View metadata, citation and similar papers at core.ac.uk

brought to you by CORE

provided by University of Central Florida (UCF): STARS (Showcase of Text, Archives, Research &...

University of Central Florida

STARS

Libraries' Documents

1998

University of Central Florida Libraries, Annual Report 1997-1998

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

Libraries, UCF, "University of Central Florida Libraries, Annual Report 1997-1998" (1998). *Libraries' Documents*. 105.

https://stars.library.ucf.edu/lib-docs/105

1997-1998 LIBRARY ANNUAL REPORT

TABLE OF CONTENTS

		PAGE
LIST OF TABLES……		2
OVERVIEW……..	Barry B. Baker	3
ACCESS SERVICES……..	Suzanne E. Holler	9
Interlibrary Loan……..	Suzanne E. Holler	14
Internet Instruction……..	Suzanne E. Holler	20
Library Information Network and Exchange…….	Meredith Semones	24
Online Search Services……	Cynthia Kisby	27
Quick Reference Service……..	Marcus Kilman	30
BRANCH CAMPUS		
Brevard Campus Library…….	Mem Stahley	33
CATALOGING……..	Linda Sutton	36
CIRCULATION…….	Roger Simmons	46
COLLECTION DEVELOPMENT & ACQUISITIONS…….	Joseph Andrews	50
CURRICULUM MATERIALS CENTER (CMC) ……..	Gary Hyslop	57
REFERENCE…….	Margaret K. Scharf	61
SERIALS……...	Jeannette Ward	74
SYSTEMS & TECHNOLOGY……	Selma Jaskowski	84
APPENDIX		
1 – Staff Roster…….		86
2 – Statistical Summary……...		87
3 – Cost of Continuations……		89
4 – Financial Profile……..		91
5 – Organization Chart……		92
6 – Library Advisory Committee…….		93

LIST OF TABLES

PAGE

ACCESS SERVICES

Five year Summary Unit Activities…….. 13
Interlibrary Loan Statistics…… 18
Intercampus Loan Statistics…….. 19
Internet Instruction…….. 23
Count of Internet Instruction Web Page Hits…….. 23
LINE – Five Year Statistics Summary…… 26
Online Search Allocations by Category…… 29
Quick Reference Service Five Year Summary – Total Calls/Requests…… 32

BRANCH CAMPUS

Brevard Campus Library Statistical Summary…….. 35

CATALOGING

Statistical Summary…….. 44

CIRCULATION

Circulation Statistics – Five Year Comparison…….. 48
Circulation Statistics by Patron Type…….. 49

COLLECTION DEVELOPMENT & ACQUISITIONS

Statistical Summary – Acquisitions/ Special Collections …… 54
Statistical Summary – Five Year Comparison…….. 55

CURRICULUM MATERIALS CENTER (CMC)

Statistical Summary 60

REFERENCE

Government Documents…….. 67
Library Instruction
- Lessons Taught…… 68
- Monthly Overview…… 70
- Librarian/Instructor Workload…… 71
- Group Tour Requests…… 72
- Ten Year Profile…….. 73

SERIALS

New Binds…….. 76
Statistical Summary – Items Added/Title Count……... 77
1997-98 Serials Expenditures by Type…… 78
Subject Periodicals – Costs & Titles…….. 79
Media Services
- Media Added…….. 81
- Media Collection by Type…… 82

OVERVIEW

What a year! The year began with a significant increase in the library materials budget, thanks to a combination of an increase in state funding and support from the university administration. Funds were also allocated internally into the materials budget when possible. Overall, this meant an increase in the Library's materials budget from $3.1 million to over $4.6 million – a 48% increase. The number if volumes added to the collection grew by 16%, as a retrospective collection development project was implemented. 52,335 print volumes were added during the year. Not including government documents, the number of print volumes grew to over 894,000. Including government documents, the overall print collection is 1,199,253 volumes.

The increase in the library materials budget also ensured that the library could provide access to additional electronic resources. Overall, $450,000 or 11% of the materials budget was spent on electronic resources, including full-text titles as well as abstracting and indexing databases. These resources included Elsevier Electronic Subscriptions (full text access to over 680 Elsevier titles), Web of Science (ISI Science, Social Science and Art & Humanities Citation indices), Cambridge Scientific Abstracts and HarpWeek – to name a few. The Library currently provides access to 948 electronic journals, 615 of which are not available in any other format in the Library. Obviously, the increase in electronic resources, especially full-text journals, will also benefit area campus students and distance learners, as they will have electronic access to a significant part of the Library's periodical collection.

