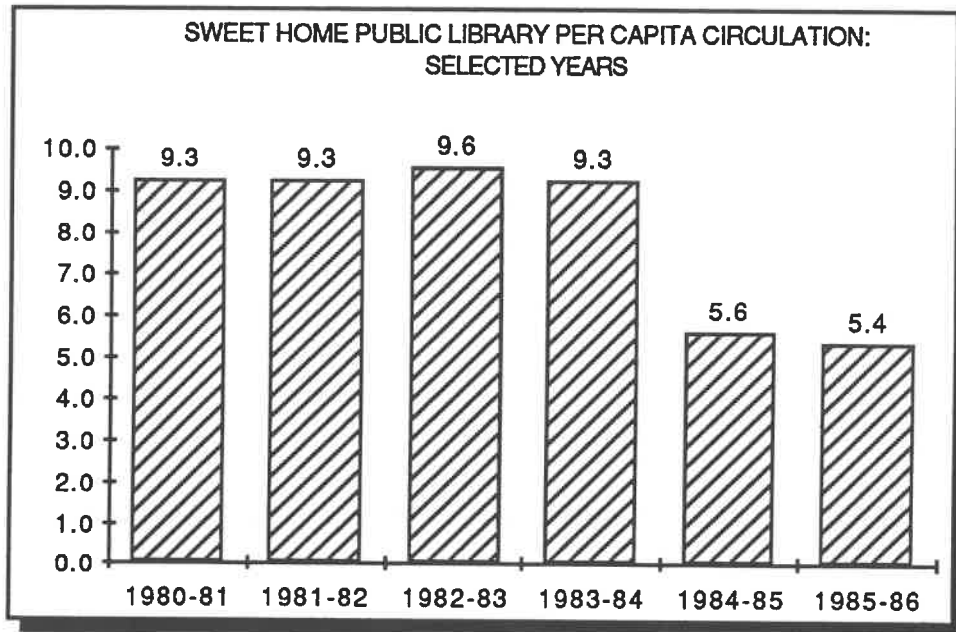


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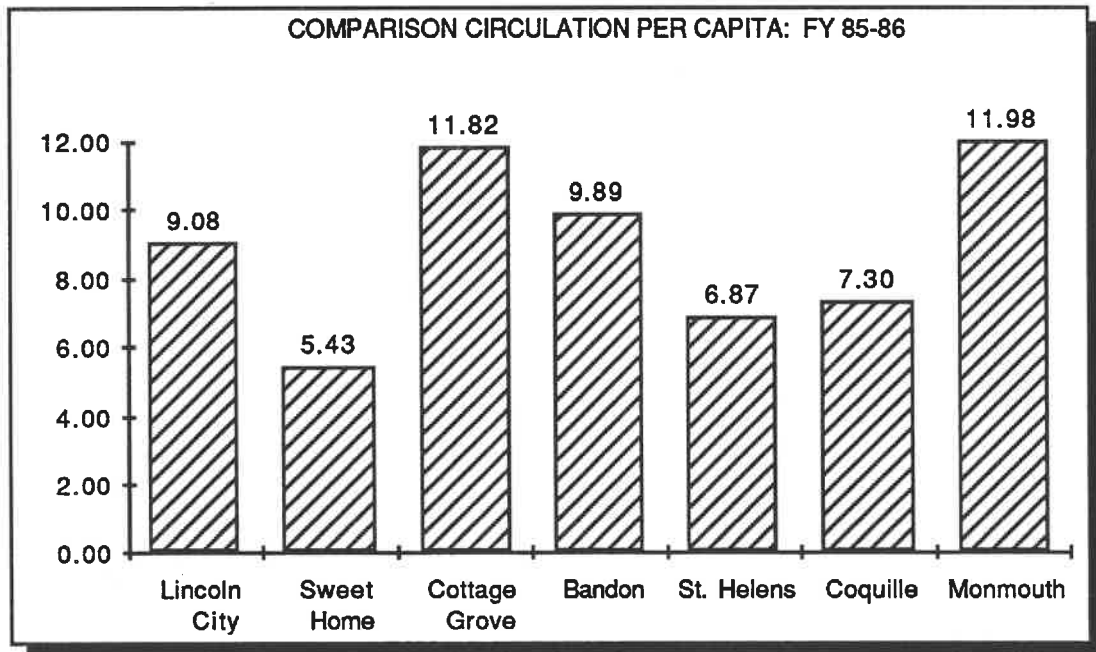
circulation statistics can be used to calculate the circulation per capita in Sweet Home for the same years. Figure 24 illustrates the results of these calculations.

Figure 24



The decline in items circulated per person in Sweet Home is dramatic in the two fiscal years when the service hours were reduced and the book budget was negligible. Figure 25 compares the FY 85-86 Sweet Home circulation per capita with the circulation per capita at the chosen comparison libraries.

Figure 25



It is evident that the circulation per capita at Sweet Home in FY 85-86 is significantly below four of the other libraries and slightly below two of the libraries. In looking at Figure 24 and Figure 25 note that the circulation per capita in Sweet Home in the earlier years of stable and adequate funding would compare very favorably with the present circulation per capita at the comparison libraries. This is encouraging because it shows that the Sweet Home Public Library was once a well-used library, and it is conceivable that this level of use can be attained again with newly increased service hours, a restored book budget, and improvements implemented as recommended below concerning programs and public relations.

### **Programs and Public Relations**

Besides public service hours and the book budget, other factors which may affect circulation are the level of programming, and public relations and publicity efforts,

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including outreach projects. It is difficult from the present vantage point to form an accurate picture of the level of programming and quality of public relations in the past. A permanent record of events and publicity, such as a scrapbook, was not kept. It is known that the library director did speak to community groups. It is known that preschool storytimes were held in previous years and that a summer reading program for children has been coordinated in the past but was not held during the summer of 1986. There were some raw statistics about programs found on file in the library. Figure 26 reports the results of compiling these statistics on library programs in Sweet Home.

