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In the several months I have been serving as Interim Vice Provost and University Librarian I have learned much about the workings of Fondren Library—from the many hampers of mail that are delivered each day to the intellectual challenges of cataloging materials. This issue of News From Fondren presents highlights of activities that occur each day in Fondren Library.

I also have learned that libraries are in the middle of a transition, brought about primarily by rapid development in information technology. However, I am confident that libraries will remain at the center of universities, even in this era of rapid change, especially in institutions like Rice that plan carefully for the future.

In this Issue

• Improving Services for Users ........................................ p. 2
• Acquiring and Preserving Collections ................................ p. 4
• Creating a Better Environment ........................................ p. 5
• Did You Know .............................................................. p. 6
• Delivering Electronic Information .................................... p. 6
• Developing Endowments and Friends .............................. p. 7
• Statistical Information .................................................. p. 8

To chart the future of Fondren Library, we are working cooperatively with several committees, including:

• the Committee on the Library, chaired by Professor James Copeland;
• the Search Committee, chaired by Professor King Walters and charged with finding a new university librarian;
• the Space Planning Committee, chaired by Provost David Auston;
• and the Library Planning Committee, also chaired by Provost Auston.

Over the last several months members of the library staff have organized and directed tours of Fondren Library for these committees. Our aim in conducting such tours is to cultivate better understanding of the wide range of services that Fondren Library provides to the faculty, students, and staff of Rice University—and beyond Rice, to the larger community of Houston. These tours and other outreach efforts have strained many members of the staff during months in which, without an experienced person to lead them, they have had to accept additional responsibilities while also carrying on their regular activities.

As a result of the fine efforts of the staff, the Friends of Fondren, and other supporters of our work, I am increasingly hopeful that this will be a year of important growth and development for Fondren Library. Such growth will allow us to provide better and better service to the growing community of scholars, young and old, who count on us.
University Librarian Beth Shapiro’s tenure at Fondren Library began in 1991 with a reasoned approach to the gathering of information and the planning of solutions to problems for the library. This issue of News From Fondren presents a review of the many accomplishments of the five years during which Beth Shapiro was University Librarian.

Initially Dr. Shapiro appointed task forces to investigate several areas: organizational communication, collection development and management, public services and library image, access to special formats, and library users. Many recommendations resulted from these task forces and, in addition, a library mission statement was written. Under her leadership the staff began to formulate annual goals and objectives and to publish them each year in News From Fondren.

During the period in which Dr. Shapiro was librarian, the library and the computer center were merged administratively, and much progress was made in the move to utilize technology and electronic resources. At the time of her death, Fondren Library was engaged in a move to a new automated library system and was beginning an analysis of the library’s collection.

Improving Services for Users

Dr. Shapiro put her sociology background to good use by instituting surveys of Fondren Library users. She was eager to discover ways in which the library could better assist its users and was quick to address problems and concerns revealed in such surveys.

Service Hours

To better serve the needs of users, building hours were extended in 1994 and again during the exam period in the spring of 1995. Currently the library is open 119 hours per week, with building hours extended by 2 hours per day during exam period. Reference Desk hours also have been increased by approximately 20 hours per week.

Creation of User Services

As the library provided more and more electronic resources, lines began to blur between the traditional areas of assistance offered by librarians and computing staff. To implement a more customer-oriented service philosophy, it became evident that increased collaboration between librarians and the public services staff of the Office of Computing Information Services (OCIS) was needed.

As an innovative solution to this problem, the User Services Department was created in 1993. Headed by Andrea Martin of OCIS (now Information Technology Services), it was staffed by public services staff from both Fondren Library and OCIS and administered by a board consisting of the University Librarian and three OCIS directors. Increased training and outreach to the faculty resulted from the creation of divisional teams, comprised of librarians, computing staff, and consultants.

Fondren Express

In 1991 a photocopy and delivery service to faculty and university administrators was initiated. In addition to photocopies, the service now delivers books and provides tables of contents of various journals. Steady growth in the use of Fondren Express is evidenced by the 2800 items delivered to users in FY95.
(Improving continued)

Interlibrary Borrowing and Lending

Implementation of software for electronic delivery of articles from one library to another significantly improved turnaround time for interlibrary loan requests, as did the increased use of fax for sending requests and receiving documents. The use of electronic mail or electronic forms found on RiceInfo (our campus-wide information system) made it possible for users to request materials from their offices or homes. In 1995 unrestricted use of interlibrary borrowing services was extended to all Rice undergraduates.

