Library and Related Information Services (LARIS) Workforce Planning

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The Library and Related Information Services Workforce Planning Review is intended to:

- Clearly define management roles, responsibilities and accountabilities within the Cornell University Library and other related operations at the University.
- Identify the structures and methods that will result in the most effective and efficient delivery of library and related information services.
- Achieve savings in the library system and in associated library services (e.g., digital repositories) on the Ithaca campus to support emerging needs.

The Review includes a university self-study and an external review by a team of experts.

Please note: Some files on this site are restricted to the LARIS lead team members.

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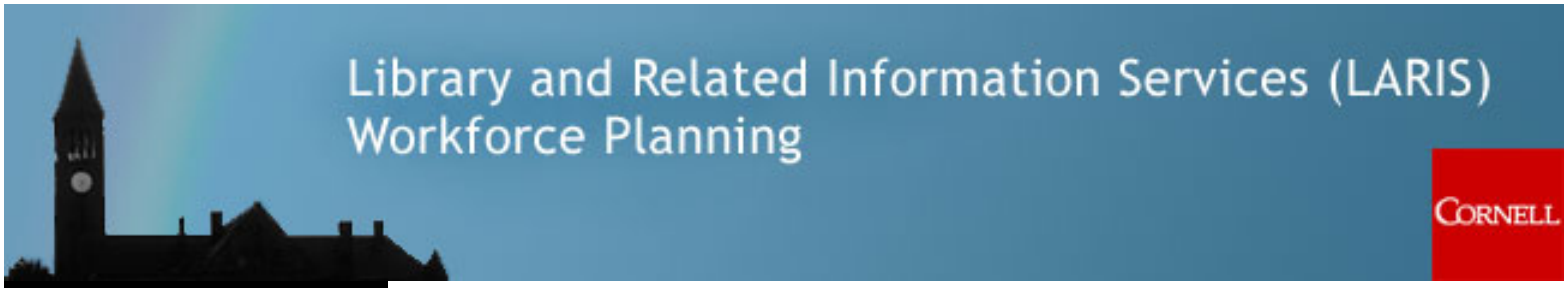

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About LARIS

Memo from Hunter Rawlings announcing the formation of LARIS: (pdf)

Memo from Carolyn Ainslie to Sarah Thomas (word)

LARIS Workforce Planning Review Scope/Approach (word)

LARIS Workforce Planning Review Lead Team

Patsy Brannon - Dean, College of Human Ecology
Dan Huttenlocher - Johnson Graduate School of Management and Computer Science
Scott MacDonald - Philosophy
Eric Nelson - Plant Pathology
John Sebastian - Graduate Student, Medieval Studies
Paul Streeter - Senior Project Director, Budget and Planning
Sarah Thomas - University Librarian (chair)

Contact all members of the team

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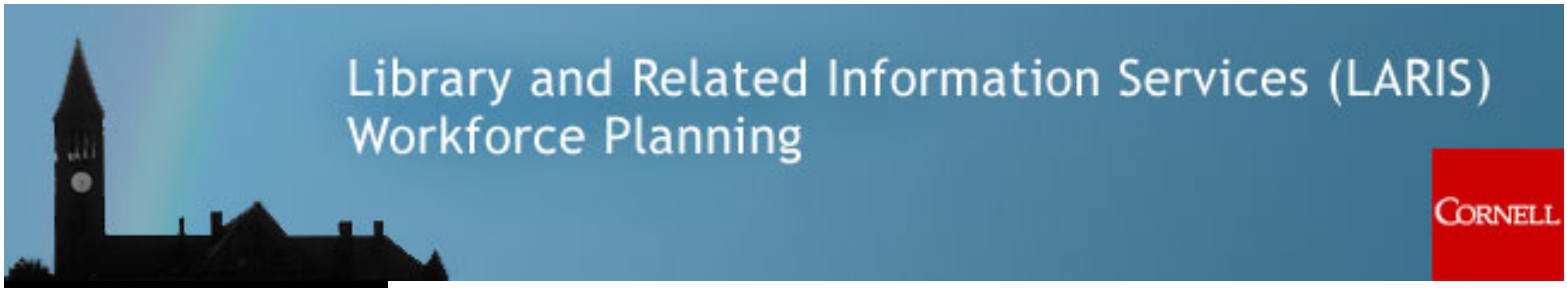

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LARIS Meeting Minutes

December 15, 2003
November 24, 2003
October 20, 2003
August 12, 2003
July 17, 2003
June 12, 2003 - Handouts
May 12, 2003
April 2, 2003

Meeting Minutes are restricted to the LARIS lead team members.

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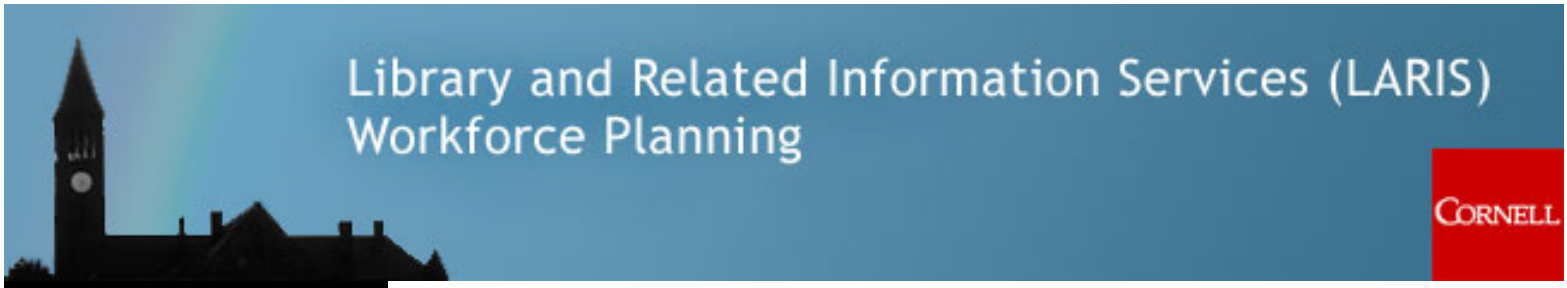

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CUL Annual Statistics 2002/2003

CUL Fact Sheets 1995/96-2002/03

ARL Statistics Interactive Edition

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Cornell University Library April 29, 2003	(word)
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Catherwood Library (Industrial & Labor Relations)	(excel)
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CTS Acquisitions & Bibliographic Control: Bibliographic Control Services	
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Mann: Information Technology Services	(word)
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Mann: Technical Services	(word)
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Rare and Manuscripts Collections (two documents)	(word) (word)

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CUL Units Relationship to Colleges August 5, 1997 color	(gif)
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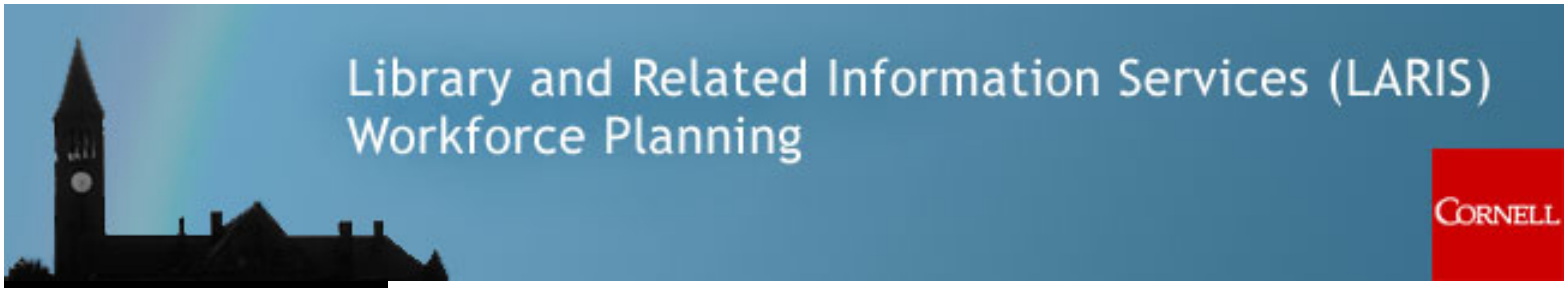

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California Collection Management Initiative Study

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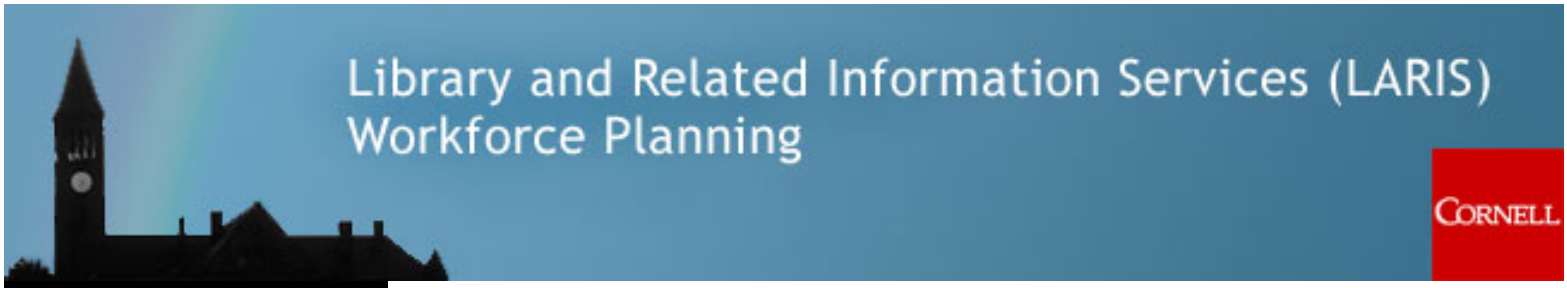

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CUL Committee on the Economic Status of Librarians/2001/2002 Report to the Academic Assembly - Part II (pdf)

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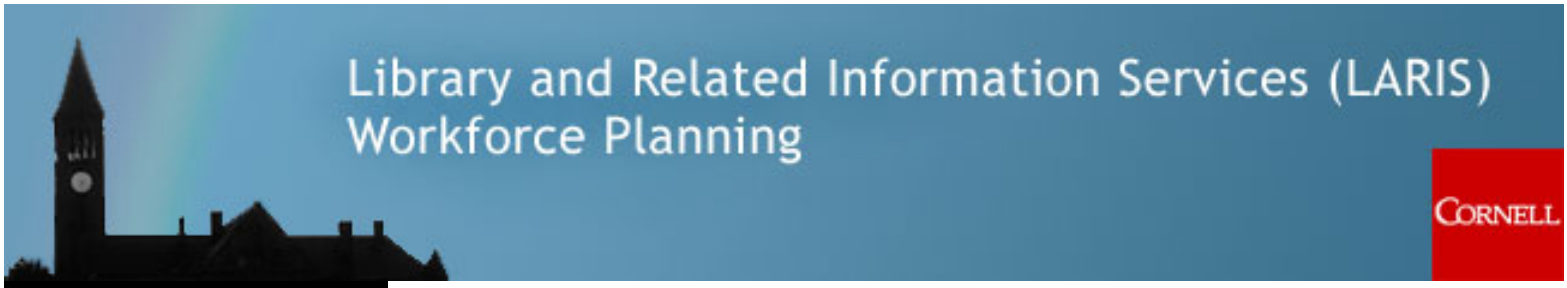

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Review of Library Technical Services at CU, Phase 1: CTS, Mann, and Law (restricted to LARIS lead team)

Review of Library Technical Services at CU: Phase 1 Supplement: Bindery Activities (restricted to LARIS lead team)

Review of Library Technical Services at CU Phase 2: EMPSL, Geneva, ILR, IRIS G&E, JGSM, Kroch Asia, Music, and Vet (restricted to LARIS lead team)

Review of Library Technical Services at CU Phase 3: Special Collections Processing and Metadata Services (restricted to LARIS lead team)

LARIS Collection Development Report (restricted to LARIS lead team)

LARIS Collection Development Report: Appendix (restricted to LARIS lead team)

LARIS Public Services Report (restricted to LARIS lead team)

LMT Scenario Ideas 9-22-03 (restricted to LARIS lead team)

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ARL Bimonthly Report December 2002
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Budget Cuts at Other Institutions
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http://www.lib.virginia.edu/libra/v9.4/budget.html
http://www.lib.virginia.edu/budget_faqs.html
http://www.dartmouth.edu/~library/oldlibindex.shtml
http://www.acs.ohio-state.edu/offices/facultycouncil/BRDeansULIB.pdf
http://www.lib.berkeley.edu/Collections/index.html

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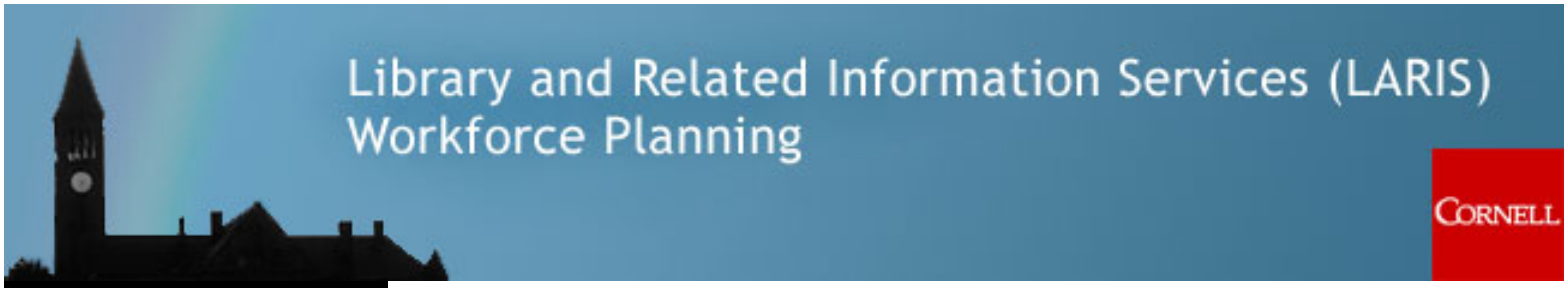

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Cornell University Library
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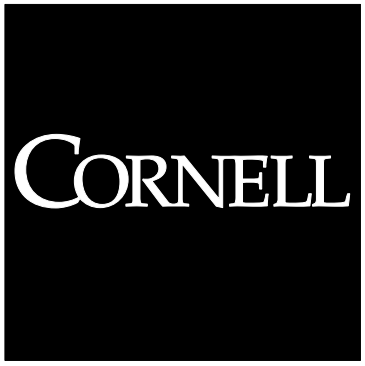

ANNUAL STATISTICS 2002/2003

The Cornell University Library's annual statistical report is prepared by the Library Administration.
Please direct questions, comments or requests for copies to:

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November 2003

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December 10, 2003

SUBJECT: ANNUAL STATISTICAL REPORT

Dear Reader,

I am pleased to present the *Cornell University Library Annual Statistics 2002-2003* and to call your attention to a few items of interest. Table 6a shows the continuing steady growth of the Library's print collection while Table 14 shows that the use of this collection, as reflected in the number of items being borrowed, rose for the second consecutive year. Table 14 also shows a significant increase in interlibrary borrowing and lending driven primarily by the implementation of the Borrow Direct service. Borrow Direct allows students, faculty, and staff at Brown, Columbia, Cornell, Dartmouth, Pennsylvania, Princeton and Yale to search the combined catalogs of these institutions and directly request expedited delivery of circulating items. At Cornell, Borrow Direct accounted for over 22% of the total interlibrary borrowing.

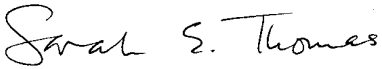
Other items of interest in Table 14 include the 13% increase in the number of titles cataloged (and recataloged). The 159,479 titles cataloged are the most reported in Cornell University Library annual reports going back to 1960-61 (and may represent the largest number of titles ever cataloged at Cornell in a single year). Correspondingly, Table 6a shows a 35% decrease in the number of items awaiting cataloging. The 56,172 items are the fewest since the Library began reporting this count in the 1989-1990 annual report. There were declines last year in the number of instruction sessions and instruction session participants while the number of reference transactions held steady.

Once again, Table 8 reflects the rapid growth in the number of networked resources the Library is making available for use. Full-text resources, particularly electronic books, accounted for most of this growth.

Finally, the statistics reflect that three relatively new services, electronic reserves, enhanced returns, and laptop lending are proving popular. Table 7c shows that 10,542 articles were entered into the electronic reserves system for 741 courses. These articles were viewed 278,219 times. The Music Library's reserve music listening made available through networked, digital streaming technology was utilized for an additional 17 courses and accounted for over 40,000 plays. Table 7b shows that 101,513 items, over 13% of the 766,267 borrowed items that were returned to the Library in 2002-2003, were dropped off at a library unit other than the one the items were borrowed from. We expect that our enhanced return service saved our borrowers both time and shoe leather. Table 7a shows that Library laptops were borrowed 84,278 times in 2002-2003.

I welcome your comments and questions about this report.

Sincerely,



Sarah E. Thomas
University Librarian

CORNELL UNIVERSITY LIBRARY - ANNUAL STATISTICS 2002/2003

July 1, 2002 - June 30, 2003

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Definition of Terms iii

DEFINITION OF TERMS USED IN THE CUL ANNUAL STATISTICAL REPORT

Added: Added physical units or titles are those units or titles that have been cataloged according to *Anglo-American Cataloging Rules* or for which other inventory records have been made available to users (e.g. minimal or provisional catalog records, accession records, or records in a database file).

Borrow Direct: A rapid book request and delivery system. It enables Cornell faculty, staff and students to search the combined library catalogs of Brown, Columbia, Cornell, Dartmouth, University of Pennsylvania, Princeton and Yale, a collection of over 40 million volumes, and directly request expedited delivery of circulating items.

Circulation: The act of lending an item from the library's collection for use generally (although not always) outside the library. This activity includes charging, either manually or electronically, and also renewals, each of which is reported as a circulation transaction.

Enhanced returns: This policy allows borrowed items to be returned to any campus library.

Instruction sessions: Information contacts in which a staff member, or a person invited by a staff member, provides information intended for a number of persons and planned in advance. Information service to groups may be either bibliographic instruction or library use presentations, or it may be cultural, recreational, or educational presentations. Presentations both on and off the library premises are included as long as they are sponsored by the library. Does not include meetings sponsored by other groups using library meeting rooms.

Interlibrary loan: A transaction in which library material, or a copy of material, is made available by one library to another upon request. It includes both lending and borrowing. The libraries involved in interlibrary loan are <u>not</u> under the same administration or on the same campus.

Manuscripts: Works written by hand or typed, including manuscript books, dissertations, letters, speeches, etc., legal papers, including printed forms completed in manuscript, and collections of such manuscripts. Includes archival material.

Microforms: Photographic reproductions of textual, tabular, or graphic material reduced in size so that they can be used only with magnification. The two main types of microforms are microreproductions on transparent material, including roll microfilm, aperture cards, microfiche, and reproductions on opaque material.

Non-book materials: Materials that are displayed by visual projection or magnification or through sound reproduction, or both, including sound recordings, motion pictures and video recordings, and graphic materials. Also included are maps and computer files.

Printed volume: A single physical unit of any printed, typewritten, handwritten, mimeographed, or processed work, distinguished from other units by a separate binding, encasement, portfolio, or other clear distinction, which has been cataloged, classified, and made ready for use. This is typically the unit used to charge circulation transactions. Includes monographs and bound volumes of serials.

Reference transaction: An informational contact that involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. The term includes information and referral service. Information sources include: 1) printed and non-printed materials; 2) machine-readable databases (including computer-assisted instruction); 3) the library's own catalogs and other holdings records; 4) other libraries and institutions through communication or referral; and 5) persons both inside and outside the library. When a staff member utilizes information gained from previous use of information sources to answer a question, report as a reference transaction even if the source is not consulted again during this transaction. Directional transactions must NOT be counted as reference transactions.

Serial: A publication in any medium issued in successive parts bearing numerical or chronological designations and intended to be continued indefinitely. Includes periodicals; newspapers; annuals (reports, yearbooks, etc.); the journals, memoirs, proceedings, transactions, etc. of societies; and numbered monographic series.

Sound recordings: Material on which sounds (only) are stored (recorded) and that can be reproduced (played back) mechanically or electronically, or both. This includes audiocassettes, audiocartridges, audioreels, talking books, compact disks, and other sound recordings.

Subtracted: Physical units that are withdrawn from CUL, or transferred from one CUL library to another.

Title: The designation of a separate bibliographic whole, whether issued in one or several volumes, reels, discs, slides, or other parts. A book or serial title may be distinguished from other such titles by its unique International Standard Book or Serial Number. The term applies equally to print, audiovisual, and other library materials. For unpublished works, it is the term used to designate a manuscript collection or an archival record series. When vertical files materials are counted, a file folder is considered a title.

Withdrawn: Withdrawn physical units or titles are those that have been removed from library collections and for which catalog records have been removed or marked to indicate that the units are no longer in the collections. *See also added and subtracted.*

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LIBRARY RESOURCES

TABLE 1: GROWTH OF PRINTED VOLUMES — JULY 1, 2002 - JUNE 30, 2003

	Volumes in Library Beginning of Year	Volumes Added	Volumes Subtracted	Volumes In Library End of Year	Net Volumes Added to Annex	Volumes Already in the Annex	Total Volumes
Africana	18,140	689	147	18,682	0	0	18,682
Annex	1,707,005 *	63,148	6,607	1,763,546	-	-	-
Engineering	262,323	5,898	24,467	243,754	13,788	124,880	382,422
Fine Arts	124,731	6,087	158	130,660	-5,660	64,293	189,293
Geneva Experiment Station	48,254	805	10	49,049	0	1,282	50,331
Hotel	34,900	689	2,669	32,920	2	3,045	35,967
Industrial & Labor Relations	196,839	5,026	645	201,220	-39	18,572	219,753
Law	490,907	10,713	312	501,308	0	0	501,308
Management	68,342	3,259	1,112	70,489	-60	88,485	158,914
Mann/Entomology	368,543	13,245	552	381,236	11	395,729	776,976
Mathematics	58,445 *	1,847	15	60,277	0	0	60,277
Medical Archives	2,471 *	0	0	2,471	0	0	2,471
Medical College	172,002	4,130	495	175,637	0	0	175,637
Music	131,160	3,744	6	134,898	0	2,779 *	137,677
Olin/Kroch (Asia Collections)	2,877,075	121,098	44,433	2,953,740	40,846	921,266	3,915,852
Physical Sciences	87,071	1,886	5,923	83,034	6,652	25,709	115,395
Rare & Ms Collections	219,051	1,650	2	220,699	546	54,074 *	275,319
Uris	177,159	3,907	2,173	178,893	457	197	179,547
Veterinary	94,774	1,128	6	95,896	-2	6,694	102,588
TOTAL	7,139,192 *	248,949	89,732		56,541	1,707,005 *	7,298,409

Total Printed Volumes - June 30, 2003	**7,298,409**
Total Printed Volumes - June 30, 2002	**7,139,192** *
Total Growth of Printed Volumes -- July 1, 2002 - June 30, 2003	**159,217**

* corrected volume count.

LIBRARY RESOURCES

TABLE 2: GROWTH OF NON-BOOK MATERIAL — JULY 1, 2002 - JUNE 30, 2003

	Maps		Motion Pictures		Filmstrips & Slides		Video Tapes/DVDs		Sound Recordings		Computer Files	
	Beg'ng of Year	End of Year	Beg'ng of Year	End of Year	Beg'ng of Year	End of Year	Beg'ng of Year	End of Year	Beg'ng of Year	End of Year	Beg'ng of Year	End of Year
Africana	13	13	0	0	1	1	842	909	266	298	19	23
Engineering	0	0	0	0	0	0	216	237	65	65	2,179	2,543
Fine Arts	0	0	0	0	0	0	226 *	296	0	4	27	62
Geneva Experiment Station	289	289	0	0	0	0	32	41	0	1	34	35
Hotel	149	0	0	0	0	0	1,779	1,791	152	155	378	412
Industrial & Labor Relations	0	0	605	647	950	1,016	876	878	2,103	2,123	373	373
Law	0	0	0	0	0	0	191	213	359	359	95	97
Management	0	0	0	0	0	0	24	5	0	20	1,439	279
Mann/Entomology	3,200	3,200	0	0	0	0	44	230	0	0	2,461	2,466
Mathematics	0	0	2	2	0	0	101	150	6	6	103	133
Medical Archives	0	0	345	413	4,990	1,813	892	673	2,046	675	0	5
Medical College	0	0	0	0	928	928	769	789	0	0	205	313
Music	0	0	0	0	193	193	895	958	55,564	57,542	36	49
Olin/Kroch (Asia Collections)	236,310	239,462	0	0	1,524	1,524	3,807	4,647	947	1,315	3,812	5,547
Physical Sciences	202	202	0	0	20	20	141	144	0	0	197	197
Rare & Ms Collections	1,390	1,390	2,946	2,949	3,540	3,540	1,047	1,054	8,751	8,824	8	12
Uris	0	0	146	146	3,968	3,968	5,221	5,924	33,718	33,718	52	207
Veterinary	0	0	0	0	27,248	27,248	1,427	1,433	538	538	66	66
TOTAL	**241,553**	**244,556**	**4,044**	**4,157**	**43,362**	**40,251**	**18,530** *	**20,372**	**104,515**	**105,643**	**11,484**	**12,819**

Total Non-book Material - June 30, 2003
Total Non-book Material - June 30, 2002

Total Growth of Non-book Materials -- July 1, 2002 - June 30, 2003

* corrected volume count.

LIBRARY RESOURCES

TABLE 3: GROWTH OF MICROFORM MATERIAL — JULY 1, 2002 - JUNE 30, 2003

	Microfilm		Microfiche		Microcard		Microprint		
	Beg'ng of Year	End of Year	Beg'ng of Year	End of Year	Beg'ng of Year	End of Year	Beg'ng of Year	End of Year	TOTAL Microforms
Africana	2,331	2,342	16,082	16,084	0	0	0	0	18,426
Engineering	1,470	1,470	2,017,850	2,039,821	84,052	84,052	0	0	2,125,343
Fine Arts	578	578	6,050	6,050	0	0	0	0	6,628
Geneva Experiment Station	129	143	1,522	1,522	0	0	0	0	1,665
Hotel	1,011	1,011	14,736	15,915	0	0	0	0	16,926
Industrial & Labor Relations	7,478	7,738	36,581	36,630	0	0	0	0	44,368
Law	5,456	5,468	793,661	819,214	0	0	0	0	824,682
Management	3,164	3,230	812,516	812,870	42,155	42,155	0	0	858,255
Mann/Entomology	4,948	4,985	706,918	719,460	2,701	2,701	1,244	1,244	728,390
Mathematics	0	0	0	0	0	0	0	0	0
Medical Archives	696	696	0	0	0	0	0	0	696
Medical College	509	509	12,391	12,391	0	0	0	0	12,900
Music	1,318	1,356	5,834	5,834	550	550	0	0	7,740
Olin/Kroch (Asia Collections)	167,829	170,410	1,927,597	1,918,285	9,998	9,998	1,047,165	1,047,165	3,145,858
Physical Sciences	1,154	1,154	26,092	27,003	0	0	0	0	28,157
Rare & Ms Collections	6,115	6,415	29,617	29,617	0	0	0	0	36,032
Uris	0	0	124,034	110,412	0	0	0	0	110,412
Veterinary	210	210	25,773	25,773	0	0	0	0	25,983
TOTAL	**204,396**	**207,715**	**6,557,254**	**6,596,881**	**139,456**	**139,456**	**1,048,409**	**1,048,409**	**7,992,461**

Total Microform Material - June 30, 2003	7,992,461
Total Microform Material - June 30, 2002	7,949,515
Total Growth of Microform Material -- July 1, 2002 - June 30, 2003	**42,946**

LIBRARY RESOURCES

TABLE 4: GROWTH OF MANUSCRIPT MATERIAL — JULY 1, 2002 - JUNE 30, 2003

Unit Libraries/Departments	Cubic Feet at Beginning of Year	Cubic Feet Added	Cubic Feet Subtracted	Cubic Feet at End of Year
Industrial & Labor Relations				
Labor Mgmt Documentation Center	11,346	206	0	11,552
Medical Archives	6,509	34	10	6,533
Rare & Manuscript Collections	20,184	1076	452	20,808
Subtotal	38,039			38,893
Library Annex				
Industrial & Labor Relations				
Labor Mgmt Documentation Center	6,464	0	0	6,464
Rare & Manuscript Collections	21,336	327	0	21,663
Subtotal	27,800			28,127
TOTAL	**65,839**	**1,643**	**462**	**67,020**

LIBRARY RESOURCES

TABLE 5: MATERIAL IN PROCESS FOR CATALOGING — Fiscal Years 1997/1998 - 2002/2003

Volumes / Pieces

Processing Center	1997/1998	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003
Central Technical Services*	98,001	61,617	43,893	61,714	67,036	40,986
Industrial & Labor Relations (ILR)	808	434	935	569	706	868
Law	2,638	2,306	1,700	1,780	1,666	827
Mann**	5,061	4,791	3,804	2,860	2,218	734
Music	7,142	2,741	2,593	5,090	4,378	3,825
Rare and Manuscript Collections	12,413 ***	12,282	10,892	11,440	10,855	8,932
TOTAL	**126,063**	**84,171**	**63,817**	**83,453**	**86,859**	**56,172**

* Includes processing for Africana, Engineering, Fine Arts, Hotel, Management, Mathematics, Music, Olin/Kroch (including maps and Asia Collections), Physical Sciences and Uris.
** Includes processing for Entomology, Geneva, and Veterinary.
*** Adjusted number based on backlog count.

LIBRARY RESOURCES

TABLE 6a: GROWTH OF RESOURCES — Fiscal Years 1996/1997 - 2002/2003

Item Count:	1996/97	1997/98	1998/99	1999/2000	2000/2001	2001/2002	2002/2003	Total Growth (2001/2002 - 2002/2003) Incr/(Decr)	Percent Change 2002/2003) Incr/(Decr)
Printed Volumes & Non-Book Materials									
Printed Volumes	6,284,891	6,429,133	6,617,242	6,830,411	6,975,415 *	7,139,192 *	7,298,409	**159,217**	2%
Maps	224,936	228,860	233,867	237,066	239,526	241,553	244,556	**3,003**	1%
Motion Pictures	3,693	3,842	3,859	3,932	4,039	4,044	4,157	**113**	3%
Filmstrips and Slides	33,511	39,025	40,104	40,370	40,981	43,362	40,251	**(3,111)**	(7%)
Video Tapes and DVDs	9,525	12,056	13,479	14,623	15,052	18,530 *	20,372	**1,842**	10%
Sound Recordings	77,709	81,254	87,379	90,015	90,395	104,515	105,643	**1,128**	1%
Computer Files	5,112	6,112	7,556	9,070	9,569	11,484	12,819	**1,335**	12%
Microforms									
Microfilm	182,211	186,805	191,632	196,622	199,732	204,396	207,715	**3,319**	2%
Microfiche	5,806,851	5,984,167	6,122,346	6,264,099	6,413,284	6,557,254	6,596,881	**39,627**	1%
Microcard	139,494	139,494	139,494	139,494	139,456	139,456	139,456	**0**	0%
Microprint	1,048,392	1,048,392	1,048,392	1,048,409	1,048,409	1,048,409	1,048,409	**0**	0%
Serial Subscriptions	63,409	63,051	63,232	63,306	64,891	64,559	64,368	**(191)**	(0%)
Newspaper Subscriptions	451	449	426	492	492	479	392	**(87)**	(18%)
Archives (manuscript material in cu.ft.)	56,061 **	62,868	63,819	64,509	65,131 *	65,839	67,020	**1,181**	2%
Material in Process for Cataloging	144,258	126,063	84,171	63,817	83,453	86,859	56,172	**(30,687)**	(35%)

* Corrected volume count.

** Medical Archive manuscript material was not reported for 1996/1997.

LIBRARY RESOURCES

TABLE 6b: GROWTH OF PRINTED VOLUMES OVER TIME — Fiscal Years 1996/1997 - 2002/2003

UNIT	1996/97	1997/98	1998/99	1999/2000	2000/2001	2001/2002	2002/2003	Total Growth (2001/2002 - 2002/2003)	Percent Change (2001/2002 - 2002/2003)
								Incr/(Decr)	Incr/(Decr)
Africana	15,937	16,859	17,378	17,586	17,813	18,140	18,682	**542**	3%
Engineering	352,351	360,453	366,099	372,766	380,175	387,203	382,422	**(4,781)**	(1%)
Fine Arts	168,327	173,184	176,748	179,642	183,901	189,024	189,293	**269**	0%
Geneva Experiment Station	45,475	46,275	47,007	47,984	48,720	49,536	50,331	**795**	2%
Hotel	23,050	23,897	24,577	27,754	37,665 *	37,945	35,967	**(1,978)**	(5%)
Industrial & Labor Relations	192,063	195,689	200,063	204,736	209,359	215,411	219,753	**4,342**	2%
Law	441,103	451,026	462,134	471,842	480,143	490,907	501,308	**10,401**	2%
Management	159,262	154,566	155,152	156,991	158,616	156,827	158,914	**2,087**	1%
Mann/Entomology	704,316	706,268	724,020	737,545	748,943	764,272	776,976	**12,704**	2%
Mathematics	48,147	49,371	51,733	53,320	54,770	58,445 *	60,277	**1,832**	3%
Medical Archives **	n/a	n/a	n/a	n/a	n/a	2,471 *	2,471	**0**	0%
Medical College	171,545	168,354	168,746	168,348	168,168	172,002	175,637	**3,635**	2%
Music	118,763	121,594	124,301	127,349	130,040	133,939 *	137,677	**3,738**	3%
Olin/Kroch (Asia Collections)	3,281,689	3,384,482	3,512,915	3,618,236	3,701,192 *	3,798,341	3,915,852	**117,511**	3%
Physical Sciences	102,883	104,930	107,317	109,245	111,010	112,780	115,395	**2,615**	2%
Rare & Ms Collections	204,288	210,905	212,554	267,275	271,023 *	273,125 *	275,319	**2,194**	1%
Uris	164,678	167,168	170,411	173,191	174,963	177,356	179,547	**2,191**	1%
Veterinary	91,014	94,131	96,087	96,601	98,914	101,468	102,588	**1,120**	1%
TOTAL	**6,284,891**	**6,429,152**	**6,617,242**	**6,830,411**	**6,975,415** *	**7,139,192** *	**7,298,409**	**159,217**	2%

* Corrected volume count.