Figure 26

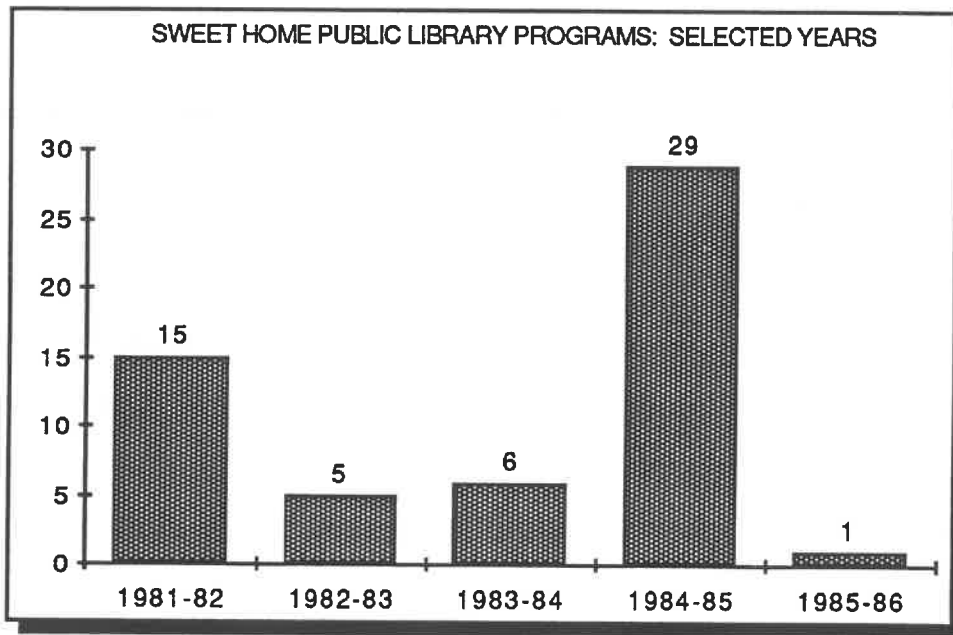
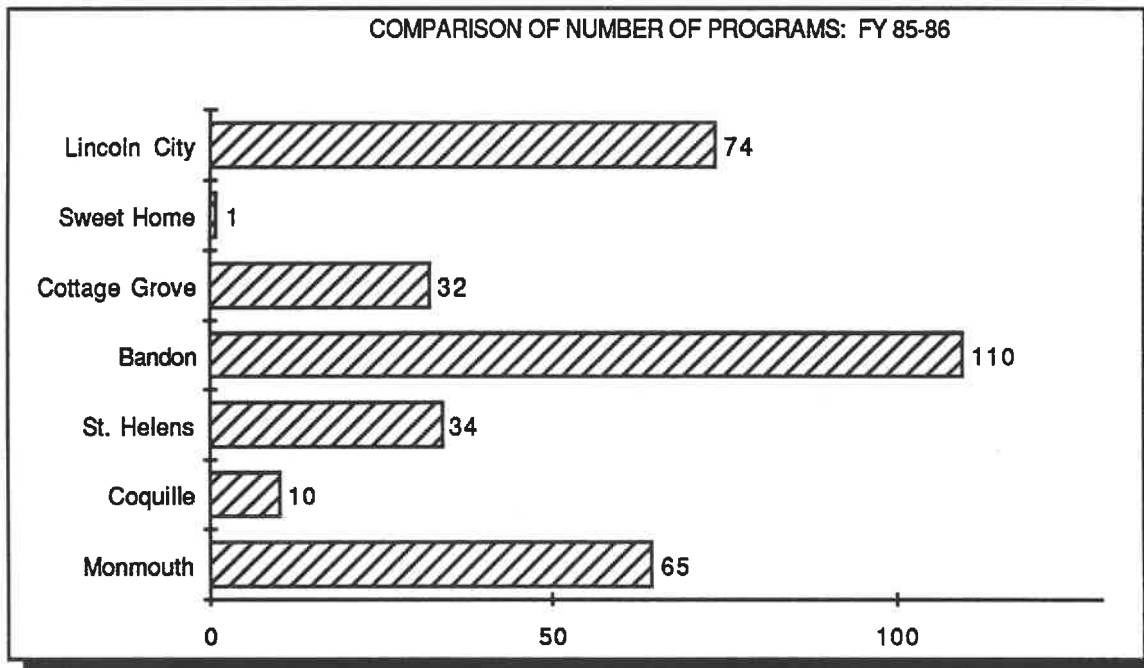


Figure 27 illustrates the number of programs in FY 1985-86 at Sweet Home Public Library and the comparison libraries.

Figure 27



It can be seen that Sweet Home's level of programming last year was far below the comparison libraries and understandably so, since an underbudgeted and understaffed library must cut back on services somewhere. A reasonable level of funding has been restored, and now would be the time to consider appropriate programming efforts. A benefit of conducting programs in the library is that people who may not traditionally use the library may be attracted to coming to the library, and learn about, and begin to use, its services. Programming is also one way for the library to fulfill its role as a community cultural/education/information center. It is recognized that the Friends and staff have recently begun an experimental program for school age children to be held on Saturdays, once a month. The first program was well-attended with 35 children and adults. Class visits are arranged upon request by teachers.

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In addition to sponsoring programs in the library, a coordinated public relations and publicity program for the library is an important aspect of the library's service function. Making the public aware of the library's resources is as necessary as a budget to purchase those resources. Library information brochures, press releases about services and events, bookmarks and book lists, and library displays are all part of the publicity program -- "the management of techniques for bringing the library to public attention" (Dance, Public Relations for the Smaller Library, AMERICAN LIBRARY ASSOCIATION, 1979.) In Dance's opinion equally important to a library is public relations, "the cultivation of good relations between the library and its public." Included in the range of public relations activities would be the library's philosophy of service, staff attitudes toward library users, good staff relations and morale, outreach efforts into the community, and an inviting atmosphere.

In regard to publicity efforts at the Sweet Home Public Library there is not presently a library information brochure for the public to pick up and take home with them. Library hours are posted on a sign near the circulation desk. One of the present staff members does write a newspaper column on new books and events in the library which is published twice monthly in the local newspaper. When the monthly Saturday program for children began, a commendable range of publicity was initiated including flyers in the library, signs in store windows and in the school libraries, public service announcements on the radio, and press releases in the newspapers. When the staff needed to communicate new overdue procedures to the public they did type and photocopy multiple copies of their "newsletter" with the rules detailed.