Government Publications

The loading of records for federal government publications into the online catalog, LIBRIS, has enhanced user awareness of documents and led to a significant increase in their use over the last few years. Recent years have seen an explosive growth in government publications issued in electronic format. The Government Publications area presently has over 500 CD-ROMs, as well as a large collection of materials in the more traditional paper and microform formats. Fondren Library also serves as a patent and trademark depository.

University Archives and Rare Materials

The Woodson Research Center has become increasingly visible in recent years, providing assistance to both local and visiting scholars with the unique materials housed there. During the last few years, two motion pictures have been based on materials housed in Fondren

Circulation

Service improvements included the relocation of the Reserve Room to an area adjacent to the Circulation Desk, with a closed, more secure area, and the establishment of online checkout of reserve materials. In addition, online circulation of bound journals for a two-hour period was implemented. Changes were made to the loan periods for faculty, graduate students, and staff.

RiceInfo (our campus-wide information system) proved to be a helpful tool in the development of a new procedure for notifying users by mail or E-mail when books they had requested had been processed.

Computers for Loan

In March 1995 ten laptop computers were made available for circulation to Rice students, staff, and faculty. Network drops have been installed throughout the library to enable users to connect the laptops to the network. The laptops have proved to be a very popular addition to library services.

Photocopiers

Upgrading of photocopying services in Fondren Library came as a result of a user survey. In 1994 the library contracted with a vendor to provide and maintain in good working order twelve public copiers.
Acquiring and Preserving Collections

Building a library collection is a gradual process, with few milestones to be noted as the process continues. Looking back over the last five years, however, a number of significant developments are visible.

**Budget Increases**

Perhaps the most significant development, with the most enduring impact on Fondren Library collections, has been a steady growth in the library materials budget. This year (FY96) materials allocations are almost 55 percent greater than the amount expended during FY92.

University Librarian Beth Shapiro worked with President Malcolm Gillis and his predecessor, George Rupp, to implement the university administration's commitment to support our budget in the face of high inflation rates in academic research publishing. As a result, Fondren Library has received an increase in its materials budget of at least 10 percent for each of the fiscal years since Dr. Shapiro came to Rice. During this time, most other large academic libraries saw much lower increases in funding or actually had decreases in their budgets for library materials.

**Journal Costs**

Working with a variety of faculty, Fondren Library has been looking at its collections more critically than ever before. The availability of journal abstracts through Ricenfo and desktop delivery of articles in one or two days led us to propose cancellation in 1993 of a number of low-use, expensive journals. The library's data (including a publishing/citation study from the Institute of Scientific Information) were presented to the academic deans and faculty, who gave their support for this more cost-efficient means of obtaining information. The library continues to use this approach to control serials costs, saving more on the journals than we spend on document delivery.

**Receiving Materials**

Essential to the building of the library's collections are the activities carried out by the Acquisitions Department. This department is responsible for receiving monographic, serial, and non-print materials and for claiming items not received, selecting vendors, and checking invoices. In the past year, the department checked in issues for 9,601 subscriptions and received 37,149 books, 1,445 sound recordings, 42,923 microforms, and 570 videos.

**Processing of New Materials**

Both the ordering of new materials and the provision of access to the library's collections are the responsibility of the Cataloging Department. The department produces machine-readable records of detailed bibliographic information, which are available to the university community and to users throughout the world via the Internet.

The past five years have been important ones in the computerizing and streamlining of ordering and cataloging operations. Between FY92 and FY96, orders have increased 24 percent, and cataloging has increased by 25 percent. With the same number of staff members, the department has achieved a thirty-day turnaround time (from date of receipt) for most materials. Rush materials can normally be completed within one day after receipt. There have also been improvements in the regular, systematic processing of high priority materials received as gifts by the library.

In addition to maintaining expertise in cataloging traditional materials such as books, serials, music, maps, and microforms, the cataloging staff has strengthened its expertise in cataloging materials in newer formats, such as videos, computer files, and Internet resources. Experimental cataloging of Internet resources has been underway since 1993, with participation in a national research project under the auspices of OCLC (the national bibliographic utility to which Fondren Library belongs) now providing additional support for this work.
Creating a Better Environment

Although part of the library had been renovated under the previous University Librarian, Samuel M. Carrington, much work remained to be completed. In addition, new technologies required new equipment for staff and users.

