

STARS

University of Central Florida
STARS

Libraries' Documents

1990

University of Central Florida Libraries, Annual Report 1989-1990

UCF Libraries

Find similar works at: <https://stars.library.ucf.edu/lib-docs>
University of Central Florida Libraries <http://library.ucf.edu>

This Report is brought to you for free and open access by STARS. It has been accepted for inclusion in Libraries' Documents by an authorized administrator of STARS. For more information, please contact STARS@ucf.edu.

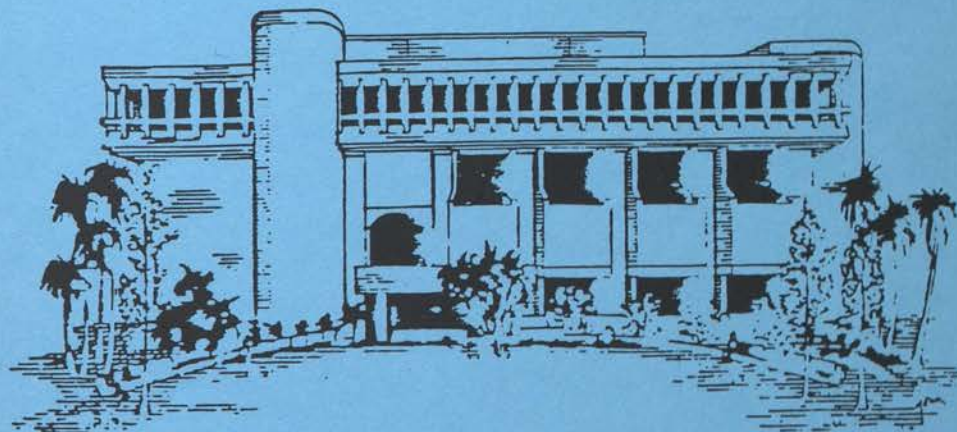
Recommended Citation

UCF Libraries, "University of Central Florida Libraries, Annual Report 1989-1990" (1990). *Libraries' Documents*. 102.

<https://stars.library.ucf.edu/lib-docs/102>



UNIVERSITY LIBRARIES
UNIVERSITY OF CENTRAL FLORIDA



ANNUAL REPORT

1989-90

TABLE OF CONTENTS

**UNIVERSITY OF CENTRAL FLORIDA
LIBRARY
ANNUAL REPORT
1989-90**

Overview	1
Acknowledgments	2
<hr/>	
Administrative Services	3
Broward Campus	3
Cataloging	7
Circulation	11
Collection Development and Acquisitions	25
Distance Campus	27
Development	29
Interlibrary Loan	34
Library Information Networks and Exchange	37
Online Search Services	47
Reference	73
Serials	81
Financial Statement	106
Library Advisory Committee	111
Organization Chart	117
Personnel Listing	119
Statistical Summary	127

ORLANDO, FLORIDA

TABLE OF CONTENTS

Overview	v
Acknowledgments	vii
Administrative Services	1
Brevard Campus	5
Cataloging	7
Circulation	11
Collection Development and Acquisitions	23
Daytona Campus	27
Development	29
Interlibrary Loan	31
Library Information Network and Exchange	37
Online Search Services	47
Reference	73
Serials	81
Financial Statement	109
Library Advisory Committee	111
Organization Chart	113
Personnel Listing	115
Statistical Summary	117

When you come to a fork in the road, take it.

Yogi Berra

UCF Librarians took Yogi's advice this year. They made impressive strides in financial management, reached new heights in automation, and once again proved themselves the most technologically advanced Library group in the SUS. At the same time, they reached a new milestone in the humane aspects of library service.

OVERVIEW

Through innovative scheduling and development of a shift program, Acquisitions and Cataloging nearly doubled the previous year's output, with only a small increase in staff. A new full-time professional librarian with excellent credentials was recruited to personally supervise Circulation operations. For many patrons Circulation is the Library. This move to improve patron relations has already proven to be wise. A new Government Documents Librarian joined the staff and has taken significant actions to mainstream these important collections. In high-tech areas, the Library closed the year with 15 CD-ROM data bases operating in Reference, more than any other Library in the SUS. They carried out much of the Library's internal business through 35 PC's on a LAN. (Two other SUS Libraries have now installed LAN hardware, but UCF's is the only one operational.) Despite the fact that staff-to-student and staff-to-faculty ratios are the lowest in the SUS, accomplishments, productivity, and enthusiasm in UCF's Library were once again "off the charts." The ever-popular bibliographic instruction program grew, and now includes a unique joint venture with Valencia Community College. A special orientation program for transfer students helps these students make effective use of the Library's sophisticated systems and services.

The mission of the University Library is to *provide materials and services needed by faculty and students in their work of teaching and research*. How the Library staff accomplished that mission is detailed in the attached reports of various library units. These reports provide an overview of the 1989-1990 academic year. During this period, Librarians answered over 57,000 reference questions, while over one million people came through the doors. Interlibrary Loan services grew significantly, and UCF's membership in the Patents Depository Library Network became a reality. Over 45,000 volumes were added to the collection, enough to fill a half mile of shelving. In Spring, staff mounted the massive effort needed to prepare an Academic Audit intended to alert the new President to the Library's potential and its needs. Fourteen new positions were added to the personnel roster bringing the total to 29 Librarians and 46 USPS staff. The book budget was \$2.9 million, the best in the history of UCF. The following pages make it clear that UCF has a fine Library, well on its way to becoming superb!

An *Annual Report* is a good place to recognize and thank some special people. Lucille Lloyd retired after twenty-one years of service to the University and Ted Pfarrer began a phased retirement program. This report is dedicated, in appreciation, to these professionals.

Anne Marie Allison
Director of University Libraries

OVERVIEW

Through innovative leadership and development of a staff program, Anderson and Cataloging nearly doubled the previous year's output with only a small increase in staff. A new full-time professional librarian with excellent credentials was recruited to personally supervise Circulation operations. For many years, Circulation has been a low priority for the University. A new Government Documents Librarian joined the staff and has taken significant action to maintain their important collections. In high-tech areas, the library closed the year with 17 CD-ROM databases operating in Reference, more than any other library in the US. This credit on much of the library's financial statements. UCF's is the only one operating. Libraries have now installed LAN networks, but UCF's is the only one operating. Despite the fact that the library's expenditures are significantly more than the others in the US, accomplishments, productivity, and retention in UCF's Library were very high. The library's unique joint venture with Valencia Community College. A special orientation program for transfer students helps ease the transition to the library's sophisticated systems and services.

The mission of the University Library is to provide materials and services needed by faculty and students in their work of teaching and learning. The library staff accomplished that mission in the fiscal year ending June 30, 1990. During this period, librarians answered over 57,000 reference questions, while over one million people came through the doors. Interlibrary Loan services grew significantly, and UCF's membership in the Patrons Depository Library Network became a reality. Over 45,000 volumes were added to the collection, enough to fill a ball room of shelving. In Spring, 1990, the massive effort needed to prepare an Academic Audit included in that the new President to the library's potential and its needs. Houston and positions were added to the personnel roster bringing the total to 39 librarians and 40 USPH staff. The total budget was \$3.9 million, the best in the history of UCF. The following pages state that that UCF has a fine library, well on its way to becoming superb!

An Annual Report is a good place to recognize and thank those people. Lucille Lloyd retired after twenty-one years of service to the University and Ted Larson began a phased retirement program. This report is dedicated to appreciation to those professionals.

Ann Marie Allison
Director of University Libraries

ACKNOWLEDGMENTS

Special recognition is due the following individuals who so diligently prepared the various documents contained in this report.

Joseph Andrews	Collection Development and Acquisitions
Janice Bain	Access Services
W. Rex Brown	Development
Suzanne Holler	Online Search Services
Sharon Hood	Administrative Services
Lynn LaBrake	Area Campuses
John Makuh	Financial Statement
Kimberly Montgomery	LINE
Peter Rossi	Cataloging
Cheryl Ruppert	Interlibrary Loan
Marilyn Snow	Reference
Jeannette Ward	Serials

Plaudits and thanks to the following individuals who assisted in the preparation of the documents.

Raynette Kibbee	Access Services
Nancy Stephens	Reference
Charles Waugh	Circulation

*Chris Kaisler
Editor*

ADMINISTRATIVE SERVICES

ACCOMPLISHMENTS AND PROGRESS

Most of the efforts in Administrative Services in 1989 - 1990 focussed on Local Area Network (LAN) and microcomputer activities. Progress was made in several areas including training, equipment, and software.

A formal program of training classes was organized for library staff. Classes offered included "Introduction to the LAN" plus two levels of each of WordPerfect and Lotus 1-2-3. Sixty-five staff members in total attended the LAN classes offered in the fall and spring semesters.

Ten IBM PS/2 Model 50-Z microcomputers and two HP LaserJet III printers were added to the LAN. This new equipment brings the number of workstations on the LAN to forty; the number of laser printers to four.

New software was also added during the year. dBASE III PLUS was installed on our file server to meet the need for database management software. LOTUS 1-2-3 was installed to overcome the erratic performance of VP Planner. SIGN DESIGNER was purchased to produce banners while PRO-CITE version 1.1 was upgraded to version 1.4.

An automated system for recording and managing donations received by Library Development was programmed using dBASE III PLUS. The system includes a report generator to facilitate the production of a wide variety of reports. The system also interfaces with WordPerfect to easily enable mass mailings.

In June, several segments of the LAN wiring were changed from bus topology to star topology. Star topology is a more reliable configuration and one that is easier to troubleshoot when problems do occur.

Two drafts of the Bryant bibliography were produced for proofreading purposes. While the final copy of the bibliography had not been produced by year end, a format for both the author and subject indexes was finalized. The Pro-Cite file will be imported into WordPerfect and printed on the laser printer.

In other areas of Administrative Services, the photocopying contract was awarded to Capital Copy, Inc. of Valley Stream, N.Y. Capital Copy began offering services in August 1989. Twenty new Sharp photocopiers with card readers and coin boxes were installed in public areas. Three copiers were located in offices. In March, card readers were attached to the microfilm reader/printers in the Serials Department. The quality of photocopies is excellent; no complaints are received in this regard.

PERSONNEL CHANGES

Ms Sharon Hood began her duties as Administrative Services Librarian on September 15, 1989.

Mr. Douglas Kucklick resigned as Computer Operator III in October 1989 to accept a similar position at Rollins College. Mr. Scott Michels was hired as Senior Computer Operator effective December 22, 1989.

PROBLEMS SOLVED

The problems solved reflect in many ways the perspectives of new employees. Little documentation existed for the LAN. Every opportunity to create and improve documentation to assist in the learning and troubleshooting processes was undertaken. Documentation now exists for basic LAN procedures, LAN wiring, elementary and intermediate WordPerfect procedures, and the Novell gateway. In addition, inventory lists are updated as soon as equipment is installed or relocated.

Library staff did not have access to database management software. When Computer Services acquired network rights to dBASE III PLUS, the software was installed on the library's file server. dBASE has met our need for software to manage database applications.

Backup procedures for microcomputers were found to be minimal. A program of backing up hard drives on which software is installed was implemented. These backups will facilitate the restoration of data in the event of hard disk failure. Recovery will be a fast and simple process without the loss of data.

Lastly, a series of hands-on LAN classes has been organized. Effective computer training is critical to the productive and efficient use of microcomputers. Classes are offered at least once each semester.

PROBLEMS YET TO BE SOLVED

While significant progress was made in training and documentation in 1989-1990, there is a need for more training and more documentation. Staff require training in dBASE III PLUS and in using WordPerfect for newsletters and graphics. Many aspects of our automated systems lack documentation. An improved inventory system for hardware is needed. An effective electronic mail system is desired for communications between and among library staff.

The Library's growth in CD-ROM services has been rapid. We must plan our future growth and attempt to improve on the current situation. The ThinkJet printers are costly; usage is extremely heavy at certain workstations; the PCs do not include both sizes of disk drive for downloading.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Effective March 1990, Sharon Hood replaced Jeanette Ward on the University's Instruction and Research Technical Advisory Committee.

GOALS

I have several goals for the year ahead. Now that both Scott Michels and I have learned the basics, we will be able to leap into planning and doing.

Some of the targetted areas are:

- a. Expand the LAN classes to include a dBASE III PLUS class as well as using WordPerfect for graphics;
- b. Upgrade to WordPerfect 5.1;
- c. Purchase forms design and presentation graphics software;
- d. Implement the HIGGINS electronic mail system and Ventura desktop publishing system;
- e. Use BITNET for communicating with our colleagues at other universities;
- f. Investigate CD-ROM networking;
- g. Work with Capital Copy to improve the service and turnaround of Copy Room copying.

BREVARD CAMPUS LIBRARY

During 1989/90 several significant developments were made in library support to the Brevard Campus programs:

For the first time, the State of Florida allocated and funded branch campus library positions for UCF. Following a national search, Mem Catania joined the staff as the UCF Librarian for the Brevard Campus in January, 1990. Her responsibilities include: (1) collection development and liaison with the UCF Brevard Campus faculty, and, (2) reference service to all BCC Library users on a rotating basis with the BCC Librarians. Ms. Catania has worked to assess UCF library requirements and to assist with collection building in support of UCF programs. UCF Brevard campus faculty now have a librarian dedicated to understanding and supporting their specific library needs.

Increased State funding for library materials enabled the UCF Library to take significant steps to improve collections in support of the area campus programs. For the Brevard campus, a total of \$ 75,759 was expended for books and journals, \$ 68,286 for books and \$ 7,473 for journals. The Library cataloged and processed 904 volumes, representing 624 book titles, for the BCC collection. Nineteen new periodical subscriptions were ordered and two previous subscriptions were renewed.

Several years of planning for a new BCC/UCF Library culminated this past year in the completion of a building program and plan of operation. A resolution was sent to the State Board of Regents and the Division of Community Colleges. Funding has recently been approved for planning in 1991/92, construction in 1992-93, and equipment in 1993-94.

In addition to these larger more exciting events, progress continued at other levels. When a new 3-M security system was installed in the UCF main Library, the older one was installed in the BCC Library. Steel shelving was also sent to BCC to house new legal materials. Dr. Westrick continued to fund several student assistants for the BCC Library. The BCC Library staff continued to provide good, dedicated service to UCF students and faculty. They also welcomed Mem Catania as a part of their staff.

In summary, 1989/90 was an excellent year, and expectations are high for continued positive achievements in 1990/91.

BREVARD CAMPUS LIBRARY

During 1989/90 several significant developments were made in library support to the Brevard Campus program:

For the first time, the State of Florida allocated and funded library support positions for the Brevard Campus. Following a national search, Alan Cairns joined the staff as the UCF Librarian for the Brevard Campus in January, 1990. His responsibilities include: (1) collection development and liaison with the UCF Brevard Campus faculty and (2) reference services to all BCC Library users on a rotating basis with the B-50 Librarian. Mr. Cairns has worked to assess UCF library requirements and to assist with collection building in support of BCC program. UCF Brevard campus faculty now have a librarian dedicated to understanding and supporting their specific library needs.

Increased state funding for library materials enabled the UCF Library to take significant steps to improve collections in support of the Brevard program. For the Brevard Campus a total of \$ 75,759 was expended for books and journals, \$ 68,286 for books and \$ 7,473 for journals. The library cataloged and processed 904 volumes representing 244 book titles for the BCC collection. Nineteen new periodical subscriptions were ordered and two previous subscriptions were renewed.

Several years of planning for a new BCC/UCF Library culminated this past year in the completion of a building program and plan of operation. A resolution was sent to the State Board of Regents and the Division of Community College. Funding for recently approved for planning in 1987/88, construction in 1988/89, and equipment in 1989/90.

In addition to these larger more exciting events, progress continued at other levels. When a new 3-M security system was installed in the UCF main library, the older one was installed in the BCC library. Special shelving was also sent to BCC to house new legal materials. Dr. Westrick continued to find several student assistants for the BCC library. The BCC library staff continued to provide good, dedicated service to UCF students and faculty. They also welcomed Alan Cairns as a part of their staff.

In summary, 1989/90 was an excellent year, and expectations are high for continued positive achievements in 1990/91.

CATALOGING

Beginning in August, the Department extended its hours to 9:00 P.M. Monday through Thursday, and all day Saturday. A staff member and additional students were hired. This fact combined with improvement in work flow resulted in a dramatic rise in catalog statistics.

CAT CD450, a CD-ROM based cataloging system, was installed and tested for a three month period. Although the hit rate for CIP was higher than expected, a decision not to keep the system was made based on lack of incompatibility with current setup for printing and labeling operations.

Tape loading of cataloging records for government documents via OCLC was organized and implemented by Jeff Sowder. Thus far about 1,000 titles per month are being tape loaded on LUIS.

Physical arrangement of the OCLC workstations was changed in order to improve workflow. A sixth OCLC terminal was added, and all workstations are now able to print labels.

The staff continue to correct problem books which are a result of CLSI conversion. The Circulation Department daily sends us unlinked items, which are very time consuming to resolve.

A method for keeping statistics was developed which now provides daily totals for cataloging production by location and some formats.

The full time staff remained fairly stable during the year, with one new position added. Melanie Hadlock was hired as the evening supervisor, and Cliff McCloe, who has been a student assistant for four years, was hired as the new LTA-I. Three long time student assistants, David F. Kornick, Ray Mealey, and Gina Persichini, were hired at LTA-I hourly wages to assist in problem solving, cataloging foreign materials, authority work, and other activities. Their help has been invaluable.

FCLA implementation of Merged Headings Indexes required staff training and increased management of authority practices and procedures. Authority work and cleanup of the LUIS database are ongoing activities.

Ceiling leaks, which often result in damage to new materials, are a problem during heavy rains. A concern is that new leaks may develop in the area where staff desks are located. The proposed new roof will eliminate this problem.

As the staff grows, space will become an increasing problem. Since there is no immediate hope of expanding the work area, better utilization of the existing office space is necessary.

Jeff Sowder serves on the FCLA Technical Services Committee and is a contributor to the Index to Bibliographical Publications.

For 1990 - 91 we hope to continue work on the authority files and cleanup of LUIS database. Another goal is to catalog all new materials which will be received during the year.

CIRCULATION

Cataloging Statistics for Fiscal Year 1989-90

	<u>Titles Added:</u>	<u>Volumes Added:</u>
<u>General Collection:</u>	32,900	34,034
<u>Reference:</u>	733	1,844
<u>Index:</u>	3	28
<u>Special Collections:</u>	142	143
<u>Rare:</u>	1	1
<u>Bryant:</u>	47	50
<u>Micro-Fiche:</u>	126	193
<u>Micro-Film:</u>	3	3
<u>Brevard:</u>	625	904
<u>Daytona Beach:</u>	276	381
<u>Cassettes:</u>	16	16
<u>Compact Disc:</u>	413	421
<u>Audio Tape:</u>	28	28
<u>Slides:</u>	65	65
<u>Film Strip:</u>	4	4
<u>Phonorecords:</u>	35	35
<u>Total:</u>	35,417	38,150
<u>Total Withdrawn:</u>	N/A	682

NOTE: No Government Documents or South Orlando books were cataloged in 1989-90.

Cataloging Statistics for Fiscal Year 1988-89
 The following table shows the number of items cataloged in each category during the fiscal year 1988-89. The total number of items cataloged is 35,412. The number of items withdrawn is 244. The number of items not cataloged in 1988-89 is 35,168.

Category	Number of Items
<u>General Collection:</u>	32,900
<u>Reference:</u>	737
<u>Index:</u>	3
<u>Special Collections:</u>	145
<u>Rare:</u>	1
<u>Manuscript:</u>	47
<u>Micro-fiche:</u>	120
<u>Micro-film:</u>	3
<u>Reprints:</u>	225
<u>Lyons Bands:</u>	216
<u>Cassettes:</u>	16
<u>Compact Disc:</u>	413
<u>Audio Tapes:</u>	28
<u>Slides:</u>	63
<u>Film Strips:</u>	4
<u>Phonorecords:</u>	32
<u>Total:</u>	35,412
<u>Total Withdrawn:</u>	244
	35,168

NOTE: No Government Documents or South Florida Books were cataloged in 1988-89.

CIRCULATION

ACCOMPLISHMENTS AND PROGRESS

1989-90 was the first full year of NOTIS Circulation operations. NOTIS requires more staff input; thus the staff spent considerable time in training themselves and student assistants in the NOTIS Circulation module. A flipchart was developed for basic circulation functions and problems and distributed throughout the Library. The need to create records for previously unlinked items at the time of circulation has resulted in a steady flow of items being sent to Cataloging for full cataloging.

Circulation personnel from Daytona Beach (DBCC) and Brevard Community College (BCC) libraries were trained to perform renewal and discharge functions in NOTIS preparatory to initiating these services on area campuses. The DBCC Library now performs those functions for University of Central Florida (UCF) students as well as their own faculty who borrow directly from the UCF Library. BCC has not yet begun to use the NOTIS Circulation module but is expected to begin in the Fall 1900 term. This service spares users long trips to renew or return materials and reduces the number of fine and book bills incurred.

A new 3M security system was installed. This affords more security for audiovisual materials, a growing element of the collection, and for the patent collection.

The UCF Library hosted the Second Annual Circulation Workshop for State University System (SUS) Circulation Librarians and staff on October 6, 1989. Twenty participants, representing seven of the nine state universities, attended. NOTIS circulation implementation issues dominated the meeting agenda. An interim meeting of this ad hoc group was held in May 7, in conjunction with the Florida Library Association annual conference in Daytona Beach again focussed on NOTIS Circulation issues as well as the need for a higher level of fines to be assessed when recalled and reserve materials are not returned in a timely fashion. The group will decide, pursuant to its Fall 1990 meeting, whether to request that SUS Library Directors petition the Board of Regents for such an increase.

