UNM School of Law Library Annual Report 1986-1987

School of Law Library Directors, Heads, and Librarians

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This is my final Report of the Law Library. In September 1987, I will retire as library Director after 24 years. Rather than attempt to give an overview of the highlights of the past year as I have done in previous reports, I should like this year to focus on several significant events in the library and let the detailed reports of the various departments and units attached speak for themselves. I will then conclude by making a few observations of a personal nature.

FY 1986-87 began with the appointment of a new Dean of the Law School, Theodore Parnall. Several months later, I announced my decision to retire. These two events set the tone for a transition period in which the library would be looking for new directions and be making many adjustments.

One such new direction was to resolve our budget deficit problem. The history of this problem and how we dealt with it this past year is best described by quoting several pages from a Report to the Law Faculty on the Library Budget prepared by Dan Dabney, Reference Center Head, dated March 30, 1987.
Overview and history of the problem

At the end of the last fiscal year (July 1, 1985 to June 30, 1986), the library had a record deficit just under $57,000. It had become apparent in February of 1986 that the library would run over its budget, and in May and June the general accounting office of the University stopped paying our vouchers. The University absorbed the $57,000 overrun. We had accumulated about $38,000 in invoices for books by the end of the year, which we paid in July out of our budget for the present fiscal year.

Thus, going into the new fiscal year, ignoring inflation, it appeared that unless we cut spending we would be over budget by about $133,000. This is based on the assumption that we would exceed our budget by both the official $57,000 and the unofficial $38,000, and that we would pay the $38,000 that "snowballed" into the present year from last year's buying. Making an allowance for inflation, the deficit could be substantially higher.

This realization of this alarming prospect was the impetus behind the first major event in the budget battle. Myron was out of the library during most of July and August, first for vacation, and then for medical reasons. For his return, the staff prepared the "August 25 memo", a document that outlined the problem and proposed a set of four austerity measures to help bring the budget back into balance. Copies of the August 25 memo were distributed to the Dean and members of the faculty library committee, and internally to Myron and to library department heads.

The August 25 memo made four chief recommendations:

1. Freeze all positions currently open, or to become open during the year;

2. Cut spending for serials by 10%, and for monographs by 20%. The cuts were to be figured after allowances for inflation, however, so this policy actually recommended a 7% dollar increase in spending for books and serials.

3. Spending for things other than salaries and books would be cut by 9%; and

4. The library would raise prices on its copying services so as to get more money from its income account.
With the adoption of all of these measures, the August 25 memo predicted that the budget deficit could be cut to $22,000.

On Myron's return in September, the library's Core Group met to discuss the problem, and the four austerity recommendations of the August 25 memo were adopted.

The faculty library committee became concerned with the prospective deficit, and met with members of the library staff to discuss the problem. At these meetings it became apparent that the library did not have the detailed information necessary for careful planning. The committee suggested that the library's problem be presented to the faculty as a whole at a faculty meeting in the spring semester. This memorandum is part of the result.

The library responded by forming a budget committee that had two purposes: (1) to develop information necessary to refine the library's spending projection and give it more control over its budget, and (2) to implement the cost-cutting recommendations of the August 25 memo, and explore further money-saving opportunities.

The primary effort in the first area was to develop a spreadsheet model of the library's budget. The model was created, and as actual spending information from the first part of the year was incorporated into the model, the spending projections were refined.

In the second area, the primary initiative was to control spending for serials. The library established a serials review project that examined each title as it came up for renewal. The review was performed by the members of the selection committee, and a special effort was made to consult faculty members on titles in their areas of research or teaching interest.

On January 22, the spreadsheet modeling project yielded new projections based on actual spending figures for the first half of the fiscal year, and much more detailed analysis than was available for the August 25 memo. The revised projections showed a deficit of less than $2,000. Shortly thereafter, the library received instructions from the Dean to aim for a budget overrun of 3%, about $22,500.

Since January 22 the library has very slightly relaxed its austerity program. More monographs have been bought, some personnel reclassifications were allowed to take effect, and a modest retrospective conversion program started. All other austerity measures remain in effect. The most recent projections, based on spending through the end of February, show a projected deficit slightly over $20,000 against our original budget and just over $10,000, allowing for the $10,000 the library has received from the Dean's alumni fund drive.
Total savings realized from the above austerity measures were $103,729. This, combined with new revenue of $20,000. (one-time extra allowance for books); $18,087 (increase in income account); $10,000. (from Alumni giving); provided a combined amount of $136,715. Thanks to the austerity measures, the library had weathered a severe budget crisis. What were the costs?

The largest saving ($53,283) came from personnel in the form of eliminating or not filling all unoccupied staff positions and from employing work study qualified students almost exclusively. In Reference, hours of service were reduced drastically and reference back up became less available. In Circulation, the staff was permanently reduced and the cost of student help reduced 40-50% under student guidelines resulting in the staff being stretched very thin with reduced hours. Technical Services experienced similar cutbacks. Yet, despite all this, essential library functions continued and staff adjusted.

The second biggest saving came from the materials budget ($29,454 for books, serials and binding). The savings have come from serials generated primarily by our serials review project. As each title comes up for renewal, it was evaluated by our selection committee (Law Librarian, Legal Research Librarian, Reference Center Head) and appropriate faculty members were consulted on titles in their areas of interest. In all cases, the attempt was not to cut material with permanent reference value to the collection although we took cuts which may have had the effect of hurting the collection in the short run.
The third largest cut came from supplies and expense ($11,647 saved). Savings here resulted from replacing some of our old copiers (that were expensive to maintain) with newer, more economical models. We also saved money, from doing more of our own copying (rather than having it done by the Copy Center) and by avoiding some big jobs, like the printing and mailing of our Annual Acquisitions List.

While the "battle of the budget" was a team effort that required the active cooperation of all library faculty/staff, it was field directed by Dan Dabney who pursued and persisted until it was won. We all owe Mr. Dabney a debt for his splendid accomplishment.

The successful effort to control our budget this past year was the backdrop to two other efforts that involved me closely as library Director: work done by a Law Faculty Library Committee and the search for a new library Director. The committee, chaired by Professor William MacPherson, did much investigatory work in the library which I supported and participated in. Periodic public meetings to which all library faculty/staff were invited to participate were held throughout the Fall Semester of 1986. In the Spring Semester, Professor MacPherson prepared a Report to the Law Faculty on the Status of the Law Library containing numerous recommendations for the Law Library. This Report was partially reviewed in a law faculty meeting late in the Spring Semester. It awaits action by the new library Director.
Throughout FY 1986-87, I served on a Faculty Appointments Subcommittee charged with recruiting a new Director of the Law Library. Two inside candidates (Dan Dabney and Thaddeus Bejnai) as well as four outside candidates were invited for interviews after screening of a larger field of candidates by the subcommittee. All library faculty/staff and all key constituencies of the Law School were involved in the interviewing and evaluation process. Professor Anita Morse, Director of the University of Wisconsin Law School Library, was the successful candidate chosen by the UNM Law School Faculty. She will begin her new duties here in mid-October of this year.

Professor Morse excels in all of the desirable characteristics that the subcommittee sought in a new Director. As defined by the subcommittee, these are:

1. Excellent administrative and management skills.
2. Capacity to help define the goals of the library in the future and to lead the institution to accomplish those goals.
3. Outstanding knowledge of law libraries, traditional legal research systems and computer research methods.
4. Commitment to the role of the law library as a resource to multiple constituencies - faculty, law students, bar, university, and general public.
Other desirable characteristics in which Professor Morse excels include a personal commitment to scholarship, ability to teach research skills to law students, and a long-term commitment to the Law School and to the Law Library. We are indeed fortunate and I am personally gratified to have Professor Anita Morse as the new Director of the Law Library.

The attainment of the balanced budget and the successful search for a library Director having all the desired attributes were major accomplishments that portend a new era for the Law library. I believe that Professor Morse will carry forward the attitudes and philosophy that have earned for us the loyalty and affection of so many of our user constituencies among the law faculty, law students, State Bar and citizens of New Mexico.

