

**University of Missouri-St. Louis Libraries**

**Self-Study October 2006**



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## **I. Overview**

The Libraries of the University of Missouri-St. Louis (UMSL) consist of the Thomas Jefferson Library, the St. Louis Mercantile Library, and the Ward E. Barnes Library. Administrative Offices are located in the Thomas Jefferson Library building, which also houses the Mercantile Library, and the affiliated Western Historical Manuscript Collection (WHMC) and University Archives. The Access Services, Technical Services, and Acquisitions and Serials Departments are primarily housed in the Thomas Jefferson Library building as well.

Approximately five years ago (2001) the UMSL Libraries acquired their one millionth monograph. Libraries in the past normally celebrated such a milestone, publicizing widely the signal growth of the institution. For the UMSL Libraries, no such celebration was planned nor took place. The Libraries have long recognized that collaboration within the four-campus University of Missouri System, as well as participation in the 68 member statewide MOBIUS Consortium, is the primary means by which the widest array of stakeholders can best be served. The UMSL Libraries consider the recent benchmark of the MOBIUS Consortium quietly exceeding over 20 million items to be the more important, valid, and useful barometer of what has come to be seen as the real collection available to its patrons.

Included in the MOBIUS item count are an increasing number of resources which have no physical existence in the collection. The number of online electronic publications continues to increase as government documents, monographs, and periodicals, journals, and newspapers are seamlessly integrated into the local and consortium catalogs. The

axiom that “access is more important than possession” is a statement of the present and not the future.

The patrons of the UMSL Libraries can access a virtual collection of more than 20 million books, 65,000 online periodicals, and an increasing array of online monographs and materials. Additionally, the traditional services of Interlibrary Loan (ILL) and patron referral to relevant libraries continue to ensure that those seeking information will be able to access necessary materials. ILL services are augmented by the ability to make requests online (e.g., WebZap) and receive requested materials remotely online using secure library FTP services.

### **Mission of the Libraries**

The University of Missouri-St. Louis Libraries’ primary mission is to provide information resources that support the academic mission and long-term goals of the University. This support is provided by the Libraries’ diverse and growing collections and services. Collections no longer consist solely of materials held physically by the Libraries, but include full-text databases, online monographs, and electronic journals.

Library services have also continued to evolve as needed. Broadly speaking, the array of services consists of intermediating between user needs and the kaleidoscope of available resources. This is done by the ongoing traditional role of all libraries to:

- Acquire all relevant and needed materials to fulfill the institutional mission.
- Organize all available resources to ensure their accurate and easy access.
- Preserve ongoing access to all relevant resources (physical and online).

- Assist and instruct patrons in identifying, acquiring, and using relevant resources.

These are normally described as acquisition, organization, preservation, and assistance; these areas of endeavor reflect the traditional administrative structure of a library which continues to be as effective as ever in fulfilling the Libraries' mission.

## **II. Collaboration**

Cooperation and collaboration are core traits of the University of Missouri-St. Louis Libraries. This continually involves stakeholders in decision making to the full extent it is practicable. The four major examples below concretely demonstrate library activity in this area. These examples include: the upcoming serials cut of 2006; the means by which new materials are acquired; cooperation with the campus Information Technology Services (ITS); collaboration with the University of Missouri-Columbia's School of Information Science and Learning Technologies (SISLT)

### **Cutting Periodicals in 2006**

No Library project demonstrates the collaboration and cooperation with its stakeholders more than the serials cancellation project. With the assistance of the faculty, the Libraries will cut 29 percent of the total periodicals budget. Over the last five years the budget has remained unchanged while the Libraries are faced with a nine percent annual inflationary increase by periodical publishers; this is twice the overall national inflation rate. Cuts of serial subscriptions are an unavoidable necessity for all libraries.

The mechanisms by which the current serials cut will be implemented (and the previous cut in 2001) include direct participation by the campus faculty and departments. The

decision as to which subscriptions to cut is ultimately made by the academic department to which a subscription is assigned (e.g., the Chemistry Department chooses which chemistry publications to be cut).

In 2001 the Libraries created a complex and integrated database of comprehensive information about all periodical subscriptions. All information in the database is populated by librarians and designed to be accessed by faculty in order to facilitate their decisions. For each individual title, the information available to faculty in the database includes:

- Current price
- Inflationary increases for previous 5 years
- Citation impact factor (how often articles in a publication are cited by others)
- Actual use of journal (how many times a title was picked up to be re-shelved)
- Cost per use (subscription price divided by times picked up)
- Duplicate title availability in the libraries online databases
- Ownership of title by other campuses (primarily, UM campuses)

The librarian liaison for each department enters much of the necessary information into the database. They also facilitate the use of the database, answering and interpreting questions about the source data. When an academic department is faced with cutting 29 percent of the serials acquisitions budget, they are able to make their final decisions based on all relevant factors. The faculty stakeholders make the ultimate decision as to which titles to cut with as much assistance and information as can be provided by the comprehensive efforts of the Libraries.

## **Acquiring New Materials and Databases**

The Libraries maintain an approval plan for purchasing new monographs. Academic departments have established profiles for which books in their relevant subject areas are to be sent to the Libraries for inspection and potential purchase. Faculty members are welcome to examine these books in the approval room in the Thomas Jefferson Library, and directly recommend whether or not the item should be acquired. The librarian liaison for each academic department can also approve or reject purchases of approval plan books within their assigned disciplines.

Individual faculty members can, and often do, make requests for the purchase of non-approval plan monographs. In only the rarest cases are these requests denied; in such cases further consultation is always done with the interested faculty member. The primary reason for denying a request is usually due to prohibitive costs for a requested item. Nonetheless, expensive items are purchased, but further consideration and deliberation between the Libraries and the faculty member always take place.

In the last five years, many subscriptions to databases (and online full-text materials) have shifted from the individual libraries to purchases by the University of Missouri Library Systems Office (LSO). This collaboration among UM Libraries and LSO has enabled access to resources which the UM-St. Louis Libraries by themselves would be unable to purchase.

The best example of this UM System-wide collaboration is the recently funded “Electronic Resources Initiative.” This system-wide strategic initiative funded by an FY

2005 state appropriations increase, along with a match made by the chancellors on each campus, added over 1,800 full-text online journal titles in support of the health and life sciences.