The shelving workload increased by 22.8% this year, both due to a greater number of new materials being added to the collection and to greater in-room use. Approximately 2055 linear feet of additional shelving was erected -- largely in Reference and Government Documents -- to accommodate growth of these collections and to accommodate the patent materials moved from the fourth floor to the second. While shelvees kept pace with growth and usage, they were unable to complete the shelf reading normally done during holidays. This resulted in more items reported missing than usual.

A reciprocal borrowing agreement with the Florida Institute of Technology (FIT) Library in Melbourne was negotiated. We expect this to greatly benefit UCF students taking upper division and graduate courses at the Brevard campus locations. The reciprocal borrowing agreement with Rollins was renewed.

The role of the Library Patrol in keeping the Library a safe and secure environment was recognized by the Campus Police in Crime Prevention Week ceremonies held October 4,

1989. Campus Police also assisted in training Patrol members as did Dr. Frances Smith of the Nursing Department, who conducted a special training session on confrontation techniques. Responding to the recommendation of Campus Police that Library Patrol members wear some identifying garment, funds were allocated for the purchase of royal blue polo shirts with a logo identifying them as "Library Patrol."

The Patrol, as well as staff, spent much time this year in efforts to maintain the Library as a quiet study area. Noise, and complaints about it, is growing, paralleling the growth of the campus as a whole. Breaking up clusters of lounge furniture and the conversion of one classroom to group study rooms has helped, but does not keep pace with the problem. The Library's internal growth resulted in the permanent loss of six group study rooms -- the same number as were gained by the removal of the classroom -- at a time when demand for them is growing. We requested the UCF Future do an article on noise in the Library and countermeasures as a way of involving the student body in solutions to the problem. While the problem is expected to persist until such times as a student union is available we hope to keep the noise level at a minimum through public awareness of the problem and vigilance on the part of Library employees.

PERSONNEL CHANGES

Roger Simmons, formerly Automation Coordinator at the University of Tennessee's James B. Haskins Library, joined the staff as Circulation Librarian on May 14, 1990. Mr. Simmons brings to the position an excellent and extensive background in library automation and reserves.

An additional personnel line added to Circulation this year enabled us to hire a backup Night/Weekend Supervisor and to eliminate the Saturday staff rotation previously necessary. Buenaventura (Ven) Basco, a former student assistant supervisor and a postgraduate student at UCF, became a permanent member of the staff in November 1989, working Saturday-Wednesday.

Pat Tiberii joined the Circulation Staff as Circulation Desk Supervisor in August 1989. Ms. Tiberii was previously employed by the Jacob Edwards [Public] Library, Southbridge, Massachusetts.

Gloria Shelton, Reserves Clerk, was injured in an automobile accident and has been on medical leave since February. Her responsibilities for course reserve activities have been assumed by Shidro Jones, Stacks Supervisor and her Circulation Desk service hours have been filled by George Rariden, a UCF graduate student, working on an OPS contract basis.

Stuart Fullerton, Night Supervisor, resigned effective May 1990 after eighteen months of service. The initial search for a replacement was unsuccessful and the position was readvertised with expectations of filling it in time to have the incumbent well trained prior to the beginning of the Fall 1990 term. This position remains our "problem position."

SIGNIFICANT PROFESSIONAL ACTIVITIES

Janice Bain gave a presentation on UCF's Library Information Network and Exchange (LINE) as part of a fee-based information services panel convened by the Fee Based Information Service Centers in Academic Libraries (FISCAL) Discussion Group at the American Libraries Association Mid-Winter Meeting, held in Chicago, January 7, 1990.

She presented a paper, "Why and How to Price Library and Information Services," as a part of the "Pricing Strategies Panel Session" at the "Running Your Library Like a Business" seminar sponsored by the Florida Chapter and the Business and Finance Division, Special Libraries Association, held in Tampa, March 26, 1990.

Ms. Bain was elected President-Elect, Florida Chapter, Special Libraries Association. She was also appointed to the Risk Management/Insurance Committee of the Library Organization and Management Section, Library Administration and Management Association of the American Library Association.

GOALS

The primary goals for the coming fiscal year will be 1) enhancing NOTIS circulation statistics; 2) space planning for staff and stacks; 3) development of a PC-based backup system for circulation transactions, especially check-out when the NOTIS system is inoperative; 4) reducing noise; and 5) transferring book bills to the Cashier's Office.

PROBLEMS YET TO BE SOLVED

NOTIS Circulation statistics do not provide us with a record of circulation by LC Classification number, which is desirable for collection development and concurrent space planning in stacks, nor do we have a breakdown of circulation to the various categories of special borrowers. We hope to explore methods to capture these dates from NOTIS records in the coming year.

Holds and recalls are increasing as the student population increases and we have experienced difficulties in getting recalled materials returned in a timely fashion. This exerts pressure on our Interlibrary Loan Department and frustrates students and staff alike. We, together with other SUS Circulation Departments, expect to explore seeking an increased recall fine as a deterrent.

Noise levels throughout the Library increased last year, leading to numerous complaints. Despite our efforts to improve signing in quiet study areas and rearranging furniture we were unsuccessful in totally resolving the problem. More group study rooms are needed in the immediate future.

Space is needed for expansion of the workroom shared by Reserves, Fines and Bills and Desk Supervisors and their student assistants, as well as the checkin and sorting operations that Stacks personnel must conduct. Present space does not allow privacy in which to consult with staff, student assistants or a patron or to deal with disciplinary matters.

PROBLEMS SOLVED

The major problem identified last year--the lack of a line on which to hire a full-time Circulation Librarian--was resolved this year with the allocation of a line for and the hiring of a Circulation Librarian.

Another ongoing problem has been the lack of stability in the Night Supervisor post. Historically, there has been rapid turnover of individuals in this position and when it was vacant it necessitated staff rotation for both nights and weekends. The allocation of a line on which to hire a Library Technical Assistant to serve as a backup to the Night

Supervisor and to routinely work Saturday and Sunday has eliminated most of the staffing difficulty and significantly improved staff morale.

STATISTICAL SUMMARY

Overall circulation increased slightly (.63%) this year, from 180,812 to 181,951. Reserve circulation grew by .59% and circulation of materials in the General Collection grew by .64%. Group study rooms, always popular, grew by 5.40%. More than a million (1,004,023) people came to the Library last year, reflecting a growth of 4.11% over 1988-89.

Shelving increased by 22.83%, reflecting both the increased cataloging output as well as greater room use of materials.

The number of fine bills sent decreased by 26.97%, possibly attributable to the greater efficiency of collection by the UCF Cashier's Office. The number of book bills sent increased by 49.19%, reflecting both an increase in usage as well as our continual difficulty in getting Faculty to return or renew in a timely fashion.

Detailed statistical tables (Tables 1-8) are attached.

TABLE 1

CIRCULATION, 1989-90

MONTH	GENERAL	RESERVE	TOTAL 1989-90	TOTAL 1988-89	% OF CHANGE
July	8719	2244	10963	8713	20.52%
August	8800	231	9031	7722	14.49%
September	7712	7083	14795	14138	4.44%
October	17719	2131	19850	29340	-47.81%
November	15771	4166	19937	23496	-17.85%
December	6166	2763	8929	6612	25.95%
January	11906	2888	14794	14479	2.13%
February	12595	5463	18058	18685	-3.47%
March	15774	4173	19947	20296	-1.75%
April	15746	5723	21469	20287	5.51%
May	7704	2347	10051	8789	12.56%
June	10751	3376	14127	8255	41.57%
TOTAL	139363	42588	181951	180812	0.63%

TABLE 2

CIRCULATION: GENERAL COLLECTION

MONTH	1988-89	1989-90	% OF CHANGE
July	6642	8719	31.27%
August	6242	8800	40.98%
September	12630	7712	-38.94%
October	18857	17719	-6.03%
November	19067	15771	-17.29%
December	5003	6166	23.25%
January	11156	11906	6.72%
February	13536	12595	-6.95%
March	16570	15774	-4.80%
April	15515	15746	1.49%
May	7340	7704	4.96%
June	5915	10751	81.76%
TOTAL	<u>138473</u>	<u>139363</u>	<u>0.64%</u>

TABLE 3

CIRCULATION: RESERVES

MONTH	1988-89	1989-90	% OF CHANGE
July	2071	2244	8.35%
August	1480	231	-84.39%
September	1508	7083	369.69%
October	10483	2131	-79.67%
November	4429	4166	-5.94%
December	1609	2763	71.72%
January	3323	2888	-13.09%
February	5149	5463	6.10%
March	3726	4173	12.00%
April	4772	5723	19.93%
May	1449	2347	61.97%
June	2340	3376	44.27%
TOTAL	42339	42588	0.59%

TABLE 4

GROUP STUDY ROOM USE

MONTH	1988-89	1989-90	% OF CHANGE
July	1047	1525	45.65%
August	543	287	-47.15%
September	543	597	9.94%
October	5559	6114	9.98%
November	2876	2280	-20.72%
December	1452	1344	-7.44%
January	1012	1294	27.87%
February	2926	3073	5.02%
March	2446	2463	0.70%
April	2894	3311	14.41%
May	958	1078	12.53%
June	1574	1751	11.25%
TOTAL	23830	25117	5.40%

TABLE 5

LIBRARY USAGE
FOOT COUNT

MONTH	1988-89	1989-90	% OF CHANGE
July	50362	54791	8.79%
August	69106	65198	-5.66%
September	100398	117000	16.54%
October	116597	99993	-14.24%
November	118393	75606	-36.14%
December	53280	57125	7.22%
January	82073	84500	2.96%
February	95189	117031	22.95%
March	65495	91825	40.20%
April	103624	119278	15.11%
May	54996	57018	3.68%
June	54851	64658	17.88%
TOTAL	964364	1004023	4.11%

TABLE 6

VOLUMES SHELVED

MONTH	1988-89	1989-90	% OF CHANGE
July	13809	13472	-2.44%
August	10374	13611	31.20%
September	14924	19271	29.13%
October	20152	27760	37.75%
November	24761	31905	28.85%
December	18880	25310	34.06%
January	12880	18932	46.99%
February	19943	23129	15.98%
March	21911	24903	13.66%
April	28675	30823	7.49%
May	17645	20331	15.22%
June	13017	17052	31.00%
TOTAL	216971	266499	22.83%

TABLE 7

ITEMS REPORTED LOST

MONTH	1988-89	1989-90	% OF CHANGE
July	10	0	-100.00%
August	5	0	-100.00%
September	3	53	1666.67%
October	33	0	-100.00%
November	8	10	25.00%
December	9	38	322.22%
January	18	0	-100.00%
February	5	0	-100.00%
March	15	3	-80.00%
April	12	8	-33.33%
May	15	5	-66.67%
June	20	8	-60.00%
TOTAL	<u>153</u>	<u>125</u>	<u>-18.30%</u>

TABLE 8

OVERDUES, FINE/BOOK BILL ACTIVITY

	OVERDUES			FINE BILLS			BOOK BILLS		
	1988-89	1989-90	% CHANGE	1988-89	1989-90	% CHANGE	1988-89	1989-90	% CHANGE
July	415	499	20.24%	352	112	-68.18%	12	158	2433.33%
August	447	564	26.17%	337	238	-29.38%	17	19	28.57%
September	519	472	-9.06%	713	327	-54.14%	4	19	375.00%
October	813	708	-12.92%	871	779	-10.56%	17	101	494.12%
November	1117	1061	-5.01%	1540	1235	-19.81%	10	36	260.00%
December	828	621	-25.00%	1459	350	-76.01%	32	28	-12.50%
January	818	836	2.20%	633	300	-52.61%	71	83	16.90%
February	776	453	-41.62%	649	290	-55.32%	106	25	-76.42%
March	1028	933	-9.24%	1044	1114	6.70%	32	50	56.25%
April	809	884	9.27%	916	947	3.38%	54	42	-22.22%
May	927	1035	11.65%	556	668	20.14%	30	51	70.00%
June	701	565	-19.40%	344	515	49.71%	46	31	-32.61%
TOTAL	9198	8631	-6.16%	9414	6875	-26.97%	431	643	49.19%

COLLECTION DEVELOPMENT AND ACQUISITIONS

ACCOMPLISHMENTS AND PROGRESS

There was a significant increase in the department's activities. This increase was the result of the generous BOOK-OCO Funds and Gifts. The department successfully met the challenge. This was accomplished by intensifying the efforts of Faculty and Collection Department Librarians in the selection of materials, redeployment of personnel, strengthening Collection Development activities on both Area Campuses, and by acquiring recommended purchases in a timely manner.

Collection Development: This was an exceptional year because of the funds appropriated. Each Liaison contributed to strengthening the quality of holdings in each assigned area. The faculty in each department became more active in the selection process. Communications with faculty on both Area Campuses were improved tremendously, which resulted in more purchase recommendations and titles ordered. A temporary/preliminary Approval Plan for the Brevard Campus was established with Baker & Taylor.

Acquisitions: These functions were restructured to respond to the increased funding and at the same time to improve efficiency and effectiveness. An LTA was assigned the primary responsibility of pre-order searching, ordering, receiving, standing orders, and approvals. Consequently, expenditure was expedited, work-flow improved, and materials received were carefully examined before approving for payment. 24,033 orders were placed with an average cost of \$49.03 per order. Delivery time averaged 9 weeks. The Books for College Libraries 3 Project is incomplete. However, to date we have received 6,683 volumes. We implemented the INNOVACQ Vendor Performance Report function to compile statistics. (Summary attached.)

Special Collections and Archives: Archival materials from the Presidents, Vice-Presidents, Staff Council and Library Administration were added to the collection. 73 volumes of the Harry Anson Finney Collection also were included. Indexing the Orlando Sentinel in the automated catalog LUIS is in progress. Library exhibits are now featured regularly in the UCF Report.

Gifts and Exchange: These activities were temporarily transferred to the Library Development Office, because the LTA performing these duties was redeployed to assist with Cataloging and Acquisitions. The LTA will resume these essential activities in July.

PERSONNEL CHANGES

Matilde Villalba filled the new LTA Position. Margaret Crozier-Wimberly on Medical Leave effective March 19th. Tina Candela replaced Sharon Meadows who resigned June 21st.

PROBLEMS SOLVED

- Inadequate receiving space.
(Resolution: receiving activities transferred to first floor.)
- Inadequate space in INNOVACQ for acquisition records.
(Resolution: additional space and terminal acquired.)

- Inadequate ordering equipment.
(Resolution: acquired additional OCLC terminal.)

PROBLEMS YET TO BE SOLVED

- INNOVACQ interface and printer required for OCLC terminal.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Joseph Andrews

- Member, University Undergraduate Education Committee.
- Candidate, LAMA-LOMS Vice-Chair/Chair Elect during ALA's spring election.
- Paper, Life After Library School, Durham, NC.
- Facilitator for LAMA's President's program on "Cultural Diversity" during 1990 ALA Conference in Chicago.
- Participated in the following:
ALA Annual Conference, Dallas & Chicago
ALA Mid-Winter Conference, Chicago
Conference on Acquisitions, Charleston, SC
OMS "Resource Management Institute," Washington
Acquisition/Collection Development Conference, St. Louis

Chang L. Lee

- ALA...Participated in Mid-Winter & Annual Conferences Dallas & Chicago
...Facilitator for LAMA's President's Program on "Cultural Diversity" during 1990 ALA Conference in Chicago.
- FLA...Member, Continuing Education Committee
- Papers..."China & Chinese Culture," Winter Park, FL
..."Explaining the Difference Between Chinese & American Cultures as a Strategy of Teaching Chinese," Orlando, FL
..."Libraries and Librarianship in the People's Republic of China," Tampa, FL
..."Collecting, Organizing, and Using Chinese American Resources: An Archival Approach," Chicago
- SELA...Secretary, Library Education Committee
- CALA (Chinese American Librarians Association)...Member, Board of Directors
Chair, Nominating Committee
- UCF...Advisor, Chinese American Student Association
Search Committee, International Student Services Director
Teaching, CHI 1120 & CHI 1121

June S. Stillman

- Member, Learning Resource Council (University)
- Past-President and Board Member, Phi Kappa Phi
- Participated in "Conference on Acquisitions," Charleston, SC

GOALS

- Write "Acquiring Out of Print Materials Policy"
- Write "Preservation/Conservation Policy"
- Write "Collection Analysis Guidelines"

- Review Special Collection & Archives Policies
- Review Gifts & Exchange Policy & Procedures
- Review McNaughton "Browsing Book" Collection Policy
- Review "Acquiring Foreign Materials Policy"
- Revise USPS Job Descriptions
- Establish Approval Plan and Faculty Representatives for Collection Development for the Brevard Campus

Average Estimated Price per Order : \$1,178,377.07 / 24033 = \$49.03
Average Paid Amount of Receipts : \$991,190.29 / 20648 = \$48.00
Average Estimated Price for Received Orders : \$988,870.48 / 20648 = \$47.89
Average Delivery Time : 186415 / 20648 = 9
% Orders Received in 2 weeks : 390 / 20648 = 1.88 %
% Orders Received in 4 weeks : 1419 / 20648 = 6.87 %
% Orders Received in 8 weeks : 9934 / 20648 = 48.11 %
% Orders Received in 12 weeks : 5608 / 20648 = 27.16 %
% Orders Received in 16 weeks : 1810 / 20648 = 8.76 %
% Orders Received in 17+ weeks : 1487 / 20648 = 7.20 %
% Cancelled : 596 / 24033 = 2.47 %
% Claimed : 205 / 24033 = 0.85 %
Average Claims per Claimed Order : 219 / 205 = 1.06
Average Claims per Order : 219 / 24033 = 0.00

Member of LAMA's President's program on "Cultural Diversity" during 1990
and 1991 in Chicago

- Member in the following:
A.A. Junior Conference, Dallas & Chicago
A.A. Mid-Winter Conference, Chicago
Conference on Academics, Charleston, SC
UMS "Academic Management Institute," Washington
Academic's Career Development Conference, St. Louis

Member in Mid-Winter & Annual Conferences Dallas & Chicago
Member of LAMA's President's Program on "Cultural Diversity" during
1990 A.A. Conference in Chicago.

- Member, National Learning Education Committee
Topic: "East & Chinese Culture," Winter Park, FL
"Bridging the Difference Between Chinese & American Cultures as a
Strategy of Teaching Chinese," Orlando, FL
"Economic and Literacy in the People's Republic of China," Tampa,
FL

"Collecting, Organizing, and Using Chinese American Resources: An
Archival Approach," Chicago

- A.A. Secretary, Library Education Committee
Chair, Florida American Librarians Association, Member, Board of Directors
Chair, Executive Committee
2001-2002, Chinese American Student Association
North Carolina Occupational Student Services Director
Teacher, CE 110 & CE 1121

- Member, Library Planning Council (University)
Member, and Board Member, Phi Kappa Phi
Member in "Conference on Academics," Charleston, SC

GOALS

- Was "Acquiring Use of Dual-Media Policy"
- Was "Acquiring Use of Dual-Media Policy"
- Was "Acquiring Use of Dual-Media Policy"

DAYTONA BEACH CAMPUS LIBRARY

Significant progress was made in library support for the Daytona Beach Campus during 1989/90 in two areas:

For the first time, State of Florida allocated staffing and funding for UCF branch campuses. As a result, a librarian was given responsibility to work directly with UCF faculty to learn their library needs and to help build library collections in support of their programs. At the request of the DBCC Library Director, this responsibility was assigned to Ed Van Hoose, a DBCC serials and reference librarian, rather than UCF hiring a part time librarian. Instead, DBCC requested that UCF provide funding for DBCC to extend two part time positions to full time. The extension of these positions was critical for DBCC to improve library services to UCF at the DBCC Library.

UCF was also able to improve collection development in support of the Daytona Beach Campus programs. A total of \$24,301 was spent on books and periodicals, \$12,018 for books and \$12,283 for periodicals. Forty-nine new periodical titles were ordered in 1990, thirty-two in 1989. The UCF Library cataloged and processed 381 book volumes representing 276 titles for addition to the DBCC Library.

In summary, 1989/90 was a very positive year for library development and service at the Daytona Beach Campus. Many thanks to increased State library funding, and to the continued good support from DBCC Library staff! We look forward to more progress in 1990/91.

DEVELOPMENT

ACCOMPLISHMENTS AND PROGRESS

The Bryant Program was held with Dr. Georges Fauriol on Wednesday, February 21, 1990 at 2:00 p.m. and 7:00 p.m. The planning for this event was from December 1989 through February 1990, including reservations for the dining room, board room and dancers who entertained visitors at the 7:00 p.m. program.

The United Way Campaign was a tremendous success with \$41,282.28 in contributions, which was 125% of the goal established. The campaign lasted from October 1989 to December 1989 and was the best campaign in the history of the University.

The United Savings Bond campaign lasted from November 20, 1989 through December 7, 1989. While this was a short campaign, we did experience some success. It was learned that UCF has one of the highest participation rates in the State University System.

Through this fiscal year we were responsible for four graduations, one Founder's Day celebration, and the President's Inauguration. The President's Inauguration took the longest time because it involved reservation of gowns for the platform party, lining up of platform party and delegates to their respective areas, and coordination of events leading up to the ceremony. These programs took about three months to complete, with the bulk of the time going to the Inauguration.

