Catalogue of Books, and The Statesman's Yearbook.

"A matching gift from the Wyandotte Chemical Company made it possible for us to secure a set of Beilsteins Organische Chemie. General Motors executive, Mr. Du Brul, gave his working library of economics materials to us. Important items in this collection are a lengthy backrun of the American Economic Review and several hundred US government documents. A second gift of economic materials, given to us by Mr. Ted Yntema, included several National Bureau of Economics Research publications.

#### Catalog Section

"Last year's catalog unit had one and one-half professional positions, three clerks, and three part-time students. During the first half of this year the catalog unit consisted of two clerks, three part-time students, and some attention from the reference librarian. Added during the latter half of the year were one cataloger and two additional students. However, one of the clerks was lent to the order unit for about two months and the second clerk was lent to the order unit for a shorter period and was ill for nearly two months. In effect, the section has undergone nearly a 50% reduction. Also, the responsibility

for ordering LC cards for those books for which the cards were not ordered at the same time the book was ordered was passed on to the catalog unit from the order unit. This includes most foreign language books as well as most English language books published outside of the US. It appears that while LC cards are available for about 60% of the books we are receiving, only about 40% have had cards ordered at the same time that the book was ordered. The other 20% cannot be ordered until the book is in hand.

"Last year the catalog section pushed through nearly 10,000 volumes. This year's cut in manpower reduced the unit's potential to not more than 5,000 volumes. Further interruptions beyond those outlined above include brieflisting about 1,000 volumes in the Dolben collection, beginning similar brieflisting of the Bowdoin College collection, three days spent at keypunch school, a day spent rearranging the processing room, typing correspondence during the secretary's illness, and increased time requirements in filing LC card sets and books in the backlog (now estimated at nearly 10,000 volumes). All of which is to say that a doubled book budget and staff upheavels are not particularly compatible.

#### Serials Section

"A mimeographed list of serials with the initial year of our holdings was prepared in April and distributed to department chairmen, library coordinators and library departments. Copies are still available. Several faculty members have expressed interest and received copies. One copy was cut up, pasted onto cards, and filed into the card catalog.

"Binding of current serials is current and that of older serials is progressing slowly. A want list of missing issues has been prepared and sent out. These lists will have passed through at least four dealers' hands by the end of the summer. Volumes still missing some issues at that time will be bound "incomplete" in order to preserve what we do have. Thus, the backlog of serial binding is subsiding gradually.

"About two hundred unwanted serial titles in runs varying from one month to 20 or 30 years are in the bookhold. We hope to have sorted through these by the end of the summer, adding several titles and either selling, exchanging, or giving away the rest.

"The decision to group all government documents together is requiring the transfer of several serials and books. This means that although we have added about 150 new subscriptions this year, the gross title count will not be much larger than it was last year.

"In May a long needed rearrangement of the processing room took place. The former tennis court is now a reasonably organized series of work units with a logical flow of work possible between them. The old arrangement was principally a question of squatters' rights beside

certain windows. The new arrangement brings books (unpacked in the basement) up the elevator into the south end of the room for invoice checking. They move on to the 357 alcove where arrival cards are made and then on to the cataloging work line. If LC cards are available, they can go straight down the line ending up at the labeling station; but if LC cards are not available, the books take a side trip to a cataloger's desk before proceeding down the line.

"The former microfilm room has been cleared of film and reading machines (they are now with the bound periodicals). Shelves will be mounted on the walls and it will become the new book room. (The old one had to be abandoned to make room for an office). In time we hope to put a display window in the west side where the door is now and cut a new doorway through into the library office. This will permit supervised use of materials in the book room during office hours.

"This report is in no way intended as a complaint. Our problems are growth pains, a highly respectable type of difficulty. The future looks good--healthy, bright, and expanding."

## Public Services

Circulation Department (Nancy Covert). "For the Circulation Department, 1964-65 has been a year of change--new methods, new responsibilities, and a new awareness of the meaning of public service. The functions of the department have tripled, the staff has doubled, and the area behind the Circulation Desk is rapidly becoming filled to the "saturation point." Flexibility and adaptability certainly have been key words in the Circulation vocabulary. Most significant, in terms of their effect on us, have been the following changes.

