

STATE GOVERNMENT LIBRARIES

BACKGROUND

AND

SERVICES

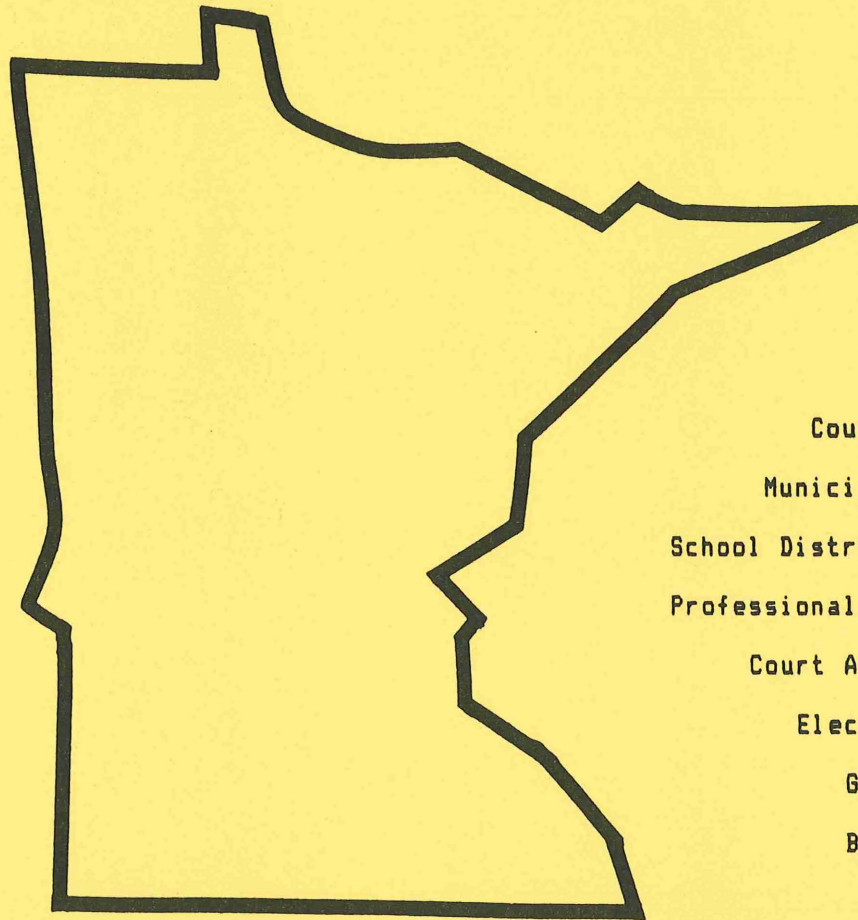
CAPITOL AREA LIBRARY CONSORTIUM

STATE GOVERNMENT LIBRARIES AND INFORMATION CENTERS

SERVING STATE GOVERNMENT AND THE CITIZENS OF MINNESOTA

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Specialized Data Bases
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I. INTRODUCTION

A. Mission of State Government Libraries

Each agency of state government has a unique role to play in making best use of our state's resources, and effectively delivering services to meet citizens' needs. These needs run the gamut from economic to personal, from maintenance of transportation networks, to job placement. The leaders of Minnesota's executive, legislative, and judicial agencies in the execution of their duties, are affected by, and have an impact on, local, state, national, and even international communities. In this environment, information for decision-making and policy development is a vital resource.

State government libraries support these processes and the missions of their agencies by creating and promoting programs of information organization and delivery to meet the special needs of each agency in which they are found. The educational and professional preparation of the librarians serving in these agencies provides the information management skills needed to economically identify, acquire, summarize, and deliver information to their primary clientele, the staff members of each agency. State government libraries also respond to direct requests for information from individual citizens.

This dual role of service both within and without state government defines for state government libraries a mission of equitable and effective provision of vital information and informational services.

B. Legislative Background

Legislation introduced (SF1481) in 1985 mobilized an effort of the state government librarians to suggest alternative legislation which better met the needs of their libraries and their libraries' users.

In early December 1985, testimony was heard before the Joint Subcommittee on Libraries. At that time, subcommittee members also toured three state government libraries where current methods of information organization and retrieval were exhibited.