The office of Library Development was assigned the task of Gifts and Exchange due to a lack of personnel. Thousands of books and magazines were received during this time period, with most being put on the booksale list. Each contribution was acknowledged with respect to the number of items received and the date. The remainder of the books was then stored.

Two booksales were held, one October 13, 1989 and one January 25, 1990. These booksales were manned by volunteers from the community and were advertised in the UCF Report and the Central Florida Future. The combined total of money realized was \$200 and the students were very receptive to the availability of economical books.

The United Daughters of the Confederacy invited the writer to present a lecture on Beauvoir in June 1989. This involved extensive research and outside sources to accomplish but was well received by the audience, sufficiently enough, so that the writer was invited to present the same lecture in June and October 1990.

The dedication of the United Telephone Company of Florida Book Collection was held September 21, 1989. This was a result of an agreement for \$5,000 over three years. The dedication included the mailing of invitations, the setting up of a luncheon, the designing of a plaque, designing bookplates to be affixed to books bought, and the unveiling of a plaque on the fifth floor of the Library. Personnel of United telephone considered the dedication a success and we hope that more money may be contributed.

The Leinbach dedication was held October 1989, for an endowment of \$100,000 following the demise of the donor, who is now 100 years old. The work done on this project was

over a six month period and included the drawing up of an endowment agreement, designing of an appropriate plaque and bookplate, the designing and mailing of 1,000 invitations, the setting up of the dedication and luncheon and the dedication itself on the second floor of the Library. One thousand dollars was presented to the Library as a gift from the Leinbach family.

The Gaudnek Art dedication was co-sponsored with the University Sponsored Research department. The artwork included three paintings done by Dr. Walter Gaudnek. Our responsibility include a reception and the designing and mailing of invitations to donors and peers of Dr. Gaudnek, and the designing and hanging of the plaque. Our next task is to protect the artwork from damage.

Several consultations were held throughout the year that gave tremendous advice and expertise to fund raising. One such consultation included the meeting with Peter Barr on May 14, 1990. During the consultation, we presented some of the problems we have been experiencing and Mr. Barr helped to establish guidelines on publicity proposals that may help to obtain more money.

The mail campaign from the fiscal year was mildly successful with the mailing of 13,000 letters to people in our community. We raised approximately \$13,409 by mail campaign alone. Our mail campaign in the past has brought in donors including Frank Thomas, \$1,050, H.L. (Buddy) Eidel, \$5000, and The Newland Group, \$1,000. The mail campaign has been a consistent money raiser.

INTERLIBRARY LOAN

ACCOMPLISHMENTS AND PROGRESS

Accomplishments this year included improved turnaround time for borrowing requests, increased office hours, a reduction in delivery time for courier service to the area campuses, the incorporation of fax technology as a delivery mechanism, and new request forms.

Thanks to the addition of a third USPS staff position to the Unit, Interlibrary Loan substantially improved its turnaround time for borrowing requests this year. Turnaround time is the time that elapses from the day a request is submitted to the ILL Office to the day the requested material arrives. This year we were able to cut this time down to 12.5 days for books and 12.8 days for articles compared to last year's 17-day turnaround. It is now taking us an average of three days to input or mail out requests.

The new support staff position also enabled us to expand the hours that we are open to the Public by four hours a week. Extension of our open hours until 7 pm, Monday through Thursday, provides better accessibility for working students.

The intercampus courier was asked to add two daily stops at the UCF Library in April. This has speeded up delivery of materials to and from the UCF Library and libraries at the area campuses in BCC, DBCC, SOC & FSEC. Our turnaround time for intercampus lending has significantly improved as a result.

Last Fall, Interlibrary Loan began using the Library's newly acquired telefacsimile machine (located in Access Services) to request and deliver interlibrary loan articles for rush situations. It is now possible in certain instances to obtain photocopies within 24 hours for UCF patrons with urgent needs.

New borrowing request forms were designed to clarify our charging policies and provide more information about Interlibrary Loan clientele. Clarification of charges has reduced the number of times we have had to contact patrons to determine how much they were willing to pay for materials and eliminated some delays in processing requests. A new intercampus article form was also designed.

The Interlibrary Loan Unit's workload continued its steady increase this year with borrowing requests up 44%, lending up 10% and intercampus up 44%. Despite the increases, we were able to maintain a high level of service due to the new USPS position, streamlining of serial location procedures, and the efforts of a hardworking, dedicated staff.

PERSONNEL CHANGES

A new LTA I position was added to the Unit in the Fall. Deirdre Campbell was hired for this position in November and works in our borrowing operation, receiving materials, inputting requests and assisting UCF patrons.

PROBLEMS SOLVED

The rising numbers of borrowing requests submitted by UCF patrons caused our turnaround time to dip a bit last year as we struggled to keep up with the demands generated by a growing campus clientele. With the addition this year of another LTA position, however, we regained and surpassed last year's turnaround time. We can now provide better service than ever to UCF interlibrary loan patrons.

Our intercampus lending operation was experiencing slow delivery to and from the area campuses. Through the efforts of UCF Library's Assistant Director, Lynn LaBrake, the intercampus courier added two daily stops at the Library which has speeded up delivery of intercampus lending materials.

With the cooperation of the Library's mail person, Jim Swaim, and his supervisor, John Makuh, mail is now brought up to the ILL Unit unopened for ILL staff to open and sort. This procedural change relieved the mail person of some of the pressure caused by ILL's increased traffic, resulted in speedier delivery of ILL materials to our Office and gave us more control of incoming materials.

The offering of a new graduate level class in English Literature Bibliography & Research (ENL 5937) flooded the ILL Unit with requests for materials in this subject area. While ILL was able to obtain most of the needed materials for these students, a cooperative effort between ILL, Access Services, Acquisitions, and the instructor Beth Barnes is developing the Library's collection in this area so that less has to be requested via ILL for subsequent offerings of this course.

UCF Faculty and students at the area campuses at BCC & DBCC expressed a need to obtain copies of ERIC documents via intercampus lending. Due to the high demand for these documents at the main library and the lack of a microfiche to microfiche copier, in the past we were unable to satisfy this need. With OCLC's newly added capability of ordering ERIC documents, ILL developed a procedure for ordering ERIC documents in fiche format for these patrons. The procedure, which involves coordination between the intercampus and borrowing operations, provides fiche to area campus patrons for their use, and later adds the fiche to the area campus library's collection.

PROBLEMS YET TO BE SOLVED

Interlibrary Loan continues to be challenged to meet the rising needs of its ever-growing clientele. Both borrowing and lending operations are hard-pressed to provide the quality service to which this unit is dedicated. In the year ahead, we will have to monitor our work flow to assess whether a fourth USPS position is needed. In the meantime, we will employ one or two more students to assist us, bringing our student assistant work force up to six or seven people.

As UCF programs mature and research needs expand, we are noticing not only an increase in the sheer number of borrowing requests submitted, but also in the complexity of the requests. Many are for proceedings papers, technical reports, dissertations, obscure or highly specialized journal articles, and old manuscripts, all of which can be more difficult to verify and locate. For this and other reasons, our fill rate for borrowing dropped this

year down to 87%. To augment the verification work now being done by the ILL Librarian, eight hours a week of another librarian's time will be devoted to ILL this year.

Space is a persistent problem for ILL, especially so as we add more staff.

Our lending operation is frustrated, at times, by the quality and speed of the copying provided by the Library's copy service. We may wish to consider installation of a photocopier in ILL, with ILL staff doing all of its own copying. This definitely would improve our control of both quality and speed of copying and result in a better level of lending service.

Likewise, addition of a fax machine in the ILL Office itself would make us better able to benefit from this technology.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Cheryl Ruppert produced the second issue of the SUS/ILL newsletter in September 1989. As Chair of the CFLC ILL Task Force, she conducted a survey of CFLC libraries to determine their fax capabilities, oversaw the drafting of an ILL Code for CFLC, and organized a team to draft a CFLC Fax Policy.

Ruppert also chaired the BCC Branch Librarian Search Committee and was a member of the SUS Extension Librarian Search conducted in St. Petersburg.

GOALS

In the year ahead, we hope to continue providing quality service to UCF library patrons, adding eight hours of librarian time and one or two student assistants to mitigate a rising workload. We will explore the uses ILL can make of its newly acquired IBM pc and increase the computer skills of ILL staff. We need to investigate upgrading our OCLC equipment to better accommodate the new OCLC system. Other equipment considerations are the addition of a photocopier and fax machine to be located in the ILL Office. We need to explore the possibility of establishing a Federal Express account to facilitate fast delivery in urgent situations. And last, we hope to find some solution to our space problem.

STATISTICAL SUMMARY

ILL's workload continued to increase in FY '90, with borrowing requests up 44%, lending requests up by 10% and intercampus loans up by 44%. Turnaround time for borrowing materials was reduced from 17 to 12.5 days for books and 12.8 days for articles. The fill rate for borrowing declined to 87% due to the complexity of the requests.

Detailed statistics are attached.

Table 1
University of Central Florida
Interlibrary Loan Statistics
July 1989-June 1990

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Last Year
BORROWING														
Submitted:	368	473	689	611	462	232	673	655	769	656	563	788	6939	4813
Requested:														
Books	144	296	324	280	229	74	315	271	372	381	276	234	3196	2181
Copies	182	166	240	261	242	100	302	298	290	230	264	380	2955	2329
Total	326	462	564	541	471	174	617	569	662	611	540	614	6151	4510
Filled:														
Books	152	222	223	243	180	124	173	253	296	411	224	252	2753	2148
Copies	153	134	163	299	250	143	152	314	218	226	233	302	2587	1984
Total	305	356	386	542	430	267	325	567	514	637	457	554	5340	4132
Filled in-house (UCF owned)	45	35	97	79	45	20	70	64	61	72	59	57	704	(10%) 396

LENDING														
Incoming:														
Total	819	941	1162	1338	1180	742	1150	1446	1459	1191	1129	1071	13628	12361
Filled:														
Books	264	266	367	351	293	216	384	403	404	368	373	394	4083	3836
Copies	237	264	326	356	346	167	277	418	383	329	277	260	3640	3181
Total	501	530	693	707	639	383	661	821	787	697	650	654	7723	7017

FILL RATES: Borrowing

Requests sent out	Requests filled	Fill Rate
Books 3196	Books 2753	Books 86.0%
Copies 2955	Copies 2587	Copies 87.5%
Overall 6151	Overall 5340	Overall 86.8%

Requests submitted	Requests filled*	Fill Rate
6939	6044	87.0%

FILL RATES: Lending

Incoming requests	Requests filled	Fill Rate
Books/Copies 13628	Books/Copies 7723	Books/Copies 56.6%

*This includes 704 requests filled internally (UCF owned material).

Table 2

UCF Library INTERCAMPUS LOAN STATISTICS
July 1989 - June 1990

CAMPUS		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Last Year
BREVARD	No. Requested														
	Books	9	10	18	69	70	27	12	34	40	21	17	42	369	165
	Photocopies	15	1	17	26	30	4	25	36	34	5	18	12	223	137
	Total	24	11	35	95	100	31	37	70	74	26	35	54	592	302
	No. Lent														
	Books	8	7	6	56	65	25	9	19	35	18	14	27	289	138
Photocopies	10	0	11	19	26	4	25	25	26	5	16	10	177	101	
Total	18	7	17	75	91	29	34	44	61	23	30	37	466	239	
DAYTONA BEACH	No. Requested														
	Books	12	17	12	34	39	24	29	34	59	41	15	20	336	188
	Photocopies	20	0	8	1	73	1	26	9	28	3	4	35	208	254
	Total	32	17	20	35	112	25	55	43	87	44	19	55	544	442
	No. Lent														
	Books	12	14	4	34	29	24	25	26	34	36	13	13	264	168
Photocopies	6	0	1	1	54	1	22	9	22	1	3	19	139	195	
Total	18	14	5	35	83	25	47	35	56	37	16	32	403	363	
SOUTH ORLANDO	No. Requested														
	Books	3	1	5	0	0	0	0	0	6	0	0	0	15	4
	Photocopies	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	3	1	5	0	0	0	0	0	6	0	0	0	15	4
	No. Lent														
	Books	3	1	5	0	0	0	0	0	6	0	0	0	15	3
Photocopies	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	3	1	5	0	0	0	0	0	6	0	0	0	15	3	
FSEC	No. Requested														
	Books	3	5	2	0	2	0	2	1	2	2	4	3	26	30
	Photocopies	0	29	22	0	6	0	57	13	9	4	20	3	163	104
	Total	3	34	24	0	8	0	59	14	11	6	24	6	189	134
	No. Lent														
	Books	2	4	2	0	2	0	2	1	2	1	4	3	23	27
Photocopies	0	28	22	0	6	0	48	12	9	4	20	3	152	102	
Total	2	32	24	0	8	0	50	13	11	5	24	6	175	129	
TOTAL INTERCAMPUS	No. Requested														
	Books	27	33	37	103	111	51	43	69	107	64	36	65	746	387
	Photocopies	35	30	47	27	109	5	108	58	71	12	42	50	594	495
	Total	62	63	84	130	220	56	151	127	178	76	78	115	1340	882
	No. Lent														
	Books	25	26	17	90	96	49	36	46	77	55	31	43	591	336
Photocopies	16	28	34	20	86	5	95	46	57	10	39	32	468	398	
Total	41	54	51	110	182	54	131	92	134	65	70	75	1059	734	

Fill Rate/All Area Campuses

REQUESTED		LENT		FILL RATE	
Books	746	Books	591	Books	79.0%
Photocopies	594	Photocopies	468	Photocopies	79.0%
Total	1340	Total	1059	Overall	79.0%

LIBRARY INFORMATION NETWORK AND EXCHANGE (LINE)

ACCOMPLISHMENTS AND PROGRESS

The main event in the unit this year was the move of Telephone Reference to LINE. A high proportion of the LINE Coordinator's effort was required to set up the service, to train new students each semester, and to streamline logging, procedures, and report compilation. One result of the move of Telephone Reference to LINE was the increase in photocopy orders. With Telephone Reference a part of LINE, referrals to LINE were made more often. Telephone Reference provides quick ready reference and general information services. Billings have increased again this year. In FY 1988-1989, billings were \$16,843.71. For FY 1989-1990, these increased to \$24,745.09.

Purchase Order Contracts were received from new sources for Special Borrowers Cards. The price of a previous contract for Cards was increased in line with the objective of bringing the price of individual Cards up to the Research Park rate. An agreement was formed with one client for the provision of other LINE services. The local chapter of a national association gave the library money for the purchase of materials in return for the same rate on Special Borrowers Cards as is given to Research Park companies. This association will give us a small amount each year for maintenance of materials in this area.

A procedure for handling service in the patent collection was developed in cooperation with Reference and ILL.

LINE has developed a new logging system which more accurately tracks requests and turnaround time at various points in the processing procedure.

PERSONNEL CHANGES

LINE Coordinator position was filled by Kimberly K. Montgomery (formerly in visiting status) in August 1989.

Librarian Vicki Hamaker was hired to help part-time with Telephone Reference.

Ingrid Hunt was hired as LTA for LINE and Online Search.

PROBLEMS SOLVED

Before this year, there were no LINE forms for photocopy and ILL requests. There was no standardization in the information taken for a photocopy request and more followup was needed than should have been necessary. LINE ILL had used the regular ILL forms which meant that there was confusion for the client in the costs involved, and for ILL and LINE in keeping track of requests. The form for LINE Online Search had been modelled after that for the regular Online Search. It conveyed the wrong impression to clientele about costs, and did not ask for information necessary to LINE operations. Forms were created for Photocopy, LINE ILL, and LINE Online Search requests which solved these problems and made it easier to followup on transactions.

The LINE brochure suggests that the prospective client write for more information on

LINE. In the past, this meant that the LINE Coordinator wrote many letters which conveyed the same information. Also, there was no written information which explained specific services and costs. Thus, Information Sheets were created entitled LINE Services, Online Search through LINE, and Interlibrary Loan through LINE.

The establishment of Telephone Reference in LINE, the organization of information and procedures, and training and management of Telephone Reference students overwhelmed LINE this year. As a result, Telephone Reference has been split off from LINE and will be managed by Vicki Hamaker in the following year.

LINE experiences heavy demand from clients at about the same time as that found by other Library units. LINE requests do not taper off as quickly or as much as do requests in other units. At the same time, these peak periods occur when special projects and meetings are more likely to be assigned. While this cannot be prevented, the gain of a half-time LTA has meant that some routine LINE requests can be handled by someone other than the LINE Coordinator. Previously, the Coordinator spent a great deal of time checking student work on photocopy and ILL requests, and making routine calls to clients to straighten out paperwork. The LINE LTA now handles much of this.

PROBLEMS YET TO BE SOLVED

Problems continue with the LINE invoice. At one time, the invoice was prepared on VP Planner, but the move to Lotus 1-2-3, has made the use of a spreadsheet impossible as Lotus lacks some necessary features. Even on VP Planner, the invoice required too much training time to be efficient. Currently, the invoice is typed with a carbon on photocopies of a master prepared on WordPerfect. Photocopies are made of these for distribution. In its current form, it is unprofessional in appearance. It does not meet archival needs -- copies are too blurry for adequate replacement copies to be made when a patron loses the originals. However, Sharon Hood has told us that a software package has been ordered which will solve these problems and will add a very necessary function -- the creation of a database from transactions as recorded on the invoice. Currently, LINE uses WordPerfect's merge capability to keep a transaction database of sorts. It is awkward and prone to time consuming errors.

Currently, LINE is located in the Online Search area. This is an active and noisy arena, which many distractions. It is too easy to get involved in non-LINE functions due to this location. For example, when the Online Search Coordinator is gone, the LINE Coordinator is called upon to advise Online Search patrons. LINE needs an area separate from other activities.

LINE is a growing unit. Even without Telephone Reference, there are periods when LINE could do with more personnel. Ideally, more of the LINE Coordinator's assignment would be devoted to LINE.

Backup for the LINE Coordinator is not officially established. When she attends a meeting or takes a vacation, arrangements must be made for filling her responsibilities which involve parcelling these out to several persons. There needs to be one person who understands all aspects of LINE who could function as a backup when needed. Unfortunately, personnel constraints will probably make this impossible to accomplish in the near future.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Kim Montgomery represented the UCF Library at the 13th Annual Patent Depository Library Conference, held May 4-11, 1990 in Crystal City, Virginia. She also developed and presented a patent depository library seminar to the Central Florida Inventors' Council on June 2, 1990.

GOALS

As LINE grows it becomes more important to be organized. This year, LINE will try to become more efficient in the accomplishment of routine tasks, and will try to develop better means for handling the many unexpected projects which always seem to occur at peak periods.

As mentioned above, it is necessary that LINE get a computerized invoicing system which requires little sophistication to use, which creates professional looking invoices, and which stores information about invoices in a database which can be searched for routine queries and manipulated for statistics.

LINE must continue to review its cost setting procedures to ensure that they reflect both costs to the Library and what is reasonable in the current information market.

Because of limited personnel, heavy load periods mean increased turnaround time. LINE will try to develop more streamlined procedures which would minimize this.

LINE will revise the LINE Procedures Manual to reflect the many changes which have occurred.

LINE will perform outreach to the community to make potential clients aware of the services available.

STATISTICAL SUMMARY

The number of LINE transactions actually decreased slightly (from 136 to 127) this year due to heavy inroads on the LINE Librarian's time by the absorption of telephone reference service, which accounted for a total of 41.82% of LINE's 1989-90 activity; however, revenues increased as a result of photocopy orders filled by LINE in response to telephone reference referral. Revenues increased from \$16,844 to \$24,745 in FY '90. The average cost of a LINE transaction was \$48.71. Telephone reference inquiries totalled 7,299 for the eleven month period after relocation to Access Services. This translates to 663 inquiries per month.

Detailed statistics are attached.

I. NUMBER OF LINE REQUESTS BY MONTH, 1988-1989 and 1989-1990

1988-1989	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Online Search	15	5	9	3	4	9	8	10	11	7	6	8
LINE Information	*	*	*	*	*	6	6	4	6	11	15	20
General Information	14	8	28	30	9	4	1	1	12	6	10	11
Photocopy	*	*	*	*	*	4	4	3	9	5	4	6
Interlibrary Loan	5	8	8	10	6	3	6	0	8	4	10	9
"Do we have...?"	*	*	*	*	*	16	10	1	13	7	7	13
Other	*	*	*	*	*	*	6	3	8	4	0	8
Contracts***	*	*	*	*	*	1	*	*	*	*	*	*
Special Borrowers												
Gray, cash	5	5	13	15	3	9	8	13	12	16	14	16
Gray, prepaid	9	7	11	11	10	10	28	8	9	19	7	7
Gold	37	25	29	35	42	19	54	17	42	25	20	27
Telephone Reference	**	**	**	**	**	**	**	**	**	**	**	**
TOTAL	85	58	98	104	74	81	131	60	130	104	93	125
1989-1990	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Online Search	8	7	6	7	4	11	4	4	4	4	12	7
LINE Information	20	10	6	5	14	1	14	6	6	4	4	8
General Information	9	4	6	3	4	5	1	0	1	3	1	4
Photocopy	7	5	7	13	4	8	8	9	9	9	16	18
Interlibrary Loan	3	4	3	5	2	1	1	1	0	2	4	4
"Do we have...?"	9	1	0	0	1	2	1	0	1	1	0	0
Other	6	0	2	1	5	3	0	10	4	7	6	3
Contracts***	1	0	0	1	1	0	0	0	1	0	0	0
Special Borrowers												
Gray, cash	21	14	12	21	17	11	22	17	17	27	25	32
Gray, prepaid	10	29	6	5	7	8	18	16	8	12	10	12
Gold	40	61	32	40	52	61	60	47	52	42	52	39
Telephone Reference	**	312	459	684	656	432	836	796	857	785	748	725
TOTAL	134	447	539	785	767	543	965	906	960	896	878	852
TOTAL - (TELREF + SPEC)	63	31	30	35	35	31	29	30	26	30	43	44
TOTAL - (TELREF)	134	135	80	101	111	111	129	110	103	111	130	127

* These items were not counted separately at this time period and were lumped under other categories.