Concerning public relations which could affect circulation there have been several years of more or less negative news about the library due to the inflicted budget cuts,

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the month-long closure, the re-opening with reduced hours, the need to raise book budget funds with outside fundraising etc. This prolonged period of well-publicized inadequacies at the Sweet Home Public Library most likely discouraged some citizens from using the library. Having one bad experience of not being able to find a desired book at the library could serve to reinforce the image of the library as an agency which "isn't what it used to be." It is obvious that an understaffed library also would not be engaged in many efforts to reach out into the community. Some examples of outreach efforts would be talking to civic groups, school visits, and cooperation with community groups and agencies on other community involvement activities. These types of activities all serve to inform citizens about the existence of the library and the nature of its services. Having the library's meeting room available is also a way to reach out to the community. Offering services for populations with special needs is another common outreach effort. It is recognized that the Sweet Home Public Library is used as a polling place during elections and that the VITA program offers tax help for the elderly in the meeting room during tax time. It has been a tradition for the library to exhibit posters submitted by children in local fire safety and forest service poster contests. The Genealogical Society uses the meeting room, stores materials in the library and allows public access to these materials when a member is present. The library attempts to serve a special clientele by offering a rotating collection of large print books in the library which is obtained from Talking Book and Braille Services of the Oregon State Library.

There is one attitudinal aspect of public relations in the Sweet Home Public Library which is of some concern as a factor which could inhibit circulation. It was apparent during the on-site interviews that an overly protective attitude exists about some materials which the library owns. Certain titles are classified, separated from the



***When staffing decision is final, make development of a comprehensive public relations program a major priority.***

*It is evident that the Sweet Home Public Library needs to begin to rebuild their user base. Development of a comprehensive public relations program should be targeted as a major priority task, along with collection development, as the two-pronged method of achieving this objective. The image of the library may need to be repaired in the opinion of some citizens due to negative publicity and unsatisfied library needs. The existence of the library and its services may need to be established in the minds of other citizens. Ongoing linkages with other agencies should be established. Developing services to meet the needs of special clientele, e.g. the unemployed, economic development committees, the homebound etc., should be investigated. Public relations should not be merely a matter of publicizing an upcoming event, but should be a systematic program of increasing the library's visibility in the community.*

***Design and print a library information brochure for public distribution.***

*A library information brochure can be a valuable publicity tool for a library. Information about the hours, the services, and basic policies can be set forth in an eye-catching manner for public distribution both in the library and around the city. Since the Sweet Home Public Library has been through an extended period of changing hours and now has some stability to offer, this would be a very advantageous time to produce a library information brochure. At the very least a bookmark with the library's hours should be printed in bulk and widely distributed.*

***The Sweet Home Public Library Board should address the overly-protective attitudes toward library materials, to be certain these practices reflect their philosophy of library service.***

*Loss of library materials is a problem to contend with in any public library. Taking seriously a library's role as a guardian of public property is, of course, responsible. However, whether this role should be more important than that of an information provider is debatable. Practices which tend to protect materials from the public also cut down on the public's ability to obtain the services they pay for with their tax dollars. These practices most likely affect overall circulation of materials as well. It is recommended that the Sweet Home Public Library Board address these practices to determine whether or not they reflect the Board's philosophy of library service. If losses too great to accept continue to warrant some special protection of materials, it is suggested that public information about the protected materials be made available so that library users will know to request them if needed.*

%%%



## VI. SWEET HOME PUBLIC LIBRARY REFERENCE SERVICES AND COLLECTION: FINDINGS AND RECOMMENDATIONS

### Introduction

A study of the reference collection and reference services of the Sweet Home Public Library was indicated to be very valuable by the citizens and staff at the initial meeting with the consultant. The Consulting Project Steering Committee expressed these concerns about the reference collection and services:

- The library has been without a stable book budget for two years and very few reference books were purchased in that time.
- The reference books make up only a small part of the entire collection to begin with, yet are noticeably expensive.
- The Sweet Home citizens are distant from any large libraries which might serve as alternative sources of reference services and information.

This section of the Sweet Home Public Library Evaluation Project Report will consider these concerns and offer recommendations for improvement. A discussion of interlibrary loan activity is included in this section because this service bears a close relationship to reference service. Recommendations will follow each section describing the consultant's findings.

The information in this section was obtained during the onsite visit to the Sweet Home Public Library, as well as from the Oregon Public Library Statistical Report submitted by the library.

### Reference Services

The reference services offered by the Sweet Home Public Library are typical of those offered by other public libraries in the state. The staff answers questions for information both in the library and on the phone. As sources of information there are approximately 250 reference titles and the general circulating collection of the Sweet Home Public Library. If there is not suitable material for answering questions in the library's reference collection or in the circulating collection, the back-up system utilized is to send subject requests to the Oregon State Library for the OSL reference staff to handle. Subject requests are usually requests for materials on a particular subject, although specific fact questions are also forwarded to the State Library on subject request forms. Occasionally the Sweet Home library staff will attempt to answer questions by consulting other sources of information by phone, but it appears that this is not a routine reference procedure. Other sources of information for the library user to try are suggested when appropriate and known.

