

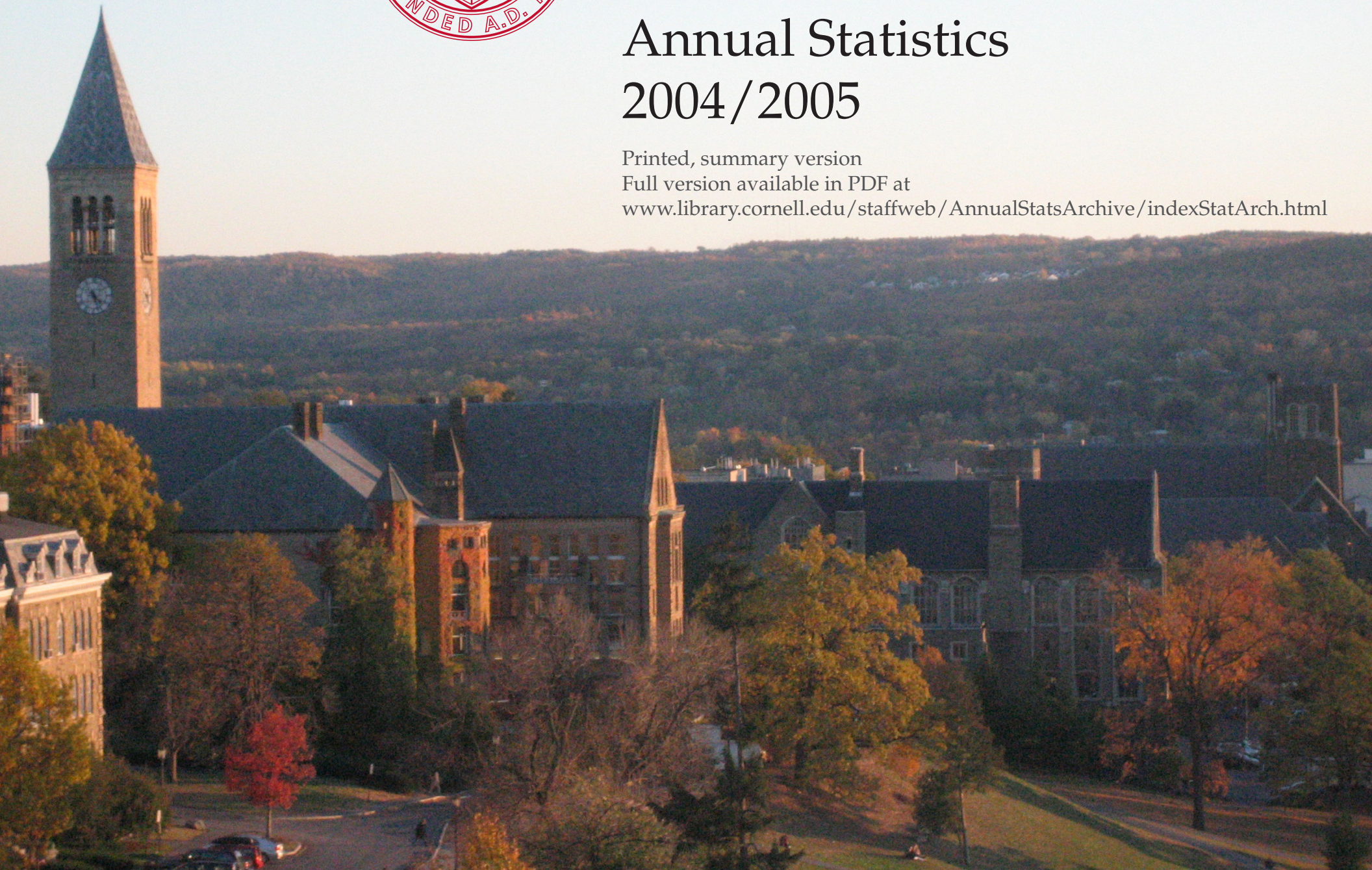
Cornell University Library

Annual Statistics 2004/2005

Printed, summary version

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CORNELL UNIVERSITY LIBRARY ANNUAL STATISTICS 2004/2005

The Cornell University Library's annual statistical report is prepared by IRIS Research & Assessment Services.
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University Librarian
December 2005

SUBJECT: ANNUAL STATISTICAL REPORT

Dear Reader,

I am pleased to present the *Cornell University Library Annual Statistics 2004/2005*. This year there are two versions of the report. This printed version summarizes the full version of the report, which is available at <http://www.library.cornell.edu/staffweb/AnnualStatsArchive/indexStatArch.html>.

Most tables presented here cover the years 1998/1999 to 2004/2005. Data by individual libraries is provided in the full online version. The full version also offers some measures not included in this summary. A copy of the table of contents of the full report is included here in Appendix A. An abbreviated list of definitions is included in Appendix B.

As you browse through this document, you will see that we have added some new tables and reordered some of the existing tables from previous reports. This was done to better group library resources and services and to further integrate electronic resources into the report. We hope to provide more data on electronic resources and their usage in the future as data collecting procedures are standardized and streamlined.

I welcome your comments and questions about this report.

Sincerely,

A handwritten signature in cursive script that reads "Sarah E. Thomas".