** Telephone Reference was not part of LINE until August 1989.

*** Three contracts were for Special Borrowers Cards, one for purchase of library materials in exchange for a reduced rate on Special Borrowers Cards.

II. AMOUNT OF BILLABLE REQUESTS BY MONTH, 1988-1989 and 1989-1990

1988-1989	JUL	AUG	SEP	OCT	NOV	DEC
Online Search	1,192.50	325.95	610.70	332.24	447.56	373.90
Photocopy	*	*	*	*	*	72.00
Interlibrary Loan	*	*	70.70	160.80	74.55	13.50
Other	*	*	*	*	*	
Contracts	*	*	*	*	*	3,500.00
Special Borrowers						
Gray, cash	250.00	250.00	575.00	535.00	100.00	430.00
TOTAL	\$1,442.50	575.95	1,256.40	1,028.04	622.11	4,389.40
	JAN	FEB	MAR	APR	MAY	JUN
Online Search	272.94	1,213.76	887.69	504.76	269.42	380.02
Photocopy	43.10	57.70	84.60	99.80	56.40	133.90
Interlibrary Loan	56.00		119.90	43.00	100.50	109.60
Other	6.25	40.00	30.00			
Contracts						
Special Borrowers						
Gray, cash	340.00	525.00	425.00	590.00	665.00	475.00
TOTAL	\$718.29	1,836.46	1,547.19	1,237.56	1,091.32	1,098.52

* These items were not counted separately at this time and were lumped under other categories.

1989-1990	JUL	AUG	SEP	OCT	NOV	DEC
Online Search	515.80	437.86	1,198.41	655.06	545.59	1,050.30
Photocopy	79.90	57.30	81.50	234.20	51.90	167.50
Interlibrary Loan	23.50	40.50	37.00	37.00	12.40	7.80
Other				65.10	20.00	5.00
Contracts	1,160.00			750.00	4,000.00	
Special Borrowers						
Gray, cash	635.00	480.00	375.00	580.00	465.00	375.00
TOTAL	2,414.20	1,015.66	1,691.91	2,321.36	5,094.89	1,605.60
	JAN	FEB	MAR	APR	MAY	JUN
Online Search	247.05	1,514.08	509.13	338.82	1,509.25	525.79
Photocopy	108.40	150.10	241.28	162.90	299.71	361.10
Interlibrary Loan	10.00	5.00		57.00	45.40	31.46
Other		20.00		30.00	102.50	42.50
Contracts			400.00			
Special Borrowers						
Gray, cash	590.00	480.00	455.00	815.00	700.00	850.00
TOTAL	955.45	2,169.18	1,605.41	1,403.72	2,656.86	1,810.85

III. PERCENTAGE OF TOTAL REQUESTS EXCLUDING TELEPHONE REFERENCE, 1988-1989 and 1989-1990

1988-1989	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Online Search	17.65%	8.62%	9.18%	2.88%	5.41%	11.11%	6.11%	16.67%	8.46%	6.73%	6.45%	6.40%
LINE Information	*	*	*	*	*	7.41%	4.58%	6.67%	4.62%	10.58%	16.13%	16.00%
General Information	16.47%	13.79%	28.57%	28.85%	12.16%	4.94%	0.76%	1.67%	9.23%	5.77%	10.75%	8.80%
Photocopy	*	*	*	*	*	4.94%	3.05%	5.00%	6.92%	4.81%	4.30%	4.80%
Interlibrary Loan	5.88%	13.79%	8.16%	9.62%	8.11%	3.70%	4.58%		6.15%	3.85%	10.75%	7.20%
"Do we have...?"	*	*	*	*	*	19.75%	7.63%	1.67%	10.00%	6.73%	7.53%	10.40%
Other	*	*	*	*	*		4.58%	5.00%	6.15%	3.85%		6.40%
Contracts	*	*	*	*	*	1.23%						
Special Borrowers												
Gray, cash	5.88%	8.62%	13.27%	14.42%	4.05%	11.11%	6.11%	21.67%	9.23%	15.38%	15.05%	12.80%
Gray, prepaid	10.59%	12.07%	11.22%	10.58%	13.51%	12.35%	21.37%	13.33%	6.92%	18.27%	7.53%	5.60%
Gold	43.53%	43.10%	29.59%	33.65%	56.76%	23.46%	41.22%	28.33%	32.31%	24.04%	21.51%	21.60%
TOTAL	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

* These items were not counted separately at this time and were lumped under other categories.

1989-1990	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Online Search	5.97%	5.19%	7.50%	6.93%	3.60%	9.91%	3.10%	3.64%	3.88%	3.60%	9.23%	5.51%
LINE Information	14.93%	7.41%	7.50%	4.95%	12.61%	0.90%	10.85%	5.45%	5.83%	3.60%	3.08%	6.30%
General Information	6.72%	2.96%	7.50%	2.97%	3.60%	4.50%	0.78%		0.97%	2.70%	0.77%	3.15%
Photocopy	5.22%	3.70%	8.75%	12.87%	3.60%	7.21%	6.20%	8.18%	8.74%	8.11%	12.31%	14.17%
Interlibrary Loan	2.24%	2.96%	3.75%	4.95%	1.80%	0.90%	0.78%	0.91%		1.80%	3.08%	3.15%
"Do we have...?"	6.72%	0.74%			0.90%	1.80%	0.78%		0.97%	0.90%		
Other	4.48%		2.50%	0.99%	4.50%	2.70%		9.09%	3.88%	6.31%	4.62%	2.36%
Contracts	0.75%			0.99%	0.90%				0.97%			
Special Borrowers												
Gray, cash	15.67%	10.37%	15.00%	20.79%	15.32%	9.91%	17.05%	15.45%	16.50%	24.32%	19.23%	25.20%
Gray, prepaid	7.46%	21.48%	7.50%	4.95%	6.31%	7.21%	13.95%	14.55%	7.77%	10.81%	7.69%	9.45%
Gold	29.85%	45.19%	40.00%	39.60%	46.85%	54.95%	46.51%	42.73%	50.49%	37.84%	40.00%	30.71%
TOTAL	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

IV. PERCENTAGE OF TOTAL BILLING, 1988-1989 and 1989-1990

1988-1989	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Online Search	82.67%	56.59%	48.61%	32.32%	71.94%	8.52%	38.00%	66.09%	57.37%	40.79%	24.69%	34.59%
Photocopy	*	*	*	*	*	1.64%	6.00%	3.14%	5.47%	8.06%	5.17%	12.19%
Interlibrary Loan	*	*	5.63%	15.64%	11.98%	0.31%	7.80%		7.75%	3.47%	9.21%	9.98%
Other	*	*	*	*	*		0.87%	2.18%	1.94%			
Contracts	*	*	*	*	*	79.74%						
Special Borrowers												
Gray, cash	17.33%	43.41%	45.77%	52.04%	16.07%	9.80%	47.33%	28.59%	27.47%	47.67%	60.94%	43.24%
TOTAL	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

* These items were not counted separately at this time and were lumped under other categories.

1989-1990	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Online Search	21.37%	43.11%	70.83%	28.22%	10.71%	65.41%	25.86%	69.80%	31.71%	24.14%	56.81%	29.04%
Photocopy	3.31%	5.64%	4.82%	10.09%	1.02%	10.43%	11.35%	6.92%	15.03%	11.60%	11.28%	19.94%
Interlibrary Loan	0.97%	3.99%	2.19%	1.59%	0.24%	0.49%	1.05%	0.23%		4.06%	1.71%	1.74%
Other				2.80%	0.39%	0.31%		0.92%		2.14%	3.86%	2.35%
Contracts	48.05%			32.31%	78.51%				24.92%			
Special Borrowers												
Gray, cash	26.30%	47.26%	22.16%	24.99%	9.13%	23.36%	61.75%	22.13%	28.34%	58.06%	26.35%	46.94%
TOTAL	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

V. AVERAGE COST OF A TRANSACTION TO THE PATRON, 1988-1989 and 1989-1990

1988-1989	JUL	AUG	SEP	OCT	NOV	DEC
Online Search	79.50	65.19	67.86	110.75	111.89	41.54
Photocopy	*	*	*	*	*	18.00
Interlibrary Loan	*	*	8.84	16.08	12.43	4.50
Other	*	*	*	*	*	
Special Borrowers						
Gray, cash	50.00	50.00	44.23	35.67	33.33	47.78
	JAN	FEB	MAR	APR	MAY	JUN
Online Search	34.12	121.38	80.70	72.11	44.90	47.50
Photocopy	10.78	0.83	9.40	19.96	14.10	22.32
Interlibrary Loan	9.33		14.99	10.75	10.05	12.18
Other						
Special Borrowers						
Gray, cash	42.50	40.38	35.42	36.88	47.50	29.69

* These items were not counted separately at this time and were lumped under other categories.

1989-1990	JUL	AUG	SEP	OCT	NOV	DEC
Online Search	64.48	62.55	199.74	93.58	136.40	95.48
Photocopy	11.41	11.46	11.64	18.02	12.98	20.94
Interlibrary Loan	7.83	10.13	12.33	7.40	6.20	7.80
Other					4.00	
Special Borrowers						
Gray, cash	30.24	34.29	31.25	27.62	27.35	34.09
	JAN	FEB	MAR	APR	MAY	JUN
Online Search	61.76	378.52	127.28	84.71	125.77	75.11
Photocopy	13.55	16.68	26.81	18.10	18.73	20.06
Interlibrary Loan	10.00	5.00		28.50	11.35	7.87
Other						
Special Borrowers						
Gray, cash	26.82	28.24	26.76	30.19	28.00	26.56

VI. THE YEAR'S TOTALS BY CATEGORY, 1988-1989 and 1989-1990

1988-1989	REQUESTS	AMOUNT OF BILLING	AVERAGE COST	PERCENTAGE OF BILLING	PERCENTAGE OF REQUESTS - CARDS	PERCENTAGE OF REQUESTS
Online Search	95	6,811.44	71.70	40.44%	18.77%	8.31%
LINE Information	68				13.44%	5.95%
General Information	134				26.48%	11.72%
Photocopy	35	547.50	15.64	3.25%	6.92%	3.06%
Interlibrary Loan	77	748.55	9.72	4.44%	15.22%	6.74%
"Do we have...?"	67				13.24%	5.86%
Other	29	76.25	2.63	0.45%	5.73%	2.54%
Contracts	1	3,500.00	3,500.00	20.78%	0.20%	0.09%
Special Borrowers						
Gray, cash	129	5,160.00	40.00	30.63%		11.29%
Gray, prepaid	136					11.90%
Gold	372					32.55%
Telephone Reference*	0					
TOTAL	1143	\$16,843.74	46.02	100.00%	100.00%	100.00%

* Telephone Reference was not part of LINE until August 1989.

1989-1990	REQUESTS	AMOUNT OF BILLING	AVERAGE COST	PERCENTAGE OF BILLING	PERCENTAGE OF REQUESTS - TEL. REF. AND CARDS	PERCENTAGE OF REQUESTS - TEL. REF.
Online Search	78	\$9,047.14	\$115.99	36.56%	18.27%	5.64%
LINE Information	98				22.95%	7.09%
General Information	41				9.60%	2.97%
Photocopy	113	1995.79	17.66	8.07%	26.46%	8.18%
Interlibrary Loan	30	307.06	10.24	1.24%	7.03%	2.17%
"Do we have...?"	16				3.75%	1.16%
Other	47	285.10	6.07	1.15%	11.01%	3.40%
Contracts	4	6,310.00	1,577.50	25.50%	0.94%	0.29%
Special Borrowers						
Gray, cash	236	6,800.00	28.81	27.48%		17.08%
Gray, prepaid	141					10.20%
Gold	578					41.82%
Telephone Reference	7290					
TOTAL	8672	\$24,745.09	\$48.71	100.00%	100.00%	100.00%
TOTAL - (TELREF + SPEC)	427					
TOTAL - (TELREF)	1382					

THE YEAR'S TOTALS BY DEPARTMENT

DEPARTMENT	1941-1942	1940-1941	PERCENTAGE	1941-1942	1940-1941	PERCENTAGE	1941-1942	1940-1941	PERCENTAGE
Telephone	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Special	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
General	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Other	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

* Telephone Department was not part of 1941-1942

DEPARTMENT	1941-1942	1940-1941	PERCENTAGE	1941-1942	1940-1941	PERCENTAGE	1941-1942	1940-1941	PERCENTAGE
Telephone	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Special	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
General	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Other	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

TOTAL - (1941-1942)
TOTAL - (1940-1941)

ONLINE SEARCH SERVICES

ACCOMPLISHMENTS AND PROGRESS

The most noteworthy trend in the Online Search Services (OSS) this year is the shift in the subject emphasis of requests from education and related fields to business. While the overall statistics have not changed drastically, the distribution of search requests is significantly different. Education requests have dropped from 60.4% of the business (285 search requests) to 27.3% (137 search requests), representing a change in numbers of education searches of -51.9%, while business requests have increased from 5.7% of the business (27 requests) to 37.5% (188 requests), a change in business requests of 596.3%.

The two major reasons for this shift in emphasis are the acquisition of the ERIC CD-ROM in Reference, which made do-it-yourself education searches available to the public as of the fall semester of 1989, and the arrangement made during the fall and spring semesters to offer subsidized Predicasts searches to selected Management classes. In actuality, acquiring ERIC on CD-ROM and the anticipated decrease in education searches resulting from that was what made the subsidized searching program possible.

The Predicasts program in itself is a major accomplishment of the OSS this year. Predicasts is a major business database producer, with ten different databases available on the DIALOG system. Through a marketing program targeting universities with business schools, Predicasts offered the Library unlimited use of its databases for the University's business students. Suzanne Holler, Coordinator of Online Search Services, Phyllis Ruscella, Coordinator of Bibliographic Instruction, and Meg Scharf, the Reference Librarian/Searcher with the most business background, developed customized bibliographic instruction sessions and specific procedures, forms, and aids for Management 4720 (Business Policies) and Management 6721 (Business Policies and Responsibilities) classes to have access to these subsidized searches. These two courses are those considered the capstone courses by the Management Department and the students in those courses study management cases in groups. The search service offered one free search to each group for each case. The program was successful, measured both by the responses to a formal evaluation and by the number of students and professors who asked about the program during the summer semester (when Predicasts chose not to subsidize the searching). Subsidized Predicasts searches accounted for 20.6% of the year's intellectual searches and 20.9% of the year's database accesses. A summary of Predicasts usage and statistics is attached (see Attachment 3), as is a summary of the students' and of the professors' evaluation responses (see Attachments 4 and 5). Subsidized searches will again be offered to the Library this coming fall semester.

Another significant difference in business for the search service this year is the volume of requests on the Scientific and Technical Network (STN), the vendor for the Chemical Abstracts Service's databases. Although the vendor's services were available to OSS near the end of the last fiscal year, the most appropriate software for accessing the databases had not yet arrived. This year, STN usage accounted for 4.6% (39 requests) of the intellectual searches and 4.7% (100 accesses) of the database accesses. Virtually all of these searches are from the Chemistry faculty and graduate students.

This year was the first year that a fairly comprehensive evaluation of the service took place. Previously, there was an attempt to attach evaluation sheets to each search, but only

a very few were ever returned (primarily from the very pleased or very displeased), and the results were not valuable. It was decided that more useful information would be obtained from targeting an evaluation to one month's worth of OSS paying customers and LINE search customers. (This target audience did not include any of the management students receiving subsidized Predicasts searches.) October was chosen, as it is one of the busiest months, and a total of 44 evaluative questionnaires were mailed. Twenty-eight (64%) of the surveys were returned by mail, and after trying to call the remaining patrons, ten more forms (23%) were completed by telephone interview. Six forms remained incomplete, but the total response was 38 of 44, or 86%. The compiled results of the evaluation are attached (see Attachment 6), and the survey showed that while generally satisfaction is high, there are concerns about price, printouts, and delivery methods. Nothing can be done about the prices presently, but there has been an effort to correct the other two problems. The printer ribbons are being changed much more frequently, and OSS staff are now calling patrons on a regular basis to inform them of completed searches. Professor referrals and return customers proved the best source of clients, with UCF graduate students and faculty the most numerous patrons. Most respondents felt they would use the service again or recommend it to a friend, but a number also indicated that they would not use it if a comparable CD-ROM product were available.

A major staffing change took place this year, with the addition of a Library Technical Assistant (LTA) for LINE and OSS to share. This position has relieved the searchers of a significant amount of the clerical work involved in searching and has made possible a few long-awaited service enhancements, such as the telephoning of patrons upon search completion, alluded to above.

Another significant accomplishment for the service this year is in the amount of training UCF has been able to attract, resulting not only in greater numbers of searchers being able to be trained by vendor and database personnel but also in tremendous savings to the Library in registration and travel costs.

PERSONNEL CHANGES

The beginning of this fiscal year saw Suzanne Holler as Coordinator of the Online Search Services and Jeff Franks, Carole Hinshaw, Phyllis Hudson, Kim Montgomery (LINE Librarian), Cheryl Ruppert and Meg Scharf as the librarians who search. Hinshaw's first month of searching and Franks' last was July 1989. Other changes to the searcher lineup occurred in September 1989, when Rochelle Ballard joined the staff, and in November 1989, when Vicki Hamaker began searching. Ingrid Hunt began as the LINE/OSS LTA in February 1990, a significant change discussed in the previous section. Additionally, after two years with the same student assistant, the service had two this year; one for the summer semester who had worked in OSS previously and only needed brief retraining and updating on all the new duties, and one for the fall, spring, and following summer semesters who had to be trained from scratch.

PROBLEMS SOLVED

There were several goals listed in last year's annual report which represent problems solved this year. The highest priority item was "standardizing the search workstations as much as possible; at the very least, obtaining 2400 baud modems and DIALOGLINK software for each station." To a very great extent, the non-standard workstation problem has been solved. DIALOGLINK software was ordered and installed on all the workstations before

the fall semester, and a number of equipment changes which ultimately benefitted the service were required by the purchase (jointly funded by the Chemistry Department) of the STN Express searching software. The modem problem was solved because of UCF's success as a host training site; DIALOG's Arlington office has given the search service a 2400 baud modem on indefinite loan. The manager at Arlington convinced DIALOG's Palo Alto office of the value of improving facilities at frequent host sites, and UCF received the first of Arlington's modems.

Another goal listed last year was "putting strenuous effort into getting different vendors to come to UCF for training seminars." Part of the success in meeting this goal is evidenced by the modem "loaned" by DIALOG. The Library hosted 22 different training sessions this year put on by two vendors and six database producers. There were seven other sessions scheduled but cancelled for lack of attendees.

Other goals from last year achieved this year included planning and evaluating the subsidized Predicasts program (detailed previously), evaluating the service as a whole (also described previously), and revising the public forms used by the service. An unforeseen problem which arose and was solved this year was that the service's rate list had to be converted from VP Planner to dBase III Plus, a labor-intensive task.

PROBLEMS YET TO BE SOLVED

Most of the problems remaining to be solved are environmental ones, related both to equipment and to work area. Were it not for the modem from DIALOG, there would still be a workstation without 2400 baud access; as it is, the backup workstation is operating on 1200 baud. In addition to the modem, it is necessary to order a laser printer for use with STN Express, which is designed to use with a laser printer and is extremely slow with line printers. In terms of the work area, space is a perennial problem. Noise over the phone lines used for searching is also becoming a large problem, and solutions need to be explored.

SIGNIFICANT PROFESSIONAL ACTIVITIES

For the service itself, the amount of training made available to the searchers this year at UCF is significant. Overall, there were 13 DIALOG sessions, three VU/TEXT, two INSPEC, and one session each for the D&B Donnelley Demographics, Predicasts, PsycINFO, and Trademarkscan database producers. Seven additional sessions, two each from DIALOG, BRS, and University Microfilms International, and one from D&B Donnelley Demographics, had to be cancelled because of poor registration. The session held on April 27, 1990 was a particularly significant one, as it was a DIALOG Mini-Update, a regional event condensed to one day from the annual four-day DIALOG Update. Approximately 60 searchers from across the southeast attended, including all ten of the UCF searchers.

There were three other major search-related meetings at which UCF was represented this year: Kim Montgomery attended the annual DTIC Users' Conference in Alexandria, Virginia, from October 30 to November 3; Suzi Holler was at Online '89 in Chicago, Illinois, from November 6 to 9; and Janice Bain, Holler, and Montgomery were in attendance at the DTIC Regional Users' Conference in Orlando on April 4 and 5. In other areas, Holler served as the Florida Library Association Online Users' Caucus Vice-

Chair/Chair-Elect from May, 1989 until May, 1990, when she took over duties as Chair. The Caucus has submitted a proposal to hold a major preconference in May, 1991 before the Florida Library Association Annual Conference; Holler is chairing the planning committee, and Meg Scharf is serving as a member. Holler, Phyllis Ruscella, and Scharf presented a poster session, based on the subsidized Predicasts program and the accompanying bibliographic instruction (BI) lesson, entitled "We Mean Business: A BI Session for Business Case Analysis Students," on June 25, 1990 at the American Library Association Annual Conference in Chicago. The session was well attended and included the president of Predicasts as a visitor.