### **Working with Information Technology Services (ITS)**

In September, 2000, the Library Research Commons (LRC) opened in the Thomas Jefferson Library. A collaborative effort between the Libraries and ITS, the Thomas Jefferson LRC currently consists of 70 workstations, as well as printers, scanners, and other equipment for faculty, staff, and student use. ITS student employees, overseen by a librarian liaison (Chris Dames), provide technical assistance to users; reference librarians at the adjacent reference desk provide assistance for research needs.

In the fall of 2004, the LRC concept was extended to the Ward E. Barnes Library with the opening of 57 workstations. The Barnes' LRC is also jointly supported by ITS staff (technical support) and Barnes reference librarians (research assistance).

Additionally, the University Libraries and ITS have created a joint position of Systems Support Analyst. This position is administratively an employee of both ITS and the Libraries. He is responsible for maintaining over 200 public and staff workstations (excluding LRC workstations maintained by ITS) on behalf of all campus libraries.

### **MU School of Information Science and Learning Technologies**

In January, 2005, the University of Missouri-Columbia's School of Information Science and Learning Technologies (SISLT) established a position that serves jointly as a SISLT

faculty member and a member of the Reference Department. The position of Clinical Instructor is responsible for teaching, assisting, and counseling students in the St. Louis metropolitan area enrolled in SISLT courses. Concurrently, the same individual (Karen Robinson) acts as a member of the Reference Department, with her duties including regular reference desk shifts, and subject area collection development responsibilities.

Further examples of collaborative activities can be seen in the individual descriptions of Library Departments which follow.

### **III. Department and Unit Descriptions and Metrics**

#### **A. Administration**

The University Libraries are administered by the Dean of Libraries (Amy Arnott). The dean answers to the provost and vice chancellor for Academic Affairs.

The heads of the various library departments, together with the Director of the St. Louis Mercantile Library (John Hoover), meet with the dean monthly in order to analyze and coordinate library activities. Policy questions and management decisions are communicated to the staff through the department heads. The University Libraries' budget is administered by the Dean of Libraries in consultation with the various department heads. Personnel decisions are primarily carried out by the departments themselves with direction, oversight, and final decisions vested in the Dean of Libraries.

The Dean of Libraries participates directly with the University faculty. All issues and problems deemed to affect faculty are formally communicated to the University's Faculty

Senate Library Committee. The Library Committee represents campus-wide faculty interests directly to the Dean of Libraries.

## **B. Access Services Department**

The Access Services Department has the primary responsibility for maintaining the Thomas Jefferson Library building, including the physical library collection. The department also coordinates all lending and borrowing activities to and from other libraries (consortial borrowing and interlibrary loan). Other activities include shelving of monographs and journals, maintenance of the library reserve materials, training of staff in the use of Innovative Interface's Millennium library software, and the administration of patron records.

For much of the last five years this department lacked an official department head and operated under interim leadership. A full-time administrator for the department was hired two years ago and successfully headed the Access Services Department until recently accepting a position at a different institution. It is anticipated that the department will have no problems continuing to operate as before while the Libraries seek a replacement administrator.

The Access Services Department annually compiles a wide array of statistics regarding the circulation of all incoming and outgoing materials, as well as measures of patron activity. On a regular basis, studies are implemented as needed by other departments (e.g., analysis of shelving space and growth in support of deselection activities). Trends in the previous five years continue to indicate an increase in borrowing and lending

activity with external institutions, primarily within the MOBIUS Consortium. Among the measures annually tracked are (FY 2005-2006):

- 146,810 total circulation transactions (check out, check in, etc.)
- Interlibrary Loan (ILL) activity:
  - 9,173 items loaned out to other libraries
  - 8,134 items borrowed by UMSL from other libraries
- 14,402 ARIEL Electronic ILL transactions (down 3 percent)
- 4,543 articles electronically delivered to patrons (up 40 percent)
- 378,554 patrons physically entering the library (down 2 percent)
- Use of materials in the library (pick ups):
  - 29,677 books and periodicals picked up in library
  - 84,876 books and periodicals shelved

These quantitative measures are broken down into more granular categories when applicable, e.g., Interlibrary Loan borrowing is tracked by type of patron (i.e., undergraduate, graduate, faculty, or staff). Allocation of personnel and resources is based upon observed trends from these annual measures. A continuing shift in the last five years is an increase in the delivery of ILL materials to patrons in online versions via remote web servers. This has led to an increasing number of student hours dedicated to the processing of electronic materials via the ARIEL document transmission software.

One of the more interesting trends indicates that graduate students and faculty researchers are increasing their use of Interlibrary Loan whereas undergraduate use is decreasing.

The hypothesis, that undergraduate needs are being increasingly met by access to full-text online resources, is supported by the steady increase in the number of full-text items retrieved from online databases over the past five years. Between 2001 (74,332 full-text

articles retrieved) and 2005 (408,540 full-text articles retrieved) there has been better than a five fold increase in the number of online articles retrieved.

Overall, annual measures continue to indicate the Libraries' long standing status as a net lender of resources to the library community at large, both in the State of Missouri and beyond. These measures include both interlibrary loan activity, as well as MOBIUS Consortium lending and borrowing statistics.

Though explicit qualitative measurements of patron satisfaction have been rarely done, the Access Services Department recognizes the need for patron satisfaction surveys. Since statistics indicate a decline in patron visits to the Libraries (gate count), user satisfaction surveys could be used to better understand the reason for this decline. The most likely explanation is the continued access to materials and services remotely; patrons are using library resources more than ever, but without always needing to physically enter a building. As stated above, the continuing upsurge in patron access of online resources acquired by the Libraries can be considered an indication of user satisfaction.

### **C. Acquisitions and Serials Department**

The Acquisitions and Serials Department is responsible for oversight and administration of the Libraries' acquisitions budget. The department operates in close cooperation with the Collection Development Department and Technical Services Department. After items are purchased, Acquisitions and Serials processes the new materials, and subsequently sends them to catalogers in the Technical Services Department. Following final cataloging, items are placed in the appropriate library collection.

Other activities include the formulation of Requests for Proposals (RFPs) for magazine, periodical, journal, and serial purchases; Requests for Bids (RFBs) for binding of the Library's periodicals; administration, maintenance, and staffing of the public service outlet for bound and unbound publications (5<sup>th</sup> Floor of the Thomas Jefferson Library building).