** Total volume count for Medical Archives not reported 1996/97 - 2000/01.

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LIBRARY SERVICES

TABLE 7a: CIRCULATION — JULY 1, 2002 - JUNE 30, 2003

	General Circulation			In Library Use		
	Online Circ Ck'd Out/Renewed	Manual Circulation	TOTAL	(counted manually, not counted by Voyager)	GRAND TOTAL	Laptop Circulation**
Africana	8,387	213	8,600			n/a
Annex *	15,338	0	15,338			0
Engineering	53,585	403	53,988			288
Fine Arts	68,006	50	68,056			n/a
Geneva Experiment Station	1,647	10	1,657			0
Hotel	50,053	67	50,120			24,000
Industrial & Labor Relations	23,275	5	23,280			0
Law	20,652	8	20,660			n/a
Management	27,327	337	27,664			n/a
Mann/Entomology	158,023	804	158,827			15,595
Mathematics	23,998	10	24,008			387
Medical College	38,221	923	39,144			13,296
Music	57,425	0	57,425			0
Olin/Kroch (Asia Collections)	410,112	10,291	420,403			324
Physical Sciences	24,163	80	24,243			834
Rare & Ms Collections	2,567	26,288	28,855			n/a
Uris	248,856	82	248,938			29,184
Veterinary	21,003	893	21,896			370
TOTAL	**1,252,638**	**40,464**	**1,293,102**	**524,486**	**1,817,588**	**84,278**

* Does not include 21,952 items that were distributed to individual units for circulation.
** Included in General Circulation totals.

LIBRARY SERVICES

TABLE 7b: ENHANCED RETURNS* — JULY 1, 2002 - JUNE 30, 2003

	Items Discharged		
	Returned at Borrowing Library	Returned at Other Than Borrowing Library	Items Returned Belonging to Other Libraries
Africana	4,011	1,096	747
Annex	2,182	2,871	15,044
Engineering	32,117	8,506	3,308
Fine Arts	32,652	7,283	6,155
Geneva Experiment Station	649	463	159
Hotel	41,184	1,465	1,769
Industrial & Labor Relations	12,482	2,501	2,632
Law	13,714	2,683	1,100
Management	14,817	3,156	2,137
Mann/Entomology	95,957	16,446	11,646
Mathematics	11,378	2,068	2,808
Music	38,206	1,735	2,227
Olin/Kroch (Asia Collections)	166,100	34,324	29,028
Physical Sciences	14,837	3,420	1,762
Rare & Ms Collections	3	0	2,306
Uris	168,240	11,409	18,216
Veterinary	16,225	2,087	469
TOTAL	664,754	101,513	101,513

* Enhanced returns allows borrowed items to be returned to any campus library. This policy began in January 2001.

LIBRARY SERVICES

TABLE 7c: ELECTRONIC RESERVES — JULY 1, 2002 - JUNE 30, 2003

	Number of Courses	Number of Articles	Number of Article Views
Africana	18	171	1,599
Engineering	7	49	572
Fine Arts	55	741	17,564
Geneva Experiment Station	n/a	n/a	n/a
Hotel	15	67	908
Industrial & Labor Relations	55	797	32,024
Law	10	126	1,856
Management	18	164	10,141
Mann/Entomology	204	3,769	77,512
Mathematics	8	56	2,090
Music	10	86	2,602
Olin/Kroch (Asia Collections)	n/a	n/a	n/a
Physical Sciences	5	9	283
Uris	329	4,446	130,315
Veterinary	7	60	753
TOTAL	741	10,541	278,219

	Number of Courses	Number of Plays
Music Sound Reserves *	17	40,732 *

* Number of plays through a mirror site not counted.

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TABLE 8: NETWORKED ELECTRONIC DATABASES — Fiscal Years 1998/1999 through 2002/2003

Type of Database	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003	Growth (2001/2002 - 2002/2003)
Full Text Journals	2,580	3,321	5,347	19,616	20,241	3%
Other	880	1,304	3,965	21,272	87,651	312%
Networked Resources	3,460	4,625	9,312	40,888	107,892	164%
Library Gateway Hits	32,979,519	41,293,142	49,068,978	54,186,864 *	39,428,645	-27%

* August 2001-July 2002

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TABLE 9: REFERENCE SERVICES — JULY 1, 2002 - JUNE 30, 2003

	Total Reference Services
Africana	511
Engineering	5,894
Fine Arts	2,183
Geneva Experiment Station	682
Hotel	5,805
Industrial & Labor Relations	6,670
Law	8,550
Management	4,894
Mann/Entomology	21,509
Mathematics	578
Medical Archives	359
Medical College	15,726
Music	10,550
Olin/Kroch (Asia Collections)	37,628
Physical Sciences	955
Rare & Ms Collections	10,968
Uris	8,413
Veterinary	1,570
TOTAL	**143,445**

LIBRARY SERVICES

TABLE 10: USER ACCESS AND INSTRUCTION — JULY 1, 2002 - JUNE 30, 2003

	Bibliographies & Handouts	Hours of Operation Per Typical Week *	Instruction Sessions		Tours	
			Number	Participants	Number	Participants
Africana	5	78	5	79	3	32
Annex	0	35	0	0	0	0
Engineering	52	104	38	598	3	11
Entomology	n/a ***	51	n/a ***	n/a ***	n/a ***	n/a ***
Fine Arts	4	87	7	90	5	100
Geneva Experiment Station	0	44	28	108	6	48
Hotel	81	93	8	128	8	80
Industrial & Labor Relations	19	83	108	1,290	40	308
Law	0	80	185	2,601	35	305
Management	13	98	124	1,930	2	6
Mann	0	92	171	3,431	43	655
Mathematics	1	85	0	0	2	17
Medical Archives	3	40	0	0	5	9
Medical College	0	108	52	392	16	110
Music	0	78	5	176	20	100
Olin/Kroch (Asia Collections)	198	95	282	4,268	42	545
Physical Sciences	0	97	24	309	0	0
Rare & Ms Collections	0	44	159	3,160	105	1,006
Uris	n/a **	114	n/a **	n/a **	n/a **	n/a **
Veterinary	15	98	1	15	16	142
TOTAL	**391**		**1,197**	**18,575**	**351**	**3,474**

* During the academic year.

** Reported with Olin/Kroch (Asia Collections).

*** Reported with Mann Library.

LIBRARY SERVICES

TABLE 11: INTERLIBRARY LENDING & BORROWING — JULY 1, 2002 - JUNE 30, 2003

TRADITIONAL INTERLIBRARY LOAN

	LENDING				BORROWING			
	Loans		Photocopies		Loans		Photocopies	
	Titles Requested	Filled	Titles Requested	Filled	Titles Requested	Filled	Titles Requested	Filled
Item Totals	23,156	15,179	38,226	24,829	8,305	6,833	16,588	15,757

TOTAL ILL LENDING:	**Requested**	61,382	**TOTAL ILL BORROWING:**	**Requested**	24,893
	Filled	40,008		**Filled**	22,590

BORROW DIRECT *

	LENDING		BORROWING	
	Loans		Loans	
	Titles Requested	Filled	Titles Requested	Filled
Item Totals	13,111	11,602	10,709	8,864

GRAND TOTAL LENDING:	**Requested**	74,493	**GRAND TOTAL BORROWING:**	**Requested**	35,602
	Filled	51,610		**Filled**	31,454

* The Borrow Direct Service is a rapid book request and delivery system. It enables Cornell faculty, staff and students to search the combined library catalogs of Brown, Columbia, Cornell, Dartmouth, University of Pennsylvania, Princeton and Yale, a collection of over 40 million volumes, and directly request expedited delivery of circulating items. Borrow Direct was implemented in September 2002.

LIBRARY SERVICES

TABLE 12a: CATALOGING OF TITLES — JULY 1, 2002 - JUNE 30, 2003

	Mono-graphs	Mono-graphs on Microform	Serials	Serials on Micro-form	Maps	Audio/ Visuals	Computer Files	TOTAL Cataloged	Reclassified & Recataloged Titles
* Central Tech. Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	126,062	453
**** Geneva Experiment Station	805	0	0	1	0	9	1	816	0
Industrial & Labor Relations	4,780	5	282	174	0	4	20	5,265	0
Law	2,604	105	133	13	0	9	83	2,947	83
** Mann	8,722	613	390	3	0	143	998	10,869	669
Medical College	992	0	4	0	0	27	108	1,131	74
Music	302	0 ***	0 ***	0	0	1,521	0 ***	1,823	492
Rare & Ms Collections	2,721	0	117	0	10	20	1	2,869	3,640
***** Veterinary	2,286	0	0	0	0	0	0	2,286	0
							TOTAL	154,068	5,411
							Total Titles Cataloged & Recataloged		**159,479**

* Includes Africana, CISER Data Archives, Engineering, Fine Arts, Hotel, Management, Mathematics, Music (books & scores), Olin/Kroch (including maps and Asia Collections), Physical Sciences, and Uris titles.

** Includes Entomology, Geneva, Ornithology and some Veterinary titles.

*** These categories are included in Central Tech. Services count.

**** Added locations only. Other cataloging included in Mann count.

***** Special cataloging projects handled at Veterinary Library.

TABLE 12b: CATALOGING & PROCESSING MANUSCRIPT MATERIAL — JULY 1, 2002 - JUNE 30, 2003

	Archives & Manuscripts Records	Collections Processed	Finding Aids Produced
Industrial & Labor Relations			
Labor Mgmt Document Center	0	26	22
Medical Archives	0	19	2
Rare and Manuscript Collections	271	186	763
TOTAL	**271**	**231**	**787**

LIBRARY SERVICES

TABLE 12c: SERIAL & NEWSPAPER TITLES RECEIVED & PROCESSED — JULY 1, 2002 - JUNE 30, 2003

	Serials				Newspapers			
	Titles Beginning of Year	Titles Added	Subtracted *	Total Serial Titles	Beginning of Year	Titles Added	Subtracted *	Total Newspaper Titles
** Central Tech. Services	40,560	647	695	40,512	408	0	89	319
Geneva Experiment Station	925	13	3	935	4	0	0	4
Hotel	1,792	59	94	1,757	18	0	0	18
Industrial & Labor Relations	3,971	33	6	3,998	3	1	0	4
Law	6,503	133	21	6,615	7	0	0	7
*** Mann	7,053	31	264	6,820	20	0	0	20
Medical College	2,944	65	80	2,929	17	0	0	17
Veterinary	811	5	14	802	2	1	0	3
TOTAL	**64,559**	**986**	**1,177**	**64,368**	**479**	**2**	**89**	**392**

* Titles subtracted include titles that ceased to be published and subscriptions cancelled.

** Includes Africana, Engineering, Fine Arts, Management, Mathematics, Music, Olin/Kroch, Physical Sciences and Uris titles.

*** Includes Entomology titles.

TABLE 13: PRESERVATION ACTIVITY — JULY 1, 2002 - JUNE 30, 2003

	Contract	In-House	Total
Conservation Treatment			
Bound Volumes Given Treatment	0	86,082	86,082
Unbound Sheets	0	121	121
Photographs, Non-paper Items	0	1,169	1,169
Custom Fitted, Protective Enclosures	0	5,261	5,261
Total Conservation Treatment	0	92,633	92,633
Commercial Binding	32,557	0	32,557
Preservation Photocopying			
Bound Volumes Photocopied	508	0	508
Sheets Photocopied	1,285	0	1,285
Total Preservation Photocopying	1,793	0	1,793
Preservation Digital Imaging			
Volumes	0	2,829	2,829
Sheets	0	1,285	1,285
Photos, Non-paper, Audio Tapes, Motion Pictures Reformatted	0	0	0
Total Preservation Digital Imaging	0	4,114	4,114
Digital Consulting & Production Services (DCAPS) *			
Images			12,000

* January - June 2003: start-up phase of digitization service.

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TABLE 14: SERVICE TRENDS — Fiscal Years 1996/1997 - 2002/2003

Type of Service:	1996/97	1997/98	1998/99	1999/2000	2000/2001	2001/2002	2002/2003	Total Growth (2001/2002 - 2002/2003) Incr/(Decr)	Percent Change 2002/2003) Incr/(Decr)
Total Materials Use (Table 7)	2,365,253	2,199,747	2,005,320	1,817,609	1,088,573	1,749,779	1,817,588	**67,809**	4%
In-Library Materials Use (Table 7)	1,154,780	1,035,708	825,564	709,109	n/a	582,091	524,486	**(57,605)**	(10%)
General Circulation (Table 7)	1,210,473	1,164,039	1,179,756	1,108,500	1,088,573	1,167,688	1,293,102	**125,414**	11%
Reference Services (Table 9)	206,269	211,994	190,865	152,118	148,804	143,963	143,445	**(518)**	(0%)
Instructional Sessions (Table 10)	1,068	997	922	1,373	1,199 *	1,248	1,197	**(51)**	(4%)
Instructional Session Participants (Table 10)	13,608	13,403	13,974	19,228	17,506 *	19,180	18,575	**(605)**	(3%)
Interlibrary Loan - Lending (Table 11)	29,547	36,421	39,481	41,837	38,050	36,151	51,610	**15,459**	43%
- Borrowing (Table 11)	20,830	25,628	23,202	24,706	24,386	25,295	31,454	**6,159**	24%
Cataloging of Titles (Table 12a)	100,761	111,722	152,429	125,207	108,076 *	141,077	159,479	**18,402**	13%

* Corrected total

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LIBRARY EXPENDITURES

Table 15: EXPENDITURES — July 1, 2002 - June 30, 2003

	Salaries	Fringe Benefits	TOTAL Employment Expense	Library Materials	Postage and Binding	Operating Expenses	TOTAL Expenditures By Unit
Library Administration	$ 969,883	$ 325,790	$ 1,295,673			$ 1,092,251	$ 2,387,924
Library Central Services							
Administrative Operations	$ 790,491	$ 258,644	$ 1,049,135			$ 427,357	$ 1,476,492
Technical Services	2,698,554	889,214	3,587,768			435,263	4,023,031
Preservation	896,008	297,268	1,193,276	45,168	116,061	144,108	1,498,613
Digital Lib & Information Technologies	1,471,622	491,375	1,962,997			1,275,615	3,238,612
Subtotal Central Services	$ 5,856,675	$ 1,936,501	$ 7,793,176	$ 45,168	$ 116,061	$ 2,282,343	$ 10,236,748
Unit Libraries							
Africana	$ 103,893	$ 32,745	$ 136,638	$ 36,306	*	$ 9,003	$ 181,947
Annex	112,125	38,128	150,253		*	46,648	196,901
Engineering, Math & Phys Sci Lib (EMPSL)	905,700	282,227	1,187,927	1,750,113	*	168,610	3,106,650
Fine Arts	220,070	66,911	286,981	174,150	*	47,178	508,309
Geneva Experiment Station	137,567		137,567	235,038	4,499	45,064	422,168
Hotel	487,886	141,448	629,334	398,972	5,838	100,932	1,135,076
Industrial & Labor Relations	1,165,120		1,165,120	471,225	4,743	320,974	1,962,062
Instruction, Res & Info Ser (Olin/Kroch/Uris)	3,850,928	1,208,620	5,059,548	5,661,016	209,478	532,085	11,462,127
Law	1,024,728	328,598	1,353,326	1,105,272	53,203	67,158	2,578,959
Management	366,534	111,816	478,350	325,150	*	31,229	834,729
Mann	2,645,725		2,645,725	1,894,160	55,325	1,427,003	6,022,213
Medical Archives	51,577	14,053	65,630			9,232	74,862
Medical College	1,499,352	399,429	1,898,781	1,436,725	35,890	215,279	3,586,675
Music	248,936	72,943	321,879	145,538	*	37,255	504,672
Rare & Manuscript Collections	1,010,013	329,654	1,339,667	717,653	*	150,970	2,208,290
Veterinary	426,766		426,766	380,218	7,302	72,031	886,317
Subtotal Unit Libraries	$14,256,920	$3,026,572	$17,283,492	$14,731,536	$376,278	$3,280,650	$35,671,957
GRAND TOTAL	$21,083,478	$5,288,863	$26,372,341	$14,776,704	$492,339	$6,655,244	$48,296,629

* Included in Olin/Kroch/Uris figure.

LIBRARY EXPENDITURES

TABLE 16: EXPENDITURES OVER TIME -- Fiscal Years 1996/1997 to 2002/2003

Unit	1996/97	1997/98	1998/99	1999/2000	2000/2001	2001/2002	2002/2003	Accumulated CHANGE 1997-2003 Incr/(Decr)	Percent Change Incr/(Decr)
Library Administration	$ 1,749,229	$ 1,520,919	$ 1,529,207	$ 1,648,283	$ 1,938,916	$ 2,386,550	$ 2,387,924	**$ 638,695**	
Library Central Services									
Administrative Operations	$ 1,060,980	$ 1,064,051	$ 1,119,271	$ 1,102,770	$ 1,233,216	$ 1,361,640	$ 1,476,492	**$ 415,512**	
Technical Services	3,284,341	3,222,102	3,578,400	4,059,843	3,183,652	3,629,224	4,023,031	**738,690**	
Preservation	1,421,554	1,174,330	1,300,009	1,449,026	1,392,268	1,617,681	1,498,613	**77,059**	
Digital Lib & Information Technologies *	1,100,409 *	1,443,500 *	1,889,613 *	3,430,610	2,530,436	2,563,376	3,238,612	**2,138,203**	
Subtotal Central Services	$ 6,867,284	$ 6,903,983	$ 7,887,293	$ 10,042,249	$ 8,339,572	$ 9,171,921	$ 10,236,748	**$ 3,369,464**	
Unit Libraries									
Africana	$ 128,168	$ 149,077	$ 148,319	$ 182,344	$ 128,615	$ 111,514	$ 181,947	**$ 53,779**	
Annex	45,661	61,038	78,215	121,179	190,408	198,127	196,901	**151,240**	
Engineering **	1,117,399	1,116,527	1,132,410	**	**	**	**	**	
Engr, Math, Phys Sci Lib (EMPSL) **	**	**	**	2,797,180 **	2,808,940 **	3,170,446 **	3,106,650 **	**597,767** **	
Fine Arts	473,333	437,101	409,525	415,533	425,576	501,679	508,309	**34,976**	
Geneva Experiment Station	256,428	280,560	298,643	313,654	366,079	396,088	422,168	**165,740**	
Hotel	749,284	873,097	1,091,554	1,059,935	1,110,704	1,181,910	1,135,076	**385,792**	
Industrial & Labor Relations	1,477,328	1,572,537	1,597,109	1,683,982	1,819,370	1,856,043	1,962,062	**484,734**	
IRIS (Olin/Kroch/Uris) ***	8,405,801	8,998,613	9,292,062	9,926,095	10,301,662	11,200,234	11,462,127	**3,056,326**	
Law	1,966,174	2,017,341	2,224,837	2,214,648	2,261,244	2,503,479	2,578,959	**612,785**	
Management	663,479	694,744	713,866	704,064	755,082	807,735	834,729	**171,250**	
Mann	4,202,351	4,897,133	5,565,543	5,488,581	6,920,592	6,196,501	6,022,213	**1,819,862**	
Mathematics **	332,559	357,265	355,628	**	**	**	**	**	
Medical Archives	62,984	73,785	70,829	74,605	59,789	65,319	74,862	**11,878**	
Medical College	3,242,743	3,196,432	3,428,986	3,502,478	3,395,867	3,514,385	3,586,675	**343,932**	
Music	384,489	403,548	412,316	400,617	483,124	542,281	504,672	**120,183**	
Physical Sciences **	1,058,925	988,200	998,585	**	**	**	**	**	
Rare & Ms Collections	1,594,317	1,594,107	1,885,125	1,727,255	2,031,395	2,007,926	2,208,290	**613,973**	
Veterinary	564,129	605,494	722,360	718,004	879,261	921,204	886,317	**322,188**	
Subtotal Unit Libraries	$26,725,552	$28,316,599	$30,425,912	$31,330,154	$33,937,708	$35,174,871	$35,671,957	**$8,946,405**	
GRAND TOTAL	$35,342,065	$36,741,501	$39,842,412	$43,020,686	$44,216,196	$46,733,342	$48,296,629	**$12,954,564**	37%
CPI & Relative 1982-1984 Dollar Value	160.3 : $0.6238	163.0 : $0.6135	166.2 : $0.6017	172.3 : $0.5804	178.0 : $0.5618	179.9 : $0.5559	183.7 : $0.5444	23.4	15%
1982-1984 Dollar Base Value	$22,046,380	$22,540,911	$23,973,179	$24,969,206	$24,840,659	$25,979,065	$26,292,685	**$4,246,305**	19%

* Includes Cornell Institute for Digital Collections. This figure was reported separately in the 1996/97, 1997/98, and 1998/99 Annual Statistics Reports.

** Effective fiscal year 1999/2000, Engineering, Math, & Physcial Sciences Libraries (EMPSL) organized as a combined management unit.

*** Effective fiscal year 2002/2003, unit was reorganized and renamed to Instruction, Research & Information Services (IRIS).

Cornell University Library
ANNUAL STATISTICS 2002/2003 — July 1, 2002 - June 30, 2003

CISER Data Archive

Table 17 Resources & Services 21

CISER DATA ARCHIVE

TABLE 17: RESOURCES & SERVICES — July 1, 2002 - June 30, 2003

Resources		Computer Files Beg'ng of Year	Computer Files End of Year	TOTAL Growth
Collection Growth		30,148	26,477	(3,671)
Services				
Reference:	Reference Services			211
Materials Use:	In-Library Materials Use			127
	General Circulation of Materials			91

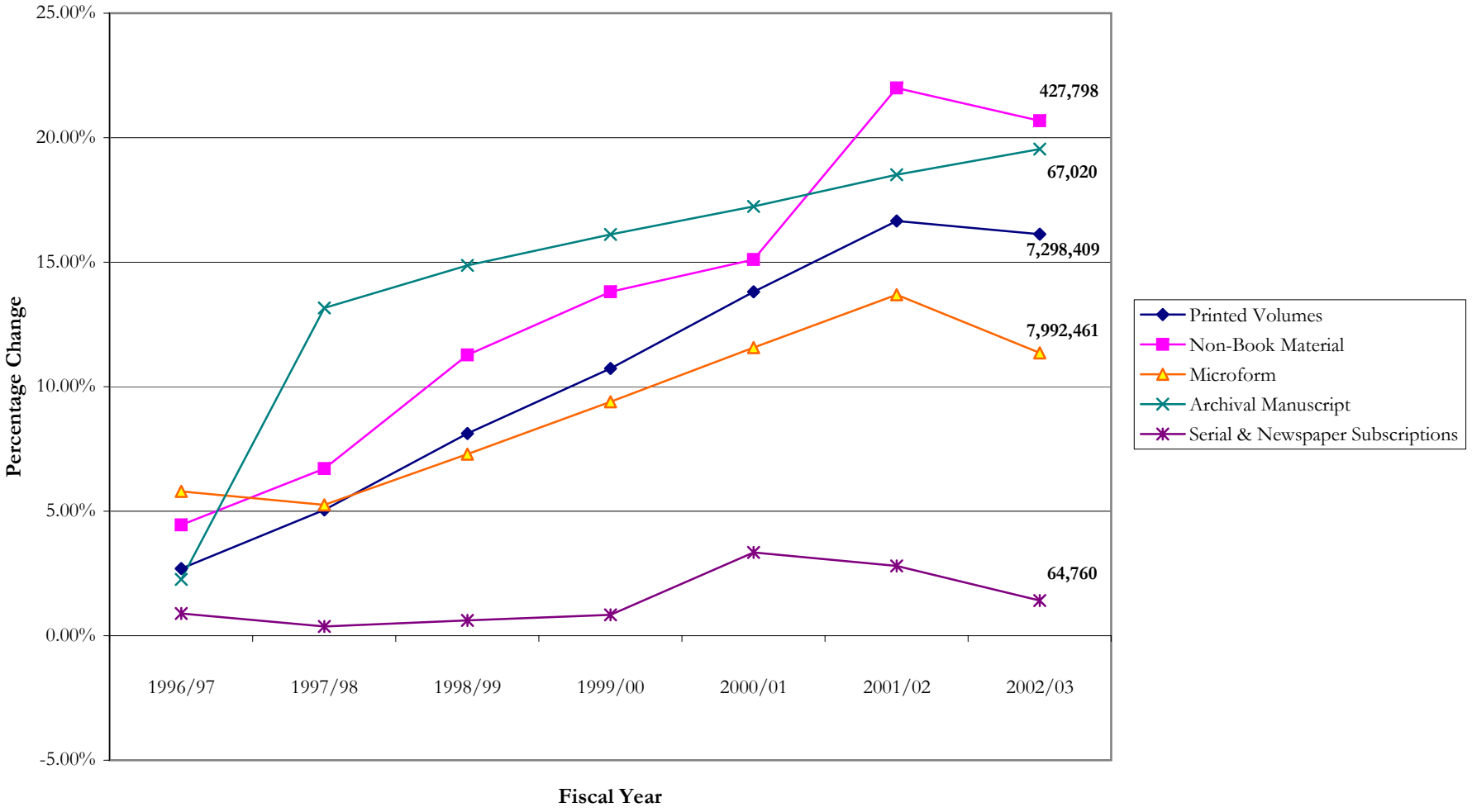
Cornell University Library
ANNUAL STATISTICS 2002/2003 — July 1, 2002 - June 30, 2003

Statistical Graphs

Graph 1 Library Resources 22
Graph 2 Library Services 23
Graph 3 Library Usage 24
Graph 4 Library Cataloging vs. Backlog 25