The Library subscribes to 5884 periodical titles; an increase of 1274 titles over last year. Additional titles are being added after a careful process to determine need, based upon information on interlibrary loan requests, SUMO requests, etc. While strides were made in building the periodical collection, additional titles are needed; especially electronic full-text titles.

Access is also provided to hundreds of databases through OCLC's FirstSearch and other databases funded through a consortium of SUS libraries as well as DLLI (Florida Distance Learning Initiative).

Access to popular electronic resource aggregators such as EBSCOhost continued to be provided. Over 49,000 full-text articles were downloaded or e-mailed from EBSCOhost databases.

Electronic resources bring specific challenges; not the least of which is negotiation of licensing agreements. The Serials Department is working closely with the University General Consul Office to expedite this labor intensive, but important process.

Another challenge is that of informing students and faculty of the rapidly growing electronic resource collection and instructing them in its use. Various programs, such as Faculty Day, WebLUIS Week, Science Web Week, library instruction and Internet instruction sessions all contribute to this process.

Almost 66,000 new records were added to the online catalog – an increase of 65% over last year. These additional records improve access to the Library's extensive and growing collection. Electronic journals began to be cataloged during the year. Improved access is provided by including the URL as part of the record, enabling immediate and direct access to the periodical holdings in full-text.

The Cataloging Department was selected to participate in a national cooperative cataloging program; The NACO AV funnel project. This was achieved after a national selection process.

The Library's Special Collections were enhanced during the year by the purchase of additional materials for the Bryant West Indies collection, both in print and in painting acquisitions. Perhaps the most notable title added to Special Collections during the year was *The History of Barbadoes*, published in London in 1666. A book art collection was established to support the new book art program in the Department of Art. The Library will soon be the depository for the fine printing, limited editions of the Flying Horse Editions Press and Hoopsnake Press.

Continuing the Library's support of teaching and research programs, accreditation reports were prepared for the Statistics, Mathematics, and Nursing departments. The Library also participated in accreditation site visits for College of Business Administration, Graduate Nursing program, and Graduate Public Administration program.

Additional funds to aid in purchasing needed materials to support the Masters program in Spanish were allocated to the Library.

The Library has begun processing materials for area campus locations at Palm Bay and Titusville. The Library is investigating processing materials for other possible area campus locations in partnership with Seminole Community College and community colleges in Lake, Sumter and Osceola counties.

Circulation of library materials increased by 7% as the overall patron count decreased by 7%. This was perhaps due to the long awaited opening of the new student union in September 1997. Perhaps students entering the building are making better use of the Library's services rather than using the building as a gathering place. The overall patron count was 1,096,315. 239,692 books were circulated, and the total number of items circulated was 394,597.

New 3M security gates were installed during the year, replacing the locking bar model gates and improving traffic flow into and out of the building.

As the Library's collection grows, additional shelving will be needed and materials well need to be shifted to make the best possible use of space. Some shifting was done during the year and additional shelving will be added next year. The shelving housing the video collection was greatly expanded to provide space for increased video collection; however, that new shelving is rapidly reaching capacity.

WebLUIS is now available on all public workstations. All remaining LUIS terminals were replaced with PC's, including public and technical access. WebLUIS has become the gateway to hundreds of databases – both full-text and abstract and index – as the Library provides access to electronic resources.

This year the Library's instruction program reached 9241 students (33% of the student body). An interactive WebLUIS tutorial developed by Athena Hoeppner won statewide and national recognition.

With growing resources in print and several electronic formats, a comprehensive guide was needed to help library patrons effectively use the Library's resources. Ellen Anderson prepared such a monumental guide: Subject Guide to Databases and Indexes.

In order to meet the need for assistance for students with evening classes, the Reference Department increased its desk hours, remaining open until 11:00 p.m. Monday through Thursday evenings.

The Library also developed a four-page insert in **The Central Florida Future**'s second issue of the academic year, explaining the Library and its services. Several of the university's star athletes including Daunte Culpepper were photographed using the resources of the Library. 10,000 copies were distributed with the newspapers on campus and an additional 1,000 were available for use in library instruction sessions.

The Library worked closely with the Faculty Center for Teaching and Learning and was involved in the well-received Summer Institute for Faculty. Librarians attended and actively participated in the Institute's events.

