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Historical development of technology in the Robert W. Woodruff Library 1982- 2003

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HISTORICAL DEVELOPMENT OF TECHNOLOGY IN
THE ROBERT W. WOODRUFF LIBRARY,
1982-2003

A PAPER SUBMITTED TO
THE FACULTY OF THE SCHOOL OF LIBRARY AND INFORMATION STUDIES
IN CANDIDACY FOR THE SPECIALIST DEGREE.

SCHOOL OF LIBRARY AND INFORMATION STUDIES

BY

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ATLANTA GEORGIA,
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CHAPTER 1

INTRODUCTION

Early technology started in the late 1800s when Herman Hollerith of the Bureau of the Census cut a card to the size of the American dollar bill, devised a method for representing numbers or letters by holes in the card, and used such cards to analyze statistics collected by the 1890 census. In 1930 Ralph Parker, a librarian at the University of Texas, conceived the idea of using the punch card equipment for circulation work.¹

In the last fifty years, there has been a remarkable interest among librarians with respect to the possibility of using punch cards, and more recently, computers to carry out the many library functions. There are four reasons for this interest. First, the rate of publishing has climbed steadily, thereby, dramatically increasing the number of print pieces to be acquired, processed, housed, and circulated by libraries. Second, the expanding literate population has generated demands for reader services that have far exceeded the library’s ability to respond effectively with traditional methods and techniques. Thirdly, the library as a labor-intensive operation heavily dependent upon manpower is faced with significant problems in its budget as salary and wages steadily increase. Finally, the continuing improvement in the qualitative characteristics and financial effectiveness of available technology has made mechanized solution to this problem feasible.² These above factors made it necessary to look for better solutions to


operational problems such as the technique of methods analysis, mechanization, and cost control. It was therefore important that libraries automate.

The 1970s and 1980s ushered in the commercialization of knowledge through advancement in the printing computer industry. Communication networks such as Tymnet and Telenet became available in North America in the early 1970s and were soon accessible worldwide. These were the breakthrough technologies that allowed the printed resources to become available online in a digital format. Another important development was the establishment of organizations that could provide the necessary computing facilities to store these digital resources and to enable librarians to communicate directly with the databases online. Examples of such organizations include Lockheed and System Development Corporation (SDC), Bibliographic Retrieval Service (BRS); these technological developments are the basis of such corporations as DIALOG and Mead Data Central or LEXIS/NEXIS in the United States of America.³

In a discussion of computers in libraries, Hayes and Becker cited three categories of computer applications. The first is the use of computer for supporting clerical functions found in technical processing and circulation work. Several libraries have had programs written which cause computers automatically to perform certain routine work, such as interfiling entries in a catalog, ordering books from publisher, writing requests to the library of Congress for cards, preparing serials record lists, monitoring circulation operations, printing book catalog, and analyzing service to reader. These applications, as in business, are designed to reduce the

clerical burden, while at the same time increasing and organization's ability to perform more work.4

The second category of computer applications that is important to libraries is in the field of information storage and retrieval and the use of mechanization in reference work. The objective is to develop new methods for automatically aiding various intellectual processes, such as extracting meaning from texts. These processes can be extremely complex; such as correlating facts or inferring subject relationship from the complete content of articles and books. Although there is much research in progress in these area, it will require a great deal more before one can see how such a capability will actually affect the duties of the reference librarian. However, at more practical level, reference retrieval of bibliographical information has immediate significance to all library operations.5

The final category includes operations research and systems analysis. These applications employ the computer as an aid in using the principles of scientific management in library administration. Until recently, librarians paid scant attention to the applications of mathematics and computers to the decision-making process in library management. Mathematical models and computer simulation, however, constitute a powerful tool for aiding library decision-making. Mechanization of the library can be viewed as an aid toward more economical operation, and as a tool to release the librarian from tedious nonintellectual activities. It also serves as a means for extending library services into new areas, and as an aid to a better library administration.6

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4 Hayes and Becker, 5.
5 Ibid.
6 Ibid.
Ann deKlerk and Peter V. Deekle conduct a survey of 250 small and medium sized private colleges and universities in the early 1990's and revealed the following trends in academic libraries: advances in new information and communications technologies; changes in curricula that recognize the interrelationship of disciplines; increased demand for prompt and responsive information service; a sense of information overload for faculty and students: a need for greater discretion and selectivity amid the glut of information; funding and spatial constraints and limit acquisitions, storage, access and service options.7

In a 2001 article in the Journal of Academic Librarianship, a discussion was presented on Information Commons at Colorado State University Libraries. The authors characterized changes that information technology trends mandated: “Personal computer use for research and writing in homes and offices, by students, staff, and faculty; computer literacy skills integration of information technologies into classroom instruction; distance education programs because of significant changes in student characteristics, needs, and expectations; administrative concerns about coordinating computer resources and services throughout campuses; collaboration between campus-wide computer services units and smaller diverse groups of department-based networking/computer operations and laboratories on campuses; and student reliance on information technology for study, research, and dissemination with concurrent expectations about its widespread availability both on and off campus.”8

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7 Ann deKlerk and Peter V. Deekle “Perceptions of Library Leadership and a time of change”. Liberal Education 79 (Winter 1993), 42.

The challenge in libraries today is to preserve its traditional strengths while integrating technology. The manner in which digital technology organizes knowledge in the information age requires changes in contemporary libraries. This study examines the technology paradigm in the Robert W. Woodruff library in the Atlanta University Center from 1982 - 2003. It traces the utilization of a minimum number of computer applications to the development of a large number of computer applications in the Robert Woodruff library including the PALS system.

Robert W. Woodruff Library of The Atlanta University Center Inc. (AUC) is a unique consortium of Historically Black Colleges and Universities. The mission of the Library is to serve as the information and knowledge center for the students and faculties. The building, opened in 1982, was designed by the architects Toombs, Amisano, and Wells, Inc. with I.W. Robinson and Associates, with approximately one million books, journals, microforms and other materials.

At the heart of academic excellence in the AUC is the Woodruff Library which also houses valuable collections chronicling the history and legacy of the Black experience in America. The Library which replaced the old Trevor Arnett Library built in 1932, and was renovated in 1950. All the AUC member institutions agreed that the most essential common need of their scholars and students was the building of a modern centralized library facility that served all the schools. The libraries from the Atlanta University, The Interdenominational Theological Center, Clark College, Morehouse College, Morris Brown College, and Spelman College combined their library resources and their holdings in 1982 to form the Atlanta University Center Woodruff Library. It was widely believed that without the new Library the AUC institutions would have been severely handicapped in their efforts to strengthen learning resources.
the best academic scholars for research and teaching and for continuing their acquisition of important archives materials. The library that was subsequently built was named the Robert W. Woodruff Library, honoring its chief financial contributor and an Atlanta philanthropist.

The introduction of technology in the Robert W. Woodruff Library may be divided into two periods: 1982 to 1990 and from 1991 to 2003. For this paper, information was acquired from the Annual Reports, Policy and Procedural Manuals and other relevant documents. Also, when necessary, informal interviews were conducted with staff members and junior staff members for an explanation of the written documents.

Critical to the growth and enhancement of computer applications into the Robert W. Woodruff Library were advancements in the library information profession. These initiatives included: The Role of the Computer in Libraries; Library Network Applications: PALS (Public Access Library System), (GALILEO) GeorgiA Library Learning Online, and OCLC (Online Computer Library Center). While an overview of the above mentioned initiatives will be discussed in this section each of these topics related to the growth and development in the processes of services in the Robert W. Woodruff will be examined in chapter 2.

The Role of the Computer

Production of a union catalog, which can be widely distributed among the libraries of a group, is an essential element in sharing resources. The computer has a primary role to play in a Catalog Production Service, which can utilize the nationally produced magnetic tapes containing

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9 These documents are housed in the Archives Department, Robert W. Woodruff Library, and samples of these documents are listed in Appendix A.
catalog and index data now becoming available. In particular, the machine-readable bibliographic records distributed by the Library of Congress and other major libraries can be used to produce by-products for local distribution such as catalog cards, book catalogs, special bibliographies, SDI services, etc. They can also be used as an aid to local institutions in the conversion of the catalog data on their own holdings.

The use of the computer in this way, especially as an illustration of its value in a cooperative, multi-institutional network has been superbly demonstrated by the Ohio College Library Center (OCLC), under the direction of Fred Kilgour. The operation of the switching center that is described above, will be greatly facilitated by the use if a national time-sharing computer system for message handling, referral, and accounting. In this kind of application, the computer serves as a form of electronic mail box, receiving interlibrary loan requests or other messages from libraries and sorting them for distribution to their destinations.

It also monitors and accounts for the status of each message, referring messages to alternative destinations, and producing a variety of statistical and accounting reports. As online catalogs like the OCLC become widely available, the computer could use them for determining where desired material was available and then automatically switch the requests to the most appropriate lending library.

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10 Mechanized Information Services in the University Library. (Los Angeles: Institute of Library Research, University of California, 1967).


Library Network Applications

The use of modern data processing and modern communications technology offers a new dimension to cooperation among libraries. The significance it has for the creation of library networks is just beginning to be appreciated, but ultimately it will have great importance.  

A library network provides economical centralized services. Long-standing examples of such services are the production of cataloging cards by the Library of Congress and commercial organizations and subsequent distribution of them to local libraries. The automation projects of the Library of Congress, the National Library of Medicine, and the National Agricultural Library, are designed to support the library community in this way. They therefore have central importance to the development of a national library network. At the local level there is centralized processing facilities, and university cooperation in acquisition, cataloging, and use of materials.

Library network provides sharing of resources. This is the main reason that libraries seek greater capabilities for communication. First, they recognize the economic impracticality of massive duplicate collections scattered in different geographic locations. The historical recognition of the value of sharing rather than duplicating resources has resulted in the development of interlibrary loan systems and of cooperative arrangements such as the Farmington Plan, the National Union Catalog, and the Center for Research Libraries.


The idea of serving wider jurisdictional units is attractive for a number of reasons. It has political appeal because sharing implies better utilization of existing resources. Also, sharing has professional appeal because it makes a large base of knowledge available to serve local needs. And finally, it has administrative appeal because sharing across jurisdictional boundaries implies greater economy and efficiency of operations.

PALS (Public Access Library System)

The general system that has impacted the various department of the Robert W. Woodruff library is PALS, which was introduced in 1991. This is a complete library automation system offering public catalogs, automated acquisition and circulation of materials, cataloging, interlibrary loan, and serial management. Key features of the PALS system are its ability to provide management statistics on a wide range of library operations and its interlibrary loan features which allows users to easily obtain library materials from within the consortia and beyond from world sources.

PALS is a unique library management system in that it was designed to handle the needs of a consortium of libraries. Each library that is a member of a PALS consortium remains essentially autonomous and retains the individuality of policies, while sharing the power and resources of cooperating libraries. Up to 240 separate libraries can be served out of one central computer. Each library remains separate, but patrons can search one, or all of the libraries. PALS operate on any Unisys 1100 or 2200 Series mainframe computer that meets the minimum hardware requirements defined in each PALS Software Release Announcement. Current development of a World Wide Web front end called WebPALS will require a UNIX server.
connected to mainframe. Specifications for equipment are still being defined. Also in
development ZPALS, a Z39.50 server component that will exist on the same UNIX equipment as
WebPALS. Communications for PALS can be accomplished either through an asynchronous
X.25 network, or a TCP/IP network (require for WebPALS and ZPALS).

The PALS Online Public Access Catalog (OPAC) introduced in 1991 is the heart of the
PALS automated library system. After the library staff creates the catalog records, they are
loaded into the PALS software as a database and are indexed. This indexed database then can be
searched by a library staff and library user to locate the materials owned by the library.