GOALS

A number of the goals listed last year were not accomplished and remain as goals for the coming year. Most important, as it has been a priority for several years, is "getting enough staff for a long enough period to allow publicizing the service." It is hoped that the volume of business will be light enough this year, thanks to the patrons who will be served instead by the available CD-ROMs, that publicizing the service will be possible without the necessity of extra staff. According to Maxwell Online's Executive Vice President, George Vaveris, addressing the Second International Conference on the Effective Use of CD-ROM Databases, "CD-ROM's impact in the online industry has been felt in the academic and medical general reference areas...[O]nline file usage of ...PsycINFO, MEDLINE, and ERIC has decreased slightly with the advent of CD-ROM..."¹ UCF's search service has so far only felt a drop in ERIC searches (from 391 database accesses last year to 198 this year, or a 49.4% decrease), but as Reference has plans to acquire both PsycINFO and MEDLINE on CD-ROM during the next fiscal year, the psychological and medical areas are those expected to be impacted next. Vaveris, in the same address, also added that "CD-ROM has brought searching to a much broader audience, resulting in an increased awareness of online services and their offerings."² It is hoped that the same will be true at UCF: heightened patron awareness of the service in part merely because of the availability of the CD-ROMs (and partially because of an understanding of some of their limitations) and in part due to increased publicity brought about by a reallocation of the service's resources. One of the first benefits of this reallocation will be to expand the subsidized Predicasts program to the marketing policies classes.

A second goal remaining from last year is "monitoring VU/TEXT." As soon as the Orlando Sentinel (currently available exclusively on VU/TEXT) is mounted as a database on DIALOG, the VU/TEXT account should be cancelled. Unfortunately, although this is in DIALOG's long-range plans, it is not likely to happen this calendar year.

One other goal for this year is to try again to attract vendors other than DIALOG to train at UCF. Both BRS and Orbit are underutilized simply because the searchers have never had formal training on either system. Both vendors have attempted to hold training

¹"Peaceful Coexistence Between Online and CD-ROM: Highlights of a Presentation by George Vaveris," Orbit Searchlight 18(7): 4-5, July 1990.

²Ibid.

sessions at UCF before, but have had to cancel every time because of poor registration.

STATISTICAL SUMMARY

OSS business both increased and decreased this year, with the number of intellectual searches down 1.8% (from 867 to 851), but the number of database accesses up 29.6% (from 1646 to 2136). A closer look at the figures reveals that patron-generated requests were actually up this year by 0.7% (from 566 to 570), and that the 1.8% drop in intellectual searches is entirely accounted for by searches generated by the staff. Detailed statistics for the service may be found in Attachments 1 and 2.

Of the 851 intellectual searches performed this year, 67% of these (570) were patron-generated requests (i.e., those for students, faculty, Library staff, non-affiliated users, and campus administration), 26% (218) were searches generated at staff initiative on behalf of patrons either in response to reference questions or to Interlibrary Loan requests, and 7% (63) were training searches, demonstrations, or other administrative searches generated by the searchers as a normal part of search service operation. These percentages compare with 65%, 28% and 7%, respectively, from last fiscal year, and show that the origin of requests is fairly constant.

Overall, 201 different databases were searched (68 of them over five times each) on four separate systems (BRS, DIALOG, STN, and VU/TEXT). Of the patron-generated requests, 65% were for students, 19% for faculty, 12% for LINE (non-University) patrons, 1% for campus administration and 3% for Library staff. This shows a considerable increase in student requests (from 56% last year), a phenomenon accounted for almost entirely by the subsidized Predicasts program (detailed previously).

ATTACHMENT 1

ONLINE SEARCH SERVICES UNIT ANNUAL STATISTICS
for the Fiscal Year 1989 - 1990

<u>Search Analyst</u>	<u>Intellectual Searches</u>	<u>Database Accesses</u>	<u>Hours Online</u>
Ballard	66	176	17.03
Franks	2	11	.60
Hamaker	33	119	9.47
Hinshaw	40	115	13.62
Holler	168	456	40.59
Hudson	67	169	21.21
Montgomery	161	527	66.32
Ruppert	78	294	25.75
Ruppert (ILL)	178	115	3.79
Scharf	58	154	23.64
	<hr/>	<hr/>	<hr/>
TOTAL	851	2136	222.02

851 INTELLECTUAL SEARCHES on 2136 DATABASES

Intellectual Search Allocations

Students.....	371
Faculty.....	110
LINE (Non-University).....	68
Campus Administration.....	3
Library Staff.....	18
Reference Questions.....	40
ILL Verifications.....	178
Demonstrations.....	9
Training.....	28
Free Time.....	3
Housekeeping.....	23
	<hr/>
TOTAL	851

TOTAL NUMBER OF DIFFERENT DATABASES 201

ATTACHMENT 2

PATRON-GENERATED ONLINE SEARCH REQUESTS (EXCLUDING LINE)
BY SUBJECT AREA AND CATEGORY OF PATRON FOR JULY 1989 THROUGH JUNE 1990

	CAMPUS LIBRARY				TOTAL	PERCENTAGE
	STUDENT	FACULTY	ADMIN.	STAFF		
EDUCATION & RELATED FIELDS					137	27.3%
EDUCATION	51	21	1	1		
EDUCATIONAL PSYCHOLOGY	10	3	0	0		
EDUCATIONAL TECHNOLOGY	2	3	0	0		
PSYCHOLOGY	34	11	0	0		
BUSINESS & LAW					188	37.5%
BUSINESS	182	1	1	1		
LAW	2	1	0	0		
SCIENCE & MEDICINE					128	25.5%
BIOLOGY	5	5	0	0		
CHEMISTRY	17	12	0	0		
COMPUTER SCIENCE	0	4	0	2		
ENGINEERING	0	3	1	0		
ENVIRONMENTAL SCIENCE	0	0	0	0		
MEDICAL TECHNOLOGY	2	1	0	0		
MEDICINE	33	9	0	0		
NURSING	0	5	0	0		
PATENTS	3	0	0	0		
PHYSICS	3	3	0	0		
SPORTS MEDICINE	3	1	0	0		
TECHNOLOGY	7	9	0	0		
SOCIAL SCIENCES					21	4.2%
CURRENT EVENTS	2	2	0	1		
ECONOMICS	1	0	0	0		
HISTORY	2	0	0	0		
POLITICAL SCIENCE	2	0	0	0		
PUBLIC ADMINISTRATION	1	0	0	0		
SOCIAL SCIENCE	1	0	0	0		
SOCIAL WORK	0	2	0	0		
SOCIOLOGY	2	5	0	0		
HUMANITIES					15	3.0%
ART	0	2	0	0		
FILM	0	1	0	0		
LINGUISTICS	0	1	0	0		
LITERATURE	6	3	0	0		
MUSIC	0	2	0	0		
LIBRARY SCIENCE	0	0	0	13	13	2.6%
TOTAL	371	110	3	18	502	
PERCENTAGE	73.9%	21.9%	0.6%	3.6%		100.0%

ATTACHMENT 3

PREDICASTS SUBSIDIZED SEARCH PROGRAM USE STATISTICS
Fall 1989 and Spring 1990

	Intellectual Searches	Database Accesses	Hours Connected	Costs Incurred
Fall Semester 1989				
September	11	40	4.07	\$ 990.37
October	46	128	21.08	7,312.79
November	30	78	14.85	5,608.67
December	2	4	.93	477.53
SUBTOTAL	89	250	40.93	\$14,389.36
Spring Semester 1990				
January	3	6	1.03	\$ 197.79
February	24	65	12.93	4,595.54
March	42	86	18.48	7,785.67
April	19	39	7.65	2,589.82
SUBTOTAL	88	196	40.10	\$15,168.02
<hr/>				
TOTAL BOTH SEMESTERS	177	446	81.03	\$29,557.38
PERCENTAGE OF ANNUAL TOTAL	20.63%	20.88%	36.71%	N/A

	Classes Taught*		Students Reached	
	MAN 4720	MAN 6721	MAN 4720	MAN 6721
Fall Semester 1989	9	2	225	44
Spring Semester 1990	11	1	299	17
SUBTOTAL BY CLASS	20	3	524	61
<hr/>				
TOTAL BOTH SEMESTERS	23		585	

*MAN 4720 (Business Policies) and MAN 6721 (Business Policies and Responsibilities) both employ case analysis by groups.

For the Summer Semester, 1990, when the searches were not being subsidized, by the second week of the first term, at least 6 case groups (probably representing between 18 and 30 students) had inquired about the Predicasts search program. Two marketing professors also inquired what they needed to do to have their marketing policies classes, which also employ group case analyses, participate in the program.

ATTACHMENT 4

PREDICASTS SUBSIDIZED SEARCH PROGRAM STUDENT EVALUATIONS
SUMMARY SHEET OF ALL RESPONSES

- 1 class, Fall Semester 1989 (19 responses)
- 2 classes, Spring Semester 1990 (56 responses)

THE LIBRARY SESSION:

1. Were you more motivated to participate in your case study after having an explanation of possible research tools by the librarian?

Yes 47 No 22

Comments:

- [Yes.] To know what there was available helped. Indifferent.
- [No.] Same motivation. Equally as motivated.

2. Was the lesson presented too early in the semester for you to understand its usefulness to your coursework?

Yes 11 No 59

Comments:

- [Yes.] After [illegible] understanding of what was required for us to do our cases would have been better.
- [No.] The earlier, the better.
- [No.] Case was due 10 days later Somewhat.

3. Had you successfully used the online catalog (LUIS) before this library lesson?

Yes 63 No 8

Comments:

- [Yes.] I was used to the older system. New one was better.
- [No.] After the lesson, I still can't use it

4. Did you know how to find a journal/magazine title on LUIS before the lesson?

Yes 63 No 9

Comments:

- [Yes.] Just had to get used to it.

5. In the left column, please check any of the following with which you were already familiar before the library session. In the right column, please check any you actually used in doing your research.

KNEW OF	USED	TITLE
<u>49</u>	<u>50</u>	Any CD-ROM product
<u>25</u>	<u>33</u>	Business Periodicals Index (printed)
<u>28</u>	<u>19</u>	Predicasts F&S Index (printed)
<u>40</u>	<u>35</u>	Statistical Abstract of the United States
<u>31</u>	<u>23</u>	Standard & Poor's Industry Surveys
<u>36</u>	<u>29</u>	U.S. Industrial Outlook
<u>37</u>	<u>32</u>	Wall Street Journal Index

6. What was the most important thing you learned from this lesson?

Comments:

N/A. (3)

That the searchers we [sic] not well experienced, not very helpful & downright bitchy.

How to find information more accurate [sic] and in less time.

How much easier and more info I can get to do a better case study.

Predicast [sic] info.

It is costly to do a Predicast [sic] search.

How to find info w/out becoming frustrated.

That there is vast information untapped.

Resources ARE available.

That it is available.

It was more of a refresher as I had used Predicasts before.

Additional resources at hand.

The availability of info and where to get it.

To make use of Library.

Research that was available.

Reinforced Library knowledge.

Predicast [sic].

The info I could obtain from CD-ROM.

Predicasts computer info.

You needed two week [sic] for appt.

Learned to ask ref. librarian for help.

The wide array of materials available for us to use.

They [sic] concept of evaluating a case (problem) & implementing ideas.

That a source like Predicast [sic] was available.

How to easily find required source of information.

That there are many resources available & help in utilizing them.

The availability of so much information.

That Predicast [sic] is available.

How to efficiently use resources available.

How to increase the sources to find research.

The Predicast [sic] information.

(LUIS)

All available inf.

Predicasts F & S Index.

6. Comments (Cont'd)

- Where everything was located.
- How to research information quickly & efficiently.
- Options provided in the library.
- No comment.
- Reference & Index Catalogues.
- How to do effective research.

7. Can you suggest one way the lesson could be improved for better understanding?

Comments:

- N/A. (4)
- No. (6)
- None.
- The searchers will improve with experience.
- How to get more info. from older issues of Adweek.
- Most seniors already know the basics (leave them out).
- No comment.
- Hands on use.
- No, I can't. Excellent presentation!
- Pass out handouts that explain exactly how to use the various indexes & abstracts.
- Instead of a classroom lecture - use a hands on more personalized demonstration.
- Later in year or by appointment.
- Hands on experience.
- Tell how to better prepare for on-line search.
- The session seemed aimed at those who had never used any of the materials at the library. I would hope that by now we had used them before. The class should be at a higher level.
- Seems to be easily understood by everyone.

8. Did you have an adequate understanding of what an online search would provide for you from the presentation?

Yes 45 No 20

Comments:

- N/A. (2)
- [No.] Didn't use it.
- Disappointment [sic] was prevalent.
- [No.] Was a little confusing.
- [No.] Not specific enough. An example of a search would have been nice.

9. Did this lesson impact your case study group in any way? If yes, how?

Yes 26 No 37

Comments:

N/A. (2)

- [Yes.] We had a start.
- [Yes.] It gave us more material.
- [Yes.] Predicast [sic].
- [No.] Didn't use it.
- [Yes.] More base of info.
- [Yes.] Helped dramatically in cutting down our research time.
- [Yes.] Excellent info.
- [Yes.] Useful information.
- [Yes.] Provide info. faster.
- [Yes.] It motivated us.
- [Yes.] It gave us a better overall understanding of our company.
- [Yes.] Helping us search for information on companies not available elsewhere.
- [Yes.] Better research.
- [Yes.] Gave us more ideas of places to look for information.
- [Yes.] Research time was reduced.

THE SEARCH PROCESS:

10. Did you know about the Library's Online Search Service before taking this class?

Yes 20 No 47

11. If yes, had you used the service before? For what purpose(s)?

Yes 2 No 46

Comments:

- [Yes.] Where I work.

12. Did your group take advantage of the free search(es) offered? (If no, why?)

Yes 50 No 20

Comments:

- [Yes.] First was fair.
- [No.] The info. was too current for our case.
- [No.] Couldn't get scheduled.
- [No.] Couldn't get an appointment soon enough.
- [No.] Little time.
- [No.] We didn't meet to [sic] 10 day prior appt.
- [No.] Not necessary for cases.
- [No.] Just didn't think about it.
- [No.] Our cases required past information...not current.
- [No.] Hard to get an appointment.

13. If yes, did you come back after the first one to have another?

Yes 33 No 26

Comments:

N/A. (2)

[No.] See #6. [That the searchers we [sic] not well experienced, not very helpful & downright bitchy.]

[Yes.] Second was poor.

[No.] Didn't need to use it.

[No.] It was not helpful.

[No.] First one was of no help.

14. Was the pre-search information and assistance adequate?

Yes 39 No 17

Comments:

N/A. (2)

[No.] Much of our pre-search time was "wasted" by the researcher.

[Yes.] Too broad.

Didn't use it.

15. How many of the results were relevant?

All 1 Most 19 Some 22 Few 10 None 3 N/A 3

N.B., 2 of the "None" responses did not have a search run.

16. Did you obtain enough results to answer your overall information need?

Yes 14 No 30

Comments:

N/A. (2)

[No.] Had a very small independ [sic] company.

[No.] It would be too narrow.

17. Did any information found/not found change the focus of your presentation?

Yes 28 No 26

Comments:

N/A. (2)

[No.] Just backed up ideas.

18. Did you feel the results were adequately explained?

Yes 38 No 14

Comments:

N/A. (2)

Sort of.

No explanation of results.

19. What component of the UCF online search service could be improved?

Personalized Attention 17 Pre-search Interview 19 Print-out 6

Appointment Scheduling 11 Delivery Time 4 Follow-up Explanation 11

Other (please specify) (See below.)

N/A. (2)

#'s of articles does [sic] not equate to thoroughness of scope.

Didn't know it existed.

Available info.

Did not actually do it myself.

20. Would you use this service at UCF again or recommend it to a friend?

Yes 46 No 8

Comments:

N/A.

[No.] Not unless preplanning can include limiting #'s of articles per issue.

[Yes.] Only if at nominal cost.

[Yes.] Maybe. But I don't feel that it is worth the money.

[Yes.] Possibly.

21. Do you foresee applications for Predicasts searches for you in your profession?

Yes 34 No 10

Comments:

N/A.

[Yes.] See above. [Not unless preplanning can include limiting #'s of articles per issue.]

?

Possible => \$???

[Yes.] Entirely too expensive for the individual.

OTHER:

1 response was completely blank except for the general comment:
We only used once, was [sic] not impressed.

1 response was discarded, as it was filled in with the UCF President's name and contained such useful comments as:

Your [sic] fired.
Certain personnel are expendable.

ATTACHMENT 5

PREDICASTS SUBSIDIZED SEARCH PROGRAM PROFESSOR EVALUATIONS
SUMMARY SHEET OF ALL RESPONSES

2 professors, Spring 90

THE LIBRARY SESSION:

1. Were your students more motivated to participate in their case studies after having an explanation of possible research tools by the librarian?

Yes 2 No _____

Comments:

2. Was the library session presented too early in the semester for the class(es) to understand its usefulness to their coursework?

Yes _____ No 2

Comments:

3. Was there enough notice for you to conveniently fit the class into your syllabus?

Yes _____ No 2

Comments:

4. Was the content of the lesson at a level appropriate to the students' needs?

Yes 2 No _____

Comments:

5. In the left column, please check any of the following tools which you feel were not adequately covered in the lesson. In the right column, please check any you feel should not be covered at all.

NOT WELL COVERED	DROP FROM LESSON	UNSOLICITED COMMENTS	TITLE
_____	_____	<u>good</u>	Any CD-ROM product
_____	_____	<u>exclnt</u>	Business Periodicals Index (printed)
_____	_____	<u>exclnt</u>	Predicasts F&S Index (printed)
_____	_____	<u>exclnt</u>	Predicasts databases
_____	_____	<u>less impt</u>	Statistical Abstract of the United States
_____	_____	<u>good</u>	Standard & Poor's Industry Surveys
_____	_____	<u>good</u>	U.S. Industrial Outlook
_____	_____	<u>exclnt</u>	Wall Street Journal Index

6. What was the most important thing your students learned from this lesson? The concept that there is this huge database out there that they can use; practical firms use this and it's provided by Predicasts; very practical; students will be more valuable to future employers by knowing Predicasts.

Extend [sic] of sources.

7. Can you suggest one way the lesson could be improved for better understanding? Integrate one of the actual cases from a syllabus (not mine).

8. Do you feel the online search program was adequately explained in the lesson?

Yes 2 No

Comments:

9. Did this lesson produce any noticeable effects on the quality of your students' research? If yes, what?

Yes 1 No

Comments:

They were happy to find this type assistance available to them; they were happy in what information they found.
[Yes ?] Not sure of quality--probably more efficient.

THE SEARCH PROCESS:

10. Do you think your students were familiar with the Library's Online Search Service before taking this class?

Yes No 1

Comments:

Varies.

11. Did most of the groups take advantage of the free search(es) offered? (If no, why do you think they did not?)

Yes 2 No

Comments:

12. If yes, did most come back after the first search to have another? (If no, why do you think they did not?)

Yes 1 No

Comments:

Don't know.

13. Did students come to you for assistance in preparing for their searches? (If yes, what areas were causing confusion?)

Yes No 2

Comments:

Feedback, yes. Mostly compliments.

14. Did students have problems interpreting the results of the searches?

Yes No 1

Comments:

Heard no comments.

15. Did students seem to be satisfied with the search results? (If not, why?)

Yes 1 No

Comments:

Very much so.

[Yes ? No ?] Had some complaints--some thought data was not useful--could be a function of the search.

16. Did the information found/not found change the focus of any presentations that you know of?

Yes No

Comments:

It took away some of their fear.

Don't know.

17. Did your students mention any component of the UCF online search service which ought to be improved?

Personalized Attention 1 Pre-search Interview Print-out

Appointment Scheduling 1 Delivery Time Follow-up Explanation

Other (please specify) (See below.) _____

They want personalized attention, but how are you going to do that...?
Took too much time to schedule.

18. Are you interested in having the Library and Predicasts offer this program again?

Yes 2 No

Comments:

19. Do you think your students will want to use Predicasts searches in their professional lives as a result of this program?

Yes 1 No

Comments:

I'm sure of it!
Unsure.

Further comments:

I'd like to go on record (I hope Predicasts will take this as a practical statement from an ex-executive who is now a business professor) stating that the combination of the library work with Predicasts was a great help to the students. This was a splendid addition to this program. I hope Predicasts will sustain this on a long range basis; ultimately, it will mean much business for them.

Other:

1 response was recorded via telephone interview.

ATTACHMENT 6

ONLINE SEARCH SERVICES EVALUATIONS
SUMMARY SHEET OF ALL RESPONSES

Methodology: Evaluation forms were sent to all paying clients of OSS/LINE who used either service during the month of October 1989. A total of 44 questionnaires were mailed out; 28 (or 64%) were returned by mail and another 10 (23%) were subsequently contacted by telephone, for a total response of 38 (86%). There were 6 questionnaires (14%) with no response.

Total = 44
Responses = 38 (28* by mail; 10 by phone)
No response = 6

Status: UCF Undergraduate Student 4
UCF Graduate Student 18 Doctoral-1
UCF Faculty 11 Guest-1; IST-1
UCF Staff 0
UCF Administration 0
Research Park Tenant 2
Other: Psy. D
Rehabilitation Specialist
Graduate - Another University
Doctoral Candidate - Not UCF
Rollins Graduate Student

1. How did you find out about this service?

Librarian 5
Friend 5
Professor 12
Colleague 4
Print Announcement 0
Used similar service elsewhere 5
Used this service before 10
Other: Student at UCF/Undergraduate Class - Fundamentals of Graduate Research

2. Was the pre-search information and assistance adequate?

Yes 34 No 3

Comments:

[Yes] Second try was outstanding.
[Yes] Excellent in person assistance.
[No] Didn't cover my subject.
[No] Print out too light to read.