The new PERC (Personalized Electronic Research Consultation) service was started during the year in Online Search Services. This popular program assists patrons with electronic database access. Any patron can set up an hour-long appointment with a librarian for one-on-one research assistance and instruction.

In Interlibrary Loan, patrons borrowed 12,854 items, which was a drop of 8% from last year. This is probably due in part to the significant increase in access to electronic full-text articles and the awareness of the UNCOVER SUMO (Subsidized UnMediated Ordering) project. In the first year of operation, SUMO was used by patrons to request articles a total of 1554 times.

Other libraries requested over 30,000 items from the Library's collection. This is more than 12% over last year as the Library continued its outstanding service to other libraries. The majority of interlibrary loan requests are received via the Web pages. ILL also makes extensive use of e-mail where possible to communicate with patrons concerning their requests. The library also participated in three pilot projects funded by the Florida Distance Learning Initiative.

Randall Rice of Omni-Group, Inc., an architectural design and consulting firm, submitted his final building consultation report in October. Mr. Rice visited the library during the spring of 1997 to aid in developing plans for future growth. He returned to campus in October to meet with university administration officials as well as groups within the library to discuss his findings and recommendations. An addition of 75,000-sq. ft. to the present library was recommended as well as several renovation projects.

Several renovation projects were completed during the year. The expansion and renovation of the Library's administration offices was competed, adding much needed space, including a small conference room. A wall was built near the Library entrance providing a needed delineation of space near the entrance.

Future renovation of the entrance foyer is planned for next fiscal year as the carpet and tile need to be replaced.

The classroom used for library instruction will also be renovated, converting it to a combination electronic classroom and meeting room, increasing its functionality. Work began on the room in May with completion during the summer.

As part of the plans for renovation of College of Education Building, a new facility will be built for the Curriculum Materials Center on the first floor of the building. While the overall increase in space is negligible, this is a good opportunity to redesign the CMC, incorporating

advances in technology as well as new shelving, furniture and security gates. Completion is scheduled for winter '99.

The tragic death of June Stillman, founding Reference Department head, who retired in December 1996, occurred in April 1998. A scholarship in her memory was established for Library student assistants. Phyllis Hudson and Cheryl Mahan organized the successful fund drive for the scholarship.

Several new faculty joined the Library during the year: Frank Allen, Associate Director for Administrative Services; Ven Basco, Reference Librarian; Penny Beile, Reference Librarian; and Richard Gause, Government Documents Coordinator.

Four librarians were promoted: Ellen Anderson, Athena Hoeppner, and Jeanne Piascik to Assistant University Librarian and Carole Hinshaw to University Librarian.

All in all, it was an exciting and productive year for the staff and faculty of the Library - one in which to be proud of their accomplishments. We are indeed fortunate to have outstanding, dedicated people providing the myriad services available in the Library.

-- Barry B. Baker

SPECIAL ACCOMPLISHMENTS OF ADMINISTRATIVE FACULTY AND STAFF

Frank Allen

Significant Professional Development Accomplishments

- August, 1997: Completed College Business Management Institute (CBMI), Lexington, KY. CBMI is a three-year certificate program for university administrators, sponsored by the National Association of College and Business Officers (NACUBO).
- October, 1997: Completed research project, "Using the Contingent Valuation Method to Measure Patron Benefits of Reference Desk Service in an Academic Library", made possible by a $20,000 grant from the Council on Library and Information Resources.

Professional Committee Assignments

- Pay Equity Committee, Intern (1997-1999), sponsored by ALA
- Financial Management Committee, (1996-1998), sponsored by LAMA
- Functional Space Requirements Committee (1998-2000), sponsored by LAMA

Barry Baker

Professional Committee Assignments

- Member, American Library Association. Association for Library Collections and Technical Services. Planning Committee.
- Member, American Library Association. Association for Library Collections and Technical Services. Council of Regional Groups.
- Member, American Library Association. Library and Information Technology Association. Membership Committee.
- Member, American Library Association. Library and Information Technology Association. LITA/Library Hi Tech Awards.
- Chair, Southeastern Library Association. Resources and Technical Services Section.

Publications

- "Resource Sharing: Outsourcing and Technical Services," Technical Services Quarterly, v.16, no.2 (1998) pp. 35-45.
- Editor, "Technical Services Report," Technical Services Quarterly
- Book Review: "New Directions in Technical Services: Trends and Sources," The Serials Librarian, v.35, no.3 (1998) p. 154-155.

Other

- Elected Vice President/President Elect, Southeastern Library Association.

