

Library Computing Services

Annual Report January - December, 2000



A copy of this report is available at:
<http://www.lias.psu.edu/lcsdesc/report2000.pdf>

Library Computing Services
The Pennsylvania State University
3 Paterno Library
University Park, PA 16802

CONTENTS

Enhanced LIAS	<i>This report describes the activities and ongoing projects in</i>
Project Summary	<i>Library Computing Services (LCS) for calendar year 2000.</i>
New Initiatives	<i>This year's activity can be summed up in two words –</i>
Staff Development	<i>Enhanced LIAS. LCS' priority for the year was the integration</i>
Appendices	<i>of the existing LIAS system with commercial software in order</i>
A. LIAS Statistics at a Glance	<i>to provide users with expanded search capabilities and staff</i>
B. New Databases	<i>with client software for performing internal operations. The</i>
C. CAT Session Statistics	<i>new, enhanced version of LIAS will be available for a preview</i>
D. Fast Track Usage	<i>in March, 2001, with the production released slated for May,</i>
E. LIAS Availability	<i>2001.</i>

Enhanced LIAS

In October, 1999, the University and University Libraries signed a contract with Sirsi Corporation for new library information management software. This software will not replace, but rather be integrated with and enhance LIAS, the current Library Information Access System. It will allow the Libraries and LCS to maximize staff resources by upgrading those LIAS components that support the internal operations of the Libraries, for example, circulation, cataloging, acquisitions, and so on, and provide the best possible information technology to the University community. Enhanced LIAS will be available for a preview in March, 2001, with the production released slated for May, 2001.

In order to meet the projected timeline, LCS focused all of its attention on the integration effort during 2000. LCS was involved in all aspects of the integration effort, and its staff served as co-leaders and members of all Sirsi working groups, including project management and coordination. LIAS database size, number of University Libraries, complexity of system set up and linkages involved all contributed to the complexity of the undertaking as did the need for staff to develop expertise in Sirsi, Oracle, Unix and SiteSearch (platform for loading local databases). A quick review of the project task list showed 246 individual tasks just for LCS! However, by the end of calendar year 2000, the project was on schedule, and significant portions were completed including successful migration of full bibliographic, patron, circulation and authorities data and partial loads of serials and acquisitions data to the new system, customization of the online public access catalog interface, implementation of the majority of required policy tables, patron authentication, and so forth. In addition, LCS made several server upgrades in order to support the integration effort, and by the end of 2000, development, test and production servers were in place.

Although much progress was made during 2000, much remains to be completed before the production release in May, 2001. At the end of January, 2001, LCS was still awaiting the 2000 release of Sirsi software. Since several of the new features in this release are deemed critical for the Penn State's implementation, the delay in its release for the DEC Alpha platform will result in a much tighter timeframe than originally expected. However, the project is still on track and will be released in May, 2001 as scheduled.

The Enhanced CAT. In addition to new software and workflows for Libraries staff, the integration of LIAS and Sirsi software will also bring about significant changes and new features for the entire PSU community and all LIAS users. A few highlights:

- A new initial search page (Figure 1). Based on findings collected during a user study conducted by the University Libraries, the default search type will be *Keyword*, and the

Figure 1. A Preview of the Default Search Page in *The CAT*

ability to conduct complex searching via drop-down menus of Boolean operators and multiple lines of input will be presented directly on the default search page of The CAT.

- The ability to restrict a search by date of publication, language, materials type, etc. *before* executing a search.
- Cross-references to lead the searcher to more useful sources and references.
- The full record display for journal titles will include more complete holdings information including the latest issues receive.
- The ability to access course reserve information directly in The CAT. Faculty, staff and students will be able to search The CAT using the instructors name, course number or course name.

All functionality of the current CAT, including the ability to renew a book online, request or recall items from any PSU location, mark items for email, printing or downloading, etc., will be retained although they may have a new look. A preview of the Enhanced CAT will be available from the LIAS on the Web home page at www.lias.psu.edu on March 1, 2000, and numerous workshops will be held to acquaint LIAS users with the new features.

Project Summary

Information Access

New Databases/Resources. LCS and the University Libraries remained committed to providing better and faster access to a wide variety of information resources. Forty-three new databases and resources in a wide variety of subject areas were made available via LIAS during 2000 (Appendix B. New Databases).

