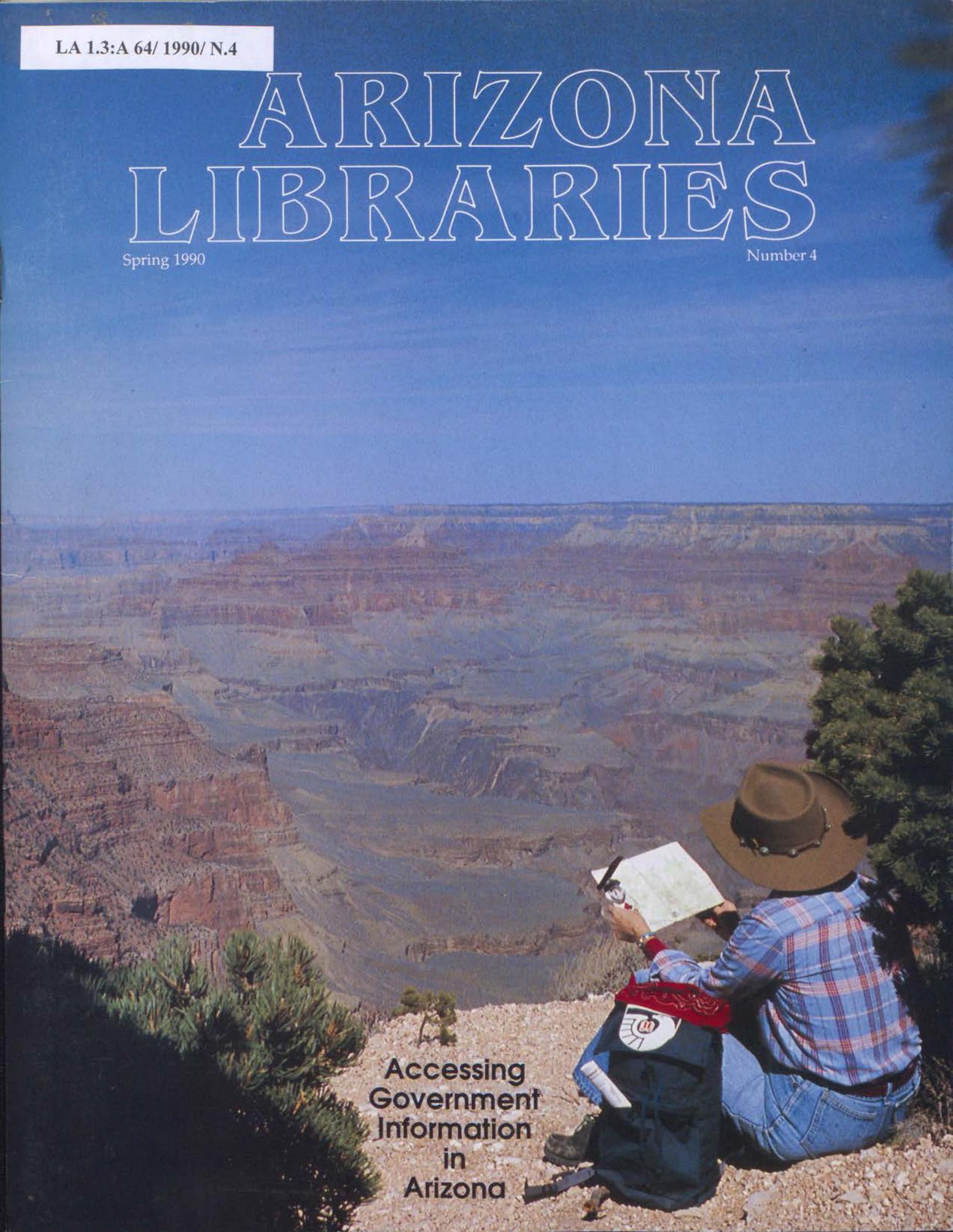


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ARIZONA LIBRARIES

Spring 1990

Number 4

A person wearing a brown cowboy hat, a blue and red plaid shirt, and blue jeans is sitting on a rocky ledge overlooking the Grand Canyon. They are holding a map and a compass, appearing to be navigating or exploring the area. The canyon's layered rock formations and the Colorado River are visible in the distance under a clear blue sky.

Accessing
Government
Information
in
Arizona



State of Arizona
Department of Library,
Archives & Public Records

Sharon G. Womack, Director
Arlene Bansal, Deputy Director

ARIZONA LIBRARIES

Spring 1990

No. 4

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ARIZONA DEPT. OF LIBRARIES
ARCHIVES & PUBLIC RECORDS
APR 28 1990
STATE DOCUMENTS

Cover: The Grand Canyon, from the Kaibab Trailhead. Note the federal depository logo on the hiker's knapsack. PHOTO: © DAVID O. WILEY ASSOCIATES, INC., PHOENIX

Acknowledgments

Special thanks are due Janet Fisher and Dale Steele, the Contributing Editors for this issue. Janet Fisher is Manager of the Documents and Maps Section, Research Division, Arizona Department of Library, Archives & Public Records; Dale Steele is State Documents and Maps Librarian for the same agency.

The articles about various aspects of documents services in Arizona were produced by the library staff members who create and deliver the services. While writing the articles may have been a labor of love for some, it was nonetheless labor, piled on top of the regular workload. Kind thanks to all for the extra effort.

Special thanks go also to Joyce Burns and Greg Hoefler, temporary staff working through Pro-Tem Temporaries, Phoenix. Resignations and illnesses among regular staff combined to create an unusually severe production crunch on this issue. Both Joyce and Greg arrived with not only highly polished Macintosh computer skills—Joyce in word processing and Greg in page layout—but also a highly polished professional manner and pleasant "can do!" attitude.

A tip of the editorial Stetson to David O. Wiley Associates, Inc., Phoenix, for professional photography services.

To the professionals at Blue River Graphics and Subiacolor Professional Photo Lab, sincere thanks for helping us look so good.

Production note: *Arizona Libraries* is produced using networked Apple Macintosh computer hardware. Software currently in use for the magazine includes Adobe *Illustrator 88*, Aldus *Pagemaker*, and Microsoft *Word*.

"Arizona State University Map Index: Converting From Fiche to Online" by Rosanna Miller and Julie Hoff, published in *Information Bulletin* 21:1, November 1989, Western Association of Map Libraries; reprinted with permission.

Up Front

It was October 1973. The breathless voice on the other end of the phone belonged to my close friend Holly, who was currently attending graduate library school, which I was about to begin. She was frantic, urging me to action. "I just found out. She's retiring in June! You've got to take her course as soon as you start or you'll miss her completely! It's a second semester course, but you have to find a way to take it first semester. This is really important, Elizabeth! You've got to!"

It was probably my friend's use of my formal name that got my attention as much as anything. That and the fact that she was nearly an honest-to-goodness diploma bearing librarian, a full 12 months ahead of me in reaching a goal we'd shared since becoming paraprofessional colleagues in a small-town library.

In any case, the phone call galvanized me to action. Requests were made, permissions granted, and so began my exploration of the astonishing world of government publications, guided by one of the profession's legends, Vivian Prince, at the University of Southern California.

Miss Prince had a gift for making the study of documents come alive, with all its arcane and wondrous regalia. She presented her subject not as bibliography, but rather as history, making it easy for students to grasp relevance and context. Exercises to track then-current legislation in Congress ensured that we channelled current

events into the historical mainstream as well. Her teaching methods were original enough as to leave one laughing at historical anecdotes one moment, panic-stricken at an assignment's complexity the next. A question on one exam: "State a good question. Now answer it. You will be graded on the relevance of your question and the competence of your answer."

In preparing to write this column, I opened my folder of notes from Miss Prince's class 16 years ago. In reviewing the notes, I recalled how I burned for the knowledge she imparted, burned too for the passion she so clearly felt for her chosen path. For a time after graduate school, I considered becoming a documents librarian. I did spend a few years as a business librarian, a specialty which utilizes government publications heavily.

It was during this time, working with corporate clients, that I came to realize how undervalued libraries are. In railing against public ignorance of libraries' worth and the profession's failure to promote them and itself, I stumbled on to my own chosen path, unwittingly finding the zeal I had admired in Miss Prince. I returned to my first profession, determined to use my creative skills and the tricks I'd learned in the advertising trade to promote libraries, their contents and services.

And so, have I got a deal for you. Government publications contain every fact known to mankind and they're free, or nearly so. They're

organized and they're available. Where? Down the street, around the corner, probably next door. The federal depository system ensures maximum availability, while such programs as the State Data Center system eases access for everyone.

Here in Arizona, we have many more small libraries and communities than large ones. In smaller communities, it is easy to feel isolated and cut off; the world at large can seem removed. Small libraries need to seek out the world of government information aggressively; the alternative is to become inadvertently disenfranchised.

This issue of *Arizona Libraries* is intended to highlight some of the ways in which Arizonans can and do access government information. Contributing Editors Janet Fisher and Dale Steele have assembled an exciting array of information about federal, state and local documents in Arizona. A thought-provoking article about document users offers a surprise or two. I hope that this issue will prove a lasting resource for both experienced document service providers and those for whom the subject is yet unexplored.

I urge you to get personally involved with government publications. They offer unlimited information to the library user and unlimited fulfillment for the information provider. How do I know that with such certainty? Easy: you see, in addition to being wonderfully entertaining and professionally inspiring, Miss Prince was always right.

Arizona's Depository Libraries: An Overview

State of Arizona Department of Library, Archives & Public Records

By Janet Fisher, Dale Steele

The Arizona Department of Library, Archives and Public Records has housed a federal documents depository collection since Territorial Days. State statutes say that the "director of the department of library, archives and public records shall . . . arrange with the federal government, other states, and foreign countries for a system of exchange of official state reports and publications . . ." (*Arizona Revised Statutes § 41:1335*). Statute also creates a library division in the department which "shall include: . . . a documents unit containing reports and other publications of the federal and state governments." (*Arizona Revised Statutes § 41:1337*).