Both the testimony which state government librarians provided and the information expressed and displayed during the tours were the culmination of an intense assessment by the librarians of the current status of their services (both automated and manual), their special collections, their users, and the special requirements a librarian must bring to the library in order to meet user demands and enhance the organization's mission.

Briefly, the major strengths of the specialized state government libraries were identified by the librarians to be:

1. Specialized collections.
2. The knowledge, skills, and professional contacts of the librarian.
3. Networking--with other state government libraries as well as librarians and information providers in both library and non-library settings.
4. New technologies--which allow librarians to initiate direct access to massive information banks which surpass the ability of any library to maintain at a local, in-house level.

It is in this last area of new technologies that state government librarians have laid the groundwork, and now need to implement a planned program providing the capability to network in the larger arena of computerized information retrieval.

As was explained at the hearing in December, many of the state government libraries are already on the OCLC system which allows a library to input the catalog records of its holdings into a central computer database. While certain needs of the libraries are being met by the OCLC service, other needs are not. Specifically, there is no electronic means at this time which allows the librarian at one library to search the collection of another state government library. Nor is there the means to search electronically a library's collection for a specific subject or keyword.

Nonetheless, we are fortunate in Minnesota to have systems in place which help librarians do their jobs better. One such system is PALS, the online catalog system of the State University System which allows access to the collections of participating members in the form of author, title, and most important subject and keyword searches. The catalog records created on OCLC are used to create the PALS database. Today, the Legislative Reference Library is the only state government library that is a subscriber to the PALS system.

Legislation passed during the 1986 session directed the Commissioner of Education to study the automation needs of state government libraries and produce a plan which identifies existing technologies that are available to:

1. strengthen government information services available to agencies and the public;
2. improve coordination and cooperation among state agency libraries; and
3. eliminate unnecessary duplication.

Within the Department of Education, the Office of Library Development and Services under Bill Asp consented to take the lead in organizing the automation study called for in the legislation.

This background paper includes revised testimony from the hearing before the Joint Subcommittee on Libraries in December 1985. Revisions and updates to the testimony reflect new developments and more fully answer questions that were raised at the hearing.

II. STATE GOVERNMENT LIBRARY OPERATIONS AND SERVICES

A. Collections and Resource Sharing

Minnesota state government libraries exist to develop and organize a department's/agency's information resources so that quick access is provided to many users. In the CALCO member libraries, the principal client is the funding department or agency. The librarians organize information, provide access to information, and disseminate specialized information resources. They often provide contacts to other departments, other states, other associations, and the Federal Government. Therefore, for the public and other state employees, the librarians are often a link to the department and its activities and divisions.

The Legislative Reference Library is a general collection, much like an academic library collection with materials on many subjects. The other CALCO libraries are each a specialized subject collection matching that department's/agency's projects, goals, and staff needs. Because of limited budgets and the high cost of specialized and technical journals, books, and other information materials, most CALCO libraries buy only in their respective subject areas with a few other reference, management, or general titles to supplement their staff's needs.

Due to budget limitations, Minnesota state libraries must prioritize their purchase requests to try to get the most useful items for their staff. Selection is based upon staff requests and the librarian's knowledge of the department's mission and current programs.

A pilot survey in the fall of 1985 showed low duplication of materials among state government libraries. CALCO members (excluding LRL and Law) randomly sampled 10 percent of their FY 85 book purchases. Aside from standard reference titles, the results of the survey showed only one duplicate title which was "In Search of Excellence." This sample survey did not collect all duplicate titles. Some further duplication occurs in management titles and general reference books such as the Minnesota Guidebook to State Agency Services. CALCO has available a list of the titles from the sample arranged by each department library that clearly shows that each department is purchasing materials in their specific subject areas. When materials are needed that are not owned by the individual library, CALCO librarians often share materials and expertise with other CALCO libraries.

CALCO libraries have often exchanged journal lists informally when their subject areas and staff projects showed the need for access to another library's collection. Recently the CALCO libraries have pooled their journal lists and have compiled a draft combined list of serial titles to help provide each other access to one another's journal collections. This combined journal list is one of the goals listed in CALCO's Long Range Plan.