Renovations

Under Dr. Shapiro, both public and staff areas were refurbished. Areas renovated included the first floor Reference stack area, the Fay Bibliography Room, the Kyle Morrow Room, the Woodson Research Center, and Technical Services and Reference offices. Chairs in the public areas of the library also were replaced.

Computing Equipment

From 1991 to 1995 there was a dramatic increase in the availability of computing equipment in the library. At the beginning of Dr. Shapiro's tenure, we had 50 computer terminals; at the end of this time, Fondren Library had 170 personal computers. Library staff members moved from common, shared workstations to a personal computer at each desk. Computers were also added to Government Publications to accommodate the growing amounts of information issued in electronic formats. In 1994, 50 Owlnet computers were installed on the first floor, making the library a popular center for student access to electronic equipment.

Weeding

Those books and journals that are added to our physical collection continue to pose a challenge of storage and access. Shortly after Dr. Shapiro arrived in 1991, she began to encourage systematic weeding of the physical collections. Working with faculty input, judicious weeding has begun and continues.

Preservation

In 1992 the position of Preservation Coordinator was created, leading to an evaluation of the condition of the general collection in the following year. The evaluation found that overall Fondren Library's collections are in relatively good shape, although some preservation planning needs to occur. From 1992 to 1995 a successful effort was conducted to bring all current periodicals binding up-to-date, providing permanent protection for an important segment of the collection.

Database Management

Insuring that the library's online catalog, LIBRIS, has correct, up-to-date information about the library's collections is the responsibility of Database Management. With 1,272,194 records included in the catalog, this is a monumental task.

A number of projects to increase user access to the collections through LIBRIS were completed during the years 1991-1995. One large-scale project completed jointly by Circulation and Database Management involved linking the cataloging record with circulation information, so that a library user checking LIBRIS would know immediately if a book was checked out. With the conversion to machine-readable form of cataloging information for serials, maps, music, and non-Roman-language materials, the conversion of the card catalog was completed in 1993.

Miscellaneous

Additional shelving to accommodate the ever-growing collection was installed both in the library and in the storage facility. To improve security within the library, an identification-card-activated turnstile was added at the entrance.
Did You Know...

During the fall 1995 semester a new record for use of audiovisual services was set. Seventeen hundred two requests for service were received, requiring the use of 3,310 pieces of equipment.

Fondren Library receives four to six bags of mail every day. The bags weigh from 70 to 120 pounds each and contain an average of 300 letters and packages. In a year’s time over 80 tons of mail are delivered to the library.

In Fiscal Year 1995, more than 667,000 people entered Fondren Library.


In 1995 the number of items checked out from the library ranged from a low of 27,500 in June to a high of 41,420 in April.

Rice students check out 76 percent of the materials borrowed from Fondren Library.

Delivering Electronic Information

Rapidly developing technology and the expanding use of electronic information sources have imposed a significant training burden on library staff members in the last five years. Embracing this challenge, staff members have rapidly become proficient in many new areas. Their knowledge has been passed on to library users in both formal, classroom settings and in personal assistance to individual users. Working together with computing personnel, library staff members have had a significant impact on the development of electronic information tools on campus.

Local Area Network

After Dr. Shapiro’s arrival at Rice, library automation staff developed a public local area network (LAN) for use within Fondren Library. This allowed users to access not only the library’s online catalog from library terminals, but also RiceInfo, CD-ROMs, and remote resources.

RiceInfo

Beginning in 1992, Fondren Library staff collaborated with the Office of Computing Information Services staff in the development of RiceInfo. Established as the university’s campus-wide information system, RiceInfo provides computer users information about Rice quickly and easily. Initially RiceInfo included campus directory information, university and departmental policies, and LIBRIS, the library’s online catalog.

In a very short time RiceInfo developed into a nationally recognized gateway to information. Various sources of information, such as library catalogs, indexes to scholarly and general literature, electronic books and journals, and some full text sources are now available.