The legislature and state agencies comprise the Department's primary clientele. The Department circulates documents to state employees and members of the State Bar only. Arizona residents may use the library's documents in-house or request them through interlibrary loan from their local library. The Department's federal documents collection is in a closed stack area, so the documents reference staff assists users with indexes and other access tools, then locates the materials for them. The documents staff also assists other libraries with reference questions.

The Department is the only regional depository in Arizona. It therefore receives 100% of the publications available through the depository library system and permanently keeps most of those publications. Arizona's size and population distribution create a great need for communication and resource sharing among libraries in the state. The regional librarian addresses these needs by advising selective depositories on depository functions, by making annual on-site visits to all selectives, and by producing a monthly newsletter and a monthly listing of popular federal documents received. Selective depositories receive special support through utilization of fax machines in all depository sites. The depository librarian also serves as chair or vice-chair of the Arizona Depository Library Council.

*Annual Budget for Federal Documents
and Maps (FY 1988-89) \$32,689*

*Percentage of Total Library Acquisitions
Budget: 9.5%*

*Collection Strengths: total size and
coverage of all agencies, Congressional
legislative history, Arizona historic and
current maps*

*Unique Collections: Arizoniana and
genealogy*

Arizona State University Hayden Library

By Rebecca Burke

The federal depository library at Arizona State University in Tempe was established in 1944. Government Documents Service has expanded its holdings of federal documents since then by following a broad selection policy and aggressively pursuing acquisition of non-depository items and retrospective gift documents. Government Documents Service also houses Arizona state and local documents and United Nations publications. This work has resulted in Government Documents becoming a major library within the University Libraries.

The Library's mission continues to be the support of the curricula and research needs of the ASU community. It also provides government information to the community at large. A typical day includes service to users from the business community, legal firms, governmental agencies, model U. N. groups, and ASU constituents.

The uses of the collection are as varied as the users. For example, the collection is especially strong for legislative research and resultant regulatory action. An extensive U.S. Geological Survey section provides a broad range of sources from detailed surveys conducted in the 1880s to present water-supply and mineralogy data. Area contractors frequently use the governmental specifications and standards collection.

Technical reports from NASA, Defense, and Energy are heavily used, as is information on the environment, principally from the Environmental Protection Agency.

The library is in the midst of exciting and challenging developments because of automation. ASU libraries' online catalogue provides access to Arizona government publications and, through a gateway connection, to the GPO *Monthly Catalog* tapes. A tape of GPO catalog records, customized to ASU's depository holdings by MARCIVE Inc., is being added to the online catalogue during the Spring 1990 semester.

These developments will increase the library's visibility and provide users more convenient access to government information. Government publications will appear with other library materials when users do subject searches on the library's public catalog terminals. Also, users off-campus with a microcomputer, modem, and appropriate telecommunications software may dial in to the ASU broadband to access the online catalogue 24 hours a day.

ASU Government Documents Service has approximately one million titles in print or microformat. As the department follows the service and support mission of the University Libraries, it will continue to extend use of its collection to the public through the dial in online catalogue, interlibrary loan, and telephone and personal reference service.

Target Population and Size: 43,000 ASU and Maricopa County

Percent of Federal Documents selected: 95%

Collection Strengths: Census; Congressional; Defense, EPA; USGS; Labor; NASA; Transportation; Legal and Regulatory Sources

Arizona State University Law Library

By Donna Larson

The Government Documents collection at Arizona State University (ASU) College of Law Library includes federal regulatory and policy materials, and other items relevant to legal studies, including Congressional publications. General statistical publications, agency bibliographies and telephone books are also collected for reference use. Because it is a specialized collection and located in close proximity to two large collections (Hayden Library ASU, and the regional depository collection at the Arizona Department of Library, Archives and Public Records), no effort is made to collect comprehensively, except in areas directly related to the law.

Government documents are separate from the catalogue of the main collection at the Law Library and do not appear in the university's online catalogue. In order to learn what is available, it is necessary to contact the library directly.

The College of Law has received approval from the Arizona Board of Regents to begin the planning for a new Law Library facility. Funds permitting, the new Law Library could be open within the next three years. As the current environment

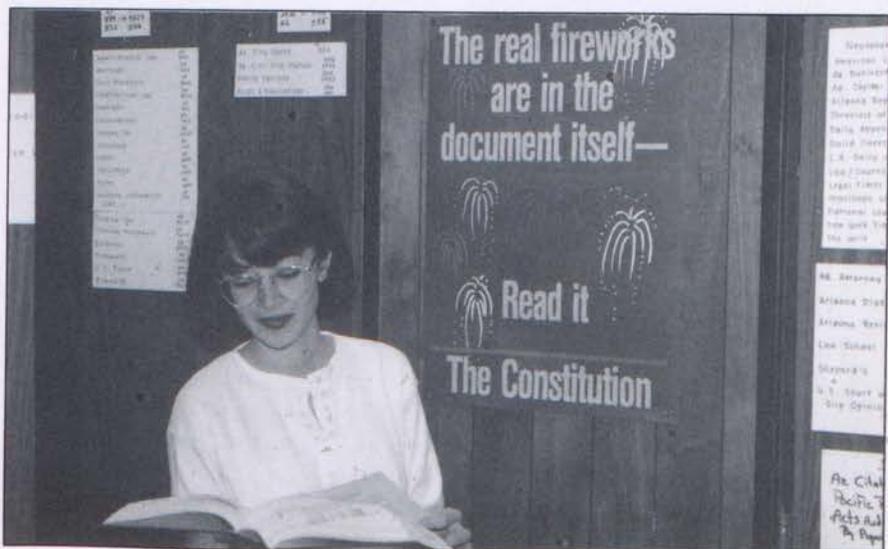
of the Law Library is very inadequate for the collections and services, a new facility will greatly add to the library's capability.

Central Arizona College

By Glen Tiller

Established in 1961, Central Arizona College is a two year, fully accredited school and a member of the Arizona State Community College System. From its inception, Central Arizona College has been committed to providing students with opportunities to appreciate the past, succeed in the present and plan for the future. Central Arizona College consists of four separate campuses (Signal Peak, Aravaipa, Apache Junction, and the Arizona State Prison) and the Gila River Career Center. The college has been a federal depository since 1973; the collection is housed at the Signal Peak Campus. This is the only depository between Phoenix and Tucson, a distance of 120 miles.

Signal Peak Learning Resource Center/Library, located between Casa Grande and Coolidge, is open 70 hours weekly including evenings and Sundays. A reference librarian is available 40 hours weekly, and staff are on duty during all library hours to assist students. The library also holds orientations and library



Arizona State University Law Library

research lectures to help students learn their way in and around the LRC; government documents are included in these regular sessions.

The library collection contains over 70,000 volumes, 380 periodical titles, and 12 newspaper subscriptions, in addition to state and federal government publications, a legal section, maps, microforms, Arizona materials, college catalogues, nationwide telephone books, and a current reference section. The interlibrary loan system is used to provide students with books, articles, and microforms not located on the Central Arizona Campus.

Glendale Public Library

By Joan Wilson

U.S. Representative Bob Stump nominated the Glendale Public Library for designation as a federal document depository in 1986. After GPO approval, the depository documents began arriving at the library in June 1987. Glendale Public Library is one of 14 selective depositories in the state. Because it is so recently designated, library staff carefully consider new selections to ensure the collection develops in areas which will best serve their Congressional district. The library selects many Defense Department publications because of its proximity to Luke Air Force Base. The Arizona topographical maps collection also gets heavy use. The Federal Publications Room is immediately visible upon entering the library and is adjacent to the reference desk. Reference librarians assist users with the collection. The library's on-line catalog lists many federal documents, increasing their visibility and availability to users.

The *Government Publications Index (GPI)*, issued by Information Access Corporation, provides additional access to federal publications. The *GPI* is distributed on compact disc-read only memory (CD-ROM) disks.

Library users may request items published before 1987 through interlibrary loan. If the user needs the document immediately, Glendale librarians call Grand Canyon University, Phoenix Public Library, or the regional depository library at the Arizona Department of Library, Archives and Public Records.

The library catalogs depository items into the regular collection when deemed appropriate. Many Department of Interior publications, such as draft environmental and development plans for the national parks, are in the collection. The plans for Arizona and New Mexico go into the Southwest Collection. Volumes of the Defense Department's country study series are filed under the number for each country. Federal periodicals are entered into the library's serials holdings list. Since the main library, where the Federal Publications Room is, has the *United States Code Annotated*, the depository copy of the *United States Code* is sent to the Velma Teague branch.

Target Population and Size: Glendale citizens, 130,000

Budget for Documents: \$5,000 deposit account

Percent of Available Federal Documents selected: 22%

Collection Strengths: Department of Defense publications, Arizona topographical maps

Grand Canyon University

By Margery Brzozowski

Grand Canyon University is Arizona's only traditional, private six-year liberal arts university. Arizona's Southern Baptists founded Grand Canyon in 1949 to provide World War II veterans the opportunity to further their education. Today the University has

1800 students on its 70-acre campus. Grand Canyon celebrated its 40th anniversary last year by being upgraded from a college to a university.

Grand Canyon's Fleming Library became a depository in 1978, at the nomination of Senator Dennis DeConcini. Currently, it selects 10-11% of the items available to depositories, especially those about education, health, business, international affairs, criminal justice, and Congressional activities. The library generally keeps only current material, disposing of most items as soon as depository rules allow.