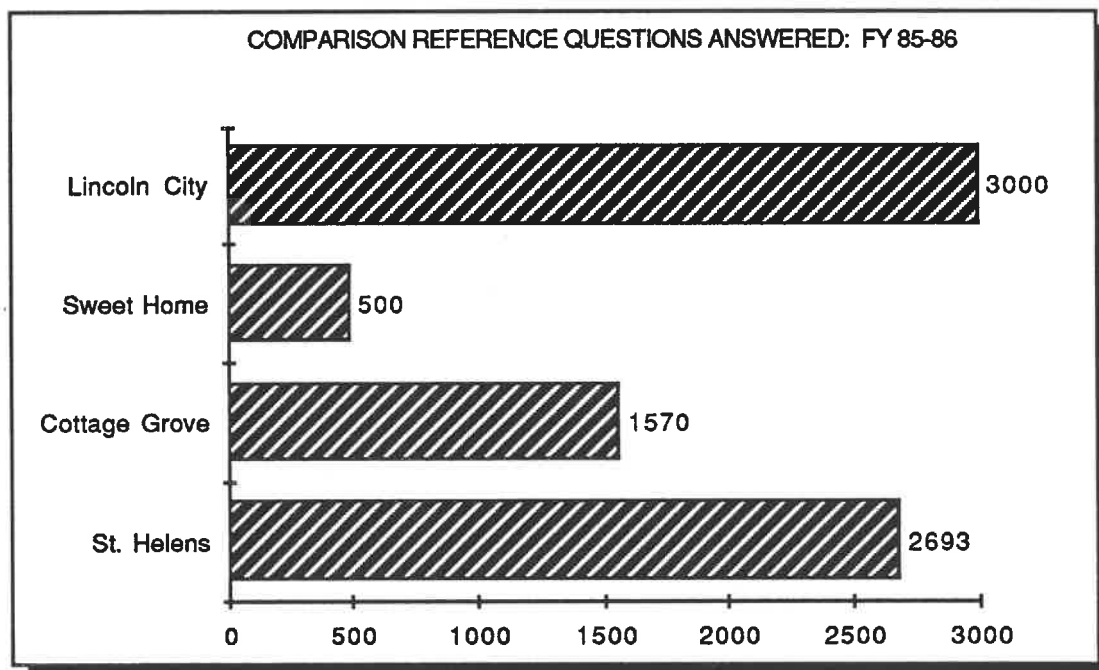
If the library user requesting information is seeking a specific non-fiction item which the Sweet Home Public Library does not own, or if a useful title to answer a subject request is identified in the State Library's microfiche catalog, an interlibrary loan (ILL) request to the State Library is initiated. All communication with the State Library for back-up support on reference questions and ILL's is by mail. A small number of interlibrary loan requests are received from out-of-state libraries after the State Library has suggested a location for a needed item. Library users are charged actual postage costs for returning the borrowed materials to the owning library, but there is no other ILL fee. The postage amount is obtained from the cost stamped on the book package when it arrives. The postage recovery charges are collected from the users when the books are loaned.

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Requests for fiction items which are not owned by the Sweet Home Public Library are requested on interlibrary loan forms which are sent to Lebanon Public Library. An informal cooperative arrangement of Linn and Benton County libraries supports an interlibrary loan network conducted by mail. If the requests aren't filled at Lebanon they are sent on to Albany Public Library and then to Corvallis Public Library. Sweet Home Public Library itself receives about six to eight of these requests each week to see if they can provide any of the requested titles. Sweet Home Public Library absorbs the cost of sending out any ILL requests they are able to fill.

Keeping records on the number of reference questions answered in a public library has not been emphasized in Oregon until recently. Some libraries are only just beginning to compile this statistic to be reported on the Oregon Public Library Statistical Report. Figure 28 illustrates the number of reference questions answered in FY 85-86 in the Sweet Home Public Library and in the chosen comparison libraries. It can be seen that not all of the six comparison libraries have begun collecting this information. The number of reference questions answered by Sweet Home Public Library is an estimate.

Figure 28



It is evident from Figure 28 that Sweet Home Public Library answers less reference questions than the four comparison libraries which reported statistics on reference questions answered. According to the above data Sweet Home is only answering approximately two reference questions per day. There are some caveats to offer about comparing the reference statistics. It is known that Sweet Home provided an estimate of reference questions answered and it is possible the figure was underestimated. It is not known whether all the libraries are using a standard and consistent definition of a reference question in their record-keeping, although such a definition was supplied in the directions to the Oregon Public Library Statistical Report. Answers to directional questions such as pointing out the card catalog or questions about the library such as reporting the library's hours are not reference questions. However, it would be as

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appropriate to count assisting someone with using the card catalog as it is to research an answer in a reference book.

For the purpose of this Project Report a special study of reference service was carried out in the Sweet Home Public Library between December 2, 1986, and January 20, 1987. During this time period, reference and information requests were recorded by the staff to gather data on the number of questions asked, the types of questions and subjects requested, whether an adult or child made the requests, and whether the library was able to answer the questions or whether the requests were handled through one of the library's back-up reference support options.

Forty requests were recorded although complete data was recorded for only 38 of them. Four of the requests were asked by young adults and 34 were asked by adults. Of the 40 requests, 23 of them were for books or other materials on specific subjects, five were for specific book titles and three were for specific non-book items (maps, cassettes). Nine of the requests were for factual research or information of the type for which a reference collection is traditionally utilized.

Four of the specific subject or title questions were of a local nature -- two for high school annuals, and one each for information on Linn County old-time schools and Holley blue stone. One of these local requests was provided as needed, one was referred to other resources, one utilized the local newspaper back files, and one user was to check back for books which were not available. The following lists the remaining specific subject or title requests in the the order they were recorded:

**Women's careers and outlook for the future in women's careers**  
**Building an easel**  
**Building a mantel**

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**Antique Christmas ornaments**  
**General Sam Houston**  
**Building paper airplanes**  
**Weightlifting**  
**Napkin folding**  
**Terrorism**  
**Building fireplace mantels**  
**Architecture**  
**Bigfoot**  
**Forklift operation**  
**Making dough art Christmas ornaments**  
**Cooking for children**  
**Fly tying**  
**Cocker spaniels**  
**U.S. Stamps**  
**Paul Revere's ride**  
**Horse shoeing**  
**French records**  
**Foreign language cassettes**  
**"Jiggs is Back" by McManus**  
**"At Mother's Request"**  
**Chess**  
**Current book on diabetes**  
**"I've Got to Talk to Somebody, God" by Holmes**

Seventeen of these 27 requests were answered or materials were provided in-house at Sweet Home Public Library, although for one question only out-dated information could be located. Seven were referred to the State Library: four subject requests and three title requests. One library user declined any referral work on an unanswered question. The response for two of the requests was not recorded by the staff.

The nine fact research or ready reference questions recorded are listed below:

**Number of doctors who are nephrologists**  
**Landlord/renter information**  
**What county Bandon is located in**  
**Law on assistance to runaways**  
**Name of a certain athlete**  
**Publisher's address**  
**Wiring diagram**

**Law on emancipation of a minor  
Beginning a corporation**

Two of these questions were referred to other resources. Seven of them were answered in the Sweet Home Public Library.