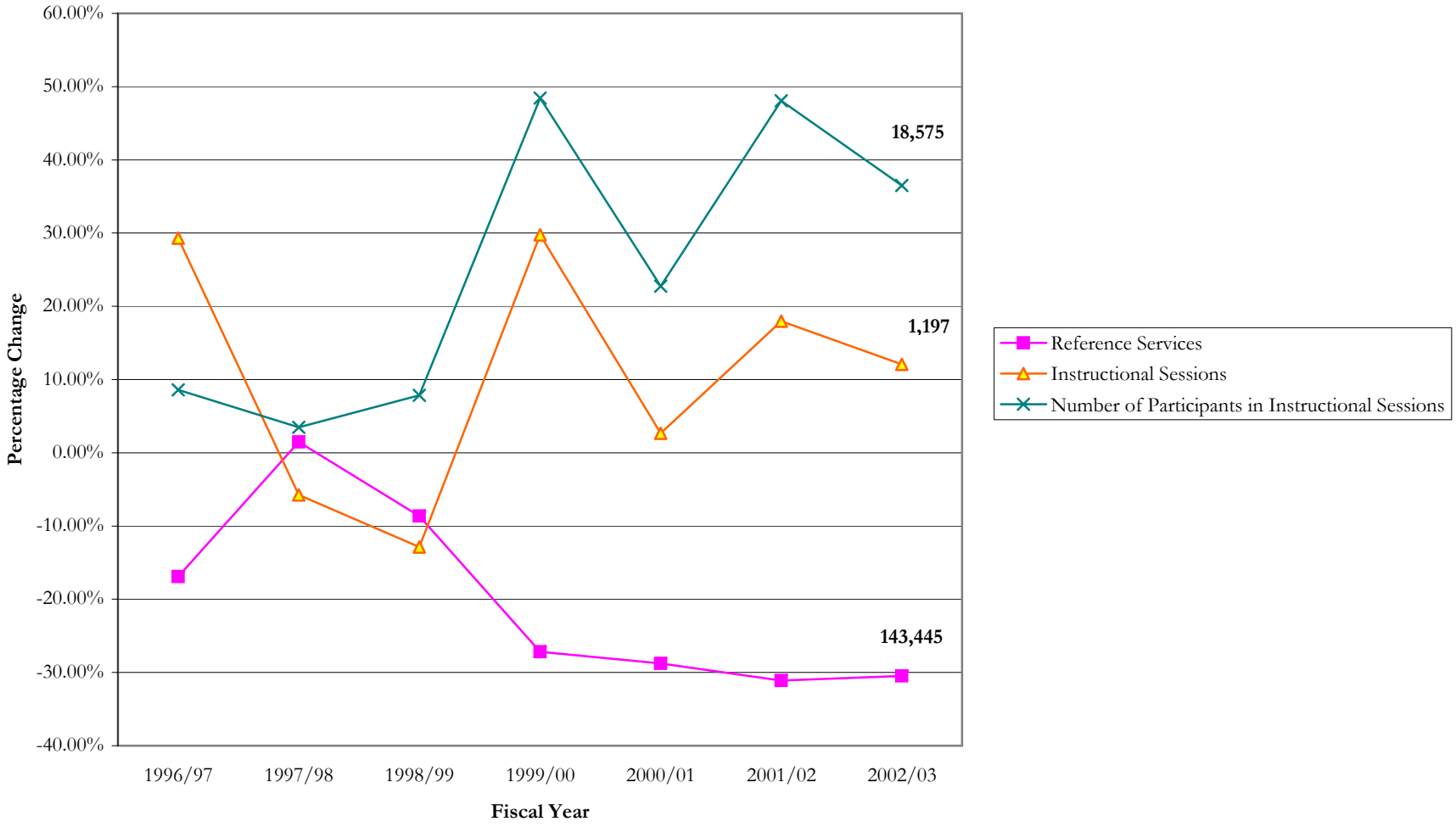
STATISTICAL GRAPHS

GRAPH 1: LIBRARY RESOURCES -- Fiscal Years 1996/97 - 2002/2003



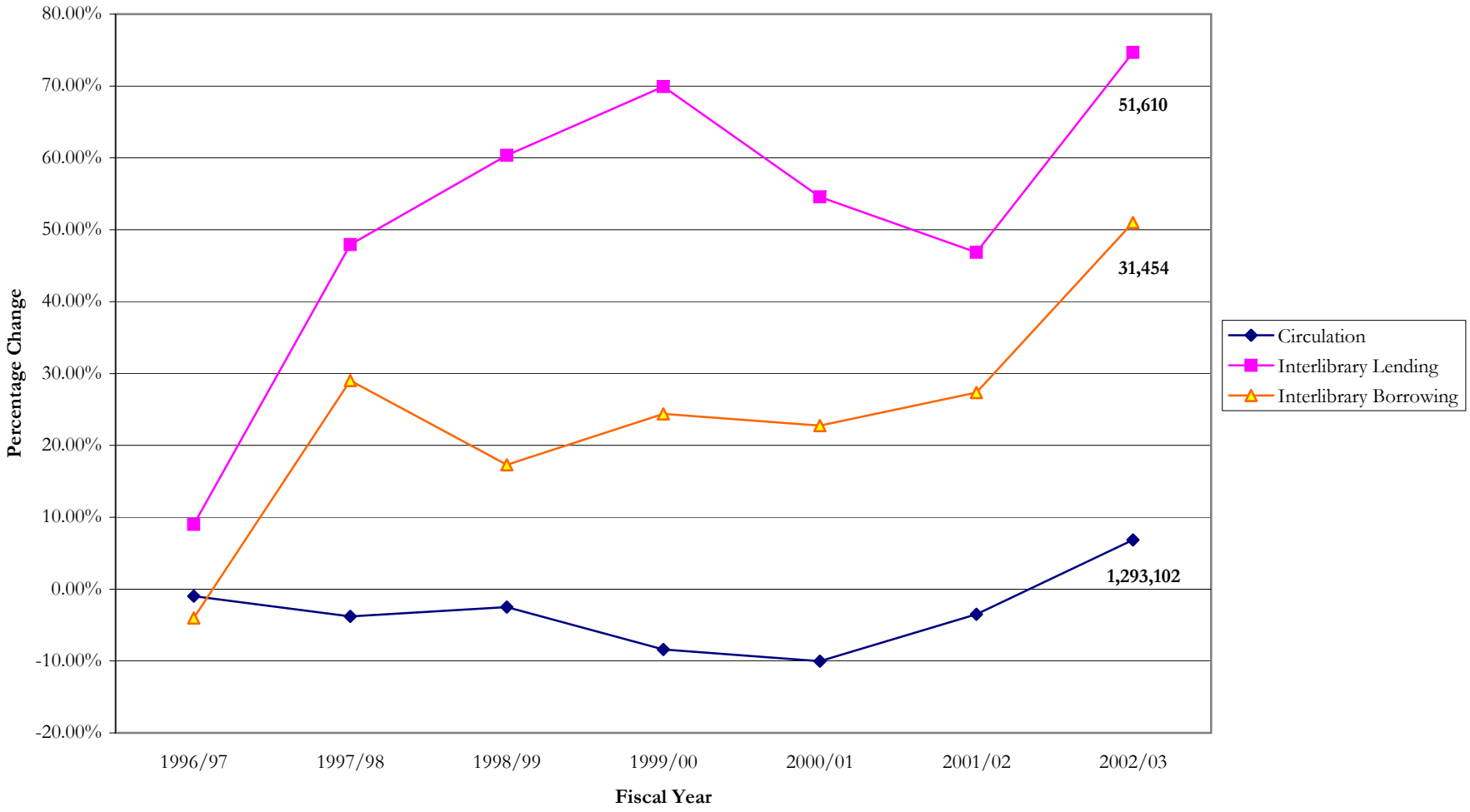
STATISTICAL GRAPHS

GRAPH 2: LIBRARY SERVICES -- Fiscal Years 1996/97 - 2002/03



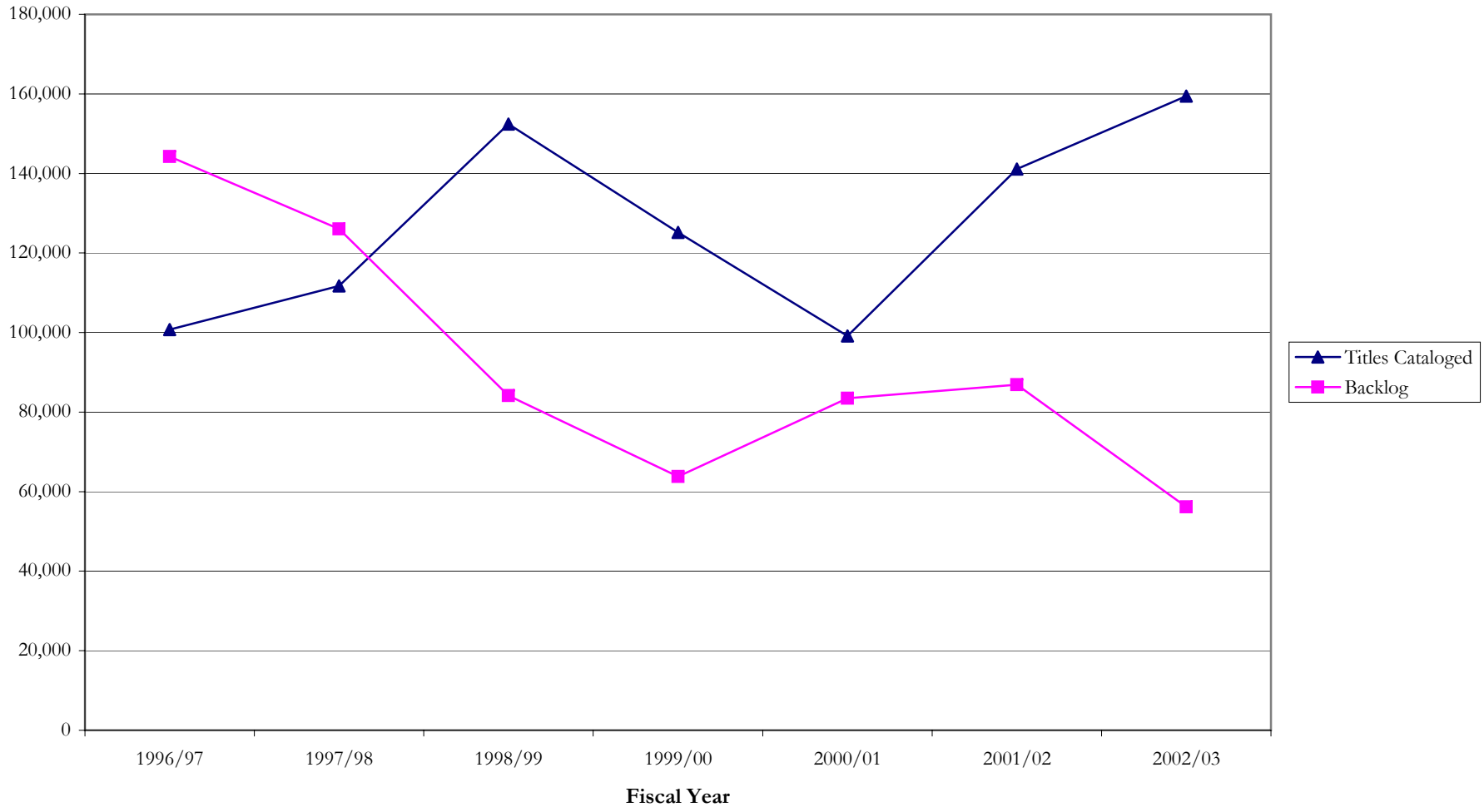
STATISTICAL GRAPHS

GRAPH 3: LIBRARY USAGE Fiscal Years 1996/97 - 2002/03



STATISTICAL GRAPHS

GRAPH 4: LIBRARY CATALOGING VS. BACKLOG -- Fiscal Years 1996/97 - 2002/03



J. Saylor
Director
Engineering Library
(On Leave)

J. Poland
Associate
University Librarian
EMPS/
Director
Physical Sciences
Library

Management Advisory Group (Directors +)

Z. Koltay
J. Leary
L. Mapes
M. Paolillo
J. Powell
S. Rockey

S. Rockey
Director
Mathematics Library

N. Sheridan
Mathematics
Library Coordinator

Z. Koltay
Acting Director
Engineering Library

J. Powell
Eng. Reference
Librarian/ Coordinator
EMPSL Reference

N. Margirier
Eng. Reference
Assistant

E. Lindemann
Eng. Reference
Specialist

M. Patterson
Eng. Reference
Librarian

M. Sanford
Manager ACCEL

M. Hammond
ACCEL Network/
Training Specialist

L. Johnson
Eng/ACCEL
Administrative
Assistant

P. Viele
Physics and
Astronomy Librarian

L. Solla
Chemistry Librarian

J. Miller
Physical Sciences
Administrative
Assistant

J. Leary
EMPSL Access
Services Manager

A. Hoff
Eng. Access
Services Supervisor

M. Michelson-Thiery
Eng. Access
Services Assistant

C. Vellake
Eng. Night
Supervisor

K. Buhrman
EMPSL Web Designer

J. Ulbricht
PSL Access
Services Supervisor

R. Liso
Weekend
Supervisor

S. Dongtoe
PSL Night
Supervisor/ Tech
Services Assistant

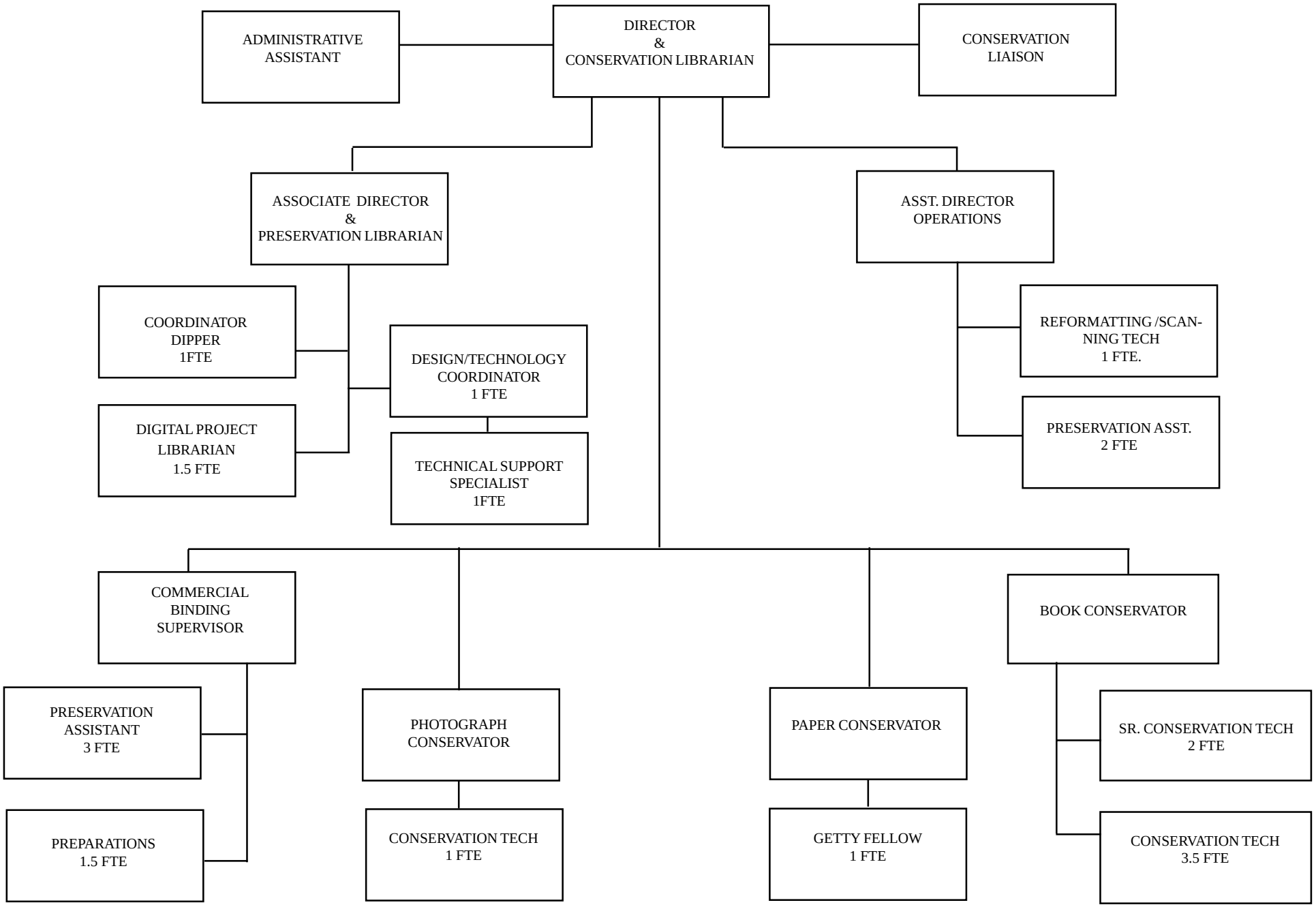
L. Mapes
Head
EMPSL Technical
Services

B. Wilcox
Tech Services
Assistant

M. Paolillo
EMPSL
Computer Systems/
Network Specialist

EMPSL
K. Walker
Digital Projects
Librarian

PRESERVATION & CONSERVATION DEPARTMENT



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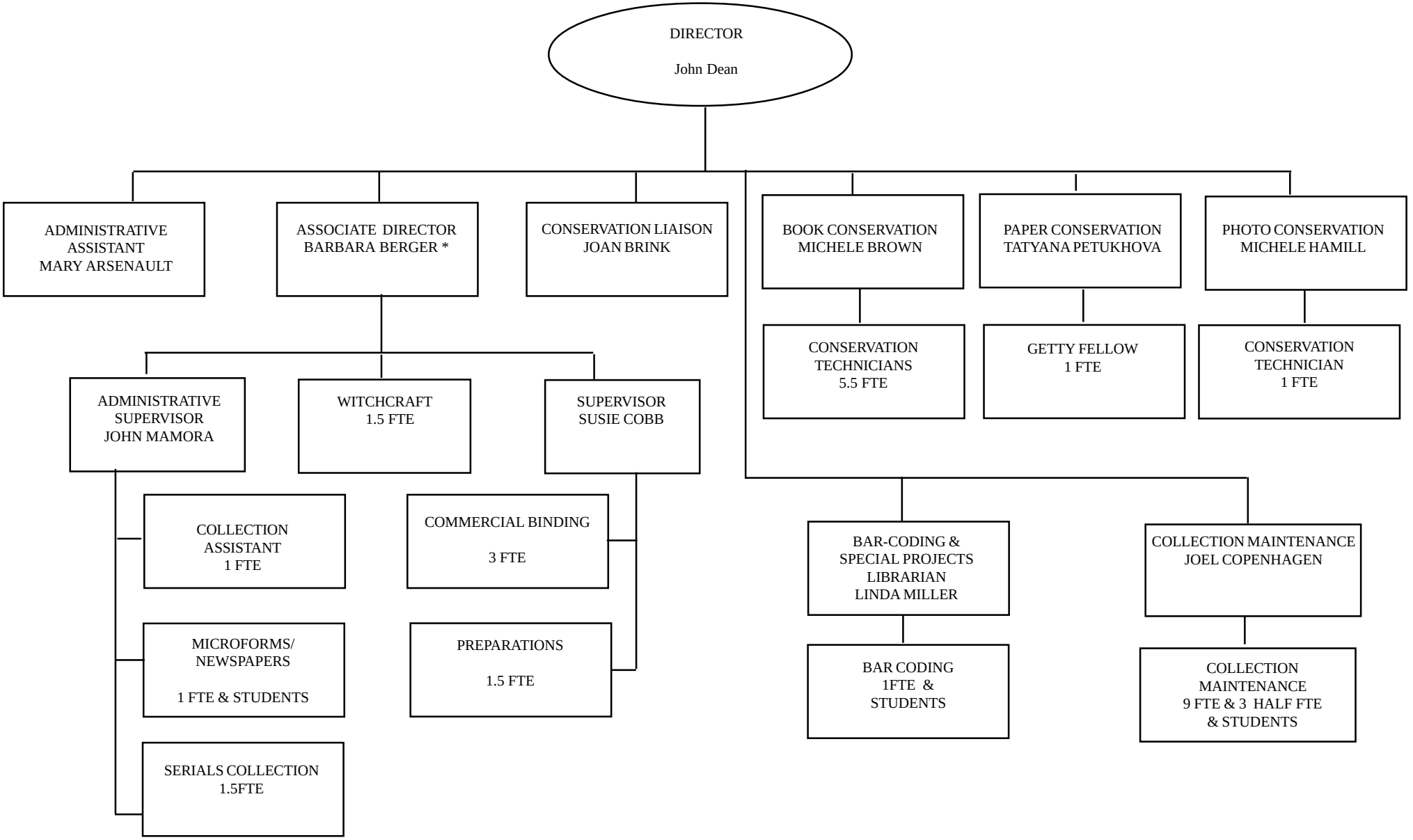
Department of Preservation and Collection Maintenance



* Note 50% Digital Production Service

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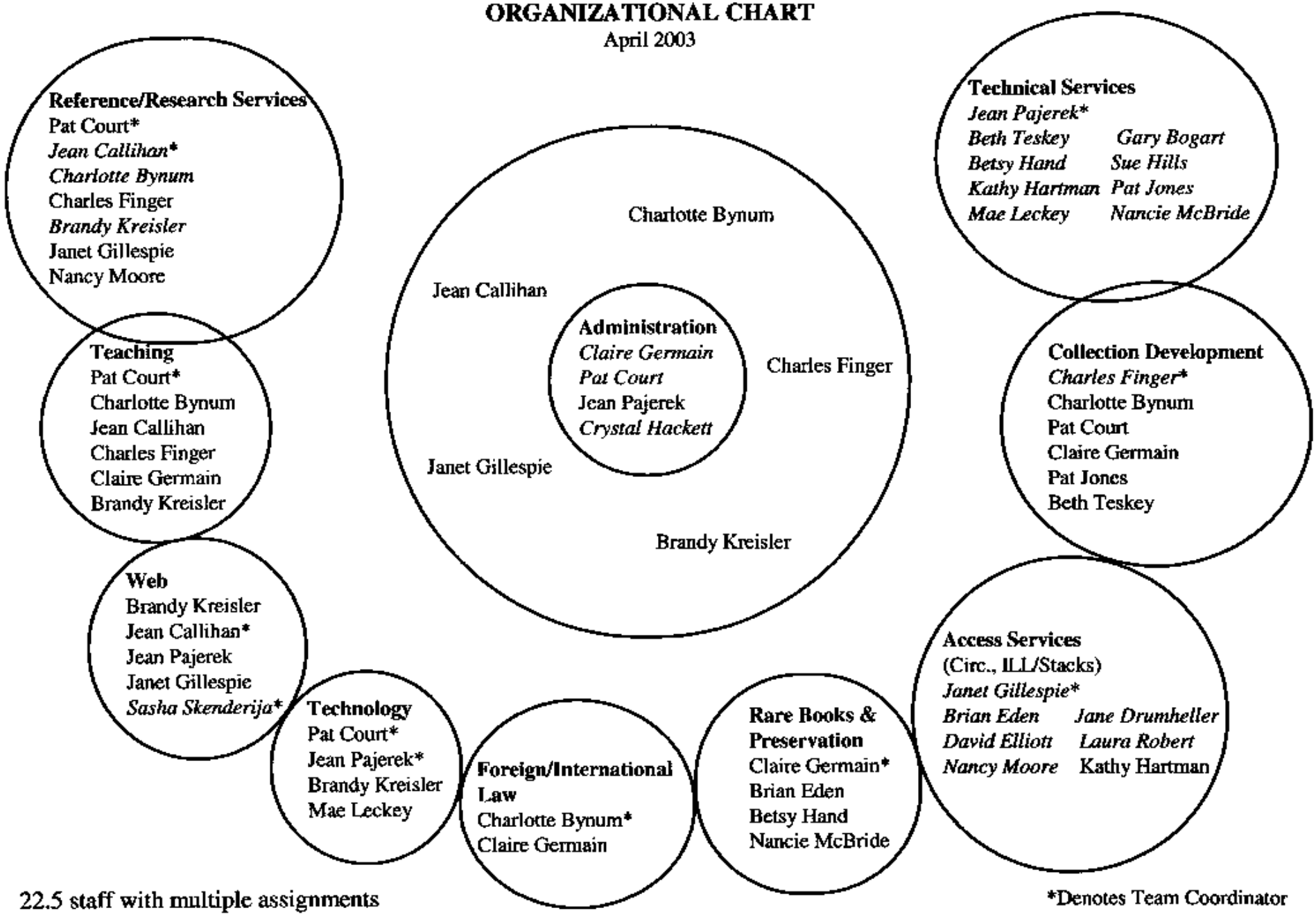
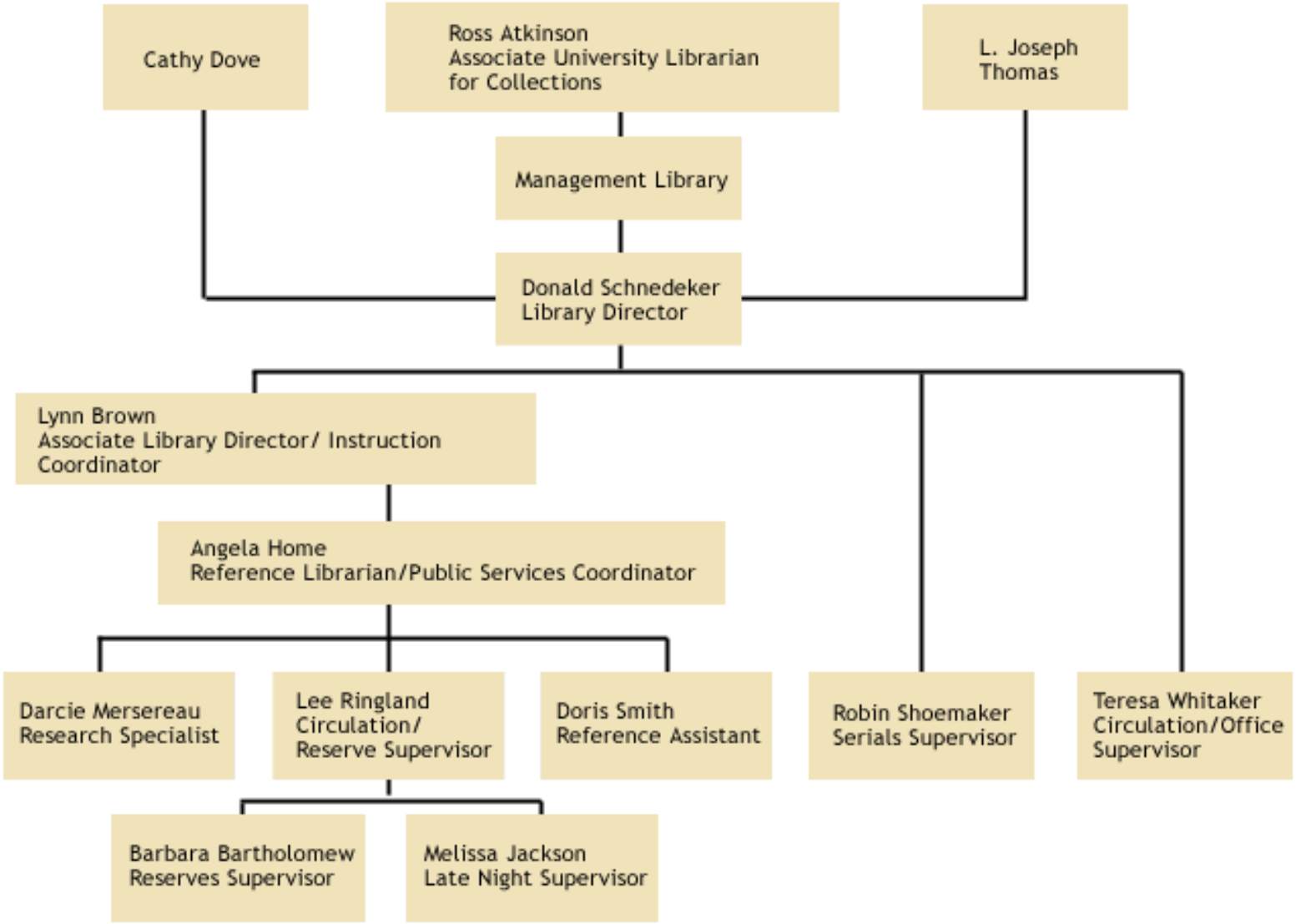
CORNELL LAW LIBRARY
ORGANIZATIONAL CHART
April 2003



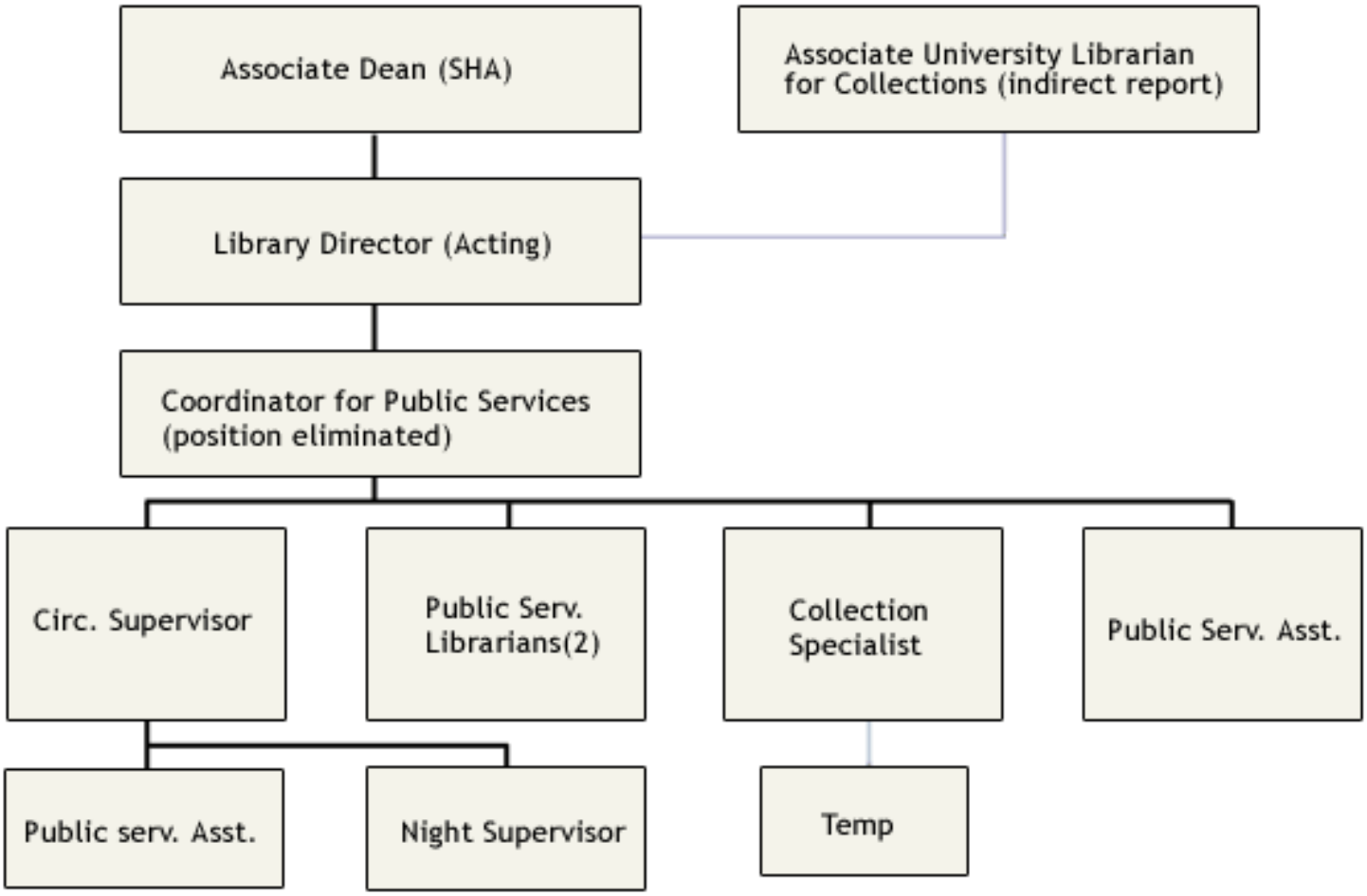
22.5 staff with multiple assignments
covering 10 functional areas, working as teams

*Denotes Team Coordinator
Name in italics denotes primary affiliation

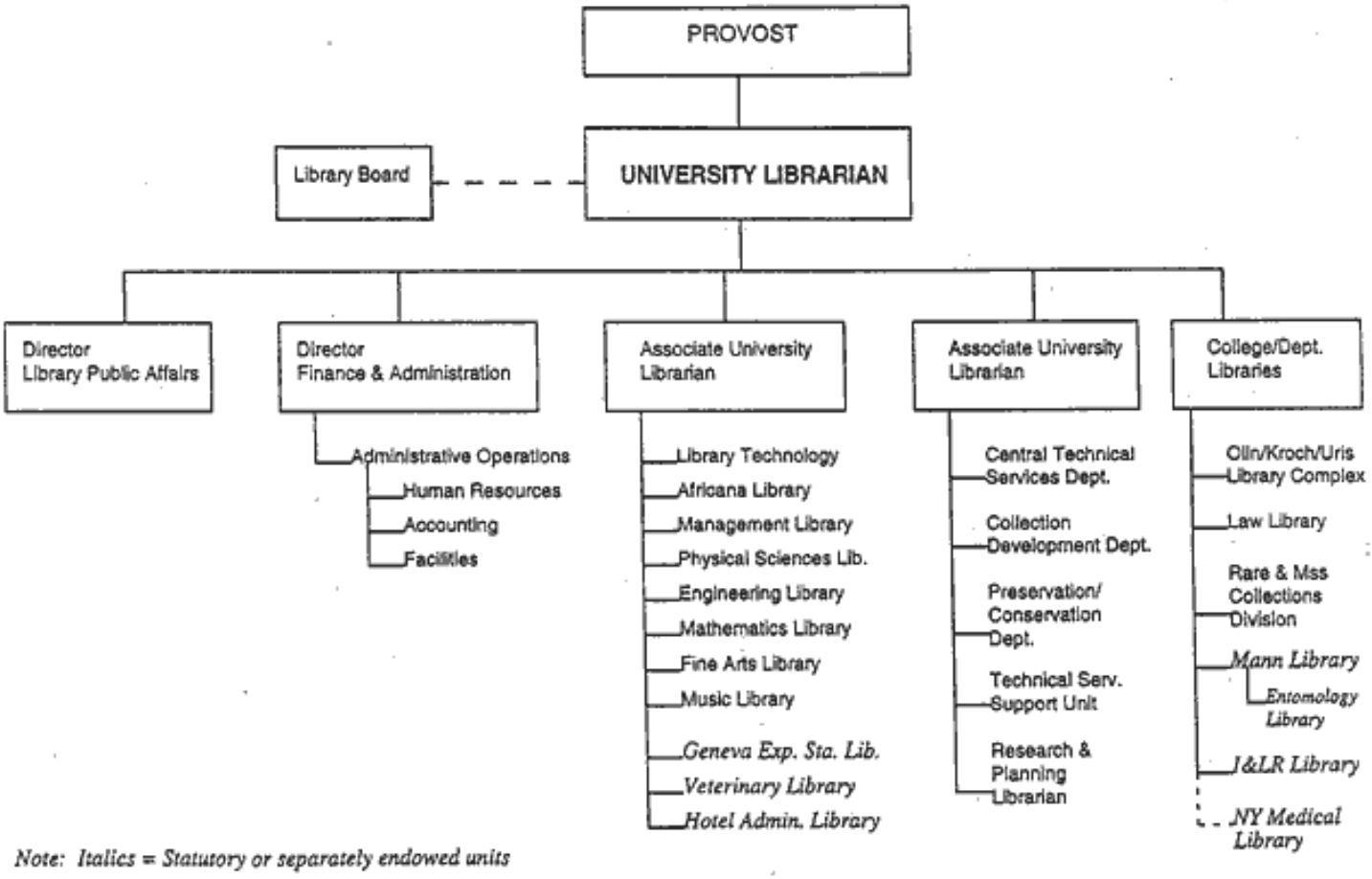
Management Library Organization Chart



Nestle Library (Hotel School) Organization Chart



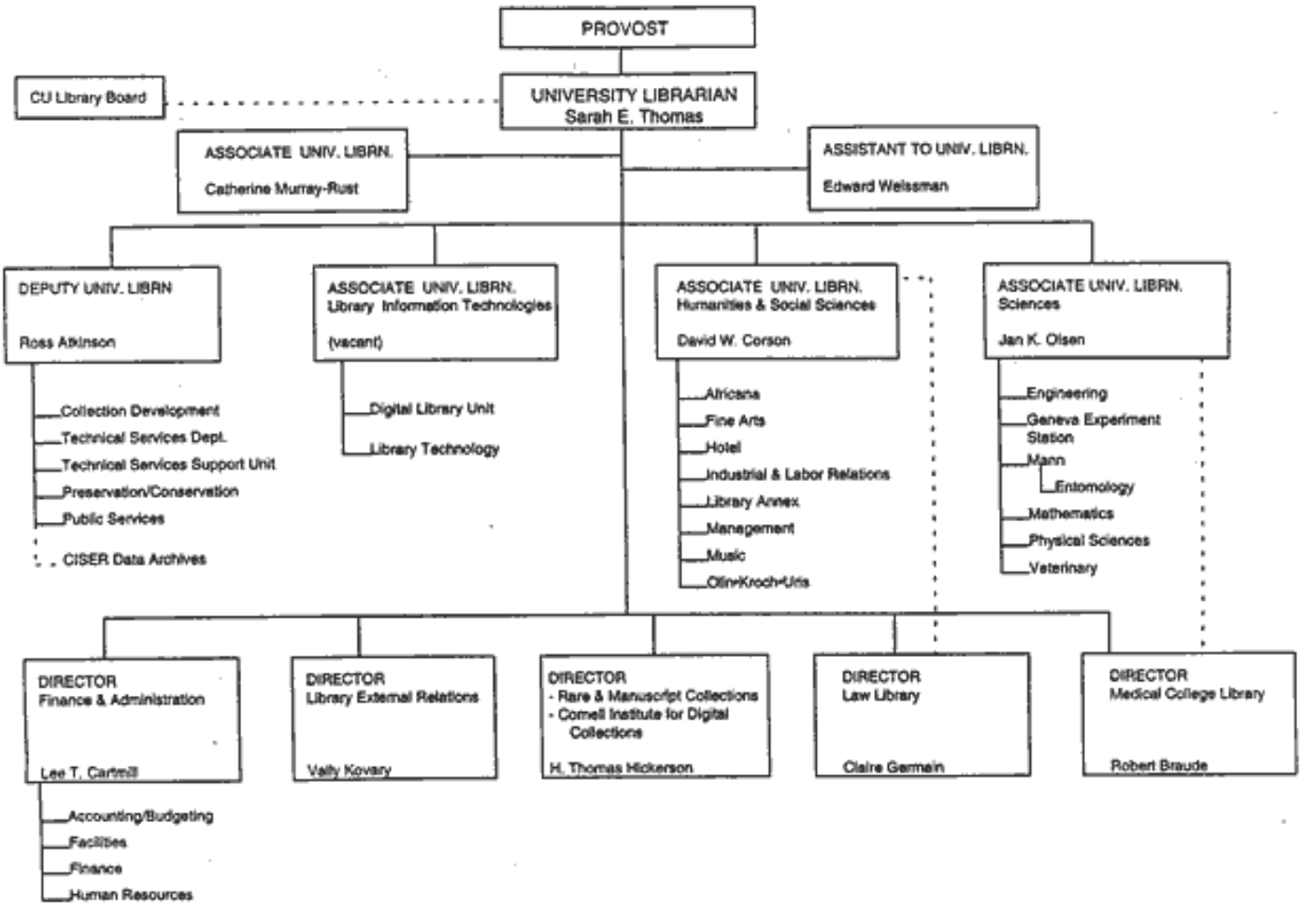
CORNELL UNIVERSITY LIBRARY



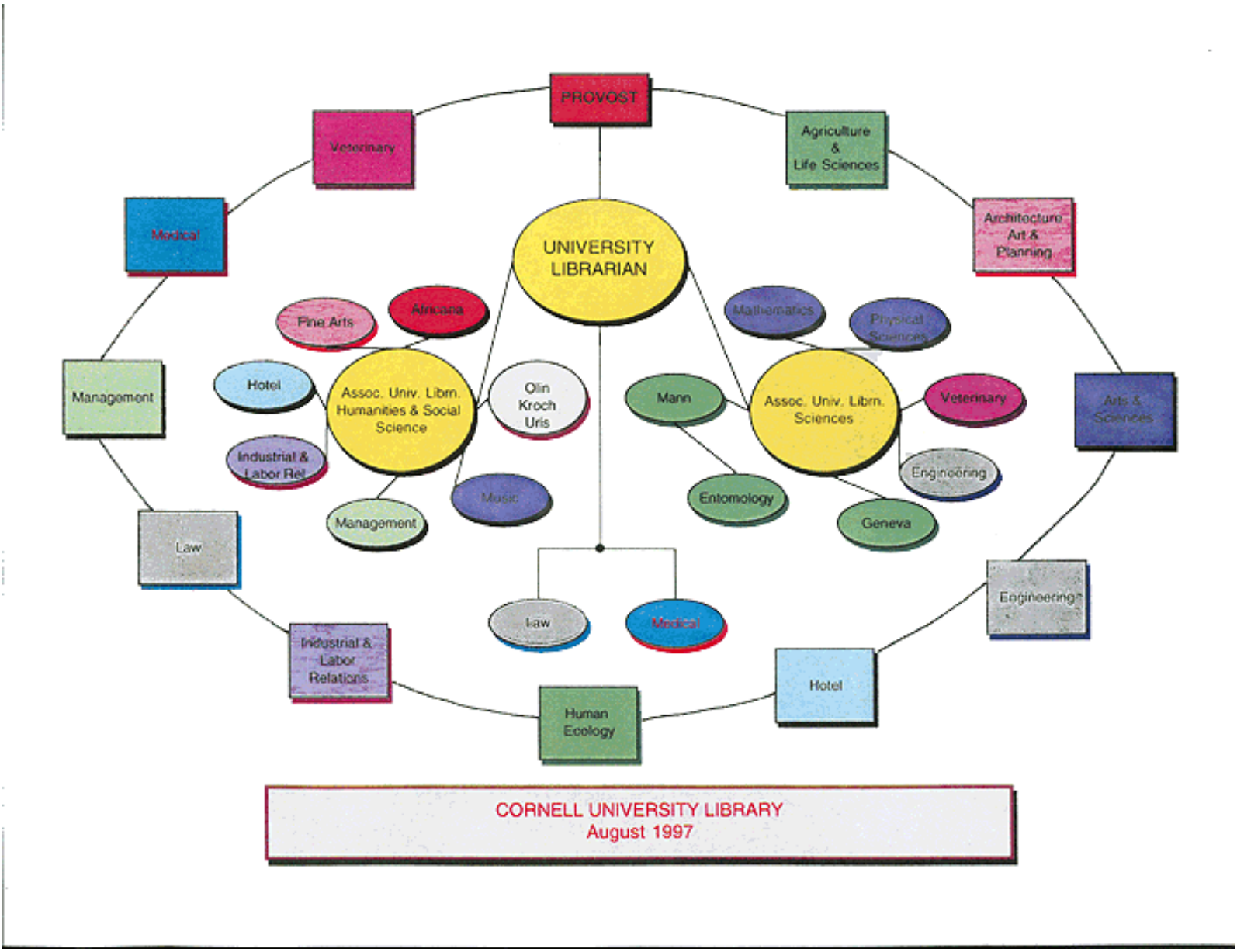
Note: Italics = Statutory or separately endowed units