Of note is that the Libraries' annual budget for acquiring monographs has been static since 1991, coincident with annual inflation rates ranging from two to seven percent. The entire annual acquisitions budget has been unchanged for the past eight years.

Among the measures that are annually tracked are (FY 2005-2006):

- 25,010 serial items checked-in/processed
- 5,284 monographs received and processed
- 2,988 serial titles received and processed

## **D. Collection Development Department**

The activity of collection development involves all professional librarians at the University. Individual subject responsibilities are assigned to librarians under the coordination of the Head of Collection Development. Librarians also act as liaisons with designated faculty in the relevant academic department for the discipline. Acquisition of monographs, serials, and databases is coordinated by the Head of Collection Development in full consultation with all professional personnel.

The Head of the Department also coordinates and participates in deselection activities. The University Libraries are currently embarking upon a serials cut of 29 percent of the existing serials budget. The previous serials cut was in 2001 for subscriptions beginning January 2003. At that time, it was projected that a subsequent cut would be necessary in three years. Due to purchases of databases and online indexes by the University of Missouri System on behalf of all campuses, and other cost saving measures, the Libraries were able to reallocate funds in order to stave off the projected cut two additional years. Decisions will be made in fall 2006 for subscriptions beginning January 2008; we project this will cover journal cost increases through 2010.

The Head of Collection Development also participates as a member of the Reference Department.

Space constraints in the Libraries periodically require that items be relocated to off-campus storage. The merger of the open stack collections of the Thomas Jefferson and Mercantile Libraries resulted in a project that transferred approximately 30,000 items to the University of Missouri Library Depository (UMLD) from 2003-2005.

Circulation statistics were studied to determine if an item was being used. Items unique to the University of Missouri campuses were retained. Duplicate items were relocated to the UM Library Depository in Columbia, Missouri (one copy being retained by the Library). The overall rarity and monetary value of items was considered in decision making. Online rare book sellers, such as Abebooks ([www.abebooks.com](http://www.abebooks.com)), were utilized to ensure that rare and valuable items were handled appropriately.

Another positive consequence of the project was the identification of a number of items of extreme rarity and high value, including a German language first edition of Friedrich Nietzsche's *Morgenröthe* (1881) which had been donated to the Libraries general collection in the 1970's. Similar items sell on the antiquarian book market for \$10,000 or more.

### **E. Government Documents Department**

As a Federal Depository Library, the Government Documents Department of the Libraries continues to be one of the major St. Louis area depositories selecting approximately 90 percent of publications available from the Government Printing Office. The Head of Government Documents acquires, organizes, and assists patrons in accessing the materials disseminated by the Federal Government and the State of Missouri. The last five years have seen an ongoing shift of federal documents from physical materials (paper, microfiche, CD-ROM, DVD-ROM) to online access of materials; State of Missouri publications are now received almost exclusively in electronic format.

The Head of Government Documents, as well as the single FTE Library Assistant allocated to Government Documents, both serve as fully participating members of the Reference Department.

An ongoing archive of selected online government documents has been maintained on the Library's web pages since 1991. The older editions of the CIA's *World Factbook* (dating back to 1990) maintained by the Libraries have been used by the Library of Congress as

the definitive archival copies of this publication. All online government documents maintained by the Libraries regularly get over 500,000 hits per month.

Among the measures annually tracked are (FY 2005-2006):

- 3,331 paper document received and processed
- 1,080 microfiche items received and processed:
- 105 Electronic items (DVD, CD-ROM, etc.) received and processed
- 566,038 web hits for online local government documents in Sep., 2006

### **F. St. Louis Mercantile Library**

The affiliation of the St. Louis Mercantile Library with the University, a unique and valuable relationship which began in 1997, adds another layer to the mission of the Libraries. As one of the world's premier cultural institutions, the Mercantile Library extends the mission of the University Libraries to a larger community. By its nature as an archive of a variety of specialized materials, the Mercantile Library serves a broader community consisting of its 1,000 registered members, academic researchers from other institutions, as well as the general public.

The Mercantile Library continues to retain a necessary autonomy, consonant with its mission and status, while fully coordinating with the University Library system as a whole. The Mercantile is fully integrated in the academic mission of the University Libraries, while still maintaining its identity as one of the nation's major archives, museums, and cultural centers.

Collections of the Mercantile Library include the Herman T. Pott National Inland Waterways Library, the John W. Barriger III National Railroad Library, and the *St. Louis Globe Democrat* clippings and photo morgue. Additionally, the Mercantile maintains a wide array of individual art works, artifacts, and rare documents of international significance. These prominently include Harriet Hosmer's seminal marble statue *Beatrice Cenci*, and a unique first edition double elephant folio of John James Audubon's *The Birds of America*, the only copy existing signed by the artist.

Since becoming affiliated with the University Libraries in 1997, the Mercantile Library has continually increased its role within the University research community. Activities include contribution to fellowships and scholarships for University researchers.

### **Selected Metrics**

- Number of formal exhibits:
  - In 2006 the Mercantile hosted four major exhibits
  - Normally four such exhibits occur each year
- Fellowships:
  - Approximately 20 fellows since 2001
- Scholarships
  - Through the Transportation Research Forum, four scholarships of \$500 each have been granted since 2001
- Grants
  - \$60,000 LSTA Grant (BRE) for 2006-2007
  - \$20,000 from Burlington Northern Santa Fe Foundation (2003)
  - \$80,000 pledged from Burlington Northern Santa Fe Foundation (2006)
  - \$80,000 pledged from TTX Co. for Symposia and Exhibits (2006)

- Endowments
  - \$1.883 million (Feb. 2006) for John W. Barriger III National Railroad Library

## **G. Reference Department**

Under the management of a two person Leadership Team, the Reference Department has the primary responsibility in assisting patrons in the use of library resources. The department's activities and services include: maintaining research and informational materials; engaging in marketing and promotional activities; providing library instruction at faculty request; providing extended reference services in-person, by telephone, via e-mail, and through appointments with individual librarians in the department's Research Consultation Program.

Individual members of the department are assigned as liaisons to academic departments for the purposes of collection development. For these activities they are under the administrative responsibility of the Head of Collection Development.