Sarah E. Thomas

CORNELL UNIVERSITY LIBRARY – ANNUAL STATISTICS 2004/2005

July 1, 2004 – June 30, 2005

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LIBRARY RESOURCES – SUMMARY TABLE 1

GROWTH OF LIBRARY RESOURCES (Tables 1-6) — 1998/1999 - 2004/2005

Item Count	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003	2003/2004	2004/2005	Total Growth (2003/2004 - 2004/2005)	Percent Change (2003/2004 - 2004/2005)
								Incr/(Decr)	Incr/(Decr)
Printed Volumes & Non-Book Materials (Tables 1 & 2a)									
Printed Volumes	6,617,242	6,830,411	6,975,415 ¹	7,139,192 ¹	7,316,826 ¹	7,477,388 ¹	7,586,683	109,295	1%
Maps	233,867	237,066	239,526	241,553	244,556	246,881	249,000	2,119	1%
Motion Pictures	3,859	3,932	4,039	4,044	4,157	4,360 ¹	4,360	0	0%
Filmstrips and Slides	40,104	40,370	40,981	43,362	40,251	37,027 ¹	39,627	2,600	7%
Video Tapes and DVDs	13,479	14,623	15,052	18,530 ¹	20,372	22,343	23,339	996	4%
Sound Recordings	87,379	90,015	90,395	104,515	105,643	112,005	113,901	1,896	2%
Computer Files	7,556	9,070	9,569	11,484	12,819	15,213 ¹	16,510	1,297	9%
Microforms (Table 2b)									
Microfilm	191,632	196,622	199,732	204,396	207,715	210,775	212,671	1,896	1%
Microfiche	6,122,346	6,264,099	6,413,284	6,557,254	6,596,881	6,706,067	6,787,805	81,738	1%
Microcard	139,494	139,494	139,456	139,456	139,456	169,484 ¹	169,484	0	0%
Microprint	1,048,392	1,048,409	1,048,409	1,048,409	1,048,409	1,048,409	1,048,409	0	0%
Archival & Manuscript Materials (in cu. ft.) ² (Table 2c)									
Serial Subscriptions (Table 3)	63,232	63,306	64,891	64,559	63,870 ¹	62,937	62,494	(443)	(1%)
Newspaper Subscriptions (Table 3)	426	492	492	479	374	345	368	23	7%
Material Awaiting Cataloging (Table 4)	84,171	63,817	83,453	86,859	56,172	25,892	17,217	(8,675)	(34%)
Networked Electronic Resources (Table 5) ³									
	3,460	4,625	9,312	40,888	107,892	150,504	378,704	228,200	152%

Notes:

¹ Corrected/adjusted volume count.

² Medical Archives figures are in linear feet.

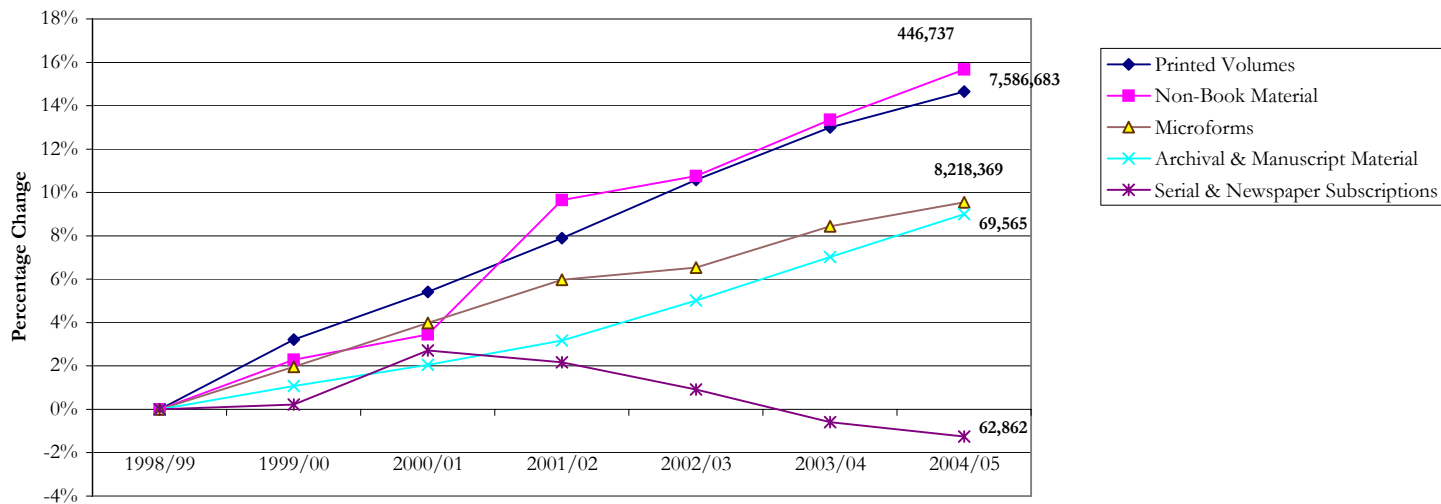
³ Does not include resources exclusive to the Medical College.

Table 5 (formerly 8) once again shows a dramatic increase in the number of networked resources the Library makes available to its users. The Library added 228,200 networked resources (including 15,546 electronic journals) for a total of 378,704 items - an increase of 151.6% from 2003/04. Summary Table 1 shows that the Library's print and other collections generally continued to grow at a steady pace. However, the printed volume and microform growth, as reflected by percentage change from 1998/99 as shown in Graph 1, slowed somewhat this year from last, and the number of paper serial subscriptions declined for the fourth consecutive year.