### Charging System

In the interim between spring and fall semesters of 1964, the then-existing, self-charging (honor) system, and the policy of semester loans to students was replaced with a double-card system, a two-week due date, and fine system. This was conceived and rapidly initiated as merely a stop-gap measure which would involve a minimum of expense and preparation. The new system has proved to be adequate, in spite of the haste involved in its establishment. Its major drawbacks include needless repetition for the patron in filling out charge cards, and the increased demands on the time of the Circulation assistants in charging and discharging books, *i.e.*, working with three cards for each book in general circulation, filing and unfileing cards, and cross-checking, since our system provides the potential for a high margin of error. Involved in this system, too, are additional clerical tasks--hand dating cards, writing overdue notices, tabulating and collecting fines--these are not unique to our "new" system or in any way indicative of its inadequacy but merely duties not formerly performed and therefore creating new demands on our time.

"'Imposing' a new charging system on the students, one with more rigid discipline, gave us quite a selling job to do last fall. Initially, the response of the students was negative--restrictions on the duration of circulation, the very idea of penalties in the form of overdue fines and a security check at the door were the exact antithesis of what had previously existed and were not met with overwhelming approval. The Circulation student assistants did a commendable job in public relations--they were largely responsible for successfully conveying to the patron that the benefits would be his in the more equitable and efficient use of library materials.

"A new pattern of circulation has evolved as a result of due dates. No longer do we see the drastic highs and lows in Circulation statistics, variations caused by charging out quantities of materials at the beginning of the semester for possible use throughout the entire term. (See statistical review). Circulation of materials has leveled off and remains fairly consistent during the year. Increased or decreased business seems now to be determined by variations in enrollment rather than by the University calendar. Special collections, such as the phonograph records, have had much greater activity since the entire

collection is no longer depleted during the first week of classes. Books return to the shelves in three weeks rather than three months. These reinforce our claims about the availability of materials. The fact that students have accepted such radical changes so readily is a further indication that they are deriving benefits from better use of the collection.

#### Library Hours

"In response to the suggestion of the Student Library Committee, 1964-65 saw the library open 98 hours per week, or an increase of 14 hours over previous years.

#### New Department Responsibilities

- "(1) Xerox service - copying and departmental billing.
- (2) Library Broadcasting system - Bach, Baez, and the Gemini Space Shot.
- (3) Exam file.
- (4) Current periodicals - maintenance of stacks, servicing and the introduction of magazine call slips for library patrons.
- (5) Performance music - inventory procedures initiated.
- (6) Guest cards - issuing and retrieving of books checked out to non-OU students.
- (7) Reserve books - addition of an "open reserve" collection with varying periods of circulation.

#### Continuing Departmental Responsibilities

- "(1) Charging and discharging of books in general circulation.
- (2) Reserve books - processing, maintaining, and servicing-- a new reserve request form was submitted to faculty members and when properly used by them, results in more efficient service.
- (3) MSU-Extension books - purchased and delivered by them and serviced as a special reserve collection at the desk.



### Stack Maintenance

"The Circulation Department assisted in a major stack change--erecting new stacks, rearranging existing stacks, and shifting the entire collection. In addition, the major task of reading all shelves and checking all cards and pockets was done in April between winter and spring terms. Shelf reading is a continuing responsibility of Circulation, but a more thorough and complete job can only be done when library usage and book circulation are at a minimum.

### Personnel

"The increase in departmental responsibilities and longer library hours necessitated a re-evaluation of student employee needs, and resulted in enlarging our department from one supervisor and eight assistants (July, 1964) to one supervisor and eighteen assistants, our present staff. Problems in working with students are minimal. They are, in general, conscientious, responsive, and delightful people. Their supervision, however, presents a challenge--one must administrate, counsel, and serve as a combination house mother and Ann Landers. Staffing is a major headache--it must be done around class schedules and the individual enrollment patterns found in a trimester school. In the past year, four of our student assistants have left to assume the duties of resident advisors, certainly an indication of the quality of our student assistants.

"Because Circulation is essentially a clerical job, involving maximum repetition and sometimes minimal challenge to the intellects of these young people, I would suggest the development of a training program, the groundwork for which is now being laid. General reference training would make these students more valuable to the public they serve, and would familiarize them with library tools and usage that would be invaluable to them in their studies. This would have to be handled under the auspices of the Reference Librarians who have already indicated their willingness to assist. Circulation hopefully will be a training ground for new student assistants who eventually will "move up" to more specialized work in the library.

"The problems that exist within the Circulation Department seem in the process of being resolved. Revisions of the present guest card policy will minimize discipline problems and help to eliminate some of the difficulties in retrieving badly overdue books. Refinements of our present charging system will come about with the adoption of a mechanized system. Security, to cut down book loss, still remains a headache. Our door check will remain ineffective until some steps are taken to block off accessible and unlocked exits--presumably they will be. Our remaining problem, then, will be to adapt as projected plans materialize, and 1964-65 certainly served as an excellent practice session."