Members of the department actively and aggressively engage in delivering resources and services online. These include development of traditional library materials for an online environment (e.g., Subject Guides), interactive tutorials, and the official Library Web site.

Additionally, several librarians have created, and maintain, an array of online databases and dynamic web sites for both internal administrative use (e.g., a dynamic online calendar and scheduling system), as well as resources designed to be used by the public.

These include several databases and web sites maintained on behalf of the Mercantile Library and Western Historical Manuscript Collection (WHMC). Two of the most heavily used databases are the index to the *St. Louis Globe Democrat* newspaper, and a unique index to the *Waterways Journal* from the Herman T. Pott National Inland Waterways Library.

The Reference Department has implemented and maintained a union database of all four University of Missouri WHMC units for the past six years. Additionally, a database of WHMC's St. Louis photographs was implemented within the last year.

These, and other resources, utilize open source software (e.g., Linux, MySQL, PHP) on the Libraries' stand-alone internal web server, as well as resources and utilities maintained by the Universities formal computing infrastructure (e.g., Oracle, Cold Fusion).

Qualitative measures (e.g., assessing patron satisfaction) have been performed on an occasional basis. A user-based outcomes survey, specifically designed to discover what students learn from the Bibliographic Instruction Program, is currently being planned for the coming year. A similar study was last carried out in 2003.

Changes over the past five years in the amount of online resources available to patrons make the statistical reliability of user satisfaction surveys problematic. The universe of resources available to patrons has increased rapidly in the preceding five years which confounds statistical reliability. Nonetheless, the department annually tracks a wide array of quantitative measures used for allocating its resources and efforts. When a database or

printed reference item is dropped from the collection, the decision is always based on the level of its use by patrons. Additions to the Reference Collection are likewise primarily driven by patron demand and use patterns. A customized database is maintained which tracks the amount of use of all reference materials in the collection.

Among the quantitative measures tracked on an annual basis are (FY 2005-2006):

- Size and use of print reference collection
  - 5,719 items in collection
  - 3,440 items picked up (in-house use)
- 14,342 total reference transactions (in person, by phone, online, etc.)
- 251,812 patron database searches
- 408,540 full-text articles accessed by patrons
- 3,308 email sent in 20 day by 20 librarians (new study); average number of email messages per librarian per week is 41.35
- 2,333 UMSL students attended 124 instruction sessions
- Library web servers accrued over 6.5 million hits

Over the past five years reference transactions (as tracked by “tick marks” on forms at the Reference Desk) have decreased by fifty percent. Correspondingly, almost all other activities (e.g., online assistance, instruction sessions, and use of online subject guides) have shown regular to dramatic increases. A new category of “extended desk reference transactions” (defined as any desk interaction longer than 5 minutes) was implemented in 2003 as a mechanism for tracking what was perceived (and proven) to be that fewer interactions at the Reference Desk were being replaced by interactions of longer duration. In the past year, the number of extended interactions at the Reference Desk increased by

5.6%. In the previous year, a category of “extended telephone reference transactions” was implemented for the first time.

Many departmental activities have not been tracked until recently (e.g., amount of e-mail activity). In FY 2005-2006 the amount of time spent by librarians engaged in previously uncounted email activity was studied. This initial study tracked 20 librarians in all departments and determined a baseline figure of 8.27 outgoing email messages per day for each librarian. This figure should not be considered a valid number for the actual number of messages; however, the use of reliable statistical methodology establishes a baseline for studying ongoing trends of email activity.

## **H. Technical Services Department**

This department is responsible for the cataloging of physical and electronic materials available to library patrons. Employees of the department carry out their responsibilities in conjunction with each of the individual University Libraries. Personnel and resources are allocated for ongoing needs and specific projects as required.

Among the projects engaged by the department is the continuing retrospective conversion of materials in the Mercantile Library. The project began in 1998 and is not yet complete. Thus far over 202,705 items have been added to the library catalog.

Ongoing activities include the cataloging of discrete collections (e.g., the Mercantile Library’s Pott and Barriger collections), processing materials for relocation (e.g., materials to be sent to the UM Depository in Columbia, Missouri), and the assistance of non-departmental personnel in specific projects as needed (e.g., assisting the Acquisitions

Department in setting up catalog record import macros). Additionally, the department has been increasing its activities in the area of including online resources available via the library catalog.

Through collaboration with the St. Louis Mercantile Library, the department was recently awarded a grant through the Library Services and Technology Act for cataloging the Bureau of Railway Economics (BRE) collection. Cataloging of the BRE collection commenced in April, 2006.

Among the measures annually traced are (FY 2005-2006):

- 12,886 new monographs catalogued
- 9,028 items converted for Mercantile Retrospective Conversion Project (202,705 items added since beginning of project)
- 30,900 volumes sent to University of Missouri Library Depository

## **I. Ward Barnes Library**

The Ward E. Barnes Library provides resources, services, and collections which support the curricula and research of the UMSL Colleges of Education, Nursing, and Optometry. UMSL's College of Optometry is one of only 17 such institutions in the United States.

Researchers can access the relevant databases in the fields of education, nursing, and optometry using one of the 60 workstations comprising the Library Research Commons (LRC). In conjunction with UMSL's Information Technology Services (ITS), the LRC opened in the fall of 2004. With access to all campus computing resources and library databases, the LRC is supported by both ITS specialists as well as Barnes Library personnel.

The Barnes Library maintains diverse specialized resources for the field of education. These include elementary and secondary K-12 textbooks, teaching curriculum guides, a children's literature collection, a collection of standardized and unpublished tests, and the entire ERIC document collection on microfiche.

Specialized collections for the field of optometry include materials which cover specific topics such as contact lenses, diagnosis and therapy of eye diseases, health professional practice management, epidemiology, neuroanatomy, optics, and ocular pharmacology.

In October 2005, the Library added the Illinois College of Optometry's VisionCite database. VisionCite uniquely covers the professional vision science literature and is an indispensable tool for the researchers and faculty of the College of Optometry.

Faculty and students in the College of Nursing continue to have access to an array of resources relevant to Nursing and the Health Sciences in general. The "Life Sciences Initiative" of 2005 made available a larger array of full-text resources than ever before.