I should like to conclude my part of this report by calling attention one more time to the central idea that has guided me and the many excellent library faculty and staff over the years. This is the concept and practice of "library service." Its essence, patron satisfaction, is a reminder that human contact and personal caring are what count and what should remain at the heart of all service institutions. This is the context in which all technological innovation, budget balancing, growth and development must be judged. If patron personal satisfaction is missing or not optimal, the library is not performing as it should. I sincerely believe that the above criterion is what has made our library distinctive, perhaps even great, certainly valuable:
If I have one regret at this time, it is that I have not expressed often enough my personal appreciation to the many dedicated staff members I have been privileged to work with over the years. I want to take this opportunity to thank our department heads, Dan Dabney, Elizabeth Scherer and Ken Shoemaker for their outstanding contributions and to thank the many excellent people that we now employ.

Addendum: During the past year, I served with Dan Dabney as a consultant to the New Mexico Supreme Court Library. An evaluative Report was prepared, largely by Mr. Dabney, in February 1987 which was adopted by the New Mexico Supreme Court. Later, the Report was used to recruit and hire a new Library Director for the Supreme Court Library. I cite this here as an example of the kind of service that our library has enthusiastically provided to the State over the years.
Annual Report of the Administrative Unit

1986-1987

Lorraine Lester
Administrative Librarian

With the announcement of the impending retirement of the Library Director, and the ensuing search activities and hiring of the new Library Director, Anita Morse, who will be not be in place until approximately November of the 1987, the planning and development of the Administrative Unit went on hold.

There was an increase in billing activity for both photocopying and attorney use of WESTLAW which realized deposits into the Library income account totaling more than $112,000 -- an increase of $20,000 over last year's figures. Part of this increase was due to the Library's necessary raise of photocopy billing rates which took effect in September of 1987 and the imposition of a service charge for photocopying done by the Library Staff, effective the same date. The use of WESTLAW by attorneys went up substantially in 1986/87 so that there are currently 57 active attorney accounts.

Budget Analysis became a main focus of the Library, and different aspects of the budget were taken on by several members of the library staff. An analysis of the student assistant budgets and the supplies and expenses budget line was completed by the
Administrative Librarian at the request of the new Library Director,

The fiscal year ended with payment of books/serials invoices on a current basis. No fiscal "snowball" will be carried through into the 1987/88 year. The adoption of the automated serials/acquisitions system, INNOVAQ, will impact on current bill paying procedures, which will be reflected in the 1987/88 report. Susan Thompson, the Bookkeeping Assistant, has been undergoing intensive training on the INNOVAQ system since June, 1987.

Personnel

Kristi Medina, Staff Assistant, terminated April 13, 1987
Marilyn Garcia, Staff Assistant, began May 14, 1987, replacing Ms. Medina

Staff Development, Training, Professional Activities

Susan Thompson attended the General Accounting Services presentation on the new payment forms (small purchase orders/check requests) in September and October 1986. In addition, she took part in a workshop on UNM fiscal bookkeeping procedures. She also attended a management development program, "The One-Minute Manager". In March of 1987 she attended LEXIS and WESTLAW training sessions. She began INNOVAQ training in June, 1987.

Kristi Medina also attended the UNM fiscal bookkeeping procedures
presentation, and the new payment forms training sessions. Lorraine Lester completed her third term on the University Faculty Senate Long-Range Planning Committee. She also attended the training sessions on UNM payment forms. In addition, she became one of the contributors to a science-fiction reference work in progress -- A Biographical Directory of Science Fiction Writers, under the direction of Marilyn Fletcher of UNM General Library.
Reference Department Annual Report

(rough draft, July 1, 1987)

Personnel

The reference department suffered heavily from the spending reductions attending the library's budget shortfall. Two of the department's six budgeted positions were left unfilled for the fiscal year, and one has been eliminated in the FY1988 budget. Despite these financial limitations, however, the department maintained a high level of patron service, and made progress on a number of special projects.

Dan Dabney joined the department in July as the head of reference. John Kastelic was promoted to Reference Assistant, also in July, and in March, Susan Magee and John Kastelic were classified upward to Library Information Specialist III. Dick Bowler, Pat Wagner, and Richard McGoey left the department.

Primary Reference Service

Reference hours were cut from 71 hours per week to 52 hours per week for the fall semester. In the spring semester, hours were increased to 61 hours per week. Full 71 hour service is planned for the 1987-88 academic year—the increase made possible by the hiring of a third reference assistant into our vacant position.

Reference service to the public continues to be a very substantial item. Half of our reference transactions are with members of the New Mexico Bar, and another 15% are with pro se litigants and other non-lawyers.

Teaching

The reference department again taught the legal bibliography portion of the first year curriculum. This year it was incorporated into the new LAW course taught by the law faculty, which required a substantial change in the format of the course. The marriage of LAW and legal bibliography allowed research skills to be better integrated with the teaching of legal analysis and writing, and several law faculty enriched the limited training in formal research with additional research assignments that melded with the rest of the course.
In the spring semester, Susan Magee taught LEXIS and WESTLAW to each of the first year law students. LEXIS has installed an eight-terminal Permanent Learning Center in the library, for which the library pays nothing. WESTLAW installed a seven-terminal temporary learning center for the three weeks of intensive computer training. Other mini-courses in advanced WESTLAW use were offered by the department. The library continued to make WESTLAW available to the practicing bar through a separately billed account.

Two courses in advanced legal research were introduced to the law school and taught by members of the department. A two-unit course emphasizing the theoretical aspects of legal bibliography was taught in the fall semester, and a one-unit "mini-course" in legal bibliography was taught in the spring semester. The latter course emphasized practical research skills, and was attended by a number of practicing attorneys, who received continuing legal education credit. Both courses are scheduled to be repeated next year.

The reference department, in conjunction with the New Mexico Special Libraries Association, put on a one-day workshop on "Legal Resources for Non-Law Librarians. The workshop was attended by 40 librarians and paralegals from around the state, and featured a presentation by the Office of the Federal Register and hands-on training on both LEXIS and WESTLAW.

New Mexico Legal Materials

Despite the staff shortage, the reference department made progress on a number of special projects during the past year. Our chief initiative was to build two unique collections of New Mexico legal materials, New Mexico administrative regulations and New Mexico municipal codes and ordinances. We also assembled a collection of material from the 1987 session of the New Mexico State Legislature.

The rules and regulations of New Mexico's 136 rule-making administrative units are not published in any standard form, and the library has undertaken to make them available to the New Mexico bar. A statute passed in the last session of the legislature (which was drafted and supported by members of the department acting as individuals) makes the law library a depository for all state regulations. John Kastelic has taken charge of assembling a complete set of existing regulations and organizing them for patron use.
The library also created a new collection of the codes and ordinances of New Mexico municipalities. Lorraine Lester contacted some 120 counties, cities, towns, and villages, and more than 30 new jurisdictions are now represented in our collection.

In addition, the library tracked legislation in the 1987 session of the New Mexico State Legislature. John Kastelic gathered material in Santa Fe each week that the legislature was in session, enabling the library to provide the only public collection of current legislative material in Albuquerque. Two complete sets of New Mexico bills were assembled for permanent use in the collection.

Collection Maintenance

Maintenance of the library's looseleaf services and microforms is performed by the reference department. Susan Magee supervises the filing of more than 4,500 looseleaf releases each year.

John Kastelic supervises the maintenance of the library's collection of microfiche and microfilm. Over XX,000 fiche were added to the collection last year, and another XXX,000 fiche from a previously purchased collection of the United States serials set were processed. John set up a new microform duplication room in the library, which houses our new fiche-to-fiche copier.

John finished transferring the bulk of the microfiche collection to the Lektriever microfiche storage unit, which provides compact and "user friendly" access to this material.

Document Delivery Service

One profit-making element of the library's reference service is our document delivery service. The department offers next-day mailing of copied material for attorneys throughout the state. In the past year, we filled XXX orders at an average cost of $XX.XX, enriching the library's coffers by $X,XXX.XX

Serials Review Project

As part of the library's general austerity plan, the reference department reviewed each serial subscription as it came up for renewal. Over $20,000 in annual savings was realized from the serials review.
Professional Development

Dan Dabney and Thaddeus Bejnar attended the annual meeting of the American Association of Law Libraries in Washington D.C. Dan also attended the annual meeting of the Association of American Law Schools in Los Angeles. John Kastelic attended the AALL workshop on basic reference skills in Madison, and the Mead Data Central LEXIS Law Day in Denver.