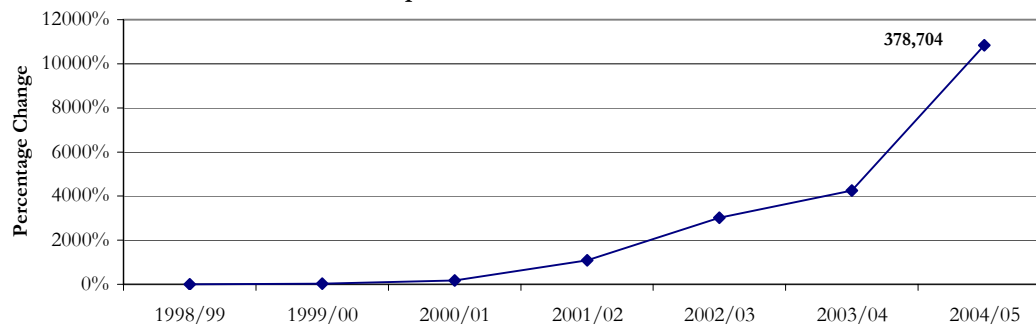
LIBRARY RESOURCES – GRAPHS 1-2

GROWTH OF LIBRARY RESOURCES — 1998/1999 - 2004/2005

Graph 1: Printed Volumes, Non-Book Material, Microforms, Manuscripts and Serial Subscriptions



Graph 2: Networked Electronic Resources



LIBRARY SERVICES – SUMMARY TABLE 2

PUBLIC SERVICES TRENDS (Tables 7-11) — 1998/1999 - 2004/2005

Type of Service	1998/99	1999/2000	2000/2001	2001/2002	2002/2003	2003/2004	2004/2005	Total Growth (2003/2004 - 2004/2005)	Percent Change (2003/2004 - 2004/2005)
								Incr/(Decr)	Incr/(Decr)
Circulation & Reserves (Table 7a.1-2)	1,179,756	1,108,500	1,088,573	1,190,008 ¹	1,316,756 ¹	1,310,811 ¹	1,334,447	23,636	2%
Library Materials				1,128,719	1,232,478	1,176,363	1,193,375	17,012	1%
Equipment ²				61,289	84,278	134,448	141,072	6,624	5%
First-Time Circulation							792,610	u/a	u/a
Renewals							541,837	u/a	u/a
Reserves (physical)							145,598	u/a	u/a
Electronic Reserves (Table 7b)									
Courses supported				368 ³	758	778	784	6	1%
Views/plays				393,555	318,951	370,690	342,664	(28,026)	(8%)
Enhanced Returns (Table 7c)			47,819 ⁴	92,365	101,513	103,821	98,195	(5,626)	(5%)
Percentage of total Returns			7.48% ⁴	13.80%	13.25%	15.01%	14.70%	(0.31%)	(2%)
Library-to-Library Delivery (filled requests) (Table 7d)							9,938	u/a	u/a
MyDocument Delivery (Table 7e)							1,701	u/a	u/a
Reference Services (Table 9)	190,865	152,118	148,804	143,963	142,802 ¹	125,085 ¹	119,094 ⁵	(5,991)	(5%) ⁵
Instructional Sessions (Table 10)	922	1,373	1,199 ¹	1,248	1,197	1,102	1,124	22	2%
Instructional Session Participants (Table 10)	13,974	19,228	17,506 ¹	19,180	18,575	18,787	18,747	(40)	(0%)
Interlibrary Loan - Lending (Table 11)	39,481	41,837	38,050	36,151	51,610	57,347	64,215	6,868	12%
Traditional					40,008	39,275	42,424	3,149	8%
Borrow Direct					11,602	18,072	21,791	3,719	21%
- Borrowing (Table 11)	23,202	24,706	24,386	25,295	31,454	33,553	37,697	4,144	12%
Traditional					22,590	19,998	20,928	930	5%
Borrow Direct					8,864	13,555	16,769	3,214	24%
Library Gateway (Table 8a)									
Hits	32,979,519	41,293,142	49,068,978	54,186,864 ⁶	39,428,645	42,397,125	144,321,305 ⁷	u/a	u/a ⁷
Visits							7,240,594 ⁷	u/a	u/a ⁷

Notes:

¹ Corrected/adjusted total.

² Circulation of items that are not part of the general collection, such as laptops, laptop peripherals, digital cameras, calculators, etc.

³ Number of courses for Spring 2002 semester only. Number of courses not available for Music sound reserves.

⁴ Enhanced Returns policy began in in January 2001.

⁵ Africana relocated to Uris Library during the renovation and expansion of the Africana Studies & Research Center. Music figure not available this year. This year's total without music is higher than last year's total without Music. In 2003/04, Music reported 8,526 transactions.

⁶ August 2001-July 2002

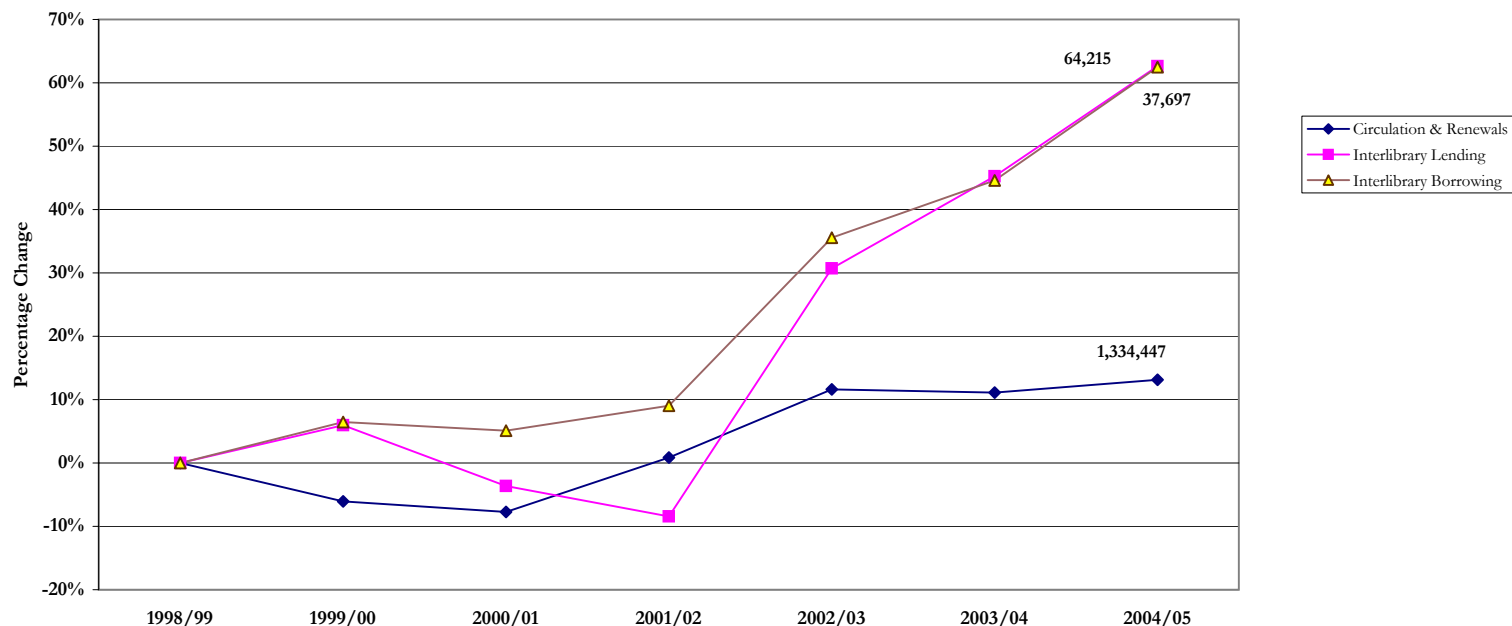
⁷ More pages tracked this year. See Table 8a for details.