Kimberley Daniels

Conferences

- Attended Williamsburg Development Institute, Williamsburg, VA

Campus Courses and Workshops

- Attended a Survey Design course offered by UCF Human Resources
- Attended "Handling the Media" seminar offered by UCF Public Relations
- Attended GroupWise training class offered by UCF Library Technology Services
- Attended training class on Microsoft Publisher '98 offered by Computer Services
- Attended the two part series on "Making Chaos an Effective Tool" sponsored by UCF Human Resources

Memberships

- Board member, Professional Advisory Council Board, UCF Foundation

Janet Girard

Campus Courses and Workshops

- Online with F&A
- Departmental Ledgers - Finance and Accounting (F&A)
- Interviewer Certification - Human resources
- Paying the Bills I and II - F&A
- Property and Inventory - Property Office
- Purchasing Procedures - Purchasing Office
- TARs, Travel I and II - F&A
- Record Retention - Administration & Finance
- GroupWise - Computing Services

External

- Two-day Controller's Workshop

Kathy Hass

Campus Workshops

- Introduction to Access, UCF Computing Services
- GroupWise, UCF Computing Services

Lena Hidalgo

Campus Courses and Workshops

- “Getting Organized” Workshop
- Intro to GroupWise
- Using Windows NT
- Making Chaos an Effective Tool

Penny Qualls

Campus Courses and Workshops

- “Getting Organized” Workshop
- Intro to GroupWise
- Using Windows NT

ACCESS SERVICES
Suzanne E. Holler

THE YEAR IN PERSPECTIVE

Summary

Five units comprise the Access Services Department: Interlibrary Loan (ILL), Internet Instruction, a fee-based information service--the Library Information Network and Exchange (LINE), Online Search Services (OSS), and Quick Reference Service (QRS). Through its units, the Department supports the Library's mission by providing access to 1) the Library's resources and services and 2) information beyond the Library's walls. The units each strive to provide such access to all patrons in a timely, professional manner that stresses service excellence. The majority of the departmental work takes place within these five units, each of which has its own section within the annual report, where further details will be found.

One major emphasis of the entire department this year was a change in the focus of how its services are requested and delivered. This involved a deliberate decision to use available electronic tools, specifically the World-Wide Web and electronic mail, more effectively. In this area, a major accomplishment was that before the Library moved to an in-house server in February, all the department's Web pages were completely revamped and expanded by the unit heads responsible for their content. This was no small undertaking, considering the number of pages involved; the fact that only two people in the department had any previous experience with HTML; and that three of the five units (i.e., ILL, QRS, and OSS) accept Web-based requests, which meant redesigning those forms. In the aggregate, this department's pages are consistently among the most highly accessed of all the Library's Web pages (41,675 hits since February). The great majority of the ILL business now comes in over the unit's Web request form (ILL's pages were accessed 27,987 times), while both the Internet Workshop Series and the QRS reference pages also get high traffic (6,433 and 4,671 hits, respectively). ILL has made a concerted effort to use e-mail whenever possible to notify its patrons of material availability and it now searches, uses, and disseminates information about the Library's electronic journal subscriptions and full-text sources when fulfilling requests. OSS, through its PERC program (see unit report), has begun publicizing and assisting patrons with the multitudinous electronic databases available and it is also delivering search results via e-mail. Additionally, QRS responds to the majority of its Web-based questions electronically. Though the expanded departmental presence on the Web was certainly successful, Access Services plans to continue exploring and exploiting electronic means to improve service requests and delivery in the coming year.

Other interrelated areas that occupied considerable departmental attention this year were personnel and staffing issues and training. There has been a shift in thinking about departmental staffing, moving away from a reliance on adjunct librarians toward more cross-training within the department. The LINE and OSS units have shared a half-time adjunct searcher position for several years, but had difficulty in replacing an adjunct who took a full-time position in August. At the same time, the OSS unit was losing a searcher on phased retirement. After a failed adjunct search, the units were able to "borrow" time from an adjunct in Reference, but they lost her after a considerable training investment though only six months of service. The QRS unit was having similar problems keeping professional assistants from other departments, as the need for back-up was so unpredictable that scheduling regular times was not helpful. The solution applied to each situation was to move toward a more cross-trained professional staff within the department, with the QRS and OSS Coordinators able to back up the LINE

Coordinator and the OSS Coordinator serving as back-up for the QRS Coordinator. With the librarians moving about more within the various units on the mezzanine, it became reasonable to start having cross-training meetings with the staff, as well, and the mezzanine units now meet monthly to tackle pertinent or problematic "hands-on" or brainstorming issues. The whole system seems to be working well to date, especially in the case of LINE, where the business had grown beyond the Coordinator's ability to handle it alone, and the new faculty letters of assignment will reflect more permanently the experimental changes of this year.