Dan Dabney's "A Reply to West Publishing Company and Mead Data Central on The Curse of Thamus" appeared at 78 Law Library Journal 349 (1986). Dan Dabney completed a study of the recall performance of LEXIS and WESTLAW which is to be published next year in Law Library Journal.
I. DUTIES

1. During this fiscal year the Legal Research Librarian worked an average of 43 hours per week. The disposition of the Legal Research Librarian's time averaged as follows:

- Reference Duties: 65%
- Collection Development: 25%
- Faculty work: 8%
- Other Liaison: 2%

Administrative duties are not separately timed out; however, the Legal Research Librarian did spend a significant amount of time as a member of the managing Core Group, and committees thereof.

Reference duties included photocopying, purchasing supplies, and installing computer programs, as well as those functions referred to the Reference Librarian's report.

Collection development time includes not only book selection and evaluation of existing materials, but also includes time spent working with the Serials Department. In the month of June an additional 10 hours a week was devoted to the encoding of serials and invoices. This is not reflected in the above figures.

Faculty work includes the preparation of bibliographies, reading lists, legal research, and the writing of memoranda. Thirteen large projects, and innumerable smaller ones were completed for the faculty. Overall, more than half the faculty availed themselves of the Legal Research Librarian's services; although there were fewer requests than there have been for each of the last two years. This may have been due to the additional time constraints upon the Legal Research Librarian and the consequent speed at which results were produced. These time constraints resulted from additional duties such as Special Collections, from increased demand for guidance from Technical Services due do changes in procedures, from increased administrative duties due to a severe budget crunch, plus additional reference duties. See the Reference Librarian's report for details on increased reference duties. S.D.I., selective dissemination of information, for the faculty was stepped up, primarily through the use of the new Reflex database of faculty interests.
Other liaison included work with the State Bar Association, the Second Judicial District, the State Library, and New Mexico Records and Archives.

2. With the departure in October of Ed Coghlin, the former Special Collections Librarian, his duties devolved upon the Legal Research Librarian. Agreement was reached that collection development duties of the Legal Research Librarian would not exceed 25% of his time. Prior to this Collection Development occupied 15% to 20% of his time. As a result of this limitation, little permanent progress was made in Special Collections.

II. ACTIVITIES

1. Taught Advanced WESTLAW, Advanced Legal Research, Legal Bibliography, and trained individual law students in basic WESTLAW, basic LEXIS, Office Writer, Word Perfect and other computer programs.

2. Updated Citation Guide.


4. Began the Legislative '87 coordination of Library activities; then carried out by John Kastelic.

5. Began the New Mexico City & County Ordinances update and development project; then carried out by Lorraine Lester.

6. Served on the Law Library's Software/hardware committee, which made recommendations on the purchase of computers over terminals, and narrowed the library's choice for an all-purpose database.

7. Prepared a database file on Reflex of faculty interests including general research interests and specific interest in the bills of the 1987 N.M. Legislature.

8. Coordinated with the State Librarian on the New Mexico depository program.

9. Coordinated with the Second Judicial District on forms for pro se divorce and facilitation for pro se divorce litigants.

10. Worked with the Law School's Computer Committee in getting LEXIS up on the Law School Network.

11. At the request of Technical Services and at the direction of the Reference Librarian, the Legal Research Librarian began a review of the "Nifty Fifty" list of Federal Depository Serials that check-in (most of which are cataloged). This included comparison of the list with the
List of Classes, primarily for listed slip, advance sheet, index, digest and bound volume listings on nifty fifty items as well as shelf and card catalog comparisons. Several unselected items important to the collection were identified, among them, Bureau of Land Management decisions.

12. The Legal Research Librarian testified at the Consumer Affairs Committee Hearings on New Mexico House Bill 56 which would have terminated the N.M. state documents depository program. The committee voted 8 to 0 for a DO NOT PASS on the bill.

13. Met with the new Executive Director of the NM State Bar and coordinated on the receipt of State Bar publications. Met with the production staff of the State Bar Bulletin and coordinated on user needs.

14. Reviewed status of LATIN Special Collection. See Collection Development Memo dated 4-2-87 for additional information. We could not find the most recent Collection Development Policy for LATIN that Ed Coghlin was working on when he left. Adopted scheduled replacement of most LATIN looseleafs to decrease the filing problem and decrease annual costs.

15. Gave Water Quality lectures to law students and to class at N.M. Institute of Mining and Technology.

16. Gave library tours and taught classes in basic legal bibliography to non-law UNM students.


18. Prepared a table of cases and defendant/plaintiff table for the New Mexico District Court opinions from 1984-1987 (Feb).


III. STAFF TRAINING, WORKSHOPS, ACCOMPLISHMENTS

1. The Legal Research Librarian trained library personnel in basic WESTLAW, basic LEXIS, Advanced WESTLAW, Reflex, Office Writer, Word Perfect and other computer programs.

2. The Legal Research Librarian taught CLE, Continuing Legal Education classes, under the auspices of the State Bar Association, in Advanced Legal Research, Computer Assisted Research and Networking in Law Office Management.
3. The Legal Research Librarian attended, with John Kastelic from the Reference Department, the local (2nd) N.M. District Court, Domestic Relations Division, orientation on new court procedures and settlement avenues in Divorce cases.

4. The Legal Research Librarian attended 20 hours of C.L.E. in Public Land law and policy, and one hour of Advanced Word Processing in Law Office Management.

5. The Legal Research Librarian attended the annual meeting of the American Association of Law Libraries in Washington, D.C.

IV. CURRENT PROJECTS

1. In process is the attempt to collect the materials in the Aamodt case. It is a major federal case dealing with both water and Indian rights. The easily accessible materials would cover at least five linear feet of shelving, and may exceed 15,000 pages. When acquired it should probably be indexed and bound.

2. The Natural Resource Reading Shelf (to be located next to the Southwestern Development Issues Shelf on the Upper Floor) needs to have an appropriate shelving unit. It is to hold newsletters and other ephemeral materials related to Natural Resources, as well as the new books in Natural Resource Law (these are currently with the other new books on the New Book Shelf).

3. The Technical Services Librarian has asked the Legal Research Librarian to review the Special Collections backlog and determine what should be added to the collection, and what other distribution should be made of the non-added materials. She has asked that this be done during the three hours a week that he spends in Technical Services. This involves integrating the material into the collection, it involves work at the card catalog in the stacks and in bibliographical works. In addition to the backlog in Technical Services, much of the material from old backlogs in Technical Services sent up to the Legal Research Librarian during Fall 1986 remains backlogged in his office.

4. Discussion continues concerning the Special Collection Librarian's job description, office location, time requirements, and possible redistribution of functions/titles between Legal Research/Special Collections/Reference.
Summary

The year of the "budget crisis" saw sweeping changes in the staffing of the Circulation Department, and placed added strain on library facilities and materials as well. Recent trends (in the previous five years) in dramatic increases in book circulation and interlibrary loans appear to have subsided. Budgetary considerations forced a number of difficult decisions in personnel organization, which placed added stress on the Circulation team and resulted in further dilution of overall experience and skills throughout the department. Progress was made, however, in many crucial areas. Perennial problems in cash handling procedures, cash security, and accountability were addressed and virtually solved. Despite the difficulties of reorganization of personnel brought on by budgetary constraints, improvements were realized in workflow, supervisory review of activity, and overall morale. A great deal of the credit for the continued successful operation of the Circulation operation must go to the staff, whose cheerful effort and unwavering dedication to quality service deserves special notice. These are: David Epstein, Dana Dorman, Oscar Baynes, Ursula Garcia; outstanding contributions from student employees, including Shannon Gilbert, Bill Jacoby, Lori Rivera, Lee Ann Ortiz, among several others.

Activities and Projects

1. ALIS (LS-2) Report

We continued to experience service problems with OCR wands through the first half of the year, with extensive periods of time in which one or more terminals had no wand. In October, we ordered one more wand unit to serve as back-up while others are being serviced. It was received in November, 1986.
The new CPU was installed at Zimmerman on January 5th, 1987. There were some problems with its performance during January and February, but they appear to have been resolved and system response time has improved greatly. The Circulation Dept. converted, as part of the ongoing conversion project, approximately 7,500 items this FY. Much of the work was performed by Shannon Gilbert with help from Linda Smith. Both copies of all regional reporters have been converted.