To gain a better understanding of materials use, circulation transactions have been divided first into original circulations and renewals, and then into regular, reserve, and equipment circulation. Tables 7a.1 and 2 show that 40.6% of all transactions are renewal transactions, 10.57% equipment transactions and 10.9% reserve transactions (excluding e-reserve transactions).

Library-to-Library and MyDocument Delivery are two of the new services for which figures are provided this year. Figures for other services including MyContents and RefWorks are included in the full report.

LIBRARY SERVICES – GRAPH 3

CIRCULATION & ILL TRENDS — 1998/1999 - 2004/2005



The use of the Library collections as well as laptops and other equipment increased slightly this year. Table 14 shows that interlibrary borrowing by Cornell from other institutions and interlibrary lending by Cornell to other institutions increased by 12% and 12.4% increase respectively. Borrow Direct increased by 23.7% from last year. Borrow Direct lending to the other participating institutions increased by 20.6%. The Borrow Direct service accounted for 44.4% of the total interlibrary borrowing and 33.9% of the total interlibrary lending, reflecting its growing popularity. Table 8 shows that over 7 million visits to Library Web pages were tracked by Web analysis software. We hope to provide more statistical data on electronic resource usage in the future as data collecting procedures are standardized and streamlined.

The number of reference transactions reported in Table 9 for 2004/2005 would likely have been larger than in 2003/2004 (see Table 14) if all libraries had reported. This is of interest to the Library as the number of reference transactions has been decreasing from year to year since 1997/1998, and has generally shown a downward trend for a longer period of time. The number of tours increased slightly this year, as did the number of instruction sessions, although the number of patrons attending the sessions decreased very slightly.

Among the newer Library services, Table 7c shows that use of the Library's Enhanced returns policy, implemented in 2001, which allows patrons to return items borrowed to any library, stayed about the same (14.7 vs. 15% of the total items returned) even though one of our libraries away from central campus was closed for renovations for half of the year. Newly reported figures in Table 7a.2 indicate that patrons' ability to renew their circulating materials for themselves through the online catalog is very popular: just about 70% of all renewals are made online directly by patrons rather than by library staff.

LIBRARY SERVICES – SUMMARY TABLE 3

TECHNICAL, PRESERVATION/CONSERVATION, DIGITIZATION SERVICES TRENDS (Tables 12 & 13) — 1998/1999 - 2004/2005

Type of Service	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003	2003/2004	2004/2005	Total Growth (2003/2004 - 2004/2005)	Percent Change (2003/2004 - 2004/2005)
								Incr/(Decr)	Incr/(Decr)
Cataloging of Titles (Table 12a)	152,429	125,207	108,076 ¹	141,077	159,479	144,020	119,199	(24,821)	(17%)
Preservation Activity (Table 13a) ²									
Conservation Treatment	66,463	64,075	46,178	69,918 ³	92,633 ³	79,565 ³	63,188	(16,377)	(21%) ³
Bound Volumes	65,490	62,153	45,633	63,286 ³	86,082 ³	67,945 ³	55,482	(12,463)	(18%) ³
Unbound Sheets	77	362	17	552	121	1,416 ⁴	769	(647)	(46%) ⁴
Photographs, Non-Paper items	346	53	77	85	1,169 ⁴	5,948 ⁴	909	(5,039)	(85%) ⁴
Custom Fitted, protective enclosures	550	1,507	451	5,995	5,261	4,256	6,028	1,772	42%
Commercial Binding	17,840	32,863	38,372	34,704	32,557	28,552	26,770	(1,782)	(6%)
Preservation Photocopying	319	3,244	109	445	1,793	3,167	4,775	1,608	51%
Bound Volumes	319	364	109	445	508	3,167 ⁵	293	(2,874)	(91%) ⁵
Sheets	0	2,880	0	0	1,285	0	4,482	4,482	
Preservation Digital Imaging ^{2,6}	18		1,794	2,909	4,114	193 ⁷	3,111 ⁸	2,918	1512% ^{7,8}
Volumes	18		1,794	2,909	2,829	193	221	28	15%
Sheets	0		0	0	1,285	0	771	771	
Photos, Non-paper, Audio etc.			0	0	0	0	2,119	2,119	
Digitization & Related Services (Table 13b) ^{2,6}									
Digitization									
Images	5,400				12,000	235,731	305,940 ⁸	70,209	30%
Audio Hours						0	24.5	25	
Video Hours						15	150	135	900%
Copyright Clearance Requests						393	409	16	4%

Notes:

¹ Corrected/adjusted total.