February 1996

CORNELL UNIVERSITY LIBRARY



August 5, 1997


PROVOST
Veterinary
Agriculture & Life Sciences
Medical
Architecture Art & Planning
UNIVERSITY LIBRARIAN
Fine Arts
Africana
Mathematics
Physical Sciences
Management
Hotel
Assoc. Univ. Librn. Humanities & Social Science
Olin Kroch Uris
Mann
Assoc. Univ. Librn. Sciences
Veterinary
Arts & Sciences
Industrial & Labor Rel
Engineering
Music
Entomology
Management
Geneva
Law
Engineering
Law
Medical
Industrial & Labor Relations
Hotel
Human Ecology
CORNELL UNIVERSITY LIBRARY
August 1997

FINDINGS OF THE 1990-1991 UNIVERSITY-WIDE CORNELL LIBRARY USERS SURVEY

The Survey Design and Study Population

The study population for the Library Users Survey was defined as all user visits to any of the fifteen libraries at Cornell University during the period of study. Excluded from the study population were persons who were at these libraries either as employees or as non-user visitors (those who were in the library to study their own materials, meet someone, or make a convenience stop). However, all persons who visited/exited the libraries were counted in compliance with the sampling frames, which generally specified that every 10th person exiting the library be interviewed. All persons, including those not eligible for the study, were asked about their current status in the university and the school or college with which they were affiliated. Everyone was also asked if s/he had used the library's materials and services on that visit. An affirmative response to the latter question suggested that the person was an eligible respondent, and was then asked to complete a questionnaire on the spot.

The survey was conducted in three phases reflecting the differential volume of library traffic throughout a typical academic year. Selected as representative of high, low, and medium traffic periods were the months of April, August, and December, respectively. The survey actually commenced in late November-December 1990 (Phase I) and followed through in April 1991 (Phase II) and August 1991 (Phase III).

The initial sample size for each library was determined by using 1989 traffic volume information supplied by the head librarians. However, four libraries which did

Table 1. Annual traffic volume estimates for fifteen Cornell libraries, number of completed interviews, and sample weights used

Library	Estimated Traffic*		Completed Interviews		Weight**
	Volume	Percent	Number	Percent	
Olin	689,504	17.0%	818	16.2%	1.049
Uris	1,020,474	24.9	1,122	22.3	1.116
Africana	15,600	0.4	12	0.2	2.000
JGSM	344,417	8.4	328	6.5	1.292
Hotel School	250,594	6.1	328	6.5	0.938
Law	34,319	0.8	106	2.1	0.381
Engineering	366,794	9.0	455	9.0	1.000
Fine Arts	120,943	3.0	242	4.8	0.625
Mathematics	56,435	1.4	83	1.6	0.875
Music	67,340	1.6	154	3.1	0.516
Physical Sciences	290,455	7.1	368	7.3	0.973
Mann	324,947	7.9	397	7.9	1.000
ILR	300,269	7.3	354	7.0	1.043
Veterinary	201,732	4.9	249	4.9	1.000
Entomology	15,600	0.4	18	0.4	1.000
TOTAL	4,099,423	100.0%	5,034	100.0%	

*Except for Law, Fine Arts, Math, and Music, estimated traffic volume figures were calculated using the following formulas:

1. (Completed Interviews+Refusals+Partials)/Hours Interviewed = Respondents per Hour
2. Respondents per Hour X Sampling Ratio = Persons Exiting Library per Hour
3. Persons Exiting Library per Hour X Average Hours Open per Week = Average Traffic Volume per Week
4. Average Traffic Volume per Week X 52 weeks = Estimated Traffic Volume per Year

For Law, Fine Arts, Math, and Music where the sampling ratios were revised after Phase I of the study, traffic volume estimates were calculated for each phase using the above formulas, and then averaged to arrive at the annual estimates.

**The weight for each library sample was calculated using the formula: (Percent of Estimated Annual Traffic Volume)/(Percent of Completed Interviews) = Weight.

libraries each accounted for between 5 and 1 percent, while the Law, Africana, and Entomology libraries each accounted for less than 1 percent.

The distribution of the estimated university-wide annual library traffic was used to compute the weights assigned to the completed interview data from each library sample. Application of the weights shown in Table 1 resulted in a more representative sampling distribution. The use of weights accordingly inflated the sample data from underrepresented libraries and deflated those from overrepresented libraries. After the weight adjustments, the resulting number of completed interviews amounted to 5,056 cases. The discussion of university-wide findings in the sections that follow reflects these weight adjustments.

The Survey Respondents: Current Status and Affiliation at Cornell

Undergraduate students at Cornell comprised the majority, or 55.6 percent, of library visitor-respondents in the survey. The second biggest group was composed of graduate students (29.5 percent). Faculty and other academics comprised 4.6 percent, university staff, 6.1 percent, and individuals not affiliated with Cornell at the time of the study, 4.2 percent.

About 36 percent of the undergraduate respondents reported affiliation with the College of Arts and Sciences, 19 percent with the College of Engineering, and 16 percent with the College of Agriculture and Life Sciences (Table 2). Thus, 71 percent of undergraduate respondents came from these three colleges. The remaining number of undergraduate respondents reported affiliation mostly with the School of Industrial and Labor Relations (9.3 percent), the School of Hotel Administration (8.7 percent), the

College of Human Ecology (6.9 percent), and the College of Architecture, Art, and Planning (2.6 percent). The distribution of undergraduate library-visitor respondents reflects the relative sizes of the undergraduate student population in the different colleges and schools at Cornell.

A plurality of graduate student respondents claimed affiliation with the College of Arts and Sciences (23.9 percent) and the Johnson Graduate School of Management (23.1 percent). Sizeable proportions of graduate student respondents claimed affiliation with the College of Engineering (14.6 percent), the College of Veterinary Medicine (11.9 percent), and the College of Agriculture and Life Sciences (10.9 percent). Smaller fractions, each representing less than 5 percent of the graduate student respondents, reported affiliation with other academic units at Cornell.

Considerably more faculty and other academics from the AS (45.8 percent) figured among the survey respondents than from other parts of the university. However, sizeable proportions of faculty and other academics also came from the CALS (13 percent), Engineering (11.6 percent), and the Veterinary College (10.5 percent).

Among respondents in the non-academic staff category, 38 percent reported affiliation with university units other than schools or colleges; of this figure, 18 percent reported themselves as library staff. The other staff respondents came mostly from the AS (19.6 percent) and the CALS (12.6 percent).

In all, 30.6 percent of the survey respondents identified the AS as their institutional affiliation at Cornell, followed by 16.2 percent who mentioned Engineering and 13.4 percent, the CALS. Smaller proportions of under 8 percent each were affiliated with other entities in the university.

Table 2. Weighted sample of visitor-respondents to fifteen Cornell University libraries, by current status at Cornell, by user status, and by college/ division affiliation, in percentages

	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
ALL RESPONDENTS	4.6%	6.1%	55.6%	29.5%	4.2%	100.0%
(Valid Cases)	(211)	(285)	(2,575)	(1,368)	(193)	(4,632)
User Status						
Library User	6.7	4.1	46.8	38.5	3.9	100.0
Non-User	2.0	8.6	65.7	19.3	4.5	100.0
User Status By Cornell Status						
Library User	79.2	35.3	45.1	69.7	50.0	53.5
Non-User	20.8	64.7	54.9	30.3	50.0	46.5
Total	100.0	100.0	100.0	100.0	100.0	100.0
In Library to Study						
Yes	1.2	0.6	72.4	23.8	2.0	100.0
No	6.7	9.8	44.4	33.6	5.6	100.0
In Library to Study By Cornell Status						
Yes	10.4	3.7	51.2	31.3	18.7	39.1
No	89.6	96.3	48.8	68.7	81.3	60.9
Total	100.0	100.0	100.0	100.0	100.0	100.0
Affiliation Of Respondent						
CALS	13.0	12.6	15.8	10.9	0.5	13.4
LAW	1.7	0.9	-	1.8	-	0.7
AFRICANA	-	0.8	0.2	0.1	-	0.2
AAP	1.7	1.1	2.6	3.8	-	2.7
ILR	3.5	6.2	9.3	4.6	0.6	7.1
HOTEL	1.1	2.0	8.7	1.2	0.5	5.4
AS	45.8	19.6	35.9	23.9	1.6	30.6
JGSM	4.7	1.1	0.1	23.1	-	7.3
HE	1.0	0.4	6.9	2.2	0.5	4.6
ENG	11.6	7.5	19.4	14.6	0.6	16.2
VET MED	10.5	8.0	0.2	11.9	1.1	4.6
BIO SCIENCES	1.2	-	0.2	0.8	0.6	0.4
Other Cornell	3.8	38.0	0.7	1.1	2.1	2.9
Non-Cornell	0.5	1.9	0.0	0.1	91.9	3.9
	100.0	100.0	100.0	100.0	100.0	100.0

Library User Status
of Survey Respondents

As shown in Table 2, 53.5 percent of the survey respondents said they used the library's materials and services on that visit. Consequently, only slightly more than half of the completed interviews were eligible for inclusion in the study population of library users. The library users were composed primarily of undergraduates (46.8 percent) and graduate students (38.5 percent). These two groups constituted 85.3 percent of all library users in the survey. The rest of the library users were faculty and other academics (6.7 percent), staff (4.1 percent), and non-Cornellians (3.9 percent).

Among the undergraduate respondents, only 45.1 percent used the library's materials and services, while the majority (54.9 percent) did not. On the other hand, about seven out of every ten graduate student respondents (69.7 percent) were library users. A similar pattern was evident among the small group of respondents composed of faculty and other academics: of this group, as much as 79.2 percent used the library's materials and services on that visit. Only over a third of the staff respondents (35.3 percent) were library users, while the few non-Cornell respondents were evenly divided into library users and non-users.

About two-fifths (39.1 percent) of the survey respondents were in the library to study their own materials--a group composed primarily of undergraduates (72.4 percent) and secondarily of graduate students (23.8 percent). Among respondents who used the library's materials and services, one-fifth (21.2 percent) also used the library's facilities for study (Table 3). On the other hand, among non-user respondents, a three-fifths majority (59.2 percent) studied in the library.

Overall, as seen in Figure xx, 41.7 percent of all respondents used the library's materials and services only, 27.9 percent stayed in the library exclusively to study, while 11.2 percent both studied and used the library's materials and services. Only about one-fifth (19.2 percent) of all survey respondents visited the library for purposes other than either to study or to use the library's materials and services.

Purpose for Use of Library Materials and Services

Among library user respondents, 62.5 percent said that the materials and services utilized on that visit to the library were intended for instructional purposes, that is, to prepare for a class either as faculty or student (Table 4). Consistent with the general pattern of the survey respondents' affiliation, the library users who mentioned the instructional use of library materials and services were preparing for courses offered in the AS (37.9 percent), Engineering (11.5 percent), CALS (11.0 percent), and other academic units of Cornell (Table 5). A related observation is that undergraduates comprised three-fifths (60.2 percent) and graduate students over a third (34.6 percent) of library user respondents who mentioned using library materials and services for class preparation purposes (Table 6).

One-fifth (20.4 percent) of the library user respondents reported that their visit to the library was in connection with one or more research activities. In particular, as shown in Table 4, 9.7 percent said that the library materials and services used were meant for research funded from an external source. The other half of library user-researcher respondents carried out: (a) research funded from internal university funds

Table 3. Survey respondents, by library user status and by whether they were in the library to study

	Studied in Library	Did Not Study	Total
Library User	21.2%	78.8%	100.0%
Non-User	59.2	40.8	100.0
Library User	28.6	68.4	52.8
(N)	(511)	(1,904)	(2,415)
Non-User	71.4	31.6	47.2
(N)	(1,276)	(880)	(2,156)
Total	100.0	100.0	100.0
(N)	(1,787)	(2,784)	(4,571)

Table 4. Purpose for use of library materials and services among library user respondents (Multiple responses, Total Valid N=2,481)

Purpose	N	Percent
Instruction: Preparation for Class	1,551	62.5%
Research, Externally funded	240	9.7
Research, University funded	148	6.0
Proposal development, for Cornell funding	19	0.8
Other Cornell research, Non-funded	129	5.2
Other Cornell activity	316	12.7
Non-Cornell activity	275	11.1

Table 5. School, college, or division at Cornell for which library materials and services were used for instruction/class preparation purposes (N=1,551)

School/College/Division	N	Percent
Agriculture and Life Sciences	170	11.0%
Law School	7	0.4
Architecture, Art, and Planning	86	5.5
Industrial and Labor Relations	118	7.6
Hotel Administration	77	5.0
Arts and Sciences	588	37.9
Graduate School of Management	144	9.3
Human Ecology	54	3.5
Engineering	178	11.5
Veterinary Medicine	69	4.4
Biological Sciences	13	0.9

Table 6. Purpose for use of library materials and services among library users, by respondents' current status at Cornell, in percentages (N=2,475)

Purpose	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Instruction	3.0%	1.3%	60.2%	34.6%	0.8%	100.0%
Research, External funds	22.3	9.0	6.6	58.3	3.8	100.0
Research, Cornell funds	16.3	4.5	8.9	68.2	2.0	100.0
Proposal development	10.3	11.9	6.5	66.5	4.9	100.0
Other Cornell research	18.2	5.7	21.9	52.3	2.0	100.0
Other Cornell activity	10.5	11.9	35.5	40.0	2.0	100.0
Non-Cornell activity	5.8	5.2	34.9	28.6	25.5	100.0

(6.0 percent), (b) non-funded Cornell research (5.2 percent), and (c) proposal development for research to be funded through the university (0.8 percent).

Graduate students comprised from over half (52.3 percent) to more than two-thirds (68.2 percent) of library users who carried out some form of research-related activities, the highest incidence of such graduate student involvement being in internal university-funded research (Table 6). The corresponding proportions of faculty and other academics engaged in various forms of library research were in the range of about 10 percent to slightly over one-fifth of library user-researchers, the highest incidence (22.3 percent) being found in externally-funded sponsored research. In addition to graduate students and faculty, a sizeable number of undergraduate students (21.9 percent) figured among those who carried out other Cornell non-funded research.

Furthermore, 12.7 percent of library users relied on the library's materials and services for other university activities not directly related to instruction or research (Table 4). This group was composed of a plurality of graduate and undergraduate students (40.0 and 35.5 percent, respectively) and a few staff and faculty (11.9 and 10.5 percent, respectively). Finally, 11.1 percent of library user-respondents used library materials and services for non-Cornell purposes, a group where undergraduates (34.9 percent), graduate students (28.6 percent) and non-Cornellians (25.5 percent) had a preponderance (Table 6).

Library Services Used by Survey Respondents

The online catalog was the most widely used library service, with 34.3 percent of library user respondents saying they used the online system on that particular visit (Table

7). The reference desk or librarian service was the next most widely used at 27.8 percent, followed by library photocopiers at 22.9 percent. Some 5.5 percent of library users benefitted from a librarian-assisted computer search, 2.4 percent attended a library instruction session, while another 2.4 percent made an interlibrary loan request. Consistent with the earlier responses to the purpose for using library materials and services, the online catalog, the reference desk, the library photocopiers and other library services were used primarily for instruction or class preparation.

As shown in Table 8, both undergraduate and graduate students were the main users of the online catalog service (43.7 and 41.6 percent, respectively) as well as of the library photocopiers (46.8 and 40.3 percent, respectively). However, when it came to the reference desk or librarian service, undergraduates comprised a full half or 50.5 percent of all service users, with graduate students at only 35.9 percent and a perceptible 5.3 percent of non-Cornellians. On the other hand, graduate students were the principal beneficiaries of the interlibrary loan (56.1 percent) and librarian-assisted computer search services (53.3 percent).

Additionally, a quarter (24.6 percent) of the users of the interlibrary loan facility were undergraduates, plus a noticeable 12.3 percent composed of faculty and other academics. Among beneficiaries of the librarian-assisted computer search service, nearly one-third (32.1 percent) were undergraduates, plus a small, but equal, proportion of non-Cornellians and faculty and other academics (5.8 percent each). Lastly, the library instruction session was attended by undergraduate and graduate students (45.0 and 38.3 percent, respectively) and a few faculty and other academics (10.0 percent).

Library Items Used
While in the Library

Among library user respondents, 30.5 percent said that, on that particular visit, they used library books while in the library, mostly for instruction or class preparation purposes; a slightly higher proportion (31.8 percent) said they used the library's collection of periodicals, newspapers, serials, and journals (Table 9). Of the latter, a relatively higher proportion of 17.6 percent used periodicals and similar items for research or other purposes compared to 15.3 percent who used the same materials for instruction purposes.

Another 16.3 percent reported using reserve materials, principally for class preparation, while 10.4 percent used reference materials (including CD-Roms), also mainly for instruction purposes. A small fraction (4.3 percent) of library users used special materials available in the library, such as maps, manuscripts, music scores, sound recordings, and audio visual materials.

Over four-fifths of book users inside the library was composed about equally of undergraduate and graduate students (41.4 and 41.5 percent, respectively), with faculty and other academics constituting a sizeable 8.1 percent and non-Cornell visitors, 5.2 percent (Table 10). On the other hand, periodicals, newspapers, serials, and journals were used by a plurality of graduate students (47.8 percent), followed by undergraduates (31.2 percent), faculty and other academics (11.3 percent), and a small fraction of university staff (5.3 percent).

Nearly three-fifths (58.0 percent) and more than half (55.1 percent) of users of reserve and special materials, respectively, were composed of undergraduate students,

Table 7. Library user repondents indicating which library services were used on that visit, by purpose of use, in percentages (Multiple responses, N=2,484)

Library Services	Instruction/ Class Preparation	Research & Others	All Users
Online catalog	21.6%	14.0%	34.3%
Reference desk or librarian	20.0	8.3	27.8
Interlibrary loan	1.2	1.4	2.4
Librarian-assisted computer search	3.7	2.1	5.5
Library instruction session	1.4	1.1	2.4
Library photocopier	15.9	7.7	22.9
None of the above/Missing data	-	-	36.7

Table 8. Library user respondents indicating which library services were used on that visit, by current status at Cornell, in percentages

Library Services	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Online catalog	7.6%	2.6%	43.7%	41.6%	4.4%	100.0%
Reference desk	4.8	3.5	50.5	35.9	5.3	100.0
Interlibrary loan	12.3	3.5	24.6	56.1	3.5	100.0
Computer search	5.8	2.9	32.1	53.3	5.8	100.0
Library instruction	10.0	3.3	45.0	38.3	3.3	100.0
Library photocopier	5.1	4.1	46.8	40.3	3.7	100.0

Table 9. Library user respondents indicating which library items were used while in the library on that visit, by purpose of use, in percentages (Multiple responses, N=2,484)

Library Items	Instruction/ Class Preparation	Research & Others	All Users
Books	19.9%	11.6%	30.5%
Periodicals/Newspapers/Journals	15.3	17.6	31.8
Reserve materials	14.5	2.0	16.3
Reference materials	6.8	3.8	10.4
Special materials	2.8	1.5	4.3
None of the above/Missing Data	-	-	32.9

with graduate students following at 36.8 percent and 26.2 percent, respectively. Graduate students, however, formed a slightly bigger proportion of reference materials users (43.0 percent) compared to undergraduates (39.1 percent). Remarkably, 9.3 percent and 7.0 percent of users of special and reference materials, respectively, were composed of non-Cornell library visitors.

Items Checked Out of the Library

Only 15.3 percent of library users reported that they checked out books from the library on that particular visit, mostly for instruction purposes (Table 11). Another 3.2 percent checked out reserve materials, while 3.0 percent checked out journals.

Undergraduates constituted a 46.6 percent plurality of those who borrowed books for use outside the library, followed closely by graduate students at 39.1 percent (Table 12). Other book borrowers in much smaller proportions were faculty and other academics (6.1 percent), university staff (4.8 percent), and non-Cornell visitors (3.4 percent). Moreover, graduate students formed a 41.3 percent plurality of those who checked out journals and similar items for use outside the library. Undergraduates represented a quarter (25.3 percent) of those who checked out journals and other items, for which there were also sizeable groups of patrons composed of faculty and other academics (18.7 percent), university staff (12.0 percent), and non-Cornell visitors (2.7 percent).

Undergraduate students constituted a 56.5 percent majority of borrowers of reserve materials for use outside the library, while the corresponding figure for graduate students was 38.1 percent. Reserve materials were checked out by even smaller

proportions of sta: 2.7 percent), non-Cornell visitors (2.1 percent), and faculty and other academics (0.7 percent).

On the average, about two (2.19) books were checked out of the library by patron-respondents on that particular visit (Table 11). However, about half (51.3 percent) of library users who utilized this service borrowed only one book. An additional 23.9 percent checked out two books, 10.2 percent checked out three, while 14.5 percent checked out four or more books on that visit. The distribution of books checked out does not vary significantly according to the purpose for using the library materials, although a slightly bigger proportion (55.5 percent) of library borrowers for instruction purposes checked out only one book.

The mean number of journals checked out was about three (3.09). The mean was between two and three journals (2.53) among borrowers for instruction purposes, a figure that increased to between three and four journals (3.47) among patrons pursuing research and other activities. Thus, patrons conducting research and other activities tended to borrow more journals than patrons who checked out similar items for instruction purposes. On the whole, 46.4 percent of those who borrowed journals and similar materials for use outside the library checked out only one item, 21.7 percent checked out two, 7.2 percent, three, and 24.6 percent checked out four or more items.

The mean number of reserve materials checked out of the library was between two and three (2.51) items. The mean was approximately one (1.33) reserve item for patrons doing research and other activities. However, patrons who borrowed reserve materials for instruction or class preparation purposes had the higher mean of between two and three (2.61) reserve items borrowed.

Table 10. Library user respondents indicating which library items were used while in the library on that visit, by current status at Cornell, in percentages

Library Items	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Books	8.1%	3.8%	41.4%	41.5%	5.2%	100.0%
Periodicals/Etc.	11.3	5.3	31.2	47.8	4.4	100.0
Reserve materials	2.5	1.0	58.0	36.8	1.7	100.0
Reference materials	5.8	5.1	39.1	43.0	7.0	100.0
Special materials	4.7	4.7	55.1	26.2	9.3	100.0

Table 11. Library user respondents, in percentages, indicating which library items were checked out on that visit and the distribution and mean number of items checked out, by purpose of use

	Instruction/ Class Preparation	Research & Others	All Users
Library Items			
(Multiple responses, N=2,484)			
Books	10.3%	5.2%	15.3%
Journals, Etc.	1.5	1.4	3.0
Reserve materials	2.9	0.2	3.2
None of the above	-	-	71.4
Distribution			
Books: One	55.5%	50.0%	51.3%
Two	21.3	23.8	23.9
Three	10.2	13.8	10.2
Four	4.3	2.3	4.3
Five or more	8.7	10.0	10.2
Journals: One	50.0%	47.0%	46.4%
Two	28.9	14.7	21.7
Three	5.3	8.8	7.2
Four or more	15.8	29.4	24.6
Reserve items: One	49.3%	66.7%	50.7%
Two	36.2	33.3	36.0
Three or more	14.5	-	13.3
Means			
Books	2.13	2.10	2.19
Journals	2.53	3.47	3.09
Reserve materials	2.61	1.33	2.51

The distribution of the number of reserve materials borrowed on that visit by patrons who used the items for class preparation showed that 49.3 percent borrowed one, 36.2 percent borrowed two, and 14.5 percent borrowed three or more reserve items. Patrons conducting research and other activities did not borrow more than two reserve items: two-thirds borrowed just one reserve material, and a third borrowed two.

Ranking of Library Items and Services Used

In Table 13, the different library items and services were ranked according to a utilization rate based on the proportion of library user respondents who mentioned the use of that item or service. The survey data indicate that the online catalog had the highest utilization rate, as this facility was used by the highest proportion of library user respondents on that particular visit (34.3 percent). Utilization rates of 30 or more percent were also observed in the use, within the library premises, of periodicals, newspapers, serials, and journals (31.8 percent) and of library books (30.5 percent).

Utilization rates in the 20 percent range were found in the use of the reference desk or librarian (27.8 percent) and in the use of library photocopying machines (22.9 percent). Reserve materials used in the library had a utilization rate of 16.3 percent.

The circulation counter servicing the checking out of books was utilized by 15.3 percent of library users on that particular visit--or roughly half of those that used the online catalog. Reference materials used in the library had a utilization rate of 10.4 percent--or approximately a third of those who used the reference desk or librarian service.

Table 12. Library user respondents indicating which library items were checked out of the library on that visit, by current status at Cornell, in percentages

Library Items	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Books	6.1%	4.8%	46.6%	39.1%	3.4%	100.0%
Journals, Etc.	18.7	12.0	25.3	41.3	2.7	100.0
Reserve materials	0.7	2.7	56.5	38.1	2.1	100.0

Table 13. Ranking of library items and services according to rate of utilization by library user respondents (Multiple responses, N=2,484)

Library Item/Service	Rank	User Rate
Online catalog	1	34.3%
Periodicals/Newspapers/Journals used in library	2	31.8
Books used in library	3	30.5
Reference desk or librarian	4	27.8
Library photocopier	5	22.9
Reserve materials used in library	6	16.3
Books checked out of library	7	15.3
Reference materials used in library	8	10.4
Librarian-assisted computer search	9	5.5
Special materials used in library	10	4.3
Reserve materials checked out	11	3.2
Journals checked out	12	3.0
Interlibrary loan	13.5	2.4
Library instruction session	13.5	2.4

Utilization rates in the 5 percent or less range were found in the following vital but less demanded items and services: librarian-assisted computer search (5.5 percent), special materials (4.3 percent), reserve materials checked out (3.2 percent), journals checked out (3.0 percent), interlibrary loan service (2.4 percent), and library instruction session (2.4 percent).

Language of Library Materials Used

In modal terms, nine out of ten library user respondents said that the library materials they used or checked out for instruction, research, or other purposes were in the English language (Table 14). Specifically, 91.6 percent reported that the materials they used or checked out for instruction or class preparation were all in English. In addition, 4.7 percent said that English-language materials comprised at least half but not all, or from 50 to 99 percent, of the items they used or checked out for instruction purposes. Some 1.2 percent said that materials in the same language represented less than half or from 10 to 49 percent of those items. A further 2.6 percent said that none of the items they used or checked out for instruction purposes was in English.

Some 93.8 percent of library user respondents who were in the library to undertake sponsored research activities said that the materials they used or checked out were entirely in English. In addition, 3.2 percent said that English-language materials comprised from 50 to 99 percent of the research materials they used or checked out, while 0.8 percent said that items in English constituted less than half of the materials used or checked out for sponsored research purposes. However, 2.3 percent said that none of the research materials used or checked out was in English.

Among respondents who were in the library for purposes other than instruction or research, 90 percent said that the items they used or checked out were all English-language materials. About 5.3 percent reported that English-language items represented at least half but not all (50 to 99 percent) of the materials used or checked out for non-instruction and non-research purposes, while a fractional 0.4 percent said that English materials comprised less than half of the items similarly used or checked out. In this group, moreover, 4.1 percent said that none of the items used or checked out was in the English language.

Table 14. Proportion of English-language materials used or checked out by library users

Proportion in English	Instruction (N=1,503)	Research (N=612)	Other (N=751)
100%	91.6%	93.8%	90.0%
90 - 99%	1.4	1.0	0.8
80 - 89%	1.1	1.0	0.7
70 - 79%	0.3	0.3	0.5
60 - 69%	0.4	0.2	0.6
50 - 59%	1.5	0.7	2.7
40 - 49%	0.1	0.2	0.1
30 - 39%	0.3	0.2	0.1
20 - 29%	0.4	0.2	0.1
10 - 19%	0.4	0.2	0.1
1 - 9%	-	-	-
0	2.6	2.3	4.1
Total	100.0	100.0	100.0

THE 1990-1991 CORNELL LIBRARY USERS SURVEY:

SPECIFIC LIBRARY FINDINGS

This section presents library-specific data on the fifteen libraries covered by the study. The general discussion is followed by detailed analysis of the sample data from Uris and Olin Libraries which jointly accounted for 41.9 percent of the aggregate annual traffic volume in the university (Table 1). No other Cornell Library came close to the magnitude of visitor traffic observed in these two libraries.

The weights applied to the overall survey data discussed in the first part of this report have not been used since the sample from each library is representative of the annual traffic volume of that library. As in the first part, however, only completed interviews have been included in the analysis. The summary data presented in Tables 15 to 19 are arranged according to the libraries' relative shares of the aggregate traffic volume.

Current Status of Survey Respondents

As shown in Table 15, there were six libraries where undergraduates constituted the majority of sample respondents, namely, the Uris (83.7 percent), Hotel School (82.8 percent), ILR (73.2 percent), Africana (70.0 percent), Fine Arts (62.7 percent), and Engineering (57.4 percent) libraries. These six could be considered the predominantly undergraduate libraries, where the proportions of undergraduates exceeded the 55.6 percent share of this category of respondents in the university-wide survey. In addition, undergraduates represented from about one-third to about one-half of the sample

Table 15. Sample of library visitor-respondents in fifteen Cornell University libraries, by current status at Cornell, in percentages

Library	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
ALL RESPONDENTS	4.6%	6.1%	55.6%	29.5%	4.2%	100.0%
Uris	0.6	2.4	83.7	9.0	4.3	100.0
Olin	9.3	12.8	37.4	34.0	6.5	100.0
Engineering	4.8	5.2	57.4	29.7	2.9	100.0
JGSM	2.5	5.6	11.5	78.2	2.2	100.0
Mann	6.5	10.3	50.7	27.9	4.6	100.0
ILR	1.8	4.9	73.2	17.5	2.5	100.0
Physical Sciences	10.8	5.2	45.9	35.5	2.6	100.0
Hotel School	1.0	3.9	82.8	8.7	3.6	100.0
Veterinary	9.7	7.5	6.6	71.2	4.9	100.0
Fine Arts	2.2	3.1	62.7	26.2	5.8	100.0
Music	10.3	12.1	49.1	23.3	5.2	100.0
Mathematics	9.2	3.1	32.3	47.7	7.7	100.0
Law	1.3	11.4	20.3	54.4	12.7	100.0
Africana	10.0	20.0	70.0	-	-	100.0
Entomology	6.7	6.7	13.3	73.3	-	100.0

respondents in another five libraries: Mann (50.7 percent), Music (49.1 percent), Physical Sciences (45.9 percent), Olin (37.4 percent), and Mathematics (32.3 percent).