Library users who have little or no knowledge of computer systems can learn to search
the database by author, title, subject, and term (keyword) in minutes. They also can learn more
sophisticated searching technique, such as searching using Boolean operators and browsing and
indexes. The PALS OPAC uses full MARC records. The can either be loaded from magnetic
tapes in the OCLC format or imported thought the PALS MARC Editor..

**GALILEO (GeorgiA LIbrary LEarning Online)**

The vision for one statewide library passed the House of Representative of the Georgia General
Assembly in 1995 with the support of Governor Zell Miller. GALILEO stands for GeorgiA
Library LEarning Online. The Board of Regents of the University System of Georgia initiated
GALILEO. It is a World Wide Web-based virtual library, and provides access to multiple
information resources, including secured access to licensed products. Participating institutions
may access over one hundred databases indexing thousands of periodicals and scholarly journals.
Over 2000 journal titles are provided in full-text. Other resources include encyclopedias, business directories and publications.

The community of more than 2000 GALILEO institutions includes the University System of Georgia, K-12 schools, public libraries, the adult technical institutes and colleges, and a group of private academic colleges and universities. Through collaboration and resource sharing, GALILEO seeks to provide equal access to information for all Georgia citizens. OCLC Online Computer Library Center was founded in 1967 as a nonprofit, membership, computer library service and research organization dedicated to the public purposes of furthering access to the world’s information and reducing information costs. In more than 53,548 libraries and in 96 countries and territories around the world use OCLC services to locate, acquire, borrow and preserve library materials.
CHAPTER 2
THE INTEGRATION OF TECHNOLOGY INTO THE PROCESS AND SERVICES OF THE ROBERT W. WOODRUFF LIBRARY.

As in other academic libraries, the organization of the Woodruff Library has undergone various restructuring since its inception in 1982. While the reorganization was taking place, the basic processes and services of the Library have remained basically the same. One exception was the initiating of the Information Technology Department. This Department, organized in 1991, serves as the basic human and physical resources for the technological development of the library. The Annual Reports of Policy and Procedure Statements were utilized for the analysis of these processes and services.

In this paper, the following departments representing the current processes and services will be utilized:

1. Access and Technical Support Department.
2. Archives Department
3. Information and Research Department
4. Information Technology

Access and Technical Support Department

The access and technical support department (ATS), includes acquisition, cataloging, government documents, and periodicals.

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1 These documents are housed in the Archives Department, Robert W. Woodruff Library. Samples of these documents are listed in Appendix A.
Acquisitions

From 1982 to 1990, the only technology that was available in acquisition was the typewriter and calculator. One of the main functions of the acquisition services is to order materials for the collections that support the instructions and research of the five institutions in the AUC. These materials include: monographs, serials, maps, government publications, microforms, and audio-visual items. Acquisitions include obtaining materials by purchase, gifts, and exchange. In 1980s the Head of Collection Development would approve all purchase of library materials and submit them to the Head of Acquisitions. After orders were submitted to Acquisitions, Collection Development was no longer involved in the acquisitions, processing, and shelving. However, Collection Development would receive from Acquisitions a copy of the order card for each item added to the collection.

The procedure for preparing book orders required the use of a Suggestion for Purchase Form (SPF), which is completed by Collection Development and submitted to Acquisitions. In 1991, the library became fully automated with the PALS system. The PALS Acquisition Control Subsystem (ACQ) automates the time-consuming activities involved with acquisition control. Specifically, ACQ:

- Increases the speed and accuracy of the entire process of acquiring materials.
- Provides awareness and control of the status of the library’s material orders in a systematic manner.
- Improves the handling of claims.

The multiple order forms that the former acquisition process used is no longer needed because the process is now done online. This new online accounting system uses vendor
records, fund records, and department record as its basis and also provides current financial information.

Cataloging Services

Before 1991 the only technology in the cataloguing unit was the typewriter and the OCLC database. The cataloging services put new library material into the online catalog so that the user can locate it. The cataloging activity at the Woodruff library was facilitated through participation in the Cooperative College Library Center (CCLC), which while it existed, was a non-profit 501 (c) (3) organization founded in 1969. The Center’s mission was the cost effective acquisition, cataloging and processing of books for libraries.

The Woodruff library was one of only three CCLC members that maintained its own OCLC cataloging department. Because CCLC was not responsible for paying record use, catalog cards and telecommunication costs for the Woodruff library, the above-described service was provided to Woodruff library for a flat fee. At its inception, The CCLC Center served 21 member libraries in a ten state area of the South. Eighteen of these members were United Negro College Fund schools.

Since then, the membership grew to include many other college libraries as well as several special libraries (see appendix B). In Atlanta alone, The Center served: The Atlanta University Center Library, The Atlanta University School Of Library Service, The American College for Applied Arts, and Atlanta College Of Art. The Center’s core membership continues to be traditional historical Black Colleges and Universities in the southeast. The CCLC Board of Directors was comprised of representatives from its member libraries. The CCLC provided three major services. The first was the acceptance of book orders from member libraries. These orders
were batched (for bulk discount purpose) and sent to a jobber, a high volume book distributor. Once the books arrived at CCLC, the second service, cataloging, began. Each member library had an account with OCLC (Online Computer Library Center), a nationwide bibliographic utility containing over 18 million cataloging records. Using the bibliographic records in OCLC, CCLC ordered catalog cards for each member library. These cards were printed at the OCLC headquarters in Dublin, Ohio, and shipped directly to the libraries. As a by-product of this service, machine-readable magnetic tapes of each library’s bibliographic holdings were created.

These tapes were stored until the libraries were able to provide their patrons with online catalogs. The final services were book-processing services. Cataloged books were labeled with call numbers and provided with checkout cards, security strips, and other special items that a member library needed. The cataloged and processed books were then shipped, shelf ready, to the member library. In 1982/83 the Robert W. Woodruff staff prepared books to be sent to CCLC to be converted from Dewey to Library of Congress Classification. The Conversion Project was subsidized with the assistance of the Mellon Foundation Grant. The library was fully automated with the PALS system in 1991, cataloging and UME training occurred in 1992.

This cataloging procedure involved use of OCLC or the local database to program the cataloging with the following criteria in mind:

- Accept DLC record and input holdings (shelf list).
- Enter barcode number in the 949 field and write bib I.D. number beside barcode.
- For incomplete set of volumes, identify open ended record in the OCLC database.
- Print labels for all items catalog and update the record.
- Process the books and maintain statistics daily.
Government Documents

Government Documents Services locate government information in print or online. The only technology available in Government Documents from the 1980’s to 1991 was microfiche. Information on social and political issues, health, education, congress, the Supreme Court, the Census, Statistics, business, law and justice, taxes, environmental and international information can be obtained from the Government Documents Services.

Another source of information that is very valuable to the Department is the microfiche collections from the Superintendent of Documents. In 1998/99 the Government Documents Services provided Internet access, which is now required of depository libraries. The worldwide web page developed by Government Documents was the first of its kind, in the Woodruff Library (www.auctr.edu/ government.htm). This home page provides links to the most important sources of government information, including the library of Congress and the U.S. Census Bureau.

Periodicals

The Periodicals Services provide journals, indexing and abstracts for the clientele of the Robert W. Woodruff Library. In 1983/84 the periodicals department changed its subscription service from Faxon to EESCO of Birmingham, Alabama. This service provided, as part of its activity EBSCONET, which is an online check in service allowing access to their data base thereby enabling immediate transmission of claims and interim subscription orders, and access to searches for back issues and a summary of publications ordered. Periodicals services also produce a computerized holdings list of religious periodicals titles.
In 1985/86, periodicals, was recipient of a personal computer with printer and modem and two hours of computer time on EBSCO net, compliments of EBSCO the library's subscription service. In 1986/87 an Infotrac II system was purchased. The Infotrac was a comprehensive and powerful resource for students and consumer researchers. Infotrac combined tens of thousands of articles from major encyclopedias, reference books, magazines, pamphlets, and other source unto a single website with fast and easy search tools for all reference needs. In 1991, the PALS system was implemented in periodicals.

The PALS serial (SER) subsystem automates the time-consuming activities involved with serial control, specifically with checking and claiming missing issues. The serial subsystem can be used to track periodicals subscription, standing orders, continuations, and monographic series that are received in any format. SER also interfaces with an Acquisition subsystem to efficiently renew periodicals subscriptions in process standing orders. Information for each serial received is stored in a serial record. Then the serial records are stored in the Serial File. In 2000/01, the periodical services inputted theological titles in Georgia On Line database (GOLD).

Three online databases were added: The International Index to Black Periodical, Social Science Index, and Gender Watch.

Archives and Special Collections Department

The archives at the Woodruff library was established in 1982, with the core of its holdings built upon collections from the Atlanta University Library and special material collection from Clark College, Morehouse College, Morris Brown College, and Spelman College. In 1991 the PALS system was implemented in Archives. The archives collection
documents the life and culture of African Americans, in the South Eastern United States. Also the archives preserve and make available documents of historical value by of the institutions that are affiliated with the Atlanta University Center. Such materials include administrative files and publications of the AUC institutions and material donated by alumni, administrators, faculty and students. The areas of education, government, social work, civil rights and race relationships are among the holdings. In 1999/2000 the archive department’s Freeman’s Aid Society Papers were prepared and put on films. There is a minimum of technology utilized in the Archives and Special Collection Department.

**Information and Research Department**

This department is a gateway to a wide range of information resource and services. It is composed of a team of subject specialist, who provide information and research services to the Atlanta University Center students and faculty members. The Information and Research Department (IRS) includes Circulation Services, Curriculum Materials Center Services, Dow Jones Resources Center Services, Interlibrary & Orientation Services, and Theological Services.

**Circulation Services**

In 1983/84 the circulation services initiated the embossment of each patron’s identification card. Additionally, a computer was provided for the department by the Atlanta University Center Inc. to be used to generate lists of patrons with overdue books and fines. In 1991 the library became automated with the PALS system. The PALS circulation subsystem
(CIRC) automates the time-consuming activities involved with circulation control for both a library’s staff and patrons. In particular, CIRC does the following:

- Increases the speed and accuracy of the entire process of circulation materials.
- Provides awareness and control of the status of the library collections in a systematic manner.
- Offers better and timelier management information.
- Maintains confidentiality of each patron’s record data against unauthorized use.

Curriculum Materials Center

This center was established to support the educational curricula of AUC schools with materials for the classroom practitioner/teachers (beginning and veterans), comprehensive curricula for grades K-12 and historical pedagogy. To ensure that all criteria of a balanced and representative program are met, the curriculum materials center’s holdings have been greatly enhanced in quality and quantity. In 1987/88 the department ordered audiovisual equipment so that AV materials may be used in the library. In 1991 PALS was implemented in this unit. The unit now has various forms of technology such as DVD’s, Video’s, etc.

Dow Jones Resource Center Services

These services were established in 1996 by a grant from the Dow Jones Corporation. The Dow Jones Research Center is a resource area for business and economics students in the Atlanta University Center. Recently upgraded computers and newly acquired databases have enhanced the effectiveness of central operations. The DJRC now boasts over twenty-five electronic
databases, many of which are accessible off site via the Robert Woodruff library web site. Examples of the database are ABI/Inform, Hoover’s Online, and Investext Plus.

Interlibrary Loans

In 1991 PALS system Interlibrary Loan system (ILL) automated the creation, transmittal, and tracking of ILL requested among the libraries of a PALS network. This services provides information as to what type of material can be borrowed, what if any, is the cost of the service, what the procedure for requesting materials is, how many requests can be submitted at one time, how long it will take to get materials via the interlibrary loan, how long the loan period is and what the patron needs to do to get an extension. Each ILL requests that your library or another library makes is entered as an ILL record. ILL records contain all of the information needed for potential lenders to respond to the request.