3. Was the delivery time from submitting the request to receiving the results reasonable?

Yes 36 No 1

Comments:

- [Yes] It was outstanding! I needed the data immediately. Ms. Holler stayed after hours and completed the search 6 hours after I requested it. Not only was it fast but it was cheaper because she used the abstract service at the lower rate.
- [Yes] Did take longer than told.
- [Yes] Would have appreciated a call.
- [Yes] Told differently than what it actually was but still OK.
- [Yes & No] OK really; but took a little longer than expected.

4. How many of the results were relevant?

All 4 Most 16 Some 11 Few 4 None 1

Comments:

- [Most] About 50%
- [Some] Half or more
- Haven't looked at it yet.

5. Did you obtain enough results to answer you overall information need?

Yes 27 No 7

Comments:

- [Yes] Of periodicals and catalogs, but (The search was fine as far as it went.) In further research I have found many other books not listed in the search which are major references. I was surprised these were not included. Perhaps the error was mine in giving directions for the scope of the search.
- [Yes] More than enough - the search was more extensive than I used.
- [No] It pointed me in the right direction.
- [No] Problem was with topic - no literature available.
- [No] Need additional database information.
- [No] Didn't get any results.
- [No] Had another search done at UF.
- I think so.
- Not sure.
- Not quite but close.

6. Did you feel the results were adequately explained?

Yes 36 No 3

Comments:

- [No] Didn't get any results.
- [No] Would like to know which items retrieved we have, which would be easy to obtain, which would be difficult.

7. Did the search results justify the expense?

Yes 30 No 6

Comments:

- [Yes] In my opinion - increased grade ↑.
- [Yes] Quite reasonable.
- [Yes] However, I feel charge for librarian's time too high (\$40.00 per hour). [LINE search]
- [Yes] Or would have been if I had gotten any results.
- [Yes] Didn't realize that what I got wasn't going to be readily available at UCF.
- [Yes] I will now be more careful and try to do a lot more work on my own.
- [No] I did my own ERIC search. My topic was out of the usual and so the cost of search into doctoral dissertations was higher than the usual expected.
- [No] Computers are too expensive.
- Not sure.

8. If you have used a similar service at another site, how do the UCF services and results compare?

Better 2 Equal 13 Worse 1

Comments:

- N/A 5
- [Better - but from the rest of the form, patron probably intended to check "worse." Done when told.
- [Equal] 10 years ago at University of Wisconsin.
- [Equal] At Georgia Tech.
- [Worse] Not as good - just don't like the word "worse."
- Haven't used service anywhere else before.
- Not used one.
- Not used.

9. What component(s) of the UCF online search service could be improved?

- Personalized Attention 1
- Pre-search Interview 3
- Print-out 2
- Appointment Scheduling 1
- Delivery Time 2
- Follow-up Explanation 5

Other:

None 3

N/A

?

[At top of page] Include Beilstein search as part of STN package.

[Print-out] We had to call as it was not done when told.

[Follow-up] More time with librarian without charge.

[Personalized Attention]

At Reference Desk in Library. The guy was a grump and not very willing to help.

[Delivery Time]

No one in Circ knew where search was or where to send me.

Couldn't find search after it was finished.

Faster?

It was adequate.

Offer data on diskette.

I believe it works fine!

Another ERIC system.

All OK to me.

10. Have you used the UCF online service since your search in October?

Yes 7 No 30

Comment:

[No] But will use again this semester.

11. Have you ever used any of the CD-ROM products available in the Reference are? (If yes, which?)

Yes 14 No 23

Comments:

[Yes] LRC - Readers Digest

[Yes] ERIC

[Yes] Doctoral dissertations; ERIC

[Yes] ERIC - Great

[Yes] Reference of journal articles - don't know name of system.

[No] I don't know what CD-ROM is.

[No] But have used at Valencia.

[No] Can't use as I am blind.

12. Have you ever used any of the CD-ROM products as a substitute for a search done through the online search service? (If yes, which? How many times?)

Yes 8 No 29

Comments:

- [Yes] 3 or 4.
- [Yes] ERIC CD-ROM - 3 times 2
- [Yes] ERIC
- [Yes] Once since the search - worked OK.
- [No] I plan to.
- [No] Not sure what CD-ROM is.
- [No] Can't use as I am blind.

13. If similar information were available on a CD-ROM product in Reference, would you use the online service anyway? (Why or Why not?)

Yes 13 No 11

Comments:

? 2

- [Yes] Online is more up to date.
- [Yes] In the interest of saving time.
- [Yes] Time Saver.
- [Yes] Time savings for me.
- [Yes] More specific, less time consuming.
- [Yes] Still need to do online search.
- [Yes] Would use both. 2
- [Yes] Not comfortable with computers.
- [No] Could handle it myself.
- [No] Cost.
- [No] Easier to accomplish yourself.
- [No] \$ It would take more time but be worth the effort in becoming more at ease with library equipment.
- [No] Can't use as I am blind.
- Maybe, because the searchers are more experienced than I.
- Don't know.
- Time.
- I don't know what a CD-ROM is.
- I am not familiar with the CD-ROM, so I can't comment on it.
- I would need to know more about this service.
- Hard to compare since...
- Maybe.

14. Would you use the online search service at UCF again or recommend it to a friend?

Yes 34 No 3

Comments:

[Yes] Once it got defined obtained outstanding results.

[Yes] Good service, very helpful, saves time.

[Yes] I have found it quite efficient.

[Yes] If they had money.

[Yes] Has already.

[Yes] Would recommend.

[No] Wouldn't use it again personally but would recommend to a friend after an explanation.

Please use the bottom of this sheet or another sheet of paper for any further comments you wish to make.

The service person was excellent and did her best to help -- the information just wasn't of any use.

I appreciate all the help given from Suzi & Kim. Thanks.

I was very pleased with the service and would use it again. I thought the service charge was quite reasonable.

I was generally satisfied with search but felt very rushed by librarian. Got a "Time is money" feeling. I am surprised that you charge \$40.00 per hour for this service plus regular online charges. I think that is far too much for an educational institution for someone pursuing any degree. Otherwise I was satisfied with job. P.S. No need to call me on this!

Patrons were allowed to ask for the Coordinator to call. The only one who did was called and wished for better publicity. Said he "almost missed it" except for a friend.

*One evaluation was apparently lost in the mail. When we spoke to her on the telephone she indicated that all her responses were very positive.

REFERENCE

ACCOMPLISHMENTS AND PROGRESS

This year the reference department offered orientation programs for transfer students with sign-up sessions in which these students were given hands-on experience with the computerized card catalog (LUIS), enabling them to access the books and periodicals that the library owns. This program was a success and will be continued in the future.

An experimental joint venture between the bibliographic instruction librarians and the online searchers offered free Predicasts searching to the Business Policies Classes. This service was popular with the students and was subsidized by Predicasts, Inc. 50 classes were coordinated between the two library units.

After a trial year of offering telephone reference service to the community, the service was transferred to the fee-based services unit in the Access Services Department.

Although the UCF library was designated a U. S. Patent Depository Library in December 1988, equipment to read the patents was not available until March 1990. During this time, the Patents area was created and all patents items from the Government Documents area were transferred to the newly created Patents area. Also, in preparation for the opening of this collection, the Office of Patent Depository Library Programs in Washington D. C. gave a workshop for the librarians of the UCF library on October 26, 1989. On March 24, 1990 these people came again to offer an all day workshop on accessing patent information to the University, the community and inventors in the state of Florida. This collection has been in constant use by the community since the opening day.

Also, during this year the fruition of the TITLE III grant between Valencia Community College library and the UCF library was realized. Through this grant the library received a one year trial of UMI CD-ROM's (Dissertation Abstracts, Newspaper Abstracts and Periodicals On Disc). Use of the long-term goals of the grant is to ease the transfer of students from VCC to UCF. Phyllis Ruscella, Coordinator of Library Instruction, is working with the VCC B. I. Coordinator to establish library instruction programs to meet this goal.

Changes in service saw an expansion of the CD-ROM products available to library users.

The additional products include:

- Applied Science and Technology Index
- Humanities Index
- Bender's Tax Service
- Magazine Abstracts Survey

with the VCC/UCF grant: Dissertation Abstracts
Newspaper Abstracts
Periodicals on disc

More services and an expansion of hours were aided by the addition of four adjunct librarians and one visiting librarian for a total of 70 hours of additional help at the reference desk. With this help the full time librarians were able to teach more classes and create many more Info-to-Go guides. The New Guides developed include:

Biographies	CD-ROMs
Exceptional Education	Florida Legal Research
Hospitality/Tourism	Job Hunter's Guide
Legal Research	Marketing
Sports	Women's Studies

Revised Info-to-Go guides:

Nursing	Education
Communicative Disorders	

Additional growth in the reference collection created a need for a major shifting project. Additional ranges of shelving were added and the collection was spread out with room for more expansion. This major project was completed Spring Semester.

The entire reference staff has worked hard and has dedicated many hours to make the department and the services offered a success.

PERSONNEL CHANGES

During this past year the Reference Department has been in a state of expansion and change. Changes in personnel gave us a librarian in August, (Carole Hinshaw) a secretary, (Nancy Stephens), and a librarian, (Rochelle Ballard) in September, a Senior LTA, (Patricia Hall) plus three adjunct librarians, (Vicki Hamaker, Belinda Jones, and Charlene Maroney) in November, an adjunct librarian, (Deborah Steinmetz) in December, an adjunct librarian (Lois Hamilton), in January, a LTA, (Rick Gossett) in May and a Government Documents librarian, (John Walters) in June.

In August, the secretary, (Helen Marie Wintenburg), left for another library department, in September, a reference librarian, (Joseph Andrews), left for another library department and in February, the Government Documents Librarian (Lucille Lloyd) retired. Ted Pfarrer announced his phased retirement beginning August, 1, 1990.

During this year Ted Pfarrer received his PhD., and was presented the Excellence in Librarianship Award, and DeLyn Bradford received her BA in English.

PROBLEMS SOLVED

Storage space problems for government documents microfiche and the Patents cassette microfilm were solved by a donation from the Serials Department of microfilm and microfiche cabinets. Also, a word processing center was created in room 203 J and space for the new LTA position, a reference librarian, and adjunct librarians were created by a well organized massive move during Spring Semester.

PROBLEMS YET TO BE SOLVED

With the expansion in reference desk service hours, additional CD-ROM services, and the Patents Depository Library Program, plus the growth in demand for Bibliographic Instruction classes, the reference department cannot give the assistance to these services that is needed.

Staffing is needed for equipment maintenance (ribbon, ink jet, and paper replacement) during library hours seven days a week - for the CD-ROMs, the Patents and Documents Reader/Printers, and printers at the LUIS terminals. Also, better assistance and an increase in the existing services is needed but cannot be accomplished without more staffing (Librarians, LTA's etc.)

SIGNIFICANT PROFESSIONAL ACTIVITIES

In addition to the above services, the Reference staff has participated in many conferences, workshops, and seminars to keep up with professional development or to further their service to the university and community. A list of these meetings include:

- FCLA Public Services Committee Meetings
- LOEX Library Orientation and Exchange Nat'l Bibliographic Instruction Conference, Ann Arbor, MI
- State Data Center Meeting
- U. S. Census Workshop, Stetson, University, Deland, FL
- Nat'l Education Association
- ASIS Conference on Telecommunications, Tampa, FL
- Southeastern FL area Health Education Center (AHEC)
- Florida Business & Industry Data Center Meeting (BIDC)

GOALS

1. Increase the number of CD-ROM products available to library users.
2. Add a CD-ROM help desk during a few of the peak usage hours during the week - Monday thru Friday.
3. Add another reader/printer for Patents microfilm.
4. Add a microfiche reader/printer for patents microfiche and a microfiche reader/printer for the government documents area.
5. Bring the microfiche collections of 1) CIRR, 2) Q File, 3) Valueline, from the serials floor to the reference area.
6. Rearrange the reference area to give space for more shelving in the government documents, reference and index and abstracts areas.
7. Receive more staff to cover the maintenance of the microfiche collections and equipment mentioned in 1-6.
8. Encourage use of the documents, patents, reference, and index and abstract

REFERENCE DEPARTMENT STATISTICAL SUMMARY
1989-1990

Reference Statistics

Reference Desk questions.....	57,385
Annual Report File on Hand.....	1,943
Annual Report Added.....	352
Annual Report Deleted.....	144
Pamphlet File on Hand.....	4,284
Pamphlet File Added.....	64
Pamphlet File Deleted.....	16
Map File on Hand.....	192

Library Instruction

Classes Instructed.....	238
Number of Students.....	4,812
Visiting Groups.....	11
Number of Students.....	294

Documents Statistics

U.S.

Volumes	Received.....	9,373
	Deleted.....	3,992
	Total on Hand	
Microfiche	Received.....	3,992
	Deleted.....	6,114
	Total on Hand	

Florida

Received.....	6,617
Deletions.....	4,516
Total on Hand	

ASI Microfiche

Received Titles.....	2,882
Total Microfiche.....	4,707
Total Titles on Hand.....	
Total Fiche on Hand.....	

CIS Microfiche

Received Titles.....	9,279
Total Microfiche.....	74,437
Total Titles on Hand.....	
Total Fiche on Hand.....	

Patents

Microfilm Received.....	3,560
Total on Hand.....	3,560

Maps

Received.....	101
Total on Hand.....	524

DOCUMENTS ADDED TO COLLECTION 1989 - 1990

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	APR.	MAY	JUNE	TOTAL
U.S. DOCUMENTS													
Received													
Print	667	974	504	1,114	651	532	1,133	782	631	715	865	805	9,373
Microfiche	738	484	251	485	308	47	299	73	191	312	401	1,087	4,676
Total	1,405	1,458	755	1,599	959	579	1,432	855	822	1,027	1,266	1,892	14,049
Deletions													
Print	379	612	612	532	75	54	307	116	101	72	271	861	3,992
Microfiche	4	313	1,769	156	271	250	145	957	799	2	1,433	15	6,114
Total	383	925	2,381	688	346	304	452	1,073	900	74	1,704	876	10,106

FLA. DOCUMENTS

Received													
Print	220	385	191	14	171	8	155	451	1,717	1,436	1,272	597	6,617
Deletions													
Print	106	5	2	67	48	92	31	58	3,862	6	-0-	239	4,516

ASI Microfiche
 Received
 # of Titles = 2,882
 # of Microfiche = 4,707

CIS Microfiche
 Received
 # of Titles = 9,279
 # of Microfiche = 74,437

NET ACQUISITIONS

U.S. = 5,381 Florida = 2,101 Microfiche = 77,706 Total = 85,188

MAPS ADDED = 101

Patent Microfilm
 Received 3,560

Documents Telephone Inquiries
 Received 144

BIBLIOGRAPHIC INSTRUCTION

GROUP TOUR REQUESTS

<u>DATE</u>	<u>GROUP/LOCATION</u>	<u># of STUDENTS</u>
May, 1989	-----	
June 15, 1989	Apopka High School/Apopka (Debate Team)	20
July 3, 1989	Astronaut High School/Titusville	35
August, 1989	-----	
September 15, 1989	Winter Park High School, Winter Park (9th Grade Center)	70
September 22, 1989	Madison Middle School, Titusville	30
September 25, 1989	Central Florida Research/Boy Scout Troop	10
September 29, 1989	Madison Middle School, Titusville	30
September 30, 1989	Clearlake Middle School, Cocoa	10
October 13, 1989	Clearlake Middle School, Cocoa	15
October 30, 1989	Valencia CC/South Campus, Orlando	11
November 17, 1989	Jackson Middle School, Titusville	8
December, 1989	-----	
January 11, 1990	Stenstrom Elementary School, Oviedo (Gifted Students)	15
February, 1990	-----	
March, 1990	-----	
April 11, 1990	Clarmont Middle School, Clarmont (Gifted Students)	60
	TOTAL	12 Groups
		314

BIBLIOGRAPHIC INSTRUCTION

COURSE RELATED LESSONS

COURSE/CLASS CODE	COURSE TITLE	SUMMER '89	FALL '89	SPRING '89	TOTAL
BSC 2010	General Biology		1		1
EDF 5259	Classroom Management & Teaching		1		1
EDF 6481	Fundamentals of Graduate Research In Education	4		2	6
EDF 6608	Social Factors in American Education			1	1
EDF 6841	Graduate Educational Research		3		3
EDG 4321	Teaching Strategies	5	11	9	25
EDG 6938	Analysis of Reasearch Designs	1			1
EEX 6432	Seminar/Critical Issues in Special Education			1	1
ENC 1101	Composition I		29	19	48
ENC 1102	Composition II		15	10	25
ENC 1102H	Composition II Honors			2	2
ENC 3210	Business Report Writing	6	18	17	41
ENC 3241	Technical Report Writing		4	3	7
EOP	Equal Opportunity Program/Minorities	2			2
HSC 6247	Graduate Health Care		1		1
IEP	Intensive English Program		1	1	2
MAN 4720	Business Policies		9	11	20
MAN 6721	Business Policy & Responsibility		2	1	3
MAR 4831	Product Management		1	2	3
MLS 4910	Fundamentals of Research for Health	1			1
MRE 3110	Medical Record/Organization and Management			1	1
MRE 4850	Medical Record Research			1	1
NUR 3166	Critical Inquiry/Nursing			1	1
NUR 3709	Transitional Concepts in Nursing	1			1
POS 3703	Scope & Method of Political Science		1		1
SPA 5805	Research in Communicative Disorders			1	1
SPC 1600	Fundamentals of Oral communication			1	1
	Staff Training (Shelving)			1	1
	STEP Program			1	1
	Student Athlete Study Hall		6		6
	Transfer Student Lesson	5	9	7	21
TOTAL		25	112	93	230

SERIALS

ACCOMPLISHMENTS AND PROGRESS

276 new subscriptions were added, in 38 disciplines at a cost of \$25,772.00.

--1990 Periodical Orders, Appendix 1 --

An effort was made to strengthen the periodicals collection in education (94 titles) and business (25 titles) to more fully support the graduate programs. A basic periodical collection (48 titles) for the film program was selected.

Back volumes were ordered for subscriptions started during the last three years. Gaps in holdings were identified and ordered in engineering, finance, banking, education.

--Back Volumes Paper and Microform, Appendix 2--

The Serials Department participated in the Central Florida Library Consortium's Union List of periodical titles and holdings. The Department has also been able to produce a printed periodical holdings list for Library patron use.

The Department implemented the automated NOTIS circulation for items held in the Serials Office (CD recordings and some audiovisual collections).

PERSONNEL CHANGES

Of the six USPS positions in the Department in August 1989, only one position (Senior LTA, Binding) has remained constant. One position was filled by an internal promotion, the remaining four were new employees. Two additional positions were added and filled by new employees - LTA for night public service, and Senior Clerk for binding and holdings records.

A librarian was transferred to the Department with duties involved with the audiovisual materials.

PROBLEMS SOLVED

Microform reader/printer maintenance has been a major problem; however, new service contract has been issued. Major improvements in the quality of copies is expected.

USBE (our only source for single back issues of periodicals) went out of business in August 1989. With no source for single issue replacement, some titles had to be bound incomplete. USBE has since (June 1990) come back into business under new management and at a new location. The Department has already had success in obtaining single back issues from this source.

PROFESSIONAL ACTIVITIES

Jeannette Ward is a member of the Central Florida Library Consortium Committee on Serials Union Listing. Guidelines and procedures for standards, input to the OCLC automated holdings format, and quality control were developed. The Union Listing project

is in progress.

Jeannette Ward was appointed to the President's Strategic Planning Council.

Elba Grovdahl was a member of a dissertation committee in the College of Education. The student was conferred the Doctor of Education Degree at the end of the summer 1990 semester.

Elba Grovdahl was a member of the EEO Grants-in-Aid Selection Committee. As a result, twelve students will receive the Delores A. Auzenne Fellowship for graduate study for the 1990/91 academic year. Similar selections were made of UCF faculty, A&P, and staff to be awarded the SUS Employee Grant-in-Aid Program.

In September 1989, Jeannette Ward demonstrated the current INNOVACQ acquisition and serials control system to Jim Lewis and Cindy Wickman from the NOTIS Development and Programming Office. Its flexibility and comprehensive reporting capabilities were emphasized. In October, the system was again demonstrated to University of Florida staff (Library and Business Office). At that time, UF acquisitions librarians were exploring the possibility of implementing INNOVACQ until the NOTIS acquisition system is enhanced enough to meet their Library's needs.

GOALS

For the 1990/91 academic year improved service at the public desk, especially with the microform machines, is planned.

A study of audiovisual materials in university libraries, followed by policy decisions on the direction of audiovisual collections in the UCF Library.