Reference and Government Documents (Robert Gaylor). Between the departure of Margaret Irwin in December and the arrival of Mr. Gaylor, public service hit its lowest ebb. Only Van Orden and Cammack were on hand for reference work, and certainly not always available at that. Mr. Gaylor's appearance was, therefore, doubly welcome, and occasioned a number of major changes in both collections and services.

"March 4 was the date of the big move. With a crew of a dozen or so students, the reference collection was moved from the second floor to its present location on the first floor. At this same time, extensive shifting of the general collection and bound periodicals was also accomplished.

"With the setting up of the collection and the reference desk, staffing of the reference area became necessary. It is my belief that students properly trained can answer basic reference questions if a professional librarian is available to give detailed information as required. Therefore, the students have undertaken an intensive training program and can, I feel, answer most basic questions.

"The student staff now consists of Joe Howey, a sophomore economics major who has been brainwashed into possibly going into the library profession; Claudia Hilko, a sophomore Russian major who does most of the reference bibliographic searching; Marian Wilson, a sophomore sociology major who is presently handling interlibrary loans and general typing routines; and Ed Bondy, a sophomore economics major who is employed under the work-study program. Both Joe and Ed assist in reference and in government documents. Ed basically shelves reference materials and has been trained to operate the microfilming equipment. Joe has had extensive training in handling government documents. He handles the checking in, ordering, and shelving of all documents, a far more responsible job than is ordinarily handled by students.

"The reference collection itself has undergone extensive changes. Its size has increased by over a third; we now have over 3,000 volumes in reference compared to the 1,950 items when I arrived. The collection has grown in quality as well as quantity. Substantial sets have been added; for example, the 1965 edition of Encyclopedia Britannica, Canadian Encyclopedia, Mythology of all Races, and the Great Books Series. Many more have been ordered, including the complete backruns of the World Almanac, American Yearbook, and Statesman's Yearbook. With such a collection as a core, I feel that we can begin to answer most questions which come to us.

"Part of the duties of the Reference Department is to handle tours of visiting personnel. During the first quarter, I conducted tours for the following groups: Pontiac Junior High School classes, Waterford Township School and Birmingham Board of Education. Another facet of the reference department is visiting other libraries, making the acquaintances which one can fall back upon later in reference servicing. I have visited the Oakland County Law Library, Wayne State

University, Michigan State University, the University of Detroit, and the University of Michigan.

"The reference personnel have undertaken quite a number of projects within the last five months: (1) a complete inventory of the reference collection, noting on the shelf list which items were missing, (2) relocating the microform equipment, (3) adding periodical titles to the card catalog, (4) rearranging the college catalogs so that an alphabetical sequence by schools within the state is achieved, (5) writing a rough draft of an instruction script dealing with the card catalog, and (6) cataloging great quantities of uncataloged reference material.

"The documents collection has grown considerably. It originally consisted of some 2,000 items. With revision of the depository selections and with large gifts, the collection now numbers nearly 11,000 items. We have attempted and will continue to declassify cataloged government documents until all such items are in our documents collection under the regular documents number. The Monthly Catalog of Government Publications has become our check-in record. We check the entry number of each item we have received. This method does away with a separate card catalog for the collection.

"The collection is quite strong in the fields of economics, business, census, and labor. A great wealth of statistical material awaits the future Oakland scholar. Next fall, I hope we can give more extensive service from the collection.

"One of the projects which has taken a great deal of time has been the serving on the local tour committee for the forthcoming ALA convention. In the process I have met a number of interesting people, including Mrs. Patricia Knapp and Howard Sullivan of Wayne. Miss Van Orden and I were able to convince the committee to set up a tour to visit Cranbrook's Art Academy and Science Institute libraries and our library. The tour is scheduled for Wednesday afternoon, July 7. We expect approximately 100 librarians to make the tour. Refreshments have been planned for the group when they visit Kresge Library. This tour should bring some interesting guests to our library.

"During the past three months, the entire staff has previewed orientation films in hopes that one could be found to be used on this campus. I am sorry to say that after extensive searching, I do not feel that we have found a suitable film.

"The orientation tours for the incoming freshmen students were started this month. Trained student assistants led freshmen tour groups through the library attempting to show them major departments. The main stress was informality. We tried to give the image that we were available for service and that the library belonged to them. I hope that the program will be more successful than has appeared to be the case in past years.