Although this study of reference service cannot be considered rigorously scientific, it is believed that the results are suggestive of the general state of reference service at the Sweet Home Public Library. It appears that reference is an under-utilized service in Sweet Home, with only slightly more than one question per day recorded. Admittedly, the study coincided with the Christmas and New Year's holidays which could account for low usage of reference services, and staff may not have been in the habit of recording all questions. Volunteers working in the library may not have been apprised of the special study and the need to record information requests. However, it would not be contrary to other findings in this report if the current number of reference questions asked was low because of declining overall usage of the library, lack of a reference book budget, and understaffing. More adults than children asked for reference assistance.

On the positive side an analysis of the information collected leads to the conclusion that a majority of the reference and information questions asked at Sweet Home Public Library are being handled in the library and it appears that there is an appropriate use of back-up reference support options by the staff. Although it was beyond the scope of the reference study to record what specific materials were utilized or provided, it appears that requests for reference assistance can be answered mainly with materials from the general circulation collection rather than from the reference collection. The





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**Reference Collection**

The reference collection of the Sweet Home Public Library consists of approximately 250 book titles. In an effort to evaluate the reference collection, a survey instrument was utilized to compare basic recommended titles with the actual holdings in the library. The reference materials survey was adapted from one written by Margaret Nichols from North Texas State University entitled, How Does Your Library's Basic Reference Collection Rate? This questionnaire asked whether a library owned certain editions of reference titles, or asked what titles of certain types of reference books the library did own. The results of the survey follow. Titles owned by Sweet Home Public Library are indicated in boldface type.

**Sweet Home Public Library  
Reference Collection Evaluation Survey**

Please answer the following questions by filling in the blanks or circling the items you own.

1. Which encyclopedia sets does your library own?

Name	Copyright Date
<b>World Book</b>	<b>1982</b>
<b><u>Grollier's New Book of Knowledge</u></b>	<b>1979</b>
<b><u>Encyclopedia Americana</u></b>	<b>1980</b>
<b><u>Encyclopedia Britannica</u></b>	<b>1981</b>

2. Have you any of the following unabridged dictionaries:

(Circle those you own)

Webster's Third New International Dictionary. 1986

**Sweet Home owns a 1961 unabridged Webster's Dictionary.**

Random House Dictionary of the English Language

Funk and Wagnalls New Standard Dictionary

3. Have you any of the following semi-abridged dictionaries in the latest edition:

(Circle those you own)

Webster's New World Dictionary (1983)

American Heritage Dictionary of the English Language (1984)

Funk and Wagnalls Standard College Dictionary (1977)

Random House College Dictionary (1979 or 1982)

Other English language reference dictionaries:

**Websters Seventh New Collegiate Dictionary.**

**Owned by Sweet Home Public Library.**

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4. Do you subscribe to either:  
(Circle those you own)  
Reader's Guide to Periodical Literature,  
Sweet Home Public Library has a current subscription  
and the bound editions from previous years.  
Abridged Readers Guide to Periodical Literature
5. Do you have the latest edition of any of the following almanacs:  
(Circle those you own)  
World Almanac and Book of Facts,  
1986 edition owned by Sweet Home Public Library.  
Information Please Almanac,  
1986 edition owned by Sweet Home Public Library.  
CBS News Almanac
6. Do you have the latest edition of the Oregon Blue Book (1985-86)?  
Yes, owned by Sweet Home Public Library.
7. Do you have either:  
(Circle those you own)  
Bartlett's Familiar Quotations  
Stevenson's Home Book of Quotations,  
10th edition, 1967, owned by Sweet Home Public  
Library. A reprint of this edition was published in 1984.
8. Do you have a medical dictionary written for lay people, such as Fishbein's Illustrated Medical  
and Health Encyclopedia (1983)?  
No, not owned.  
  
Other? Principles of Internal Medicine, 1974, owned by Sweet  
Home Public Library.
9. Do you have any of the following biographical sources:  
(Circle those you own)  
Webster's Biographical Dictionary,  
1966 edition owned by Sweet Home Public Library.  
Most recent edition was published in 1983.  
Garraty's Encyclopedia of American Biography  
Van Doren's Webster's American Biographies
10. Do you have any of the following biographical sources for authors:  
(Circle those you own)  
Contemporary Authors  
World Authors: 1950-1970  
Twentieth Century Authors,  
1956 edition owned by Sweet Home Public Library.  
First Supplement, not owned.
11. Do you have any of the following world atlases:  
(Circle those you own)  
Goode's World Atlas (1978)  
Hammond World Atlas (1984)  
National Geographic Atlas of the World (1981)  
Rand McNally Student's World Atlas (1984)  
Rand McNally Cosmopolitan World Atlas (1984)  
Times Atlas of the World (1983)

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12. Do you have a recent (less than 3 years old) copy of the following:  
(Circle those you own)  
Statistical Abstracts  
United States Government Manual

13. Do you have an introductory legal guide written for lay people, such as Reader's Digest's Family Legal Guide. (1981)?  
**No, not owned.**

Others? **No.**

The reference collection survey evaluates basic subject areas in which it is known small public libraries typically need to own certain titles or types of reference books. The above survey results will be analyzed below in numbered sections corresponding to the item number on the survey. It should be emphasized that the Sweet Home Public Library reference collection does hold many important and useful titles and these will be noted in the analysis where appropriate. Specific recommendations resulting from the analysis will follow the entire analysis of the reference collection survey.

**1. Encyclopedias** -- It can be seen by the clustered copyright dates of encyclopedias owned that up to a certain time period Sweet Home Public Library was keeping encyclopedias up-to-date. The library may even have been on a schedule of replacing one set per year. A surfeit of outdated general knowledge encyclopedias serves no purpose in a public library. Five years is generally acknowledged to be the longest amount of time that should pass before replacement of an encyclopedia. Sweet Home Public Library is just past that five year point with their newest encyclopedia, the World Book.

**2. & 3. Dictionaries** -- Although unabridged dictionaries can be considered to have a fairly long shelf life because accepted word spellings and most definitions do not change, updating a library's unabridged dictionary becomes

important for inclusion of new words which come into popular use with more rapidity. Sweet Home Public Library's unabridged dictionary, with a copyright date of 1961, is a quarter of a century older than the most recent edition of that dictionary. When viewed in that context, it is evident that many changes have occurred in that timespan, which a dictionary ought to reflect as an authoritative source. Semi-abridged dictionaries are useful in libraries as desk dictionaries to be used by library users in-house, not only for looking up word spellings, but also for the additional entries contained therein, for example, biographical entries, geographical entries, foreign phrases, etc. Sweet Home does not own any of the recommended titles but does own an older, abridged Webster's. Sweet Home Public Library also has some circulating copies of abridged dictionaries.