² Includes in-house and contract work.

³ IRIS PCM figure includes SAT Project items, as well as items from the backlog reduction project.

⁴ IRIS PCM figures included IMLS Project for Political Americana

⁵ IRIS PCM figures include preservation photocopying backlog reduction project.

⁶ Generally, digitization that satisfies preservation purposes is included in both Tables 13a and 13b, in different units.

⁷ DCAPS did not report its digitization work in Table 13a this year.

⁸ This is the first year digitization work done by other than designated preservation staff, that satisfied preservation purposes, is also reported as preservation work.

LIBRARY SERVICES – GRAPH 4

LIBRARY CATALOGING VS. BACKLOG — 1998/1999 - 2004/2005

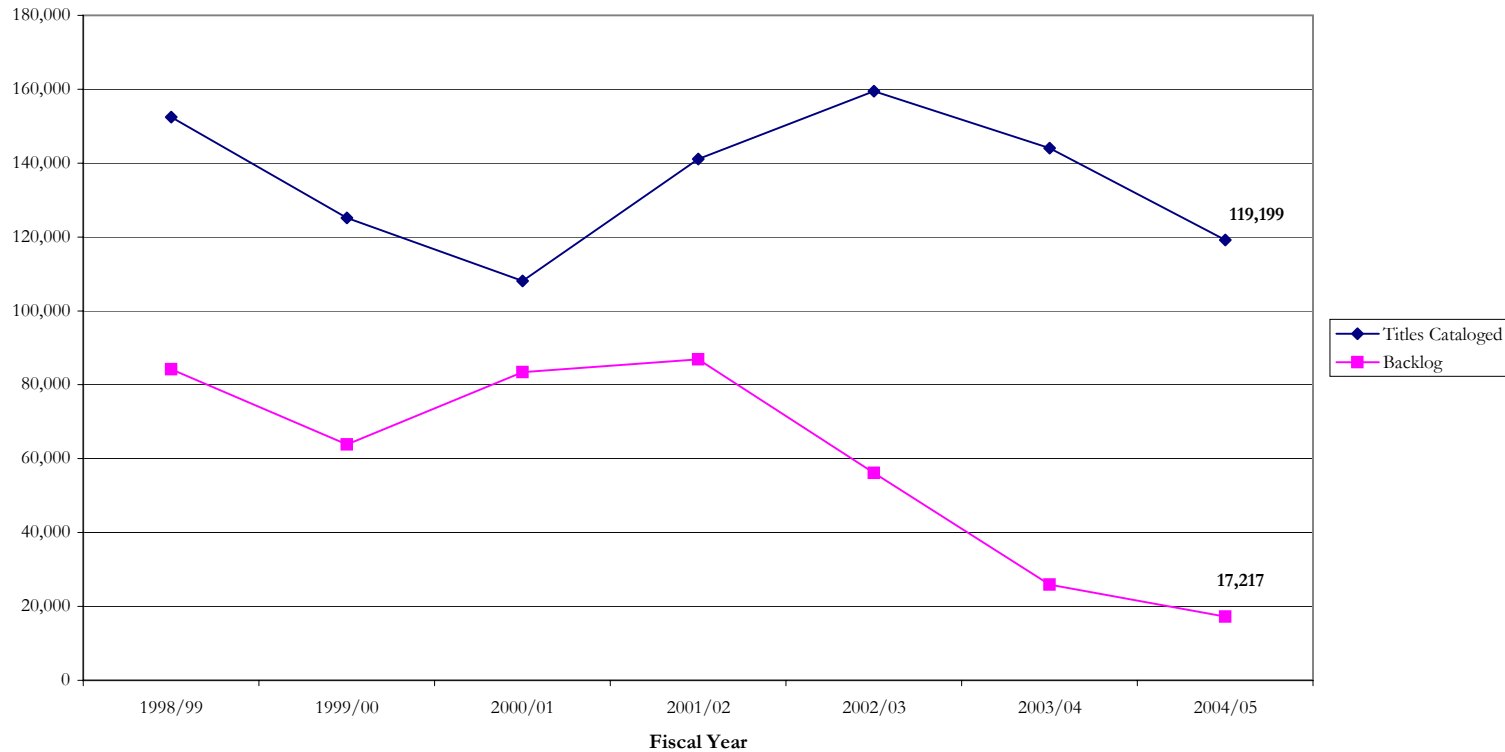


Table 6a shows the Library's continued success at reducing the backlog of items waiting to be cataloged. At 17,217, down by 33.5% from last year, the count stands at its lowest since the figure has been collected. Summary Table 3 shows a decline this year in the number of titles cataloged manually. This largely reflects the completion of the very successful backlog reduction project. To a much smaller degree, it may also reflect a decrease in the number of unit orders placed due to the performance of the dollar.

Table 13b shows that the utilization of the Library's digitization and related services, such as copyright clearance and metadata consulting and production, reflected increases in almost every category, documenting the importance of locally created electronic resources.