Database Usage. Usage of the databases offered through LIAS on the Web Fast Track increased by 3.3% between 1999 and 2000. The CAT (PSU Libraries Online Catalog, Journals & More and New Titles databases) continued to account for 50% of LIAS on the Web database usage, with a total of 1,087,740 sessions recorded between January and December, 2000 (Appendix C. CAT Session Statistics). The total number of sessions across all resources available from the LIAS Fast Track was 2,151,091 (Appendix D. Fast Track Usage).

Remote Access to Databases/Resources. In order to provide enhanced access to the LIAS databases from off-campus, LCS replaced its Gradient proxy software with E-Z Proxy during the past year. Consequently, almost all of the LIAS databases are now accessible from remote sites such as homes, offices, etc. for current Penn State students, faculty and staff.

Authority Reconciliation. In preparation for the support of cross-references when searching The CAT in Enhanced LIAS, headings in the current CAT bibliographic database were updated and brought under "authority control." A copy of the bibliographic records in The CAT was extracted and sent to OCLC (selected via RFP), who then used their software and authority files to update the headings on the PSU records to current, valid forms. The vendor then returned an updated file of bibliographic records (which were re-loaded into LIAS CAT) and a file of matching authority records which will serve as the basis for ongoing quality control of headings.

Electronic Registration

LCS staff are working with colleagues in CAC to have Libraries Registration information placed on the CAC Signature station. This will enable users to register for library borrowing privileges as they sign for their PSU Access accounts, eliminating the need to visit the library in person for this service.

Help Desk

3,782 trouble calls were reported to the joint LCS and University Libraries Help Desk between January and December, 2000. Of these, 1,416 involved LCS hardware and software, and were resolved by LCS staff.

Hardware and Network Projects

Open Ports. Penn State laptop users can now plug in and log on to the Internet from 800 laptop ports installed by LCS and OTC throughout Pattee and Paterno Libraries and the branch libraries at University Park. Through these ports, users have full access to all Libraries databases and the Internet. To access the network, users must have an Access Account, a network card and 10-base-T cable.

PC Upgrades. LCS staff installed 250 new public workstations and upgraded all existing public workstations throughout the libraries system. By the end of 2000, there were 700 public and 800 staff workstations across the University Libraries system.

Server Upgrades. The LCS servers were upgraded as to the following:

- Compaq DS20 with two CPUs and two Gigabytes of main memory development server (October, 1999)
- Compaq GS140 with eight CPUs, eight Gigabytes main memory, and a one-quarter Terabyte hard disk test server (January, 2000)
- Compaq GS320 with 16 CPUs, 16 Gigabytes main memory, and a one-quarter Terabyte hard disk production server (December, 2000).

Library Construction. LCS operations staff was heavily involved in providing ongoing connectivity for Libraries' faculty and staff as they relocated to temporary or new, permanent work areas due to the construction/renovation in Pattee/Paterno. In addition, LCS systems engineering staff continued to spend significant time working with the Libraries to ensure adequate data connections and support for future networking, telecommunications, automation, etc. needs in both Paterno and Pattee Libraries. This effort was completed by September 8, 2000.

Digital Initiatives

DIG. Since last Spring, Library Computing Services has been involved with representatives from the University Libraries to develop a *Digital Library Vision* for the University Libraries. The Vision statement states

"The University Libraries envisions its Digital Library as a vehicle to provide access to and delivery of digital information primarily for the Penn State community in an environment of rapid technological development and information production. The Digital Library uses information technologies to enhance learning at Penn State and to ensure more equitable access for all to information resources. The Digital Library facilitates the integration of teaching, research, outreach, and service in a dynamic information environment and enables the Libraries to pursue promising changes in scholarly communication."

Along with the Vision statement, this group is developing a *blueprint* that describes components such as how Digital Library projects are to be selected and acquired, means of storage, cataloging and metadata issues, server and authentications issues, web site development and access, funding, timelines, etc. The Digital Initiatives group will complete the design of this Digital Libraries model in March, and future digital projects, which are expected to be an important part of the Libraries' future, will be based on this.