Ken has been working on a historical overview of the ALIS system in the Law Library and plans to present it to the library staff sometime in the Fall of 1987.

2. Student Workforce

As a result of the need to cut back student employee expenditures, the plan of reducing by 50% the total amount spent on salaries was implemented and fairly closely followed. As predicted, our vulnerability was revealed in the Spring semester, when seven of eleven desk workers became ineligible to finish out the semester as library employees with Work/Study benefits. It became necessary to employee three of them for the balance of the semester, at a cost of 100% of their salaries charged to us. After the Spring semester, we were left with four eligible workers. As a result, we were forced to abbreviate the library's operating hours severely until we could find and train six more eligible students to work the weekend and night hours. As of July 1, 1987, we had only found three students, and they were still in training.

Another important aspect of this dilemma is the significant drain on staff resources that such frequent and repeated training of new student employees causes. Students with less experience and less potential longevity simply do not develop the skills and understanding of library operations and tools adequately to be reliable and effective. Thus, the overall level of patron service has declined, along with patron morale. Other problems, such as reduced
library security (both for books and patrons), poor continuity of stack maintenance (shelf-reading), and increased need of staff coming in "on call" to fill in for shortages of night and weekend workers have made the library a much less productive environment, and have compounded themselves as time goes on. In short, another solution must be found, or library hours may have to be permanently cut back.

3. Photocopiers/Cash Handling and Accounting

In September, a new IBM Model 30 copier was purchased and installed, replacing an old Copier II. Our hope was that the new machine would increase the volume potential of our operation, and thus increase revenues. Preliminary figures suggest that we have, in fact, increased revenues. The new machine has certainly been more reliable and cost effective.

We continued to experience problems and shortages with our cash handling procedures. In March, Ken and David evaluated five brands of cash registers and selected a CASIO 2882E for use at the Circulation Desk. It was installed after some counter modifications in late May, 1987. It permits us now to tie each transaction to an electronically stored journal in the register, and it produces printed receipts with explicit detail. Since its installation, we have noticed a nearly perfect accountability and drawer balance, and a good deal of desk clerk time has been saved handling auditron transactions and looking for missing or unaccounted money.

4. Shelf-Reading

A new shelf-reading policy was developed by David and Dana to include all Circulation employees (except Ken) in shelf-reading duties. It was felt that staff involvement is crucial to maintain continuity and to better review the performance of the student workers.

5. Electrical Power in Library

As a direct result of our inability to locate the new LEXIS learning
center behind the Reference Center on the Upper Floor due to lack of available electrical power to supply new outlets in that area, Ken met with Rick Ruminski, the supervisor of the Remodeling Section of the Physical Plant, to discuss and evaluate the library's overall electrical problems. The work was divided into two phases: (1) current evaluation, including whether or not we now have enough power to supply the LEXIS learning center where we want to, and whether current distribution of electrical power in the library is safe and appropriate for current needs; and (2) long range planning for additional, anticipated needs in the next five years. The second phase resulted in discussions with the Dean and other administrators in the Law School, and concluded with the formation of a committee, chaired by Mike Norwood, comprised of Ken, Peggy Lovato, and Dan Noyes, whose job was to study and describe the Law School's electrical needs and to promote them through the Dean to the university. The committee met for the first time in late May, 1987, for preliminary discussions with Rick Ruminski. The decision was made to meet again during the Summer to compile specific statements of electrical need for review with Mr. Ruminski. This work proceeds apace and should be concluded during Fall 1987.

6. Other Activities

We experienced a flood in the basement of the library on December 15, 1986. The cause was suspected to be a back up in the city sewer line. There were problems with water damage and an extensive amount of water drained into the elevator shaft and necessitated extensive elevator repairs, which took several days. Bathrooms were out of order for three days. The real problem, however, was an ongoing disagreement between the university and the city as to responsibility for such situations, and most of the delays in repair and clean-up were due directly to the fact that neither group was willing to accept responsibility for their share of the problem. As a result of the feud, some additional flood damage was sustained, as no one showed up to work on the sewer line for 24 hours. The Physical Plant has too much autonomy on this campus (editorial comment).
Ken continued to work with Peggy Lovato as liaison with the janitorial contractor. Though there were problems when the new contractor first took over in July, cleaning was satisfactory for the most part during the second half of the FY, and problems were generally responded to and solved quickly. It continues to appear as though problems with cleaning services stem as much from poor communication and coordination within the university as from delinquent or poor janitorial work. Ken met with Charles Kennedy, who was reviewing the cleaning contract on behalf of UNM Purchasing Dept., and prepared a report outlining observations of flaws in the university's system of inspecting, reporting, and following up janitorial performance. In January, 1987, Mr. Kennedy left his employment at the university and apparently the matter has been shelved.

Interlibrary Loan service was evaluated and several changes were made in workflow and record keeping and follow-up. It became apparent that Dana needed to attend the AMIGOS ILL-subsystem training in Dallas, which she did in April 1987. Dana and Bill were trained on many important aspects of the OCLC subsystem by Elizabeth Scherer as an intermediate step in the upgrading of ILL operations. And on March 25, Ken, Dana, and Bill met with Steve Rollins and Linda Cash of Zimmerman Library to discuss current policies and issues of interlibrary loans, especially between the two libraries. The meeting was very helpful and allowed us to formalize interlibrary policies and pursue various goals for improving operations in the future.

Ken and Elizabeth developed an "Audio Cassette Collection" policy statement aimed at defining acquisition policy, processing of items, location of the collection, parameters for LS-2, and so forth. The "AUDCAS" collection will be housed behind the Circulation Desk and will be managed by David Epstein. As of July 1, the collection had not been implemented, while we await equipment and supplies.
Personnel

1. Ruth Henderson resigned, effective August 1, 1986, to accept a position in the Reference Center of the Law Library.

2. Dana Dorman was hired to replace Ruth Henderson, effective August 20, 1986. Several decisions were made at this time. It was decided that Dana's old position (LTA-II) would not be filled, but that Dana would continue to oversee the functions of her old position, with the assistance of Linda Smith and Dana's former Work/Study assistant, Shannon Gilbert.

3. Linda Smith was removed from her "Night Desk Supervisor" responsibilities in August, 1986. She was reassigned conversion duties, and some Reserves work to be done during her evening and weekend shifts.

4. Ursula was forced to cut her hours back from 30 to 20/week, due to the library's budget problems. This occurred in August 1986.

5. Effective Jan. 1, 1987, David Epstein and Dana Dorman were both reclassed from LTA-III to LS-I.


7. Dana Dorman was replaced on June 25, 1987 by Bill Jacoby. Before the position was posted, however, a reorganization was undertaken and the duties of David Epstein's position were altered to establish David as the sole asst. supervisor in Circulation. Thus, the vacant position was posted at the LTA-III level, and is now described as "Operations Supervisor." For the first time, the responsibilities of Collection Maintenance (shelving, shelf-reading, inventory, stack shifts, etc.) are combined with student manager in one position.


9. On June 7, 1987, Shannon Gilbert was hired to replace Linda Smith. Her position is formally titled "Reserves/Overdues/Conversion" Assistant.

