

1973

# Annual Report 1972-1973 Order Department

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ANNUAL REPORT 1972/73

TO: Mr. George R. Parks  
University Librarian

FROM: W. T. O'Malley  
Head, Order Department

Staff changes:

Ms. Saroj Ailawaidi left in August, 1972.  
Ms. Helen Tsai left in September, 1972.  
Ms. Laura Hazard left in November, 1972.  
Ms. Betty Procaccianti joined the staff in  
November, 1972.  
Ms. Peggy Roffo returned to the staff in  
February, 1973.

Professional activities:

W. T. O'Malley -

NETSL - Treasurer, 1973.  
Attended Fall meeting, Wentworth,  
October, 1972.  
Attended Spring workshop, Boston,  
May, 1973.

NELA - Attended Fall meeting, Wentworth,  
October, 1972.

LARC Association - Attended Institute on  
Computerized Serials Systems,  
St. Louis, May, 1973.

Library - Serials Advisory Committee.  
Workload Committee.

Accomplishments:

1972/73 was a year for the re-defining of job responsibility within the Order Department. Coupled with this, there was a 75% turnover in staff, and a 33% reduction in staff time (due to the transfer of one position to the Catalog Department, and the delay in filling some vacated

positions). In spite of all this, the productivity of the Order Department remained high. In some areas we were able to increase productivity, and in other areas, we were almost able to match the 1971/72 level (see statistics).

#### New projects:

The re-definition of jobs during 1972/73 involved the utilization of student assistants for some of the clerical activities of the department, and the transfer of some jobs formerly done by student assistants to full-time clerical staff. This project was not completely successful because we were not able to hire the number of students needed to keep up with the volume of work. For example, the check-in procedure formerly done by students working 40 hours per week was handled by an order clerk working 35 hours per week, but the searching and verifying of faculty requests consumed 70 hours per week of clerical staff in 1971/72, had to be reduced to 40 hours per week of student assistant time. The reduction in hours for searching and verifying created a 3 month backlog which has just recently been cleared up.

While the quantity of processing declined because of reduction in hours, the quality of the searching and verification increased. The utilization of library science students for public catalog searching has improved the aspect of the Order Department's responsibility.

The scheduling of students early in the morning was a dismal failure, both because the students were reluctant to work those hours (7:30 to 9:00) and because the Catalog Department had scheduled their own personnel to work at the public catalog. The only way to reduce congestion at the public catalog is to begin scheduling technical service personnel to work at the catalog between midnight and 6 in the morning.

The other notable project of the department was the build-up of our American poetry collection consisting of Walt Whitman, Edwin Arlington Robinson, Edna St. Vincent Millay and Ezra Pound. A total of \$15,952.43 of gift monies was spent during 1972/73 to acquire first editions and related materials on these authors. The collection is beginning to develop into a fine collection, and work will continue on it for the next fiscal year.

#### Review of Order Department activities:

The Library's approval plans continued to be reviewed and refined.

RICHARD ABEL. The domestic approval plan dealer, Richard Abel & Co., formulated a new pricing structure which resulted in a

general increase in cost. Prices are now being monitored, and discussions are now under way so that a possible rebate can be received by the Library to keep the price increase at a minimum. If this is not possible, alternatives to the Abel plan are being pursued.

The pre-selection aspect of the Abel plan has enabled us to acquire non-English language material which are not covered by our foreign suppliers. The cooperation of Ms. Keefe, Ms. Winn, Mr. Turyn, Ms. Gates and Mr. Lahiri in the pre-selection process greatly increase the value of the plan.

BLACKWELL. Beginning in November, 1972 we discontinued our program of acquiring British imprints from Abel and began an approval plan with Blackwell's. Because of an air-freight charge by Abel, we were able to reduce costs by 7% working with Blackwell, and at the same time expand our coverage by working directly with a British dealer.

The other approval plans remained unchanged during 1972/73, and have been performing adequately. These programs should remain unchanged during the next fiscal year because of the expansion of the Abel plan into foreign language material.

#### Personnel:

Special mention should be made in this annual report on the performance of the Order Department's Principal Clerk, Ms. Edna Lachapelle. Due to the reduction in the number of clerical staff, the high-rate of turnover in staff, and the necessity of releasing one of the members of the staff after considerable training, the Order Department had a difficult year. Coupled with all of this, the head of the department had to turn over much of the responsibility for the department for a period of six months during fiscal 1972/73 to the Principal Clerk. That this department functioned as well as it did, is to the credit of Ms. Lachapelle.

July 12, 1973

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Statistics:

1. Expenditure.		
a. 1971/72		\$285,821.94
b. 1972/73		291,894.54
2. Requests processed.		
a. 1971/72		
titles ordered		16,835
titles duplicated		20,000
b. 1972/73		
titles ordered		17,891
titles duplicated		14,254
c. Total titles searched		
1971/72		36,835
1972/73		34,145
3. Items received.		
a. Volumes purchased		
1971/72		30,319
1972/73		28,113
b. Volumes received by gift		
1971/72		980
1972/73		1,351
c. Total volumes received		
1971/72		31,299
1972/73		29,464
d. Microforms purchased		
1971/72		8,427
1972/73		18,829
e. Total items received		
1971/72		39,726
1972/73		48,293