Reference

The reference services staff assists patrons in making effective use of the library. Some of the core resources and services include database training on electronic resources and library tours and orientations. The goal is to facilitate understanding and to optimize use of library resources. From 1984 to 1987, The Robert W. Woodruff Library was selected as one of 17 Historically Black Colleges and Universities which participated in a grant from the Fund for the Improvement of Post Secondary Education awarded to this School of Library and Information Studies at Atlanta University. This three-year award provided free online searches, utilizing the DIALOG System, for faculty and students in the Atlanta University Center. In 1991, the
Reference Database subsystem allowed the entry third parties database into the PALS system. These databases can be either citation databases or non-citation databases. The reference databases could also be linked to full-text files.

Library Instruction and Orientation Service

This service was known as bibliographic instruction in 1982. The department provides library instruction, training, tours and orientation sessions for the clientele in the Atlanta University Center. This self-guided tour is designed to acquaint the user with some of the key location and services of the library. Instruction includes the uses of information resources, including electronic databases, as well as research processes required to locate information. Also, users are taught how to utilize the online catalog to access resources (books, journals, magazines, newspapers, etc.).

To use the catalog a student would click on the library catalog link, and then search through PALS. Then the user would type in keywords of the subject, title, author or call number using as few words as possible, to search for subjects; avoid using initial articles with titles. Students are introduced to specialized information use, which is designed to introduce students in a specific disciplinary area to specialized information sources print and electronic, such as the ERIC system, Mental Measurements Yearbook, Psychology Abstracts, (Religious Database, etc.) There a brief orientation to library terminology and the Library of Congress Classification System.
Theology Services

This service provides students and faculty of the Interdenominational Theological Center with documents – books, journals, and other publications-designed to assist them to attain an enlightened understanding about themselves and God. This service provides a Theological Research and Methodology Module for ITC first-year students to promote professional development and contribute to a body of knowledge related to the church universal, and provides the necessary resources for scholarly research. In 1996/97 a basic interdisciplinary course designed for new students at ITC, offered a library module that included archives and special collections, bibliographic documentation, and online cataloging.

Information Technology

This department is designed to serve, support, and partner with staff, faculty and students to provide necessary services and efficient technologies. It also requires that the department maintains an environment of high functional efficiency.

The IT team is made up of dedicated, knowledgeable individuals that not only support the IT mission, but believe in it. It is the goal of IT to provide the highest level of technical support in conjunction with consistent top-notch customer service. With the increasingly growing importance of libraries to the academic institutions, the department takes its role in supporting Woodruff to meet those needs very seriously. In 1991, the library became automated with the PALS system. PALS is a complete library automation system offering public access catalogs, automated acquisition and circulation of materials, cataloging, interlibrary loan and serial management. Key features of the PALS system is its ability to provide management statistics on
a wide range of library operations and its interlibrary loans features which allows users to easily obtain library materials from within the consortia and beyond from world wide sources. In November 1991, the staff conducted training in the automated system department.

From 1995/96, the online public access catalog (PALS) was up and available 99 percent of the schedule operating time. With assistance of UNISYS the cataloging was moved to twenty-four hours, seven days a week availability in the campus local area network. During the month of November, a local IP was established making OPAC (Online Public Access Catalog) accessible world wide through the Internet. A new CBIS 14 Toshiba Quad Speed CD server was purchased and installed. Novell’s LAN workplace for DOS and Novell’s Workgroup for DOS software were purchased and installed in our local Area Network. Also GALLILEO (GeorgiA Library Learning On LINE) system was implemented.

In 1997 all PC’s were upgraded to newer version of the Dow Jones software. In 2000/2001 IT department upgraded their equipment and their training lab. The department was also working with the director on efforts to migrate from PALS to Endeavor (Voyager). In 2002 two consultant’s reports were made, one by Vanderbilt and the other by SOLINET) which inspected the primary hardware and software components comprising the library’s technology infrastructure, indicated the need for upgrading the system. In 2003 the Voyager system was implemented. The interim Library organization was put in place, and services redesigns were being planned.
Conclusion

This study has sought to examine the historical development of technology in libraries with a focus on the technological paradigm in the Robert W. Woodruff Library at the Atlanta University Center. It traces that the use of computers in libraries has generally included three categories: the use of computers for supporting clerical functions in technical processing and circulation work, information storage and retrieval and the use of mechanization in reference and operations research and systems analysis. These categories have been responsible for innovations in new information and communications technologies, changes in curricula that recognize the interrelationship of disciplines, increased demand for prompt and responsive information service. Also, a sense of information overload for faculty and students, a need for greater discretion and selectivity amid the glut of information, funding and spatial constraints and limit acquisitions, storage, access, and service options, here provided impetus for the utilization of computers in libraries.

In the case of the Robert W. Woodruff Library at the Atlanta University Center, technological advances have included an examination of the role of the computer in the catalog production service, the introduction of Library Network Applications, Public Access Library System (PALS), GeorgiA Llibrary LEarning Online (GALILEO), and the establishment of an Online Computer Library Center OCLC. The integration of these technologies into the process and services of the Robert W. Woodruff Library, have been undertaken, with remarkable success, in the Access and Technical Support, Information Research, and the Information Technology Departments.
Taken together, it is important to note that the integration of technology into the process and services of the Robert W. Woodruff Library at the Atlanta University Center Inc, has greatly enhanced the delivery of vital library services to faculty, students, and the public. It has also provided the library staff with opportunities to learn or upgrade critical skills, knowledge and abilities required of librarians at college campuses nationwide in this age of information technology.
APPENDIX A

SAMPLES OF DOCUMENTS UTILIZED IN THE STUDY
MISSION STATEMENT

To Catalog and process the materials (print/non print) which can be accessed by the students, faculty members and research patrons of Atlanta University Center Institutions as well as the scholarly community.

DEPARTMENTAL GOALS

- Maintain the effective organization and management of the department.
- Establish systematic procedures for cataloging new titles.
- Maintain open communication with faculty and staff in AUCenter.
- Maintain a cooperative positive working relationship within the department and also with other departments.
- Catalog all materials print and non print as soon as possible.
- Maintain the integrity of the database.

NEW ACQUISITIONS

Policies

I. Robert W. Woodruff Library purchases new titles or replacement orders which are submitted by Subject Specialists. The received items are processed through the acquisitions procedure and then forwarded to the Cataloging Department to be cataloged.
II. Most encyclopedias, dictionaries, thesauruses, atlases, manuals, and guidebooks are cataloged as Reference. All other items are cataloged as specified by the Subject Specialists. This information is on the slips inserted by acquisition.

Procedures

Use OCLC or the local database to do the cataloging with the following criteria in mind.

- Accept DLC record
- Input holding (shelf list) using the following symbol as requested by the subject specialists.

  AUUI- Main collection
  AUUG- Reference
  AUUH- Special Collection
  AUUM- John Henrik Clarke
  AUUD- Govt. Docs
  AUUZ- Theses, Dissertation and special projects
  AUUJ- CMC (only non print materials)
  AUUP- Periodicals

* As requested by Subject Specialists:
  - Enter barcode number in 949 field
  - Write bib I.D. number beside the barcode clearly (important for linking items).
  - For incomplete set of volumes, look for the open ended record in the OCLC database. Be sure to create 090 fields for the locally assigned call number and delete lines under 050 through 090.
  - Print labels for all items cataloged.
  - Update the record.
  - Write call number on the verso of the title page.
  - Process the books
  - Maintain statistics daily.

Note: To avoid duplication, orders must be made after searching the local database. For replacement or added copy, call number should be written on the order slip so the use of OCLC can be eliminated. There should be
a note on the order slip to indicate the call number. This step can be
controlled at the receiving point.

- Separate duplicates from the new cataloged items.
- Search duplicates on UME, add necessary holdings and make
  labels for processing.
- Write OC # in back of inside cover, process and link.

Cataloging Department- CAI

- Using CAI command, cataloged items are linked to the bib
  I.D. number.

Format

Type of material, these codes are the same as those used by
OCLC:
-B (Book)
-C (Manuscript)
-D (Machine Readable Data)
-E (Realia)
-F (Motion Picture)
-K (Kit)
-L (Slide)
-M (Microform)
-N (Other)
-P (Map)
-R (Sound Recording)
-T (Filmstrip)
-U (Score)
-V (Video)

- Pull duplicates and search in local database.
- Add shelf list information to existing shelf list card using
  UME.
- Process the book as a duplicate.
- Maintain statistics both for new items and duplicates by
discipline.
POLICY AND PROCEDURES FOR CATALOGING MATERIALS

POLICY

All materials received in RWWL for its collections are processed for the following areas.

I. MAIN COLLECTION (CIRCULATING MATERIALS)

- Catalog all items in circulation.
- Type labels for spine with L.C. call number (SLB F11)
- Paste label on the spine and cover with label protector.
- Paste security tab on inside of front cover.
- Paste ownership plate over security tab.
- Stamp all three sides of the book with ownership. (This makes identification easier for security).

II. REFERENCE MATERIALS (NOT FOR CIRCULATION)

- Labels are typed with a prefix REF. For all reference books.
  
  Example: REF
  Z
  759
  .I5
  B46
  1994

- Place label on the spine securely and cover with label protector.

- Place security tab inside back cover and place reference sticker over security tab.

- Stamp all three sides of the book.

- Paste ownership plate inside front cover.
III. SPECIAL COLLECTION MATERIALS

- Are identified by the call number with the prefix S.C.
  EXAMPLE: S.C.
  PS
  135
  .N4
  B75
  1995

- Follow the processing steps 2-5 used for reference processing.

IV. JOHN HENRIK CLARKE COLLECTION

- Is identified by its call number prefix, CAC
  EXAMPLE: CAC
  E
  185.96
  .C59

- A special John Henrik Clarke Collection plate is pasted on the inside of the front cover.
- Paste label on the spine securely and cover it with label protector.
- Cover the security tab inside the back cover with a "Reference Only" sticker.
- Stamp all three sides of the book.

POLICY AND PROCEDURES FOR STANDING ORDERS

POLICY - Standing orders including but not limited to directories, handbooks, proceedings and specialized encyclopedias are cataloged by the staff.

PROCEDURES

- Standing orders are received from the serials staff
- Items are linked by its bib I.D number
- Cataloging staff will verify the items on the OPAC database
- Print the labels and process the item
- New titles are cataloged using OCLC
- Link all items
Titles are checked in OPAC for duplication and any variations in call numbers.
Statistics are maintained for monthly record

POLICY AND PROCEDURES FOR NON-PRINTED MATERIALS

POLICY
Non book materials will be cataloged following the OCLC Marc format and classified according to the subject. AUC's non-print materials are cataloged using CMC shelf list to specify it's location in C.M.C. Any non print materials with a guide, i.e. filmstrip, CD, cassette tape, and guide will be considered as one for linking purposes. Bib I.D. number will be used after linking both for item and guide, specifying guide in the holding area in CMC.

PROCEDURES

1. In cataloging non-print materials using OCLC, attention must be paid to the 300 field for the specification of the items such as VHS, CD's or cassette tapes.
2. Labels will be printed for all items and pasted securely on the container of the item.
3. Filmstrips, microforms, etc with guides will be treated as one item
   ▶ Related tapes should be identified in 246 (varying titles)
   ▶ Assign call no as microfiche or filmstrip in 099 field
   ▶ Identify the item by author, title, series number or volume
4. Place sticker beside barcode to let patrons know disc is available at circulation desk.
POLICY AND PROCEDURES FOR CATALOGING THESES AND DISSERTATIONS

POLICY
Two copies of theses and dissertations are received from CAU and ITC for the collection.  
Note: Theses and Dissertations should be written according to the format approved by University’s standards.