The electronic request form is a new service developed for RiceInfo. Library patrons may recall a book, place an interlibrary loan request, ask a reference question, suggest materials to be purchased for the library, or arrange for the use of audiovisual equipment.

LIBRIS

Until recently, LIBRIS, our online catalog, was based on the NOTIS library automation system, delivered through the IBM mainframe computer. In 1995, LIBRIS was moved to SIRSI’s Unix-based system, with a client/server architecture. The new system will enable our online catalog to be accessed through the World Wide Web and will allow us to interface with other materials on the Web.

Electronic Studio

From 1993 to 1995 Fondren Library was actively involved in the Electronic Studio. In the spring of 1993 the library was awarded a grant from the Council on Library Resources to support its participation in the Electronic Studio. The Galileo Project, a hypertextual exploration of the life and work of Galileo Galilei, was supported by this grant. This project was developed by Professor Albert Van Helden, with the help of librarian Elizabeth Burr, and was first used by a class in the spring of 1995.

Increased access to electronic information included network connections added in the Reference area.
Developing Endowments and Friends

Endowment and gift funds are an important source of money for Fondren Library, because these funds allow us to supplement the budgeted book and periodical funds. During the last fiscal year the library spent $293,000 from our endowment and gifts and memorials funds. These funds are the result of generous gifts from our many library supporters and friends.

Friends of Fondren

The Friends of Fondren Library organization continues to be active and supportive of the library. At present, the group has over 1300 memberships and sponsors many programs during the year. The Friends reached a milestone this past year when their endowment surpassed one million dollars.

**Distinguished Guest Lecturer**

David Halberstam talks with Friends member Mary Lou Margrave.

In 1994 the Friends initiated their annual Distinguished Guest Lecture. The first lecture was presented by Daniel Boorstin and the second by David Halberstam. The focus of these lectures has been on scholarship, including the part libraries play in this process.

Since 1991 the Friends have made special allocations to the library for the purchase of videos, computers, audiovisual and microform equipment, and chairs for the public seating areas of the library.

**Gifts in Kind**

In 1994 the library was given the Scott Heumann Opera Collection, consisting of recordings of complete operas, albums of opera and song selections, commercial video recordings, and personal audio and video recordings. This was a significant gift for the library because of the depth, quality, and size of the collection. Students and faculty now have numerous recordings showcasing a variety of styles and interpretations for their study and enjoyment.

**Outreach**

To keep the campus informed about library services and activities, *News From Fondren* was created in 1991. It is available in print, via RiceInfo at RiceInfo\Fondren Library\About the Fondren Library\News from Fondren, and on the World Wide Web at http://riceinfo.rice.edu/Fondren/nfflink.html. The library also has sponsored several Information Technology Showcases for Rice University faculty, staff, and students.

Many groups, ranging from area schools to international visitors, regularly tour the library. Other visitors are brought to the library by a variety of exhibits which showcase library materials, as well as art, photography, and posters from around the world. In addition, many members of the community regularly make use of Fondren Library's resources and the personal assistance available from the Reference Desk, Government Publications, the Brown Fine Arts Library, and the Business Information Center.

Friends of Fondren 1994 Book Sale.

Circulation Manager Ginny Martin shows a student assistant one of the library's exhibits.

Fondren Library staff members who contributed information for this issue are: Elizabeth Baber, Nancy Boothe, Elizabeth Burr, Jean Caswell, Betty Charles, Sandi Edwards, Melinda Reagor Flannery, Kay Flowers, Una Gourlay, Joe Hatfield, Kerry Keck, Barbara Kile, Janice Lindquist, Sara Lowman, Ginny Martin, and Amy Spare.
## Statistical Information

### Collections

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<th>FY91</th>
<th>FY95</th>
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<td>Volumes in library:</td>
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<td>Volumes added during year:</td>
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<td>Current serials:</td>
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<td>Microforms:</td>
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<td>Government Documents</td>
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<td>(uncataloged):</td>
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<td>Computer files:</td>
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<td>Manuscripts and archives (cubic feet):</td>
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<td>Cartographic materials:</td>
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<td>Audio materials:</td>
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<td>Films and videos:</td>
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### Expenditures

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<td>Salaries and wages:</td>
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<td>Other operating expenditures:</td>
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<td>Total library expenditures:</td>
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### Staff (FTE, including students)

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<td>Staff (FTE, including students)</td>
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