Graduate students, on the other hand, comprised the majority of sample respondents in only three libraries, specifically, the JGSM (78.2 percent), Entomology (73.3 percent), and Veterinary (71.2 percent) libraries. Graduate students accounted for about half of two library samples: Law (54.4 percent) and Mathematics (47.7 percent). In another three libraries, the proportion of graduate students in the sample ranged from about 30 percent to nearly 36 percent, namely, the Physical Sciences (35.5 percent), Olin (34.0 percent), and Engineering (29.7 percent) libraries. It must be noted that in these eight libraries -- JGSM, Entomology, Veterinary, Law, Mathematics, Physical Sciences, Olin, and Engineering -- the proportion of graduate students in the sample was actually greater than the corresponding proportion of graduate students in the overall survey (29.5 percent). Other libraries where graduate students accounted for over 20 percent of the sample included the Mann (27.9 percent), Fine Arts (26.2 percent), and Music (23.3 percent) libraries.

Faculty and other academics accounted for only 4.6 percent of the total survey, but this figure was surpassed in nine individual libraries as follows: Physical Sciences (10.8 percent), Music (10.3 percent), Africana (10.0 percent), Veterinary (9.7 percent), Olin (9.3 percent), Mathematics (9.2 percent), Entomology (6.7 percent), Mann (6.5 percent), and Engineering (4.8 percent). In the other libraries, the share of faculty and other academics in the sample was 2.5 percent or less, with the smallest proportion found in Uris Library (0.6 percent).

Accounting for only 6.1 percent of all survey respondents, university staff had the highest relative standing in the Africana Library as they comprised two out of five respondents in that library's sample. Staff members also accounted for slightly over 10 percent of the sample in four libraries: Olin (12.8 percent), Music (12.1 percent), Law (11.4 percent), and Mann (10.3 percent). The staff's aggregate share figure was also exceeded in two other libraries: Veterinary (7.5 percent) and Entomology (6.7 percent). The other libraries where staff accounted for about 5 percent of the respondents included the JGSM (5.6 percent), Engineering (5.2 percent), Physical Sciences (5.2 percent), and ILR (4.9 percent) libraries.

Non-Cornell visitors accounted for 4.2 percent of the total survey, but they made up as much as 12.7 percent of the Law Library sample. In six other libraries, the share of non-Cornell visitors also exceeded the corresponding aggregate figure: Mathematics (7.7 percent), Olin (6.5 percent), Fine Arts (5.8 percent), Music (5.2 percent), Mann (4.6 percent), and Uris (4.3 percent). In the other libraries, non-Cornell visitors accounted for between 2 to 3 percent of the sample, except in the case of the Africana and Entomology libraries where there were no non-Cornell visitor respondents.

Library User Status and Use of Library for Study

Respondents who said they used the library's materials and services on that particular visit formed a majority of respondents in ten of the fifteen libraries (Table 16). Library user rates of around two-thirds or more of the sample were found in the Africana (90.0 percent), Entomology (80.0 percent), Mathematics (73.8 percent), Olin (71.9 percent), Fine Arts (71.2 percent), JGSM (66.6 percent), Music (66.4 percent), and

Table 16. Proportions of sample respondents in fifteen Cornell University libraries who reported using the library's materials and services and staying in the library to study, and the institutional affiliation of the majority/plurality of respondents in each library, in percentages

Library	% Library User	% Stayed to Study	Affiliation Most Cited	% Mentioning Affiliation
ALL RESPONDENTS	53.5%	39.1%	AS	30.6%
Uris	40.8	55.8	AS	51.5
Olin	71.9	20.3	AS	56.9
Engineering	53.7	42.9	Engineering	82.0
JGSM	66.6	30.7	JGSM	74.1
Mann	43.9	34.1	CALS	73.0
ILR	46.9	38.0	ILR	79.3
Physical Sciences	52.6	44.3	AS	50.9
Hotel School	38.1	39.7	Hotel School	73.5
Veterinary	65.0	37.1	Vet Med	88.5
Fine Arts	71.2	31.1	AAP	48.7
Music	66.4	20.0	AS	70.8
Mathematics	73.8	24.6	AS	47.0
Law	47.5	27.8	Law School	52.6
Africana	90.0	-	AS	60.0
Entomology	80.0	26.7	CALS	66.7

Veterinary (65.0 percent) libraries. Except for Olin, the library user rates tended to be higher in those libraries where traffic volumes were smaller.

Library user respondents also formed a majority of the sample in the Engineering (53.7 percent) and Physical Sciences (52.6 percent) libraries. Library user rates between 40 and 50 percent were observed in four cases: Law (47.5 percent), ILR (46.9 percent), Mann (43.9 percent), and Uris (40.8 percent). Library user rate was lowest in the Hotel School library at 38.1 percent.

Two out of five respondents said they stayed in the library to study their own materials, a ratio for the overall survey that was exceeded in four libraries: Uris (55.8 percent), Physical Sciences (44.3 percent), Engineering (42.9 percent), and Hotel School (39.7 percent). The proportion of respondents who used the library for study was between 30 and 40 percent in five cases: ILR (38.0 percent), Veterinary (37.1 percent), Mann (34.1 percent), Fine Arts (31.1 percent), and JGSM (30.7 percent). In one big-traffic and four small-traffic libraries, the proportion of respondents who studied in the library decreased to from 20 percent to less than 30 percent: Law (27.8 percent), Entomology (26.7 percent), Mathematics (24.6 percent), Olin (20.3 percent), and Music (20.0 percent). No respondent said that the Africana Library was used for study of one's own materials.

Institutional Affiliation of Sample Respondents

In seven cases, the library catered predominantly to the school, college, or department for which the library was established (Table 16). Indicating relative exclusivity, from seven to eight out of every ten sample respondents in these libraries

claimed an institutional affiliation that corresponded with the part of the university where the individual libraries were located. Thus, 88.5 percent of the Veterinary Library sample reported affiliation with the College of Veterinary Medicine; 82.0 percent of the Engineering Library sample reported affiliation with the College of Engineering; 79.3 percent of the ILR Library sample mentioned the School of Industrial and Labor Relations; 74.1 percent of the JGSM Library sample reported affiliation with the Johnson Graduate School of Management; 73.5 percent of the Hotel School Library sample said they were affiliated with the School of Hotel Administration; 73.0 percent of the Mann Library sample claimed affiliation with the College of Agriculture and Life Sciences; and 70.8 percent of the sample from the Music Library cited the College of Arts and Sciences as institutional affiliation, the university unit to which the Department of Music belonged.

Two-thirds of the sample from the Entomology Library reported affiliation with the College of Agriculture and Life Sciences. In the Africana Library, three out of five respondents said they were affiliated with the College of Arts and Sciences. Suggestive of a more diverse composition of library visitors, slightly less than three out of five respondents in the Olin Library sample claimed affiliation with the College of Arts and Sciences.

Roughly about half, or close to half, of respondents mentioned the same institutional affiliation in five libraries. In the Law Library sample, only 52.6 percent said they were affiliated with the Law School. In Uris 51.5 percent and in the Physical Sciences Library 50.9 percent reported affiliation with the College of Arts and Sciences. Of the Fine Arts Library sample, only 48.7 percent claimed affiliation with the College of

Architecture, Art, and Planning. In similar vein, 47.0 percent of the respondents from the Mathematics Library reported affiliation with the College of Arts and Sciences.

Library Services Used by Sample Respondents

Online Catalog. In general, the online catalog was used by 34.3 percent or slightly over a third of all library user respondents (Table 17). This figure was exceeded in seven libraries. The utilization rate of the online catalog was highest in the Mathematics Library (50.0 percent), followed closely by Olin Library (48.9 percent). Utilization rates of slightly over 40 percent were found in the Fine Arts (44.1 percent) and Entomology (41.7 percent) libraries, and rates below 40 percent that surpassed the aggregate figure were observed in the Engineering (37.5 percent), Mann (35.9 percent), and Uris (34.7 percent) libraries.

Utilization rates over 30 percent but below the aggregate figure were found in the Law (34.2 percent), Africana (33.3 percent), and Physical Sciences (31.5 percent) libraries. The online catalog was utilized by less than 30 percent but more than 15 percent of library user respondents in five libraries: Music (27.3 percent), ILR (25.5 percent), JGSM (21.9 percent), Hotel School (19.5 percent), and Veterinary (16.3 percent) libraries.

Reference Desk or Librarian. The reference desk or librarian service was utilized by 27.8 percent of library users in the university-wide study, a level that was surpassed in eight libraries (Table 17). Utilization rates were highest in the Africana (55.6 percent) and Law (50.0 percent) libraries, followed by the ILR (43.1 percent), Entomology (41.7

Table 17. Library user respondents in fifteen Cornell University libraries indicating which services were used on that visit, in percentages

Library	Online Catalog	Reference Desk/Lib.	Interlib. Loan	Computer Search	Instruct. Session	Photo-copiers
ALL RESPONDENTS	34.3%	27.8%	2.4%	5.5%	2.4%	22.9%
Uris	34.7	26.7	1.3	3.1	2.5	16.3
Olin	48.9	23.0	6.9	4.9	2.1	17.4
Engineering	37.5	21.9	1.7	9.7	3.8	23.2
JGSM	21.9	21.9	0.5	8.4	3.7	23.3
Mann	35.9	37.6	3.1	8.0	1.2	30.2
ILR	25.5	43.1	1.3	6.5	2.0	32.0
Physical Sciences	31.5	25.5	0.6	2.8	2.8	40.3
Hotel School	19.5	21.2	-	2.5	2.5	37.3
Veterinary	16.3	41.5	1.4	5.4	1.4	10.9
Fine Arts	44.1	28.0	0.6	2.5	1.9	32.3
Music	27.3	41.6	-	7.8	1.3	6.5
Mathematics	50.0	18.8	-	6.3	-	16.7
Law	34.2	50.0	-	5.3	2.6	31.6
Africana	33.3	55.6	11.1	11.1	-	33.3
Entomology	41.7	41.7	-	-	-	16.7

the aggregate figure (Table 17). This service had the highest utilization rates in the Africana (11.1 percent) and Engineering (9.7 percent) libraries, followed by the JGSM (8.4 percent), Mann (8.0 percent), Music (7.8 percent), ILR (6.5 percent), and Mathematics (6.3 percent) libraries.

Utilization rates that approximated the 5 percent mark were found in the Veterinary (5.4 percent), Law (5.3 percent), and Olin (4.9 percent) libraries. For this service, utilization rates at 3 percent or less were found in four libraries: Uris (3.1 percent), Physical Sciences (2.8 percent), Hotel School (2.5 percent), and Fine Arts (2.5 percent). No respondent from the Entomology Library claimed to have utilized the librarian-assisted computer search service.

Library Instruction Session. Only 2.4 percent of all library users in the study reported that they attended a library instruction session on that particular visit, a figure surpassed in six cases, as shown in Table 17: Engineering (3.8 percent), JGSM (3.7 percent), Physical Sciences (2.8 percent), Law (2.6 percent), Uris (2.5 percent), and Hotel School (2.5 percent).

Utilization rates at roughly the 2 percent mark were found in three libraries -- Olin (2.1 percent), ILR (2.0 percent), and Fine Arts (1.9 percent) -- while rates below this level were found in another three libraries: Veterinary (1.4 percent), Music (1.3 percent), and Mann (1.2 percent). No respondent from the Mathematics, Africana, and Entomology libraries reported attendance in a library instruction session.

Library Photocopiers. At the university-wide level, library photocopiers had a utilization rate of 22.9 percent, but utilization rates higher than this figure were found in nine libraries (Table 17). The highest rates for use of photocopiers were found in the

Physical Sciences (40.3 percent) and Hotel School (37.3 percent) libraries. Rates a little higher than 30 percent were also observed in the Africana (33.3 percent), Fine Arts (32.3 percent), ILR (32.0 percent), Law (31.6 percent), and Mann (30.2 percent) libraries. Slightly above the aggregate figure were the utilization rates for photocopiers in the JGSM (23.3 percent) and Engineering (23.3 percent) libraries.

Utilization rates at the 16 or 17 percent mark were found in four libraries: Olin (17.4 percent), Mathematics (16.7 percent), Entomology (16.7 percent), and Uris (16.3 percent). Library photocopiers had the lowest utilization rates in the Veterinary (10.9 percent) and Music (6.5 percent) libraries.

Library Items Used by Respondents in the Library

Books. In general, about three out of every ten library users in the study reported that they used a library book on that visit. Much higher rates of book usage approaching nearly half of library users were observed in the Mathematics (47.9 percent) and Fine Arts (47.8 percent) libraries (Table 18). Utilization rates over 40 percent were also found in the Africana (44.4 percent) and Olin (41.2 percent) libraries. Three libraries registered book utilization rates somewhat higher than the 30 percent level: ILR (34.0 percent), Engineering (31.7 percent), and Law (31.6 percent). In all, seven libraries exceeded the aggregate book utilization rate figure of 30.5 percent.

In four libraries, the utilization rates fell below the aggregate figure but nonetheless came close to the three in ten ratio: Veterinary (28.6 percent), Music (28.6 percent), Uris (28.5 percent), and Physical Sciences (28.2 percent). Use of library books by about a quarter of library users could be noted in the Entomology (25.0 percent) and

Table 18. Library user respondents in fifteen Cornell University libraries indicating which library items were used on that visit, in percentages

Library	Books	Periodicals, Journals, Etc.	Reserve Materials	Reference Materials	Special Materials
ALL RESPONDENTS	30.5%	31.8%	16.3%	10.4%	4.3%
Uris	28.5	16.8	16.8	8.3	8.1
Olin	41.2	40.3	6.6	10.3	2.6
Engineering	31.7	34.6	13.1	9.7	1.7
JGSM	13.5	34.0	16.3	15.3	2.8
Mann	24.7	30.2	23.5	6.2	1.9
ILR	34.0	28.8	33.3	15.7	0.7
Physical Sciences	28.2	58.0	14.9	9.9	1.1
Hotel School	17.8	31.4	14.4	5.9	5.1
Veterinary	28.6	35.4	27.9	12.9	5.4
Fine Arts	47.8	18.0	21.7	7.5	4.3
Music	28.6	9.1	20.8	9.1	37.7
Mathematics	47.9	35.4	6.3	8.3	4.2
Law	31.6	28.9	15.8	18.4	2.6
Africana	44.4	22.2	22.2	22.2	-
Entomology	25.0	41.7	-	-	8.3

Mann (24.7 percent) libraries. In the Hotel School (17.8 percent) and JGSM (13.5 percent) libraries, however, book utilization rates fell below 20 percent.

Periodicals, Journals, Etc. Slightly surpassing the overall book utilization rate, the corresponding figure for use of periodicals, newspapers, serials, and journals was 31.8 percent. This figure was surpassed in seven libraries, with the Physical Sciences Library showing the highest rate at 58.0 percent or nearly three out of five library users (Table 18). Utilization rates for these library items at slightly over 40 percent were observed in the Entomology (41.7 percent) and Olin (40.3 percent) libraries. Rates that were also in excess of the overall figure of 31.8 percent were found in the Veterinary (35.4 percent), Mathematics (35.4 percent), Engineering (34.6 percent), and JGSM (34.0 percent) libraries.

Four libraries had utilization rates for periodicals and similar items that fell short of the aggregrate figure by a few points: Hotel School (31.4 percent), Mann (30.2 percent), Law (28.9 percent), and ILR (28.8 percent). Approximately one in five library users reported the use of periodicals and similar items in the Africana Library (22.2 percent). Utilization rates between 10 and 20 percent were found in the Fine Arts (18.0 percent) and Uris (16.8 percent) libraries. At the Music Library, only 9.1 percent reported using periodicals, newspapers, serials, and journals on that visit.

Reserve Materials. Some 16.3 percent of all library users in the survey used reserve materials within the library's premises. But the corresponding figure for the ILR Library reached as much as one-third (33.3 percent) of the sample (Table 18). The utilization rates for reserve items were between 20 and 30 percent in five libraries: Veterinary (27.9 percent), Mann (23.5 percent), Africana (22.2 percent), Fine Arts (21.7

percent), and Music (20.8 percent). In the Uris and JGSM libraries, the utilization rates were 16.8 percent and 16.3 percent, respectively. In all, the aggregate figure was matched or surpassed in eight libraries.

Utilization rates greater than 10 percent but below the aggregate figure were found in four libraries: Law (15.8 percent), Physical Sciences (14.9 percent), Hotel School (14.4 percent), and Engineering (13.1 percent). The lowest rates for reserve items were obtained in the Olin (6.6 percent) and Mathematics (6.3 percent) libraries, while in the Entomology sample no respondent reported the use of such library materials.

Reference Materials. The overall utilization rate for reference materials in the aggregate survey was 10.4 percent, but the corresponding figure for the Africana Library (22.2 percent) was about double (Table 18). Also in excess of the aggregate figure were the utilization rates calculated for the Law (18.4 percent), ILR (15.7 percent), JGSM (15.3 percent), and Veterinary (12.9 percent) libraries. Thus, only in five libraries was the aggregate figure exceeded. At the Olin Library, however, the 10.3 percent utilization rate for reference materials approximated the aggregate figure.

In eight libraries, the utilization rates fell below 10 percent, namely, in the Physical Sciences (9.9 percent), Engineering (9.7 percent), Music (9.1 percent), Uris (8.3 percent), Mathematics (8.3 percent), Fine Arts (7.5 percent), Mann (6.2 percent), and Hotel School (5.9 percent) libraries. At the Entomology Library, no respondent reported the use of reference materials.

Special Materials. In the overall study, special materials had a utilization rate of only 4.3 percent, but the situation in the Music Library was overwhelmingly different as

37.7 percent of library users said that special materials were used on that visit (Table 18). Utilization rates of about 8 percent, or about double the aggregate figure, were found in the Entomology (8.3 percent) and Uris (8.1 percent) libraries. Rates in excess of the aggregate figure were also observed in the Veterinary (5.4 percent) and Hotel School (5.1 percent) libraries, while the same rate as in the wider survey was found in the Fine Arts library (4.3 percent). On the whole, the aggregate utilization rate for special materials was equalled or exceeded in six libraries.

The use of special materials in the Mathematics Library (4.2 percent) came close to matching the aggregate figure. Utilization rates between 2 and 3 percent were observed in three libraries: JGSM (2.8 percent), Olin (2.6 percent), and Law (2.6 percent). In another four libraries, the utilization rates for special materials fell below 2 percent: Mann (1.9 percent), Engineering (1.7 percent), Physical Sciences (1.1 percent), and ILR (0.7 percent). No respondent reported the use of special materials in the Africana Library.

Library Items Checked Out by Sample Respondents

Books. The proportion of library users in the overall survey that checked out books on that visit was 15.3 percent, but in five libraries the corresponding figure ranged from about one-fifth to a quarter of the sample (Table 19). These libraries and the utilization rates for checked-out books were as follows: Mathematics (25.0 percent), Fine Arts (24.2 percent), Olin (23.0 percent), Africana (22.2 percent), and Uris (19.7 percent). The 16.7 percent utilization rate in the Entomology Library was also slightly above the aggregate figure.

Table 19. Library user respondents in fifteen Cornell University libraries indicating which library items were checked out on that visit, in percentages

Library	Books		Journals, Etc.		Reserve Materials	
	%	Mean	%	Mean	%	Mean
ALL RESPONDENTS	15.3%	2.19	3.0%	3.09	3.2%	2.51
Uris	19.7	1.99	1.6	7.83	3.1	1.69
Olin	23.0	2.48	2.6	1.75	0.6	3.67
Engineering	14.8	1.86	4.2	1.80	3.0	1.43
JGSM	4.2	3.44	0.5	1.00	2.3	1.60
Mann	1.7	2.16	6.2	3.50	7.4	1.67
ILR	12.4	2.58	2.6	3.75	9.2	2.77
Physical Sciences	9.4	1.60	2.2	1.00	2.2	13.50
Hotel School	6.8	1.88	-	-	0.8	1.00
Veterinary	8.8	1.31	12.2	3.33	2.7	1.25
Fine Arts	24.2	2.72	1.9	1.33	7.5	1.30
Music	11.7	1.38	-	-	5.2	2.67
Mathematics	25.0	1.67	8.3	4.00	-	-
Law	5.3	2.00	-	-	-	-
Africana	22.2	2.50	-	-	11.1	1.00
Entomology	16.7	1.50	16.7	2.00	-	-

The proportion that checked out books was below the aggregate figure but greater than 10 percent in three libraries: Engineering (14.8 percent), ILR (12.4 percent), and Music (11.7 percent). In six other libraries, the appropriate figures fell below 10 percent: Physical Sciences (9.4 percent), Veterinary (8.8 percent), Hotel School (6.8 percent), Law (5.3 percent), JGSM (4.2 percent), with the lowest figure coming from the Mann Library (1.7 percent).

On the average, about two (2.19) books were checked out by patrons in the university-wide study. In the JGSM Library, however, the mean number of books checked out was roughly between three and four (3.44) books (Table 19). The average number was between two and three books in four libraries: Fine Arts (2.72), ILR (2.58), Africana (2.50), and Olin (2.48). In Mann (2.16), Law (2.00) and Uris (1.99) libraries, approximately two books were checked out on the average.

Between one and two books were checked out by patrons in five libraries, namely, Hotel School (1.88), Engineering (1.86), Mathematics (1.67), Physical Sciences (1.60), and Entomology (1.50). The average number of books checked out was closer to one in the Music (1.38) and Veterinary (1.31) libraries.

Journals, Etc. Three percent of all library users in the study reported that journals and similar items were checked out on that visit, but this figure was exceeded by several points in five libraries (Table 19). The figure was highest in the Entomology Library at 16.7 percent, followed by the Veterinary Library at 12.2 percent. Utilization rates above the aggregate figure but below 10 percent were observed in the Mathematics (8.3 percent), Mann (6.2 percent), and Engineering (4.2 percent) libraries.

Utilization rates between 1 and 3 percent were found in five libraries: Olin (2.6 percent), ILR (2.6 percent), Physical Sciences (2.2 percent), Fine Arts (1.9 percent), and Uris (1.6 percent). In the JGSM Library, only 0.5 percent reported that journals and similar items were checked out, while in the Hotel School, Music, Law, and Africana libraries no respondent checked out a journal or similar library material.

On the average, about three (3.09) journals and similar items were checked out by patrons in the university-wide study, but this figure was exceeded by the computed means in five libraries (Table 19). The mean was nearly eight (7.83) such items in Uris Library. The mean number of journals and like items checked out in the Mathematics Library was four (4.00), while in the ILR (3.75) and Mann (3.50) libraries the figure was between three and four items checked out. The mean for the Veterinary Library (3.33) was greater than but closer to the aggregate figure of three items.

Two (2.00) journals or like materials were checked out by patrons in the Entomology Library, while between one and two such items were borrowed in the Engineering (1.80) and Olin (1.75) libraries. One or about one such library material was checked out by patrons in the Fine Arts (1.33), JGSM (1.00), and Physical Sciences (1.00) libraries.

Reserve Materials. Of all library users in the study, 3.2 percent checked out a reserve material on that visit. The rates in five libraries, however, were greater than this aggregate figure (Table 19). Over a tenth (11.1 percent) of the library users in the Africana Library checked out a reserve item, a proportion closely followed by ILR (9.2 percent). In the Fine Arts and Mann libraries, the figures were 7.5 and 7.4 percent,

respectively. In the Music Library, 5.2 percent of library users checked out a reserve material.

Utilization rates for reserve materials checked out of the library ranged from about 2 to about 3 percent in five libraries: Uris (3.1 percent), Engineering (3.0 percent), Veterinary (2.7 percent), JGSM (2.3 percent), and Physical Sciences (2.2 percent). The corresponding figures were lowest in the cases of the Hotel School (0.8 percent) and Olin (0.6 percent) libraries. There were no reports of reserve items checked out in three libraries: Mathematics, Law, and Entomology.

On the whole, between two and three (2.51) reserve materials were checked out by patrons in the university-wide study. The aggregate figure was exceeded in four libraries, with the highest mean (13.50) found in the Physical Sciences Library. The mean number of reserve materials checked out was between three and four (3.67) items in Olin Library, while the corresponding figure was between two and three such items in the ILR (2.77) and Music (2.67) libraries.

The mean was between one and two reserve materials borrowed in three libraries: Uris (1.69), Mann (1.67), and JGSM (1.60). In another five libraries, the mean was one or slightly more than one reserve item checked out by patrons: Engineering (1.43), Fine Arts (1.30), Veterinary (1.25), Hotel School (1.00), and Africana (1.00).

1. THE URIS LIBRARY

The Sample Respondents: Current Status and Affiliation at Cornell

Undergraduate students comprised an overwhelming 83.7 percent majority of the library visitor-respondents interviewed at the Uris Library (Table 1-1). Comprising 9 percent of the sample respondents, graduate students represented a distant second. The other visitors to Uris Library were faculty and other academics (0.6 percent), university staff (2.4 percent), and individuals not affiliated with Cornell at the time of the study (4.3 percent).

Dovetailing with the character of Uris Library as an undergraduate library, the proportion of undergraduate respondents there was 1.5 times greater, or 28.1 points higher, than the corresponding figure for the overall study. The preponderance of undergraduates was accompanied by the minimal presence of other types of library visitors. In particular, the share of graduate students in the Uris sample was 20.5 points lower than the aggregate level. Likewise, the proportion of faculty and other academics was 4 points and that of staff, 3.7 points, lower than the corresponding overall figures. However, the proportion of non-Cornell visitors at Uris coincided with the overall rate for the whole survey.

Slightly over half of the undergraduate respondents reported affiliation with the College of Arts and Sciences (54.5 percent). The remaining undergraduate respondents mostly cited the College of Agriculture and Life Sciences (15.1 percent), the College of Engineering (14.5 percent), and the College of Human Ecology (9.1 percent) as their institutional affiliation (Table 1-1).

Table 1-1. Sample of library visitor-respondents at Uris Library, by current status at Cornell, by user status, and by college/division affiliation, in percentages

	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
ALL RESPONDENTS	0.6%	2.4%	83.7%	9.0%	4.3%	100.0%
(Valid Cases)	(7)	(26)	(912)	(98)	(47)	(1090)
User Status						
Library User	1.3	1.8	77.5	14.8	4.5	100.0
Non-User	0.2	2.8	87.9	5.0	4.2	100.0
User Status By Cornell Status						
Library User	85.7	30.8	37.9	67.3	42.6	40.8
Non-User	14.3	69.2	62.1	32.7	57.4	59.2
Total	100.0	100.0	100.0	100.0	100.0	100.0
In Library to Study						
Yes	0.3	0.3	93.1	4.9	1.4	100.0
No	1.1	5.2	71.0	14.6	8.2	100.0
In Library to Study By Cornell Status						
Yes	28.6	7.7	62.5	29.9	17.4	55.8
No	71.4	92.3	37.5	70.1	82.6	44.2
Total	100.0	100.0	100.0	100.0	100.0	100.0
Affiliation Of Respondent						
CALS	-	5.6	15.1	9.2	-	13.6
LAW	16.7	-	-	4.1	-	0.5
AFRICANA	-	-	0.1	-	-	0.1
AAP	-	-	1.3	6.1	-	1.7
ILR	-	5.6	2.7	1.0	2.2	2.6
HOTEL	-	-	1.5	2.0	-	1.5
AS	50.0	22.2	54.5	53.1	-	51.5
JGSM	-	-	-	3.1	-	0.3
HE	-	-	9.1	5.1	-	8.2
ENG	33.3	11.1	14.5	11.2	-	13.6
VET MED	-	-	-	1.0	-	0.1
BIO SCIENCES	-	-	-	1.0	2.2	0.2
Other Cornell	-	50.0	1.1	3.1	4.3	2.3
Non-Cornell	-	5.6	-	-	91.3	4.0
	100.0	100.0	100.0	100.0	100.0	100.0

Similarly, a little more than half of the graduate students interviewed at Uris reported affiliation with the AS (53.1 percent). The remaining graduate student respondents were somewhat more dispersely drawn from Engineering (11.2 percent), CALS (9.2 percent), AAP (6.1 percent), Human Ecology (5.1 percent), and the Law School (4.1 percent).

Among the few faculty and other academics who were included in the Uris Library sample, half claimed affiliation with the AS and one-third with Engineering. However, among respondents in the non-academic staff category, only over one in five reported affiliation with the AS. Half of this latter group of respondents reported affiliation with university units other than schools or colleges; part of this figure were library staff members who accounted for 22 percent of the staff respondents.

In all, 51.5 percent of the sample respondents at Uris Library identified the AS as their institutional affiliation, followed by 13.6 percent who mentioned Engineering and another 13.6 percent, the CALS. A small fraction (8.2 percent) of the sample came from Human Ecology. Even smaller proportions of under 3 percent each were affiliated with other entities in the university.

Library User Status of Sample Respondents

Around three out of every five visitors to Uris Library did not use its materials and services, leaving only 40.8 percent of the sample as library users--a figure approximately 13 points lower than the 53.5 percent proportion of library users for the whole study. Consistent with the composition of the Uris sample respondents, the library users were composed primarily of undergraduate students (77.5 percent), with graduate

students trailing at 14.8 percent (Table 1-1). These two groups constituted as much as 92.3 percent of all Uris Library users. Interestingly, the remaining fraction of users were mainly non-Cornell respondents, who outnumbered the staff and faculty respondents in the Uris sample.

In addition, among the undergraduate respondents, only 37.9 percent used the library's materials and services, while the majority (62.1 percent) did not. On the other hand, the graduate students who visited Uris Library were predominantly library users (67.3 percent). A similar pattern was evident among the small group of faculty and other academics respondents: of this group, over four out of five used the library's materials and services on that visit. For their part, the university staff respondents were more akin to the undergraduate students in that nearly seven in ten were non-users, with only 30.8 percent as library users. Among the non-Cornell respondents, more than two out of five said they used the materials and services of Uris Library.

Despite the relatively low proportion of library users among the Uris sample, a 55.8 percent majority of the respondents said they were in the library to study their own materials (Table 1-1). Expectedly, this group was composed almost exclusively of undergraduates (93.1 percent), with graduate students posting a negligible 4.9 percent. Considering only the undergraduate respondents in the sample, 62.5 percent said they were in the library to study, a figure that closely approximated the proportion of undergraduate respondents who were reported as non-library users.

Among the library-user respondents from Uris, slightly over a quarter (26 percent) also stayed in the library to study (Table 1-2). On the other hand, among non-user respondents, a three-fourths majority studied in the library. Seen the around way

Table 1-2. Survey respondents, by library user status and by whether they were in the library to study, Uris Library

	Studied in Library	Did Not Study	Total
Library User	26.0%	74.0%	100.0%
Non-User	75.0	25.0	100.0
Library User	18.3	65.7	39.2
(N)	(108)	(308)	(416)
Non-User	81.7	34.3	60.8
(N)	(483)	(161)	(644)
Total	100.0	100.0	100.0
(N)	(591)	(469)	(1060)

Table 1-3. Survey respondents classified according to user status and whether they were in the library to study, all libraries and Uris Library, in percentages

	All Libraries	Uris Library
Library user only	41.7%	29.1%
User and stayed to study	11.2	10.2
Stayed only to study	27.9	45.6
None of the above	19.2	15.2
	100.0	100.0

Table 1-4. Purpose for use of library materials and services among library user respondents, Uris Library (Multiple responses, Total Valid N=446).

Purpose	N	Percent
Instruction: Preparation for Class	322	72.2%
Research, Externally funded	14	3.1
Research, University funded	13	2.9
Proposal development, for Cornell funding	0	-
Other Cornell research, Non-funded	14	3.1
Other Cornell activity	50	11.2
Non-Cornell activity	56	12.6

around, two-thirds of respondents who did not study their own materials were library users, while less than one-fifth of those who studied were library users.

Overall, 29.1 percent of the Uris sample used only the library's materials and services on that visit, some 12.6 points lower than the 41.7 percent figure for the whole study (Table 1-3). On the other hand, 45.6 percent of the Uris sample stayed in the library only to study, a figure close to 18 points higher than the corresponding proportion for the aggregate study. Of the Uris sample, 10.2 percent stayed in the library to study and to use its materials and services, about the same as the university-wide figure. Finally, 15.2 percent of the Uris sample, as did 19.2 percent of all survey respondents, reported neither to have studied nor used the library's materials and services.