In the department libraries, often journals or their table of contents are routed to department staff to provide current awareness and keep staff up to date in their respective subject fields. In this way each journal title and issue is shared with many staff members.

In the case of books and cataloged items, since they are cataloged on the OCLC system, there is access provided to other CALCO libraries. However, that access is only by author or correct title. The CALCO libraries see a definite need for automation like the PALS system to provide SUBJECT access.

B. Access to Materials

Access through Cataloging

A goal for State Agency Libraries is to provide our patrons with access to the materials we collect. Patrons for us include our respective agency staff, other libraries, and ultimately anyone in the state who has need of a particular item.

The state agency section of the Minnesota Long Range Plan for Library Services, published by the Office of Library Development and Services, Minnesota Department of Education (Minnesota Libraries, Autumn 1984) outlines our commitment to the concept of shared access by setting the development of more coordinated and cooperative library and information services as our goal. Specifically, the plan calls for improved resource sharing through development and utilization of library networks and by standardizing cataloging of library materials, using the OCLC system so that our holdings can be easily shared with other libraries and networks.

OCLC

A library's catalog is a major access point to its materials--it leads the patron to a particular title or a group of titles in the collection, showing the user the location of a book, its physical description and subject content. Until recently, the "card catalog" was the traditional access point. Libraries have been rapidly converting to cataloging using computer records, with one of the earliest and most successful efforts being the shared cataloging system based in Dublin, Ohio--the Online Computer Library Center (OCLC). Over 3,500 libraries in the U.S. are members of this non-profit database which now contains over 12 million unique cataloging records and location symbols for those libraries which hold the item.

Of the twelve libraries in state agencies, nine are currently OCLC members. Six of these libraries, with their agencies approval, have joined OCLC since 1980. One of the reasons for this recent increase in members is the change in library technology brought on by the microcomputer. Prior to the development of the IBM OCLC M300 microcomputer, efficient access to the OCLC database required use of a single purpose terminal with dedicated access to OCLC. A high volume of cataloging is needed to justify the cost of a dedicated terminal. Use of

OCLC by small and medium size libraries has become feasible now that we have the ability to access OCLC using a microcomputer and standard telephone lines. This same microcomputer can also be used for a variety of other library projects including acquisitions, order files, circulation, serials control, periodical check-in and routing, word processing, database management, database searching on other bibliographic utilities, electronic mail and transmission of interlibrary loan requests to systems such as MINITEX.

Changing technology has allowed state agency libraries to come closer to our goal of resource sharing by making it feasible for more of our libraries to catalog on the OCLC database, giving us shared access to our collections, providing our patrons with "customized" cataloging of materials in our collection, and creating a permanent machine readable file of our holdings. This is in keeping with the trend toward decentralized cataloging documented in literature, as it removes the delays and inefficiencies of a centralized processing system and allows subject specialists the flexibility of viewing and modifying cataloging already on the system or inputting original cataloging as needed.

PALS

Building a machine readable file of library holdings on OCLC is the first part of a process designed to provide improved direct patron access to state agency library holdings. OCLC was designed to serve the professional library staff with their cataloging and interlibrary loan needs. It is not intended to provide patrons with subject access to library holdings. However, a tape of a library's records in the OCLC database can be manipulated by software specifically designed to produce an interactive on line patron access catalog such as the PALS system currently being used at the Legislative Reference Library.

A system such as PALS with its interactive search capacity, using key words and Boolean logic to link concepts, provides library users with direct access to holdings of all PALS members.

Legislation was proposed but not funded during the 1985 session for inclusion of nine state agency libraries in the PALS system. State agency librarians continue to support this concept as a preferred system for patron access to materials cataloged by state agency libraries.

Uncataloged Materials

This two-phase plan for membership in OCLC and then inclusion in PALS would significantly improve access to information in state government. It will not, however, be the only access point to information in state agency libraries. Access to individual articles published in journals and certain types of reports and microfiche collections will continue to be accessed, not through a cataloging system, but by searching print and online bibliographic indexes. Also, some materials received in state agency libraries are of a temporary or ephemeral nature. Agency librarians are in a position to decide which material justifies the

expenditure of original cataloging. OCLC guidelines for items unsuitable for cataloging in the database include the items just mentioned as well as draft documents and certain types of grant proposals and legal briefs.