Although Grand Canyon's faculty and students are its primary users, Fleming Library is open to the

Mesa Public Library

By Linda Risseuw

Congressional redistricting after the 1980 census provided an opening for the Mesa Public Library to join the ranks of federal depository libraries in Arizona. Officially designated a depository in February 1983 by then-Representative John McCain, the Mesa Public Library began receiving its first documents in April of that year.

The population of the East Valley or eastern Maricopa county is the library's primary clientele. Included are business people, students and the general public. The library is developing its collection to meet these needs. As a selective depository, it now chooses approximately 25% of items available, and serves business clientele, students, and the general public in the East Valley.

Business clientele needs include economic and demographic and materials, regulations, miscellaneous statistics and publications of the Small Business Administration.

Students, ranging from elementary through college level, have wide-ranging needs in both topic

and depth. Publications on statistics in all areas, current affairs, demographics, geography, government agencies, and the space program are frequently used.

Information requests from the general public are as varied as their general library requests. Laws, regulations, consumer information, health, taxes, and military science are among the most popularly used areas.

Because Library Director Vince Anderson has given federal documents a high priority, documents are prominently shelved adjacent to the general reference area, making them readily accessible to the staff and general public. The entire reference staff handles documents reference. Since documents are considered part of the reference area, all reference librarians strive to include documents as a general reference source when researching reference questions. Standard indexes such as *American Statistics Index*, *Monthly Catalogue*, *Federal Government Publications Catalogue*, and *Index to U. S. Government Periodicals* help in locating documents.

The behind the scenes routine of processing, shelving, and updating is carried out by one full-time clerk. The Documents Coordinator is a reference librarian whose time is split between documents and general reference.

The Mesa Public Library is committed to using its documents collection. To this end the documents coordinator compiles bibliographies on topics in demand. About 15 new or revised bibliographies are issued each year. Some of these topics include Arizona, aging, doing business with the government, foreign countries, alcohol and drug abuse, government agencies, the environment, safety, military science, handicapped, Native Americans, women, American history, and the arms race.

In-house workshops for staff development have been conducted

on a variety of topics: Consumer Price Index, Federal Document Periodicals, census and statistics. In-depth examination of frequently used individual documents, the *Catalogue of Federal Domestic Assistance, X-118, Crime in the United States*, for example, have proven especially helpful.

Enthusiasm rides high as plans are now being completed for the inclusion of federal documents into the DOBIS online public access catalogue. This access to documents—equal to that of the book collection—will increase staff and public use of documents. The staff is excited about being able to "get at what's there, but until now we just don't know where."

Northern Arizona University

By Sean Evans, Dana Vincil

While the history of Northern Arizona University (NAU) can be traced back to 1899 with the founding of Arizona Normal School, the history of government publications begins in 1937, when the college library was designated a depository by Senator Henry Ashurst.

The growth of NAU's Cline library in general, and of the documents collection specifically, has paralleled the growth of the student body. As of the fall semester of 1989, enrollment at NAU exceeded 15,000. According to the 1988 edition of the *NAU Factbook*, the Cline Library contains 1,252,640 volumes. The Documents Collection houses 372,980 volumes, or nearly 25% of the library's total holdings. The Collection continues to grow by virtue of the fact that it is approximately a 60 percent depository, and that the library purchases retrospective collections on microfiche.

The Cline Library serves the academic community of NAU, but as the only large library in the northern part of Arizona, also serves several community colleges, public

and research libraries, and NAU field services locations. The collection serves an estimated 320,000 individuals in the 3rd Arizona Congressional District and surrounding area. The service area includes Coconino, Mohave and La Paz counties, and parts of Yavapai, Yuma, Maricopa, Navajo and Apache counties. It also serves the Navajo and Hopi Indian reservations, which include most of northeastern Arizona and extend into New Mexico and Utah.

The Government Documents Collection is currently housed on the 2nd floor of the Cline Library. Organizationally, it is part of the Reference Department. Reference assistance is available to patrons nearly every hour that the facility is open. The receiving and processing of documents is carried out in the Bibliographic Services department. Fewer than 10 percent of the documents received by the Cline Library are housed outside the Documents area. Most documents are arranged by SuDoc classification number, and housed in the Document area.

The Government Documents Collection Development Policy complements the Cline Library Collection Development Policy which was approved in December of 1988. In accordance with the *Instructions to Depository Libraries*, the collection serves a much larger community than the library in general and considers its needs when making selections. Generally, the materials selected to support the curriculum of the University are also used by the community. At the time of the annual amendment of selections, the Documents assistant reviews the collection and consults with other subject specialists on the Collection Development Committee. A Library Faculty Committee, representing all of the academic disciplines is also consulted. Additions or deletions are selected based on usage and expected needs.



Glendale Public Library

In more than 50 years as a depository, the library has accumulated a significant number of research collections and materials. For example all current items from the Forest Service and the U. S. Geological Survey are included, along with all Department of Education materials, including ERIC, from 1966 to the present. All current congressional documents are included, and all CIS microfiche since 1970. Retrospective collections on microfiche from CIS have been purchased, including *U.S. Serials Set*, *U.S. Congressional Committee Hearings*, *Unpublished House and Senate Hearings*, and *Committee Prints*. The *Congressional Record* is available from 1873, as well as its predecessors, the *Register of Debates* and the *Congressional Globe*.

About 200 years of presidential documents are available in the *Presidential Executive Orders and Proclamations* collection on microfiche. These are updated by the depository publications *Public Papers of the Presidents* and *Weekly Compilation of Presidential Documents*.

Documents relating to business, census, defense and labor are also heavily selected. Since 1977, the library has purchased ASI microfiche in order to intensify the collection's statistical base.

The Documents area is also home to an extensive map collection, 80% of which is depository material. Included are a large number of topographic maps of Arizona and the surrounding states, and also many maps from the Department of Agriculture (National Forest Service) and the Department of the Interior.

The current goal is to have the entire documents collection closely aligned with the needs of the academic community and congressional constituency. This will be achieved through gradual reorganization as the new building is completed.

The staff at the Cline library is very optimistic about the future. Currently there are plans to incorporate bibliographic records of the Documents monographic material into an in-house online catalog (LS2 system). This will list for library patrons all documents material online, along with all other items pertinent to their search.

The library will also add its documents holdings to its OCLC records, thus making these materials available to other libraries through interlibrary loans. These two steps should dramatically increase the use and circulation of depository materials, and streamline for users and staff the circulation and record keeping of Document's collections.

The main benefit of this plan is that it will keep the Document monographic collection discrete while improving access.

Northland Pioneer College

By Allen P. Rothlisberg

Northland Pioneer College's federal documents collection provides access to federal documents for the residents of Arizona's fourth congressional district, primarily Navajo and Apache Counties. It is the only designated depository in the two county area, and serves approximately 80,000 individuals living within its service area.

Although the documents are housed in the Winslow Learning Resource Center of Northland Pioneer College, service is maintained through nine branch libraries, serving the communities of Winslow, Holbrook, Snowflake, Show Low, Kykotsmovi (Hopi Reservation), Kayenta (Navajo Reservation), Springerville, St. Johns, and Whitriver (Apache Reservation). The libraries are connected by telephone and fax, and special courier services enable users to receive hard copy document delivery within a maximum of two days. Rush requests are faxed or sent by courier.

Generally, the collection exists to support the curriculum offerings of Northland Pioneer College, but a concerted effort has been initiated to include community needs as well, and community organizations have been encouraged to become involved in the selection process. The current selection rate is about 7%. Because of space limitations, much of what is selected is available on microfiche. A reader-printer is available, and copies are made without charge to users. Photocopies are also made without charge.

Currently, the amount spent for documents is about \$500 annually, or about 2% of the annual acquisitions budget. Additional liberal funding is provided for

supplies. Local government agencies have made considerable use of the documents collection. Efforts are made to select materials which are especially relevant to Arizona.

Phoenix Public Library

By Stefanie Moritz

The Phoenix Public Library's depository collection is one of the oldest in the state, dating back to 1917. Over the years the collection has steadily grown and it now contains approximately 218,000 hard copy and 74,000 microfiche titles. Currently part of the Business and Sciences unit, there are plans for Government Publications to become a separate department in the new Central Library building to be completed in 1994.

The library currently selects 51% of the items available and finds that this is sufficient to meet most users' needs. Staff are fortunate to have the resources of the regional library (Department of Library, Archives and Public Records) close at hand for the occasional requested title not owned.

Access to the government publications collection is through special indexes. Users and staff alike have found Marcive's GPO CAT/PAC on CD-ROM to be a quick and easy look-up for titles published since 1976. To provide better access to the collection, the library is exploring the possibility of participating in OCLC's GOVDOC service in 1990. Through this service, Phoenix Public would receive OCLC-MARC tape records for its depository documents, which could be downloaded into the in-house computer system. The library staff feel that having records for documents in the in-house system would dramatically increase use of the collection.

Users of government publications collection are a highly-educated

group of individuals, according to an October 1988 user survey conducted on behalf of the Government Printing Office. Seventy-two percent of Phoenix Public Library documents users reported at least some college education. Thirty-nine percent of the users categorized themselves as professionals, followed by managers, technical and support staff, and students (13% in each category). The high percentage of professionals and managers in the survey comes as no surprise, since local business people are the most visible and sophisticated users of the Business and Sciences unit.

Although the depository collection is separately maintained and classified according to the Superintendent of Documents system, efforts have been made to integrate key documents titles into subsets of the Business and Sciences collection.

The "Statistics Table" is a collection of basic statistics sources and major indexes such as *American Statistics Index (ASI)*, *Statistical Reference Index (SRI)* and *Data Map*. It attempts to be a "one-stop shopping" approach for anyone in need of statistical information. Among the documents titles are: *Statistical Abstract of the United States*, *U. S. Industrial Outlook*, *FBI Uniform Crime Reports*, and the *Digest of Education Statistics*. The library expanded its statistical coverage in 1989 by purchasing the ASI nondepository microfiche.