Purpose for Use of Library Materials and Services

Among library user respondents, 72.2 percent said that the materials and services utilized on that visit to Uris Library were intended to prepare for a class, that is, these were used for instructional purposes (Table 1-4). Consistent with the general pattern of the survey respondents' affiliation, over two-thirds of the classes prepared for were courses offered in the AS (68.0 percent). In smaller numbers, the courses for which Uris library materials and services were used for instructional purposes were offered in the CALS (8.7 percent), Engineering (6.2 percent), Human Ecology (4.7 percent), the AAP (3.7 percent), and other parts of the university (Table 1-5). A related observation is that undergraduates comprised as much as 87.2 percent of library user respondents who mentioned using library materials and services for class preparation purposes, with graduate students figuring at 10.0 percent only (Table 1-6).

Table 1-5. School, college, or division at Cornell for which library materials and services were used for instruction/class preparation purposes, Uris Library (N=322)

School/College/Division	N	Percent
Agriculture and Life Sciences	28	8.7%
Law School	1	0.3
Architecture, Art, and Planning	12	3.7
Industrial and Labor Relations	5	1.6
Hotel Administration	2	0.6
Arts and Sciences	219	68.0
Graduate School of Management	2	0.6
Human Ecology	15	4.7
Engineering	20	6.2

Table 1-6. Purpose for use of library materials and services among library users, by respondents' current status at Cornell, Uris Library, in percentages

Purpose	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Instruction	0.9%	0.6%	87.2%	10.0%	1.2%	100.0%
Research, External funds	7.1	-	57.1	21.4	14.3	100.0
Research, Cornell funds	-	7.7	38.5	53.8	-	100.0
Other Cornell research	-	7.1	57.1	35.7	-	100.0
Other Cornell activity	-	8.0	64.0	26.0	2.0	100.0
Non-Cornell activity	3.6	1.8	53.6	17.9	23.2	100.0

Only a fraction of the library user respondents at Uris reported that their visit to the library was in connection with one or more research activities. In particular, as shown in Table 1-4, 3.1 percent said that the library materials and services used were meant for research funded from an external source, while 2.9 percent reported that they carried out research funded from internal university funds. Another 3.1 percent conducted non-funded but Cornell-related research. None of the respondents was at Uris Library for proposal development.

Undergraduates comprised well over half of Uris Library users who carried out some form of research-related activities, with the incidence of such undergraduate student involvement at 57.1 percent of those who pursued externally-funded research as well as of those who undertook non-funded Cornell research activities (Table 1-6). Undergraduates comprised 38.5 percent only of those who carried out internally-funded research. On the other hand, graduate students comprised slightly over half (53.8 percent) of those involved in Cornell-funded research. Graduate students also represented one-fifth (21.4 percent) of library user respondents engaged in externally-funded research and 35.7 percent of those who conducted other non-funded Cornell research. A noticeable 14.3 percent minority of library users who pursued externally-funded research at Uris Library was composed of non-Cornell respondents.

Furthermore, 11.2 percent of library users relied on Uris's materials and services for other university activities not related to instruction or research (Table 1-4). More than three-fifths of this group was composed of undergraduate students (64.0 percent) and about a quarter (26.0 percent) of graduate students (Table 1-6). University staff accounted for 8.0 percent of library users who were involved neither in research nor

instruction. Finally, 12.6 percent of library user-respondents used the materials and services of Uris Library for non-Cornell purposes, a group half of whom was accounted for by undergraduates (53.6 percent). Of this latter group, a sizeable 23.2 percent was composed of non-Cornell visitors, who outnumbered graduate students (17.9 percent), faculty and other academics (3.6 percent), and staff (1.8 percent) who used the library's materials and services for non-Cornell related purposes.

Library Services Used
by Survey Respondents

As in the overall survey, the online catalog was the most widely used library service at Uris, with 34.7 percent of library user respondents saying they used the online catalog system on that particular visit (Table 1-7). The reference desk or librarian service was the next most widely used at 26.7 percent, which closely approximated the university-wide finding. The Uris Library figure for the use of photocopiers was 16.3 percent, which was 6.6 points lower than the rate for the whole survey. As in the overall pattern, much smaller percentages of Uris Library users benefitted from the following services: librarian-assisted computer search (3.1 percent), library instruction session (2.5 percent), and interlibrary loan (1.3 percent).

Consistent with the earlier responses to the purpose for using library materials and services, the online catalog, the reference desk, the library photocopiers and most other library services were used primarily for instruction or class preparation. The single exception was the interlibrary loan service which was used by equal, albeit tiny, fractions of library users concerned with instruction and with research or other activities (Table 1-7).

Table 1-7. Library user respondents indicating which library services were used on that visit, by purpose of use, Uris Library, in percentages (Multiple responses, N=446)

Library Services	Instruction/ Class Preparation	Research & Others	All Users
Online catalog	27.1%	8.1%	34.7%
Reference desk or librarian	22.6	4.3	26.7
Interlibrary loan	0.7	0.7	1.3
Librarian-assisted computer search	2.2	0.9	3.1
Library instruction session	1.8	0.7	2.5
Library photocopier	14.3	2.2	16.3
None of the above/Missing data	-	-	41.5

Table 1-8. Library user respondents indicating which library services were used on that visit, by current status at Cornell, Uris Library, in percentages

Library Services	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Online catalog	1.3%	1.3%	80.0%	14.8%	2.6%	100.0%
Reference desk	0.8	-	82.4	10.9	5.9	100.0
Interlibrary loan	-	-	83.3	16.7	-	100.0
Computer search	-	-	64.3	28.6	7.1	100.0
Library instruction	-	-	81.8	18.2	-	100.0
Library photocopier	-	1.4	84.9	11.0	2.7	100.0

Table 1-9. Library user respondents indicating which library items were used while in the library on that visit, by purpose of use, Uris Library, in percentages (Multiple responses, N=446)

Library Items	Instruction/ Class Preparation	Research & Others	All Users
Books	20.2%	8.5%	28.5%
Periodicals/Newspapers/Journals	11.7	5.4	16.8
Reserve materials	15.5	1.3	16.8
Reference materials	6.5	1.8	8.3
Special materials	6.1	2.0	8.1
None of the above/Missing Data	-	-	41.7

Given their preponderance in the sample, undergraduate respondents were the principal beneficiaries of the services available at the Uris Library (Table 1-8). At least four out of five users who benefitted from the online catalog system, the reference desk or librarian service, the library photocopiers, the library instruction sessions, and the interlibrary loan department were undergraduate students. Undergraduates also formed the majority (64.3 percent) of beneficiaries of librarian-assisted computer searches, a service also enjoyed by graduate students (28.6 percent) and non-Cornellians (7.1 percent).

Graduate students comprised from about a tenth to at most 18.2 percent of the beneficiaries of various other services offered at Uris Library. Additionally, non-Cornell visitors accounted for a perceptible 5.9 percent of Uris Library users who availed themselves of the reference desk or librarian service.

Library Items Used While in the Library

Among library user respondents from Uris, 28.5 percent said that, on that particular visit, they used library books while in the library--a figure only two points lower than the 30.5 percent level for the whole survey. Conforming to the university-wide pattern, Uris books were used mostly for instruction or class preparation purposes (Table 1-9). Equal proportions of 16.8 percent each used the reserve materials and the library's collection of periodicals, newspapers, serials, and journals. Both types of library materials were used in the library's premises mainly for instruction purposes. However, among the small minority of library users engaged in research or other activities, there

was a somewhat higher percentage who used the library's journals and similar items (5.4 percent) than those who used reserve materials (1.3 percent).

It must be noted that, while the proportion of reserve materials users at Uris was about the same as the university-wide figure, the proportion of users of periodicals, journals, and similar items at Uris Library was substantially lower by 15 points compared to the aggregate level of 31.8 percent.

Some 8.3 percent of library users utilized Uris Library's reference materials, a rate only somewhat lower than the aggregate figure. At Uris, however, 8.1 percent used specials items (such as maps and audio visual materials) or close to twice the rate at the university-wide level. Both types of materials were also used mainly for instruction or class preparation purposes.

Consistent with the composition of the Uris Library sample, two-thirds of book users inside the library was composed of undergraduate students (66.1 percent), while graduate students accounted for 22.8 percent (Table 1-10). The remainder of book users at Uris were non-Cornell visitors (7.1 percent), university staff (3.1 percent) and a tiny fraction of faculty and other academics (0.8 percent).

The users of library materials other than books at Uris Library were even more predominantly composed of undergraduates, who ranged from 72.2 percent of those who used special items to 89.3 percent of those who used reserve materials. However, graduate students also accounted for a considerable 16.0 percent of those who used the periodicals and journals at Uris, and about 8 percent each of the users of reserve and of reference materials. Non-Cornell visitors represented a sizeable 13.9 percent of special materials users.

Items Checked Out
of the Library

Nearly one-fifth (19.7 percent) of library users at Uris reported that they checked out books on that particular visit, mostly for instruction purposes (Table 1-11). The Uris figure was 4.4 points higher than the university-wide rate. Another 3.1 percent checked out reserve materials at Uris, or about the same as the general survey. However, only 1.6 percent checked out journals and similar items at Uris, or close to half the overall figure.

Expectedly, undergraduates formed a majority of approximately seven in ten of those who borrowed books for use outside the library (68.2 percent) and of those who checked out journals (71.4 percent) (Table 1-12). Graduate students represented about a quarter (26.1 percent) of those who checked out books at Uris. Of those who checked out reserve materials, however, undergraduates comprised an overwhelming 92.9 percent of this category of library users at Uris.

Somewhat lower but still closely approximating the 2.19 mean for the whole survey, about two (1.99) books on the average were checked out of Uris Library by patrons on that particular visit (Table 1-11). However, over three out of five or 63.5 percent of library users who utilized this service borrowed only one book. An additional 16.5 percent checked out two books, 9.4 percent checked out three, while 10.6 percent checked out four or more books on that visit. The average number of books borrowed for instruction purposes was 1.97, which did not differ markedly from the 2.05 average number of books checked out by patrons engaged in research or other activities.

The mean number of reserve materials checked out of Uris Library was between one and two items (1.69), or over half the 2.51 average for the entire university. Some

Table 1-10. Library user respondents indicating which library items were used while in the library on that visit, by current status at Cornell, Uris Library, in percentages

Library Items	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Books	0.8%	3.1%	66.1%	22.8%	7.1%	100.0%
Periodicals/Etc.	-	1.3	78.7	16.0	4.0	100.0
Reserve materials	-	-	89.3	8.0	2.7	100.0
Reference materials	5.4	-	81.1	8.1	5.4	100.0
Special materials	5.6	2.8	72.2	5.6	13.9	100.0

Table 1-11. Library user respondents, in percentages, indicating which library items were checked out on that visit and the distribution and mean number of items checked out, by purpose of use, Uris Library

	Instruction/ Class Preparation	Research & Others	All Users
Library Items			
(Multiple responses, N=446)			
Books	14.6%	4.7%	19.7%
Journals, Etc.	0.9	0.4	1.6
Reserve materials	2.7	0.4	3.1
None of the above/Missing Data	-	-	74.0
Distribution			
Books: One	65.6%	57.1%	63.5%
Two	14.1	23.8	16.5
Three	9.4	9.5	9.4
Four	6.2	-	4.7
Five or more	4.7	9.5	5.9
Journals: One	25.0%	-	16.7%
Two	50.0	50.0%	50.0
Three	-	-	-
Four or more	25.0	50.0	33.3
Reserve items: One	45.4%	50.0%	46.2%
Two	45.4	50.0	46.2
Three or more	9.1	-	7.7
Means			
Books	1.97	2.05	1.99
Journals	2.50	18.50	7.83
Reserve materials	1.73	1.50	1.69

46.2 percent of Uris Library patrons in this category borrowed only one reserve item, but an equal proportion checked out two items. Among patrons who checked out reserve items for instructional purposes, 9.1 percent borrowed three or more materials; however, among those involved in research or other activities, none checked out more than two items. Consequently, the mean number of reserve materials borrowed was slightly higher at 1.73 among patrons preparing for class, compared to the mean of 1.5 among those engaged in research or other activities.

The mean number of journals checked out of Uris Library was nearly eight items (7.83), or two and a half times the 3.09 mean for the overall study. The mean was only between two and three journals (2.50) among borrowers for instruction purposes, which was about the same as that for the whole survey. But the corresponding mean among those engaged in research and other activities was a high 18.5, with the central tendency measure pulled up by one respondent who reported borrowing 35 such library items on that visit to Uris Library. On the whole, only one-third of patrons who checked out journals and similar items from Uris Library borrowed more than three items, half borrowed two, while 16.7 percent checked out one item only.

Ranking of Library Items and Services Used

As in the general survey, the online catalog garnered the highest utilization rate among library user respondents on that particular visit to Uris Library (34.7 percent). No other item or service available at Uris obtained a user rate of 30 percent or more. The second- and third-ranking items/services were library books used within the library premises (28.5 percent) and the reference desk or librarian service (26.7 percent).

Table 1-12. Library user respondents indicating which library items were checked out of the library on that visit, by current status at Cornell, Uris Library, in percentages

Library Items	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Books	1.1%	2.3%	68.2%	26.1%	2.3%	100.0%
Journals, Etc.	-	14.3	71.4	14.3	-	100.0
Reserve materials	-	7.1	92.9	-	-	100.0

Table 1-13. Ranking of library items and services according to rate of utilization by library user respondents, all libraries and Uris Library (Multiple responses, N=466)

Library Item/Service	All Libraries		Uris Library	
	Rank	User Rate	Rank	User Rate
Online catalog	1	34.3%	1	34.7%
Periodicals/Etc. used in library	2	31.8	5.5	16.8
Books used in library	3	30.5	2	28.5
Reference desk or librarian	4	27.8	3	26.7
Library photocopier	5	22.9	7	16.3
Reserve materials used in library	6	16.3	5.5	16.8
Books checked out of library	7	15.3	4	19.7
Reference materials used in library	8	10.4	8	8.3
Librarian-assisted computer search	9	5.5	10.5	3.1
Special materials used in library	10	4.3	9	8.1
Reserve materials checked out	11	3.2	10.5	3.1
Journals checked out	12	3.0	13	1.6
Interlibrary loan	13.5	2.4	14	1.3
Library instruction session	13.5	2.4	12	2.5

The circulation counter servicing the checking out of books was utilized by 19.7 percent of library users on that particular visit to Uris, which translated to more than half the utilization rate of the online catalog system. Checked out books thus ranked fourth among the materials and services at Uris, while in the overall study its ranked was a lower seventh.

Utilization rates of 16.8 percent were found in the case of reserve materials used in the library and in that of periodicals, newspapers, serials, and journals read and used in the library. The latter type of materials had a lower rank at Uris of between the fifth and sixth place compared to the general survey where it ranked second place.

Library photocopiers had a utilization rate of 16.3 percent, followed rather distantly by reference materials at 8.3 percent and special materials used in the library at 8.1 percent. The rate for use of reference materials at Uris, as in the wider study, was roughly one-third of the rate obtained by the reference desk or librarian service.

Utilization rates of about 3 percent or less were found in the following five items and services: librarian-assisted computer search (3.1 percent), reserve materials checked out (3.1 percent), library instruction session (2.5 percent), journals checked out (1.6 percent), and interlibrary loan service (1.3 percent). Though the precise rankings for these five items and services differed from the overall study, these were nonetheless similarly found among the lowest ranking items and services at the university-wide level.

Language of Library Materials Used

In modal terms and in a pattern similar to the wider study, nine out of ten library user respondents at Uris said that the library materials they used or checked out for

Table 1-14. Proportion of English-language materials used or checked out by library users, Uris Library

Proportion in English	Instruction (N=291)	Research (N=82)	Other (N=127)
100%	93.1%	96.3%	94.5%
90 - 99%	0.3	-	-
80 - 89%	1.0	-	-
70 - 79%	0.3	-	-
60 - 69%	0.3	-	-
50 - 59%	0.7	-	0.8
40 - 49%	-	-	-
30 - 39%	0.3	-	-
20 - 29%	0.3	-	-
10 - 19%	-	-	0.8
1 - 9%	-	-	-
0	3.4	3.7	3.9
Total	100.0	100.0	100.0

instruction, research, or other purposes were in the English language (Table 1-14). Specifically, 93.1 percent reported that the materials they used or checked out for instruction or class preparation were all in English. In addition, 2.6 percent said that English-language materials comprised at least half but not all, or from 50 to 99 percent, of the items used or checked out for instruction purposes. A tiny fraction (0.6 percent) said that English materials represented less than half or from 10 to 49 percent of those items used. A further 3.4 percent said that none of the items they used or checked out for instruction purposes was in English.

Virtually all of the library user respondents (96.3 percent) who were in Uris to undertake sponsored research activities said that the materials they used or checked out were entirely in English. Only 3.7 percent said that none of the research materials used or checked out was in English.

Among respondents who used Uris Library's materials and services for purposes other than instruction or research, 94.5 percent said that the items they used or checked out were all English-language materials. Less than 1 percent reported that English-language items represented half of the materials used or checked out for non-instruction and non-research purposes, while a similar fraction said that English materials comprised ten percent only of the items similarly used or checked out. In this group, moreover, 3.9 percent said that none of the items used or checked out was in the English language.

2. THE OLIN LIBRARY

The Sample Respondents: Current Status and Affiliation at Cornell

The two biggest groups of visitors to Olin Library were composed of undergraduate (37.4 percent) and graduate students (34.0 percent) that jointly accounted for 71.4 percent of the Olin sample of respondents (Table 2-1). Despite Olin Library's reputation as a library for graduate students, the share of this category of library visitors in the Olin sample was only 4.5 points higher than the corresponding figure for the entire study. Moreover, undergraduates, rather than graduate students, formed a plurality of the Olin sample of library visitors--notwithstanding the undergraduate students' share of the Olin sample being 18.2 points lower than the proportion they represented in the overall survey.

The other visitors to Olin Library were university staff (12.8 percent), faculty and other academics (9.3 percent), and individuals not affiliated with Cornell (4.3 percent). Although the last three mentioned categories of respondents collectively formed a minority of respondents in Olin as in the wider survey, their share of the Olin Library sample was relatively larger. The proportions of faculty and other academics and of university staff at Olin, for instance, were over twice the corresponding figures for the overall study--that is, their respective shares of the Olin sample were 4.7 points and 6.7 points higher than the corresponding levels for the whole survey. In the case of non-Cornell respondents, their share of the Olin sample was also higher than the aggregate figure by 2.3 points, or about 1.5 times the corresponding overall survey level.

Table 2-1. Sample of library visitor-respondents at Olin Library, by current status at Cornell, by user status, and by college/division affiliation, in percentages

	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
ALL RESPONDENTS	9.3%	12.8%	37.4%	34.0%	6.5%	100.0%
(Valid Cases)	(60)	(83)	(242)	(220)	(42)	(647)
User Status						
Library User	11.2	4.7	39.6	38.3	6.2	100.0
Non-User	4.4	33.5	31.9	23.1	7.1	100.0
User Status By Cornell Status						
Library User	86.7	26.5	76.0	80.9	69.0	71.9
Non-User	13.3	73.5	24.0	19.1	31.0	28.1
Total	100.0	100.0	100.0	100.0	100.0	100.0
In Library to Study						
Yes	7.6	-	32.8	49.6	9.9	100.0
No	9.7	16.1	38.5	30.0	5.6	100.0
In Library to Study By Cornell Status						
Yes	16.7	-	17.8	29.7	31.0	20.3
No	83.3	100.0	82.2	70.3	69.0	79.7
Total	100.0	100.0	100.0	100.0	100.0	100.0
Affiliation Of Respondent						
CALS	-	7.1	8.7	11.5	-	8.1
LAW	1.7	1.8	-	0.9	-	0.6
AFRICANA	-	-	0.4	0.5	-	0.3
AAP	1.7	1.8	4.5	6.4	-	4.4
ILR	1.7	-	3.7	0.9	-	1.9
HOTEL	-	-	0.8	-	-	0.3
AS	83.3	30.4	63.6	58.3	5.1	56.9
JGSM	1.7	-	-	5.5	-	2.1
HE	3.3	-	6.2	1.8	-	3.4
ENG	1.7	3.6	10.3	10.1	2.6	8.3
VET MED	-	-	-	0.9	-	0.3
BIO SCIENCES	-	-	0.4	-	-	0.2
Other Cornell	3.3	53.6	1.2	3.2	-	7.0
Non-Cornell	1.7	1.8	-	-	92.3	6.2
	100.0	100.0	100.0	100.0	100.0	100.0

More than three-fifths (63.6 percent) of the undergraduate respondents claimed affiliation with the College of Arts and Sciences. A tenth of them (10.3 percent) reported affiliation with the College of Engineering, while 8.7 percent cited the College of Agriculture and Life Sciences. The other undergraduate respondents at Olin Library reported affiliation with the College of Human Ecology (6.2 percent), the College of Architecture, Art, and Planning (4.5 percent), the School of Industrial and Labor Relations (3.7 percent) and other parts of the university (Table 2-1).

Similarly, close to three-fifths (58.3 percent) of the graduate students interviewed at Olin Library reported affiliation with the AS. Some 11.5 percent reported the CALS as their institutional affiliation, 10.1 percent mentioned Engineering, while 6.4 percent, the AAP. The remaining graduate student respondents diversely identified their affiliations as the Johnson Graduate School of Management (5.5 percent), Human Ecology (1.8 percent), the Law School (0.9 percent), ILR (0.9 percent), the College of Veterinary Medicine (0.9 percent), and the Africana Center (0.5 percent). None of the Olin sample respondents identified the Hotel School or the Biological Sciences Division as units of affiliation at Cornell.

Among the faculty and other academics included in the Olin Library sample, more than four out of five claimed affiliation with the AS. However, among respondents in the non-academic staff category, slightly more than half (53.6 percent) reported affiliation with university units other than schools, colleges, or divisions; only three in ten claimed affiliation with the AS. Library staff members accounted for 28.6 percent of the sample respondents in the staff category.

In all, 56.9 percent of the sample respondents at Olin Library claimed institutional affiliation with the AS, followed by considerably smaller proportions that reported affiliation with Engineering (8.3 percent) and the CALS (8.1 percent). Small fractions of between 1 and 5 percent of the sample came from the AAP, Human Ecology, the JGSM, and the ILR. Even smaller proportions of under 1 percent each were affiliated with other entities in the university.

Library User Status
of Sample Respondents

More than seven in ten visitors to Olin were library users (Table 2-1). The 71.9 percent proportion of users in the Olin sample was considerably higher than the overall rate of 53.5 percent for the whole study. Consistent with the composition of the Olin Library's sample of respondents, the library users were composed primarily of undergraduate (39.6 percent) and graduate students (38.3 percent). These two groups constituted 77.9 percent of all Olin Library users. Faculty and other academics formed a respectable 11.2 percent, while non-Cornell visitors represented 6.2 percent and university staff, 4.7 percent, of library users at Olin. The share of staff among the library users was remarkably lower than their 12.8 percent share of the total Olin sample.

Moreover, except for the staff, library users constituted a majority within each category of library visitor-respondents at Olin. Thus, the proportions of library users were: 86.7 percent of faculty and other academics, 80.9 percent of graduate students, 76.0 percent of undergraduates, and 69.0 percent of non-Cornellians. Among staff, only slightly over a quarter (26.5 percent) reported using the library's materials and services.

One out of five respondents said they were in the library to study their own materials, or only about half the rate found in the entire survey (Table 2-1). Nearly half of this group or 49.6 percent was composed of graduate students. Undergraduates formed one-third (32.8 percent) of those who stayed in the Olin Library to study, followed by non-Cornell visitors at 9.9 percent and faculty and other academics at 7.6 percent.

Among the library users at Olin, less than one-fifth (18.3 percent) also stayed in the library to study (Table 2-2). Among non-user respondents, only a quarter (25.1 percent) reported that they studied in the library. Seen from another perspective that bring to the fore the higher user rate among Olin Library respondents, library users formed the majority of those who said they studied in the library (64.9 percent) as well as of those who said they were not in the library to study (73.4 percent).

Overall, 58.6 percent of the Olin sample said they used the library's materials and services on that visit and did not study, a robust 16.9 points higher than the corresponding figure for the whole study (Table 2-3). Another 13.1 percent of the Olin sample stayed in the library to study and to use its materials and services, up 1.9 points from the level found for the entire survey. On the other hand, only 7.1 percent of the Olin sample reported to have stayed in the library solely to study, a figure not surprisingly lower by 20.8 points compared to the overall survey level. Finally, 21.2 percent of the Olin sample, 2 points higher than the corresponding aggregate figure, reported neither to have studied nor used the library's materials and services.

Table 2-2. Survey respondents, by library user status and by whether they were in the library to study, Olin Library

	Studied in Library	Did Not Study	Total
Library User	18.3%	81.7%	100.0%
Non-User	25.1	74.9	100.0
Library User	64.9	73.4	71.7
(N)	(85)	(379)	(464)
Non-User	35.1	26.6	28.3
(N)	(46)	(137)	(183)
Total	100.0	100.0	100.0
(N)	(131)	(516)	(647)

Table 2-3. Survey respondents classified according to user status and whether they were in the library to study, all libraries and Olin Library, in percentages

	All Libraries	Olin Library
Library user only	41.7%	58.6%
User and stayed to study	11.2	13.1
Stayed only to study	27.9	7.1
None of the above	19.2	21.2
	100.0	100.0

Table 2-4. Purpose for use of library materials and services among library user respondents, Olin Library (Multiple responses, Total Valid N=464)

Purpose	N	Percent
Instruction: Preparation for Class	239	51.5%
Research, Externally funded	41	8.8
Research, University funded	36	7.8
Proposal development, for Cornell funding	2	0.4
Other Cornell research, Non-funded	45	9.7
Other Cornell activity	98	21.1
Non-Cornell activity	58	12.5

Purpose for Use of Library Materials and Services

About half of library user respondents (51.5 percent) said that the materials and services utilized on that visit to Olin Library were intended to prepare for a class, hence were used for instructional purposes (Table 2-4). Of this group of respondents, 71.9 percent said they prepared for courses offered in the AS (Table 2-5). In smaller numbers, respondents said they used Olin Library's materials and services in connection with courses offered in the CALS (9.6 percent), the AAP (5.4 percent), Engineering (4.2 percent), Human Ecology (2.9 percent), ILR (1.7 percent), and other parts of the university. Undergraduates formed a 54.0 percent majority of library user respondents who mentioned the use of Olin Library's materials and services for class preparation purposes, followed by graduate students who formed 37.2 percent (Table 2-6).

In addition, small fractions of library user respondents said their visit to Olin Library was research-related. In particular, as shown in Table 2-4, 8.8 percent said that library materials and services were used for research funded from an external source, while 7.8 percent reported that they carried out research funded from internal university funds. Graduate students represented nearly three-fifths (58.5 percent) of those engaged in externally-funded research, followed by faculty and other academics who comprised 29.3 percent of this group (Table 2-6). Similarly, about seven in ten of those engaged in internally-funded research were graduate students (69.4 percent), while a quarter (25.0 percent) was composed of faculty and other academics.

Both of them graduate students, two respondents (0.4 percent of library users) said they were writing proposals for Cornell funding. Another 9.7 percent conducted

Table 2-5. School, college, or division at Cornell for which library materials and services were used for instruction/class preparation purposes, Olin Library (N=239)

School/College/Division	N	Percent
Agriculture and Life Sciences	23	9.6%
Architecture, Art, and Planning	13	5.4
Industrial and Labor Relations	4	1.7
Hotel Administration	1	0.4
Arts and Sciences	172	71.9
Graduate School of Management	2	0.8
Human Ecology	7	2.9
Engineering	10	4.2

Table 2-6. Purpose for use of library materials and services among library users, by respondents' current status at Cornell, Olin Library, in percentages

Purpose	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Instruction	6.7%	0.8%	54.0%	37.2%	1.3%	100.0%
Research, External funds	29.3	7.3	2.4	58.5	2.4	100.0
Research, Cornell funds	25.0	-	5.6	69.4	-	100.0
Proposal development	-	-	-	100.0	-	100.0
Other Cornell research	29.5	2.3	11.4	54.5	2.3	100.0
Other Cornell activity	12.2	13.3	36.7	34.7	3.1	100.0
Non-Cornell activity	5.2	10.3	25.9	20.7	37.9	100.0

non-funded but Cornell-related research. Slightly over half (54.5 percent) of respondents in this latter category was composed of graduate students, followed by faculty and other academics (29.5 percent) and undergraduate students (11.4 percent).

A considerable 21.1 percent of library users in the Olin sample used the library's materials and services for other university activities not related to instruction or research (Table 2-4). This group was composed mainly of undergraduate (36.7 percent) and graduate students (34.7 percent). Faculty and other academics (12.2 percent) as well as university staff (13.3 percent) also used library materials and services at Olin for other Cornell activities (Table 2-6).

Lastly, 12.5 percent of library user-respondents used the materials and services of Olin Library for non-Cornell purposes, a group where non-Cornell visitors posted a plurality of approximately two-fifths. The other library users engaged in non-Cornell activities were undergraduates (25.9 percent), graduate students (20.7 percent), staff (10.3 percent), and faculty and other academics (5.2 percent).

Library Services Used by Survey Respondents

Consonant with the overall study, the online catalog was the most widely used service in the Olin Library (Table 2-7). The online catalog was used by 48.9 percent of library users in the Olin sample, a rate that exceeded the general survey figure by 14.6 points. Thus, while the aggregate data suggested that slightly over one-third of all library users used the online catalog system, at the Olin Library nearly half used this facility.

The reference desk or librarian service was the next most widely used service, with 23.0 percent of Olin user respondents saying that service was of benefit to them on

Table 2-7. Library user respondents indicating which library services were used on that visit, by purpose of use, Olin Library, in percentages (Multiple responses, N=466)

Library Services	Instruction/ Class Preparation	Research & Others	All Users
Online catalog	28.8%	23.4%	48.9%
Reference desk or librarian	12.7	11.2	23.0
Interlibrary loan	3.0	4.9	6.9
Librarian-assisted computer search	3.0	2.4	4.9
Library instruction session	1.1	1.3	2.1
Library photocopier	9.9	9.2	17.4
None of the above/Missing data	-	-	33.9

Table 2-8. Library user respondents indicating which library services were used on that visit, by current status at Cornell, Olin Library, in percentages

Library Services	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Online catalog	11.4%	2.2%	37.0%	43.2%	6.2%	100.0%
Reference desk	7.5	3.7	43.0	34.6	11.2	100.0
Interlibrary loan	9.4	3.1	9.4	71.9	6.2	100.0
Computer search	8.7	-	34.8	52.2	4.3	100.0
Library instruction	10.0	20.0	40.0	20.0	10.0	100.0
Library photocopier	8.6	4.9	30.9	49.4	6.2	100.0

Table 2-9. Library user respondents indicating which library items were used while in the library on that visit, by purpose of use, Olin Library, in percentages (Multiple responses, N=466)

Library Items	Instruction/ Class Preparation	Research & Others	All Users
Books	24.7%	19.3%	41.2%
Periodicals/Newspapers/Journals	18.0	23.8	40.3
Reserve materials	5.4	1.9	6.6
Reference materials	6.0	4.5	10.3
Special materials	1.5	1.3	2.6
None of the above/Missing Data	-	-	29.9

that visit. This figure, however, was 4.8 points lower than the corresponding figure obtained from the university-wide finding. The library photocopiers represented the third most widely used service at Olin, with 17.4 percent of library user respondents saying they used those equipment on that particular visit. The Olin figure was 5.5 points lower than the corresponding aggregate level of 22.9 percent.

Olin's interlibrary loan department was mentioned by 6.9 percent of library users, a small proportion that nonetheless surpassed the aggregate figure by 4.5 points. The proportion of interlibrary service users at Olin was 2.8 times greater than the level found in the overall survey. As in the university-wide pattern, much smaller percentages of Olin Library users benefitted from the librarian-assisted computer search service (4.9 percent) and the library instruction session (2.1 percent).

Except for the online catalog, the above-mentioned library services were used by roughly equal proportions of respondents who articulated instructional goals for using the library's materials and services and of those who cited research and other activities (Table 2-7). For instance, library photocopiers were mentioned by 9.9 percent of library users engaged in class preparation as well as by 9.2 percent of those involved in research and other activities. Interlibrary loan requests for instructional purposes were made by 3.0 percent of library users, whereas similar requests for research and other activities were made by 4.9 percent of library users. Relatively wider apart were the proportions between those who used the online catalog for instruction purposes (28.8 percent) and those who used the same facility for research and other purposes (23.4 percent).

On the whole, more than two out of five (43.2 percent) online catalog users at Olin were graduate students, followed closely by undergraduates (37.0 percent). Faculty

and other academics represented over a tenth (11.4 percent) of the online catalog users (Table 2-8). Undergraduate students, however, formed a 43.0 percent plurality of those who benefitted from the reference desk or librarian service at Olin, followed by graduate students at 34.6 percent. Non-Cornell visitors formed over one-tenth (11.2 percent) of those who availed themselves of the reference desk or librarian service at Olin, thus exceeding the 7.5 percent proportion of such users composed of faculty and other academics.

Graduate students comprised a 71.9 percent majority of library users who benefitted from the interlibrary loan service. Graduate students also accounted for a 52.2 percent majority of those who used the librarian-assisted computer search service, whose beneficiaries also included a sizeable proportion of undergraduate students (34.8 percent). Graduate students approached nearly half (49.4 percent) of library users who used the photocopying equipment available in the Olin Library, followed by undergraduate students at 30.9 percent. Lastly, in the case of the library instruction session, two out of five beneficiaries were undergraduate students, one in five was a graduate student, and another one in five was a member of the university staff.