LIBRARY EXPENDITURES – SUMMARY TABLE 4

TOTAL EXPENDITURES TRENDS (Tables 15 & 16) — 1998/1999 - 2004/2005

Unit	1998/99	1999/2000	2000/2001	2001/2002	2002/2003	2003/2004	2004/2005	Accumulated CHANGE 1998/99-2004/05 Incr/(Decr)	Percent Change Incr/(Decr)
Library Administration	\$ 1,529,207	\$ 1,648,283	\$ 1,938,916	\$ 2,386,550	\$ 2,387,924	\$ 1,969,736	\$ 2,134,695	\$ 605,488	
Library Central Services									
Administrative Operations	\$ 1,119,271	\$ 1,102,770	\$ 1,233,216	\$ 1,361,640	\$ 1,476,492	\$ 1,537,285	\$ 1,594,574	\$ 475,303	
Digital Lib & Information Technologies	1,889,613 ¹	3,430,610	2,530,436	2,563,376	3,238,612	3,306,619	3,837,406	1,947,793	
Preservation	1,300,009	1,449,026	1,392,268	1,617,681	1,498,613	1,214,654	1,074,162	(225,847)	
Technical Services	3,578,400	4,059,843	3,183,652	3,629,224	4,023,031	3,973,377	4,547,736	969,336	
Subtotal Central Services	<u>\$ 7,887,293</u>	<u>\$ 10,042,249</u>	<u>\$ 8,339,572</u>	<u>\$ 9,171,921</u>	<u>\$ 10,236,748</u>	<u>\$ 10,031,935</u>	<u>\$ 11,053,878</u>	3,166,585	
Unit Libraries									
Adelson ²	-	-	-	-	-	\$ 12,801	\$ 49,963	\$ 49,963	
Africana	\$ 148,319	\$ 182,344	\$ 128,615	\$ 111,514	\$ 181,947	158,357	146,727	(1,592)	
Annex	78,215	121,179	190,408	198,127	196,901	221,829	214,837	136,622	
ASTech (Engr., Math, Phys.Sci.,Vet) ³	3,208,983	3,515,184	3,688,201	4,091,650	3,992,967	4,161,451	4,237,698	1,028,715	
Fine Arts	409,525	415,533	425,576	501,679	508,309	613,597	624,123	214,598	
Geneva Experiment Station	298,643	313,654	366,079	396,088	422,168	433,246	341,038	42,395	
Hotel	1,091,554	1,059,935	1,110,704	1,181,910	1,135,076	999,642	754,382	(337,172)	
Industrial & Labor Relations	1,597,109	1,683,982	1,819,370	1,856,043	1,962,062	1,789,776	1,823,221	226,112	
IRIS (Olin/Kroch/Uris) ⁴	9,292,062	9,926,095	10,301,662	11,200,234	11,462,127	12,002,287	11,755,457	2,463,395	
Law	2,224,837	2,214,648	2,261,244	2,503,479	2,578,959	2,618,695	2,761,667	536,830	
Management	713,866	704,064	755,082	807,735	834,729	790,765	786,062	72,196	
Mann	5,565,543	5,488,581	6,920,592	6,196,501	6,022,213	6,210,646	6,867,636	1,302,093	
Medical Archives	70,829	74,605	59,789	65,319	74,862	73,016	77,462	6,633	
Medical College	3,428,986	3,502,478	3,395,867	3,514,385	3,586,675	3,844,220	3,914,652	485,666	
Music	412,316	400,617	483,124	542,281	504,672	485,514	455,287	42,971	
Rare & Ms Collections	1,885,125	1,727,255	2,031,395	2,007,926	2,208,290	4,571,603 ⁵	2,216,678	331,553	
Subtotal Unit Libraries	<u>\$30,425,912</u>	<u>\$31,330,154</u>	<u>\$33,937,708</u>	<u>\$35,174,871</u>	<u>\$35,671,957</u>	<u>\$38,987,446</u>	<u>37,026,889</u>	\$6,600,977	
GRAND TOTAL	<u>\$39,842,412</u>	<u>\$43,020,686</u>	<u>\$44,216,196</u>	<u>\$46,733,342</u>	<u>\$48,296,629</u>	<u>\$50,989,117 ⁵</u>	<u>\$50,215,462</u>	\$10,373,050	26%
CPI & Relative 1982-1984 Dollar Value	166.2 : \$0.6017	172.3 : \$0.5804	178.0 : \$0.5618	179.9 : \$0.5559	183.7 : \$0.5444	189.7 : \$0.5271	194.5 : \$0.5141	28.3	17%
1982-1984 Dollar Base Value	\$23,973,179	\$24,969,206	\$24,840,659	\$25,979,065	\$26,292,685	\$26,876,364	\$25,815,769	\$ 1,842,590	8%

Notes:

¹ Includes Cornell Institute for Digital Collections. This figure was reported separately in the 1997/98 and 1998/99 Annual Statistics Reports.

² Adelson Library became CUL's 20th library in May 2004 (expenditures represent partial year for 2003/2004).

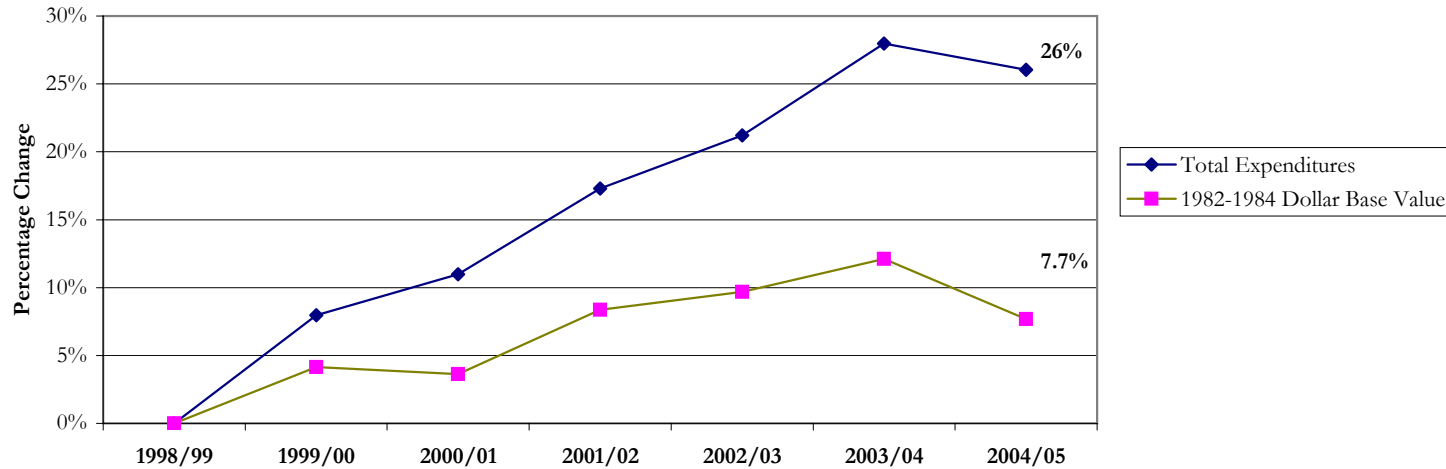
³ Effective 1999/2000, Engineering, Math, & Physical Sciences Libraries (EMPSL) organized as a combined management unit. Effective 2004/2005, Vet Library was added to that management unit, and the unit renamed ASTech.