One of the most heavily used special collections is the Career Center. Users of the Center will find a wide variety of titles on choosing a career, writing a resume, interviewing skills, how to find jobs in different locales, and books on specific occupations. The *Occupational Outlook Handbook*, *Dictionary of Occupational Titles*, and *Handbook X-118* are featured as part of this collection.

The Intellectual Property Center is a combination of government and

commercially published reference sources on patents, trademarks and copyrights. Here a user can find information circulars from the Copyright Office, the latest *Official Gazette* for patents, or the patent classification definitions on microfiche. Staff can perform trademark searches online, and soon will be able to do patent searches on the CD-ROM version of CASSIS from the Patent and Trademark Office.

A "Government Contracting Table" has been set up to highlight those depository handbooks, manuals and directories related to the procurement process. The newsletter *Commerce Business Daily*, which lists federal government contracting solicitations and awards, is always in demand here. The library has purchased the Information Handling Service "Government Specifications Service," a comprehensive collection of active federal and military specification and standards on microfiche, to supplement depository procurement materials.

During the 1980s, Phoenix Public Library's depository collection has benefited from improved access, increased staffing, and greater awareness by staff and users of the valuable and interesting information contained in government publications. As staff enter the 1990s, they anticipate even better things to come in a new, state-of-the-art government documents facility.

Tucson Public Library

By Jo Riešter

Tucson Public Library became a selective depository in 1970. The system's Main Library houses most of the Depository collection. The collection development policy emphasizes currency; only heavily used documents, those with historical value, an Arizona or Southwestern focus, or parts of ongoing series are retained beyond the five year minimum.

Pima County residents also have access to the large depository collection at the University of Arizona library. Tucson Public librarians encourage users to visit the university library should the public library's collection not be sufficient. Interlibrary loan cooperation is also used, within the city, the state and beyond, as appropriate.

A new main library building is scheduled to open in May 1990. Display shelving and additional space in this new building will increase public awareness of the documents collection. The depository collection adds another information resource to the many materials the library uses to meet the patrons' information needs. Tucson Public Library strongly encourages the public to use its documents holdings.

Target Population and Size: 685,292 (Pima County residents)

Annual Budget for Documents: Not applicable; TPL system budget covers as needed

Percent of Available Federal Documents Selected: 12%

Collection Strengths: Emphasis on Labor, Commerce, Justice, SBA, Education and HHS

University of Arizona

By Cynthia Bower

Collection strengths: The Government Documents Department maintains a comprehensive collection of Congressional hearings and committee prints dating from the early 1800s, and has also collected statistical data from all U. S. decennial and economic censuses taken from 1790 to the present. Subject strengths include agriculture, U. S. business and economy, natural resources, energy, the environment,

health, labor and employment, national defense, and foreign relations.

Unique collections: Research and development reports from the U. S. Agency for International Development; climatological data for all U. S. stations of record from the 1700s to the present; and more than 6,000 reels of National Archives microfilm publications including large collections of military post returns from the southwest, foreign consular dispatches, and records of the U. S. Bureau of Refugees, Freedmen, and Abandoned Lands.

The University of Arizona Library's Government Documents Collection currently contains some 950,000 printed publications and slightly over one million microforms (primarily microfiche). Since its establishment as a Federal Depository in 1907 via the University's status as a land grant institution, the library has collected Federal documents in all fields, with special emphasis on the subject areas listed above. The documents department also has a substantial collection of United Nations publications and began acquiring a comprehensive collection of Arizona state documents issued from 1985 forward. Important documents items held by other areas of the Library include publications of the U. S. Office of Patents and Trademarks, major series of the U. S. Geological Survey and Bureau of Mines, technical reports from NASA, the Department of Energy, and the National Technical Information Service, and sheet maps from the USGS, Forest Service, Census Bureau, Bureau of Land Management, Defense Mapping Agency, Central Intelligence Agency, and National Oceanic and Atmospheric Administration. Department Staff respond to more than 30,000 reference queries annually. Approximately 8,000 documents are checked out of the library each year; 15% of these items are loaned to persons not affiliated with the University of Arizona.

Target Population and Size: The primary users of the University of Arizona Library are the University community itself (some 50,000 students, staff and faculty), residents of the Tucson urbanized area approximately 695,000 individuals), and others scattered throughout the southern half of Arizona. Through its interlibrary loan services the library's collections are used each year by more than 17,000 researchers living outside the state of Arizona and by residents of more than 40 foreign countries.

Annual Budget for documents: \$106,500

Percentage of total library acquisitions budget: 2.5%

Percent of available Federal documents selected: 91%

U.S. Court of Appeals Library By Tim Blake

The United States Courts Library was designated as a Federal Depository in 1984 by virtue of being the highest Appellate Court Library in the state. This library is a branch of the library of the United States Court of Appeals for the Ninth Circuit. The federal judiciary, federal bar, and other federal agency employees comprise its primary clientele.

The library selects depository and non-depository materials to meet the specialized legal research needs of its primary clientele. The library selects approximately 3% of the items available through the depository program. Currently it has more more than 30,000 individual titles. These holdings include administrative decisions, rules and guidelines, selected congressional hearings and other legislative materials. Publications of the Executive Office of the President and the federal judiciary are also kept by the library.

Most depository materials are shelved according to the SuDocs classification scheme. Free public access is available to them and to the library's governmental and commercial indexes. Reference assistance is also available. Referrals, when appropriate, are made to the regional depository library and other libraries. The library is open weekdays from 7 am to 5 pm and is located in room 5434 of the U. S. Courthouse at 230 North First Avenue in downtown Phoenix.

Yavapai College

By Teri Grier

Yavapai College library became a depository library in 1974 when Prescott College closed and relinquished its designation as a U. S. Depository. The government documents were transferred to Yavapai College Library and served as the foundation of the current collection.

Yavapai College Library currently selects approximately 12% of the federal publications offered through the depository system. The library provides access to federal documents for residents of Yavapai County and rural Coconino County. Documents are selected from various agencies of the government including the Department of Agriculture, Health and Human Services, Library of Congress and the Smithsonian Institute. The library makes a diligent effort to collect documents that most closely represent the interest of the faculty of this campus and other higher education institutions in the area, the community at large and those of historical value to Arizona and this region. Yavapai College Library is the only designated depository within a 100-mile radius, serving approximately 90,000 people.

Beginning in May 1987, government document holdings have been attached to WLN database (beginning in 1990, they appeared

on OCLC) and are listed on the library's online catalog. The library is making progress with its retrospective conversion of the earlier years, focusing on high circulation items and major collections such as the Department of Interior's *Water Supply Papers, Bulletins and Professional Papers*. Microfiche copies of the online catalog are distributed to 27 communities in the region. Having documents attached to the online catalog, distribution of the microfiche catalog, along with the in-house publishing of a new books list has increased visibility of Yavapai College's depository collection as shown by the 200% increase in circulation of the collection in the last two years.

Yuma County Library District

By Linda Hemphill

The Yuma County Library became a depository in 1963. Now it has Arizona's 9th largest collection of depository materials, over 40,000 pieces in paper and 6,000 on microfiche. The library selects 19% of the items offered to depositories by the Government Printing Office. Many county residents work in agriculture or at military installations, so the library selects many Defense and Agriculture Department publications. The library also selects many documents in business and transportation.

The Library District serves Yuma's 50,000 residents and 50,000 winter visitors. A reference/documents librarian and a page manager manage depository operations. All reference staff assist patrons with depository materials. The collection is in open stacks and most of it circulates for three weeks.

The documents librarian has retrospectively copy cataloged most of the paper documents on OCLC over the past 30 months. These records appear on a COM (computer

output microfiche) catalog, which is distributed to Arizona Western College and other nearby libraries. This has improved access for library patrons and other libraries in the community. Patron access will be further enhanced by future improvements, such as completion of the retrospective cataloging project and acquisition of a CD-ROM player.

Target Population and Size: Yuma County 93,849

Annual Budget for Documents: \$200

Collection Strengths: Agriculture, Defense, Transportation, and Business

Authors of these articles are members of the documents staff of their respective institutions.



Arizona Depository Library Users: An Analysis

Background

The United States Government Printing Office (GPO) began distributing free copies of official Federal publications to state legislatures and agencies in the early nineteenth century. As a result of a series of congressional mandates passed over the next 150 years, this rudimentary document distribution system has expanded into a large and highly-organized network of repositories. Still functioning under the auspices of GPO's Superintendent of Documents, the Federal Depository Library Program currently involves nearly 1,400 libraries located throughout every state as well as Puerto Rico, the Virgin Islands, the Canal Zone, and Guam. Each year these libraries receive some fifteen to twenty million copies of publications which they select from approximately forty thousand individual documents made available to them by GPO. In return for receiving these materials gratis, depository libraries are bound by law to "provide custody and service" for them, and to make them "available for the free use of the general public."¹ The Depository Library Program is thus the principal mechanism by which the Federal government grants each of its citizens free access to much of the information gathered and published under its authority.