"I am most pleased with the arrival of Miss Sumi Takahashi, Science Librarian. I believe that the two of us have established an excellent working rapport. We have agreed, since we both basically use books

and periodicals to handle reference questions, to combine our reference service at the main reference desk for the present.

One of the projects which the reference staff undertook in June was to make sure that standing orders were set up for all the major continuing sets. We hope that gaps which have occurred in the past will remain in the past.

## Subject Divisions

Instructional Materials Center (Phyllis Van Orden). I have found this past year a discouraging one in relationship to services provided for the teacher-education students and my lack of true involvement with the faculty. It would be comforting to rationalize that the library's turnover of staff and illness of personnel have been the deterring factor, but this would not be completely honest. Indeed, many events that initially appeared to be negative have perhaps showed progress and contributed to future long range goals and values. Examples here would include such necessary parts of existence as the cataloging and processing of all instructional materials. Our cataloged collection has grown from 598 volumes to approximately 2,000 volumes, including discs, filmstrips, and a few tapes. Perhaps the advantage of having spent so much of our time cataloging is that we are providing for all related materials to be shelved together, and thus their classification considers educational needs. In a situation where students have been left to their own searching, we have hoped to provide, by shelving and catalog listings, a means of focusing the student's attention on all the resources available to him.

"Another basic area in which we are assuming additional responsibility is that of ordering. Due to the "unbusinesslike" organization of school systems and educational organizations we now write a letter of inquiry regarding all items published by these schools and related groups before orders are placed. In addition, when working with the education department on their budget, we do the following:

1. Scan all educational journals for reviews.
2. Check holdings.
3. Forward review to education department.
4. Check for full bibliographic information.
5. Submit requests to order department.

Since many items purchased by the Instructional Materials Center are under the \$2.00 price-range, we have appreciated the arrangement whereby our staff handles such requests and keeps the appropriate records. Much of the time made available through student help is involved in these ordering and cataloging tasks.

"With the addition of the "L" books to our collection, additional student time is spent in shelving materials. Several cooperative efforts, including a circulation plan for Instructional Materials Center materials, have been drawn up with the circulation department. At present the Instructional Materials Center is handling these cataloged items on a reserve plan.

"We have undertaken the analysis of the "L" collection, plus a breakdown of educational subject headings as found in the main catalog. Those were the weeks when I dreamed of what the computer could have done so quickly and efficiently. This information has been used as a basis for building up the collection by the Instructional Materials Center librarian and by the Education Department. Visits to other

institutions have also helped in learning about materials that we should purchase. During this period I awoke to the fact that neither college education collections nor Materials Centers have much in the way of guidelines or formulas ready to assist the 'greenhorns.' Some day, when enough of us in these positions get together, perhaps we can save others some of these "growing pains." During the Milwaukee visit, I was invited to a committee meeting, hoping to establish some type of communication through an affiliation with the Association for Supervision and Curriculum Development. Hopefully, Oakland's staff will keep its eye on the outcome of this meeting and become an active participant.

"Small projects that need further development include the question of book exhibits. Sales representatives must be tired of my many questions regarding exhibit possibilities, but this is an area we have not fully explored. The cooperation of the Michigan State Library, the University of Michigan Extension Service, and the Oakland County Board of Education Library has been appreciated. But the value of such exhibits must be weighed against staff time involved and interest expressed by our campus community. The point seems to be, how do we provide our students with exposure to children's literature and audio-visual resources, when we do not have the funds or the staff to handle all this? Certainly our students are neglected in this area. Perhaps my own concern about teachers and librarians not being aware of the resources available to them and my own desire to develop such a course influences this observation.

"A continuing project has been the contacting of educational publishers and producers as sources of donations and services for our Center. These requests were initially based on correspondence with the cooperating internship schools for identification of adopted text materials. It has been interesting to note that return visits of the sales representatives are bringing votes of approval and additional contributions. This is particularly gratifying since most companies now charge the representative for the materials. All the traveling to conferences and state committee meetings has helped speed up these contacts. Particularly fruitful have been the contacts through my membership on the Department of Public Instruction's Instructional Materials Committee.

"An area that brought personal satisfaction was the chance to meet with Mrs. June Gabler's classes and introduce them to our services. If there were only more of this type of opportunity, we might remove ourselves from the current vacuum in which we appear to be operating. Other areas of service have included bibliographic listings and educational reference work, which I am happy to say is on the increase."

Music and Humanities. Miss Desiree de Charms joined the staff on June 15. Her major responsibilities will involve the development of collections of books, scores, records, tapes, performance music, and other materials which will some day comprise a full-fledged Music Library

to support the growing emphasis in this area at Oakland. Humanities reference will continue to be a part of her work until the staff can expand to include another specialist. Broadcasting facilities will be made available on the second floor for music listening as soon as detailed arrangements are made.