In other words, there is no system available or in development, which will provide universal access to all materials. In some instances, it will still be necessary to check with librarians and the librarians' network to locate certain types of information. However, this does not diminish the importance that a coordinated system, such as PALS, would play in improved patron access to materials owned by state agency libraries.

C. Philosophy of the Special Library

"The function of the special library is in general the provision of information for immediate and utilitarian purposes. Where it comes from does not matter." (from Managing the Special Library by Herbert S. White)

Special libraries differ from public, academic, and school libraries in that special libraries are specially related to their organization's mission. In fact, special libraries in state government are analagous to corporate libraries which exist to support and enhance the organization mission.

Special libraries usually serve a limited body of users. Often these users are untrained in the use of the library.

Special libraries are limited in subject scope.

Special libraries support and enhance the organizational mission and in turn are SUPPORTED to the extent to which they contribute to the overall mission. Traditionally, special libraries tend to flourish in organizations in which accuracy, efficiency and timeliness have a recognized and usually tangible value and reward.

Special libraries work under time pressures. Information must be provided for reports and meetings which have deadlines.

Special libraries frequently deal with specialized and internal materials, for example:

- membership materials
- in-house reports, memoranda, specifications, laboratory notebooks, vendor catalogs (technical reports may outnumber books by more than 40 to 1)
- materials which have a high degree of currency and must be made available quickly
- materials to support educational and training programs.

Special libraries perform basic library services for their organizations:

- interlibrary loan
- journal and routing services
- supply of requested materials
- computerized access to huge databases containing thousands of literature citations
- organization of the subject collection
- information retrieval; information packaging; information analysis

Special libraries support other organizational operations as requested:

- records management
- environmental scanning
- group facilitation
- organization of information

Special libraries keep up with technological enhancements impacting their operation. With the widespread use in the seventies of OCLC and online search services such as DIALOG, BRS, and SDC, libraries are now customizing these technologies for application to special library problems. With the use of the IBM PC and software communications packages, many of the state government libraries can capture data files created by vendors such as OCLC and DIALOG. These files can be downloaded for local editing and packaging for library clientele. Thus, a huge resource of information which is not maintained at the local library is accessible through the PC--the expertise of the librarian ensures that these technologies retrieve the selected information required by the individual seeking information of a specialized nature.

In addition to using the PC to secure information created by outside vendors, special libraries use the PC to perform internal management operations. In fact, one local branch of a New Jersey based computer firm feels that the library automation market is going to be one of the fastest growing markets in the microcomputer industry. This particular firm is now New York City's leading supplier of microcomputers. The kinds of software already being used by state government libraries include spreadsheets, database managers, and word processing packages. This software is proving to be an invaluable resource as librarians manage their data-intensive administrative functions.

D. Special Libraries

Twelve executive agencies in Minnesota state government currently support and derive benefit from information services provided by special librarians within their agencies. They include the Attorney General's office; the Departments of Education, Energy and Economic Development, Health, Human Services, Jobs and Training, Natural Resources, Revenue, Transportation; the Housing Finance and Pollution Control Agencies; and the Minnesota Zoological Garden. Through contractual arrangements with the Interagency Resource and Information Center, several other agencies also have direct access to specialized information services. In addition,

the Minnesota Legislature is served by the Legislative Reference Library and the State Supreme Court is served by the State Law Library.

A survey of the professional librarians serving government clearly reveals that these eighteen information specialists bring a considerable variety of subject expertise and information management skills to their clientele. Fourteen hold, or have completed significant credits toward, a Master's degree in library and information science; two hold a bachelor's degree with majors in the field; two have acquired a second master's degree; and two have law degrees. Collectively, they have 128 years of experience working in state government, and all came to state service with several years of experience in other information positions. As a result of special training, all of the agency librarians have achieved a high level of proficiency in the use and application of communication technologies and automated systems for improved information management. They stay on top of current trends through active participation in professional associations related both to the information field and to their areas of subject specialization.