While the U. S. government spends roughly twenty-five million dollars each year to support the Depository Library Program, it has

made little effort—until very recently—to determine how frequently or by whom depository collections are utilized. In 1988, however, in response to a request for information concerning depository library use emanating from the U.S. Office of Technology Assessment, GPO contracted with a private consulting firm to conduct the first formal government-sponsored survey of depository users.²

The survey was conducted during the fall of 1988. A total of 1,054 academic and public depository libraries were identified for inclusion in the survey. Of these, 847 depositories (81% of those contacted) actually administered the survey instruments and supplied results for analysis. Eight of Arizona's fifteen depository libraries participated in the survey: Phoenix, Mesa, and Tucson public libraries, and the libraries of Northern Arizona University, Yavapai College, Grand Canyon College, Arizona State University, and the University of Arizona. Survey results were released to the public in June of 1989.³

The survey itself entailed two distinct data-gathering activities. User "tickets" were distributed by staff at major document service points. These tickets solicited information concerning the location and type of use being made, as well as general characteristics of users such as gender, level of educational attainment, occupation (for public library users), and academic status (for academic library users). Most

participating libraries also completed a "user log" portion of the survey, in which staff made hourly sweeps of documents use areas, counting the number of documents users and types of documents being used. Efforts were made to eliminate duplication by asking patrons whether they had previously filled out a ticket and by instructing staff not to count users during the log phase of the survey that they could positively identify as having already returned a user ticket. Since varying degrees of integration of depository materials with main stack collections pertain in many of the libraries surveyed in Arizona, the user log portion of the survey was particularly difficult to administer. No log results were reported by Grand Canyon College, Mesa Public, or Phoenix public libraries. The tables below have been adjusted for these as well as other data limitations. Where useful comparisons can be made, results from Arizona libraries are contrasted with national or regional averages.

Depository Library Use in Arizona

How frequently are Arizona's depository libraries being used? Survey results indicate clearly that they are relatively heavily utilized. Ranked user totals for Arizona's participating depositories are shown in the following Table 1.

Table 1. Number of Users Per Week

	Tickets	Log	Total
ACADEMIC			
UA	351	534	885
ASU	267	546	813
NAU	92	157	249
Yavapai	22	25	47
Grand Canyon	3	N/A	8
	<u>740</u>	<u>1,262</u>	<u>2,002</u>
PUBLIC ⁴			
Phoenix	126	N/A	136
Tucson	111	19	130
Mesa	85	N/A	85
	<u>332</u>	<u>19</u>	<u>351</u>
TOTAL	1,072	1,281	2,353

The average number of users per week in Arizona's academic depositories was 400. The average number of users in the public library depositories was 111. These weekly averages compare very favorably with both the regional and national averages reported from the McClure/Hernon survey, as the figures below indicate.

Table 2. Average Number of Users Per Week

Libraries:	Academic	Public ⁶
Arizona	400	111
Mountain States ⁵	220	31
U.S.	181	45

Arizona's depository libraries were used by patrons at a significantly higher rate than their regional and national counterparts.

Use of Arizona's public depositories was roughly 247% higher than the national average and a whopping 358% higher than the mountain states average. Use of the state academic depository libraries was 221% higher than the national average and 182% higher than the average for the mountain states depositories included in the survey. The three

busiest Arizona depositories (University of Arizona Library, ASU's Hayden Library, and Phoenix Public Library) each handled between three and four times the average number of users reported nationally and regionally.

How are our Depositories Being Used?

Based on the information provided in the ticket counts, Arizona depositories were used as shown in Table 3 below. Please note that the public library figures in this table reflect data from Phoenix and Mesa public libraries only.

These data would seem to indicate both a higher rate of circulation and a higher rate of the independent use of documents in academic libraries, whereas users of public libraries might be viewed as relying more frequently on

assistance from reference staff. Individual library's loan policies for documents were not taken into account in tabulation responses to this question. Another factor influencing the above result is the possibility that users of academic libraries are more familiar with their institutions' documents collections (and thus less needful of assistance) than public library users simply due to the greater frequency with which their work requires them to use government publications.

Format of Documents Used⁷

In 1988 depository libraries received federal documents in three principal formats: paper materials (books, pamphlets, technical reports, periodical issues, looseleaf publications, etc.), microfiche, and maps. Table 4 reveals how extensively each format was used in several of the Arizona libraries that participated in the survey.

These results indicate that, as one might expect, Arizona depository library users make much more frequent use of documents in paper format than of those received as microfiche or cartographic material. While use of microfiche at both the University of Arizona and Arizona State University libraries was significant, less frequent use of microfiche at other Arizona depositories may be an indication that those depositories select many fewer items in microfiche format to begin with, as well as patron reluctance to use documents in microform. Maps also received significant use in Arizona's

Table 3. Type of Use

	Academic	Public
Asking a reference question	521 (45%)	173 (58%)
Using a document	411 (36%)	93 (31%)
Checking out a document	167 (14%)	27 (9%)
ILL request	24 (2%)	6 (2%)
Other	30 (3%)	1 ---

Table 4. Type of Format

	ASU	NAU	UA	Yavapai	TPL	Total
Paper	422	103	421	21	16	983 (77%)
Microfiche	71	15	71	0	0	157 (12%)
Maps	53	28	42	4	3	139 (10%)
Indeterminate	0	7	0	0	0	7 (.5%)
TOTAL	546	153	534	25	19	1,277

largest academic depositories, comprising from a low of 8% of total documents use the University of Arizona to a high of 18% of document use at Northern Arizona University. The McClure/Hernon survey report did not furnish results according to format of material used, so comparison of Arizona library use with that of the other mountain states or the U.S. as a whole is not possible.

On-site/Remote Use of Depositories

The depository library survey included a question concerning the mode of access employed by documents users, i.e., whether they made use of documents in person, via a telephone call, or by written inquiry. The results for Arizona depositories are tabulated below.

Table 5. Type of Access

	Academic	Public
In Person	449 (86%)	112 (65%)
Telephone	70 (13%)	61 (35%)
Mail	2 (1%)	0 ---

These figures indicate that public library depositories in Arizona do a considerably higher percentage of their reference business over the phone than do academic library depositories in the state. The fact that academic libraries are generally located much closer to their primary clientele's place of residence and work undoubtedly accounts for much of this difference.

Who is Using Arizona's Depository Libraries?

The 1988 survey also included several questions designed to identify the kinds of patrons who use depository collections. Results for Arizona and the U.S. as a whole appear in Table 6 below.

Table 6. Gender of User

	Arizona	U.S.
Academic		
Male	62%	52%
Female	38%	48%
Public		
Male	52%	53%
Female	48%	47%

Ten percent more men use documents collections in Arizona than the national average.

The survey asked those who filled out tickets to indicate their level of educational attainment. The results appear below; note that the data for public library depositories includes responses from the Phoenix and Mesa public libraries only.

Table 7. Educational Attainment of Users

Level of Schooling	U.S.	Arizona	U.S.	Arizona
Junior High	0.5%	0.4%	2%	0.5%
High School	6.3%	7%	17%	20%
College	75%	74%	59%	65%
Post-Baccalaureate	18%	18%	21%	14.5%

Arizona's academic depository libraries do not deviate significantly from the national average. The two public libraries included, however, reported use concentrated among those with high school and college degrees, with fewer users at the low and high ends of the scale of educational attainment. It is interesting to note that, among users nationally, those with graduate degrees were more likely to use a depository collection in a public library than in an academic library.

Table 8. Occupation of Public Library Users

Occupation	U.S.	AZ
Professional	32%	28%
Student	23%	16%
Technical/Sales/ Support	12%	12%
Manager/ Proprietor	10%	12%
Homemaker	5%	7%
Operator/Labor/ Production/Craft	5%	8%
Retired	5%	9%
Unemployed	3%	4%
Other	4%	3%

Arizona public depository libraries reported less use by students than the nation as a whole. Arizona depositories reported more use by retirees than did the nation as a whole.

Table 9. Type of Academic Library User

Type	U.S.	AZ
Student	77%	65%
Faculty	8%	5%
Staff	3%	4%
Community member	9%	23%
Other	3%	3%

Academic depository libraries in Arizona reported significantly higher use from non-campus community members than did academic libraries nationwide. Another interesting figure is the relative low reported use by faculty, at both the national and state levels. The authors of the survey speculated that this was due, at least in part, to faculty members sending graduate students to the library to act as surrogates.

Conclusions

The data from this survey reveal interesting comparisons between Arizona's academic and public depository libraries, as well as between the state's depositories and those of the United States as a whole.

Users of Arizona's academic depositories are more likely to visit the library in person instead of phoning in their questions, whereas public depository users rely to a greater extent on the telephone. And, for obvious reasons, academic library users are more likely to have a college degree (bachelors or post-baccalaureate) than public library users.

There are a few national comparisons that are interesting as well. Arizona public depository libraries have a higher percentage of use by retirees than do public depositories in the U.S. generally; this surely reflects the state's status as one of the

nation's favorite retirement havens. Arizona's academic depository libraries show substantially higher use by the general public when compared to the national average. And, as noted above, users of academic depositories in the state tend to be disproportionately male compared to the national average.

The most significant difference between Arizona depository libraries—both academic and public—and their regional and national counterparts, however, is in the amount of use they get. The combined use statistics from the Arizona depository libraries included in the survey demonstrate a use of federal document collections that is more than twice (234%) the national average. Among individual libraries, Phoenix Public reported more than three times as much use as the nation's other public depositories, and both ASU and the University of Arizona were used more than four times as heavily as their regional and national counterparts. The notion that documents librarians in Arizona are pretty busy folks won't come as a surprise to most of us here in the trenches, but it's reassuring to see our impressions validated in national survey.

Arizona depository librarians have worked hard to make their collections and services available to their users, and the results of this survey clearly indicate that these efforts are paying off. Let's give the library user a pat on the back as well. Arizona's citizens deserve credit for making use of the collections that librarians have worked so hard to build and maintain.

Notes

¹ 44 U.S.C. 1909 and 1911.

² The survey was designed by Charles R. McClure and Peter Hernon of Informations Management Consultant Services, Inc., Manlius, N.Y.

³ McClure, Charles R. and Peter Hernon. *Users of academic and public GPO depository libraries*. Washington, D.C.; U.S. Government Printing Office, 1989. 90 p.

⁴ Of the three Arizona public libraries which participated in the survey, only Tucson Public reported user log data.

⁵ The McClure/Hernon survey results were reported according to standard geographic subdivisions used by the U.S. Bureau of the Census. Arizona is included in the Bureau's Mountain States Division, which also includes Idaho, Montana, Wyoming, Colorado, Utah, Nevada, and New Mexico.