Reference services include a Research Consultation program, bibliographic instruction sessions by faculty request and remote assistance by email to the growing number of distance students. The Barnes Librarians have been delivering library services to distance education students for 10+ years. Classes and library orientation sessions have been delivered to students as far away as southwestern Iowa. The sessions' delivery has been conducted in traditional and networked classrooms on campus, or at auxiliary UMSL locations.

As professional schools, the Colleges of Education, Nursing and Optometry are regularly reviewed for accreditation purposes. The Barnes Library has been an active participant in assisting the Colleges in their individual lengthy accreditation processes. The accrediting body for each discipline has a library component which is also reviewed.

## **J. Western Historical Manuscript Collection / University Archives**

The Western Historical Manuscript Collection (WHMC) is a joint collection of the University of Missouri and the State Historical Society of Missouri. The Associate Director of WHMC-St. Louis also is responsible for overseeing the UM-St. Louis Archives.

WHMC acquires contemporary and historic documents and materials with a focus on relevance to the St. Louis community. Collections include oral histories of Negro League baseball players, photograph collections of St. Louis architecture, and extensive church, community, and political records donated by individuals and organizations related to St. Louis.

The University Archives are the official repository of historic documents produced regarding UM-St. Louis. This includes accreditation reports, campus newspapers and newsletters, and administrative materials.

The Libraries maintain a close working relationship with WHMC-St. Louis including the following: monographs obtained by WHMC are catalogued by the Technical Services Department; reference librarians direct patrons to the WHMC collections as appropriate;

as mentioned earlier, WHMC's subject guide database, as well as its photograph database, were created, and are maintained by Reference Department librarians.

#### **IV. Projected Improvements**

Based on the historic record, library funding will continue to be either static, or unable to keep up with inflation. A new focus should be to develop and secure funding from other sources. Working more closely with the Libraries development officer (Bill George) is a priority in the coming years. Of note is the maturing participation of the St. Louis Mercantile Library within the University Libraries which has already resulted in the acquisition of several grants (e.g., the BRE Grant). The Dean of Libraries and the Director of the Mercantile Library are working together on preliminary plans to secure funding for an expansion of the Thomas Jefferson library building that will house the Mercantile Library's collections.

Additionally, in 2005, Library Administration reassigned the duties of one of the members of the three-person Reference Leadership Team (now 2 members) to include funding and grant seeking duties in cooperation with the Libraries development officer. To date no funding has yet been acquired. In cooperation with WHMC-St. Louis, activities are underway to secure funding for creation of a database and digitization of WHMC's architecture photographs.

As described above, various metrics are aggressively compiled by all Library Departments. However, surveys gauging user satisfaction have been in short supply. Despite the problematic nature of creating, implementing, and utilizing such tools, the

Libraries are committed to implement more than the single projected Instruction Survey planned for the coming year.