Special Expertise and Proactive Service

The expertise that special librarians bring to state government is their skill in gathering, synthesizing, summarizing, and channeling needed information to the point where it is needed when it is needed, at the least possible cost and with a minimum expenditure of time and effort on the part of those who will use the information.

Special library services are proactive. It is the job of special librarians to make meaningful connections between information resources and people. They know the local, national and international sources of information in subject areas relevant to their agencies, are familiar with and keep close tabs on the pulse of internal agency activities and associated information needs, and continually scan the external environment for emerging trends. They are not mere guardians or gatekeepers of the ways of information access, but help their clientele answer questions and make decisions by teaching them how to use information resources. The participation of special librarians in current awareness and issues management activities is of value to public administrators and officials who must bring increasingly more information to bear on public policy decision making and planning.

Networking and Coordination

While special librarians operate within the unique organizational environments of the state government agencies they serve, they also share many areas of common concern. These areas are addressed and coordinated through the Capitol Area Library Consortium (CALCO).

The purpose and mission of CALCO is to develop a strong network of libraries within state government. Through regular monthly meetings, CALCO promotes the effective coordination and wide sharing of information resources and expertise. Joint planning has enabled timely and

comprehensive access to information resources both within and outside state government. By joining together to coordinate their efforts, the CALCO libraries are able to reduce duplication of effort and to provide services which would be prohibitively expensive or simply not possible for individual libraries. Some of the cooperative programs and their benefits are:

- CALCO representation on the Minnesota Interlibrary Telecommunications Exchange (MINITEX) advisory board;
- CALCO representation to METRONET, the multicountry, multitype Library network in the metro area;
- CALCO library participation in the State Law Library depository documents program;
- the establishment of master contracts with electronic database vendors, allowing state government libraries a significantly reduced rate for training in database search techniques and for use of the files;
- the establishment of a long-range plan for state government libraries as part of the Minnesota Long-range Plan for Library Service.

III. CONCLUSIONS

The CALCO libraries provide a strong foundation for information resource management and the delivery of customized information services in Minnesota state government. The strength of the network, its efficiency and effectiveness, lies in its decentralized, coordinated structure.

The network could be made stronger still, and access to information resources and special expertise enhanced in two ways: 1) by CALCO libraries entering into a tighter network attainable by participation in the PALS online catalog; 2) by establishing more formal links with and mechanisms for information services to state employees in agencies without libraries.

A P P E N D I C E S

A. CALCO Directory

B. Glossary

CALCO DIRECTORY

Attorney General
102 State Capitol
St. Paul, MN 55155
296-8152

Criminal Justice Program
100 Capitol Square Bldg.
550 Cedar Street
St. Paul, MN 55101
296-2771

Energy and Economic Development
900 American Center Bldg.
150 E. Kellogg Blvd.
St. Paul, MN 55101
296-8902, 296-7952

Health
717 Delaware St. SE
P. O. Box 9441
Minneapolis, MN 55440
623-5090

Historical Society
690 Cedar Street
St. Paul, MN 55101
296-2143

Historical Society
Division of Archives and Manuscripts
1500 Mississippi Street
St. Paul, MN 55101
296-6980

Housing Finance Agency
400 Sibley Street
Suite 300
St. Paul, MN 55101
296-7608

Human Services
Oak Terrace Nursing Home
14500 County Road 67
Minnetonka, MN 55343
934-4100, ext. 237

Interagency Resource and Information
Center (IRIC)
(Serving Education, State Plan-
ning, Division of Vocational
Rehabilitation, Higher Education
Coordinating Board, State Uni-
versity Board, Community College
Board, Board of Vocational-
Technical Education)
501 Capitol Square Building
550 Cedar Street
St. Paul, MN 55101
296-6684

Jobs and Training
720 American Center Bldg.
150 East Kellogg Blvd.
St. Paul, MN 55101
296-8810

Legislative Reference Library
645 State Office Building
St. Paul, MN 55155
296-8338

Minnesota State Law Library
117 University Avenue
St. Paul, MN 55155
296-2775

Minnesota Zoological Gardens
Apple Valley, MN 55124
432-9010, ext. 230

Natural Resources
500 Lafayette Road
St. Paul, MN 55146
297-4929

Office of Library Development and
Services (LDS)
440 Capitol Square Building
550 Cedar Street
St. Paul, MN 55101
296-2821