PROCEDURES
1. A list of author’s and title is included in each box.
2. The list is checked against the copies for accuracy.
3. A bindery slip is prepared for each title.
4. After approval of theses purchase order the National Bindery is notified to pick up the shipment.

PROCEDURE FOR PROCESSING THESES, DISSERTATIONS AND PROJECT ESSAYS
1. After theses, dissertations and project essays are returned from bindery, they are checked for accuracy by author’s name and the title
2. A magnetic tab is placed inside the back cover and the REF only plate is placed over the tab
3. An ownership plate is affixed on the inside front cover.
4. Theses, dissertations and project essays are stamped on all three sides with the ownership stamp.
5. Temp card is prepared for record in Catalog Dept. and filed in the theses and dissertation cabinet according to year.
6. All current theses and dissertations are assigned subject headings. They are then entered into local database at which time each automatically is assigned a Bib I.D. number.
7. Each thesis and dissertation will be linked and one copy sent to Reference and one copy sent to Archives.
8. Statistics are maintained and shown in the monthly report.
POLICY AND PROCEDURE FOR GIFTS

All approved gifts received by the Department are cataloged using OCLC.

1. The Cataloging Department receives gifts for Archival collection and manuscripts.
2. Gifts are received in several ways: from publishers, mail, presses, institutions, individual donations and authors.
3. Gifts from publishers and authors are cataloged using the same procedure that is used for new books.
4. Approved gift books are cataloged following the advice of subject specialist and/or head of Archives and Special collections.
5. The head of Cataloging after final perusal, stamps discard on the rejected books and dispose of them by donating them to other libraries that have made request or if they are beyond repair or outdated, they are discarded.
6. The Library serves as depository for certain gifts such as the Southern education foundation, and John Henrik Clarke Collection.
7. Acquisitions take responsibility to check in the local database for existing records of gifts. If record is located in the local database, holding is added. If no record is found in local database, search OCLC.

PROCEDURES FOR MARC EDITING

Upon requests for corrections, transfer, or withdrawals, the cataloger uses Marc editor with the following steps:

- Check local database for items
- Make necessary changes or addition in the record.
- Keep statistics of all items edited on UME

Note: a problem slip must accompany each item which needs changing transferring etc. These items along with the slip must be placed in the designated area in Catalog Dept.
MAINTENANCE OF THE LOCAL DATABASE

NOTE: Barcode number and other important information regarding the item is entered into the system that creates a record that is linked to the bibliographic record by the item’s bibliographic ID number. The file for our entire collection consists of all records entered into the system through linking. Accurate linking information will help avoid errors such as linking items to the wrong bibliographic record, entering inconsistent holding information, and incorrect copy number. (For more information see Circulation manual)

- Pay attention to same titles with different call numbers (merge, pull and assign one number) Type labels.
- Place the cards for the items not found in the back of the tray.
- After linking the entire collection, Subject Specialists will be informed of the lost items.
- Receiving the approval from the Subject Specialist of these items considered lost; Technical Services will delete these from the OCLC or the local database.

NOTE: All deletions or transfers of any item should be placed in the designated area in the Technical Service. Problem should be indicted on the problem slip, attached to the book. (Slips should be placed in each department) Attention should be paid for the deletion of the volumes set. (Example do not send v.1 for deletion while v.2-5 are showing in the holdings.)
BINDERY

POLICY

AUC/Robert W. Woodruff Library uses the National Library Bindery located at 100 Hembree Park Drive in Roswell, Georgia.

PROCEDURE: All books received for bindery should be approved by the Subject Specialist and checked for torn, brittle or missing pages. Items are sent every four months for binding.

1. Once received in cataloging they are prepared using ABLE (Advanced Bindery Library Exchange) programming system.
2. The items are measure according to size. Once size is inputted it then brings up a format for that size item.
3. Enter title, author, call number, color of cover and print.
4. After you add the item to your list it prints out a slip.
5. After all items are added to the list it is printed out and transferred to a disk to send with books to bindery. A hard copy of the list is kept.
6. Slip has four copies the white and yellow is placed in book after title page, the pink and yellow is kept for our records.
7. Peel barcode off of item and staple it to the pink and white copy.
8. Then all items prepared are charged to bindery using 23049000000042.
9. A purchase order form is type and given to Acquisitions to be sent to business office for approval.
10. After P.O. is approved the bindery company is then informed to pick up items ready for bindery.

RECEIVING ITEMS FROM BINDERY

1. Put bindery slips and books in alphabetical order once received from bindery.
2. Match items with slips for accuracy and put in books.
3. If error is found notify the bindery and have books picked up for corrections.
4. Scan in books received back from bindery and do a CII (Change Item Identification) for all materials using new barcodes.
5. Process with new barcodes, security tabs, protection labels and ownership plates.
7. Books returned from bindery which cannot be bound will be taken out of the system using the discarded procedure.

**DISCARD POLICY AND PROCEDURES**

**POLICY** - Books with ten (10) or more missing pages will be discarded with approval from Subject Specialist.

**PROCEDURE**

1. Check PALS with item in hand.
2. Call up the item and check it against the call number. (This ensures that there is no more than one record for the item).
   - Display command should be used to determine if there are more copies.
   - Make sure that the linked items have the same barcode which is going to be deleted (this is to prevent deleting the wrong record).
   - If duplicate copies are shown do a RIR (remove item record) for copies being deleted.
3. If all items are being deleted from the record.
4. Proceed to OCLC, check 019 field first to make sure there’s no records attached if there are no attachment delete record.
5. If there’s no holding in OCLC it is then deleted from PALS by using command RMR (remove marc record).
6. Maintain statistics of deleted items from PALS and OCLC.

**NOTE:** Discard policy will be applied to the weeding materials also.
Submitted by
Robert Fallen
Head, Automated Information Systems
Online Catalog

During the 1995-96 reporting period, the Online Public Access Catalog was up and available over 99% of the scheduled operating time. Frequent power outages due largely to Olympic construction did not affect the system due primarily to our Power Conditioning Unit for the Atlanta University Center's Data Processing Center and the Library's Uninterruptable Power Supply (UPS) for the Unisys Mainframe. With the assistance of Unisys, the catalog was moved to 24 hour, seven day a week availability on the Campus Local Area Network. With the exception of a few brief service interruptions, the system has been in continuous service. However the Unisys 2200/100 which runs the PALS Modules, OPAC, Acquisitions, Circulation, Serials, Marc Editor and Inventory, has been in operation since 1991 and is aging gracefully. It supports 4720 MB drives, two of which were purchased in 1994 because of lack of storage space. It is rapidly approaching the point where storage problem will have to be addressed.

There have been several serious system problems in the last 12 months. Equipment failures, most often Tape Drive failures, are becoming more frequent. The Unisys 2145 Tape Drives were not designed for the heavy day to day usage to maintain proper daily, weekly and monthly backups of the Unisys and PALS software, and to perform bi-weekly updates of the Online Public Access Catalog with Cataloging records supplied by OCLC.

During the month of November, a local IP address was established making our OPAC accessible worldwide through the Internet.

CD-ROMs

A new CBIS 14 Toshiba Quad Speed CD server was purchased and installed. This installation provided the library the opportunity to expanded to it current capacity of 56 Networked CD-ROM drives. New CBIS Software, CD-Connection 3.1 eliminated completely network problems caused by earlier releases of the CD-Connection software.

The CD-ROM server houses the Library's collection of citation databases published commercially on CD-ROMs. The staff will examine closely with the Head of Serials and the Director of Library Services, during the next reporting period the CD-ROM Network, while it is affordable, easy to maintain and works well to deliver the databases to workstations in the Library. As the campus network evolves, database licensing fees will force us to limit access to users in the library. We continue to promote Remote access.
LOCAL AREA NETWORK

Novell's LAN Workplace for DOS and Novell's Workgroup for DOS Software were purchased and installed on our Local Area Network. The software provided staff an opportunity to use TCP/IP commands to communicate with UNISYS mainframe and other Unix machines in the Atlanta University Center Complex.

With the assistance of funds through the Dow Jones Project and Atlanta University Center's Director of Communication the department was able to assist in the planning and the design of what is evolving into a modern state-of-the-art Ethernet based network. The old broadband network which ran at a network speed of 2 megabits per second proved slow and unreliable in delivering services to library users. The new network installed in March 1996 is presently running at a network speed of 10 megabits per second with bandwidth capabilities to support speeds of 100 megabits per second.

The Dow Jones Project provided funds also to link each campus of the AUC community with Fiber Optics. Traffic or communication to each campus Local Area Network will be handled through high speed network switches and routers.

Steps were taken to ensure that each campus Local Area Network is supported by 10 megabits per second data hubs connected via a Category 5 Unshielded Twisted-Pair (UTP) wiring system that is also rated at 100 megabits per second. All network electronics (hubs, routers, servers, and interconnect devices) are fully addressable and SNMP (Simple Network Management Protocol) manageable.

Steps were taken to protect network electronic devices from electrical disturbances and outages via the use of (UPSs) Uninterruptible Power Supplies.

The Local Area Network is also capable of supporting multiple network protocols. Among the protocols presently in use are Ethernet 802.3, Novell IPX, and the industry standard TCP/IP. This allows full support of our Novell Netware, UNIX/SOLARIS, UNISYS/OS2200 operating systems. This support also includes the desktop operating systems including Microsoft Windows 95, MS-DOS, and Windows 3.1. All of these operating systems are presently in action in the Library. Plans are underway to add the AppleTalk protocol to support the Apple Macintosh operating system presently in use by the School of Library and Information Studies.

The Library is also in a position to support interconnectivity to the outside world and this is evident by the user community being able to E-mail and browse the world wide internet through a high speed dedicated T-1 (1.544 megabits per second) data connection to the internet. The user community has the added capability for full TCP/IP command support and are also able to communicate to other computers via utilities such as FTP and TELNET.

The T-1 data connection from BBN Planet was also made possible through the Dow Jones Project.
**Automation Committee**

An Automation Committee was created by the Director of Library Services in August 1995. The following staff members volunteered to work with Automated Information Systems as members of this committee: Almeta Woodson/Reference Department, Jacquelyn Daniel/User Education, Ruth McClure/Acquisitions, and Minnie Clayton/Special Collections (Retired).

The Automation Committee was given the task of:

* performing a retrospective review and analysis of automated systems in the Robert W. Woodruff Library;

* preparing proposals to take the Library to next level, i.e., Z39.50 interconnectivity;

* investigating funding sources to support automation initiatives;

* reviewing training and development needs of all library staff with regards to supporting automated systems in the library.

The Automation Committee began immediately meeting with UNISYS Representatives during the months of September - November 1996 to discuss the future of the library's UNISYS 2200/100 mainframe.

Atlanta University Center, Robert W. Woodruff Library signed a contract with UNISYS for the library's 2200/100 mainframe in August 1991. The contract included a five-year licensing for UNISYS's OS 1100 (Operating System) Software. The five-year period will end August 1996. The Committee's first priority was to prepare and plan a course of action for the August 1996 renewal. The items listed below were requested from UNISYS:

1. Quotes to reflect the cost of relicensing the database and charges for maintenance for five years.

2. Quotes to reflect the cost of moving to a 2200/300 system, the next system above the 2200/100 including maintenance charges for five years.

3. Quotes to reflect the cost of moving to a 2200/500 system, a much larger system including maintenance charges for five years.
Engineers at UNISYS were sought out to evaluate all quotes to ensure systems quote would provide maximum performance in communications to take advantage of Internet access to other databases from our OPAC.