# Appendices

## APPENDIX A Organization and Staffing

Figure A  
Organization Chart

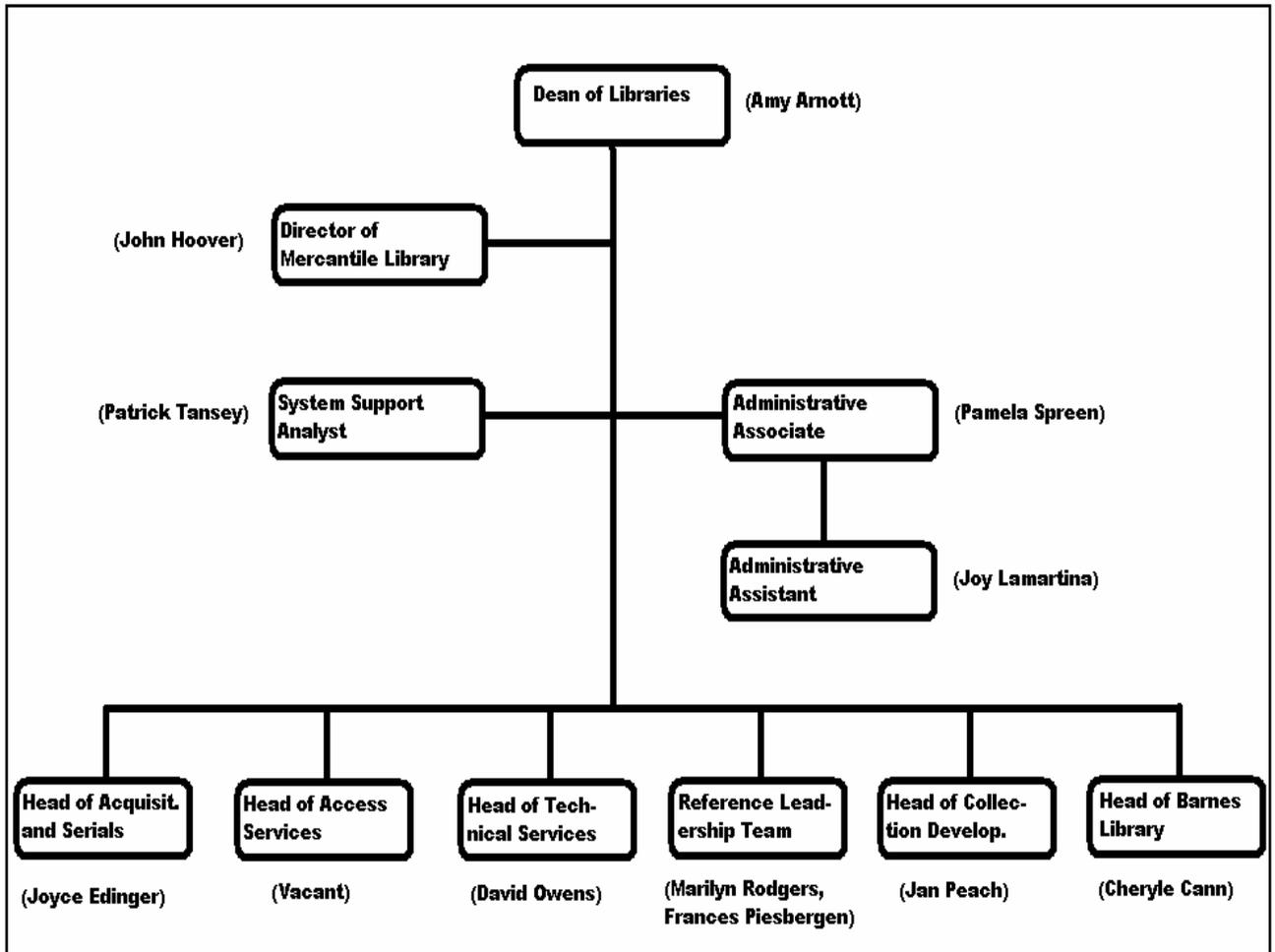


Table A  
Staffing

Professional Staff FTE:	27
Support Staff FTE:	23
Student Assistant FTE:	15

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Total FTE Staff: 65

## **APPENDIX B**

### **Comparison with 15 academic libraries in Missouri.**

The following tables (A-D) are derived from the 2002 Integrated Postsecondary Education Data System (IPEDS). The 2002 data is the latest information released by the Department of Education (DOE) comparing academic libraries nationwide. This information is meant to give context to information about the UMSL Libraries' budget and holdings. More recent data from IPEDS are reported elsewhere in this document.

The institutions chosen for this comparison are primarily comprised of the largest academic libraries, both private and public, in the state of Missouri, as well as Lindenwood and Webster Universities in the St. Louis metropolitan area.

Based on physical holdings (books, serials, microfiche, etc.), the University of Missouri-St. Louis Library system is the sixth largest in the state.

The following tables contain data generated from the 2002 IPEDS in order to make comparisons between different sizes and types of libraries. For this purpose, data regarding the "Amount spent per FTE," "Students per Librarian" and "Percent of Total Budget Spent on Monographs and Serials" clearly indicate the libraries rank comfortably within the upper echelon of the state's academic institutions.

**Table A**

**Academic Libraries in Missouri and St. Louis  
(arranged by total size of collection)**

<b>Institution Name</b>	<b>IPED FTE</b>	<b>Total Books, Serials, Other</b>	<b>Total Expenditures</b>	<b>Serial Subs</b>	<b>Circ Trans- Actions</b>
WASHINGTON UNIVERSITY	10,939	3,547,866	\$26,328,435.00	18,316	403,542
UNIVERSITY OF MISSOURI-COLUMBIA	21,444	3,111,319	\$14,389,875.00	16,073	468,871
SAINT LOUIS UNIVERSITY-MAIN CAMPUS	10,286	1,826,043	\$10,230,030.00	14,681	130,480
MISSOURI STATE UNIVERSITY	14,680	1,707,752	\$4,815,319.00	4,238	212,001
UNIVERSITY OF MISSOURI-KANSAS CITY	8,830	1,241,084	\$6,573,563.00	7,478	112,925
<b>UNIVERSITY OF MISSOURI-ST LOUIS</b>	<b>9,715</b>	<b>1,075,590</b>	<b>\$4,229,516.00</b>	<b>3,570</b>	<b>147,101</b>
CENTRAL MISSOURI STATE UNIVERSITY	8,957	873,817	\$3,275,609.00	3,541	63,420
UNIVERSITY OF MISSOURI-ROLLA	4,181	458,771	\$1,975,314.00	1,564	32,253
TRUMAN STATE UNIVERSITY	5,922	441,431	\$2,388,087.00	3,631	147,100
SOUTHEAST MISSOURI STATE	7,227	419,987	\$3,248,881.00	2,081	64,292
NORTHWEST MISSOURI STATE	5,620	404,748	\$1,506,157.00	1,381	59,467
WEBSTER UNIVERSITY	8,252	267,988	\$2,342,377.00	1,480	90,094
MISSOURI SOUTHERN STATE COLLEGE	4,569	227,027	\$822,507.00	1,574	30,203
MISSOURI WESTERN STATE COLLEGE	4,329	210,460	\$978,633.00	996	61,111
LINDENWOOD UNIVERSITY	5,116	130,412	\$434,103.00	3,789	5,302

**Table B**

**Per Capita (FTE Students) Library Expenditures  
(Total Library Expenditures divided by FTE)**

<b>Institution Name</b>	<b>IPED FTE</b>	<b>Total Expenditures</b>	<b>Amount Spent per FTE</b>
WASHINGTON UNIVERSITY IN ST LOUIS	10,939	\$26,328,435.00	\$2,406.84
SAINT LOUIS UNIVERSITY-MAIN CAMPUS	10,286	\$10,230,030.00	\$994.56
UNIVERSITY OF MISSOURI-KANSAS CITY	8,830	\$6,573,563.00	\$744.46
UNIVERSITY OF MISSOURI-COLUMBIA	21,444	\$14,389,875.00	\$671.04
UNIVERSITY OF MISSOURI-ROLLA	4,181	\$1,975,314.00	\$472.45
SOUTHEAST MISSOURI STATE UNIVERSITY	7,227	\$3,248,881.00	\$449.55
<b>UNIVERSITY OF MISSOURI-ST LOUIS</b>	<b>9,715</b>	<b>\$4,229,516.00</b>	<b>\$435.36</b>
TRUMAN STATE UNIVERSITY	5,922	\$2,388,087.00	\$403.26
CENTRAL MISSOURI STATE UNIVERSITY	8,957	\$3,275,609.00	\$365.70
MISSOURI STATE UNIVERSITY	14,680	\$4,815,319.00	\$328.02
WEBSTER UNIVERSITY	8,252	\$2,342,377.00	\$283.86
NORTHWEST MISSOURI STATE UNIVERSITY	5,620	\$1,506,157.00	\$268.00
MISSOURI WESTERN STATE COLLEGE	4,329	\$978,633.00	\$226.06
MISSOURI SOUTHERN STATE COLLEGE	4,569	\$822,507.00	\$180.02
LINDENWOOD UNIVERSITY	5,116	\$434,103.00	\$84.85