STATISTICAL SUMMARY

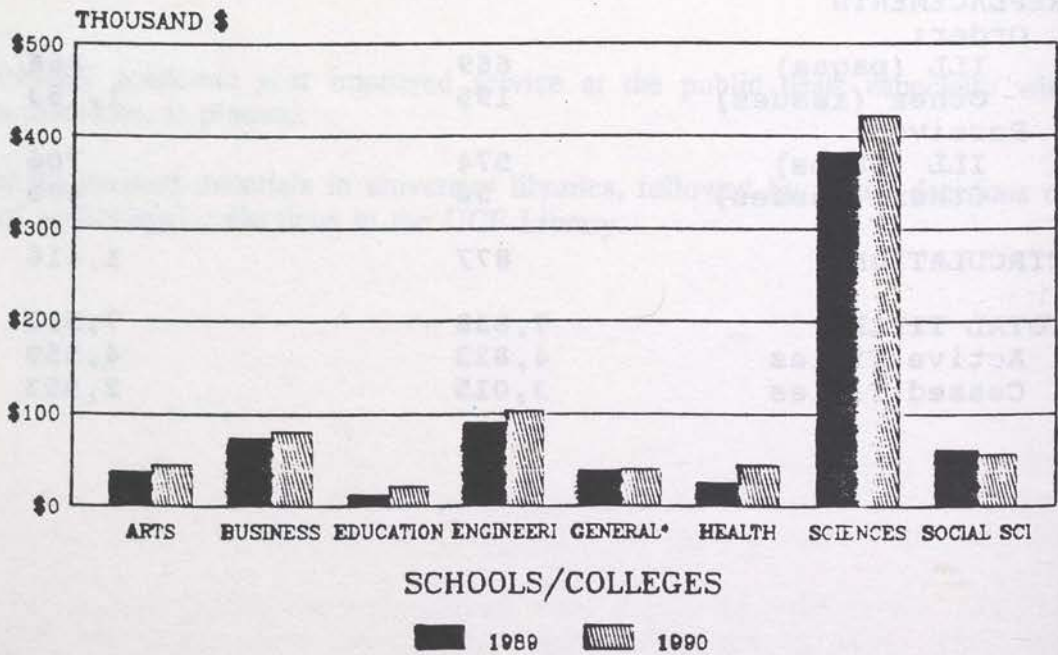
	1989/90	1988/89
ITEMS ADDED		
Bound Vol. Recd.	396	223
Vol. Bound	6,463	5,719
TOTAL	6,859	5,942
Microfiche units	16,933	11,823
Microfilm reels	1,487	808
ERIC	13,092	15,520
CLAIMS		
Initial claim	1,637	789
Re-claim	1,102	657
REPLACEMENTS		
Order:		
ILL (pages)	669	866
Other (issues)	195	1,153
Received:		
ILL (pages)	574	706
Other (issues)	30	496
CIRCULATION	877	1,416
TOTAL TITLES	7,838	7,512
Active Titles	4,823	4,559
Ceased Titles	3,015	2,953

SUBSCRIPTION COSTS

Renewal subscription costs increased \$65,526.00 or 9%.
 New subscriptions costs - \$25,772.00.

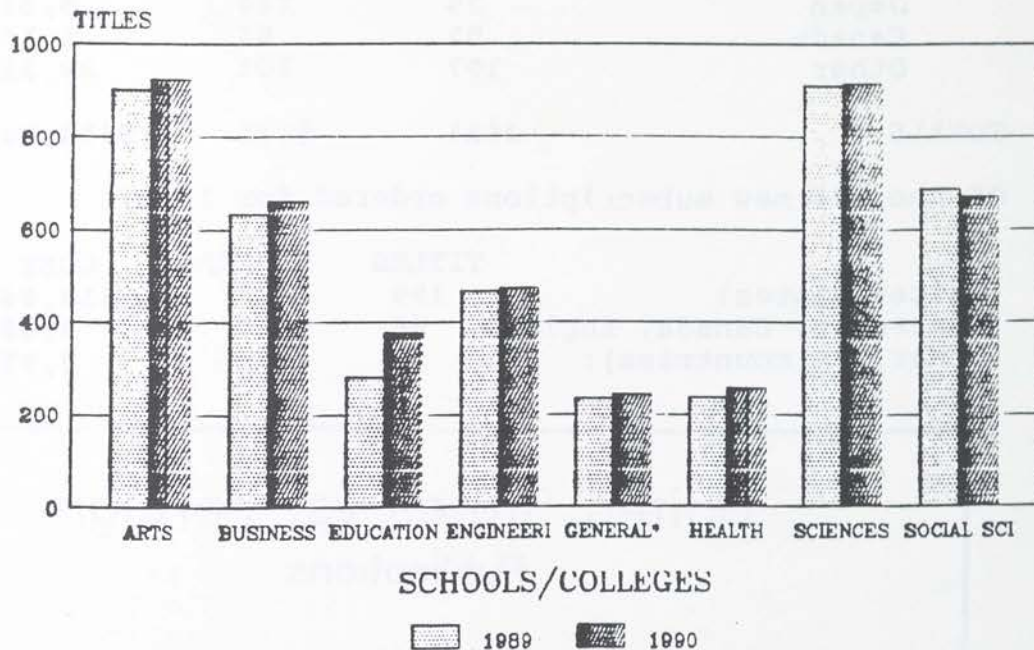
	SUBSCRIPTION COSTS	NUMBER OF ORDERS
1989/90	\$814,946.00	4617
1988/89	723,648.00	4353

**SERIALS COST COMPARISON
1989 TO 1990**



*newspapers, indexes, general

SERIALS TITLE COMPARISON 1989 TO 1990



*newspapers, indexes, general

Decrease in Social Science titles reflect the move of social work and public administration from the College of Arts and Sciences to the College of Health and Professional Studies.

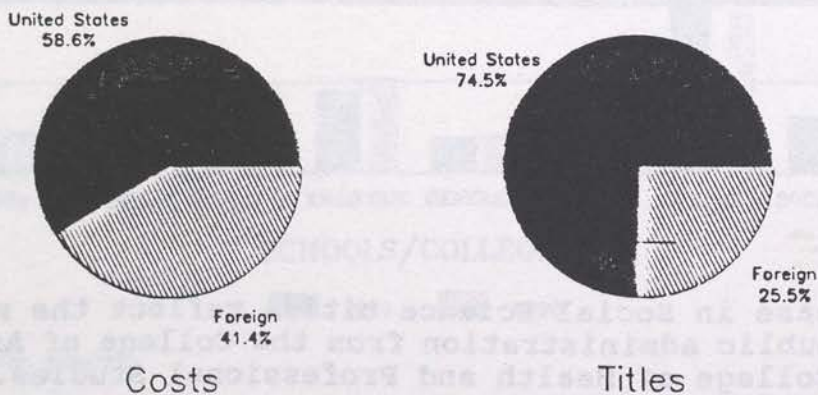
1990 PERIODICAL IMPRINT ANALYSIS

	TITLES	AVERAGE	COST
American	2701	\$176	\$477,534
England	423	332	140,498
Netherlands	121	734	88,894
Germany (W)	61	577	35,260
Switzerland	43	729	32,666
Japan	25	224	5,610
Canada	53	84	5,166
Other	197	201	29,318
TOTALS	3624	\$225	\$814,946

Of the 276 new subscriptions ordered for 1990:

	TITLES	AVERAGE	COST
United States:	199	\$ 95	\$18,966.00
Australia, Canada, England	56	69	3,888.00
Other (14 countries):	21	139	2,918.00

United States vs. Foreign Publications



1990 PERIODICAL ORDERS

<u>Department</u>	<u>TITLE</u>	<u>PRICE</u>
Accounting	Accounting articles (CCH)	350.00
	Federal tax service and CD-ROM	695.00
	Journal of cost analysis	20.00
	Merten's law of federal income taxation	500.00
	Pacific accounting review	17.00
	Tax management portfolios	2,500.00
	Total Ordered: 6	4,082.00

Art	Art therapy	27.00
Total: 1		27.00

Computer Eng.	Real-time systems	150.00
Total Ordered: 1		150.00

Chemistry	Journal of biochemical toxicology	115.00
Total: 1		115.00

Civil Eng.	Ozone science and engineering	90.00
	Stochastic hydrology and hydraulics	156.00
Total Ordered: 2		246.00

Communication	American cinematographer (Film)	22.00
	American cinemeditor (Film)	15.00
	American premiere (Film)	16.00
	American screenwriter (Film)	45.00
	Argumentation	110.00
	Art and cinema (Film)	35.00
	Back stage (Film)	45.00
	Broadcasting and the law	120.00
	Bulletin of the American Society of Newspaper Editors	20.00
	C:JET /Communication: Journalism education today	35.00
	Camera obscura (Film)	27.00
	Canadian journal of communication	40.00
	Cantrill's filmnotes (Film)	20.00

Department	TITLE	PRICE
Communication, Cont'd		
	Channels - the business of communications	65.00
	Chaplin (Film)	20.00
	Cineaction (Film)	30.00
	Cinefex (Film)	17.00
	Cinema Canada (Film)	35.00
	Cinema journal (Film)	25.00
	Cinema papers (Film)	28.00
	Cinemascore: film music journal (Film)	13.00
	Classic images (Film)	25.00
	College media review	15.00
	Communication research trends	12.00
	Communication world	48.00
	Content for Canadian journalists	15.00
	CTVD Cinema-TV Digest	4.00
	East-West film journal (Film)	25.00
	Emmy (Film)	20.00
	Enclitic (Film)	36.00
	Feedback	25.00
	Film (England) (Film)	30.00
	Film and history (Film)	20.00
	Film comment (Film)	15.00
	Film criticism (Film)	12.00
	Film culture (Film)	12.00
	Film dope (Film)	22.00
	Film history (1987) (Film)	75.00
	Film journal (Film)	25.00
	Film studies (Film)	35.00
	Films and filming (London) (Film)	74.00
	Florida communication journal	30.00
	Framework	25.00
	Hollywood studio magazine (Film)	25.00
	Independent (New York) (Film)	50.00
	Iris (Film)	30.00
	Journal of communication inquiry	24.00
	Journal of film and video (Film)	15.00
	Journal of mass media ethics	10.00
	Journal of newspaper and periodical history	35.00
	Journalism educator	25.00
	Journalism history	15.00
	Jump cut (Film)	18.00
	Literature film quarterly (Film)	24.00
	Masthead	20.00
	Media arts (Film)	15.00
	Media history digest	5.00
	Mediafile	25.00
	Millennium film journal (Film)	20.00

Department	TITLE	PRICE
Communication, Cont'd		
	Millimeter (Film)	50.00
	Monthly film bulletin (Film)	40.00
	Movie T.V. marketing	80.00
	National forensic journal	10.00
	NCTV News Tel/Vid	15.00
	New York Times film reviews (Film)	150.00
	On location (Film)	40.00
	Persistence of vision (Film)	15.00
	Post script (Film)	20.00
	Screen (Society for Education in Film and TV)	62.00
	Soviet film (Film)	18.00
	Speaker and gavel	5.00
	Spectra	15.00
	St. Louis journalism review	23.00
	Undercut (Film)	50.00
	Velvet light trap (Film)	28.00
	Visual anthropology	180.00
	Wide angle (Film)	45.00
	Total Ordered: 78	2,585.00

Computer	Discrete & computational geometry	165.00
Science		
	Total Ordered: 1	165.00

Economics	Economics letters	525.00
	Journal of economic growth	40.00
	Total: 2	565.00

Educ.	Applied linguistics	44.00
Found.	Applied measurement in education	60.00
	Assessment and evaluation in higher education	44.00
	Australian journal of education	49.00
	British educational research journal	188.00
	Collegiate recruiter	10.00
	Community college review	35.00
	Comparative education	210.00
	Intelligence	76.00
	International journal of educational research	140.00
	Journal of documentation	127.00
	Journal of humanistic education and development	12.00

Department	TITLE	PRICE
Educational Foundation Cont'd		
	Liberal education	36.00
	Negro history bulletin	25.00
	New directions for community colleges	60.00
	North Central Association quarterly	15.00
	Religious education	35.00
	Research in higher education	100.00
	Review of higher education	35.00
	Rural sociology	48.00
	Soviet education	330.00
	Teacher education quarterly	30.00
	Teacher educator	10.00
	Teaching english in two year colleges	18.00
	Urban education	90.00
	Urban league review	36.00
	Urban review	44.00
	Youth and society	90.00
Total Ordered: 28		1,997.00

English	Charles Lamb bulletin	21.00
	English today	54.00
	Journal for peace and justice studies	30.00
	Metaphor & symbolic activity	75.00
	Pencil press quarterly	15.00
	Poets and writers	20.00
	Resources for American literary study	15.00
	Washington Report on Middle East affairs	25.00
	Wordsworth circle	35.00
	Writers journal	12.00
Total: 10		302.00

Elect. Eng.	Journal of electromagnetic waves and applications	350.00
Total: 1		350.00

Educ. Services	American journal of distance education	50.00
	Australian journal of adult education	27.00
	Canadian journal of higher education	60.00
	Canadian journal of counseling	45.00
	Child abuse and neglect	195.00
	College board review	10.00

Department	TITLE	PRICE
Educational Services, Cont'd		
	Contemporary educational psychology	89.00
	Education and computing	140.00
	Education and urban society	85.00
	Education for information	160.00
	Educational and training technology international	64.00
	Electronic and optical publishing review	80.00
	Journal of child language	105.00
	Journal of computer assisted learning	108.00
	Journal of general education	28.00
	Media in education and development	85.00
	Microcomputers for information management	77.00
	NASPA journal	25.00
	Optical information systems	95.00
	RE:view	35.00
	School administrator	15.00
	School library media activities monthly	44.00
	Visible language	40.00

Total Ordered: 23

1,662.00

Educ.	B. C. journal of special education	25.00
Except.	Diagnostique	24.00
& Physical	Education and treatment of children	70.00
	Gifted education international	40.00
	International journal of disability, development and education	30.00
	Journal of developmental education	25.00
	Journal of special education technology	30.00
	Learning disabilities research	32.00
	Merrill-Palmer quarterly	60.00
	Pointer	50.00
	Rural special education quarterly	30.00

Total Ordered: 11

416.00

Department	TITLE	PRICE
Finance	International currency review	300.00
	International studies of management and organization	210.00
	Journal of bank research	50.00
	Journal of financial services research	130.00
	United States banker	30.00
Total Ordered: 5		720.00

Foreign Lang.	Politics and society in Germany	20.00
	Total: 1	20.00

History	Gender & history	65.00
	Total: 1	65.00

Hospitality Management	Cruise digest	20.00
	Cruise magazine	20.00
	Cruising around the world	17.00
	Travltips	15.00
Total: 4		72.00

Health Sciences	Child care, health and development	112.00
	Clinical chemistry news	35.00
	Clinical laboratory science	55.00
	Diagnostics & clinical testing	55.00
	Laboratory management	65.00
	Laboratory medicine	140.00
	MLO. Medical laboratory observer	55.00
	Second opinion / Coalition for the Medical rights of women	25.00
Total: 8		542.00

Department	TITLE	PRICE
Indust. Eng.	International journal of computer integrated manufacturing	135.00
Total: 1		135.00

Instruct. Program	Action in teacher education	35.00
	Australian journal of reading	30.00
	Australian mathematics teacher	25.00
	Bookbird	30.00
	Canadian vocation journal	35.00
	Curriculum inquiry	70.00
	Early childhood research quarterly	75.00
	Educational studies	25.00
	Education studies in mathematics	125.00
	English in Australia	15.00
	European journal of engineering education	140.00
	European journal of science education	50.00
	For the learning of mathematics	30.00
	History and social science teacher	21.00
	History teacher	28.00
	International journal of mathematical education in science and technology	210.00
	Journal of artificial intelligence in education	60.00
	Journal of cooperative education	15.00
	Journal of education for library and information science	30.00
	Journal of multilingual and multicultural development	110.00
	Journal of research in childhood education	30.00
	Journal of research in reading	42.00
	Journal of visual impairment and blindness Magpie	35.00
	Mathematics in school	15.00
	Parent's choice: a review of children's media	50.00
	Reading	15.00
	School science review	65.00
	Social studies journal	68.00
	Southern social studies quarterly	5.00
	Teaching history	10.00
	Theory and research in social education	10.00
		35.00
Total: 32		1,539.00

<u>Department</u>	<u>TITLE</u>	<u>PRICE</u>
Library	Advanced technology/libraries	85.00
	Cataloging and classification quarterly	36.00
	Information advisor	125.00
	Journal of business & finance librarianship	40.00
	Library automation news	15.00
	Library personnel news	20.00
Total: 6		321.00

Management	Consultation: An international journal	96.00
	Contract management	45.00
	Creativity research journal	90.00
	International journal of management	60.00
	Journal of information resources management systems	45.00
	Journal of management in practice	36.00
	Journal of management systems	65.00
Total: 7		437.00

Marketing	Adweek's marketing week	60.00
	Communication briefings	59.00
	International journal of advertising	90.00
	Journal of international consumer marketing	45.00
	Journal of purchasing and materials management	20.00
Total Ordered: 5		274.00

Math	Acta scientiarum mathematicarum	60.00
	Advances in applied mathematics	110.00
	Advances in mathematics	600.00
	Approximation theory and its applications	80.00
	European journal of mechanics A and B	350.00
	Journal of applied mathematics and simulation	80.00
	Mathematica Japonica	350.00
	Mathematica Slovaca	98.00
	Order : journal on the theory of ordered sets	150.00
	Rendiconti di matematica e delle sue applicazioni (series 8+)	120.00
	Wave motion	275.00
Total Ordered: 10		2,273.00

Department	TITLE	PRICE
Music	Electronic musician	22.00
	Electronic music educator	15.00
	Home & studio recording	20.00
	Keyboard	24.00
	Mix	38.00
Total: 5		119.00

Nursing	Journal of ambulatory care management	85.00
Total: 1		85.00

Physics	Journal of laser applications	50.00
Total: 1		50.00

Political	Defense news	65.00
Science	International journal of public opinion research	75.00
	Journal of politics	36.00
	Journal of theoretical politics	80.00
	Military space	500.00
Total Ordered: 5		756.00

Public		
Ser. Adm.	Florida planning	30.00
	Resource recycling	27.00
Total Ordered: 2		57.00

Reference	Arts & humanities citation index	3,890.00
Total: 1		3,890.00

<u>Department</u>	<u>TITLE</u>	<u>PRICE</u>
Reference (Business)	American Bankers Association banking literature index	155.00
	Personnel management abstracts	55.00
Total: 2		210.00

Reference (Prof.)	Ford's deck plan guide	50.00
	Ford's international cruise guide	35.00
	OAG worldwide cruise and shipline guide	80.00
Total: 3		165.00

Reference (General)	Magazine article summaries	800.00
Total: 1		800.00

Sociology	Journal of children in contemporary society	105.00
Total: 1		105.00

Social Work	Computers in human services	60.00
	Journal of family psychology	75.00
Total: 2		135.00

Technical Eng.	Defense science	60.00
	Florida technology review	127.00
Total: 2		187.00

Theater	Studies in American drama 1945-present	8.00
Total: 1		8.00

Department	TITLE	PRICE
General	Black issues in higher education	40.00
	Flying	21.00
	Khang Chien and resistance	24.00
	Issues in science and technology	60.00
Total: 4		145.00

TOTAL ORDERED: 276 **TOTAL COST: \$25,772.00**

BACK VOLUMES RECEIVED

<u>SUBJECT</u> <u>TITLE</u>	<u>#VOLS.</u> <u>RECD.</u>	<u>COST</u>
Accounting		
Accounting and finance	6	240.00
Accounting horizons	1	60.00
Journal of financial economics	13	2,567.00
Journal of partnership taxation	3	225.00
Journal of the American Tax Association	5	200.00
MIS quarterly	8	446.00
Sub-Total:	36	3,738.00
Banking		
American Bankers Association banking literature index	7	1,085.00
Journal of international money and finance	4	720.00
Journal of retail banking	2	124.00
Sub-Total:	13	1,929.00
Biology		
Diagnostic microbiology and infectious disease	11	1,695.00
Environmental pollution	13	1,932.00
Sub-Total:	24	3,627.00
Business		
British accounting review	1	81.00
Comparative economic studies	4	180.00
Contemporary accounting research	3	325.00
Drug and cosmetic industry	1	40.00
Employee responsibilities and rights journal	1	65.00
Financial accountability and management	1	68.00
Industrial relations law journal	10	520.00
Journal of applied business research	4	480.00
Journal of banking and finance	7	1,980.00
Journal of business ethics	3	375.00
Journal of cash management	4	170.00
Journal of futures markets	3	457.00
Journal of monetary economics	18	3,293.00
Personnel management abstracts	6	360.00
Planning review	1	75.00
Review of public personnel	4	251.00
Yale journal on regulation	5	260.00
Sub-Total:	76	8,981.00

BACK VOLUMES RECEIVED

<u>SUBJECT</u>	<u>TITLE</u>	<u>#VOLS.</u> <u>RECD.</u>	<u>COST</u>
Communication			
	American cinematographer	5	388.00
	American film	1	68.00
	Camera obscura	19	605.00
	Chaplin	10	450.00
	Cineaste	3	120.00
	Cinefex: the journal of cinematic illusions	38	1,296.00
	East - west film journal	4	160.00
	Enclitic	11	325.00
	Film and history	3	123.00
	Film criticism	3	84.00
	Films and filming	3	297.00
	Historical journal of film, radio & television	4	806.00
	Journal of communication inquiry	11	390.00
	Millimeter	4	328.00
	On location	2	110.00
	Persistence of vision	7	75.00
	Post script	8	392.00
	Rhetoric review	6	450.00
	Sub-Total:	151	6,467.00
Education			
	Argumentation	3	372.00
	Early child development and care	44	7,525.00
	Focus on learning problems in mathematics	8	486.00
	International journal of mathematical education in science and technology	8	1,881.00
	Journal of children in contemporary society	6	990.00
	Journal of documentation	5	735.00
	Journal of education finance	3	120.00
	Journal of fluency disorder	13	2,514.00
	Journal of sociology and social welfare	3	184.00
	Language and cognitive processes	2	300.00
	Personality & individual differences	9	2,025.00
	School arts	1	29.00
	Sub-Total:	105	17,161.00