**4. Index to Periodical Literature** -- A source of indexing for periodicals is a critical reference tool in a small public library. Periodicals are a rich source of information on many topics and can be considered valuable reference tools. However, the information in back files of magazines is not accessible unless the articles are indexed somewhere. Some magazines do produce an annual index of articles, like the National Geographic Index which the library owns, but a more comprehensive indexing tool published on a regular basis is necessary. Sweet Home Public Library's ongoing subscription to Reader's Guide to Periodical Literature has built up an excellent reference resource which should be maintained. Besides providing references to articles in magazines the library owns, the references to periodicals the library does not own can be used to initiate interlibrary loan requests.

**5. Almanacs** -- Current editions of general information almanacs can be considered the foundation of ready reference service in a small public library. These "books of facts" are dependable sources of information and are generally well-indexed and easy-to-use. Sweet Home Public Library owns the 1986 editions of two of the recommended almanacs and it is to be expected that the 1987 edition of at least one of them will be purchased.

**6. State and Local Government Documents** -- Most states produce some sort of guide to their state government and Oregon's Blue Book, published every two years when the legislature meets, serves that purpose in Oregon. One copy has traditionally been provided free-of-charge to public libraries by the Secretary of State's office. The Sweet Home Public Library's copy is appropriately shelved in the ready reference collection. Sweet Home also has a complete set of the Oregon Revised Statutes, with replacement parts current through the 1985 legislature. Considering the initial purchase price of the statutes (currently \$450) and the bi-annual replacement parts subscription (currently \$188) this purchase was a substantial and commendable purchase for the Sweet Home reference collection. The City of Sweet Home City Council minutes are also collected and shelved in the library's reference collection, which is a worthwhile resource for a library to maintain.

**7. Index to Quotations** -- While the need for this sort of information is not usually of critical importance, the demand does arise fairly frequently. Sweet Home Public Library owns one of the two classic indexes to quotations that exists.

**8. Medical Encyclopedias** -- There isn't another subject area where providing up-to-date information is as critical as the medical field. It is also one of the most difficult areas to keep up-to-date since the field changes very rapidly, yet publications designed for laypersons are not abundant nor revised very often. There are two general medical encyclopedias in the adult non-fiction collection of the Sweet Home Public Library but their copyright dates are 1973 and 1964, which cannot be considered current enough. The one title listed above as owned by the library may be of some use to laypersons who want to understand the internal workings of the body but it appears some other encyclopedic medical source is needed as well. A medical dictionary is also a desirable reference tool. It should be pointed out that the library does own a fairly extensive number of books in the adult non-fiction circulating collection in the Dewey Decimal classes 612-618, which cover a wide range of medical topics.

**9. & 10. Biographical Sources** -- Biographical dictionaries and other reference sources vary widely in time periods, locales, and subject areas covered. While older editions may be regarded as out-dated in relation to a biographee's status as living or deceased, for the most part older editions, such as those owned by Sweet Home Public Library are acceptable and still useable. In fact, if new, revised editions are purchased the older editions are useful for those entries which were deleted from the new editions. A supplement may be a desirable purchase to complete a set.

**11. Atlases** -- A basic subject to be covered in ready reference collections is geography, not only to provide maps of countries, but also to be used to locate

place names. Atlases are also designed to provide a wealth of other information about individual continents, regions, or countries. While Sweet Home Public Library does not own any of the recommended titles, they do own many atlases, and several are products of reputable atlas publishers, e.g. the Hammond Medallion Atlas, 1971, and the Rand McNally Family World Atlas, 1981. The library also owns a copy of Oregon Geographic Names, which is an indispensable resource for the geography of Oregon. A rule-of-thumb guide for atlas replacement is every 5 years.

**12. Federal Government Documents** -- The two "must have" titles listed in the reference survey were not owned by the Sweet Home Public Library in versions published within the recommended time period. The United States Government Manual was owned in a 1970-71 edition, which is most likely not of much use in providing an accurate picture of our federal government and its agencies. The Congressional Directory from the 97th Congress must also be considered out-dated. The Statistical Abstract is as useful a source in a small public library as a general world almanac due to the range of statistical data and the citations for the sources of the statistics which are provided.

**13. Legal Guides** -- As mentioned earlier, the Sweet Home Public Library provides access to the Oregon Revised Statutes. However, an introductory legal guide for laypersons was not available in the reference section. Like medical dictionaries, this type of guide is a basic need in public libraries and should be as up-to-date as possible.