10. As of July 1, 1987, neither Bill Jacoby's nor Shannon Gilbert's student position vacancy had been posted or filled.

11. There were 16 Work/Study terminations during FY 86/87!! As of July 1, 1987, 10 of 17 student positions were filled, with the seven vacancies in the process of posting or interviewing.
Circulation Appendix A

CIRCULATION STATISTICS 1986/87
(total charges)

<table>
<thead>
<tr>
<th>Month</th>
<th>1986</th>
<th>1987</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>1744</td>
<td>1674</td>
</tr>
<tr>
<td>Aug.</td>
<td>1690</td>
<td>2263</td>
</tr>
<tr>
<td>Sept.</td>
<td>1748</td>
<td>2402</td>
</tr>
<tr>
<td>Oct.</td>
<td>2132</td>
<td>2846</td>
</tr>
<tr>
<td>Nov.</td>
<td>2013</td>
<td>1331</td>
</tr>
<tr>
<td>Dec.</td>
<td>1436</td>
<td>1197</td>
</tr>
</tbody>
</table>

(1) Total: 22,476 (includes "reserve" categories with *)

- Peak month: April
- Low month: June
- Rank order: April

85/86: (23,217)

RESERVES

<table>
<thead>
<tr>
<th>Class</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>1221*</td>
</tr>
<tr>
<td>Handouts/tapes</td>
<td>906</td>
</tr>
</tbody>
</table>

Desk

<table>
<thead>
<tr>
<th>Category</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>187*</td>
</tr>
<tr>
<td>Offices</td>
<td>2742*</td>
</tr>
<tr>
<td>Cassette Recorders</td>
<td>951</td>
</tr>
<tr>
<td>Video</td>
<td>331</td>
</tr>
<tr>
<td>Total</td>
<td>6338</td>
</tr>
</tbody>
</table>

(2) Off-line: 2188

TOTAL CIRCULATIONS: 24,664 (1)

NET CHANGE OVER 85/86: -3.19%

BOOKS PER DAY: 62.4

(22476/360)

CHARGES PER DAY: 68.5

(24664/360)

TOTAL CHARGES BY PATRON TYPE (arranged by rank)

1. Law Student       9,665
2. Law Faculty       3,481
3. N.M. Attorney     3,439
4. General Patron    2,124
5. UNM Student       1,835
6. Library Staff     455
7. UNM Faculty       118
8. Others (combined) 359

(Out of state attorneys, VIP patrons, ILL, IPL, Law Librarian, Library Dept.)

BOOK SEARCHES

Total searched: 876
Completed: 616
Found: 532 (86%)
In Process: 260
Statistics for Interlibrary Loans

<table>
<thead>
<tr>
<th>Our requests</th>
<th>FY 1984/85</th>
<th>FY 1985/86</th>
<th>FY 1986/87</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested by us but not filled</td>
<td>57</td>
<td>131</td>
<td>108</td>
</tr>
<tr>
<td>Borrowed and returned</td>
<td>85</td>
<td>204</td>
<td>160</td>
</tr>
<tr>
<td>Photocopy orders completed for us</td>
<td>85</td>
<td>192</td>
<td>197</td>
</tr>
<tr>
<td>Pending</td>
<td>--</td>
<td>--</td>
<td>64</td>
</tr>
<tr>
<td>Total</td>
<td>227</td>
<td>327</td>
<td>529</td>
</tr>
</tbody>
</table>

| Requests from Other Libraries              |            |            |            |
| Requested but not supplied                 | 214        | 268        | 416        |
| Loaned to other libraries                  | 221        | 188        | 214        |
| Photocopy orders completed by us           | 163        | 168        | 207        |
| Total                                      | 598        | 624        | 837        |

| Total Requests Serviced:                   | 833        | 1186       | 1366       |

Comments

1. The previously reported trend in increases in our requests to other libraries appears to have stabilized. The number of items we supplied virtually matches the number supplied to us, however it should be noted that we declined to ship nearly 50% of items requested from us (item not available in library, non-circulating item, unable to comply by date needed, unwilling to supply at no charge to non-AMIGOS library).

2. A dramatic increase (34%) occurred in total number of requests we received from other libraries. This appears to be an accelerating trend which will require decisions about initiating ILL charges to recover our costs in the next two years or so.
Staff reorganizations due to computer systems and personnel changes were the major factors of the 1986-87 year for the Technical Services Department, and will continue to be important in 1987-88.

With Lorraine Lester's move to full-time work in Administrative Services and Reference, the Technical Services staff was shifted to cover all areas without new hires. Elizabeth Scherer took the duties of Head of Technical Services, Tom Huesemann accepted the now-combined position of Head of Serials and Acquisitions. Each unit head, Dana Dorman (Cataloging), Connie Simpson (Processing/Bindery), and Tom has taken on more responsibilities and increased workloads. Nonetheless, every department has maintained high quality work standards and timeliness of production.

In conjunction with Zimmerman Library, the Law Library purchased Innovative Interfaces's automated Serials and Acquisitions system, INNOVACQ. Installation of the system began in June, after months of meetings to choose options. We are now involved in the selection process for an Online Public Access Catalog with Zimmerman Library, a catalog that will someday replace our card catalog. These systems will have a major impact on our staffing in the future.

As well as improving relations with Zimmerman Library, we are establishing ties with the Medical Library. The Medical Library is closer to our size and uses the same Personnel Office when doing job classifications. The initial meetings have been concerned with personnel reclassifications, job design and workflow. Social ties are also being forged.

Technical Services Staff

In addition to the changes in duties of current staff, the department has lost several long-term student workers, one full-time staff member, and has gained its two temporary workers in permanent positions.

October, 1986 -- Lorraine Lester moves to Reference and Administrative Services; Elizabeth Scherer replaces her as Head of Technical Services

November 1, 1986 -- Tom Huesemann reclassified as Head of Serials/Acquisitions, Library Specialist 3
April 1, 1987 -- Denise Luna (LTA 2) moves to half-time
April 3, 1987 -- Elizabeth Malone-Perkins (Beth) resigns as Head of Cataloging (LS2)
April 29, 1987 -- Denise Luna begins maternity leave
May 11, 1987 -- Carolyn Huesemann accepts permanent half-time position of Special Collections Cataloger, LS1 (was temporary)
May 18, 1987 -- Dana Dorman replaces Elizabeth Malone-Perkins as Head of Cataloging
June 12, 1987 -- David Anstine accepts permanent position of Acquisitions Assistant, LTA 2 (previously temporary LTA1)

Unchanged Staff
Connie Simpson, Head of Processing/Bindery, LTA3
Catherine Baudoin, Serials Assistant LTA2
Patrick Armijo, Serials Specialist, LS2

Professional Development
Tom began a publication for the Law and General Libraries, TALKING VACQ, on the new Serials/Acquisitions system, INNOVACQ.

Elizabeth is on the AMIGOS selection committee for the catalogers' "Buddy" system, a system to notify new catalogers of experts in the area willing to answer their cataloging questions.

Dana and Elizabeth have been invited to participate in Zimmerman Library's Cataloging Discussion Groups.

Tom and Dana serve on the Law Library's Software Committee.

Elizabeth made arrangements for the AMIGOS Maps Format workshop to be held at the Law School, in exchange for 2 free places for our staff. The workshop was cancelled at the last minute due to the trainer's bout with chicken pox.
INNOVACQ training was held for all Serials/Acquisitions staff, Accounting Technician Sue Thompson, Elizabeth, and Head of Reference Dan Dabney. Training dates were June 1-5, 15-18.

Tom, Pat, and Elizabeth attended the spring meeting of the Rio Grande chapter of SLA, with presentations by Dan Dabney and Ruth Pontius of the Federal Register, on Legal Resources.

Elizabeth, Beth, Denise, Pat, Catherine, Dana, Sue, and Tom attended LEXIS and/or WESTLAW training.

Inhouse presentations on Personal Computers (given by David Anstine), OfficeWriter word processing (given by Catherine), use of ALIS (given by Dana), Online Public Access Catalogs, and OCLC (given by Elizabeth) were attended by all Technical Services staff. A workshop on Cataloging, given by Sharon Moynihan of Zimmerman Library, was attended by Elizabeth, Beth, Carolyn, Pat, Sue, and Denise. Additional presentations on Processing were given by student assistant Laura Luna for Serials staff.

Elizabeth Scherer
The 1986-87 fiscal year brought numerous challenges to the Cataloging Department. Meaningful projects were started and completed, policy changes and staff retraining were initiated, and several personnel changes occurred. Although the year was not easy, the Cataloging Department is functioning well and has met most of its current goals.

The most important accomplishment of the department happened early in 1987 when the cataloging backlog was completely caught up. Everything but original and special collections materials were completed in March. The special collections backlog is on hold until the new director, Anita Morse, decides what should be done with the collection. As of now, Cataloging has kept up with the flow of new books and serials coming into the department.