⁶ The averages for public libraries are based solely on results from the user ticket phase of the survey and do not include user log totals.

⁷ This table is derived exclusively from data reported in the user log portion of the survey. Only five of the eight Arizona depositories surveyed supplied breakdowns by format that were sufficiently detailed to be included here.



Arizona's State Documents

Did You Know...

Arizona's Department of Commerce publishes magazines (*Arizona's Call Sheet*); brochures (*Community Profiles, Industrial Profiles*); and books (*Arizona Directory of High Technology Companies*)...

The Arizona Geological Survey is mandated by its organic statute to "publish in the form of bulletins, circulars, maps and other related series or otherwise make available to state agencies, government officials, industry and the public the results of all geological and related research and investigation it undertakes" (*Arizona Revised Statutes* § 27-152.01)...

The Agriculture and Horticulture Commission may issue rules and regulations to abate, suppress, control or regulate plants, soil or other things found infested or infected with a crop pest or disease (*Arizona Revised Statutes* § 3-202). The Commission publishes an annual report, a monthly statistical report, and brochures on such topics as the Africanized honey bee and the imported fire ant....

These examples illustrate a fact well-known to Arizona's documents librarians: state agencies issue many informative publications. These agencies often want their publications read by the general public. Occasionally their intended audience is narrower, comprising a segment of the population with a specific interest. Even so, these

publications contain public information intended for public use.

Documents librarians know the informational value of state publications. They know these publications have the answers to many reference questions. They also know that acquiring a comprehensive collection of state agency publications is extremely time consuming. Often the only way to acquire an agency's publications is to contact the agency and ask for the specific item. Even the Department of Library, Archives and Public Records, the only statutory depository of Arizona state agency publications, must individually contact and recontact agencies to get their publications.

The Department, Arizona State University and the University of Arizona are the only libraries working to build complete state documents collections. Each has assigned a librarian to work full-time at acquiring and processing state documents. Most libraries can't support this level of staffing, relying on the Department of Library, Archives and Public Records' monthly *Checklist of Publications of State of Arizona*—and serendipity—to build their collections.

Like acquisitions, the processing of state documents suffers from staffing levels and low prioritization in many libraries. Recognizing the value of Arizona state publications to the ASU community and citizens at large, Arizona State University began in 1970 to plan a computer-generated index to the Arizona

publications housed in the Hayden Library's Arizona Collection. The first Arizona Government Publications KWOC (Keyword Out of Context) Index was produced in 1973. Initially the documents were classified using a coding scheme based on one used at Florida Atlantic University. Publications were assigned call numbers based on the issuing or responsible state agency, similar to the Superintendent of Documents (SuDocs) scheme for classifying federal documents. This kept items from one agency together instead of distributing them according to their subject.

At that time, the KWOC Index was the only existing index to Arizona state publications. ASU distributed it to forty-four libraries and agencies throughout Arizona. The Index became a valuable reference resource and an interlibrary loan tool.

As state and local documents continued to proliferate, in 1975 the library transferred responsibility for state publications to its Government Documents Service. In 1980, the Arizona Department of Library, Archives and Public Records began entering its holdings into ASU's KWOC Index.

The KWOC Index came to play a major role in the recognition and use of state publications throughout Arizona. By 1986, ASU was sending quarterly editions of the Index to over 90 libraries and agencies; the collection numbered some 10,000 titles. Circulation of Arizona

publications approached 15% of the total for Government Documents Service.

By 1986, ASU was also rapidly moving toward a comprehensive online catalog with plans to include various computer-generated indexes. Rather than add the Arizona Governmental Publications KWOC Index as a separate database, the library decided to fully catalog the collection, adding records not only to ASU's online catalog but also to OCLC. Funding for the cataloging project came from a Library Services and Construction Act grant with appropriate supporting contributions from ASU Libraries.

The successful completion of this project is a significant step forward for ASU Libraries and for Arizona state publications. More than 14,000 titles are currently accessible not only to on-campus users but also to any library or individual off-campus via dial-in access to the ASU online catalog. Full cataloging records on OCLC provide access to the collection throughout the United States and internationally through the OCLC network. An additional exciting opportunity included in this collection of catalog records is the proposal that this database serve as the initial catalog for an Arizona State Publications Depository System.

There is no question that state publications have demonstrated their value and Arizonans have an indisputable right to the information contained in them. Recognition of these factors, coupled with an understanding of the difficulties in acquisitions and a concern for resource sharing, were driving forces in the creation in 1989 of a State Depository System Task Force. The Task Force examined depository systems of other states, reviewed the current status of state documents in Arizona libraries, and developed a detailed proposal for an Arizona depository system. The proposal calls for a unit of the Department of Library, Archives and Public Rec-

ords to serve as the Arizona State Publications Clearinghouse. The Arizona classification scheme developed at Arizona State University will be adopted for Clearinghouse use. Under the Task Force Plan, the Clearinghouse will catalog the documents and depository libraries will automatically receive all publications, fully cataloged, on microfiche.

The proposed system requires state agencies to make their publications available to the Clearinghouse for microformat duplication and distribution. The depository system will make state publications equally available throughout Arizona, to large and small libraries, without repetitive acquisition and cataloging efforts. Basic enabling legislation is already part of the *Arizona Revised Statutes*. To implement the depository system, administrative regulations are necessary and, of course, an adequate level of funding.

Full implementation of the plan awaits appropriation of funds. In the interim, documents librarians in Arizona are working to develop detailed procedures to ensure speedy and effective implementation of a successful state depository system.



Local Documents in Arizona: The Tucson Experience

Tucson's Governmental Reference Library (GRL), a branch of the Tucson Public Library, is a centralized service that gathers and disseminates information on issues relating to local governments.

GRL provides work-related information and research assistance to government employees and elected officials; serves as a governmental link to the public, business, industry, and other TPL agencies; and acts as a depository for the City's own publications.

GRL was established in December 1973. Tucked away on the ninth floor of City Hall, it opened its doors in 1975 to serve public officials and employees, organizations, businesses and citizens. The opening day collection of 1500 books and 260 periodicals was accessed through a separate card catalog, circulation was limited to the governmental population, and reference assistance was provided. GRL is believed to have been the only municipal reference library in Arizona until 1987 when the City of Glendale came aboard. Of prime consideration in the establishment of GRL was a generous donation of materials as a memorial to W. D. Kelley, AIP. He was a leader in community planning and a large part of his personal government and planning library formed a base for the collection.

Public access to municipal documents was a particular concern and a 1974 ordinance required deposit of all city documents with GRL. There is no comparable county

ordinance so coverage of that area varies.

One of the major bargaining points for the organization of GRL was a pledge to eliminate duplicate city subscriptions by making them available in one spot through the library. Judging from employee usage, the library continues to provide access to journals not found in the departments.

In 1979, the City's Planning Department Library agreed to operate a separate but cooperative enterprise and the Planning Library and GRL moved to shared quarters in a prime location, the first floor of City Hall. In its early years, GRL maintained a small collection of city, county and state documents, with a larger collection at the Main Library. This balance gradually shifted with GRL assuming primary responsibility for city and county documents and the Main Library expanding its emphasis in state and federal documents.

From the beginning, the selective dissemination of information, or SDI, was an important service and continues to be a priority at GRL. The list, *GRL Update*, currently is distributed every two months to over 100 government departments.

Initially, GRL had a \$5,000 materials budget; since then it has ranged from \$4,000 to \$14,000, with approximately 75% earmarked for periodicals and standing orders. A recent grant allowed GRL to update the collection in personnel and public administration and urban growth

issues. Another \$4,000 from systemwide funds provides for online searching and access to journals in the collection and elsewhere.

GRL has been an active participant in LOGIN (Local Government Information Network) since 1982. LOGIN is a national electronic mail/database system that connects city/county governments, allowing an exchange of information and experiences. Specialized governmental journals are indexed in the database. GRL regularly responds to requests from other members in the network utilizing the GRL collection and local governmental contacts.

A 1986 survey determined that about 60% of GRL's reference inquiries came from the general public. In response to the survey, the collection was separated into reference and circulating sections. By 1987, a majority of items were included in the library system's automated circulation system. GRL now has 3,900 books, subscriptions to 105 periodicals, eight newspapers, and 70 newsletters available to library users citywide. Twenty-four lateral file drawers of uncatalogued city and county documents are arranged by issuing departments.

Given the compact size of the collection, the primary value of GRL continues to be as an efficient connector to data in other locations. In May 1990, GRL will move one block east from City Hall to the new main library where the collection will join with the state and federal documents collections. The move

will provide an integrated document reference center covering all levels of government. An added bonus will be expansion of GRL's hours.

GRL will then serve fully as a clearinghouse for referrals from Tucson branches, continuing to interact with city/county departments in a national network, to support the work of city and county employees.

A Typical Day at GRL

To give an idea of what this unusual service includes, here is a sampling of daily activities at GRL:

- Regulatory agencies or possible leads via city business licenses.
- A rush request for information on an organization offering to sponsor an employee's seminar in Israel.
- A desperate plea from a citizen needing cockroach control.
- Responses from cities sharing their experiences with pay for performance
- Verifying the number of square feet in the University's Stadium (this was to tie into a typical day's production of carbon monoxide).
- Addresses for the CIA or the Henry County, Indiana, coroner.
- Sharing data with a city about Tucson's Holiday in Lights.
- Providing guidance to the business community seeking demographics, appropriate regulatory agencies or possible leads via city business licenses. □

State Data Center Program

What is the ethnic mix of the Kingman School District?

What are the boundaries of 1980 census enumeration districts in Apache County?

Where are special census figures for Glendale located?