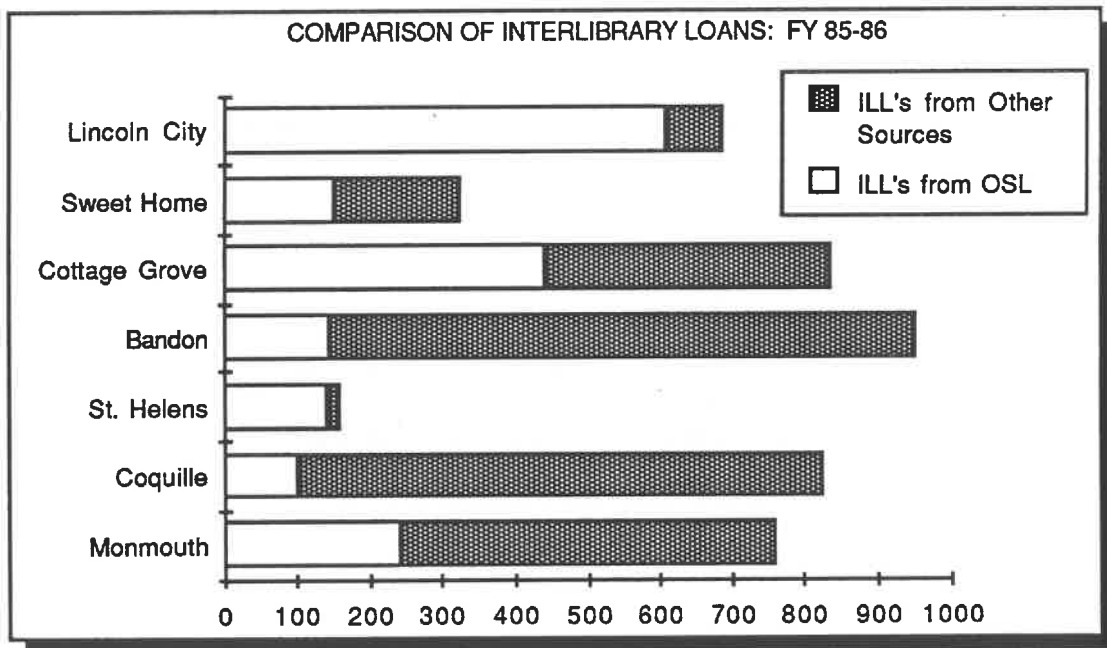


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**Interlibrary loan**

As was seen in the previous discussion of reference services, interlibrary loan is an integral part of the reference service offered at Sweet Home Public Library. As in all small public libraries which can't own all needed items, interlibrary loan service provides a valuable back-up for the library users. Interlibrary loan statistics are generally more comparable, and more reliable, than reference statistics because ILL forms are generated which can be counted to yield accurate data. Figure 29 compares the number of interlibrary loans received in FY 85-86 by Sweet Home Public Library and the libraries serving similar sized populations. The figure shows the number of ILL's received from the State Library and the number of ILL's received from other libraries both in-state and out-of-state.

Figure 29



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Resource sharing through interlibrary loan in the state of Oregon is greatly underdeveloped. There is not yet a statewide catalog of holdings where needed titles can be located for borrowing purposes, and the few regional catalogs in place, or in development, are limited to the libraries participating in that region. Regional delivery systems which transport requested materials between libraries rather than depending on mail service are also necessary to contribute to increased levels of resource sharing between public libraries.

Several of the comparison libraries are members of systems which have implemented formal ILL support, regional catalogs, and/or courier delivery systems, and these libraries stand out in Figure 29. Bandon Public Library and Coquille Public Library are members of the Coos Cooperative Library Service which offers daily van delivery between all the member libraries. Coos Cooperative Library Service also funds an extended services office which coordinates interlibrary loans throughout the county and acts as a "switching center" for identifying locations of needed materials. Monmouth Public Library is a member of the Chemeketa Cooperative Regional Library Service which also maintains a library van which makes deliveries of "round robin" interlibrary loan requests and books between the member libraries. This library system is also in the process of implementing a regional automated circulation and online catalog system which will allow the member libraries to identify locations of needed titles within the regional system. Previously only the catalog of Salem Public Library, which is a member of CCRLS, was available on microfiche for the libraries to use in verifying a location of a needed title. The W.A. Woodard Public Library in Cottage Grove is a member of the Lane Council of Librarians which supports interlibrary loan networking through online access to a database of the Eugene Public Library and some of the other libraries in Lane County. Message switching of

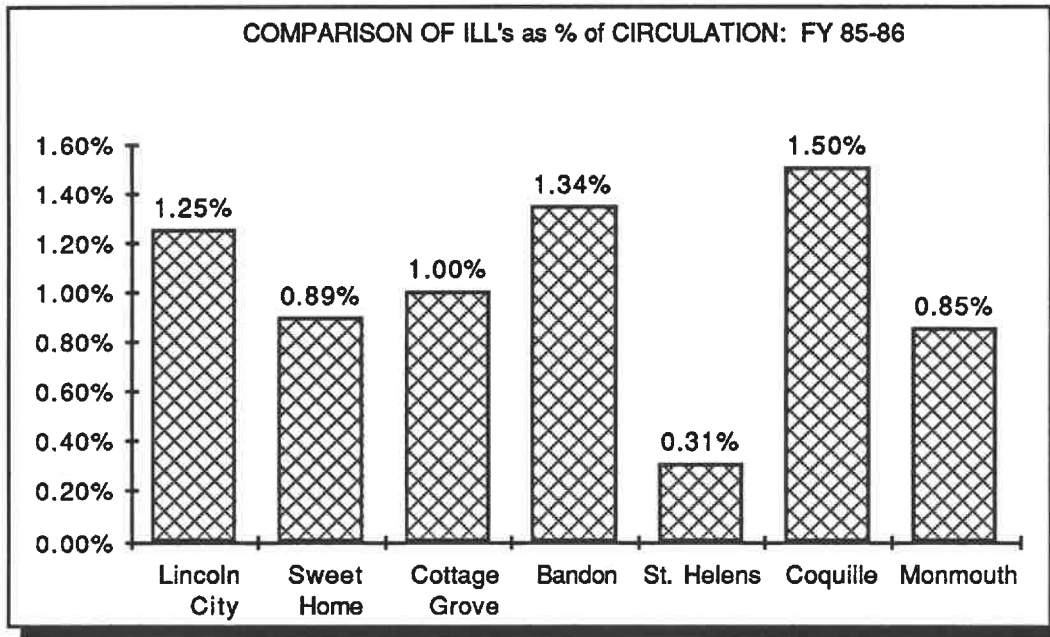
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interlibrary loan requests is automatic on the computerized system and there is a staff person who facilitates ILL by searching for other locations as well. There is a book delivery made to the library in Cottage Grove every other day through the Lane Educational Service District. All of these libraries show significantly more interlibrary loans received from other sources than from the State Library.

The value of even an informal "round robin" ILL network handled by mail can be seen in comparing Sweet Home Public Library to Driftwood Library in Lincoln City and St. Helens Public Library, both of which show very low numbers of ILL's received from other sources. Like Sweet Home, Driftwood Library has access to a very informal local ILL network which depends upon book delivery by mail. However, the Lincoln County network is even more limited than the Linn and Benton ILL network. The libraries call to see if another Lincoln County public library owns a needed title before requesting the title. There is no "round robin" type of activity to increase access to the materials in all the Lincoln County libraries. St. Helens has no access to an ILL support network other than the State Library, and the very small amount of ILL's borrowed from libraries other than OSL illustrates this lack of resource sharing capability.