Pollution Control Agency
1935 W. County Road B-2
Roseville, MN 55113
296-7719

Revenue

658 Cedar Street
St. Paul, MN 55155
296-3529

Senate Index

231 State Capitol
St. Paul, MN 55155
296-2887

Transportation

Information Services Center
B26-A Transportation Bldg.
St. Paul, MN 55155
296-2385

GLOSSARY

ACCESS	The ability to identify and obtain desired library material.
ACQUISITION	The process of acquiring the library materials which make up a library's collection.
BIBLIOGRAPHIC DESCRIPTION	The description of a document giving authorship, other contributors, title, edition, date, particulars of publication, format, etc.
CALCO	Capitol Area Library Consortium. An informal organization of librarians employed in State government agencies serving the three branches of government.
CATALOG	A list of resources such as books, documents, pamphlets, films, etc. This list may include the resources of one library, a library system, or several libraries. It is often in card form stored in file drawers referred to as a card catalog but may also be produced in book form from a computer run. See also ONLINE CATALOG UNION CATALOG
CATALOGING	The process of preparing a catalog, or entries for a catalog. In a broad sense, all the processes connected with the preparation and maintenance of a catalog, including classification and assignment of subject headings.
CIRCULATION	The activity of a library in lending materials to borrowers and the recording of these loans.
COOPERATING LIBRARIES	Libraries that form together in common activities such as coordinate collection development, interlibrary loan, shared equipment, etc.
COOPERATIVE CATALOGING	The production of catalog information through the joint effort of several libraries.
COOPERATIVE COLLECTION DEVELOPMENT	Planned growths of library collections by agreement on purchasing policies.
COOPERATIVE PURCHASING	Joint buying of books, periodicals, possibly equipment to 1) reduce costs, 2) to avoid adding multiple copies, etc., when not needed.
DATABASES	Files of bibliographic or other information recorded on magnetic tape or disk for computer processing.

DEPOSITORY LIBRARY	A library entitled to receive all, or selected government publications.
GOVERNMENT LIBRARIES	Libraries serving agencies of federal and state governments.
GPO	The U.S. Government Printing Office responsible for publication, distribution to depository libraries and sales of material prepared by the Federal government.
HARDWARE	Physical equipment used in a computer system, as opposed to a software program or method of use.
ILL	Interlibrary loan--a transaction in which library material is loaned by one library to another outside its branch system for the use of an individual patron.
INFORMATION	Includes facts and other recorded knowledge found in books periodicals, newspapers, reports, audiovisual formats, magnetic tapes, data banks (bases), and other recording media.
INFORMATION SERVICE	1) An organization whose primary function is the provision of information; 2) an organization utilizing a variety of materials to provide extensive services such as evaluation, synthesis and review. Such an organization may be a profit-making venture such as Bureau of National Affairs or Congressional Information Service.
LC	Library of Congress.
LIBRARIAN	A specialist in the organization, management, and utilization of recorded information.
LIBRARY	An institution where diverse recorded information is stored, systematically organized, and made available for use. It may contain books, films, magazines, maps, manuscripts, microfilms, audiovisual materials, tape recordings, computer tapes, etc., and the means for providing services from these resources.
LIBRARY NETWORK	Two or more libraries and/or other organizations engaged in a common pattern of information exchange, through communications, for some functional purpose. A network usually consists of a formal arrangement whereby materials, information, and services provided by a variety of types of libraries and/or other organizations are made available to all potential users. (Libraries may be in different jurisdictions but agree to serve one another on the same basis as each serves its own constituents. Computers and telecommunications may be among the tools used for facilitating communication among them.)