Staff Development

E. Ferrin

Z39.50 Implementors Group, 1/19 - 1/21/00
Brainshare, Salt Lake City, UT, 3/27 - 4/01
Digital Libraries Federation Forum, Atlanta, GA, 3/31 - 4/02/00
CIC Tech Forum, Columbus, OH 4/09-4/12/00
ILL Protocol Implementors Group, Mt. View, CA, 4/26-4/28/00
Digital Libraries 2000, Dallas, TX, 6/04 - 6/06/00
CIC Library Automation Directors, Chicago, IL, 9/18-9/19/00
Microsoft Briefing, Redmond, WA, 9/25-9/28/00
CETS 2000 (Decus), Los Angeles, CA 10/02-10/06/00
Dell Briefing, Round Rock, TX, 10/23 - 10/25/00
Z39.50 Profile Meeting, Dallas, TX, 11/03 - 11/04/00
COMDEX, Las Vegas, NV, 11/13 - 11/15/00
ILL Protocol Implementors Group, Evanston, IL, 11/29 - 12/01/00
CNI, San Antonio, TX, 12/06 - 12/08

D. Freivalds, S. MacKinnon

Sirsi Unicorn WorkFlows Training, 3/13 - 3/17/00
Sirsi Unicorn WorkFlows Training, 8/14 - 8/18/00

S. Ball, D. Freivalds, S. MacKinnon, J. Orlandi

American Libraries Association Annual Meeting, Chicago, IL 7/07 - 7/11/00

E. Ferrin, D. Freivalds, S. MacKinnon

UUGI (Sirsi Unicorn Users Group), Huntsville, AL, 5/24 - 5/28/00

Lynn Garrison

Oracle Users Group, Anaheim, CA, 5/07-5/11/00
Web 2000 6/20/00, Penn Stater
Cold Fusion I & II, 9/29 and 10/06/00

Lee Newman

Web Z, Database Builder @ OCLC, Columbus, OH, 1/24 - 1/27/00

Mike Bender

Comnet, Washington, DC, 1/25 - 1/27/00
UNIX Advanced FS, LSM & Raid Training, Landover, MD, 5/01 - 5/05/00

Tun Chin

Sirsi API Summit, St. John's, Newfoundland, 9/19 - 9/20/00

Lance Wilkinson

Novell Technology Transfer Partners, Dallas, TX, 7/08 - 7/13/00

LSI_LCS Unicorn Strategic Planning Retreat, Penn Stater Conference Center, 7/19

E. Ferrin, T. Chin, D. Freivalds, S. MacKinnon, L. Garrison

Sirsi WebCAT Customization Training, 10/30 - 11/01/00

Appendix A. LIAS Statistics at a Glance

Did You Know That ... ?

- Library users can plug their laptop pcs into 800 open ports throughout the University Libraries system.
- 43 new databases and resources were added to LIAS on the Web Fast Track during 2000.
- Usage of the databases offered through LIAS on the Web Fast Track increased by 3.3% between 1999 and 2000.
- The CAT (PSU Libraries Online Catalog, Journals & More and New Titles databases) accounted for 50% of LIAS on the Web database usage during 2000.
- Users like to receive their library notices via email – 86% of all overdue, recall, pick-up and other notices generated during the latter part of 2000 were sent via email.
- By taking advantage of the new Self-Charge Workstations installed in the Libraries at UP, library users charged out 56,304 books without waiting in line at a circulation desk.
- 88% of all book renewals were done right in LIAS on the Web during 2000
- Patron use of the "I Want It" feature to recall and request books from The CAT on the web has roughly doubled over the past year.

Databases and Other Resources:

- 200+ databases
- 2,151,000 database sessions during 2000

The CAT:

- 2,118,000 bibliographic records
- 5,200,000 MARC records
- 1,087,000 sessions in 2000

Circulation:

- 1,700,000 item records
- 114,000 active users
- 890,000 charge transactions in 2000
(includes charges, special charges and renews)

System:

- 99.5% uptime in 2000
- 800 open ports in the University Libraries
- 1500 workstations in the University Libraries
 - 700 public
 - 800 staff

Appendix B. New LIAS Databases and Resources: 2000

Databases/Resources Added to the Fast Track:

Academic IDEAL (full text journal articles)
American Mathematical Society (full text journal articles)
AMS E-Journals (meteorology)
Art Index Retrospective
ASCE Online Journals (civil engineering)
Biology Abstracts
CCHTAX
Computer Select (Information Technology)
Early English Books Online (EEBO)
Earthscape (earth and environmental sciences)
Education Complete
Education Databases (including ERIC)
Ethnic Newswatch
Federal R&D Project Summaries (grants)
Global Access (company information)
GPO ACCESS via the Congressional/Legislative Resources link
GrayLIT Network (technical support)
Information Science Abstracts Plus
MBS ONLINE (international statistics)
Newslibrary
Oxford English Dictionary
Philosopher's Index
PubSCIENCE (Physical Sciences)
Russian Newspapers
SBRnet (Sports Business Resource Network)
ScienceDirect Web Editions (full text journal articles)
SIAM journals (Society of Industrial and Applied Mathematics)
Standard & Poor's NetAdvantage
TableBase (business/marketing)
TRIS (Transportation Research Information Services)
Turfgrass Information Center
UN Treaty Collection
Wharton Research Data Services (WRDS)
Women's Resources International
Zacks University Analyst Watch (investments)

Databases/Resources Added to The CAT:

Cinahl Plus
Datasets for Research
Early English Books
English and American Drama of the Nineteenth Century
Hoover's Online
MULTEX (Investment Research Report)
NASA ADS

Appendix C. The CAT Session Statistics

The CAT Session Statistics -- Number of Times the CAT was Accessed, 1999 - 2000		
	1999	2000
CAT - PSU Libraries On-line Catalog	952,372	892,588
CAT - Journals and More	84,890	192,941
CAT - New Titles (recent additions to The CAT)	1,937	2,211
Total Sessions	1,039,199	1,087,740

Appendix D. Fast Track Resource Usage Statistics

Fast Track Usage Statistics, 1999 - 2000		
	1999	2000
Total No. of Sessions Across All Resources	2,080,468	2,151,091
CAT - PSU Libraries On-line Catalog	952,372	892,588
CAT - Journals and More	84,890	192,941
CAT - New Titles (recent additions to The CAT)	1,937	2,211
ABI/INFORM (business)	35,142	24,947
Academic Universe	60,103	73,340
Academic Ideal		17,632
AccessUN	938	733
AccuNet/AP Photo Archive	1,237	2,528
ACM digital library (computer science)	3,578	4,083
ACS E-Journals (chemistry)	3,675	5,678
Aerospace Database	2,012	1,757
African American Biographical Database, 1790-1950	1,521	1,415
African American Poetry, 1760-1900	41	397
AGRICOLA (agriculture & related sciences)	18,451	12,439
AIDSLINE	554	668
AIP & APS E-Journals (physics)	1,621	2,752
America: History & Life	5,990	5,782
American Mathematical Society		687
The American Poetry Database	784	1,117
AMS E-Journals (meteorology)		903
Anthropological Literature	6,351	3,770
Applied Science and Technology Abstracts	5,803	3,921
Aquatic Sciences	3,579	3,041
ArchivesUSA (manuscript collections)	1,239	1,058
Art Abstracts	5,751	4,954
ARTFL (French literature)	526	447
ArticleFirst	9,424	10
Arts and Humanities Citation Index	3,688	3,353
ASCE Online Journals		1,212
Associations Unlimited	1,389	1,417
Avery (architecture)	4,925	3,225
Bibl. of the History of Art	1,784	2,030
Bibliography of Asian Studies	758	611
Big Ten Library Catalogs	1,564	1,199
BIOETHICSLINE (Ethics in health care & biomedical research)	1,313	1,971
Biography and Genealogy Master Index (BGMI)	1,891	2,057
Biological Abstracts		8,499
Biological and Agricultural Index	10,172	5,334

Appendix D. Fast Track Resource Usage Statistics (Continued)