Sciences. Miss Sumi Takahashi joined the staff on June 1, and will take over reference and collection development for the Physical and Biological Sciences. Though perhaps less autonomous than the Music or IMC collections, this area will benefit from the services of a specialist. Though somewhat new to a number of the fields involved, Miss Takahashi shows considerable promise as a developer of service and collections in these difficult areas.

## Automation Progress and Proposals

Mr. Donald Mann, an Oakland alumnus, joined the staff in March as Systems Analyst and Programmer. Since that time he has worked closely with Mr. Auld toward the mechanization of a number of library operations, which, when complete, should make this library a national leader in systems control for medium-sized universities. With continued administrative support, by the end of the next fiscal year, design should be complete for a total system, and at least two sub-systems in operation for order and circulation operations. The following excerpts are from reports submitted by Mr. Auld and Mr. Mann on automation progress so far.

"We are developing a plan which we hope will offer solutions to a number of library problems. The core of the plan is a system of integrated unit records subject to machine handling. In the proposed system, an author or title record, once entered when a book is ordered, can be recalled on demand whenever and wherever needed, thus saving repetitive manual transcriptions for catalog cards, book card and pocket, and charge slip, to mention only a few. Further, the record is machine fileable. If successful, no longer will a 2:3 book-to-staff-growth ratio be required. A 1:1 ratio might offer a reasonable goal toward which to work.

"The first area for automation involves book ordering. Very briefly, this is how it will work. An order request will come to the order unit of the Kresge Library and be verified as with any other ordering system. All necessary information about the order will be keypunched into a decklet of 80-column tab cards in the order room. The number of cards in the decklet will depend on the length of the author, title, place and publisher. The order decklets will be sent weekly to the University's Computer and Data Processing Center where they will be stored and printed. The orders will be added to a disc file which contains all current orders not received or in process. The system handles sorting and printing of all order documents, financial records, and LC card orders.

"The order form is an especially designed, 80-column, continuous-form tab card. On the face of the card appears the customary ordering information which will be needed by the vendor, together with an order number preprinted and prepunched into the card. This card must be returned to us by the vendor, whether or not he can supply the book. If he does supply the book, it and the card should be returned together with the invoice. If he is unable to supply the book, then he is asked to fill in the verso of the card, which is a report form, telling us why he cannot supply the book and what action he is taking, i.e., "out of print," "order cancelled," "searching," or otherwise. Also on the back of the card is the Kresge Library address and return postage guarantee so that the card can be checked and dropped into a mailbox without an additional typing operation.



"Two pieces of input equipment will be kept in the order section: an IBM 026 printing card punch and an IBM 357 data collection system which will operate the card punch by remote control. Incoming books will be checked against the invoice and against the order card. The order card then will be fed into the 357 which will cause the 026 to punch a card with the purchase order number plus keyed-in actual cost. These cards will be accumulated and sent weekly to the CDPC where they will be used to change the outstanding order file records to an in-process status. Later on, this file will be again updated, changing books from in-process to cataloged and on-the-shelf status. Again, the 357 will be the means of creating the input card.

"The proposed system has several clear advantages over our present ordering system. All accounting of funds and authorization for payment will be done by the computer rather than by hand in the ordering section. An even more important advantage is that weekly print-outs reporting the status of books on order will be sent to each department on the campus, listing those books which have been placed on order during the past week for the department, those books which have been received during the past week, and finally those books which have been cataloged and placed on the shelf during the past week. Included in this report will be a notation of the status of the department's book fund allocation: the original total for the year, the amount of money committed to date, the amount actually paid on bills to date, and finally the outstanding balance against which the department may continue to place orders. Oakland University vouchers, the preparation of which is now a problem, also will be produced by the computer. We have had trouble with these in the past because dealers have refused in many instances to fill them out or have chosen in other cases to bill us for doing so. Now, however, these will be produced by the computer.

"The order system is being designed as a foundation for further library automation. For example, it is entirely possible to order serials with the proposed ordering form and to pay for serials with the same ordering system. At a later date, we expect to maintain a computerized serial holdings file and to distribute printed listings of these holdings. All book materials coming into the Kresge Library can proceed through the same accounting and payment system. Two systems will operate side by side; one for monographs and a second for serials and what are called "in-progress" items. In the case of a monograph, once it has been processed, all transactions are complete. In the case of serials and "in-progress" items, the title may be cataloged, but subsequent volumes or issues will continue to arrive for some time, perhaps indefinitely. Ultimately, records of both can appear in a printed book catalog.