After the cataloging backlog was eliminated, the department undertook staff re-training. New policies and procedures are being written and implemented to bring standardization to the department. We are developing an awareness of new guidelines, striving to move away from local practices, to be more in line with national practices. This is of increasing importance as we share an automated cataloging system with other libraries, LS2 with the General Libraries, and are expecting an online public access catalog in the future.

A $3,000 increase to the OCLC account to be used for Retrospective Conversion was granted in February. So far, A-D, KF9000-9999, Micro, Microfiche, Microfilm, Reference, and N-R are complete. At this time, we are concentrating on KI-9999, and some KF and JX. The department is currently compiling statistics and estimates in order to determine the length of the project. This will be helpful in ascertaining how much it will cost to finish the project.

Denise began the LM reclassification into the new classification schedule in March. Carolyn picked up where Denise left off when Denise started her maternity leave.
A first draft of the Cataloging Services manual was written by Elizabeth Scherer. The manual should aid in training new personnel, and to assist in the on-going re-training of current staff.

The year brought personnel changes among both the department's professional and student staff. The professional staff underwent the following changes: Denise Luna moved to part-time on April 1st, and began a four-month maternity leave on April 29th. Beth Malone resigned April 3rd. Carolyn Huesemann was made a permanent cataloger in May. Dana Dorman replaced Beth Malone as the Head of the Cataloging Department on May 18th.

Students Kathy Daly and Ulli Kludt resigned December 19th. Romie Britton and Maria Garcia were then hired in February. They both resigned in May.

The professional staff attended a number of helpful workshops over the year. In January, all catalogers attended two cataloging sessions given by Sharon Moynihan from Zimmerman Library. These sessions covered call number assignment, subject heading assignment, and the impact of future online systems on current cataloging. Denise and Beth attended the Lexis, Nexis, and Westlaw training sessions in February. These training sessions gave Denise and Beth a greater awareness of legal computer research. Dana attended a similar Lexis session in May. Dana, Denise, and Beth were all trained on the cataloging Micro-Enhancer, along with Patrick Armijo, the Serials Cataloger. We hope the Micro-Enhancer will be more utilized in the future to aid in never-ending cataloging endeavors. With Beth's resignation, Carolyn has taken over all original cataloging and will help with cataloging in Denise's absence. Carolyn also conducted a study on the use of the Indian Catalog at the request of Myron and Reference. Her findings showed that the catalog has limited use.

The status of the Cataloging Department as of July 1987 is good. We hope to accomplish much in the coming year, and expect to get all titles in our collection retroconned, to keep up with all cataloging, to do clean-up cataloging projects (state codes on Upper Floor, etc.), work more closely with Zimmerman Library, and to be the most creative and productive department in Technical Services.

Dana Dorman
Fiscal 1986-87 has been a year of many technical, procedural, and personnel changes, projects, problems and even a few solutions for the Processing & Bindery departments, as well as the Law Library as a whole. At times the sheer number of interviews, meetings, reports, evaluations, training sessions, ... (not to mention the number of hours involved in each) caused me to despair of ever getting any "regular" work done. My "despair" was usually short-lived because of the now-expert assistance of Laura J. Luna and our increasingly skilled, dependable, amiable and cohesive crew. Our previous high work standards have not only been maintained, but have increased in quality and depth, thus enhancing the main objectives of these departments: to facilitate patron and staff accessibility and utilization of Law Library materials.

PERSONNEL: Laura J. Luna has continued to excel as my able Processing Assistant, despite continually growing responsibilities and duties, as well as another staff turnover this year (with a seemingly endless training session resulting). With the approval of a second Group III slot (Bindery Assistant - as yet unfilled), Laura's duties were redefined and her position was officially designated as Processing Assistant in April of this year. Her duties now include: Student Supervisor of all Processing W/S students (and the Bindery Assistant, when necessary), Project Coordinator (Processing), Training Supervisor (Processing, and Bindery Assistant when necessary), repairs, statistics, manual update and revision, and fill-in as Head of Processing & Bindery in my absence. She is now in the final stages of a major revision/rewrite of the Processing Manual.

Although our Group II W/S student turnover rate at first appears to near that of last year, in actuality, we have had a relatively stable year in this area. August brought the departure of the last two students of our previous, able crew - Gretchen Rimkus and Jeff Gilmore. By the beginning of September, we were in various stages of training Christina Mays, June Scott, Luis Robles, and Deborah Rodriguez. The first two of these students (Christina and June) are still with us, and are proving themselves to be capable, responsible, enthusiastic and congenial workers. Luis Robles had to leave in January when he ran out of Work Study money; and he was replaced shortly by Floyd Montoya, who is continuing (in his own way) Luis' role of maintaining our perspective with his sense of humor. His training is progressing well, and aside from now corrected problems with his paperwork, he is starting to catch up with Christina and June. Deborah Rodriguez left in May (due to a loss of student status), and we greatly hope that she will return to school in the fall, and to our department. She was a cheerful, exceptional worker - quick and eager to learn new duties and accept new responsibilities.
Training in all areas of Processing (and in some areas of ALIS work) continues at different rates and speeds for all students in Processing, according to their individual skills, abilities, and aptitudes. We have reduced much of the back-log and "turn-around" time in Processing this past year. Project work continues as we are able to squeeze it in with the regular work-flow.

PROJECTS AND OTHER ACTIVITIES: Due to the sheer number, variety, and scope of the projects, etc. which were dealt with this past year, only a few representative ones will be mentioned.

Due to the poor condition of West's General Digest, 6th series, located in WEST: copy 1 (WEST) was switched with c.2 (FACULTY LIBRARY). We have also received a number of gift sets this past year, most of which are still waiting to be dealt with in the same manner.

"Update processing" continues in coordination with both the Circulation and Bindery conversion projects, as well as part of the normal work-flow. "Recently" catalogued sets (i.e. Attorney General Opinions) are also being processed on a project basis. Backlogs in other areas (magafiles, gaylords, etc.) have been brought under control or eliminated.

As of this date, AALL exchange lists A-B, C-F, G-J, and P-S have been completed (including a shelf/record inventory-reconciliation for all sets offered which we have). At this time we have received only a small percent of those items requested, but even those few are welcome in light of our large number of incomplete or missing volumes.

The Duplicate shelves were relocated and alphabetized; and the "Hold for Bindery" shelves (those items which have been converted &/or checked out) were reorganized and placed in "reverse" call number order.

Since it appears, at this time, that my own involvement with the new INNOVACQ will be minimal for some time (and with the volume of my work-load), my INNOVACQ training has been correspondingly minimal (basically enough to acquaint me with the system, and future applications/procedures/formats).

In conjunction with the nearly completed revision/rewrite of the Processing Manual, the Processing Chart has been updated. We have also managed to hold a few Processing staff meetings to disseminate information, new policies, and procedures; to solicit suggestions; and to generally acknowledge and thank the staff for their hard, quality work under often difficult circumstances.

Job descriptions were re-evaluated for Work Study employees in this department in coordination with the creation of the Group III Bindery position. Surveys of Workplace Environmental Conditions &/or Exposures were completed for all job titles currently occupied in the Processing/Bindery departments.
Interviews were conducted and evaluations were completed, resulting in the selection of Anita Morse for the position of Law Librarian after Myron Fink's retirement. Participation in this process brought about the creation of the "Non-Core Group" by staff representatives from all library departments. This group continues to function as a cohesive (though not always unanimous) unit, providing an outlet and forum for the views and opinions of those staff members who are not part of the decision-making "Core Group". The Non-Core Group addresses the need for cross-department cooperation and understanding, and functions as an Ad Hoc committee for voicing previously unmet staff concerns and needs. It also has helped to ease the feelings of isolation, demoralization, and impotence felt by many of the "regular" staff, and shows our desire to participate in the development of this library.

Private meetings with Elizabeth Scherer, and meetings of the Technical Services Unit Heads (at first regular, now irregular) were also initiated this past year for the purpose of information sharing, project delegation and recommendation, and general "professionalization" of Technical Services.

"Goals and Objectives" were completed for both Processing and Bindery, and we are attempting to meet our projections as closely as possible, as I am trying to meet my own personal "Goals and Objectives".