⁴ Effective 2002/2003, unit was reorganized and renamed Instruction, Research & Information Services (IRIS).

⁵ Includes \$2.5 million purchase of Huntington Free Library Native American collection in June 2004.

LIBRARY EXPENDITURES – GRAPH 5

GRAPH 5: TOTAL EXPENDITURES TRENDS — 1998/1999 - 2004/2005



This table shows the rate of change in total library expenditures over time, and the same rate of change as adjusted by the 1982-1984 dollar base value. The unadjusted figure shows a fairly steady increase from 1998/1999, with a steeper jump in 2003/2004 reflecting the \$2.5 million purchase of the Huntington Free Library Native American collection. The adjusted 1982-1984 dollar base value shows a steady increase at a lower percent, with a steeper decrease in value this year, reflecting the fact that the past two years' increases, when adjusted for the HFL collection purchase, have not kept pace with inflation.

LIBRARY FACILITIES, STAFFING – SUMMARY TABLE 5

LIBRARY ACCESS, FACILITIES, STAFFING TRENDS (Tables 17 & 18) — 1998/1999 - 2004/2005

<u>Type of Service</u>	<u>1998/99</u>	<u>1999/2000</u>	<u>2000/2001</u>	<u>2001/2002</u>	<u>2002/2003</u>	<u>2003/2004</u>	<u>2004/2005</u>	Total	Percent
								Growth	Change
								(2003/2004 - 2004/2005)	
								Incr/(Decr)	Incr/(Decr)
Access, Facilities (Table 17)									
Longest Hours of Operation in a Typical Week (Library as a whole)	108	114	114	114	114	144	144	0	0%
Staffed Service Points	46	50	49	51	50	47	53	6	13%
User Seats ¹		5,175	4,844	5,240	5,361	5,118	5,024	(94)	(2%)
Shelving in Linear Feet ²		954,745	954,745	927,915	977,257	988,820	980,993	(7,827)	(1%)
Net Square Footage		708,310	708,310	708,310	709,658	712,448	745,448	33,000	5%
Expansion in Process		75,000	75,000	75,000	106,300	80,200	81,600	1,400	2%
Staffing FTE (Table 18) ³									
Academic Staff		117	127	143	132	131	127	(4)	(3%)
Non-Academic Staff		304	340	343	350	340	341	1	0%
Exempt							104	u/a	u/a
Non-Exempt							237	u/a	u/a
Total		421	468	485	482	471	468		
Students ⁴	163	122	141	137	137	120	108	(12)	(10%)

Notes:

¹ Does not include classroom, lecture room or conference room seats.

² Represents 100% capacity for all shelving and other storage mediums, such as map and microform cabinets. Note that "working capacity" is often defined as 86% of full capacity to accommodate the interfiling of new acquisitions without damage to materials and frequent collection shifts.

³ Counts do not include temporarily vacant lines.

⁴ Does not include the Medical College.

The summary tables on these two pages reflect the addition of three new tables to the full report. The information here from Tables 17 and 18 is represented in the Library's Fact Sheet. The ARL ranking data in Table 19 is available for these and earlier years through <http://www.arl.org/statistics/> (with an interactive site at the University of Virginia <http://fisher.lib.virginia.edu/arl/index.html>). The data is included here to help make it more accessible to Library staff and other interested parties.

NATIONAL RANKINGS – SUMMARY TABLE 6, GRAPH 6 (Excludes Medical College)

NATIONAL RANKINGS TRENDS (Table 19) — 1998/1999 - 2004/2005 ¹

Type of Service	1998/99	1999/2000	2000/2001	2001/2002	2002/2003	2003/2004	2004/2005	Rank Change
								2002/03-2003/04
(Table 19)								
ARL Member Index ¹	10	10	10	9	8	9	u/a	(1)
Salary ²								
Average Salary	49	40	31	29	23	25	25	0
Median Salary	73	45	43	38	38	40	48	(8)
Beginning Salary	60	64	60	38	33	25	17	8

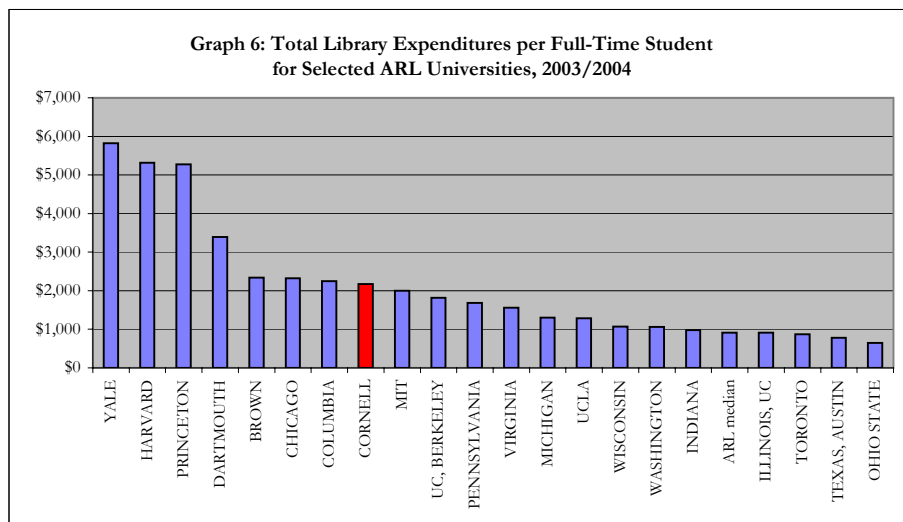
Notes:

¹ Index based on volumes in library, volumes added, current serials, total expenditures and total staff. For a description of the index, see: <http://www.arl.org/stats/index/indxdesc.html>. Source: <http://fisher.lib.virginia.edu/arl/index.html>.