"The ordering system as now designed is expected to be fully operational by July 1, 1965. The next step in the automation project will hopefully involve circulation control. The present manual system is costing about 40¢ per unit circulation. It requires two manual files to operate and is severely subject to overloading. During the final weeks of a trimester the system is simply inadequate for the services required of it.

"The proposed circulation plan involves a permanent, machine-readable book card for each book. Each borrower will be issued a machine-readable identification card (i.e., badge card). Hopefully, this card can be a University-wide identification card as well. At the circulation desk, there will be one or more 357's connected to a key-punch. Book charging will require that the book card and the borrower's card be inserted into the 357 card reader. This will cause a punched card to be created, recording the transaction. Once a day the punched cards can be taken to the CDPC where a list will be printed, showing all books presently in circulation. Books which are due in the future will appear with the date due. Overdue books will be listed with the amount of money due. When a book is returned, the book card alone will be passed through the 357, creating a "returned book" transaction card. These, too, will be accumulated and delivered to the CDPC on a daily schedule where they will be used to purge the files of records of all the returned books. A transfer from manual to machine circulation methods will not necessarily reduce the cost per circulation, but it will improve present service and will permit extensive future workload expansion with only minimal increases in cost and personnel. Conversion now will be less expensive than at any future time.

"Another area of computer use in the library is serial receiving procedures, where the periodical receipt of materials lends itself to automation. For a given serial title there will be a file of prepunched cards anticipating the next three months' receipts. As each issue is received, the prepunched card for it will be pulled from the file and sent to the CDPC. Once a week the master file will be updated and a new list made from it, showing all serials titles in the library and the holdings for each. Built into this same file will be notices indicating that a sufficient number of issues have now arrived for the serial to be bound; and this same notice, returned to the computing center, will indicate on the next serial listing that the volume is at the bindery. Accompanying the notices in the file will be prepunched and preprinted binding slips.

"The final step which we now envision for our computer project is the creation of a printed book catalog. It is easy to interpolate the new materials into the standard card catalog, but it is a costly mechanism to update and to maintain. As it grows, it becomes more costly. The card catalog is essentially a stationary piece of furniture, available for use in only one place. A book catalog can be kept up to date economically with the assistance of the computer and can be printed in many copies, which can then be distributed to predetermined points of need. Copies of the printed book catalog can be placed in each faculty office, as well as in the Oakland Center and in the various dormitories. Several copies can be kept in the Kresge Library in the processing area, the various reference areas, and the special subject areas. A student on the third floor of the library, for instance, will no longer find it necessary to descend to the first floor in order to determine whether or not we have a particular book on the third floor. Instead, he will find on the third floor a copy of the printed book catalog. The improvement of service which we foresee from the book catalog is difficult to estimate beyond knowing that it will improve considerably the accessibility of materials in the library."

## Special Projects and Future Development

A number of special projects have been undertaken during the year which seem to cross departmental lines and to deserve special mention in this report.

Student Library Committee. One of the more successful and satisfying projects has been the creation of an active Student Library Committee, possibly unique in university library operation and certainly highly effective. A modest summary of their activities, financed through their control of all fine monies, is quoted below.

"The Student Library Committee of the Kresge Library was organized and began operation at the beginning of the winter semester of 1965. The group was the result of a cooperative venture between the Kresge Library and the Office of Student Activities. Created to improve the communications between the student body and the library and to advise the librarian on student needs and opinions, the group under the direction of Gary Durst and working in close cooperation with Floyd Cammack, began to function.

"The original committee consisted of Gary Durst, Diane Smith, John Kelly, Beth McKenney, Carl Baranski, and Charles Olsson. Advising the University Librarian and his staff, the following changes were made in library policy: extension of the loan period from two to three weeks; changes were also made letting the doors of the library and the second floor of the library be open; and, liberalization of the reserve book policy. Other services which have been performed were the formation of a browsing paperback exchange, rental exhibition of student art, installation of vending machines in the basement of the library, and purchase of turntable, headphones, and a tape recorder."