MACHINE- READABLE	Encoded into special language which entitles a computer to read and manipulate the data.
MARC	Machine Readable Catalog. Developed by the Library of Congress. Provides bibliographic data in machine readable form. Distribution to libraries and other subscribers is made in the form of magnetic tapes. The applications of MARC include lists, catalog cards, bibliographies, and book labels.
MEDIA	Printed and audio-visual forms of communication and any necessary equipment required to render them usable.
MICROFICHE	A sheet of microfilm, usually 4" x 6", upon which documents are reproduced. The most common format in library usage has 98 images per sheet of microfiche.
MICROFILM	A strip or roll of film, usually 16 or 35mm wide, upon which documents are photographed and greatly reduced in size.
MINITEX	Minnesota Interlibrary Telecommunications Exchange (1969-). A program in which academic, public, governmental and institutional libraries in Minnesota and neighboring states (Wisconsin, North Dakota and Montana) share resources, cooperatively catalog material and access materials. Legislatively funded. Administered by HECB. Physically located at Wilson Library, Minneapolis campus, University of Minnesota.
M.L.S.	Master of Library Science. Graduate degree from a library school or department.
MULS	Minnesota Union List of Serials. A machine readable listing of the periodical holdings of the libraries participating in Minitex--available on microfiche or hard copy or computer printout.
OCLC, INC.	Online Computer Library Center, Inc. Formerly the Ohio College Library Center, then OCLC, Inc. Established in Columbus, Ohio in 1967, it quickly grew from an off-line catalog card production system to an online shared cataloging network. In the early seventies it became a nationwide bibliographic time-sharing network offering a variety of library automation systems and services.
ONLINE CATALOG	Consists of terminal access to the database of bibliographic and location information for a library collection. Access is immediate and a user may search by title, author, subject, or call number, etc. The database is updated regularly to reflect new library acquisitions.

RECON	A contraction for RETrospective CONVersion, RECON started in 1969. Its objective was to convert Library of Congress retrospective records into machine-readable form. It was a supplement to the MARC project which was primarily limited to current acquisitions.
RECORD	A group of related elements of data treated as a unit. For example, the author, title, publisher, place, date, and call number may be the fields which make up a record in a circulation system.
RESOURCE	The set of conditions: accessible, on the shelf, in the state, etc., and a method for delivery which enables the actual provision of the material to the patron.
RESOURCE SHARING	The joint use of resources available to a network.
RESPONSE TIME	The time between the entry of a problem or search request to a computer system and the beginning of the output of results.
SELECTION	The process of choosing the books and other materials to be bought by the library.
SOFTWARE	The intellectual instructions--such as a computer program--which govern machine operations.
SPECIAL LIBRARIES	Information centers which serve industry, business, government, special research, educational and technical institutions, government, special departments or public and university libraries, newspapers, museums and all organizations, both public, private, profit or non-profit, requiring or providing specialized information.
STATE LIBRARY AGENCY	The official agency of a state charged by the law of that state with the extension and developmmt of public library services throughout the state. This agency has adequate authority under the law of the state to administer state plans in accordance with the provisions of the Library Services and Construction Act, and is generally responsible for statewide planning and coordination of cooperative library and information services.
STATEWIDE NETWORK	The organization of libraries, may be single or multi-type, and library service agencies within a state to coordinate and support the provision of services to all citizens.
SUBSYSTEM	A system that is part of a larger system.

SYSTEM	An organization of people, machines, material resources, and procedures designed to accomplish a given purpose or set of purposes. A system may exist when two or more library or information activities agree to participate in a common service program utilizing their resources.
TECHNICAL PROCESSING	The preparation of library materials for circulation, exclusive of cataloging and classification.
TELECOMMUNICATIONS	The exchange of information by electric transmission.
TELEFACSIMILE	The electronic transmission of an exact duplicate of a page, a graphic, or a film image.
TERMINAL	A device that permits data entry into or data exit from a computer system or network.
UNION CATALOG	An author, title and/or subject catalog recording all or select material available within a given library system or systems, enabling patrons to find desired material located outside their service point. Also used to verify bibliographic data.
UPDATE	To modify a file by incorporating current information into it according to a specified procedure. It could involve editing records, adding records, deleting records, or replacing records.
USER	Any individual or group with a desire, no matter how casual or how serious, to use libraries and information facilities.

Terms included in this Glossary were taken from the following publications:

1. "Glossary: Learning the Library Language."
Minnesota Public Library Trustee Handbook, 1982.
2. "Glossary of Library Terms."
Legislative Reference Library.
3. Rice, James. "Glossary," in Introduction to Library Automation, Libraries Unlimited, 1984.