

compiled. When this project was initiated, some of the collection development and public services administrators wanted to implement a priority system for CIC requests which they believed would improve both turnaround time and fill rates. The interlibrary loan librarians objected, indicating that the effect of establishing a separate routine for CIC would be an overall deterioration of service. Therefore, the priority was placed locally on improving service overall. Clearly, that has been more successful in some institutions than in others, and it is an area requiring further discussion and attention.

The interlibrary loan librarians were asked to provide their perceptions of average turnaround time for receipt of requests as data on turnaround time was not collected. Nine indicated the range was from 1–2 weeks, while two said 2–3 weeks. Seven indicated that turnaround time was inadequate. All participants agree that delivery alternatives to the U.S. mail needed to be explored. The most obvious suggestions were the use of United Parcel Service (UPS) and telefacsimile equipment. As noted previously, a telefax experiment was begun recently. The delivery system within the state of Illinois was specifically cited as a model to be explored.

Workflow

Eight institutions responded that the project resulted in work-flow changes—some positive and some negative. The positive changes included streamlining some procedures and reduced billing and invoicing operations. Several have had to keep

statistics not required before.

Financial impact

Many libraries indicated that they were spending less money to borrow material, although few could provide specific figures. One library indicated a savings of only \$200–\$400 while two reported savings of \$13,000 and \$14,000. It was difficult to determine if interlibrary lending revenues had declined because each institution's overall lending activity had increased. Three libraries indicated no decline, four indicated a slight decline, and four indicated declines of \$4,000–\$12,000.

Conclusion

In conclusion, this project was judged to be worthwhile both in terms of improving resource sharing and in terms of communication among counterpart groups (interlibrary loan, collection development, public services) in CIC institutions by ILL librarians, public services, collection development librarians and directors. A number of enhancements have been suggested, including a faster delivery/turnaround time, participation by all libraries on a particular campus, and the use of technological developments such as the possible use of CICNet instead of regular telephone voice lines for telefacsimile transmission. As the project proceeds, ways to improve performance and speed delivery will continue to be discussed and implemented. ■ ■

Letters

Physics journals

To the Editor:

I would like to point out an apparent error in Katharine Clark and William Kinyon's article, "The Interdisciplinary Use of Physics Journals," February 1989, pp. 145–50. In Table 3 (coverage of 36 physics journals by 8 major indexes), *Chemical Abstracts* is shown as not covering a number of titles. Searching the CAS Online file's source field (/so) with journal abbreviations and limiting retrieval to publications dated 1983–1985 gives the following: *Classical & Quantum Gravity* (57 articles), *Nuevo Cimento* (1,493 articles), *Zeitschrift für Physik—B* (407 articles).

Please also note that strictly speaking CAS does not cover English translations of foreign-language

journals. This, because as a matter of policy they abstract the foreign-language publication. Your readers will be interested in the following figures (for 1983–1985): *Pisma Zh Eksp Teor Fiz* (JETP Letters) 933 articles, *Yad Fiz* (Soviet J Nucl Phys) (1,402 letters), *Fiz Elem Chastits Yad* (Sov J Part Nucl) (82 articles), and *Zh Eksp Teor Fiz* (Sov Phys—JETP) (949 articles).

Those results argue very strongly for searching CAS Online for "physics" questions. At Caltech, CAS Online is searched routinely for virtually all science and engineering questions (except for pure mathematics), in conjunction with searches in other databases (such as Inspec, Biosis, Medline, or the SCI).—Dana L. Roth, Head, Science & Engineering Libraries, California Institute of Technology, Pasadena. ■ ■

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