County Documents Depository. Following a suggestion made by Mrs. Donald Adams, President of the Pioneer and Oakland County Historical Society, we opened negotiations with Mr. Bruce Harding, State Archivist, for the creation at Oakland of a depository for State Documents. The agreement was signed by the Chancellor in June and will go into effect in September, giving Oakland University depository responsibility for Oakland, Macomb, St. Clair, Lapeer, Tuscola, Sanilac, and Huron counties. Selected governmental records from these counties will be collected, stored, organized and listed by the Kresge Library. The agreement marks a step forward in our recognition of public service responsibilities, and provides a significant addition to our collections of primary research materials on local governmental development. Other Michigan universities undertaking this responsibility have developed their programs with the aid of substantial private funds. Hopefully, Oakland will also be able to find the necessary support to make this new

collection maximally useful to researchers in the area.

Reader in Residence Program. In an attempt to find more ways to bridge the distances which separate members of the academe (both students and teachers) from members of the business and governmental professions, we are attempting to launch a "Reader in Residence" program this fall. Members of local business firms will be invited to join students in the library for unstructured sessions on virtually any topic of mutual interest. It is hoped that book- and idea-centered conversations will become a regular, informal aspect of library service. Mr. Theodore Yntema was invited to begin the series. Other invitations are now being made.

Student Orientation. Several experiments are under way, all connected with the search for a series of techniques for teaching students how to use the library resources available to them. Thinking that other programs may have failed because of attempts to cram too many problems into one program, we have set off in a number of directions at once, hoping that a carefully sifted and tested series of methods might work where no single one has seemed to suffice.

To this end we established a summer tour system, under the direction of Mr. Gaylor, but handled almost entirely by student assistants trained to fit their information to the recognized needs of the new students and to encourage the type of questions which students will seldom risk with an older person. In September a library information test will be administered to reinforce feedback from the summer tours, and during the first trimester, our broadcasting system will come into play, offering specialized bibliography lectures and "courses" in use of different types of library materials. A voluntary library course may also be offered if staff time and student interest indicate the possibility of such a program.

Library Broadcasting System. This equipment has attracted a good deal of interest throughout the state and is due to provide us some national publicity when the editor of the Library Journal gets around to printing an article which was accepted several months ago. The channel which operates from the Circulation desk has seen good use, but is nowhere near scheduled to capacity. A more active promotion program in the fall will probably bring business up to a more satisfactory level.

Building Completion. Preliminary drawings are now complete for

the finishing of the third floor. The Instructional Materials Center will account for roughly one-third of the space; some twenty faculty offices temporarily fill the east end of the floor, and the remainder is scheduled for the Science collections and for a variety of study carrels. Volume capacity for the IMC is estimated at 20,000 and for the rest of the floor at an eventual 40,000. Reader seating should accommodate some 125 persons.

Preparations are under way for the installation of the Computer and Data Processing Center on the ground floor, and with the broadening relationships between the Library and this unit, we eagerly look forward to the added convenience of having the Center housed in the Library.

Reading Clinic. Provision is being made on the third floor, in connection with an audio-visual demonstration area, for a reading clinic, possibly the first to be housed in any library. A combination of instructional programs and individual learning facilities will be housed in this area. It will be interesting to see if any generalized student interest can be developed for this program. The need is often unknown to the neediest, and a strong selling program would seem necessary. Closer affiliation with the School of Education is expected to be a by-product of this project.

Photo Contest. A visitor to the campus who was pleased by Mary Hetenyi's "Declension of the Court" offered a \$100 prize for the best photograph of these sculptures. Some thirty photographers tried their skill at this challenging task, and the winning entry turned out to be the work of Donald Malm, Assistant Professor of Mathematics.

APPENDIX II

Statistical Summary

Collections and Operating Costs:

Number of volumes at end of year	80,272
Number of volumes added during year	28,854
Number of physical units of microform	2,545
Number of periodicals received	912
Number of hours of student assistance	18,700
Numbers of hours of other assistance	1,885
Professional personnel (FTE)	3
Non-professional personnel (FTE)	9
Total operating expenditure	\$235,350
Salaries	\$ 62,350
Wages	\$ 15,000
Books and library materials	\$130,000
Binding	\$ 3,000
Other	\$ 25,000
Total spent	\$235,350
Library's % of total University operating expenditure	8.3%

Library Use:

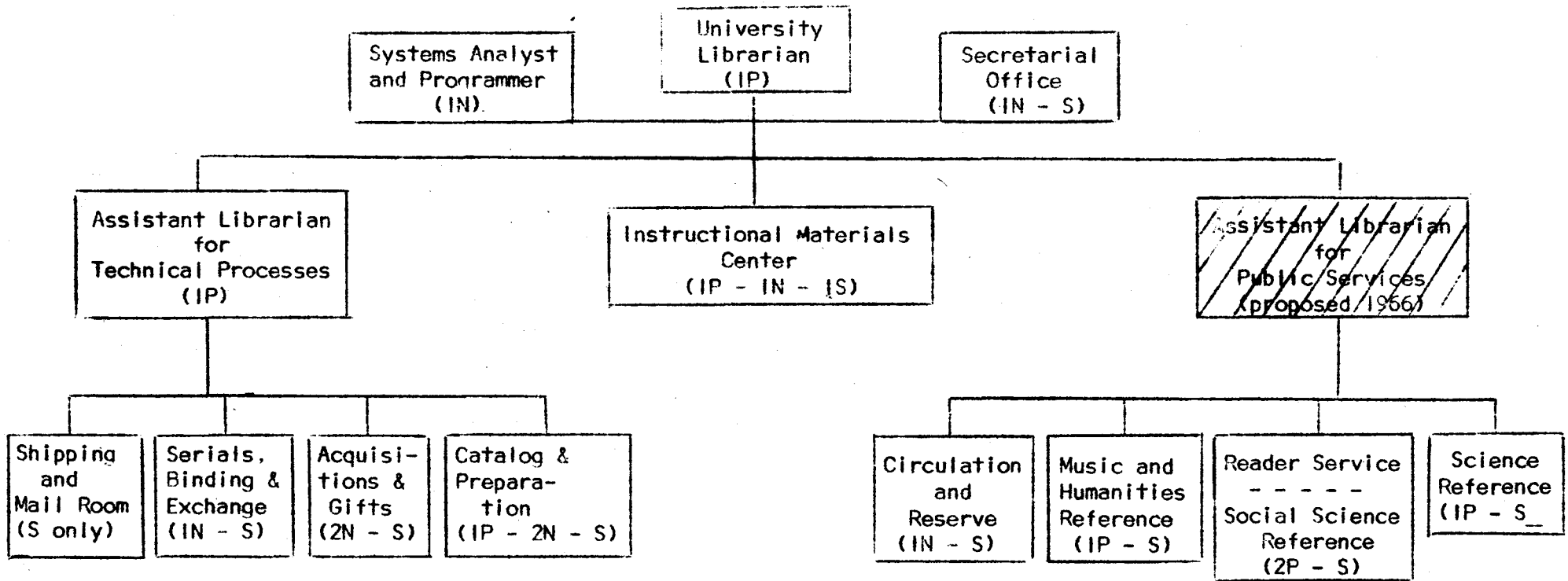
Total Circulation	52,228
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Materials	Students	Guests	Faculty	Use in Library	Totals
General Circulation	25,523	1,683	4,262		31,468
Records	1,261		17		1,278
Performance Music	713		16		729
Reserve books	2,153			8,546	10,699
Bindery				709	709
MSU-Extension	279				279
Personal copies-reserve	256				256
Periodicals	578		283		861
Reference			35		35
Totals	30,763	1,683	4,613	8,255	46,314
Headsets	936				936
Xerox	4,978				4,978
Totals	5,914				5,914
Grand Total					52,228

Student average	17
Faculty average	55
Reference questions: total	2,772
phone	1,036
Hours open per week	98

APPENDIX III

Kresge Library Organization Chart  
June 30 1955



Abbreviations: N = non-professional  
P = professional librarian  
S = student

APPENDIX V

Kresge Library Staff

Mr. Lawrence Auld  
Assistant Librarian for Technical Processes

Mr. Floyd Cammack  
University Librarian

Mrs. Nancy Covert  
Head, Circulation Department

Mr. Daniel Cutcher  
Order Department

Mrs. Carole Davis  
Senior Library Clerk, Catalog Department

Miss Desiree de Charms  
Music and Humanities Librarian

Mr. Robert Gamble  
Reference Librarian, Reader Services

Mr. Robert Gaylor  
Reference Librarian, Social Sciences; and Head, Reader Services

Mrs. Onalee Greene  
Senior Library Clerk, Acquisitions Department

Miss Shin-Fang Lin  
Catalog Librarian

Mr. Donald Mann  
Library Systems Analyst

Mrs. Edith Pollock  
Senior Library Clerk, Acquisitions Department

Mrs. Jean Safford  
Senior Library Clerk, Catalog Department

Mrs. Esther Singer  
Senior Library Clerk, Instructional Materials Center

Mrs. Ruth Slowinski  
Senior Departmental Secretary, Library Office

Miss Sumi Takahashi  
Reference Librarian, Sciences

Miss Phyllis Van Orden  
Head, Instructional Materials Center

Mrs. Sharon Wagner  
Senior Library Clerk, Serials Department