Engineers were also asked to allow for maximum growth and expansion for bibliographic database records, Authority Control, and Reference Databases over the next five years.

Many discussions were held with Systems staff at Ferris State University in Big Rapids, Michigan, Middle Tennessee State University, Murfreesboro, TN, and Georgia State University, Atlanta, GA. Each of the above sites migrated to newer 2200 mainframes during the 95/96 reporting period.

Copies of UNISYS quotes were forwarded to the PALS Support Team for evaluation to ensure that prices were in line with quotes at other PALS sites. It was discovered that the educational discount offered by Unisys, made a huge difference in comparing our quotes with other sites where this discount were not available.
A meeting was held with Judy Harper, Account Representative with BellSouth Business Systems concerning the installation of ISDN Lines for the Center to be used by staff to access the Local Area Network from home.

The committee is presently seeking solutions to allow printing of orders in the Acquisition Department. Spin-x offered by Georgia State University is the best solution with a cost of $11,500.

Once the Sun SPARC Server purchased by the Dow Jones is operational the Chair will introduce the Committee to Z39.50, to get a feel of what it is and what it will do. Phil Williams at Georgia State University will host the Committee in early 1997 to see the Z39.50 server used for GALLIBO.

Committee members are seeking quotes from vendors to upgrade or replace staff and public computers. Recommendations will be forwarded to the Director of Library Services in early 1997.

Quotes are being sought to upgrade the following personal computers:

<table>
<thead>
<tr>
<th>FROM</th>
<th>TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>486/25 2MB RAM 170MB HD</td>
<td>486/66 16MB RAM 850 MB HD</td>
</tr>
<tr>
<td>486/33 4MB RAM 170MB H4</td>
<td>486/66 16MB RAM 850 MB HD</td>
</tr>
</tbody>
</table>
Dow Jones Project

Dow Jones News/Retrieval is an online system of databases providing current business and investment information as well as general interest information such as book and movie reviews. It includes the Text Library which provides subject access to current articles from a selection of business publications.

The Dow Jones Project, demanded many hours of planning, meeting and talking with various Internet Service Providers, Network installers, Network designers, computer suppliers and related companies. We became personally involved with the Dow Jones Project after discovering plans to rewire the Library did not include all departments of the library. We also discovered the Personal computers ordered by Spelman for the Dow Jones Project would not meet the memory requirements to run Netscape 2.0.

Wiring plans were revised to include every department in the library, including computer labs at WCLK. Plans were modified to rewire Room 303 to accommodate 18 - 20 workstations. The cost of wiring each of the carrels would have taken the cost overbudget. AIS staff is currently working with Classic Computers to get the personal computers purchased for the Dow Jones Project upgraded. Additional memory will be added to each computer. Spelman College has approved having all computers purchased ungraded. A copy of the design for wiring the library is attached. (see appendix)
Computer Furniture

The Department began working with CBA Atlanta in early March to select computer furniture to replace OPAC worktables and to select appropriate furniture to accommodate workstations to support the Palladian Alliance and the GALILEO project. The Automation Committee met and recommended the Worden Marlborough line of Computer Workstations. This recommendation was approved by the Director of Library Services.

OPAC workstations and chairs were ordered with Library funds through a grant from Clark Atlanta University. Quotes for other furniture were obtained and submitted for purchase through Atlanta University Center. A grant through the University Center of Georgia will provide funds to assist with the purchase of furniture.

(See appendix for furniture placement throughout the Library and photographs of furniture.)
BACKGROUND

With support from Governor Zell Miller, the proposal A Vision for One Statewide Library passed the House of Representatives of the Georgia General Assembly in early 1995. Initially funded primarily with FY95 lottery money, the eight components of A Vision for One Statewide Library entitled GALILEO Georgia Library Learning Online—were implemented via a schedule recommended by the Library Services Work Group (LSWG) and the Technical Support Work Group. Enabled by a statewide educational telecommunications network, PeachNet, operated by the University System of Georgia, GALILEO was officially launched at the thirty-four University System institutions and the seven System off-campus resident centers on September 21, 1995, a mere 150 days after approval of the proposal.

An LSWG work sub group sponsored a design contest for a GALILEO logo, and entrants Systemwide were invited to participate. The steering committee selected the winning design which best represented all aspects of the initiative. The design identifies the sponsors of the initiative—"An Initiative of the University System of Georgia Funded by Governor Zell Miller and the General Assembly for the Citizens of Georgia," highlights a graphic outline of the state of Georgia, and alludes to worldwide computer access to electronic resources offered by the initiative.

Various technical support issues had to be addressed if GALILEO were to be successful: for instance, 1) the possibility of a help desk; 2) the creation of support documents (a GALILEO usage policy were developed and approved); 3) a clearinghouse for the IP addresses to reside in the Office of Information and Instructional Technology; 4) with vendor approval, passwords for library schools; and 5) for demonstration purposes, temporary passwords, expiring monthly, available to library directors.

Workstations and printers purchased expressly for GALILEO were installed at all System institutions and off-campus resident centers. The workstations are used to access GALILEO materials, and the printers provide for paper copies of journal articles and citations. The project purchased computer platforms for the University of Georgia and Georgia State University to house the UMI databases and to house search software.

The statewide library proposal did not address the inclusion of non University System entities; however, the GALILEO steering committee recognized the benefits of including them in the project. Costs versus
benefits to the University System needed to be determined for those add-ons. The University Center in Georgia received a grant from the Woodruff Foundation to provide access to GALILEO for three years. Grant funds for the UMI databases and the OCLC search software will provide access to the GALILEO databases for other private colleges and universities who wish to participate. Plans are underway to extend selected elements of the GALILEO project to the Department of Technical and Adult Education (DTE), Office of Public Library Services, and the Department of Education. DTE will phase in seventeen institutes beginning in July and another sixteen in November. Office of Public Library Services received funding to continue the current level of GALILEO access for the fifty-six regional libraries.

With most working issues resolved, the time came for the GALILEO committee structure to adapt. At its 1996 spring meeting, the Regents Academic Committee on Libraries ratified a new GALILEO governance structure. The current steering committee, library services work group, and the technical services work groups will be replaced soon by an advisory council and a steering committee. The advisory council with thirteen members will consult on strategic direction and budget review and will advise on external procedures for the project. The steering committee will be comprised of fourteen members and will manage the project.

In addition to high praise from users, GALILEO's usage and applications have established it as a valuable research and communication tool. As of May 26, 1996 there were more than 500,000 logins to GALILEO. (A login is counted when a patron clicks "GALILEO Resources" on the GALILEO homepage and arrives at the "GALILEO: Select a Subject" page.) Notably, GALILEO were featured by the DeKalb Chamber of Commerce during the Olympics. The DeKalb site was selected by the Special Library Association because of the Chamber's proximity to the housing facilities of U.S. Olympic athletes.

STATUS of GALILEO OBJECTIVE COMPONENTS

1. Complete PeachNet access to all University System and off-campus center libraries. PeachNet connections are in place at all University System and off-campus resident center libraries.

2. Provide the electronic full-text of core academic journals. Database vendors include UMI, Encyclopedia Britannica, Institute for Scientific Information, Gale, Academic Press, and Cambridge Scientific. Databases currently available include
   ABI Inform-some full-text
   AIDS and Cancer Research Set
   Animal Behavior Abstracts
Applied Science and Technology Index
Aquatic Sciences and Fisheries Set and Oceanic Abstracts
Art Index, Articles First, Biography Index
Basic BIOSIS
Biological and Agricultural Index
Biology Index
Biotechnology and BioEngineering Set
Books in Print
Book Review Digest
Business Dateline-full-text
Census Data
Conference Papers Index
Consumers Index
Contemporary Authors-full-text
ContentsFirst
Current Contents
Dissertation Abstracts
Education Index
Encyclopedia of Associations
Encyclopedia Britannica Online-full-text
Environmental Sciences and Pollution Management Set
EventLine
FINDEX
Gale Business Resources
Gale Database of Publications and Broadcast Media-full-text
Gale Directory of Databases-full-text
Gale Guide to Internet Databases-full-text
General Science Index
Humanities Index
Index to Legal Periodicals and Books
Library Literature
MEDLINE
Microbiology Abstracts Set
Microcomputer Abstracts
Newspaper Abstracts
PapersFirst
Periodicals Abstracts Research-some full-text
ProceedingsFirst
Reader's Guide Abstracts
Research Centers and Services Directories-full-text
Risk Abstracts
Social Sciences Index
State of Georgia Publications
Technology Databases
TOXLINE
Wilson Business Abstracts.
Additional databases are available through the OCLC FirstSearch Gateway. Beginning July 1, the full text of the 180 journals published by Academic Press were added to GALILEO.

3. Convert 650,894 University System card catalogs to computer format. The University System contracted with OCLC-Online Computer Library Center, Inc. to convert paper cataloging records for seventeen System institutions to computer format. As of May 31, 1996, 468,963 records have been processed. All conversion is complete except for selected records at the University of Georgia Law Library, University of Georgia Special Collections, Georgia State University, and Dalton College.

4. Complete automation for all thirty-four System libraries. Seven System libraries, which have no automation services, will be automated as part of this initiative. Georgia State University and DeKalb College offer shared automation services: four libraries selected Georgia State as automation vendor, and three libraries selected DeKalb. Automation services for these seven libraries will be activated by fall 1996. System library catalogs will be available via GALILEO as libraries go online.

5. Support universal borrowing
   1. Production is set for fall 1996 for a prototype universal borrowers database. Decisions related to policy issues have been agreed upon. The program which supports the database has been written, but further de-bugging must be accomplished before the system is fully operational.
   2. All fax machines were installed and are operational.
   3. UPS, the selected courier service, is now transporting materials for libraries within the University System.

6. Facilitate sharing of research journals.
   Current Contents, published by the Institute for Scientific Information, was selected for this component. The databases have been computer loaded and have been prepared for searching at the University of Georgia. See Component 2.

7. Provide electronic access to state census data.
   Census data has been prepared for electronic access and became available via GALILEO in January, 1996. See Component 2.

8. Distribute state publications electronically.
   State publications have been scanned and prepared for inclusion in the GALILEO database structure. Beginning with 1996 publications,
documents became available electronically in January, 1996.

The Transactions Statistic

At the end of 1995/96 fiscal year (cumulative statistic ended June 30, 1996), the overall PALS transactions at Robert W. Woodruff Library was 12,360,367 transactions compared to 9,450,662 transactions at the end of the 1994/95 fiscal year (cumulative statistic ended June 30, 1995) a 30.79% increase. The transactions by usage of the system increased 50.69% and 30.04% during the same period last year. Remote Access There was 68,675 transactions during the 95/96 fiscal year. (see graph 1)

THE SYSTEM USAGE STATISTIC

The Online Catalog (OPAC) continues to be an important and causal activity in locating information and searching literature. There were an increase in the number of users. In the Fall of 1995, Remote Access was made available to the public. This service allows patrons to access the Online Catalog via telephone through a modem or remotely via the Internet.

For the 24 hours of the system usage statistics, the busiest time of the day was between 12:00pm - 3:00 pm which was 25.85% in 1994/95 and 25.51% in 1995/1996. The next busy time of the day was 3:00pm-6:00pm, 9:00am - Noon, 6:00pm - 9:00pm, 9:00pm - Mid night, 6:00am-9:00am, 1:00am - 3:00am, and the slowest was during 3:00am - 6:00am. (see graph in appendix)

The system usage transaction in the 1995/96 fiscal year were 2,903,162 transactions compared to 3,084,836 transactions in the 1994/95 fiscal year or a decrease of 20.40%. The Circulation subsystem statistics were down by 45.82% compared to the same period last year or it was decrease by 1,510,190 transactions.