² Excludes all law and medical library data. Source: ARL Annual Salary Survey: <http://www.arl.org/stats/salary/>. See Table 19 for more information.

Notes:

–Expenditures exclude benefits.
 –Source: <http://fisher.lib.virginia.edu/arl/index.html>.
 –Cornell's 2003/2004 figure includes the \$2.5 million purchase of the Huntington Free Library Native American collection. Would also hold this rank without.



APPENDIX A

CORNELL UNIVERSITY LIBRARY – ANNUAL STATISTICS 2004/2005

July 1, 2004 – June 30, 2005

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▲ New
 Δ Revised

APPENDIX B

DEFINITION OF TERMS

Association of Research Libraries (ARL): A 123-member association of North American research libraries, of which Cornell is a member:
<http://www.arl.org>.

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

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

Computer files: Computer-readable disks, tapes, CD-ROMs and similar machine-readable files comprising data or programs that are locally held as part of the library's collection available to library clients. Includes only those items received in physical form.

Enhanced returns: Circulating items returned at other than the owning library.

Expenditures: Includes all funds that come to the library from the regular institutional budget and from sources such as research grants, special projects, gifts and endowments, and fees for service. Does not include encumbrances of funds that have not yet been expended.

Equipment circulation: Circulation transactions of items that are not part of the general collection, such as laptops, laptop peripherals, digital cameras, calculators, etc. Laptop activity is recorded separately from that of other equipment.

Instruction sessions: Information contacts in which a staff member, or a person invited by a staff member, provides information intended for a number of library clientele and planned in advance. Information service to groups may be bibliographic instruction, library use presentations, or cultural, recreational or educational presentations. Presentations both on and off the library premises are included as long as they are sponsored by the library. If the library sponsors multi-session or credit courses that meet several times over the course of a semester, each session is counted. Does not include training for library staff, sessions given for people not considered part of the library's clientele (such as sessions at library conferences), or meetings sponsored by other groups using library meeting rooms.

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

Library-to-library delivery: A service that allows Cornell-affiliated patrons to request that a book be sent from one library to another of their choosing for more-convenient pickup.

Manuscripts: Works written by hand or keyed, including books, dissertations, letters, speeches, music, legal papers and printed forms completed by hand, as well as collections of such materials. Includes archival material.

Microforms: Photographic reproductions of textual, tabular or graphic material reduced in size so that they can be used only with magnification. The two main types of microforms are microreproductions on transparent material (microfilm, microfiche, aperture card, ultrafiche) and reproductions on opaque material (microprints, microcards). Each microcard, microprint and piece of microfiche is counted separately.

MyDocument Delivery: Part of the MyLibrary personal electronic services, MyDocument Delivery is a fee-based electronic document delivery through which faculty, students and staff may request copies of journal articles, book chapters and other materials located in the print collection of CUL. Documents are scanned and made available on the Web as PDF files. The service is free for: material from the Library Annex; patrons with permanent or temporary disability; and patrons whose regular address is a remote location, such as the Lab of Ornithology.

Non-book materials: Includes: materials displayed by visual projection or magnification or through sound reproduction, or both, including sound recordings, motion pictures and video recordings, and graphic materials; maps; and computer files.

Number of user seats: Seats provided for users for reading or studying with or without equipment. Includes seats in carrels and in seminar and study rooms. Excludes seats in classrooms, lecture rooms, conference rooms and halls/theaters intended for audiences of special events.

Preservation/conservation: Conservation includes remedial and protective treatment (both mechanical and chemical) of bound volumes, manuscripts, maps, posters, works of art on paper, photographic materials, magnetic tapes and other library materials to restore them to usable condition and/or to extend their useful lives. The intent is to preserve information in its original form. Preservation involves the reproduction of materials (e.g., the copying of information onto the same, similar or new media). Preservation digitization includes only that digitization done to replace deteriorated items, guard against the loss of materials due to normal use, or permit greater use while guarding original materials from excessive use.

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

Reference transaction: An informational contact that involves the knowledge, use, recommendations, interpretation or instruction in the use of one or more information sources by a member of the library staff. The term includes information and referral service. Information sources include 1) print and non-print materials; 2) machine-readable databases (including computer-assisted instruction); 3) the Web; 4) the library's own catalogs and other holdings records; 5) other libraries and institutions through communication or referral; and 6) persons both inside and outside the library. When a staff member utilizes information gained from previous use of information sources to answer a question, it is reported as a reference transaction even if the source is not consulted again during this transaction. Directional transactions are NOT counted as reference transactions. Includes transactions in person; by phone/fax; and via email, a library's Website or other network communication mechanisms designed to support digital reference.

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

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

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

Notes:

Many of these definitions are from national surveys and standards documents. For more information see:

<http://www.niso.org/emetrics/current/complete.html>

<http://www.arl.org/stats/coordinator.html>

<http://nces.ed.gov/surveys/libraries/academic.asp>

PHOTOS

Front Cover: View from the Johnson Museum, Carla Demello, IRIS Design

Back Cover: Veterinary Library, Cornell University Photography