BINDERY: Problems with the New Mexico Bookbindery have dominated this area this past year. A large shipment which took 5 months to receive (after all corrections had been returned), as well as the growing number of corrections needed on their work and invoices, the drafting of a letter (by me) to Purchasing, detailing all problems with shipment and item delays and necessary corrections which had occurred in the previous 10 months. A copy of this letter was also sent to New Mexico Bookbinders, and resulted in enough of an improvement to support a recommendation for the renewal of the bindery contract with New Mexico Bookbindery. This recommendation was made to Purchasing after a detailed evaluation of 5 Bindery Contract Bid Proposals; but the extent and past history of the previously mentioned problems warrants a continued close watch (and close communication with the bindery) on future Bindery performance.

The above-mentioned problems (as well as the number of other projects which had to be dealt with this past year) also resulted in few large Bindery shipments being sent, and thus, I now have a considerably large back-log in binding which will have to be aggressively dealt with this next year. If we manage to fill the newly created Bindery Group III position soon, a noticeable dent in the back-log should be evident fairly soon after training has been initiated.

CHANGES: Procedural changes in both Processing and Bindery included the creation and utilization of the "update processing" shelf in order to upgrade the shelf-worthiness of
all materials handled by Technical Services (i.e. an item pulled by Cataloging will not be returned to the stacks without a new spine label, etc., if it is placed on the "update processing" shelf).

A new step was added to the revision procedure with the initiation of ALIS checking of all materials handled by Processing, thus expanding the role of Processing as the final quality control check for all phases of all materials leaving Technical Services. Processing is also now tattle-taping all issues which shelve in the library (as opposed to selective tattle-taping -- for upper floor materials only -- previously in effect). This added number of "priority handling" items necessitated the reorganization and relabeling of shelves in the processing work-flow area, as well as the ordering of a large number of tattle-tapes to bring the stock levels up to accommodate the greatly increased amount of tattle-taping.

A decision was reached regarding the "2nd copy-pull" issue, which resulted in the creation of a "2nd copy-pull" box in the bindery area. Since 2nd copies of issues needing binding are now left in the stacks until the 1st copy has returned from binding, serials now generates the 2nd copy "pull-slip" at the time of 1st copy pull-slip, and places these in the box, for me to initiate the 2nd copy pull at the appropriate time. Dan Dabney has promised to reduce (and has been reducing) the number of 2nd copies needing binding; and also to study the length of time need to fill-in for an incomplete volume, and make decisions on whether to bind incomplete, or try to fill-in; as well as the length of time to hold an item for fill-in. In conjunction with this, a detailed inventory of the "Hold for Fill-in" shelves was completed and supplied to Dan Dabney and Thaddeus Bejnar. This list will be updated periodically.

Various slips, forms, plates, and procedures have been created over the year to accommodate the above changes (as well as the addition to the collection of audio tapes and computer material).

STATISTICS: The productivity of this department has again seen an overall increase, though only slightly in some areas, despite the general upheaval, varied changes, and increased work flow in most areas. The Processing statistics, including most bindery counts as separate processing figures, were compiled by Laura J. Luna, and are attached, as well as a Work-Study employee chart showing turn-over rate and times of probable slow productivity (i.e. training; loss of trained employee). We have only recently begun to include some of the Priority-Processing counts, and those we do have are greatly under- counted at this time. We hope to have a more accurate figure next year.

Finally, I wish to thank my dedicated, intelligent, skilled, flexible, patient, usually understanding, and generally happy staff, especially Laura J. Luna, for their
high quality and quantity of work; as well as their overall integrity, which has enabled me and this department to better serve the law library and the law community this past year, and continue to maintain and improve the strong reputation of this department.

Constancia J. Simpson,
Head of Processing & Bindery
UNM Law Library
### Students & Date Started:

<table>
<thead>
<tr>
<th>Name</th>
<th>Date Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laura J. Luna</td>
<td>8/84</td>
</tr>
<tr>
<td>Gretchen Rinkus</td>
<td>8/6/85</td>
</tr>
<tr>
<td>Jeff Gilmore</td>
<td>12/10/85</td>
</tr>
<tr>
<td>Christina Mays</td>
<td>7/30/86</td>
</tr>
<tr>
<td>June Scott</td>
<td>8/19/86</td>
</tr>
<tr>
<td>Luis Robles</td>
<td>8/28/86</td>
</tr>
<tr>
<td>Deborah Rodriguez</td>
<td>9/2/86</td>
</tr>
<tr>
<td>Floyd Montoya</td>
<td>1/26/87</td>
</tr>
</tbody>
</table>

### # of Student Employees for Each Month (all are/were Work-Study):

#### 1986:

- **July**: 4 (3 continuing, 1 starting)
- **Aug.**: 6 (3 continuing, 1 starting, 2 ending)
- **Sep.**: 5 (4 continuing, 1 starting)
- **Oct.**: 5 (continuing)
- **Nov.**: 5 (continuing)
- **Dec.**: 5 (continuing)

#### 1987:

- **Jan.**: 6 (4 continuing, 1 starting, 1 ending)
- **Feb.**: 5 (continuing)
- **Mar.**: 5 (continuing)
- **Apr.**: 5 (continuing)
- **May**: 5 (4 continuing, 1 ending)
- **June**: 4 (continuing)

### As of 30 June, 1987 this department has been allotted 2 Group III slots (1 is currently filled; and 1 is vacant, but posted), and 5 Group II slots (3 are currently filled; 1 is vacant, but posted; and 1 is vacant, and not posted).
### Classification Groups

<table>
<thead>
<tr>
<th>Processing Statistics</th>
<th>Fiscal Year 1986-87</th>
<th>Change % from FY 1985-86</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Acquisitions (includes microforms, newly acquired or cataloged—does not include newly bound or rebound items)</td>
<td>5027</td>
<td>+4.9%</td>
</tr>
<tr>
<td>Replaced, Reprocessed, Revised, Reclassed (includes call change and some &quot;supersede to lower floor&quot;)</td>
<td>4893</td>
<td>-32.6%</td>
</tr>
<tr>
<td>Gaylords &amp; Binders (includes construction &amp; processing)</td>
<td>438</td>
<td>+62.8%</td>
</tr>
<tr>
<td>Mending (repairs done in-Library)</td>
<td>992</td>
<td>+1.8%</td>
</tr>
<tr>
<td>Macfiles &amp; Woodblocks</td>
<td>203</td>
<td>+174.3%</td>
</tr>
<tr>
<td>Rush/Process Immediately</td>
<td>545</td>
<td>+11.0%</td>
</tr>
<tr>
<td>Processed FROM Bindery—Repairs, Rebinds</td>
<td>142</td>
<td>-46.2%</td>
</tr>
<tr>
<td>Processed FROM Bindery—New, Serials, Law Reviews, Journals, newly acc. Pamphlets</td>
<td>1141</td>
<td>+103.8%</td>
</tr>
<tr>
<td>Supersede/Discard</td>
<td>795</td>
<td>+1.3%</td>
</tr>
<tr>
<td>Spine Labels</td>
<td>3950</td>
<td>-16.2%</td>
</tr>
<tr>
<td>Priority Handling -Issues only (talletteape, U.F. tape, property stamp when needed) On Rush Basis.</td>
<td>5123</td>
<td>new category</td>
</tr>
</tbody>
</table>

### Aids for reading above statistics:

Symbol ‡ indicates that the figure is actually higher—this shows only those items with actual written instructions or counts. Especially with spine labels & mending—at least 50-75% do not have written instructions. 

New Acquisitions: An item which has been newly accessioned (although we may have had it awhile and not coming from Bindery). 

Replaced, Reprocessed, etc.: An item which was previously accessioned—needing full or partial reprocessing—with or without changes.
Four major decisions were made in fiscal year 1986-1987 that changed the work patterns in the Serials/Acquisitions Dept. in '86-'87 and will continue to shape the activities in the Department in fiscal year '87-'88. These four decisions were the merging of the Serials and Acquisitions Departments, the purchase of the INNOVACQ computerized serials check-in and acquisitions system, the beginning of a comprehensive budget review process, and an increased use of vendors to handle serial subscriptions.