However the activities was increased in ACQ subsystem statistic around 13.27% or increased from 185,286 transactions in fiscal year 1994/95 to 209,876 transactions in 1995/96. Serial subsystem statistic this year was 12,320 transactions increased from 11,900 to or 3.53% compared to the same period last year.
Each Department was informed when the systems staff discovered problems or errors.

Acquisitions:

- There were several records with non-existing Purchase Orders in Backlog. The records had to be reprocessed by the system and assigned to active Purchase Orders.

- Most of the records had to be manually undeceived by systems staff and reset to on order before they could be placed in backlog and checked-in.

- Funds spent by each department were not appropriately monitored and a problem with overspending occurred. The Acquisitions staff had to add additional money to allow records to be released for materials be checked-in and paid.

- PALS generated detailed reports for all Departmental Accounts and Balances in each fund and each purchasing order that was issued by the system. The system also, generated reports that detail disbursement of funds. Unfortunately the staff never read or consulted the reports AIS provided to them.

Archives and Afro-American Reading Room:

Three Computers were setup for the Staff usage in preparing Archival materials. Two personal computers and a terminal were placed in the Afro-American Reading Room to aid staff in linking Library material, inventory and to capture statistics on items used in the room.

Cataloging:

AIS staff assisted in correcting OPAC records that were linked incorrectly in Cataloging and Circulation. The system printed a Circulation Archive update (OCLC-012) which reports discrepancies between and item's bibliographic record and its CIRC record, in the barcode ID,
shelflist ID/holding and Bibliographic ID Number fields.

Circulation:

- The PALS online catalog allows patrons to perform select Circulation functions at any public access terminal. The system allows patrons to Renew materials, Place Holds on checked-out materials, access detailed listings of materials they currently have charged; current fines due, and date materials are due. Reserve materials can also be accessed on the OPAC. The function have been tested and performed successfully.

- The Circulation Coordinator was notified of errors Systems staff discovered in Circulation Notices such as: no address, names noticeably spelled incorrectly, addresses not complete or consist typos, and the lack of uniformity.

- Some patron records were not complete; important information was missing such as: a stat class which designates classification and school affiliation.

Government Documents:

The SIRS, Statistical Abstracts, and the National Trade Databank CD-ROM databases are fully functional and are heavy used by patrons.

ILL:

AIS setup the ILL Microenhancer which allows batch processing to be done. Systems also set a PC to allow Telnet sessions to be established.

Reference:

AIS placed two (2) additional computers on the Reference Desk bringing the total to
three (3) PCs. Two are used for PALS and one allows Internet access. In the Reference work area a Books in Print and a DIALOG workstation are available.

Tanvir Doja (Spelman College), Leslie Smart (Clark-Atlanta University), and Howard Hunnicutt (AUC Director of Communications) setup E-mail accounts for Faculty, Staff, and Students to e-mail reference questions to the Reference Staff.

Serials:

The majority of the Serials records were loaded in the Summer and Fall of 95 by the departments staff. The department has not fully utilized the capabilities of the Module but will during the Fall 96/Spring 97. Additional training for the SER/ACQ Interface will take place during the Fall 96.

AIS maintains the CD-ROM databases accessible in the Serials and Government Documents areas. The CDs are stored on 2-21 drive CD-ROM servers and 1-14 drive CD-ROM server. The CD-ROMs are updated as the new disk arrive.

AIS and the AUC's LAN Department have and continue to work very hard to prepare for the new services that will be available to the Library staff and patrons in the Fall of 96. Access to Galileo (Georgia Library Learning Online) and ACS (Associated Colleges of the South) Palladian Alliance Databases will be available. These departments have also worked together to setup the AUC Dow Jones Resource Center. AIS setup all the equipment (PCs, Printers, Modems, Speakers, etc.) in the Dow Jones room. AIS updated the LAN for Workgroups in the library which will allow all library staff to access Internet from their desk in near future.

AIS handled more than 500 Computer Assistance/Trouble requests via the telephone and on site. Most of the requests came from library staff, faculty and students.

There was a dramatic increase in the use of the CD-ROM databases available in Serials. This increase was mainly due to the full-text option that is available.
March 7, 1996

Robert L. Fallen  
Atlanta University Center, Inc.  
Robert Woodruff Library  
111 James P. Brawley Drive, SW  
Atlanta, GA 30314  
(404) 522-8980

SUBJECT: Computer workstations

Dear Mr. Fallen:

Enclosed please find a proposal for Worden Marlborough computer stations. These stations include electrical, worksurfaces adjustable to 27", 29", 32" and 39" H. Please see the equipment list for line item details.

The total budget for Worden computer stations with wood side chairs is $124604.00. This is a delivered and installed price.

If this is not within the budget we do have other options available. The least expensive being a durable metal workstation with wire management, HPL tops and electrical. These stations would be @$425 per unit. With chairs this would give us a budget of $64410.00.

We still need to take field measurements before we can move forward if this meets your budget requirements. If there is more funding available we can also upgrade the stations to a nicer design.

If you have any questions please call me at (770) 960-6283.

Sincerely,

Noel Patterson

Noel Patterson

POST OFFICE BOX 190728  
ATLANTA, GEORGIA 31119-0728  
404-257-9721  FAX 404-257-9731
Delivery for Worden items will be 14-16 weeks ARO.

If you have any questions or I can be of any assistance please contact me.

Sincerely,

Noel Patterson
Woodruff Library Main Level

Drawing #2

Typical Item F

Typical Item B

Typical
Woodruff Library Lower Level

Drawing #3

Typical Item A

Typical Item C

Typical Item F
Woodruff Library Upper Level
Computer Classroom
Drawing #4

Layout #1

Typical Item D1

Layout #2

Typical Item G

Typical Item F
Woodruff Library Main Level Stack Area

Drawing #5

Typical Item F

Typical Item D1
Woodruff Library Main Level Entrance
Item E Pinwheel Carrel for Column

Drawing #8
Revision #1
We got our permanent passwords in the last week of March. This means an end to calling every week to request weekly training passwords and setting them in all the PC’s. The very first week these passwords did not allow to access Company and Industry data. Fortunately enough it was taken care of within the next week, as company and industry data is a most sought after component of the Dow Jones system.

USAGE: As shown in the statistics sheet attached with this report, the number of students using the center has gone up tremendously. The invoices submitted by the Dow Jones account executive has shown a big growth of use for different databases available on the system. At one point she was concerned and I was asked to monitor the use as it puts a drain on their main server. This also raises the concern that after two years when the grant runs out we will need to renegotiate as we can not be sure of these low flat monthly fees we are paying under the present contract.

Collection Development: I handed over copies of all the research guides to Ms. Daniel. The sources mentioned therein represent a good core business collection. I will be actively involved with the collection development with a particular emphasis on investing and mutual funds.

Interns: With the increasing usage of the center’s resources, it is very important that we should have the intern staff on board starting from Fall semester. I have enclosed a copy of my correspondence with Dr. Pollard with this report.

Technical coordination: All the PC’s were upgraded to the newer version of the Dow’s software. There were some technical problems involved. When the systems staff got busy with the other library activities, it gave me further impetus to learn the technical stuff, reading the manuals and learning more about Windows 95 and the “DOTMATRIX” printers. All the PC’s are networked and all of them are connected to at least one printer. Mr. Hunnicut was very helpful in getting this done.
CONCERNS

- Hiring of Interns
- Virus protection for the computers
DAILY USAGE STATISTICS
AUC-DOW JONES RESOURCE CENTER

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<th>MONTH</th>
<th>CAU</th>
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<th>Morris Brown</th>
<th>Spelman</th>
<th>Staff</th>
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<td>38</td>
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<td>12</td>
<td>2</td>
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BIBLIOGRAPHIC INSTRUCTION

In the month of February, four different hands-on training sessions were offered to faculty members of different schools. There were six other bibliographic sessions offered to students and library staff persons. Thus there were a total of ten different BI sessions offered to 38 persons in all.

In the month of May two different bibliographic sessions were held for the new reference staff persons. The first one was attended by Mr. Ben Scott and the second was offered for Ms. Monica and Mr. Dan Veach of the reference department.
MEMO

To: Dr. Jackie Pollard  
Co-Chair AUC/Dow Jones Planning Committee

From: Nikki Ahuja  
AUC/Dow Jones Resource Center

Subject: Hiring of interns for the Dow Jones Center

Date: May 30, 1997

It is becoming increasingly important that we move forward with the process of hiring student interns for the Dow Jones Center. The number of students using the center has grown tremendously. The invoices submitted by the Dow Jones account executive has shown a big growth of use for different databases available on the system. (Please see the sheet attached for the statistics.) The students have expressed a keen desire for the center to be kept open for longer hours.

The process of getting these persons on board needs to be delineated with regard to the following details:
- the number of hours available for which the grant money has been allocated.
- the number of interns needed
- the hours interns are needed to staff the center.
- the process of having a pool of eligible candidates (students majoring in business, accounting, computer science who can stay on board preferably for more than one semester)
- the hiring process - interviews by a select committee.

Please let me know when it is convenient for you to get together to discuss the details so that we can have the interns on board at least at the start of Fall semester when the usage picks up more steam. I would also like to have the draft of the publicity brochure back if and when you are done with adding some background material. We can also discuss the details about getting the same printed, before the Fall semester. Thanks.

cc. Ms. Sue Gibson
ATLANTA UNIVERSITY CENTER
Robert W. Woodruff Library
Public Services Division
ANNUAL REPORT
to the
DIRECTOR
September, 1983 – August, 1984

Respectfully Submitted,

Fannie R. Simmons, Acting Director
Public Services Division

January 18, 1985
This period of activity for the Public Services Division can be characterized by two antithetical adjectives: change and stagnation. It is unfortunate that during this period there was such a stream of personnel change that it brought an unwarranted stagnation of activities within the Division.

The Division began this period without a Division Director after the former Director, Mr. Wilson Flemister, resigned July 1, 1983. There was not a replacement for this position until March 5, 1984 when Fannie R. Simmons was named Acting Division Director. As a result of being without even an Acting Director at the helm, for approximately six months, goals and objectives were not set for the division or the departments for the 1983-84 period, but the department heads did try to maintain the status quo. This lack of formal goals and objectives, coupled with the various vacancies within the Public Services Division, kept staff members restricted mainly to routine tasks, striving to give basic service to the Atlanta University Center community. This report is a conglomeration of information from the various department heads who were in the division for the entire period and from the Acting Director who was in the position for six months of the reporting period.

ACTIVITIES, EVENTS AND PROGRAMS

The amount of divisional activity was uneven and erratic, varying according to the number of vacant positions or lack of vacant positions at the time, and the urgency of the need of a particular project. Lack of student help prevailed throughout the Division. No department was exempt from this problem. The anticipated number of student workers did not come and those who did come, did not work up to our expectations. There was a severe lack of materials due to unpaid bills, but the staff continued to carry out the mission of the Woodruff Library. Activities within the individual departments were as follows:
I. **Bibliographic Instruction.** There was no dramatic increase or decrease in activity. The usual method of instruction was used including lecturing, media and tours. However, the method of reporting changed. The Bibliographic Instruction Librarian, Mrs. Hogan, attended a workshop, sponsored by the Lilly Endowment, Inc., which advocated the Earlham Method of Bibliographic Instruction, which is different from the method she uses. It advocates complete faculty involvement in the program. After attending the workshop, she assisted Clark College in getting a proposal funded for an experimental program using the Earlham Method; Mrs. Hogan will conduct the program for Clark College students and faculty.

