X. DEPARTMENTAL FUNCTIONS

Library functions have traditionally been divided into a) Public Services and b) Technical Services. Technical Services handle the "behind the scenes" part of the Library and is responsible for preparing all the library materials, books, non-print media, etc., for the library users. The Public Services staff helps the library user identify and use these materials. A brief description of each Library department and unit follows. As noted in the previous section, we are re-organizing like crazy. However, even though we can't put together an organization chart at this time, we can describe a number of the departments that are remaining essentially intact.

ADMINISTRATION: The Associate Vice-President for Information Services / Dean Of Library Services represents the Library to the academic community as well as the community at large. The Associate Dean for Library Services and the Assistant Dean for Library Services oversee the total day-to-day operation of the Library. The Support staff of the administrative offices manages centralized functions such as payroll and supplies.

Lending Services -- Circulation [1st floor]: Most books are checked out at this desk. Users return books in person here, but pay any overdue fines at the Controller's Office on campus. The staff will also (1) attempt to locate, or TRACE, books that LUIS indicates are not checked out, but which are not in their place on the shelf, (2) RECALL books that have been checked out, but are needed by another library user. Student employees check out and reshelve the books and assist the staff with other circulation functions. In addition, Reserve materials are found here. Reserve materials have various loan periods.

Lending Services -- Interlibrary Loan [1st floor]: "ILL" takes care of borrowing library materials needed by ISU students, faculty, and staff from other libraries; it also loans ISU materials to libraries throughout the world. The staff uses a sophisticated computer system (OCLC) that allows libraries to identify materials and request them from the other libraries.
Students in this department retrieve items that other libraries have requested and make photocopies of journal articles and book chapters to be sent to those libraries.

Reference/Information [1st floor]: The Reference/Information Desk should be the starting point for anyone not familiar with this library, who needs to know what materials to use for research, where certain collections are located, and just about any other question a library user might have. The Reference collection consists of about 30,000 printed materials, and of course, now includes online resources as well. Students in this department help librarians with collection development by checking book holdings: they file updated materials in the many loose-leaf reference books; help maintain the pamphlet file collection; answer locational and simple reference questions; and reshelve reference materials. The Reference/Information Desk is always staffed during library hours. If in doubt, send the customer there!

Instruction [2nd floor]: Faculty wishing to bring their classes to the library for a presentation on library services and resources schedule these activities through this office. Workshops and individualized instructions are also provided. Many LI&O handouts are available on the Library Information Rack [lobby, 1st floor], and online at http://odin.indstate.edu/level1.dir/lio.dir/helpdx.html.

Government Documents [Lower Level]: This is a "selective depository" library; our documents collection consists of about 60% of all federal depository publications, as well as selected state and United Nations materials. U.S. publications from 1976 to the present can be located on LUIS, but other materials must be accessed through specialized indexes. Many Government Documents are now available, full-text, via the Internet. Materials are shelved separately under the Superintendent of Documents Classification System. Most documents can be checked out at the Documents Desk.
**Rare Books and Special Collections [3rd floor]:**
This department houses rare books: The Cordell Dictionary Collection; the papers of famed Terre Haute resident, Eugene V. Debs; and provides researchers access to many other special collections of books, papers, and photographs. There are lists and bibliographies available on the library homepage. The collections do not circulate. The department is open 10 a.m. - 4 p.m., Monday through Friday.

**Teaching Materials, Microforms and Media [2nd floor]:** Children’s books, public school textbooks, books, newspapers and magazines in microform (microfilm, microfiche, micro card, microprint) various media (cassettes, records, filmstrips, video, etc.) comprise the collections maintained by this department. All materials are checked out at the TMMM desk. Typewriters are available.

**Acquisitions [1st floor]:** All materials ordered for the Library are handled through this department. Librarians and faculty order the majority of books and periodical subscriptions, but anyone may make recommendations. The staff verifies the information needed to order materials, makes sure the Library doesn’t already own a copy, receives and processes payment for each item, and maintains the budgets of each academic department and of each librarian’s subject specialty.

**Periodicals [Lower Level]:** The Periodicals unit processes current issues of journals, serials, newspapers, microfilms, CD-Roms, etc. for the library. They assist library users in locating current periodical issues kept in this area, and in finding information in the LUIS database. The Periodicals unit processes and handles all library materials for binding and handles the circulation of these prepared items.
**Cataloging** [1st floor]: Cataloging is divided into a number of sub-sections, including **Monographs**, **Serials**, **Authorities**, [and maybe **Mending**, **Processing**, **Preservation** and **Binding**]. A monograph is something that is "published" once, as opposed to a serial or periodical. This department catalogs, and classifies monographs in all forms (books, software, videos, recordings, etc.) and enters it into the online catalog. Every library used to do all its own cataloging of all its library materials, but with the technology available today, through OCLC, it is possible to use records that other libraries (including the Library of Congress) have created and export them into our local system for editing, etc., so that they are accessible in LUIS. Some materials are not on OCLC and require what is known as "original cataloging."

The word Serials includes materials of a "periodic" nature: journals, annuals, conference proceedings, and titles revised on a regular basis. This department oversees many of the activities that deal with these materials, including creating and maintaining online catalog records, recording holdings information, and providing access to electronic resources. The department also tries to make the online catalog as useful as possible by standardizing access points (name, subject, and series headings) and revising records as necessary.

**Resources Development** [maybe includes Preservation, Processing, Shipping & Receiving] [Lower Level]: These areas are responsible for monitoring and coordinating the development of Library collections. Other activities include mail delivery, binding, mending, labeling of all library materials and gifts.
Technology [1st floor]:

The department provides planning, implementation, and operational support of automated systems for the Library. This includes operation of the computer which supports the Library Homepage and LUIS with their associated public and technical support functions (such as circulation, acquisitions, cataloging, and serials control).

The department provides support for library staff network functions, including the Microsoft Office Suite and electronic mail services.

University Archives [3rd Floor]:

Although not administered through the Library, the archivist and some collections are housed on the 3rd floor. The archivist receives personnel records, faculty publications, administrative committee reports, student yearbooks, and various materials from the administrative and academic units throughout the campus. Many of these materials are unique and are used by researchers interested in the historical aspects of ISU.

TEAMS: In addition to the departments described above, the Library has been moving to a [Working] Team structure. You may hear about such teams as the Library Steering Group, Resources Development, Americans with Disabilities Act Compliance, Public Relations, Library Faculty Assembly, Library Management System, Public Interfact, PC/Client, and Server/Database. Descriptions for these teams are probably not needed in this Manual, but if you have questions, just ask!