Library Items Used While in the Library

Among library users in the Olin sample, 41.2 percent said that, on that particular visit, they used library books while in the library--a figure 10.7 points higher than the 30.5 percent level for the whole survey. At Olin, 24.7 percent of library users said that books were used for instruction or class preparation purposes, a proportion that

exceeded the 19.3 percent who reported the use of Olin books for research or other purposes (Table 2-9).

Another 40.3 percent of library users said they used periodicals, newspapers, serials, and journals on that particular visit to Olin Library--a figure 8.5 points higher than the overall survey level of 31.8 percent. The use of these library materials for research and other purposes, which 23.8 percent of library users reported, surpassed the use of these same materials for instruction purposes, which was claimed by 18.0 percent.

Approximating the overall study finding, 10.3 percent of Olin Library users reported using reference materials while in the library: among those concerned with class preparation, 6.0 percent said so, in contrast to the 4.5 percent among those who performed research and other activities who gave a similar positive response in relation to reference materials.

At Olin, only 6.6 percent reported using reserve materials, some 9.7 points lower than the finding for the entire survey. Expectedly, the use of reserve items was mainly for class preparation purposes. Another 2.6 percent of library user respondents from Olin said they used special materials while in the library, or 1.7 points lower than the corresponding aggregate figure. The special materials were used by about equally small fractions of the library user sample.

Two out of five users (40.6 percent) of Olin books and about half of users (48.9 percent) of journals, newspapers, serials, and periodicals in the Olin Library were graduate students (Table 2-10). Undergraduate students were also important users of books (34.9 percent) as well as journals and similar items (30.3 percent). Faculty and other academics represented 14.6 percent of book users and 10.1 percent of users of

journals, serials, and like items.

Undergraduate students comprised half of the users of Olin Library's reference materials, followed by 31.2 percent composed of graduate students and a noticeable 10.4 percent composed of non-Cornell visitors. Undergraduate (38.7 percent) and graduate students (38.7 percent) represented equal proportions of users of reserve items, with faculty and other academics accounting for a remarkable 16.1 percent of such users.

Lastly, over two out of five users of Olin Library's special materials were undergraduate students, while a quarter (25.0 percent) of those were graduate students. Non-Cornell visitors (16.7 percent) and faculty and other academics (16.7 percent) represented minority, but equal, proportions of special materials users at Olin.

Items Checked Out of the Library

Less than one quarter (23.0 percent) of library users in the Olin sample reported that they checked out books on that particular visit, mostly for instruction purposes (Table 2-11). The Olin figure was, however, 7.7 points higher than the university-wide rate. Another 2.6 percent of library users checked out journals and similar items from Olin Library, also primarily in connection with class preparation or instruction purposes.

Graduate students accounted for two out of five book patrons (40.2 percent), followed by undergraduates who represented less than, but close to, two in five (38.3 percent) book patrons at Olin (Table 2-12). Over one-tenth (12.1 percent) of book patrons was composed of faculty and other academics. Graduate students also comprised half (50.0 percent) and undergraduates one-third (33.3 percent) of those who checked out journals and similar items.

Table 2-10. Library user respondents indicating which library items were used while in the library on that visit, by current status at Cornell, Olin Library, in percentages

Library Items	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Books	14.6%	4.7%	34.9%	40.6%	5.2%	100.0%
Periodicals/Etc.	10.1	3.7	30.3	48.9	6.9	100.0
Reserve materials	16.1	-	38.7	38.7	6.4	100.0
Reference materials	6.2	2.1	50.0	31.2	10.4	100.0
Special materials	16.7	-	41.7	25.0	16.7	100.0

Table 2-11. Library user respondents, in percentages, indicating which library items were checked out on that visit and the distribution and mean number of items checked out, by purpose of use, Olin Library

	Instruction/ Class Preparation	Research & Others	All Users
Library Items			
(Multiple responses, N=466)			
Books	15.2%	9.0%	23.0%
Journals, Etc.	2.1	0.6	2.6
Reserve materials	0.6	-	0.6
None of the above/Missing Data	-	-	71.4
Distribution			
Books: One	42.0%	45.2%	40.0%
Two	29.0	26.2	30.5
Three	14.5	16.7	12.4
Four	4.3	4.8	5.7
Five or more	10.1	7.1	11.4
Journals: One	60.0%	33.3%	58.3%
Two	40.0	33.3	25.0
Three	-	-	-
Four or more	-	33.3	16.7
Reserve items: One	66.7%	-	66.7%
Two	-	-	-
Three or more	33.3	-	33.3
Means			
Books	2.54	2.02	2.48
Journals	1.40	2.33	1.75
Reserve materials	3.67	-	3.67

Reflecting the largely room-use character of reserve materials at Olin, a fractional 0.6 percent of library users reported checking out reserve materials, and this exclusively for class preparation purposes. This last figure was 2.6 points lower than the general proportion of library users who checked out reserve items in the university-wide survey. Undergraduates comprised two-thirds of those who checked out reserve materials at Olin undergraduates, while graduate students made up the remaining third.

Between two and three books (2.48), on the average, were checked out by patrons on that particular visit to Olin Library, a finding somewhat higher than the 2.19 mean number of books checked out in the whole survey (Table 2-11). Borrowers for instruction purposes checked out between two and three books (2.54), compared to the average two books (2.02) checked out by patrons involved in research and other activities. On the whole, two out of five patrons checked out only one book on that visit to Olin Library, while three in ten (30.5 percent) checked out two books. Another 12.4 percent checked out three books, and 17.1 percent reported that four or more books were checked out on that visit.

The mean number of journals checked out of Olin Library was under two items (1.75), or roughly one item less than the mean (3.09) for the overall study. The mean was closer to just one item for patrons who borrowed journals and similar items for instruction purposes, in contrast to the mean of over two items (2.33) among patrons who borrowed such materials for research and other purposes. In all, approximately three in five patrons checked out only one journal or similar item, whereas one quarter (25.0 percent) borrowed two such items.

The mean number of reserve materials checked out of Olin Library was close to four items (3.67), with two-thirds of patrons in this category reporting to have borrowed only one item on that visit and the remaining third reporting three or more items borrowed on that visit to Olin Library.

Ranking of Library Items and Services Used

As in the general survey, the online catalog garnered the highest utilization rate among library user respondents in the Olin Library sample (48.9 percent). Also in the comparatively high 40 percent level were the second- and third-ranking items/services: library books (41.2 percent) and periodicals, newspapers, serials, and journals used within the library premises (40.3 percent). These materials and services also obtained the three highest utilization rates in the whole survey, but the corresponding Olin rates for use of the online catalog system, library books, and periodicals and similar items were generally higher (Table 2-12).

Utilization rates within the 20 percent or more range were observed in the use of library photocopiers (27.4 percent), the reference desk or librarian service (23.0 percent), and books checked out of the Olin Library (23.0 percent). As in the wider survey, Olin's circulation counter for checking out books serviced nearly half of the those that used the online catalog. The only item that obtained a utilization rate in the 10 percent level were the reference materials used in the library which, at 10.3 percent, approached nearly half of the rate of usage of the reference desk or librarian service.

Utilization rates of between 4 and 7 percent were found in the interlibrary loan service (6.9 percent), the use of reserve materials (6.6 percent), and the librarian-assisted

Table 2-12. Library user respondents indicating which library items were checked out of the library on that visit, by current status at Cornell, Olin Library, in percentages

Library Items	Current Status at Cornell					Total
	Faculty	Staff	Under-graduate	Graduate Student	Non-Cornell	
Books	12.1%	4.7%	38.3%	40.2%	4.7%	100.0%
Journals, Etc.	8.3	8.3	33.3	50.0	-	100.0
Reserve materials	-	-	66.7	33.3	-	100.0

Table 2-13. Ranking of library items and services according to rate of utilization by library user respondents, Olin Library (Multiple responses, N=466)

Library Item/Service	All Libraries		Olin Library	
	Rank	User Rate	Rank	User Rate
Online catalog	1	34.3%	1	48.9%
Periodicals/Etc. used in library	2	31.8	3	40.3
Books used in library	3	30.5	2	41.2
Reference desk or librarian	4	27.8	5.5	23.0
Library photocopier	5	22.9	4	27.4
Reserve materials used in library	6	16.3	9	6.6
Books checked out of library	7	15.3	5.5	23.0
Reference materials used in library	8	10.4	7	10.3
Librarian-assisted computer search	9	5.5	10	4.9
Special materials used in library	10	4.3	11.5	2.6
Reserve materials checked out	11	3.2	14	0.6
Journals checked out	12	3.0	11.5	2.6
Interlibrary loan	13.5	2.4	8	6.9
Library instruction session	13.5	2.4	13	2.1

computer search service (4.9 percent). It must be noted that interlibrary loan was ranked eighth in Olin, whereas it was among the lowest two items in the overall study. In contrast, reserve materials ranked ninth in Olin, but the use of such materials ranked sixth in the general survey.

Utilization rates of under 3 percent were observed in the following four items and services: special materials used in the library (2.6 percent), journals and similar items checked out (2.6 percent), library instruction session (2.1 percent), and reserve materials checked out (0.6 percent). Though hardly surprising, the checking out of reserve materials had the lowest utilization rate in Olin Library, which was not the case in the university-wide study.

Language of Library Materials Used

Comparatively more library users at Olin used or checked out materials that were not in the English language (Table 2-14). Some 77.7 percent reported that the materials they used or checked out for instruction or class preparation purposes were all in English. However, a sizeable 12.1 percent said that English-language materials comprised at least half but not all, or from 50 to 99 percent, of the items used or checked out for instruction purposes. Another 3.6 percent said that English materials represented less than half or from 10 to 49 percent only of those items used. A further 6.5 percent said that none of the items they used or checked out for instruction purposes was in English.

Four out of five library users (80.0 percent) said that the materials they used or checked out for research purposes were entirely in English. Nonetheless, 7.6 percent

Table 2-14. Proportion of English-language materials used or checked out by library users, Olin Library

Proportion in English	Instruction (N=247)	Research (N=95)	Other (N=161)
100%	77.7%	80.0%	71.4%
90 - 99%	2.8	2.2	1.2
80 - 89%	2.0	1.1	1.2
70 - 79%	0.4	1.1	0.6
60 - 69%	1.6	1.1	2.5
50 - 59%	5.3	2.1	9.3
40 - 49%	0.4	1.1	0.6
30 - 39%	0.4	1.1	0.6
20 - 29%	1.2	1.1	0.6
10 - 19%	1.6	1.1	-
1 - 9%	-	-	-
0	6.5	8.4	11.8
Total	100.0	100.0	100.0

said that English-language materials constituted from 50 to 99 percent of the items used or checked out, while 4.4 percent said that English materials represented from 10 to 49 percent only of those items. A further 8.4 percent said that none of the research materials used or checked out was in English.

Among respondents who used Olin Library's materials and services for purposes other than instruction or research, 71.4 percent said that the items they used or checked out were all English-language materials. A remarkable 14.8 percent reported that English-language items represented from 50 to 99 percent of the materials used or checked out for non-instruction and non-research purposes, while 1.8 percent added that English materials comprised from 10 to 49 percent or less than half only of the items similarly used or checked out. Moreover, a sizeable 11.8 percent said that none of the items used or checked out for purposes other than instruction or research was in the English language.

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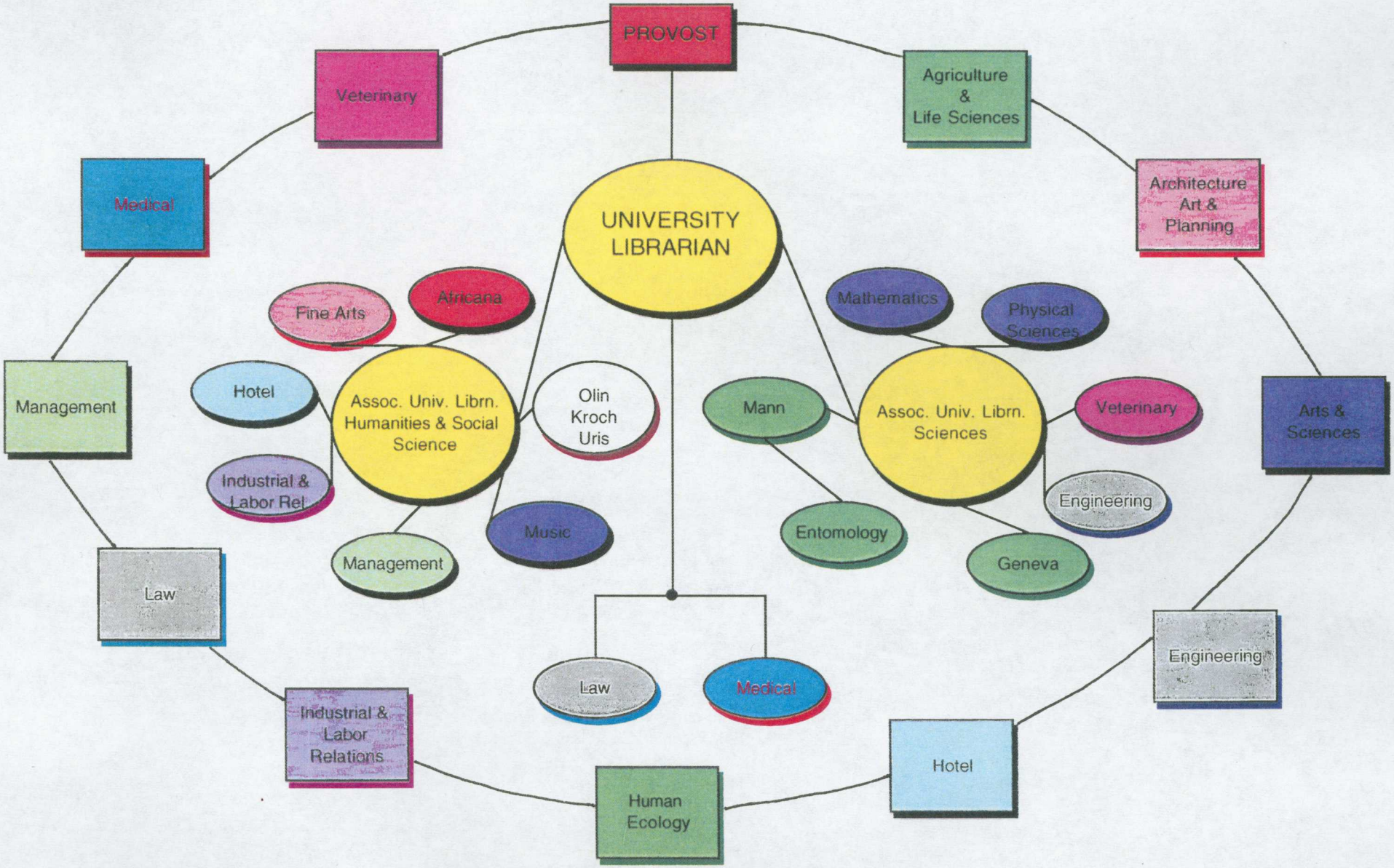

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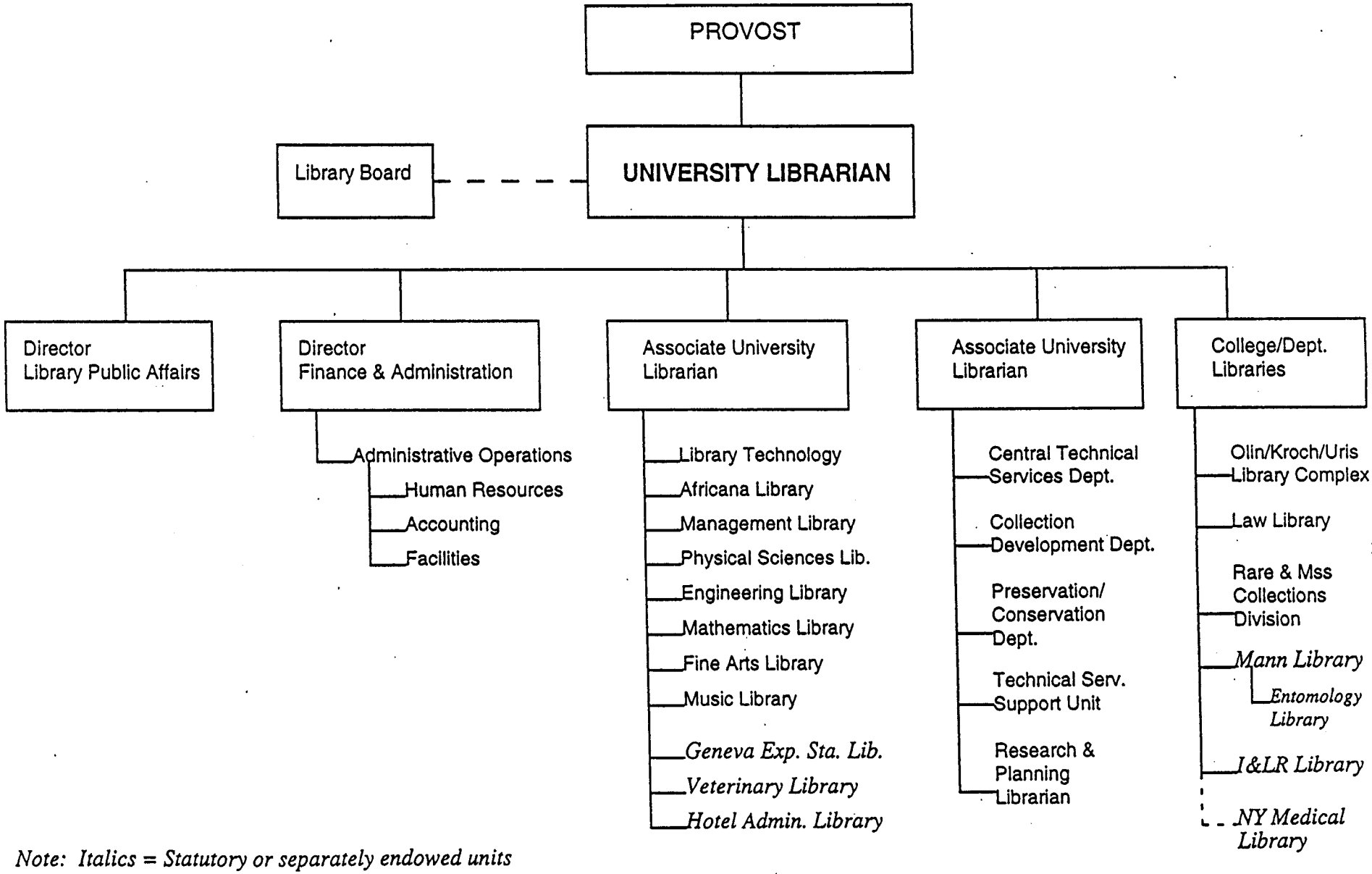


Note: Italics = Statutory or separately endowed units

February 1996

REPORT OF CUL MATERIALS BORROWED BY AFFILIATION OF BORROWER Wed Apr 16 09:35:54 EDT 2003

Items = # items borrowed
Usage = # items per patron

LOCATION WHERE BORROWED:	AFFILIATION OF BORROWER: Agriculture & Life Sci.	Items	Patrons	Usage
Mann Circulation		2373	572	4.14
Olin Circulation		1780	447	3.98
Uris Circulation		598	263	2.27
Fine Arts Circulation		376	83	4.53
Entomology Circulation		185	39	4.74
Geneva Circulation		138	24	5.75
Music Circulation		131	47	2.78
Engineering Circulation		90	42	2.14
JGSM Circulation		84	34	2.47
Hotel Circulation		83	30	2.76
ILR Circulation		81	34	2.38
Phys Sci Circulation		76	30	2.53
Vet Circulation		53	26	2.03
Africana Circulation		43	17	2.52
Math Circulation		41	16	2.56
zOlin Selfcheck		38	12	3.16
Law Circulation		36	17	2.11
Annex Circulation		22	10	2.20
zHotel Selfcheck		6	3	2.00
TOTAL of 19 locations		6234	1746	3.57

LOCATION WHERE BORROWED:	AFFILIATION OF BORROWER: Arch., Art, Planning	Items	Patrons	Usage
Fine Arts Circulation		3174	348	9.12
Olin Circulation		1692	227	7.45
Uris Circulation		309	109	2.83
Mann Circulation		193	54	3.57
Annex Circulation		44	3	14.66
Music Circulation		38	17	2.23
Engineering Circulation		25	12	2.08
JGSM Circulation		25	7	3.57
Africana Circulation		22	6	3.66
Hotel Circulation		22	10	2.20
zOlin Selfcheck		21	8	2.62
ILR Circulation		18	7	2.57
Phys Sci Circulation		11	5	2.20
Math Circulation		7	5	1.40
Geneva Circulation		5	1	5.00
Law Circulation		4	3	1.33
TOTAL of 16 locations		5610	822	6.82

LOCATION WHERE BORROWED:	AFFILIATION OF BORROWER: Arts and Sciences	Items	Patrons	Usage
Olin Circulation		17518	1584	11.05
Uris Circulation		3762	1073	3.50

Music Circulation	1802	257	7.01
Fine Arts Circulation	1189	214	5.55
Mann Circulation	1037	300	3.45
Math Circulation	924	137	6.74
zOlin Selfcheck	367	86	4.26
Phys Sci Circulation	333	109	3.05
Africana Circulation	222	62	3.58
ILR Circulation	218	80	2.72
Engineering Circulation	204	72	2.83
Law Circulation	201	65	3.09
JGSM Circulation	164	62	2.64
Annex Circulation	110	27	4.07
Hotel Circulation	101	43	2.34
Vet Circulation	28	16	1.75
Entomology Circulation	19	8	2.37
zHotel Selfcheck	2	1	2.00
TOTAL of 18 locations	28201	4196	6.72

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- College of Engineering	Items	Patrons	Usage
Olin Circulation	1127	304	3.70
Engineering Circulation	893	260	3.43
Uris Circulation	389	165	2.35
Mann Circulation	204	68	3.00
Math Circulation	204	51	4.00
Music Circulation	159	44	3.61
Phys Sci Circulation	156	65	2.40
JGSM Circulation	104	38	2.73
Fine Arts Circulation	60	23	2.60
zOlin Selfcheck	43	21	2.04
Hotel Circulation	30	15	2.00
ILR Circulation	21	9	2.33
Vet Circulation	10	4	2.50
Entomology Circulation	8	3	2.66
Law Circulation	6	3	2.00
Annex Circulation	4	2	2.00
Africana Circulation	4	2	2.00
zHotel Selfcheck	4	3	1.33
TOTAL of 18 locations	3426	1080	3.17

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- College of Human Ecology	Items	Patrons	Usage
Olin Circulation	947	193	4.90
Mann Circulation	687	168	4.08
Fine Arts Circulation	298	60	4.96
Uris Circulation	254	126	2.01
Music Circulation	63	19	3.31
Engineering Circulation	43	14	3.07
ILR Circulation	43	20	2.15
Hotel Circulation	38	19	2.00
Math Circulation	36	11	3.27
Law Circulation	21	11	1.90
JGSM Circulation	21	9	2.33

zOlin Selfcheck	20	6	3.33
Annex Circulation	15	4	3.75
Phys Sci Circulation	9	5	1.80
Africana Circulation	8	7	1.14
Vet Circulation	4	2	2.00
zHotel Selfcheck	2	1	2.00
TOTAL of 17 locations	2509	675	3.71

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- Graduate School	Items	Patrons	Usage
Olin Circulation	26284	1538	17.08
Mann Circulation	7198	1044	6.89
Engineering Circulation	4528	770	5.88
Uris Circulation	3669	854	4.29
Fine Arts Circulation	2773	317	8.74
Math Circulation	2460	456	5.39
Phys Sci Circulation	1969	453	4.34
ILR Circulation	1858	266	6.98
Music Circulation	1847	161	11.47
JGSM Circulation	1203	300	4.01
zOlin Selfcheck	491	128	3.83
Law Circulation	480	103	4.66
Hotel Circulation	439	156	2.81
Africana Circulation	416	49	8.48
Vet Circulation	256	79	3.24
Entomology Circulation	238	62	3.83
Geneva Circulation	125	24	5.20
Annex Circulation	112	29	3.86
zHotel Selfcheck	20	11	1.81
TOTAL of 19 locations	56366	6800	8.28

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- Hotel Administration	Items	Patrons	Usage
Hotel Circulation	198	86	2.30
Olin Circulation	43	21	2.04
Fine Arts Circulation	37	9	4.11
ILR Circulation	21	8	2.62
Uris Circulation	18	14	1.28
JGSM Circulation	18	13	1.38
zHotel Selfcheck	16	10	1.60
Mann Circulation	15	7	2.14
Music Circulation	4	2	2.00
Engineering Circulation	1	1	1.00
Africana Circulation	1	1	1.00
Law Circulation	1	1	1.00
TOTAL of 12 locations	373	173	2.15

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- Inactive ID Card	Items	Patrons	Usage
Olin Circulation	1281	504	2.54
Mann Circulation	461	181	2.54
Uris Circulation	386	240	1.60
Fine Arts Circulation	178	124	1.43

Engineering Circulation	166	68	2.44
JGSM Circulation	144	67	2.14
Africana Circulation	138	9	15.33
Music Circulation	137	60	2.28
ILR Circulation	135	51	2.64
Phys Sci Circulation	78	48	1.62
Vet Circulation	55	24	2.29
Law Circulation	49	25	1.96
Math Circulation	27	18	1.50
Hotel Circulation	24	15	1.60
Annex Circulation	22	18	1.22
Entomology Circulation	11	10	1.10
zOlin Selfcheck	9	5	1.80
zHotel Selfcheck	1	1	1.00
TOTAL of 18 locations	3302	1468	2.24

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- Indust. & Labor Relations	Items	Patrons	Usage
ILR Circulation	739	117	6.31
Olin Circulation	653	139	4.69
Uris Circulation	228	87	2.62
Mann Circulation	97	23	4.21
JGSM Circulation	52	25	2.08
Music Circulation	42	11	3.81
Annex Circulation	34	5	6.80
Law Circulation	32	10	3.20
Math Circulation	23	4	5.75
Engineering Circulation	15	7	2.14
zOlin Selfcheck	15	8	1.87
Fine Arts Circulation	13	7	1.85
Africana Circulation	12	9	1.33
Hotel Circulation	10	7	1.42
Phys Sci Circulation	6	2	3.00
zHotel Selfcheck	1	1	1.00
TOTAL of 16 locations	1972	462	4.26

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- Johnson School of Mgmnt	Items	Patrons	Usage
JGSM Circulation	401	135	2.97
Olin Circulation	162	37	4.37
Mann Circulation	27	11	2.45
Hotel Circulation	27	15	1.80
Uris Circulation	25	16	1.56
Engineering Circulation	12	5	2.40
Music Circulation	12	1	12.00
ILR Circulation	11	7	1.57
zOlin Selfcheck	10	1	10.00
Entomology Circulation	8	1	8.00
Vet Circulation	6	1	6.00
Math Circulation	5	4	1.25
Law Circulation	5	2	2.50
Fine Arts Circulation	5	2	2.50
Phys Sci Circulation	4	1	4.00

zHotel Selfcheck	2	2	1.00
Annex Circulation	2	2	1.00
TOTAL of 17 locations	724	243	2.97

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- Law School	Items	Patrons	Usage
Law Circulation	1509	163	9.25
Olin Circulation	909	116	7.83
Uris Circulation	239	73	3.27
Mann Circulation	67	21	3.19
ILR Circulation	54	21	2.57
JGSM Circulation	28	12	2.33
Africana Circulation	26	6	4.33
Music Circulation	12	8	1.50
Fine Arts Circulation	6	4	1.50
Hotel Circulation	5	3	1.66
zOlin Selfcheck	5	2	2.50
Phys Sci Circulation	3	1	3.00
Annex Circulation	2	1	2.00
zHotel Selfcheck	2	1	2.00
Engineering Circulation	1	1	1.00
TOTAL of 15 locations	2868	433	6.62

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- Manual ID Card	Items	Patrons	Usage
Olin Circulation	21935	562	39.03
Interlibrary Loan (Olin)	2425	5	485.00
zBorrow Direct	2224	10	222.40
Annex Circulation	1853	21	88.23
Law Circulation	1704	17	100.23
Mann Circulation	1307	104	12.56
Fine Arts Circulation	153	32	4.78
Engineering Circulation	151	17	8.88
Uris Circulation	121	57	2.12
Music Circulation	109	22	4.95
Bindery Circulation	103	2	51.50
Math Circulation	99	11	9.00
ILR Circulation	66	14	4.71
Entomology Circulation	57	9	6.33
Vet Circulation	48	15	3.20
Phys Sci Circulation	34	9	3.77
Hotel Circulation	34	10	3.40
JGSM Circulation	31	15	2.06
RMC Circulation	24	3	8.00
Geneva Circulation	19	4	4.75
zOlin Selfcheck	17	2	8.50
Africana Circulation	9	3	3.00
zHotel Selfcheck	1	1	1.00
TOTAL of 23 locations	32524	945	34.41

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- Miscellaneous Departments	Items	Patrons	Usage
Olin Circulation	2225	94	23.67

Africana Circulation	340	9	37.77
Mann Circulation	257	38	6.76
Fine Arts Circulation	212	22	9.63
Engineering Circulation	205	41	5.00
Uris Circulation	176	49	3.59
Math Circulation	79	14	5.64
Music Circulation	74	12	6.16
Vet Circulation	64	20	3.20
Annex Circulation	37	9	4.11
ILR Circulation	35	9	3.88
Phys Sci Circulation	31	14	2.21
JGSM Circulation	13	7	1.85
Hotel Circulation	9	4	2.25
Law Circulation	7	3	2.33
Entomology Circulation	5	1	5.00
zOlin Selfcheck	4	3	1.33
TOTAL of 17 locations	3773	349	10.81

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- Unclassified Patrons	Items	Patrons	Usage
Olin Circulation	11901	1114	10.68
Mann Circulation	4319	726	5.94
Uris Circulation	1867	473	3.94
Engineering Circulation	1358	253	5.36
Fine Arts Circulation	1206	206	5.85
Music Circulation	994	115	8.64
Phys Sci Circulation	867	191	4.53
ILR Circulation	373	114	3.27
Vet Circulation	370	126	2.93
Annex Circulation	347	63	5.50
Math Circulation	338	92	3.67
Hotel Circulation	329	85	3.87
Law Circulation	315	56	5.62
JGSM Circulation	288	96	3.00
Entomology Circulation	211	34	6.20
Geneva Circulation	207	41	5.04
Africana Circulation	176	35	5.02
zOlin Selfcheck	174	65	2.67
zHotel Selfcheck	4	2	2.00
Interlibrary Loan (Olin)	2	1	2.00
Entomology	1	1	1.00
TOTAL of 21 locations	25647	3889	6.59

LOCATION WHERE BORROWED: | AFFILIATION OF BORROWER:

---------- Veterinary Medicine	Items	Patrons	Usage
Vet Circulation	397	130	3.05
Mann Circulation	60	23	2.60
Olin Circulation	15	7	2.14
JGSM Circulation	4	1	4.00
Uris Circulation	3	2	1.50
Fine Arts Circulation	1	1	1.00
TOTAL of 6 locations	480	164	2.92

TOTAL COLLEGES: 15 count: 174009/23445

REPORT OF CUL MATERIALS BORROWED BY LOCATION Wed Apr 16 09:35:54 EDT 2003

Items = # items borrowed
Usage = # items per patron

AFFILIATION OF BORROWER:	LOCATION WHERE BORROWED: Africana Circulation	Items	Patrons	Usage
Graduate School		416	49	8.48
Miscellaneous Departments		340	9	37.77
Arts and Sciences		222	62	3.58
Unclassified Patrons		176	35	5.02
Inactive ID Card		138	9	15.33
Agriculture & Life Sci.		43	17	2.52
Law School		26	6	4.33
Arch., Art, Planning		22	6	3.66
Indust. & Labor Relations		12	9	1.33
Manual ID Card		9	3	3.00
College of Human Ecology		8	7	1.14
College of Engineering		4	2	2.00
Hotel Administration		1	1	1.00
TOTAL of 13 colleges		1417	215	6.59

AFFILIATION OF BORROWER:	LOCATION WHERE BORROWED: Annex Circulation	Items	Patrons	Usage
Manual ID Card		1853	21	88.23
Unclassified Patrons		347	63	5.50
Graduate School		112	29	3.86
Arts and Sciences		110	27	4.07
Arch., Art, Planning		44	3	14.66
Miscellaneous Departments		37	9	4.11
Indust. & Labor Relations		34	5	6.80
Agriculture & Life Sci.		22	10	2.20
Inactive ID Card		22	18	1.22
College of Human Ecology		15	4	3.75
College of Engineering		4	2	2.00
Law School		2	1	2.00
Johnson School of Mgmnt		2	2	1.00
TOTAL of 13 colleges		2604	194	13.42

AFFILIATION OF BORROWER:	LOCATION WHERE BORROWED: Bindery Circulation	Items	Patrons	Usage
Manual ID Card		103	2	51.50