The placement of the Oregon State Library microfiche catalog in every public library does assist libraries in offering access to more than just local holdings, and the Oregon State Library does succeed in locating materials at other library locations, both in and out of Oregon. However, on the whole, the above interlibrary loan borrowing statistics are not indicative of healthy resource sharing activity for any of the libraries. The following chart, Figure 30, of interlibrary loans as a percent of circulation also bears this out. In some states these statistics may be as high as 3-5%.

Figure 30



The inadequacy of resource sharing in Oregon is also illustrated by Figure 31 which shows the number of interlibrary loan requests provided by the comparison libraries.





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general materials on a certain subject rather than requests for specific facts. It is these which were analyzed for the purpose of this report. The interlibrary loan requests analyzed were specific author/title adult non-fiction book requests. Approximately 63 subject requests and 135 interlibrary loan requests were analyzed. The subject requests and interlibrary loan requests were categorized by the Dewey Decimal class in which each subject would normally be found. The results of the subject requests analysis are pictured below in Figure 32, and Figure 33 illustrates the results of the ILL requests analysis.

Figure 32

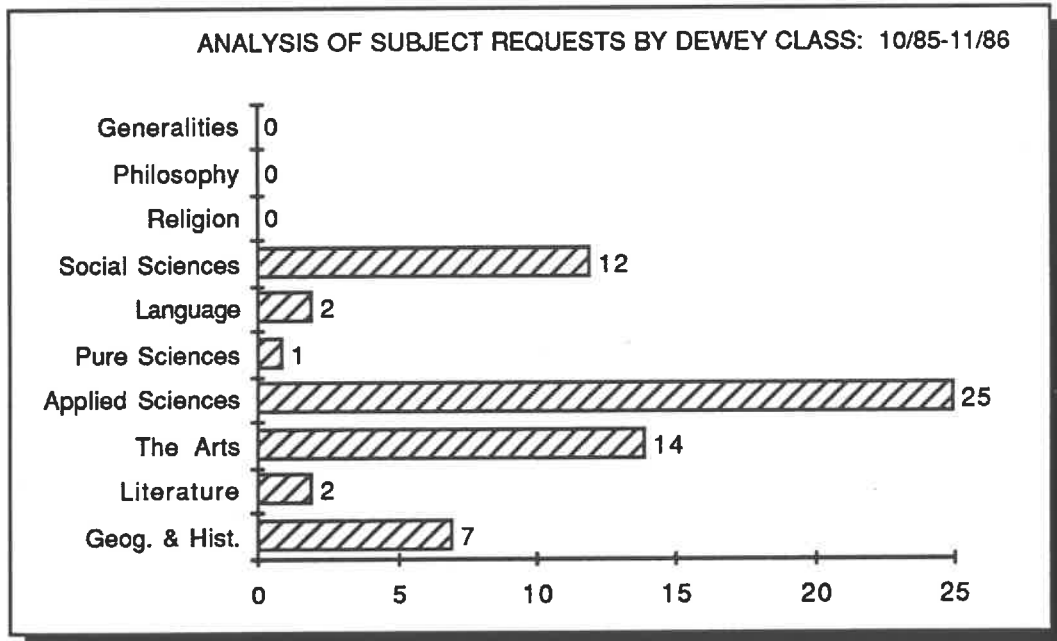
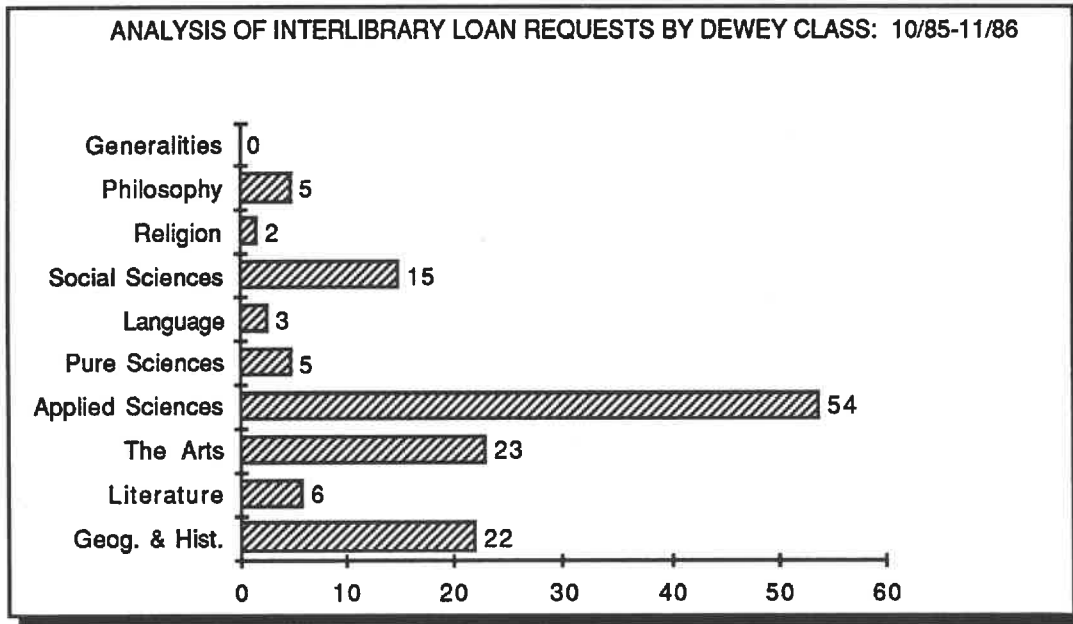


Figure 33



The largest percentage of both the subject requests forwarded to the State Library and the interlibrary loan requests borrowed during the time period studied are in the Dewey classes containing applied sciences subjects, and the arts. In the Applied Sciences Dewey class number are categorized those books which have practical application in people's lives, such as personal health and fitness, cooking, small business management, woodworking and building construction, gardening, and child development and management. Requested most frequently were materials on physical fitness, health, child management, small business and management. The Dewey Decimal Arts class includes crafts, antiques and collectibles, sports, and recreation subjects. Requested most frequently were materials on various crafts and collectibles. Materials in the Geography and History Dewey class and the Social Sciences class are the next most requested materials seen in the figures above. Requested most frequently in the Geography and History class were biographies and