Books in Print	12,526	9,315
Book Review Digest	1,375	0
Brown Womens Writers Project	65	779
Business Periodicals Index	0	0
CAB Abstracts (agriculture & related sciences)	4,938	3,503
Cambridge University Press - Electronic Journals	1,291	7,893
CASSI (Chemical Abstracts Service Source Index)	952	222
Center for Research Libraries	1,689	1,124
CenStats	914	1,252
Centre Daily Times Index	3,398	2,647
CINAHL (nursing & allied health)	7,312	10,727
CommSearch (communications studies)	5,456	3,589
Community of Science	1,285	902
Compendex (engineering)	18,537	15,408
Congressional/Legislative Resources	3,423	2,917
Consumer Health (Medline plus)	2,562	3,851
Contemporary Authors	3,471	3,822
Contemporary Literary Criticism Select	2,985	2,667
Contemporary Women's Issues	3,417	4,879
ContentsFirst (journal tables of contents)	3,569	1
Corpus of Middle English Prose and Verse	157	261
Criminal Justice: National Criminal Justice Reference Service	2,268	6,095
Current Citations (journal table of contents)	2,457	3,226
Current Contents (recent journal contents)	4,482	5,512
Current journals and check-in dates (Univ Park)	4,244	4,262
Daily Collegian Index	2,535	1,981
Dickinson School of Law Library Catalog	1,552	729
Dictionary of Literary Biography	1,379	1,446
Dissertation Abstracts	6,386	7,497
DOE Information Bridge (technical reports)	828	633
Dow Jones Interactive	15,232	19,337
Earthscope (earth & environmental sciences)		1,909
EconLit (economics)	4,832	5,368
Editions and Adaptations of Shakespeare	147	249
Education Abstracts	8,419	3,992
Eighteenth Century Fiction	134	308
Electronic Journals	11,913	10,638
Electronic News Sources	4,831	4,061
Electronic Reserves	17,213	28,129
Encyclopaedia Britannica	9,803	7,060
English Poetry Database	289	844
English Short Title Catalogue	960	987
English Verse Drama	177	360

Appendix D. Fast Track Resource Usage Statistics (Continued)

Environmental Sciences	7,677	5,754
ERIC (education)	35,463	23,653
ERIC Digest	1,770	1,648
ERIC Wizard	1,694	1,974
ERL Databases	1,190	961
FactSearch (current statistics)	2,509	2
Final Exam Schedules for University Park	829	656
Gale Business Resources (Integrated)	4,760	2,008
General Science Abstracts	2,828	1,644
GEOBASE	3,714	3,930
GeoRef (geoscience literature)	5,634	3,132
Global Access		837
Gopher (Internet access)	6	1
GPO Access (bills, debate, regulations)	499	517
GPO Monthly Catalog	220	0
Government Documents/Maps	1,063	911
HealthSTAR (health policy and administration)	1,477	2,357
Historical Abstracts	4,073	3,688
HRAF-Human Relations Area Files (anthropology)	2,175	1,124
HSRPROJ (health services grants and contracts)	72	142
HSTAT (clinical practice guidelines, treatment protocols)	600	863
Humanities Abstracts	3,184	3,437
IBIDS (Dietary supplements database)	307	463
IBZ (International Bibliography of Periodical Literature)	1,181	736
IEEE Electronic Library (IEL)	7,179	8,947
Index to Legal Periodicals & Books	1,778	1,711
INSPEC	2,356	2,779
International Index to Music Periodicals	1,035	1,256
IOP E-Journals (physics)	653	1,201
Johns Hopkins Guide to Literary Theory and Criticism	963	1,438
JSTOR (full text journal articles)	23,276	31,116
Libraries by Geographic Location	579	401
Library Literature	3,573	2,714
Literary Full Text Databases	4,440	3,894
Literary Theory	329	1,061
Mass Media Articles Index (1984 to date)	9,408	6,714
Materials Science	5,144	4,514
MathSciNet	1,980	1,752
Mechanical Engineering Abstracts	1,433	1,207
Medianet (Penn State's Audiovisual Database)	3,878	4,176
MEDLINE (medicine)	44,450	41,461
Meteorological and Geostrophysical Abstracts	1,152	910
MLA Bibliography (literature)	14,415	15,333

Appendix D. Fast Track Resource Usage Statistics (Continued)