TOTAL of 1 colleges	103	2	51.50

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Engineering Circulation	Items	Patrons	Usage
Graduate School	4528	770	5.88
Unclassified Patrons	1358	253	5.36
College of Engineering	893	260	3.43
Miscellaneous Departments	205	41	5.00
Arts and Sciences	204	72	2.83
Inactive ID Card	166	68	2.44
Manual ID Card	151	17	8.88
Agriculture & Life Sci.	90	42	2.14
College of Human Ecology	43	14	3.07
Arch., Art, Planning	25	12	2.08
Indust. & Labor Relations	15	7	2.14
Johnson School of Mgmnt	12	5	2.40
Hotel Administration	1	1	1.00
Law School	1	1	1.00
TOTAL of 14 colleges	7692	1563	4.92

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Entomology	Items	Patrons	Usage
Unclassified Patrons	1	1	1.00
TOTAL of 1 colleges	1	1	1.00

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Entomology Circulation	Items	Patrons	Usage
Graduate School	238	62	3.83
Unclassified Patrons	211	34	6.20
Agriculture & Life Sci.	185	39	4.74
Manual ID Card	57	9	6.33
Arts and Sciences	19	8	2.37
Inactive ID Card	11	10	1.10
College of Engineering	8	3	2.66
Johnson School of Mgmnt	8	1	8.00
Miscellaneous Departments	5	1	5.00
TOTAL of 9 colleges	742	167	4.44

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Fine Arts Circulation	Items	Patrons	Usage
Arch., Art, Planning	3174	348	9.12
Graduate School	2773	317	8.74
Unclassified Patrons	1206	206	5.85
Arts and Sciences	1189	214	5.55

Agriculture & Life Sci.	376	83	4.53
College of Human Ecology	298	60	4.96
Miscellaneous Departments	212	22	9.63
Inactive ID Card	178	124	1.43
Manual ID Card	153	32	4.78
College of Engineering	60	23	2.60
Hotel Administration	37	9	4.11
Indust. & Labor Relations	13	7	1.85
Law School	6	4	1.50
Johnson School of Mgmnt	5	2	2.50
Veterinary Medicine	1	1	1.00
TOTAL of 15 colleges	9681	1452	6.66

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Geneva Circulation	Items	Patrons	Usage
Unclassified Patrons	207	41	5.04
Agriculture & Life Sci.	138	24	5.75
Graduate School	125	24	5.20
Manual ID Card	19	4	4.75
Arch., Art, Planning	5	1	5.00
TOTAL of 5 colleges	494	94	5.25

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Hotel Circulation	Items	Patrons	Usage
Graduate School	439	156	2.81
Unclassified Patrons	329	85	3.87
Hotel Administration	198	86	2.30
Arts and Sciences	101	43	2.34
Agriculture & Life Sci.	83	30	2.76
College of Human Ecology	38	19	2.00
Manual ID Card	34	10	3.40
College of Engineering	30	15	2.00
Johnson School of Mgmnt	27	15	1.80
Inactive ID Card	24	15	1.60
Arch., Art, Planning	22	10	2.20
Indust. & Labor Relations	10	7	1.42
Miscellaneous Departments	9	4	2.25
Law School	5	3	1.66
TOTAL of 14 colleges	1349	498	2.70

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- ILR Circulation	Items	Patrons	Usage
Graduate School	1858	266	6.98
Indust. & Labor Relations	739	117	6.31

Unclassified Patrons	373	114	3.27
Arts and Sciences	218	80	2.72
Inactive ID Card	135	51	2.64
Agriculture & Life Sci.	81	34	2.38
Manual ID Card	66	14	4.71
Law School	54	21	2.57
College of Human Ecology	43	20	2.15
Miscellaneous Departments	35	9	3.88
College of Engineering	21	9	2.33
Hotel Administration	21	8	2.62
Arch., Art, Planning	18	7	2.57
Johnson School of Mgmnt	11	7	1.57
TOTAL of 14 colleges	3673	757	4.85

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Interlibrary Loan (Olin)	Items	Patrons	Usage
Manual ID Card	2425	5	485.00
Unclassified Patrons	2	1	2.00
TOTAL of 2 colleges	2427	6	404.50

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- JGSM Circulation	Items	Patrons	Usage
Graduate School	1203	300	4.01
Johnson School of Mgmnt	401	135	2.97
Unclassified Patrons	288	96	3.00
Arts and Sciences	164	62	2.64
Inactive ID Card	144	67	2.14
College of Engineering	104	38	2.73
Agriculture & Life Sci.	84	34	2.47
Indust. & Labor Relations	52	25	2.08
Manual ID Card	31	15	2.06
Law School	28	12	2.33
Arch., Art, Planning	25	7	3.57
College of Human Ecology	21	9	2.33
Hotel Administration	18	13	1.38
Miscellaneous Departments	13	7	1.85
Veterinary Medicine	4	1	4.00
TOTAL of 15 colleges	2580	821	3.14

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Law Circulation	Items	Patrons	Usage
Manual ID Card	1704	17	100.23
Law School	1509	163	9.25

Graduate School	480	103	4.66
Unclassified Patrons	315	56	5.62
Arts and Sciences	201	65	3.09
Inactive ID Card	49	25	1.96
Agriculture & Life Sci.	36	17	2.11
Indust. & Labor Relations	32	10	3.20
College of Human Ecology	21	11	1.90
Miscellaneous Departments	7	3	2.33
College of Engineering	6	3	2.00
Johnson School of Mgmnt	5	2	2.50
Arch., Art, Planning	4	3	1.33
Hotel Administration	1	1	1.00
TOTAL of 14 colleges	4370	479	9.12

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Mann Circulation	Items	Patrons	Usage
Graduate School	7198	1044	6.89
Unclassified Patrons	4319	726	5.94
Agriculture & Life Sci.	2373	572	4.14
Manual ID Card	1307	104	12.56
Arts and Sciences	1037	300	3.45
College of Human Ecology	687	168	4.08
Inactive ID Card	461	181	2.54
Miscellaneous Departments	257	38	6.76
College of Engineering	204	68	3.00
Arch., Art, Planning	193	54	3.57
Indust. & Labor Relations	97	23	4.21
Law School	67	21	3.19
Veterinary Medicine	60	23	2.60
Johnson School of Mgmnt	27	11	2.45
Hotel Administration	15	7	2.14
TOTAL of 15 colleges	18302	3340	5.47

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Math Circulation	Items	Patrons	Usage
Graduate School	2460	456	5.39
Arts and Sciences	924	137	6.74
Unclassified Patrons	338	92	3.67
College of Engineering	204	51	4.00
Manual ID Card	99	11	9.00
Miscellaneous Departments	79	14	5.64
Agriculture & Life Sci.	41	16	2.56
College of Human Ecology	36	11	3.27
Inactive ID Card	27	18	1.50

Indust. & Labor Relations	23	4	5.75
Arch., Art, Planning	7	5	1.40
Johnson School of Mgmnt	5	4	1.25
TOTAL of 12 colleges	4243	819	5.18

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Music Circulation	Items	Patrons	Usage
Graduate School	1847	161	11.47
Arts and Sciences	1802	257	7.01
Unclassified Patrons	994	115	8.64
College of Engineering	159	44	3.61
Inactive ID Card	137	60	2.28
Agriculture & Life Sci.	131	47	2.78
Manual ID Card	109	22	4.95
Miscellaneous Departments	74	12	6.16
College of Human Ecology	63	19	3.31
Indust. & Labor Relations	42	11	3.81
Arch., Art, Planning	38	17	2.23
Law School	12	8	1.50
Johnson School of Mgmnt	12	1	12.00
Hotel Administration	4	2	2.00
TOTAL of 14 colleges	5424	776	6.98

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Olin Circulation	Items	Patrons	Usage
Graduate School	26284	1538	17.08
Manual ID Card	21935	562	39.03
Arts and Sciences	17518	1584	11.05
Unclassified Patrons	11901	1114	10.68
Miscellaneous Departments	2225	94	23.67
Agriculture & Life Sci.	1780	447	3.98
Arch., Art, Planning	1692	227	7.45
Inactive ID Card	1281	504	2.54
College of Engineering	1127	304	3.70
College of Human Ecology	947	193	4.90
Law School	909	116	7.83
Indust. & Labor Relations	653	139	4.69
Johnson School of Mgmnt	162	37	4.37
Hotel Administration	43	21	2.04
Veterinary Medicine	15	7	2.14
TOTAL of 15 colleges	88472	6887	12.84

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Phys Sci Circulation	Items	Patrons	Usage

Graduate School	1969	453	4.34
Unclassified Patrons	867	191	4.53
Arts and Sciences	333	109	3.05
College of Engineering	156	65	2.40
Inactive ID Card	78	48	1.62
Agriculture & Life Sci.	76	30	2.53
Manual ID Card	34	9	3.77
Miscellaneous Departments	31	14	2.21
Arch., Art, Planning	11	5	2.20
College of Human Ecology	9	5	1.80
Indust. & Labor Relations	6	2	3.00
Johnson School of Mgmnt	4	1	4.00
Law School	3	1	3.00
TOTAL of 13 colleges	3577	933	3.83

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- RMC Circulation	Items	Patrons	Usage
Manual ID Card	24	3	8.00
TOTAL of 1 colleges	24	3	8.00

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Uris Circulation	Items	Patrons	Usage
Arts and Sciences	3762	1073	3.50
Graduate School	3669	854	4.29
Unclassified Patrons	1867	473	3.94
Agriculture & Life Sci.	598	263	2.27
College of Engineering	389	165	2.35
Inactive ID Card	386	240	1.60
Arch., Art, Planning	309	109	2.83
College of Human Ecology	254	126	2.01
Law School	239	73	3.27
Indust. & Labor Relations	228	87	2.62
Miscellaneous Departments	176	49	3.59
Manual ID Card	121	57	2.12
Johnson School of Mgmnt	25	16	1.56
Hotel Administration	18	14	1.28
Veterinary Medicine	3	2	1.50
TOTAL of 15 colleges	12044	3601	3.34

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- Vet Circulation	Items	Patrons	Usage
Veterinary Medicine	397	130	3.05
Unclassified Patrons	370	126	2.93

Graduate School	256	79	3.24
Miscellaneous Departments	64	20	3.20
Inactive ID Card	55	24	2.29
Agriculture & Life Sci.	53	26	2.03
Manual ID Card	48	15	3.20
Arts and Sciences	28	16	1.75
College of Engineering	10	4	2.50
Johnson School of Mgmnt	6	1	6.00
College of Human Ecology	4	2	2.00
TOTAL of 11 colleges	1291	443	2.91

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- zBorrow Direct	Items	Patrons	Usage
Manual ID Card	2224	10	222.40
TOTAL of 1 colleges	2224	10	222.40

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

---------- zHotel Selfcheck	Items	Patrons	Usage
Graduate School	20	11	1.81
Hotel Administration	16	10	1.60
Agriculture & Life Sci.	6	3	2.00
Unclassified Patrons	4	2	2.00
College of Engineering	4	3	1.33
Arts and Sciences	2	1	2.00
College of Human Ecology	2	1	2.00
Law School	2	1	2.00
Johnson School of Mgmnt	2	2	1.00
Indust. & Labor Relations	1	1	1.00
Manual ID Card	1	1	1.00
Inactive ID Card	1	1	1.00
TOTAL of 12 colleges	61	37	1.64

AFFILIATION OF BORROWER: | LOCATION WHERE BORROWED:

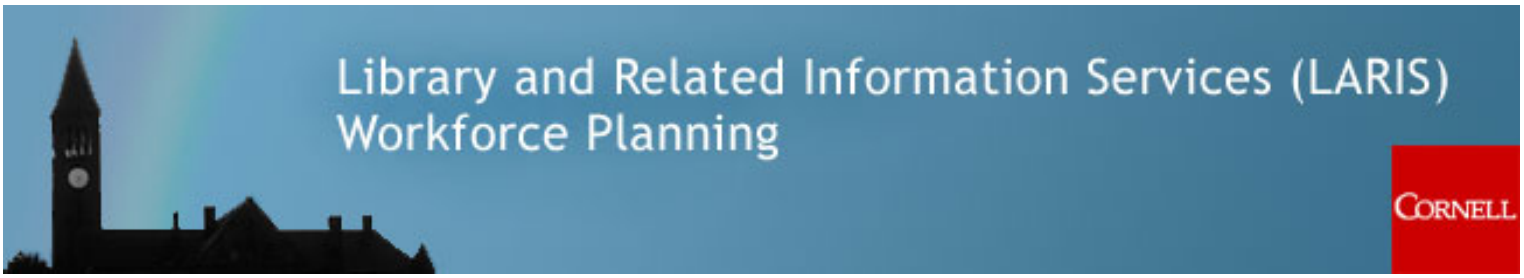
---------- zOlin Selfcheck	Items	Patrons	Usage
Graduate School	491	128	3.83
Arts and Sciences	367	86	4.26
Unclassified Patrons	174	65	2.67
College of Engineering	43	21	2.04
Agriculture & Life Sci.	38	12	3.16
Arch., Art, Planning	21	8	2.62
College of Human Ecology	20	6	3.33
Manual ID Card	17	2	8.50
Indust. & Labor Relations	15	8	1.87
Johnson School of Mgmnt	10	1	10.00

Inactive ID Card	9	5	1.80
Law School	5	2	2.50
Miscellaneous Departments	4	3	1.33
TOTAL of 13 colleges	1214	347	3.49

TOTAL LOCATIONS: 24 count: 174009/23445

Embedded Secure Document

The file *http://www.library.cornell.edu/laris/LibQual03.pdf* is a secure document that has been embedded in this document. Double click the pushpin to view.



Cornell Campus Library Workforce Survey

Thank you for taking the time to fill out this survey.

Your Netid:

Instructions

This survey groups tasks by functional areas, which may not reflect the way tasks are organized in your unit. It is very important to review all of the categories in conjunction with the definitions document before you finalize your survey responses to ensure that your responses reflect all of your time as accurately as possible. Please see the FAQ for essential information on completing the survey.

Please contact your supervisor with your questions and concerns as you complete this survey of your work activities in these functional areas.

Summary of Tasks by Functional Area Click on any category below to see which subtasks are included or to fill out percentages	
Access Services	Management of the physical location and other information about library items, including check-out, holds, billing, and course reserves
Acquisitions	Searching, ordering and receiving of materials selected for inclusion in the Library's collections
Cataloging Maintenance & Conversion	All catalog maintenance, retrospective conversion, and other major catalog project work
Cataloging	Creation of bibliographic description and subject access to materials acquired by the library
Collection Development	Selection of materials and management of collections in support of the University's academic mission
Copyright	Copyright support
Digitization	Creation and support of digitization initiatives
E-Publishing	Creation and support of E-publishing initiatives
Exhibits & public programming	Consultation, design, development, production, and support of exhibits and public programming
Financial & Administrative services	Financial transaction and payroll processing, financial reporting, sponsored funds management, and facilities services
Information, Reference & Instruction	Providing information, answering queries, teaching, outreach, and the creation of knowledge resources
Information Technology	Development and support of information technology, including activities of library network administrators
Interlibrary Services & Borrow Direct	Borrowing and lending of library materials between CUL and other libraries and institutions

Management, Oversight, Support & Meetings	Management and oversight, strategic planning, liaison, outreach, training, professional work, CUL-wide committee work, administrative/secretarial support
Metadata Services	Consultation, design, development, production, and support of metadata initiatives
Preservation (Digital & Print), Stacks Management, & Physical Preparation	The physical preparation, preservation and management of the Library's collections
Research & Grants	Externally funded, ad hoc internal projects, and organizational operations research
Special Collections & Archives	The acquisition and management of the Library's special collections and archives

---

First Name:	
Last Name:	
1. **Access Services**	
%	1.1 Circulation Transactions
%	1.2 Local Document Delivery
%	1.3 Carrel, Locker, Study Room, and Faculty Study Services
%	1.4 Billing
%	1.5. Patron File Maintenance
%	1.6 Voyager Administration
%	1.7 Course Reserves
%	1.8 Media
%	1.9 Building security
%	1.10 Other
2. Acquisitions	
%	2.1 E-resource licensing, maintenance and troubleshooting
%	2.2 Searching
%	2.3 Ordering
%	2.4 Record Maintenance
%	2.5 Receiving

☐ %	2.6 Payments
☐ %	2.7 Monitoring and analyzing
☐ %	2.8 Other
3. Cataloging Maintenance & Conversion	
☐ %	3.1 Card maintenance
☐ %	3.2 Online editing
☐ %	3.3 Shelf listing
☐ %	3.4 Database clean-up projects
☐ %	3.5 Holdings/location changes
☐ %	3.6 Item record creation
☐ %	3.7 Record deletion
☐ %	3.8 End authority work
☐ %	3.9 Other
4. Cataloging	
☐ %	4.1 Fast cataloging
☐ %	4.2 Copy cataloging
☐ %	4.3 Original cataloging (full, core, and minimal level)
☐ %	4.4 Recataloging
☐ %	4.5 Authority work
☐ %	4.6 Enhanced access
☐ %	4.7 Outsourced cataloging
☐ %	4.8 Passing records into local system
☐ %	4.9 Call number verification
☐ %	4.10 Editing/inputting catalog records
☐ %	4.11 Other
5. Collection Development	
☐ %	5.1 Collection Building

☐ %	5.2 Funds Management
☐ %	5.3 Collection Management
☐ %	5.4 Collection Evaluation
☐ %	5.5 External Relations
☐ %	5.6 Gifts & Exchange
☐ %	5.7 Other
6. Copyright	
☐ %	6.1 Investigation
☐ %	6.2 Processing
☐ %	6.3 Monitoring and analyzing
☐ %	6.4 Other
7. Digitization	
☐ %	7.1 Project management
☐ %	7.2 Preparation
☐ %	7.3 Scanning
☐ %	7.4 Post Processing
☐ %	7.5 Quality Control
☐ %	7.6 Image Management
☐ %	7.7 Storage
☐ %	7.8 Web Development
☐ %	7.9 Other
8. E-Publishing	
☐ %	8.1 Content acquisition
☐ %	8.2 Business operations
☐ %	8.3 Promotion and Marketing of Content
☐ %	8.4 Access and Subscription Support Services
☐ %	8.5 Ongoing Production Management

%	8.6 System Development
%	8.7 Other
9. Exhibits & public programming	
%	9.1 Public Programs - Exhibitions
%	9.2 Public Programming - Events
%	9.3 Public Programming –Tours
%	9.4 Other
10. Financial & Administrative services	
%	10.1 Transaction processing – disbursements and receipts
%	10.2 Transaction processing - accounting entries (includes labor distribution)
%	10.3 Non-exempt payroll processing
%	10.4 Travel reimbursement processing
%	10.5 Capital equipment inventory
%	10.6 Financial reporting
%	10.7 General funds management activities
%	10.8 Sponsored funds - financial management
%	10.9 Sponsored funds - Pre-award activities
%	10.10 Sponsored funds - Post-Award Activities
%	10.11 Facilities management
%	10.12 Other
11. Information, Reference & Instruction	
%	11.1 Answer questions and instruct users in using library resources
%	11.2 Develop a continuing education program for information professionals
%	11.3 Preparation for instruction
%	11.4 Teach
%	11.5 Create general online and/or in-print resources for users
%	11.6 Create, organize and maintain resource files and database to support the Reference process

%	11.7 Other

12. Information Technology

%	12.1 General Workstation / User Support
%	12.2 Servers and Group Services
%	12.3 Academic / Instructional Applications
%	12.4 Research and Other Discipline-Specific Applications
%	12.5 Administrative / Business Applications
%	12.6 Other Application / Development Areas
%	12.7 Networking / Communications Support or Development
%	12.8 Security and Related Activities
%	12.9 Computer Operations / Facilities
%	12.10 Other

13. Interlibrary Services & Borrow Direct

%	13.1 Interlibrary Lending
%	13.2 Interlibrary Borrowing
%	13.3 Borrow Direct Lending
%	13.4 Borrow Direct Borrowing
%	13.5 Other

14. Management, Oversight, Support & Meetings

%	14.1 Management and Oversight
%	14.2 Liason and Outreach
%	14.3 Staff / Professional Development
%	14.4 Unit Specific Meetings
%	14.5 CUL-wide Committees and Assignments
%	14.6 Secretarial / Department Administrative Support
%	14.7 Other

15. Metadata Services

☐ %	15.1 Consulting
☐ %	15.2 Design
☐ %	15.3 Development
☐ %	15.4 Production
☐ %	15.5 Special Collections and Archives metadata creation (Production)
☐ %	15.6 Other

16. Preservation (Digital & Print), Stacks Management, & Physical Preparation

☐ %	16.1 Physical shelf preparation
☐ %	16.2 In-house binding
☐ %	16.3 Stacks management
☐ %	16.4 Distribution
☐ %	16.5 Collation and binding preparation
☐ %	16.6 Repairing
☐ %	16.7 Brittle book processing and reformatting
☐ %	16.8 Digital Preservation and archiving
☐ %	16.9 Shelf and book cleaning
☐ %	16.10 Collection surveying
☐ %	16.11 Disaster recovery
☐ %	16.12 Outreach services
☐ %	16.13 Conservation treatments
☐ %	16.14 Other

17. Research & Grants

☐ %	17.1 Grant proposal preparation
☐ %	17.2 Conducting research
☐ %	17.3 Evaluation and assessment
☐ %	17.4 Other

18. Special Collections & Archives

%	18.1 Acquisition
%	18.2 Accessioning
%	18.3 Collection Management and Maintenance
%	18.4 Records Management
%	18.5 Reproduction Services - Photographic Duplication
%	18.6 Vault Management

19. Comments:

Submit Survey

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Review of Library Technical Services at Cornell University
Phase 1: Central Technical Services, Mann, and Law

Submitted by the CUL Technical Services Review Group:
Karen Calhoun (chair), Bill Kara, Margaret Nichols, Jean Pajerek, Scott Wicks

EXECUTIVE SUMMARY

7/14/03

The report that follows is the first part of a phased review of the library's technical services operations. The review group gathered and analyzed data at the request of the Library Management Team (LMT) and on behalf of library workforce planning. Phase 1 of the review covers three technical services units—Central Technical Services (CTS), Mann, and Law.

The primary benefits of technical services for the university are acquiring new library materials and organizing them so that they can be found as quickly and conveniently as possible. Delivering these benefits incurs costs: the grand total of technical services activities in CTS, Mann and Law is $3,133,425 and 88.93 FTE, which represent approximately 70% of CUL-wide expenditures and FTE on activities defined as technical services categories.[1] At the same time, these three units produce 95% of the cataloging and maintain 91% of the serials and newspapers for CUL, so they can be said to produce more than they cost, relative to other CUL technical services operations.

While expenditures for other library services have generally been increasing over time, expenditures for CUL technical services declined 2.4% between 1995/96 and 2001/02, and the downward trend is expected to continue. The downward trend in technical services expenditures is common to CUL's peers as well. During the same period, CUL cataloging productivity rose, and the cataloging backlogs have shrunk an average of 10% a year. Savings from cuts in technical services have been used to support either other priorities within CUL or new ventures within technical services, for example the addition of metadata services, improvement in IT support, and the expansion of e-resource licensing and management work.

CTS and Mann deploy their technical services resources in similar ways, except for the metadata and IT categories, in which Mann devotes proportionately more to metadata and CTS proportionately more to IT. Law devotes proportionately more resources to acquisitions than to cataloging. Expenditures for CTS-Mann-Law management, staff development, unit meetings and department support are in proportion to the size of these three units within CUL.

ACQUISITIONS AND CATALOGING

The weighted average unit cost for a title acquired or maintained by CTS, Mann, or Law acquisitions is $10.40 and the weighted average unit cost for CTS, Mann, or Law

[1] The combined 70% figure for the three units excludes time reported by CTS, Mann and Law technical services staff on LARIS categories 14.1-4 and 14.6 (management etc.) and IT (category 12). If these two categories are included, the CTS-Mann-Law labor costs reported above represent 31% and 38% of CUL-wide labor costs and FTE on the categories reported in Figure 4. The 88.93 FTE in CTS-Mann-Law reported here represent 20% of the total 444.45 CUL FTE reported in the LARIS staff survey.

cataloging is $8.82. That acquisitions unit costs are higher than cataloging unit costs is not surprising; similar results have been found in more ambitious and formal cost studies.[2]

Unit costs for acquisitions and cataloging are less in CTS than at Mann and Law. Differences result from the type and mix of materials processed (for example, Law's many loose-leafs are very costly to maintain); specialized services offered at Mann and Law but not in CTS; differences in staffing patterns (including the integration of bindery activities into their routines); and the relatively high proportion of time spent on e-resource management at Mann. With the approval plans centralized in CTS, there is also a heavier reliance on firm orders in Mann and Law to build their collections. CTS has been very successful in employing automated methods to reduce their large cataloging backlog and uses relatively more student labor, particularly for backlog processing.

Staff interviews revealed a continuum of service models among the three processing centers. All three processing centers are efficient and effective, but they differ in their approaches to both defining and delivering "service." At one end of the continuum, CTS serves a large number of libraries; its service model is centered on high volume, IT-based methods, and streamlined workflows. Mann may be seen as in the middle; it serves multiple clients and emphasizes production but at the same time offers a variety of specialized services and custom procedures. Law's service model is centered on customized offerings for law school faculty and students.

RECOMMENDATIONS

Using the LARIS survey direct labor costs, review team members prepared 10% and 20% savings scenarios for CTS, Mann and Law expenditures. The exercise was based on the assumption that the savings needed to be generated over the current and next two fiscal years (FY2003/04, 2004/05, and 2005/06). Appendix C of the full report contains the complete text of the ten and twenty percent savings scenarios together with estimated savings, descriptions and impact statements.

The review team recommends 21 cost-reduction actions to occur over the current and next two fiscal years. These 21 actions, if implemented, will generate an estimated $380,000 in savings, which represents a 12.2% reduction in current expenditures for CTS, Mann, and Law technical services. Attrition can be expected to generate part of the savings, but it may not be possible to completely avoid layoffs if this plan is carried out.

When choosing recommendations, the review team selected actions that could be implemented without significant negative impact on existing service levels and that could generate savings (marked in green in the following table). They also chose several actions that might be implemented if the tradeoffs are deemed acceptable (marked in yellow).

[2] Morris, Dilys E., Pamela Rebarcak and Gordon Rowley. 1996. "Monographs acquisitions: staffing costs and the impact of automation." *Library resources & technical services* 40 (October): 301-17.

CUL Technical Services Review Phase 1:
Recommended Actions and Estimated Savings by Fiscal Year

	TOTAL
Total expenditures for CTS, Mann, Law Tech Services (LARIS)	**$3,133,425**
ACTION (FY03/04)	
Switch some searching to OCLC	
Replace permanent receiving/inputting staff with student labor	
Redefine South Asia curator job to include original cataloging	
Ongoing new income for technical services processing	
Project income	
Stop monographic claiming	
Reduce/cease acceptance of gifts	
ESTIMATED SAVINGS FY03/04	$125,229
PERCENT OF TARGET	4.0%
ACTION (FY04/05)	
Switch percentage of firm orders to approval plans	
Complete Voyager recovery for serials	
Shift percentage of Gov Docs print to electronic	
Use more student labor for physical processing	
Change business strategy for acquisitions	
Reduce staffing following elimination of backlog	
Reorganize selected technical services activity	
Impact of e-only expenditures on student expenditures	
Implement EDI invoicing	
SAVINGS FY04/05	$189,709
CUMULATIVE SAVINGS	$314,938
PERCENT OF TARGET	10.1%
ACTION (FY05/06)	
Shift more Gov Docs print materials to electronic	
Shift percentage of print serials to electronic only	
Reorganize selected cataloging activity	
Send portion of new receipts directly to Annex, no classification	
Reorganize binding	
SAVINGS FY05/06	$65,875
CUMULATIVE SAVINGS	**$380,813**
PERCENT OF TARGET	**12.2%**

Library Cost Allocation to Colleges

Total Net Library Costs[1]
FY 02 – Endowed Only

Total Expenses	$31,363,000
Less Revenues	$ 8,129,000
Net Costs	$23,234,000

Allocable Net Costs
$15,675,000

Directly Assignable Net Costs

Arts & Sciences	$4,392,000
JGSM	$ 454,000
Engineering	$1,078,000
Architecture, Art & Planning	$ 293,000
Law	$1,342,000
	$7,559,000

95%

5%

Library Administration	$ 40,000
Library Materials	$ 8,202,000
Technical Services	$ 3,098,000
Annex	$ 171,000
Collection Development	$ 705,000
Interlibrary Loan	$ 138,000
Rare & Manuscript Coll.	$ 1,121,000
Dig. Library & Info. Tech.	$ 1,493,000
Construction/Renovation	$ 707,000
	$15,675,000

Includes:

JGSM	$308,000
Law	$802,000
Hotel	$ -0-

Endowed Colleges ($14,891,000)

Non-Tubs	Tubs
$13,251,000 (89%)[2]	$1,640,000 (11%)[2]

Not allocated to colleges in cost allocation model

Contract Colleges
$784,000

Allocated Based on Enrollment

CALS	(59%)	$463,000
CHE	(23%)	$180,000
CVM	(16%)	$ 47,000
ILR	(12%)	$ 94,000
		$784,000

University Administrative Charge to Tubs
(Hotel, MGMT, Law)
(12% of 3-Year Average Revenues)

Cost Component	$ in millions	Basis Points
Library	1.64	2.3 (2.25)
Student Services	2.00	2.8
Instruction Support	2.05	2.8
CIT	.98	1.3
Alumni Aff.& Dev.	.77	1.1
Oper. & Maint.	.56	0.8
Projects	.53	0.8
Other	.20	0.1
	8.73	12.0

18% of Total Costs Allocated

Library Allocation to Tubs

	3 yr. Avg. Rev. ($ in mill.)	Library Cost %	Approximate Admin Chg. Attrib. To Library[3]
Hotel	$25.7	2.25%	$ 560,000
JGSM	$26.9	2.25%	$ 590,000
Law	$22.6	2.25%	$ 490,000
	$75.2		$1,640,000

$8.73 mill. / $75.2 mill. = 12% (11.6%)

Total Library Charge to Tubs

	Directly Assignable[4]	Allocated[3]	Total
Hotel	- [5]	$560,000	$ 560,000
JGSM	$432,000	$590,000	$1,022,000
Law	$852,000	$490,000	$1,342,000

[1] All fund groups; excludes transfers
[2] Based on percentage of endowed academic revenue
[3] Not detailed on college bills, included in “assessment for support costs”
[4] Based on GP budgets (not actual expense) & net of transfers in from units
[5] Not included under the endowed library budget; costs paid directly by Hotel School

July 15, 2003 LTC:slb

Details of FY 02
Allocable Net Library Costs

Account	Department Name	Costs	Less Revenues	Net Costs	
L50	Library Administration	$1,724,635	$2,676,006	($951,371)	[1]
L51	Administrative Operations	$1,224,657	$233,016	$991,641	[1]
L52	Networked Bibliographic Services	$331,322		$331,322	[2]
L53	Library Materials Acquisitions	$10,463,941	$2,262,380	$8,201,561	
L54	CTS - Administration	$248,054		$248,054	[2]
L64	Annex	$171,144		$171,144	
L74	CTS - Database Quality & Enrichment	$339,716	$843,941	($504,225)	[2]
L75	Collection Development	$704,766		$704,766	
L76	Interlibrary Services	$294,077	$156,190	$137,887	
L77	CTS - Acquisitions	$1,633,524		$1,633,524	[2]
L78	CTS - Bibliographic Control Services	$1,399,700	$10,100	$1,389,600	[2]
L84	Rare & Manuscript Collections	$1,350,174	$229,403	$1,120,771	
L85	Digital Library & Information Technology	$2,033,634	$540,935	$1,492,699	
L89	Conservation/Preservation	$1,458,265	$750,770	$707,495	
	TOTALS	$23,377,609	$7,702,741	$15,674,868	

[1] Administration = $40,270

[2] CTS = $3,048,275

Details of FY 02
Directly Assignable Net Library Costs

Account	Department Name	Costs	Less Revenues	Net Costs	Assigned to
L59	IRIS - Administration	$430,240	$90,662	$339,578	A & S
L60	IRIS - Collection Management	$729,645		$729,645	A & S
L61	IRIS - Research	$231,504		$231,504	A & S
L62	Olin/Uris Reference	$1,154,926		$1,154,926	A & S
L63	Africana	$76,906	$727	$76,179	A & S
L65	Management	$464,596	$10,441	$454,155	JGSM
L66	Engineering	$518,241	$6,597	$511,644	ENG
L67	Fine Arts	$303,890	$10,818	$293,072	AAP
L69	Law	$1,356,950	$15,156	$1,341,794	LAW
L70	Mathematics	$181,121	$12,991	$168,130	A & S
L71	Music	$373,176	$5,047	$368,129	A & S
L72	Physical Science	$613,841	$47,481	$566,360	ENG
L73	OKU - Circulation Services	$825,697		$825,697	A & S
L80	Asia Collections	$120,259	$81,880	$38,379	A & S
L81	Echols/SE Asia Collections	$262,684	$123,169	$139,515	A & S
L86	Wason/E Asia Collections	$320,398		$320,398	A & S
L87	South Asia Collections	$20,803	$21,399	($596)	A & S
	TOTALS	**$7,984,877**	**$426,368**	**$7,558,509**	

Summary By College

Arts & Sciences	$4,391,484
JGSM	$454,155
Engineering	$1,078,004
Architecture, Art & Planning	$293,072
Law	$1,341,794
	$7,558,509