BACK VOLUMES RECEIVED

<u>SUBJECT</u>	<u>TITLE</u>	<u>#VOLS.</u> <u>RECD.</u>	<u>COST</u>
Engineering			
	AI & society	2	200.00
	Annals of the history of computing	8	836.00
	Applied artificial intelligence	2	398.00
	Artificial intelligence for engineering design	2	298.00
	Biological cybernetics	42	9,026.00
	Computer architecture news	1	72.00
	Computer communication review	9	456.00
	Computers & control abstracts (Cum Index)	8	1,075.00
	Cybernetics	23	19,504.00
	Data and knowledge engineering	1	138.00
	Digital design	11	1,220.00
	EDN	5	630.00
	Electrical & electronics abstracts (Cum Index)	8	1,720.00
	Electromagnetics	4	608.00
	Engineering fracture mechanics	18	10,035.00
	Expert systems	3	270.00
	Fatigue and fracture of engineering materials & structures	2	720.00
	Fatigue of engineering materials and structures	7	2,520.00
	Future generations computer systems : FGCS	4	1,180.00
	IEE proceedings: Part H microwaves, antennas, and propagation	4	780.00
	International journal of analytical and experimental modal analysis	1	85.00
	International journal for numerical methods in fluids	6	1,821.00
	International journal of project management	4	1,032.00
	Journal of automated reasoning	4	524.00
	Journal of operations management	5	480.00
	Journal of parallel and distributed computing	1	64.00
	Journal of superconductivity	1	158.00
	Knowledge-based systems	1	210.00
	Microwave and optical technology letters	1	215.00
	Modeling, identification and control	2	104.00
	Ozone science and engineering	9	1,161.00
	Pattern recognition	15	5,985.00
	Pattern recognition letters	4	790.00
	Robotics world	1	54.00
	Soviet journal of quantum electronics	16	25,546.00
	Systems dynamic review	2	170.00
	Sub-Total:	229	90,086.00

BACK VOLUMES RECEIVED

<u>SUBJECT</u>	<u>TITLE</u>	<u>#VOLS.</u> <u>RECD.</u>	<u>COST</u>
English	American theatre	1	64.00
	New German critique	9	684.00
	New York theatre critics' reviews	45	5,805.00
	Theater (Yale School of Drama)	8	360.00
	Theatre notebook	6	270.00
	Sub-Total:	69	7,183.00
General	Christianity today	3	138.00
	South Atlantic quarterly	5	252.00
	Sub-Total:	8	390.00
Health	Health values	10	950.00
	Hospice journal	3	387.00
	Journal of health economics	6	1,080.00
	Sub-Total:	19	2,417.00
Judaic Studies	Holocaust and genocide studies		
	Sub-Total:	2	220.00
Mathematics	Proceedings Indian Academy of Sciences		
	Sub-Total:	3	311.00
Microbiology	Genomics	3	372.00
	Molecular and cellular probes	2	350.00
	Sub-Total:	5	722.00
Physics	Applied physics B	15	1,847.00
	Physics abstracts (Cum. Index)	8	3,165.00
	Sub-Total:	19	5,012.00
Political Science	Human rights internet reporter	7	623.00
	Journal of canadian studies	15	826.00
	Journal of church and state	2	79.00
	Journal of regional science	2	124.00
	Scottish journal of political economy	1	65.00
	Sub-Total:	27	1,717.00

BACK VOLUMES RECEIVED

<u>SUBJECT</u>	<u>TITLE</u>	<u>#VOLS.</u>	<u>COST</u>
		<u>RECD.</u>	
Psychology	Journal of behavioral decision making		
	Sub-Total:	1	145.00
Public Administration	Public budgeting & finance		
	Sub-Total:	4	192.00
Reference	Arts & humanities citation index	67	27,000.00
	Dissertation abstracts (ondisc)		5,495.00
	Sub-Total:	67	32,495.00
Sociology	Historical archaeology		
	Sub-Total:	21	912.00
Statistics	Mathematische nachrichten	26	1,200.00
	South African statistical journal	1	35.00
	Statistician	1	195.00
	Sub-Total:	28	1,430.00
Tax	AREUEA journal (American Real Estate and Urban Economics Assoc.)	16	810.00
	Real estate appraiser and analyst	12	528.00
	Sub-Total:	28	1,338.00
	Total:	796	180,008.00

BACK MICROFORM TITLES RECEIVED

PROGRAM	TITLE	TOTAL COST
Accounting	CPA journal	600.00
	Estate planning	380.00
	Internal auditor	257.40
	Ohio CPA journal	80.00
	Tax executive	315.00
	Taxation for accounting	302.00
	Sub-Total:	<u>1,934.40</u>
Business	Journal of commerce and commercial	5,600.00
	Sub-Total:	<u>5,600.00</u>
Communication	C: JET (communication: journalism education)	600.00
	Canadian journal of communications	180.00
	Communication world	120.00
	English today	50.00
	Journal of broadcasting & electronic media	75.00
	Journalism educator	340.00
	Journalism history	420.00
	Poets & writers	80.00
	Speaker and gavel	460.00
	Sub-Total:	<u>2,325.00</u>
Education	AAUP bulletin	470.00
	Action in teacher education	350.00
	ADE Bulletin /Asso. Dept. English	2,000.00
	AGB reports	650.00
	Alternative higher education	350.00
	AMCHA journal	145.00
	American annals of the deaf	830.00
	American journal of mental deficiency	700.00
	American mathematical monthly	288.00
	AMHCA Journal	160.00
	Black issues in higher education	45.00
	Child care, health and development	600.00
	College board review	110.00
	Collegiate microcomputer	48.00
	Communication research	84.30
	Computing teacher	15.60
	Counseling psychologist	83.50
	Curriculum review	96.30
	Digest of the mentally retarded	30.00
	Education and urban society	135.00
	Education of the visually handicapped	85.00
	Educational administration quarterly	140.40
	Educational evaluation and policy analysis	290.00
	Educational studies	102.00
	Electronic learning	60.00
	Freedomways	365.00
	Freshman english news	490.00
Human services in the rural environment	125.00	
Instructor	540.00	
International journal of early childhood	170.00	
International journal for the education of the blind	49.00	

BACK MICROFORM TITLES RECEIVED

PROGRAM	TITLE	TOTAL COST
Education Cont'd	IRAL	305.00
	Journal for special educators of the mentally retarded	60.00
	Journal of basic writing	78.00
	Journal of career education	
	Journal of child language	220.00
	Journal of computers in mathematics and science teaching	65.00
	Journal of computer-based instruction	32.10
	Journal of cooperative education	75.00
	Journal of economic education	78.00
	Journal of education for library and information science	95.00
	Journal of employment counseling	200.00
	Journal of general education	125.00
	Journal of geological education	105.00
	Journal of non white concerns in personnel and guidance	200.00
	Journal of visual impairment & blindness	45.00
	Journal of vocational education research	45.00
	Language in society	90.00
	Liberal education	105.00
	Life-threatening behavior	60.30
	Mathematics teacher	520.00
	Measurement and evaluation in guidance	47.00
	Merrill-Palmer quarterly	122.00
	New directions for community colleges	75.00
	North Central Association quarterly	75.00
	NSPI newsletter	352.00
	Online	40.00
	Physician and sports medicine	60.00
	Public relations review	23.30
	Reading horizons	125.00
	Religious education	115.00
	Rural sociology	105.00
	Russian language journal	1,054.00
	Social policy	112.00
	Social studies professional	165.00
	Southern speech journal	216.00
	Teacher education and special education	110.00
	Teaching english in the two-year college	185.00
	Teaching of psychology	140.00
	Technical writing teacher	15.60
	THE journal	360.00
	Topics in early childhood special education	100.00
	Training and development journal	110.00
	Training in business and industry	65.00
	Urban education	85.00
	Urban league review	180.00
	Youth and society	190.00
		Sub-Total:

BACK MICROFORM TITLES RECEIVED

PROGRAM	TITLE	TOTAL COST
English	Resources for American literary study	538.00
	Wordsworth circle	550.00
	Sub-Total:	1,088.00
Film	Back stage (New York)	1,200.00
	Cineaste (New York)	200.00
	Cinema journal	120.00
	Classic film collector	175.00
	Classic film/video images	48.00
	Classic images	95.00
	Emmy	120.00
	Film comment	280.00
	Film culture	335.00
	Film quarterly	110.00
	Films in review	570.00
	Journal of film and video	180.00
	Journal of the University Film and Video Association	65.00
	Journal of the University Film Association	160.00
	Jump cut	380.00
	Literature film quarterly	400.00
	Photoplay (New York)	2,627.50
	Photoplay with TV mirror	34.50
	Screen (London)	590.00
	Screen with screen education	250.00
	Silent picture	32.00
	Velvet light trap	580.00
	Wide angle	70.00
Sub-Total:	8,522.00	
Health	Journal of ambulatory care management	290.00
	Journal of allied health	15.60
	Laboratory management	596.00
	Laboratory medicine	250.00
Sub-Total:	1,151.60	
Marketing	Journal of purchasing and materials management	80.00
	Sub-Total:	80.00
Nursing	Journal of continuing education in nursing	15.60
	Journal of professional nursing	66.00
	Sub-Total:	81.60
Political Science	Defense news	78.00
	Pointer	380.00
	Sub-Total:	458.00
	Total:	37,690.00

LIBRARY ADVISORY COMMITTEE

LIBRARY ALLOCATION

	<u>87-88</u>	<u>88-89</u>	<u>89-90</u>
SALARIES	1,912,245	1,996,413	2,520,102
OPS	170,908	230,996	232,871
EXPENSE	254,571	279,001	320,362
OCO	82,977	81,992	64,303
BOOK OCO	1,243,306	1,457,372	2,973,730*
LIBRARY TOTAL	3,664,007	4,045,774	6,111,368
% OF UNIVERSITY BUDGET	5.56%	5.50%	7.10%

*INCLUDES \$1,420,151 SUS "SPECIAL" FOR LIBRARY BOOK PURCHASE

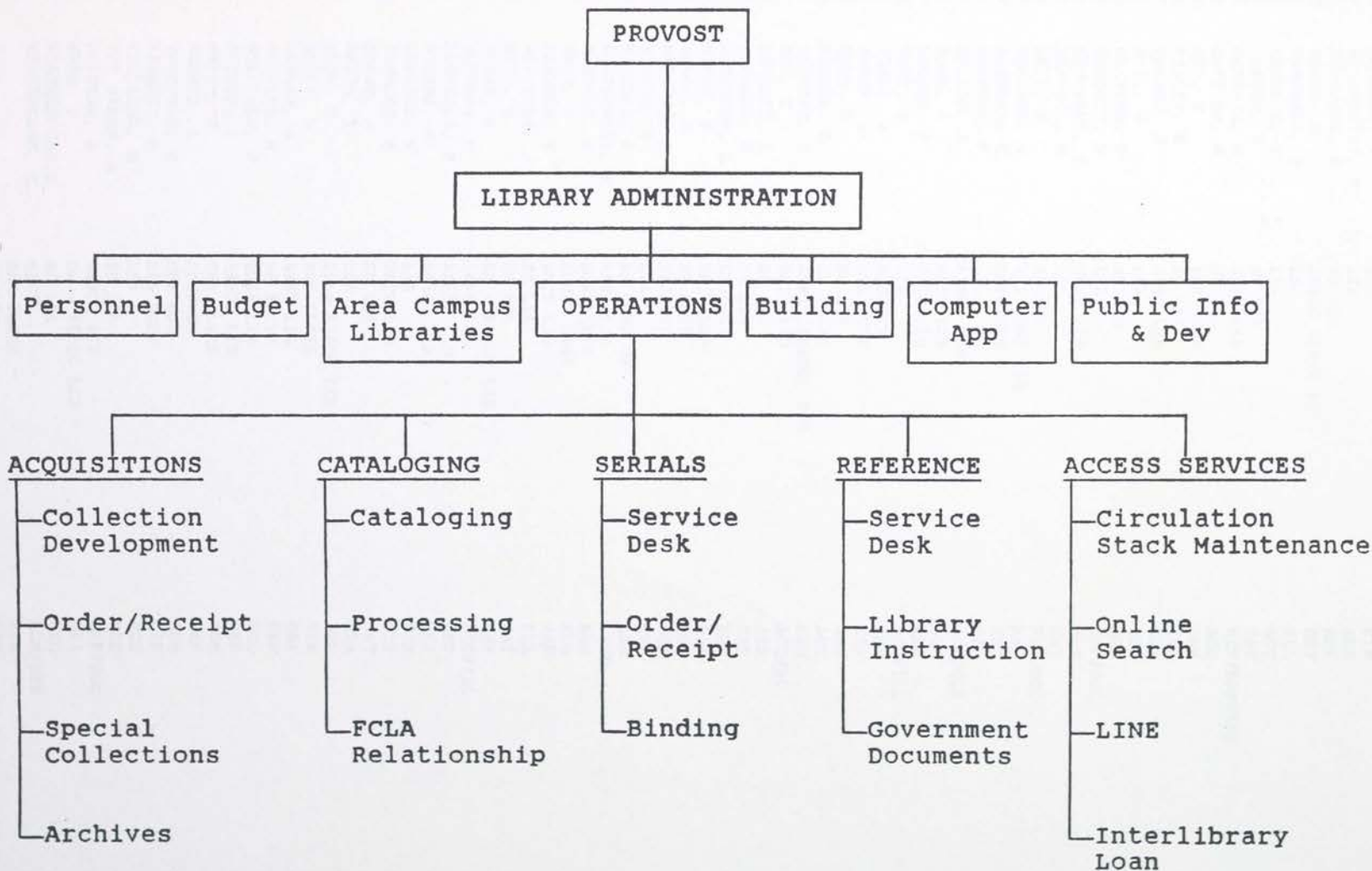
LIBRARY ADVISORY COMMITTEE

The Library Advisory Committee not only served as a channel of communication between the Library and its users, but it served as an advocate of the Library in University decision making groups. It also acted as an advisory council for the Library Administration. The committee met each semester during 1989-90, excluding summer.

The Library Advisory Committee members were:

Dr. Louis M. Trefonas, Chair	Associate Vice President for Academic Affairs and Dean of Graduate Studies
Mrs. Anne Marie Allison	Director, University Library, Ex-Officio
Dr. Martha Jo Edwards	Chair and Associate Professor, Department of Health Sciences
Dr. Patricia M. Fandt	Assistant Professor, Department of Management
Dr. Robert G. Flick	Professor, Department of Humanities
Ms. Kimberly Hillyard	Graduate Student Representative
Ms. Kristen Machules	Undergraduate Student Representative
Ms. Cheryl A. Mahan	University Librarian, Ex-Officio
Dr. Nancy R. McGee	Professor, Department of Instructional Programs
Dr. James R. Schott	Assistant Professor, Department of Statistics
Dr. Mark Stern	Professor, Department of Political Science
Dr. William W. Swart	Chair and Professor, Department of Industrial Engineering and Management Systems

LIBRARY ORGANIZATION CHART



38486	U	ADORNO, G	LTA	SER
37627	F	ALLISON, A	DIRECTOR	ADM
37865	F	ANDREWS, J	DH-ASSOC LIB	REF
37660	F	BAIN, J	DH-ASSOC LIB	ACC
38160	F	BALLARD, R	ASST LIB	REF
38523	U	BASCO, B	LTA	REF
38164	F	BAZEMORE, N	ASSOC LIB	REF
38563	U	BEASLEY, P	LTA	CIR
37657	U	BLOOMQUIST, P	LTA	SER
38837	U	BRADFORD, D	SR LTA	REF
40012	T	BROWN, R	ASSOC DIR/C ED	DEV
38474	U	CAMPBELL, D	LTA	ILL
37632	U	CANDELA, T	LTA	ACQ
37663	U	CANNON, V	SR LTA	CAT
34833	F	CATANIA, M	INST-LIB	REF/BREVARD
37641	U	CROZIER, M	SR LTA	ACQ
37645	U	DAY, N	LTA SUPV	SER
37643	U	FIDLER, W	SR LTA	ILL
38562	F	FRANKS, J	ASST LIB	REF
37655	U	GILL, S	LTA	SER
37662	U	GLAZIER, F	SR LTA	ACQ
37644	U	GOSSETT, R	LTA	REF/DOC
38835	F	GROVDAHL, E	UNIV LIB	SER
38836	U	HADLOCK, M	LTA	CAT
38524	U	HALL, P	SR LTA	REF/DOC
*****	V	HAMAKER, V	VST INST LIB	REF
38561	F	HINSHAW, C	ASST LIB	REF
38838	U	HOFFMAN, P	LTA	CIR
37629	F	HOLLER, S	ASSOC LIB	ACC/OLS
38015	F	HOOD, S	UNIV LIB	ADM
37635	F	HUDSON, P	UNIV LIB	REF
38202	U	HUNT, I	LTA	ACC/ILL
90000	A	JONES, B	ADJUNCT	REF
37864	U	JONES, S	LTA SUPV	CIR
37651	U	KENT, P	SR LTA	SER
37648	U	KIBBEE, R	SR SECTY	ACC
38014	F	LABRAKE, O	ASST (ASSOC) DIR	ADM
37638	F	LEE, C	UNIV LIB	ACQ/SC
37665	U	LEGGETT, L	SR LTA	SER
37654	U	LEONARD, C	SR LTA	CAT
90000	A	HAMILTON, L	ADJUNCT	REF
37642	F	MAHAN, C	UNIV LIB	REF
37631	U	MAKUH, J	SR ACCT	ADM
90000	A	MARONEY, C	ADJUNCT	REF
38473	U	MCCLOE, C	LTA	CAT
37650	U	MICHELS, S	SR COMP OP	ADM
38163	F	MONTGOMERY, K	ASST LIB	LINE
38467	U	OSBORNE, R	SEN CLERK	ADM
37661	U	OWEN, V	ADMIN ASST	ADM
37636	F	PFARRER, T	UNIV LIB	REF
37647	U	REYNOLDS, J	SR LTA	ILL
37658	U	RICE, M	SR LTA	CAT
37639	F	ROSSI, P	DH - ASSOC LIB	CAT
37634	F	RUPPERT, C	INST LIB	ACC/ILL
37652	F	RUSCELLA, P	ASSOC LIB	REF
38470	F	SCHARF, M	ASSOC LIB	REF
37743	U	SHELTON, G	LTA	CIR
37628	F	SIMMONS, R	UNIV LIB	CIR
38510	U	SMITH, A	SR LTA	CAT
37633	U	SMITH, T	LTA	SER
37656	F	SNOW, M	DH - ASSOC LIB	REF
38468	U	SOBEY, L	SEN CLERK	SER
38877	F	SOWDER, J	ASST LIB	CAT
37494	U	STEVENS, N	SR SECTY	REF
37637	F	STILLMAN, J	UNIV LIB	ACQ
37659	F	SUTTON, L	ASSOC LIB	REF
37664	U	SWAIM, J	SEN CLERK	ADM
90000	A	SWARTZ, L	ADJUNCT	REF
37672	U	THOMPSON, V	OFF MGR	ADM
37653	U	TIBERII, P	LTA SUPV	CIR
38469	U	VILLALBA, M	LTA	ACQ
37666	U	VON JARES, A	SR LTA	ACQ
37649	F	WALTERS, J	ASSOC LIB	REF/DOC
38564	F	WARD, J	DH - ASSOC LIB	SER
37640	U	WEATHERFORD, D	SR LTA	ACQ
37667	U	WINTENBERG, H	SECTY	ADM/DEV
37630	U		SEN CLERK	ADM
38016	U		SR LTA	CIR
38509	U		SR LTA	ACQ

STATISTICAL SUMMARY

	ON HAND 06/30/89	ADDED 1989/90	DELETED 1989/90	ON HAND 06/30/90
COLLECTIONS:	-----	-----	-----	-----
Bound Volumes	515,396	45,244	682	559,958
Microfilm	46,380	1,490	0	47,870
Microfiche	772,249	30,218	0	802,467
Gov't documents:				
Hard copy	211,010	15,990	8,508	218,492
Microform	117,065	83,820	6,114	194,771
Media Items:	5,501	0	0	
Compact discs	392	0	0	
Video recordings	440	440	0	

SERIAL TITLES:			
Current titles	4,512		4,823
Microform	242		242
Newspaper	42		56
Newspaper-micro	14		14
Gov't documents	526		526
Standing orders:			
Hard copy	1,125		1,125
TOTAL ACTIVE	-----	-----	-----
	6,218		6,772

	1987/88	1988/89	1989/90
	-----	-----	-----
CIRCULATION:			
Regular	132,532	138,473	139,363
Reserves	47,339	42,339	42,588
Group Study Keys	21,655	23,830	25,117
REFERENCE QUESTIONS:			
Typical Week		1,500	1,782
Telephone questions		2,037	7,396
LIBRARY INSTRUCTION:			
Number of classes	163	180	238
Number of students	3,233	3,703	4,812
ONLINE SEARCHES:			
Searches	635	867	851
Data Bases	1,326	1,646	2,136
INTERLIBRARY LOAN:			
Borrowed	4,289	4,132	5,340
Loaned	6,765	7,017	7,723
INTERCAMPUS LOAN	869	1,059	734