In the Fall of 1986 the Serials and Acquisitions departments were merged and the duties of the Head of Acquisitions were changed to include administration of the newly-combined department. For everyone concerned, this change has generated an unsettled feeling concerning job duties and responsibilities, especially since the amount of cataloging slacked off towards the end of the fiscal year, affecting the Serials Cataloging Assistant's job, and likewise the quantity of ordering has slowed to a stop, affecting the Acquisitions Assistant's job. Added to this, there was a change in leadership of the Technical Services Dept., and a climate of changing expectations ensued for everyone in Technical Services. At some point, it will be necessary to redefine the duties of all personnel in Serials/Acquisitions, including the Head of the unit. One reason this has not already been done is that the new Director of the Library wants the staff to evaluate all jobs in the library and present a report sometime in the first half of next year. The Head of Technical Services and the Head of Serials/Acquisitions agreed that any major reorganization should wait for the committee to complete its work, however, some changes may need to be made prior to the major study. Also, the other three processes that were set in motion in the Dept. during the last fiscal year have kept everyone quite busy. Because of this, the need for change has been somewhat masked, at the same time that the opportunity to take time out for change has been reduced.

The second major change that began in f.y. 1986-1987 and will continue into f.y. 1987-1988 was the introduction of the INNOVACQ computerized acquisitions and check-in system for the Law Library. The General Library had never had an automated system for acquisitions or serials check-in functions and was in the market for such system at the same time that the Law Library found out that the OCLC Serials Subsystem it was using would be
phased out by late 1987. In addition, the Law Library had been using the OCLC Acquisitions Subsystem for a couple of years but was dissatisfied with its performance, especially in the areas of fiscal control and management reports. The Law Library had the opportunity to switch to the new version of the OCLC Acquisitions Subsystem, but we chose not to for two reasons. First, we were not sure what the new version would offer us that the old version lacked, if anything, because the product was not yet available for demonstration. Second, and more importantly, the idea of an integrated Serials and Acquisitions system to be used by both Law and General was highly attractive. The opportunity to purchase a system with the General Library was very advantageous for the Law Library since we would not have been able to afford a product such as INNOVACQ by ourselves. Late in fiscal year 1985-1986, a Request for Proposal for an automated acquisitions and serials check-in system was sent to prospective vendors. In July of 1986 responses were received from three vendors and the responses were evaluated by a committee composed of General Library and Law Library representatives. While INNOVACQ was the only system that fully met the criteria set out in the RFP, it was known by several members of the selection committee that INNOVACQ was indeed a quality product, and later conversations with several other university libraries using INNOVACQ only strengthened this opinion. In September we saw an on-site demonstration of the system, and by December a formal proposal was drafted recommending purchase of INNOVACQ. In June of 1987 the combined libraries were trained on the INNOVACQ system and we are now in the process of transferring records from our old systems to the new one. With an integrated Serials and Acquisitions system (in addition to the fact that the two departments themselves had now been combined) some job changes in the direction of integration of duties seem inevitable and potentially more efficient. Much time was spent by all members of the Serials/Acquisitions Dept. in the first half of 1987 making plans for the efficient transfer of records from the old system to the new. David Anstine worked hard to claim and otherwise clean up the status of all outstanding orders on the old OCLC Acquisitions Subsystem. Patrick Armijo and Catherine Baudoin worked on setting up an efficient system for transferring our Kardex and OCLC Serials Subsystem records to INNOVACQ. Everyone spent a lot of time at the General Library working at their INNOVACQ terminals, since we did not yet have our own.

A third project that took up much time for all staff members was the review of the budget in preparation for a new fiscal year. The Director of the Library instituted a comprehensive review of the library's budget, and this entailed a lot of work for the Serials Dept. since serials account for a large percentage of the budget. Catherine Baudoin prepared a detailed list of titles in other law school locations that the library pays for, and Patrick Armijo spent a lot of his time working on the Serials Review Project, a project started in the
Fall of last year to determine which serial publications in the library should be retained and which should be discontinued. Every serial title in the library will eventually be reviewed. So far, the procedure has been that titles are recorded on a Serials Review Form as they are invoiced, and the form is sent to the Head of Reference who makes decisions on retention/cancellation based on discussions with faculty members and library selectors. As we begin the transfer of titles to INNOVACQ, even those titles that have lapsed (and therefore have not been invoiced) will be reviewed before putting them on the system. This should be completed by early 1988. The plans then call for a continuing review of our serial holdings, but probably not with the comprehensiveness of the initial cycle. This project is very important because the potential for savings through cancellations is great. Also, in some cases, we may want to add useful titles to our collection that we could not afford prior to the cancellation of others; even though this does not result in savings to the library, it does increase the quality of the collection from the users' viewpoint.

The fourth decision of last fiscal year that had a lot of impact on work in the Dept., and will have even more impact next year, was to make greater use of vendors for library subscriptions and standing orders. We have used the Hein Co., the Rothman Co., and the Gaunt Co. for many years to handle law reviews, state session laws, AG Opinions, and similar classes of materials that were obvious candidates for such handling. However, many titles that have traditionally been ordered and invoiced directly from the major law publishers can be transferred to a vendor. We intend to do so for as many as possible, especially where such a transfer would reap immediate benefits. For example, we are in the process of transferring all Warren, Gorham, & Lamont titles to the Hein Co. This should make the Accounting Technician's job much easier because the library has had many invoicing and other accounting problems with WG&L over the years. There are also approximately 500 general titles (mostly of a periodical nature) in the collection that could easily and efficiently be handled by a "general" serial vendor. Elizabeth Scherer, early in the fiscal year when she was still the Head of Serials, negotiated a contract with the Ebsco Co. to provide such a service for us. In conjunction with the Serials Review Project, Patrick Armijo has been transferring as many titles as possible to Ebsco, working closely, of course, with the Accounting Technician, Sue Thompson. After all titles are transferred to Ebsco, we will receive a single annual invoice from them and this should cut down on the paperwork for the Accounting Technician, as well as for Serials staff, who may still do the posting for Ebsco titles. In fact, Ebsco invoices can be sent electronically directly into the INNOVACQ system, so that manual posting of Ebsco titles may not even be necessary. Book vendors will also
play an increasing role in collection development for the library, as we are currently evaluating slip service plans offered by Yankee Book Peddler and Rothman.

NEW POLICIES AND PROCEDURES

Several new policies and procedures were instituted in f.y. 1986-87. A brief description of these follows:

Elizabeth Scherer, Thaddeus Bejnac, and Daniel Dabney worked out an agreement for a SuDocs collection. The agreement included a provision for the number of Federal Depository serial titles that will be checked-in in the Serials Department and receive full cataloging, and the maximum number of monographic titles that will be added to the Acquisitions Department's records and receive full LC cataloging. The remainders in both these categories will be placed in the SuDocs collection. Similar arrangements have been made for New Mexico state documents.

A change was made in the posting procedure for invoices received in the Serials Department. The Accounting Technician will now post all the invoices rather than having Serials personnel do the posting. Greater control over accuracy in this process should be attained. For the time being, there is one exception to this: Ebsco postings will still be done by the Serials Cataloging Assistant.

As of August of last year, the Serials Dept. has been caught up with check-in up to the current day's mail. Credit should go to the Serials staff and Elizabeth Scherer, who was in charge of the department at that time.

PROJECTS, ACTIVITIES

The following projects or activities were important during f.y. '86-'87:

The Serials Review Project, as explained above.
Transfer of titles to Ebsco and other vendors, as explained above.

Preparation of a Federal and NM State documents manual by Patrick Armijo and Catherine Baudoin.

Transfer of stored materials in basement to new storage area on Copper Street.

Cleaning up of the government documents backlog in Acquisitions, by David Anstine in Acquisitions and Dan Dabney and Thaddeus Bejnar in Reference.

Transfer of dead title information from serial cards to the shelflist.

PERSONNEL

David Anstine was promoted from LTA I to LTA II and his position was made permanent.

We have had many changes in and problems with our Work/Study positions and credit should go to Catherine Baudoin for handling the majority of the work in this area. Also, since the Work/Study students were not mentioned by name above, something should be said here about the valuable contribution they have made to the operation of the department. Special mention should be made of Gina Halbert and Carol Tousignant, both of whom are very reliable and competent, and without whom the daily running of the department would be very difficult.