II. **Circulation.** The Circulation Department remained occupied with the usual tasks of checking books in and out, shelving, embossing I.D cards and Reserves. Shelving had an unusual flurry of activity.

1. New books were ordered for the Atlanta University School of Business in preparation for an on-site visit from the American Assembly of Collegiate Schools of Business. Shelves in the "H" section had to be shifted in order to accommodate this influx of materials for that classification.

2. An on-site visit was expected from the Southern Association of Colleges and Schools and the American Theological Association. Materials that had been classified from the Dewey Classification System to the Library of Congress Classification System had to go on the shelves before this visit. Consequently, in order to accommodate these books the entire collection (BL-Z) on the Upper Level was shifted. All of the shelves on each range are now utilized instead of leaving the top and bottom shelves empty as it had been done previously. This was done with the aid of 8 part-time employees hired for this project.

3. The Children's Collection was removed from the regular collection and given to the Curriculum Materials Center to merge with their Juvenile Collection.

4. During the shift, special shelving were set aside for "oversize" books.

5. The paperback collection was moved to the last range following the "Z" section.

6. The Dewey books that were not recommended for
inclusion in the collection were removed from the shelves and put in boxes which were placed on the Lower Level of the Library.

A computer was provided for this department by the Atlanta University Center, Inc. on a "loan basis" until one ordered for the department arrives. It is used to generate lists of patrons with overdue books and/or fines.

Despite the other ongoing activities of the department, the problem of less that a 3-5 week turn around for returned books still persists. Materials utilizing a different method of handling check-outs were ordered but were never ordered by the AU Center. It was hoped this method would lessen handling of cards and produce a faster turn-around period.

III. Government Documents. This department was in a state of change because of personnel problems during the entire reporting period. There was little information available beyond statistical data regarding its activities. However, according to the figures of the statistics, service did not suffer due to this problem. Materials continued to arrive on schedule. A $17,000.00 order from Capitol Services, Incorporated was received. Microfiche were included in this order as well as its own cabinet. This cabinet was immediately filled. Microfiche continue to arrive daily from the Superintendent of Documents giving us a rich microform collection but no place to house them. The same is true for maps. They are coming on a regular basis with no place to house them.

IV. Periodicals and Microforms Department. Change and stagnation were certainly the watchwords for this department for this period. It began this period with a change, for it ceased to be a sub-unit of the Reference Department and became a separate department with Jacquelyn Johnson-Daniel as department head. The subscription service with whom this Library had been associated, since Woodruff began operation, was changed. Our subscription service previously
was with Faxon but is now with EBSCO of Birmingham, Alabama. This service provides, as a part of its service, EBSCONET, which is an on-line check-in service allowing access to their data base thereby enabling immediate transmission of claims and interim subscription orders; and access to searches for back issues and a Summary of Publications ordered.

Other activities include:

1. A computerized Holdings List of Religious Periodicals

Titles was produced by the department with additional help from volunteer work done by retired professional librarians who were recruited by ITC and the Theological Services Division of Woodruff. This list was generated in anticipation of the Southern Association of Colleges and Schools/American Theological Association Accreditation Review Team. (2) With the aid of student workers from the Collection Development Division, periodical materials in the Archives Storage Room were identified. (3) A copying machine was moved to the Periodicals/Microform Area. (4) Single copies of periodicals were identified, banded together and shelved in the area of shelves between bound periodicals and the government documents shelves. (5) Provisions were made to house back issues of newspapers dating back for one year.

As previously stated, along with these changes, which were considered positive, came stagnation which is considered as negative. No current indexes, such as New York Times, Education Index, Readers' Guide, Business Indexes, etc.; microfilmed periodicals and newspapers; ERIC documents; and little copying machine maintenance or microform reader/printers, supplies and maintenance were provided during this period. Hence, the stagnation came into being. It is difficult at best and impossible at the worst to work without proper tools.

For a department whose main attraction is currency, to have to operate without the proper tools is tolling the death knell for that service because without currency a periodicals department loses its raison d'etre.

ROBERT W. WOODRUFF LIBRARY
Atlanta University Center
Archives/Special Collections

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v. Reference Department. This department also began this period with some organizational restructuring. The Periodicals sub-unit ceased to be a part of the Reference Department and the Curriculum Materials Center, which once had been a separate department, became a sub-unit of the Reference Department. Joyce Beachum, a Reference Librarian, was appointed to work ½ time in the Reference Department and ½ time in the Curriculum Materials Center area which is located on the Upper Level. Its location is less than ideal in that it does not have a laboratory setting that is characteristic of the CMC. There is no listening/viewing space for patrons. Audio-visual equipment is housed around the corner from the office in a storage room. Shelves were constructed in that room to accommodate organization of the materials. Good headway was made toward that end.

The guidelines of the Interlibrary Use Service were revamped and implemented in an effort to improve the service. This did aid in improving the service.

Reference interview sheets were compiled and utilized in an effort to share information among the reference librarians on research done for patrons.

The Head of the Department, Hulda Wilson, became involved in bibliographic instruction by working with Spelman College to get a proposal funded from the Lilly Endowment, Inc. to initiate an experimental bibliographic instruction program based on the Earlham College model. As their bibliographic instruction librarian, she conducted a mini-workshop for those five Spelman faculty members who are involved in the project. From this workshop, bibliographies were generated in the areas of religion, world history and medieval literature. Bernetta Robinson and Jacquelyn Johnson-Daniel assisted in the workshop.

PERSONNEL CHANGES

Staff transfers, resignations and promotions were many and varied during this period affecting most of the departments as shown below:
Circulation

- Byron Craig, former student assistant, was employed as Stack Attendant to fill the position vacated when Bruce Walker was promoted to Periodicals Library Assistant.
- Wallace Tate was employed as Stacks Attendant to replace Darnell Phillips who was promoted to Reference Library Assistant.
- Three part-time Exit Monitors were added, Brenda Williams, John Springer and Gerald Gray. John Springer was terminated and replaced by Jeannette Turner who was later terminated. Gerald Gray resigned and Andrade Smith replaced him.

Government Documents

- Steven Randman, Assistant Documents Librarian, went on leave-of-absence and later resigned due to ill health.
- Karen Rhyne was temporary replacement for Randman.
- Pauline Manaka transferred from position as Reference/Interlibrary Loan Librarian to Assistant Documents Librarian then resigned six months later.
- Elaine Hughes resigned as the Head of the Government Documents Department.

Periodicals/Microforms

- Bruce Walker resigned as Periodicals Library Assistant.

Public Services Director's Office

- Fannie R. Simmons was promoted from undergraduate Collection Development Librarian to Acting Public Services Division Director.
- Teresa Jeter, Public Services Clerk-Typist, resigned.
- Elaine Young was hired as Clerk-Typist but was later terminated.
- Gloria Dykes resigned as Public Services Library Assistant.

Reference

- Robert Quarles was made part-time for nine months and returned to full-time in May.
TO: Dr. Virginia L. Jones / Mrs. Julie V. Hunter
FROM: Reta J. Lacy
RE: Requested Information/Departmental Policies
DATE: March 1, 1982

Because of the great necessity to complete the merging of cards in the card catalog, the Technical Services Division has not had the opportunity to formally set down policies and procedures. However, one policy concerning the relationship of Collection Development and Acquisitions has been formulated, and is found below:

All purchases of library materials (books, periodicals, microforms, serials, standing orders, binding) will be approved by the Head of Collection Development and submitted to the Head of Acquisitions. After orders are submitted to Acquisitions, Collection Development is no longer involved in the acquisitions, processing and shelving; however, Collection Development should receive from Acquisitions a copy of the order card for each item added to the collection.

Policies concerning the payment of invoices have begun to be formulated by the Head of Acquisitions and the Head of Technical Services. Certain forms which are unique to the Acquisitions Department (purchase order form, receiving log, vendor's card file, etc.) are being devised. They will then be sent to the
Deputy Director and Director for discussion and approval.

To date, these are the only items that have been dealt with in the line of policy-making. Upon completion of the filing in the card catalog, the formulation of policies for the Division has top priority.
PROCEDURE FOR PREPARING BOOK ORDERS

1. A "Suggestion for Purchase Form" ("SPF" - see attached) for each title is submitted to the Acquisitions Department from the Collection Development Division (COLD).

2. The forms should be stamped with the date they are received in Acquisitions.

3. The extreme left column has a list of search points: CC (card catalog), SC (Special Collections card catalog), CIRC (circulation files), OF (outstanding orders file), RF (books received file), BIP (Books in Print) and OTHER (other bibliographic tools, e.g., Book Publishing Record). A place for the searcher's initials (INIT.) is provided once the sufficient points have been searched.

4. There are three other codes in this column: NCW (no. of copies wanted), DSTA (date sent to Acquisitions) and SI (special instructions). These items are filled in by COLD.

5. When the SPFs are received, the titles should be searched at the different search points in the sequence in which they are printed on the forms (CC, CIRC., OF, RF, etc.).

6. If COLD has indicated in "SI" that the title should be placed in Special Collections, then the card catalog in Special Collections should be checked after the main card catalog has been checked.

7. The search procedure should be done in the following manner:

   a. The card catalog is checked for each title. If the same edition of the title is located in the catalog, the COMPLETE call number is recorded on the SPF in the upper left corner marked "Call No.". If a different edition is found, the call number is recorded with the publication date.

   b. For those titles that are found in the card catalog, the shelves should be checked for each title. Record the number of copies that are found on the shelves beside the call number in parentheses. If no copies are found on the shelves, go to the Circulation Department and ask the Head of Circulation to check or let you check for those titles. If a title is located in the Circulation files and...
has been overdue for two years or more, then the title can be considered lost and should be ordered. For those titles that are located on the shelves or those located in the Circulation files that have been overdue for less than two years, the SPF's should be taken out and indicate on the SPF where the title was found — on shelf or in circulation files.

c. If necessary, the catalog in Special Collections should be checked. If the title is listed in the catalog, record the call number on the SPF in the designated place. Place S.C. above the call number so that the titles located in the main card catalog can be distinguished from those located in the Special Collections catalog. The SPF's for the titles that are located in Special Collections should be pulled out. Indicate on the form that the title is located in Special Collections.

d. If the titles are not located in the catalog(s), the next point of searching is the outstanding orders file located in the Technical Services Division. This file contains titles that have been ordered but not yet received; they are filed alphabetically by title. If a title is located in this file, the SPF should be pulled out so that a duplicate will not be ordered. Indicate on the SPF that the title was located in the "OF."

e. The next search point is the "RF" (books received file) also located in Technical Services. This file reflects those titles that we ordered and have received. They are also filed by title. If a title is located in this file, the SPF should be pulled out so that a duplicate will not be ordered. Indicate on the SPF that the title was located in the "RF."

f. After checking these points and the titles were not located, the BIP and other bibliographic tools should be checked to get the complete bibliographic information (author, title, publisher, date of publication, price, edition), if necessary. Most of the information should be on the SPF.

g. Once these steps have been completed, write your initials in the designated space. As you complete the search process at the different search points, write a check in the parentheses next to the codes.

8. The remaining SPF's are ready to be typed on the multiple order forms (MOFs). ALL MULTIPLE ORDER FORMS ARE TYPED WITH 46 (OUR CODE NO.) IN THE UPPER RIGHT CORNER. This is very important.

9. The complete bibliographic should be typed on the MOF along with the requestor's name and institution and the number of copies wanted. It is important to note if COLD has indicated any special instructions on the SPF's. Sometimes a title may need to be placed in Reference or Special Collections or more than one copy may need to be ordered. This information needs to be typed on the MOFs.
10. If a title is to be placed in Reference, type REF. in the upper left space on the MOF; if a title is to be placed in Special Collections, type S.C. in the upper left space of the MOF.