**Table C**

**Number of Students (FTE) per Professional Librarian  
(Total FTE divided by Number of Librarians)**

<b>Institution Name</b>	<b>IPED FTE</b>	<b>Librarians</b>	<b>Students/Librarian</b>
WASHINGTON UNIVERSITY IN ST LOUIS	10,939	95	115.15
SAINT LOUIS UNIVERSITY-MAIN CAMPUS	10,286	36	285.72
UNIVERSITY OF MISSOURI-KANSAS CITY	8,830	28.5	309.82
UNIVERSITY OF MISSOURI-COLUMBIA	21,444	56	382.93
<b>UNIVERSITY OF MISSOURI-ST LOUIS</b>	<b>9,715</b>	<b>21.75</b>	<b>446.67</b>
TRUMAN STATE UNIVERSITY	5,922	13	455.54
UNIVERSITY OF MISSOURI-ROLLA	4,181	8	522.63
MISSOURI WESTERN STATE COLLEGE	4,329	8	541.13
SOUTHEAST MISSOURI STATE UNIVERSITY	7,227	13	555.92
MISSOURI STATE UNIVERSITY	14,680	26.25	559.24
CENTRAL MISSOURI STATE UNIVERSITY	8,957	16	559.81
MISSOURI SOUTHERN STATE COLLEGE	4,569	7	652.71
WEBSTER UNIVERSITY	8,252	12.5	660.16
NORTHWEST MISSOURI STATE UNIVERSITY	5,620	8.5	661.18
LINDENWOOD UNIVERSITY	5,116	3	1705.33

**Table D**

**Percent of Library Budget Spent on Monographs and Serials  
(Monographs and Serials Budget Divided by Total Expenditures)**

<b>Institution Name</b>	<b>IPED FTE</b>	<b>Total Library Expenditures</b>	<b>Monographs and Serials Budget</b>	<b>Pct spent on Monographs and Serials</b>
UNIVERSITY OF MISSOURI-ROLLA	4,181	\$1,975,314.00	\$1,092,778.00	55.32%
SAINT LOUIS UNIVERSITY-MAIN CAMPUS	10,286	\$10,230,030.00	\$4,875,067.00	47.65%
TRUMAN STATE UNIVERSITY	5,922	\$2,388,087.00	\$1,102,792.00	46.18%
WEBSTER UNIVERSITY	8,252	\$2,342,377.00	\$1,057,649.00	45.15%
UNIVERSITY OF MISSOURI-COLUMBIA	21,444	\$14,389,875.00	\$6,141,361.00	42.68%
CENTRAL MISSOURI STATE UNIVERSITY	8,957	\$3,275,609.00	\$1,301,662.00	39.74%
<b>UNIVERSITY OF MISSOURI-ST LOUIS</b>	<b>9,715</b>	<b>\$4,229,516.00</b>	<b>\$1,593,885.00</b>	<b>37.68%</b>
MISSOURI STATE	14,680	\$4,815,319.00	\$1,766,648.00	36.69%
SOUTHEAST MISSOURI STATE	7,227	\$3,248,881.00	\$1,174,492.00	36.15%
MISSOURI WESTERN STATE COLLEGE	4,329	\$978,633.00	\$353,135.00	36.08%
NORTHWEST MISSOURI STATE	5,620	\$1,506,157.00	\$520,140.00	34.53%
UNIVERSITY OF MISSOURI-KANSAS CITY	8,830	\$6,573,563.00	\$2,189,644.00	33.31%
LINDENWOOD UNIVERSITY	5,116	\$434,103.00	\$118,758.00	27.36%
WASHINGTON UNIVERSITY IN ST LOUIS	10,939	\$26,328,435.00	\$6,159,709.00	23.40%
MISSOURI SOUTHERN STATE COLLEGE	4,569	\$822,507.00	\$133,030.00	16.17%

**APPENDIX C**  
**General Library Metrics**

**Table A**

**Collection Size 2001-2005**

	<b>FY 2001</b>	<b>FY 2002</b>	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
<b>Collection Size</b>	3,584,578	3,564,068	3,595,425	3,633,903	3,683,457
<b>Serial Subscriptions</b>	3,614	3,570	3,357	3,305	3,199
<b>Total Online Journal Titles</b>	17,452	16,917	21,761	51,549	65,705

**Note: "Collection Size" (above) includes all books, journals, government documents, microforms, and all other materials.**

**Table B**

**Circulation, ILL Lending/Borrowing 2001-2005**

	<b>FY 2001</b>	<b>FY 2002</b>	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
<b>Circulation Transactions</b>	188,136	171,954	159,310	162,290	146,810
<b>ILL Lending</b>	10,325	10,503	11,234	10,099	9,173
<b>ILL Borrowing</b>	9,617	11,146	11,213	8,349	8,134