MUSE (full text journal articles)	13,607	12,731
NASA Technical Report Server	762	676
Newspaper Abstracts	16,350	10,131
NTIS (engineering, science & social sciences)	5,840	3,843
OCLC (FirstSearch databases)	4,643	3,877
Old English Corpus	178	244
OT BibSys (Occupational Therapy Bibliographic System)	651	930
PAIS (contemporary issues)	2,548	2,558
PALCI (PA Academic Library Connection Initiative)	2,068	3,169
PapersFirst (conference papers)	1,566	1,218
Patents, U.S. and Foreign	1,123	1,722
Patrologia Latina (history of Latin Christianity)	147	251
PENpages - PSU Ag Extension Database	361	358
Periodical Abstracts	133,238	83,288
Peterson's GradSearch	1,277	727
Peterson's UndergradSearch	1,150	582
PolicyFile (Public Policy Research & Analysis)	2,216	2,222
Pollution Abstracts	1,074	784
POPLINE (worldwide population/health & family studies)	982	1,642
ProceedingsFirst (conference papers)	1,001	841
Proquest Direct (newspapers, magazines, business)	87,737	140,307
PsycINFO (psychology)	63,394	65,726
Reader's Guide to Periodical Literature	1,353	0
RILM Abstracts (musical literature)	1,217	1,290
RLIN - Research Libraries Info Network	5,926	3,829
Roget's Thesaurus	195	153
Science Citation Index	6,118	9,476
Science's Next Wave	552	481
SIAM Journals (Society of Industrial & Applied Mathematics)		433
Social Science Abstracts	12,090	9,415
Social Science Citation Index	3,730	4,583
Sociological Abstracts	8,032	8,785
SPACELINE (Space life sciences)	225	345
SPIN Database (physics)	688	930
Springer-Verlag Journals (full text science articles)	6,678	8,380
Standard & Poor's NetAdvantage		2,221
Statistical Universe	1,214	2,456
STAT-USA Internet	776	547
SwetScan (journal tables of contents)	4,968	3,574
TOC - Table of Contents for Journals, 1990+	546	4
Telnet Access to Locally Mounted Databases	1,570	366
TIPS - DIAL ACCESS	12,356	19,336

Appendix D. Fast Track Resource Usage Statistics (Continued)

TOXLINE	373	451
TRIS - Transportation Research Information Services		835
Turfgrass Information Center		662
Twentieth Century African American Poetry	238	549
20th Century American Poetry	87	0
UnCover (current awareness, general)	9,794	4,053
VEL - CIC Virtual Electronic Library	2,945	1,968
Water Resource Abstracts	997	711
Web of Science	16,716	34,325
World Almanac	585	8
WorldCat	7,217	11,728
World News Connection	1,789	1,827
World Wide Web	4,228	2,553
Zachs University Analyst Watch		878
Total Sessions	2,080,468	2,151,091

Appendix E. LIAS Availability

System Availability Based on University Libraries Hours, January - December, 2000 ¹													
2000													Totals
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
DOWNTIME(In Hours)													
Air Conditioning	0	0	0	0	0	0	0	0	0	0	0	0	0
Electrical													
Scheduled Outages	0	0	6	0	0	0	0	0	0	0	0	0	6
Unscheduled Outages	0	0	0	0	0	0	0	0	0	0	0	0	0
LIAS Recovery	0	0	0	0	0	0	0	0	0	0	0	0	0
Hardware													
CPU Failure	0	0	0	0	0	0	0	0	0	0	0	0	0
MCU Failure	0	0	0	0	0	0	0	0	0	0	0	0	0
Disk Failure	0	0	0	0	0	0	0	0	0	0	0	0	0
HSC Failure	0	0	0	0	0	0	0	0	0	0	0	0	0
Cluster Interconnect	0	0	0	0	0	0	0	0	0	0	0	0	0
Maintenance													
	0	0	0	0	0	0	0	0	0	0	0	0	0
Software													
LIAS System	0	1	2	1.5	2.5	0.5	0	0	4.5	2	1.5	0	15.5
Operating System	0	0	0.5	0.5	0	0	0	0	0	0	0	0	1
LIAS Recovery	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Downtime	0	1	8.5	2	2.5	0.5	0	0	0	4.5	2	1.5	22.5
TOTAL AVAILABLE HOURS													
Maximum Available	380	424	403	438	352	357	353	323	430	433	407	307	4607
Total Downtime	0	1	8.5	2	2.5	0.5	0	0	0	4.5	2	1.5	22.5
Uptime	380	423	394.5	436	349.5	356.5	353	323	430	428.5	405	305.5	4584.5
AVAILABILITY IN %	100	99.8	98	99.5	99.3	99.9	100	100	100	99	99.5	99.5	99.5

¹ Availability percentages are based on the maximum available hours at University Park Libraries and may not be a true reflection of LIAS availability at the CES campus libraries. LIAS availability at the campuses can be impacted by network downtime and other regional factors. LIAS is available for searching twenty-four hours a day, seven days a week.