11. After the MOFs have been typed, the first four copies are stapled in the upper left corner to be submitted with the order. The SPF is stapled to the remaining two copies of the MOF and filed in the outstanding orders file.

12. The MOFs are separated by jobber. Those titles that are published by Prentice-Hall are ordered from Prentice-Hall and should be pulled out. Those titles published by university presses, e.g., Harvard U. Press, Cambridge U. Press, University of California Press, etc. are ordered from Yankee Book Peddler and should be pulled out. All other titles are ordered from Blackwell North America.

13. Once the MOFs are separated according to jobber, they are alphabetized by TITLE. Using the calculator, a tape of the cost of each stack is made. A TITLE count and VOLUME count of each stack are made.

14. Attach a p—slip (memo slip) to each stack indicating the jobber, the no. of volumes and the total cost.

15. A list of each stack is typed alphabetically by author. The number of volumes is indicated at the top of the list, as well as the total cost of the order by jobber.

16. Copies of the lists and tapes are made for the Atlanta University Center Business Office, the Library Administration Office, Acquisitions files and the Director of Technical Services.

17. The stacks of MOFs, lists and tapes are given to the Head of Acquisitions. A purchase order is prepared for each jobber and the Deputy Director's signature is obtained on each purchase order. The MOFs and purchase orders are sent to Cooperative College Library Center.
PROCEDURE FOR PROCESSING REFERENCE AND MAIN COLLECTION CONVERSION BOOKS

1. Books are unpacked and placed on designated shelves downstairs in shelf list order.

2. The shelf list cards are matched with the books and placed in the books. Each stack of shelf list cards has a "leader" card at the beginning of the stack.

   THIS IS VERY IMPORTANT: As you match the shelf list cards with the books, should you find ALL of the cards in a particular stack, please give the "leader" card for that stack to the Director of Technical Services. This is the ONLY way that the Director can determine which cards should be given to the Library Assistant in Charge of Catalog Maintenance to be filed in the card catalog.

3. The books are then placed on the table(s) downstairs and processed.

4. The shelf list information (date received, donor, price or "gift"), usually written in the margin of the verso of the title page, is written on the shelf list card. If no shelf list information is found, the accession number, usually found on the verso of the title page or on the title page or in the margin where the shelf list information is written, should be written on the shelf list card. If neither the shelf list information or the accession number can be located, write the current date and CCLC on the shelf list card. The shelf list cards are banded and given to the Director of Technical Services.

5. The shelf list cards that have only the accession number and the shelf list cards that have the current date and CCLC written on them should have the copy number designated by CCLC written on the shelf list card. In the case of two or more copies, "c.2", "c.3", etc. will be indicated on the spine label and on the card and pocket. If there is no copy number on the spine or the card and pocket, it is understood that the book is copy 1.

6. The old card and pocket are removed from the book. The pocket is discarded and the card is saved and given to the Director of Technical Services along with the shelf list cards.

7. An ownership plate is placed in the front of the book on the inside hard cover. Before pasting the new card and pocket in the back of the book, a magnetic tab is placed on the inside hard cover, then the card and pocket are pasted over the magnetic tab.

8. The books should be stamped on all three sides with the ownership stamp.
9. The books are counted and the number is given to the Director of Technical Services to be recorded in the monthly statistics report.

10. The books are then given to the Circulation Department to be shelved in the appropriate place(s).
PROCEDURE FOR PROCESSING GIFTS

1. Gifts are received in the Technical Services Division in several ways: (a) through direct mail, e.g., Abingdon Press, Brookings Institution, and individual authors; (b) those that were received before the merger; (c) those that are received by the Collection Development Division and passed on to the Technical Services Division; and (d) those that are received by the Special Collections and Archives Division.

2. No matter from whom the Technical Services Division receives gifts, they are basically handled the same.

3. The shelf list information is written in each book (date received, donor and "gift"), if available. On some occasions, gift books are received through direct mail in the Periodicals Department and when the Technical Services Division receives them, there is no correspondence or mailing package to indicate the donor. In these instances, the shelf list information that will be written in the books will be the current date, "source unknown and gift." This task is done by the Acquisitions Assistant in charge of Gifts and Exchange.

4. The Acquisitions Assistant in charge of Gifts and Exchange fills out a Gift Books form addressed to Collection Development (see attached) for each TITLE. All information down to "donor" is filled in by this person.

5. A form is placed in each title and placed on the designated shelves for gifts.

6. The books are examined by a member of the Collection Development Division for acceptance or rejection. The person indicates whether the books are accepted or rejected on the Gift Books form and signs each form.

7. If any notes are necessary concerning any of the gift books, they are written on the forms. For example, if more than the standard two copies of a title are to be kept, it is so indicated. If a gift book is to be placed in Reference or Special Collections or Curriculum Materials Center, it is so indicated on the form by the Collection Development Division.

8. At this point, the Acquisitions Assistant in charge of Searching searches the titles that have been recommended to be placed in the collection. The Gift Books form is the mechanism used to search the titles in the following places: (a) card catalog, (b) shelf list catalog(s), (c) shelves, and (d) circulation files. The number of copies that are located on the shelves is indicated at the bottom of the Gift Books form. When the searching is completed, the Acquisitions Assistant in charge of Searching places the forms back in the gift books.
At this point, the Monographs Cataloger begins processing those titles that are to be placed in the collection and places the "rejects" on the "discard" shelves on the lower level of the library. Unless otherwise indicated, only two copies will be kept in the collection.

For those titles that need multiple order forms typed, the Monographs Cataloger will type them. The usual processing procedure is followed for those volumes that are to be placed in the collection: card and pocket, magnetic tab, plate, ownership stamp, and catalog cards.

The Acquisitions Assistant in charge of Gifts and Exchange compiles a list of ALL gifts received on a monthly basis and submits a copy of it to the Director of Technical Services.

The Monographs Cataloger keeps the statistics of those gift books that are processed and those that are discarded. These are included in the monthly statistics report submitted to the Director of Technical Services. The sum of these two figures should equal the total number of gift books on the list compiled by the Acquisitions Assistant in charge of Gifts and Exchange.

The books are then sent to Circulation to be shelved in the main collection; to Reference to be shelved in the Reference collection; to Special Collections to be shelved in Special Collections; or to the Curriculum Materials Center to be shelved in its collection.

**EXCEPTION:**

Some gift collections received by the library are so stipulated that ALL volumes being donated are to be maintained and not discarded. For example, the Southern Education Foundation has donated several hundred volumes to the library through the Special Collections and Archives Division. These volumes are not being examined by the Collection Development Division because of the stipulation by SEF. This collection is being prepared to be sent to Cooperative College Library Center (CCLC) for processing.

The collections will be sent to CCLC in a separate shipment from any other volumes. CCLC has been notified and has agreed to ship them to us separately and NOT include any other volumes (conversion books, new books, standing orders, etc.) in the shipment. This is the procedure that will be followed in the future for any other collections that are received from donors who indicate that none of the volumes in the collection should be discarded.
TO: Collection Development
FROM: Gifts and Exchange
RE: Gift Books
DATE:

Author:

Title:

No. of Copies:

Donor:

Approved________ Rejected________

Signature

1/26/83
The procedure for handling new acquisitions purchased under special grants is as follows:

1. The preliminary tasks (searching, typing of multiple order forms [mofs], etc.) that are necessary for all orders are completed.

2. A list of the titles and the PROJECTED* cost of each title is typed for each order. At the top of the list is typed the jobber (Blackwell North America), the date of the order, the number of volumes, the number of titles, the total PROJECTED cost of the order and the cost of processing. The name of the special grant and the special budget code are also typed at the top.

3. The mofs, copies of the list of titles and copies of the calculator tapes are given to the Head of Acquisitions. A purchase requisition form from the appropriate institution is completed with the following information:
   a. the number of titles and volumes of the order
   b. the PROJECTED total of the book order
   c. the vendor's name and address (Cooperative College Library Center)
   d. the name of the special grant and the budget code
   e. the signatures of the Acting Director and the Head of Acquisitions

4. The Head of Acquisitions sends two copies of this form, a copy of the list of titles and a copy of the calculator tape to the Purchasing Agent (or the designated fiscal person) of the ordering institution.

5. The Purchasing Agent returns a signed copy of the purchase requisition form to the Head of Acquisitions indicating the PROJECTED amount of the order has been checked against the special budget and approved for ordering.

6. The mofs, a copy of the list of titles to be ordered and a copy of the calculator tape are sent to CCLC for ordering and processing.
7. A copy of the list and a copy of the calculator tape are sent to the Acting Director for the administrative office's files. Copies of the list and tape are filed in the Acquisitions files.

8. For those grants that appropriate funds to cover the processing fee ($2.50 per volume), invoices will be sent from CCLC for processing as well as for the books that have been received. The Acquisitions Department checks the invoices against the books to be sure that all of the titles listed on the invoices have been received.

9. Two copies of the checked invoices, which indicate the ACTUAL cost of the books including any discount received, and two copies of the invoices for processing are sent to the Purchasing Agent. A completed purchase requisition form for the invoices for the books as well as a form for the invoice for processing with the following information are also sent to the Purchasing Agent.
   a. the date invoices were received
   b. the invoice numbers
   c. the total of each invoice
   d. the total amount to be paid to the vendors (Blackwell North America and Cooperative College Library Center)
   e. the signatures of the Acting Director and the Head of Acquisitions

10. The Purchasing Agent sends a copy of each invoice (books and processing) and a copy of each purchase requisition form to the Project Director of the special grant. This person signs the purchase requisition forms and returns them to the Purchasing Agent.

11. The Purchasing Agent then prepares a purchase order form for each vendor reflecting the same information found on the purchase requisition forms, signs them and returns a copy of each purchase requisition form and a copy of each purchase order form to the Head of Acquisitions indicating that a check has been sent to each vendor for the total cost of the invoices.

12. The procedure will differ slightly for those grants that do not provide for the cost of processing. Instead of sending an invoice for processing to the Purchasing Agent, only invoices for the books will be sent along with a completed purchase requisition form. Steps 10 and 11 should be followed omitting the forms for processing.

13. The returned copies of these forms are attached to the Department's copy of the invoices and placed in the files.

*PROJECTED cost is the cost of the title as listed in our bibliographic tools (Books in Print, Choice, publisher's catalogs, book reviews, etc.). This does not reflect the actual current publisher's price nor the discount. The authentic prices are found on the invoices.
APPENDIX B

CCLC MEMBERSHIP

1. American College for the Applied Arts
   Atlanta, GA
2. American College for the Applied Arts
   Los Angeles, CA
3. Atlanta College of Art
   Atlanta, GA
4. Atlanta University Center
   Atlanta, GA
5. Benedict College
   Greensboro, NC
6. Claflin College
   Orangeburg, SC
7. Corcoran School of Art
   Washington, DC
8. Dillard University
   New Orleans, LA
9. Fisk University
   Nashville, TN
10. Florida Memorial College
    Miami, FL
11. High Museum of Art
    Atlanta, GA
12. Houston-Tillotson College
    Austin, TX
13. Lemoyne-Owen College
    Memphis, TN
14. Oakwood College
    Huntsville, AL
15. Paine College
    Augusta, GA
16. Rust College
    Holly Springs, MS
17. Saint Paul's College
    Lawrenceville, VA
18. Stillman College
    Tuscaloosa, AL
19. Talladega College
    Talladega, AL
20. Tougaloo College
    Tougaloo, MS
21. Tuskegee University
    Tuskegee, AL
22. Virginia Union University
    Richmond, VA
23. Wiley College
    Marshall, TX
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