Arizonans have ready access to this information, and more, through the State Data Center program. The U.S. Census Bureau distributes its products through this program to agencies and organizations expert in working with Census data. These agencies agree, consistent with their operating policies, to help the public use Census products.

The Census Bureau initiated the State Data Center program nationwide in 1978. The Bureau aimed to improve citizen access to its statistical products by establishing local depositories for its products in each state. Arizona's participation dates from August 28, 1978, when the Joint Statistical Agreement between Arizona and the Census Bureau was filed with the Arizona Secretary of State's office. Arizona now has 23 agencies around the state participating in this program.

Organizations may contract to be State Data Center coordinating agencies or affiliates. Affiliates automatically receive Census Bureau publications for their state. Arizona currently has 18 State Data Center affiliates, eight of which are also Government Printing Office depositories.

The Arizona Department of

Library, Archives and Public Records, the Arizona Department of Economic Security (DES), the University of Arizona's Division of Economic and Business Research, Arizona State University's Center for Business Research and Northern Arizona University's Bureau of Business and Economic Research are State Data Center coordinating agencies. These organizations receive unpublished reports as well as the publications the affiliates receive. The universities and DES also receive data files on magnetic tapes. In the future, the Bureau will also distribute data on compact disks to the coordinating agencies.

The Department of Economic Security is the lead coordinating agency. The DES Population Statistics Unit administers a State Data Center which houses all available Census Bureau reports, maps, and tape files. The Center also has reports resulting from the 1985 special census. The Maricopa Association of Governments provided the Center with digital tape data for Maricopa County resulting from this special census. The Center also has reports for jurisdictions outside of Maricopa County on paper. Center staff use these items to answer questions from individuals, agencies, and businesses. Affiliates call the Center if requested information isn't in the material they have. Center staff can use the digital files to make cross tabulations of data, for the cost of computer processing, if the desired information is not in printed reports.

They also conduct workshops and publish a quarterly newsletter to inform users of Census products available at the Center. They will send a copy of their Fee Schedule and List of Products upon request.

Many Arizonans make extensive use of the State Data Center program's resources. They may not be aware they are using it, but they surely benefit from its availability.

Principal State Data Centers

Arizona Department of Economic Security
Ms. Betty Jeffries
542-5984

Arizona Department of Library, Archives & Public Records
Federal Documents Section
Ms. Janet Fisher
542-4121

Arizona State University
Center for Business Research
Mr. Tom Rex
965-3961

Northern Arizona University
College of Business Administration
Dr. Joseph Walka
523-3657

University of Arizona
Division of Economic & Business Research
Ms. Holly Penix
621-2155



Outreach and Cooperation in Arizona's Federal Depository Community: A State Plan

Documents librarians in Arizona work together to improve Arizonans' access to federal information. In 1984, they formed a committee to prepare a state plan for improving federal depository service in the state. After extensive work, the committee issued the *State Plan for Federal Documents Service* in 1985. In this plan they set objectives for improved citizen access to federal information. The committee recognized that the plan would be inert without an organization to execute it, so creation of the Arizona Depository Library Council was included in the plan. The Council was to "adopt, as its primary mission, the implementation of this plan." It also was to "use whatever means considered appropriate to facilitate communication and cooperation among Arizona depository libraries with the overall goal of enhancing access to depository library collections and improving depository library services for all citizens of the state."

Janet Fisher, regional librarian and the first Council chair, called the first meeting in 1987. Committees were charged with implementing parts of the plan. Linda Risseeuw chaired the Survey Committee, which drafted and distributed a survey to libraries in the state to evaluate their awareness of documents resources. The results indicated that many librarians were unaware of information and services available to them through the depository system.

Council's Education Committee based its workplan on the survey results. Members prepared a workshop on "Government Publications for Non-Depository Libraries." Depository librarians in Phoenix and in Flagstaff hosted the workshops and gave presentations. Funding came from the state library association's Government Documents Roundtable, host institutions, the Department of Library, Archives and Public Records, and the Library Services and Construction Act.

Education Committee member Atifa Rawan organized a workshop on "Maps and Documents in the 1990s" to inform librarians of current trends in the depository program. Speakers included Joe McClane, chief of GPO's inspection team; Cynthia Bower, documents librarian at the University of Arizona Library; and Charles Seavey, assistant professor at the University of Arizona Graduate Library School. Public, academic and special librarians attended these workshops. School librarians, however, did not. The Council therefore developed an outreach program for school/media librarians. Council member Linda Risseeuw arranged a joint presentation with Caryl Major titled "Building School Curriculums: The Washington Connection" for the Arizona State Library Association annual conference. In another effort to educate educators about the depository system, the Arizona Department of Library, Archives and Public Records purchased multiple copies

of a videotape "Government Publications for the School Library Media Center," prepared by Deborah Hollens, Government Documents Librarian at Southern Oregon State College. The Department makes this tape available to all Arizona libraries through interlibrary loan.

The Council also enlisted the aid of Merrilyn Ridgeway, School Library Media Consultant; and Keith Crawley, Social Studies Coordinator, Arizona Department of Education. They met with the Council early in 1989 to learn more about the depository system and how teachers could use its resources in their work. Since that meeting, they have included informational articles about the depository system in Department of Education newsletters, and have assisted in getting documents librarians on programs at teachers' conferences. Having the school librarians' support, Council then began work to inform teachers of depository resources. Two presentations were made to teachers attending the Rocky Mountain Social Studies Conference. Linda Risseeuw spoke about the depository program in general, while Dale Steele focused his presentation on government publications of use to geography teachers. Teachers in both sessions responded favorably to the information provided.

The state Council meetings give members an opportunity to share solutions to problems they encounter in their libraries, to express concerns which can be taken before the

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Arizona State University Map Index: Converting From Fiche to On-Line

In The Beginning

The Map Index, in fiche format, was developed in December of 1972. We had a rapidly growing collection of maps and no satisfactory means of access. We wanted a system which would provide multiple access points and be readily comprehensible to the public. From an earlier and more primitive index, we knew that geographic location and subject were the most important points of access. In addition to these combinations, we decided to use series titles, names of historically significant cartographers, and selected authorities as descriptors.

At the same time, we adopted standard Library of Congress classification in reaction to an expanded, modified, and sometimes illogical variation associated with the previous index. To facilitate scanning the fiche, we dropped the initial "G" of each call number.

After a shelf list check for duplicate copies and relation to existing series, each map was analyzed and a code sheet completed with the following elements: Accession number, Library of Congress call number, location code, authority, title, date, scale, all relevant descriptors, and notes. Having developed our own thesaurus, we did not adhere to LC subject headings. This permitted assigning any number of descriptors needed for in-depth analysis. The notes position contained descriptive information including number of

copies, languages other than English, and projection.

We were limited in the authority position to a total of 42 characters. Authorities exceeding this figure had to be truncated or abbreviated. The authority was suppressed on the fiche, so this inconvenience was invisible to the public. It was necessary, of course, to maintain a thoroughly accurate authority file to avoid multiple versions of the same name in our shelf list.

Titles frequently had to be abbreviated to remain within the 99 characters allocated for title, date, and scale. Words conveying no significant data were eliminated. Date and scale were entered when given. If either date or scale was not easily determined, ND (No Date) or NS (No Scale) was entered.

Multiple code sheets were often required to reflect the full content of a map. The program in use demanded a unique accession number and a unique call number for each additional code sheet. In order to "trick" the program, it is necessary to add one "x" or multiple "xs" to such call numbers, thus creating an artificially distinct number for each added sheet.

Maps in the ASU Libraries system are found in two separate buildings and three distinct departments; Map Collection, Arizona Collection, and the Arizona Historical Foundation. All maps are accessed through the Map Index. Two-letter location codes, e.g., "AF" (Arizona Historical Foundation),

were assigned to designate departments and specific locations within departments.

In Progress

The decision to begin adding in-house indexes to the on-line catalog system was made in the spring of 1987. The Map Index, having the largest and cleanest database, was selected to be converted first. In preparation, the entire data base printout was proofed for errors. Obsolete descriptors, misspellings, and inconsistent location-descriptor combinations were eliminated. Locations paired with subjects were limited to country and/or state only. Localized place names, e.g., cities or counties, were entered as single entities not qualified by subject.

Discussions of the advantages and disadvantages of going on-line were held with Library Technology and Systems personnel and other departments having in-house indexes. Major advantages for the Map Index included:

- 1) Unlimited field size for authority, title, descriptors.
- 2) Constant updating on-line in lieu of quarterly "batch run" updates.
- 3) Ability to combine several descriptors in one search, ex. "Arizona Mines Copper" as opposed to "Arizona - Mines," then "Arizona - Copper."

4) Searching by authorities, e.g., National Geographic Society, previously suppressed.

5) Ability to run cross files, i.e., search under "Arizona Geology" in the Map Index first, then switch to the General Catalog to expand the search to monographs and other sources.

6) Call number searching and browsing.

Disadvantages were few. In short, there would be no more shelfcards, paper printouts, or microfiche for distribution.

The Map Collection staff worked with a cataloger and the Library Technology and Systems staff to convert the previous code sheet format to MARC format for maps. The conversion was relatively straightforward as is shown below:

Code Sheet	MARC Tag
Accession No.	035
Call Number	050 and 898
Branch, Location	899
Authority	110
Title and Date	245
Scale	255
Notes	505
Descriptors	650

Changes for each field were as follows:

Accession Number

The previous index records were assigned a unique accession number handwritten on each code sheet. The new records are automatically assigned an accession number when added to the data base. The accession number appears on the data entry screen, but is not visible on the public access Map Index screen.

Call Number

To avoid fragmentation of records, reprogramming to strip the "xs" from artificially unique call

numbers was necessary. This conversion was totally successful. Of over 36,000 records, representing over 150,000 map sheets, only 550 records, or less than 2 percent, were lost. These will be reentered at a later date.