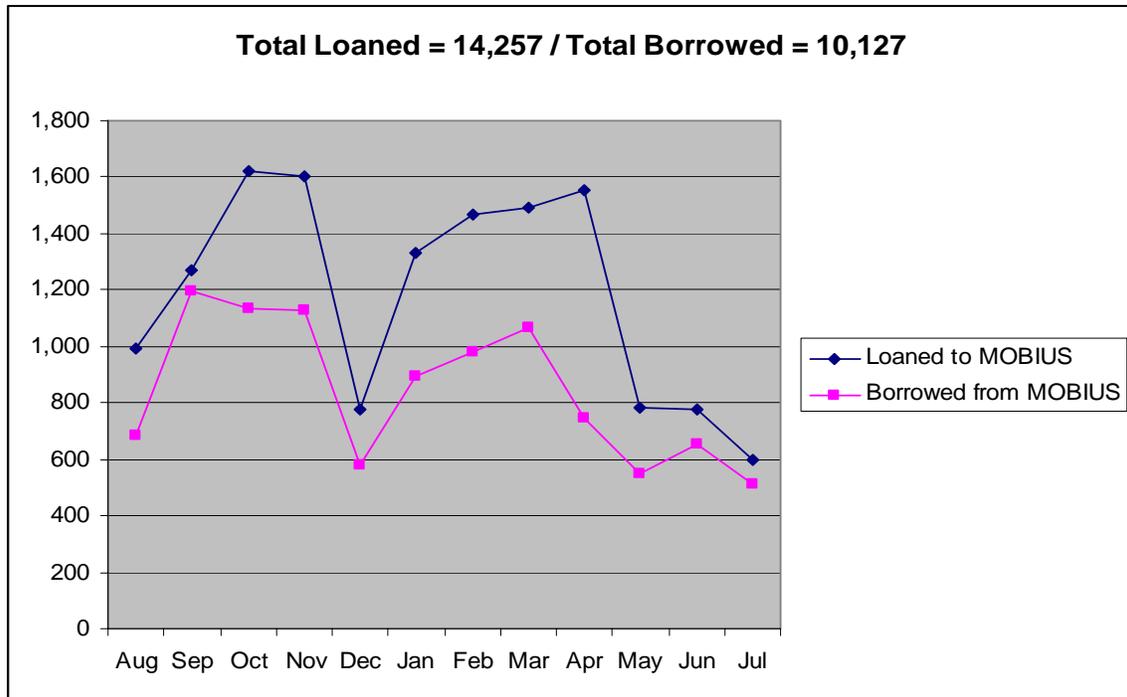
**Table C**

**Reference Transactions, Instruction, Consultations 2001-2005**

	<b>FY 2001</b>	<b>FY 2002</b>	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
<b>Reference Desk Transactions</b>	21,493	19,780	19,398	16,595	14,342
<b>Research Consultations</b>	249	175	150	204	226
<b>Instruction Sessions</b>	123	126	122	130	124
<b>Students Attending Instruction Sessions</b>	1,903	2,231	1,958	2,207	2,333

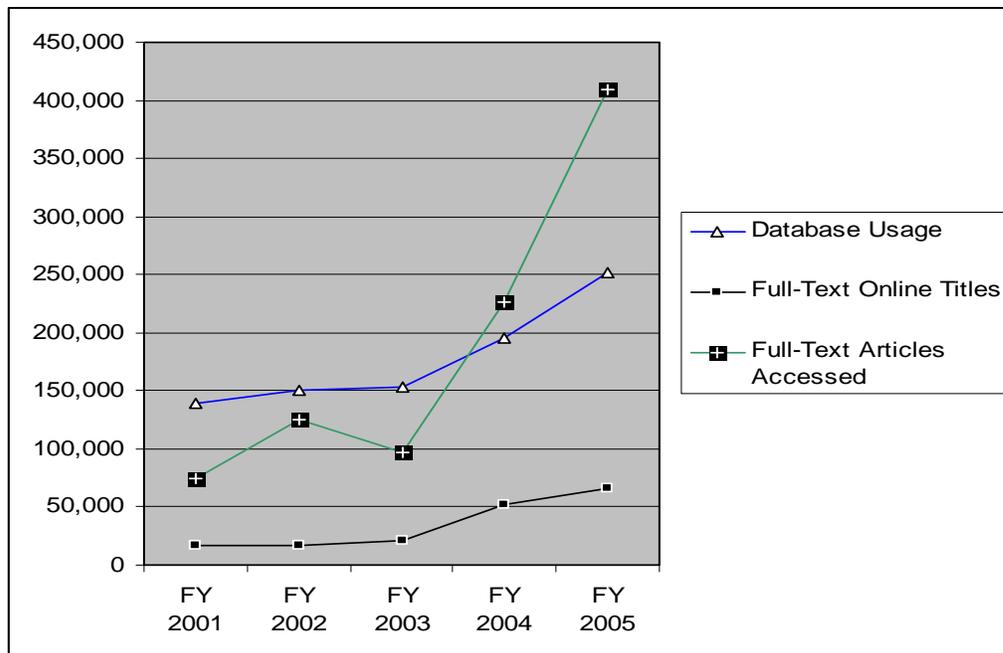
**Figure A**

**UMSL Lending/Borrowing Activity within MOBIUS**



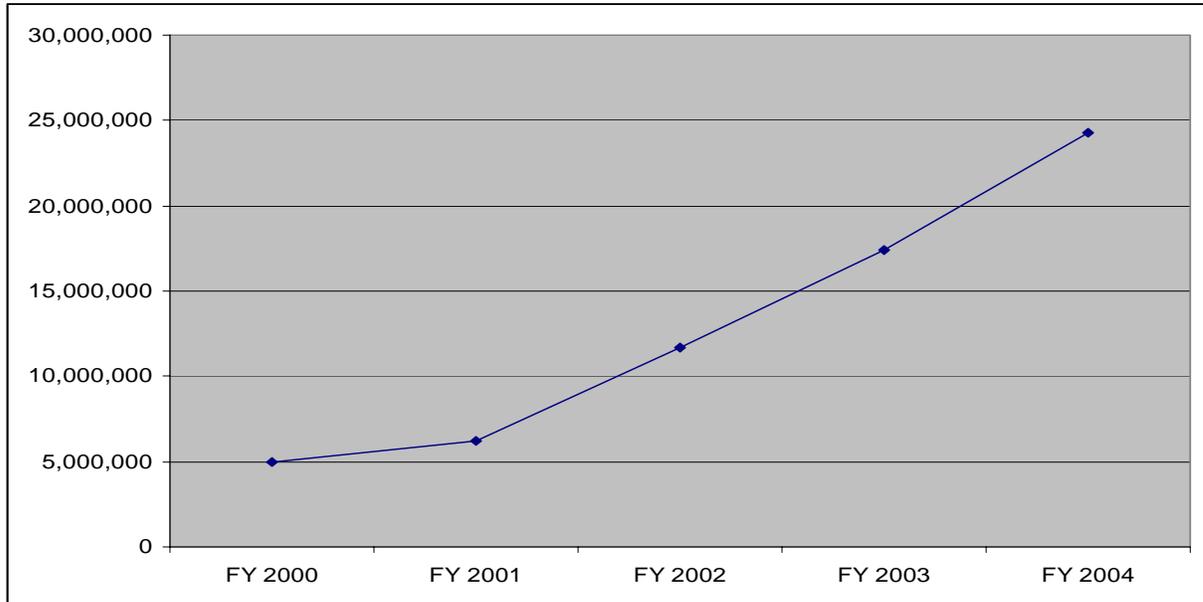
**Figure B**

**Database Use, Full-Text Availability, Full-Text Use 2001-2005**



**Figure C**

**Library Web Server Hits 2000-2004**



**Note: Server hits are primarily useful for spotting trends. A change in methodology for recording Web Server hits resulted in a new baseline for FY 2005 that cannot be compared to earlier statistics. Time series data for trend analysis beginning in 2005 begins with the baseline figure of 6,568,945 web hits.**

**Methodological change was the result of a) a change from static library web pages to paged generated dynamically, and b) upgrade to more efficient server and upgraded statistical reporting software (i.e., the same level of actual activity is now reported as a lower number).**