Branch and Location

In the conversion to on-line, location codes were spelled out. Working from a list expanding two-letter codes to full locations, the programmer effected a mass conversion of all these codes in the data base. The Map Index on-line now shows full location or locations, including branch, at the end of each individual map record. A necessarily abbreviated version of the same information appears on the initial display screen along with title and date. A "See Rec" (See Record) note on the screen means that more than one department has a copy of a given map.

Authority

The authority field, for the first time, has virtually unlimited space, is searchable, and is accessible to the public. A selection of 160 authorities, chosen for frequency of occurrence, importance to the data base and extent of abbreviation, was identified for restoration to unabridged form in a blanket conversion.

In the spring of 1988, a list pairing abbreviations with fully spelled out authorities went to the programmer. After proofing and correction of printouts, tests were run to assure that full authorities were actually in the permanent data base. As tested, none of the converted authorities matched. The conversion was deemed a failure. On our suggestion, a match was attempted in the 4330 (Arizona) section of the call number sequence. To our great relief, the expanded authorities were, indeed, in the permanent record. Why the apparent failure? The first attempt at authority and call number conversion was based on the master

file, not the current Map Index file. The master file contains every record of additions, changes, and deletions throughout the history of the Index. The records thus pulled were obsolete and had, in effect, been deleted years ago. This problem identified and solved, the rest of the conversion went smoothly.

Authorities not included in the blanket conversion will be dealt within an individual basis in the near future.

Title, Date

This field, freed from limited space restrictions, allows a full transcription of formerly abridged titles. Title and date were transferred together to MARC Tag 245.

Scale

Separation of title and date from scale was accomplished in one blanket conversion. Scale was transferred to MARC Tag 255.

Notes

The notes position was transferred intact to MARC Tag 505.

Descriptors

All descriptors were transferred to MARC Tag 650 without modification.

Into The Future

In October 1988, the test map file was brought on-line. This file consisted of 30 records taken from the 4330 (Arizona) call number sequence. At this point, the "Descriptor" field (MARC Tag 650) still had to be left—justified, and spacing between words and digits in the Title and Date field (MARC Tag 245) was inconsistent. On the whole, the records looked clean.

A major change in indexing and editing efficiency resulted from conversion to online. Indexing for the fich format involved reversing all location-subject descriptors to allow ready access from either stand-

point. Example: "Arizona-Geology"; "Geology - US - AZ". Location - subject descriptors are now only entered once, e.g. "Arizona - Geology". Indexing time has been cut in half by the new system; s ability to retrieve terms from different parts of the record and recombine them. No abbreviations are used.

In November 1988, the complete Map Index was brought up in test mode in the Map Collection. Options include searching by name or word and browsing by title, call number, or series. A name search is used for authority. A word search retrieves descriptors and also words in the title not used as descriptors. Dates can be combined with words to narrow the search.

Glitches

In the test phase, there were still some glitches. The most serious problem was inaccurate location information on the initial display record. Although locations were correctly cited at the end of each individual map record, the display screen falsely indicated that all maps were in the Map Collection. With considerable collections of maps in both the Arizona Collection and the Arizona Historical foundation, we did not dare go public with misinformation leading to long hot walks in the wrong direction.

At the same time, we opted to remove "ND" (No Date) and "NS" (No Scale) abbreviations from the data base. "ND" looked like an abbreviation for North Dakota, and "NS" could not be transferred to MARC Tag 255 (Scale) without wreaking havoc in the blanket conversion.

Minor problems included punctuation marks, such as parentheses, which meant one thing to the computer and something else to us. Descriptor fields still remained to be left-justified. These glitches were all corrected by the programmer between Nov. 1988 and February 1989.

Going Public

The Map Index went on-line on March 14, 1989 as part of the Online Catalog. The Index is fully accessible to the entire ASU Libraries system and to the community at large via dial-in-access. Other libraries, academic and public, easily access our holdings. Individuals with home computers, modems, and appropriate communications software now arrive in the Map Collection with call numbers in hand.

The on-line Index was readily accepted by patrons, most of whom were already acquainted with search commands through familiarity with other data bases in the Online Catalog. On-line searching is preferred over fiche for obvious reasons of speed, convenience, and comprehensive retrieval.

Patrons aren't the only ones pleased with the on-line Index. Map Collection staff find indexing to be easier, quicker, and more accurate using the new format. Completed index forms are still submitted to the Libraries' Data Entry Service for processing. Initial data input takes longer on the new system, but produces fewer errors. The Index editor's job is simplified by proofing map records directly from the terminal screen. Corrections by Data Entry Service personnel are also simpler as each line can be edited individually. In the past, errors could only be corrected by reentering the entire record.

There has been some discussion of Map Collection staff's doing direct data entry. To do so would require added terminals for staff use and approval from the Library Technology and Systems Department. A more imminent prospect is direct on-line editing of the Index. This would require only one terminal, shielded from public access, and would speed up the current practice of editing index forms for Data Entry Service to correct on-line.

At least one additional public access terminal is anticipated for the Map Collection during the Fall 1989 semester. Use of the Map Collection can only increase as more people have access to the data base from on-site or remote terminals.

The conversion from fiche to on-line was a long, drawn out process, but, in the end, we wonder how we ever got along without it all these years.

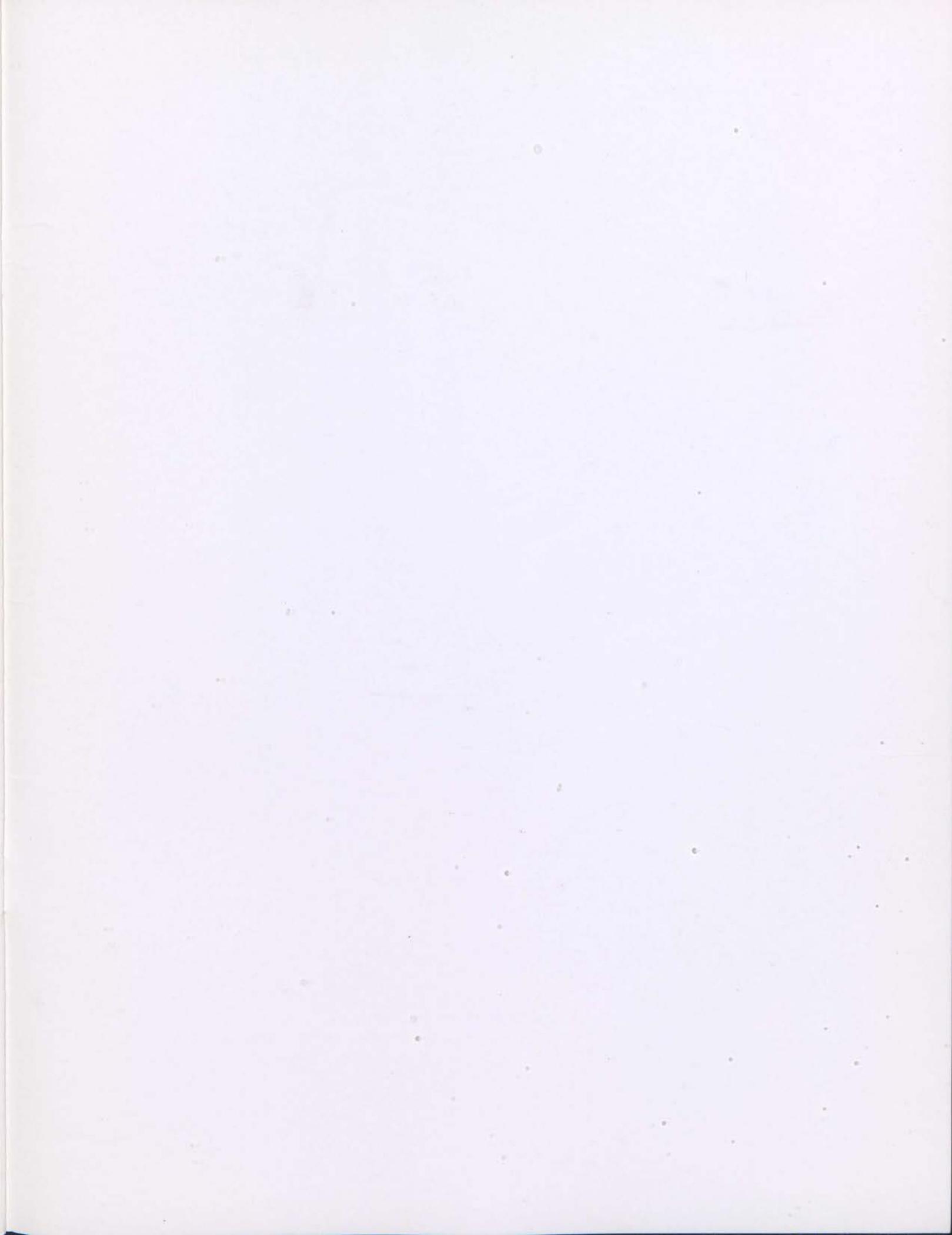


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Depository Library Council to the Public Printer. Council members have shared information with newly designated depositories to help them implement efficient document processing procedures. Further, Council members exchange staff training materials, user guides, bibliographies and other aids for each member to have on file. Council also publishes the *Arizona Eagle*, a quarterly newsletter about Council activities and depository concerns. The *Eagle* is sent to Council members, libraries in Arizona, the Government Printing Office and Arizona's Congressional delegation. Most depository librarians also belong to Arizona State Library Association's Government Documents Round Table (ASLA/GODORT). Both groups profit from this interface. ASLA provides a good stage for documents programs initiated in Council and developed by its members.

Each of these activities increases the effectiveness of all librarians in Arizona. By joining their talents and energies, Arizona's documents librarians have made significant achievements in meeting the goals set for them in the *State Plan for Federal Depository Library Service*.





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