Unfortunately for the department, there are a couple of major items to be mentioned on the negative side of personnel issues, as well. The search for the Head of the soon-to-be-formed Interlibrary Loan Department has still not been successful. One search this year was closed after the candidate of choice declined the job offer; at the end of the fiscal year, a second search was nearing completion and another round of candidates was to be brought in for interviews. A second item in this category is the tragic murder in March of June Stillman, a recently retired former department member. As a charter UCF faculty member; as a mentor, role model, and friend to many of the librarians still here; and as a genuinely decent and caring person, her loss was and is still keenly felt.

Again on the positive side of the ledger, several other major accomplishments (listed alphabetically by unit, not in order of importance) deserve mention here, even though they are detailed further in the unit reports.

- ILL has literally undergone a razing in terms of its hardware and software, with no part of its infrastructure left untouched. The staff all deserve kudos for the seamless way they handled the difficult externally mandated changes; something that had to be accomplished under very tight schedules with little time for staff training. All changes were made prior to deadline, in a manner that was invisible in terms of the quality of service given to patrons. During last summer, the entire ILL staff carried out an extensive and formal workflow process analysis review, the effectiveness of which was unfortunately diluted by the unplanned procedural changes necessitated by the new hardware and software. The unit was also part of three pilot projects funded this year by the statewide Distance Learning Library Initiative project: one involved accepting ILL requests via FirstSearch (ongoing); one in which copies of articles were ordered from UMI and sent directly to the patron's home (February through May); and one an experimental statewide courier system (ongoing and expanding). The SUS LUIS/WebLUIS ILL request forms have also been up and down all year.
- The Internet Instruction program reexamined what and how it was teaching and how it was publicizing the courses, deciding to routinely offer only the sessions dealing with basics. Nonetheless, the series continues to reach a significant audience and shows impressive statistics for Web page hits, even for sessions that have not been recently taught. Several of the workshops were presented to special groups by invitation.
- LINE conducted a study of the entire Special Borrowers Card (SBC) process, one major outcome of which was that the Access Services Office Assistant completed a massive patron database using Access. This was a longstanding desiderata item which has greatly increased efficiency, especially in the SBC operations. LINE subscribed to UnCover this year, supplementing UMI as a LINE document supplier and enhancing turnaround time for articles that do not have to be ordered through ILL. In May, equipment was received for LINE to begin accepting payment by credit cards.
- While maintaining the popular GRADS (Graduate Research Assistance for Database Searching) subsidized search program, in August, OSS introduced the Personalized Electronic Research Consultation (PERC) program, one with even broader patron appeal and librarian participation. PERC allows any patron to set up hour-long appointments with a searcher or reference librarian for one-on-one research assistance and instruction at whatever skill level is most appropriate.

- The presence of the QRS service on the Web (alluded to earlier) is substantially greater and more organized than it was last year, its first year with a Web page. The Frequently Asked Questions page and the Subject Guide to the Internet (http://library.ucf.edu/quickref/) are extremely useful and employed often by patrons and staff alike.
- Finally, moving from the sublime to the ridiculous, the mezzanine was painted this year for the first time in many years, providing not only a much-needed facelift but also a uniform color in all the offices.

Special Accomplishments of Faculty and Staff

The impact and involvement of the Access Services Department personnel on campus this year has been greater than in most. A major point of pride for the department is that Winnie Tyler was selected as UCF Employee of the Month for October 1997. Another widely visible activity was Suzanne Holler's involvement in suggesting and planning for two on-campus workshops in January on copyright. Laura Gasaway, the director of the law library at the University of North Carolina at Chapel Hill, was hired to conduct the sessions, which were both well attended and well received. In March 1998, Cynthia Kisby began an assignment as facilitator to a campuswide Student Services Improvement Team; in recognition of these responsibilities, the campus's Quality Initiatives Office invited and paid for her to attend the *Florida Sterling Quality Conference* this May. In terms of other University committees and visible service this year, Holler presented four of the work sessions (two different topics) during the 1998 Summer faculty Development Institute in May, Marcus Kilman served on the Professional Development Leave Committee, Holler served on the Professorial Excellence Program Review Committee, and Kisby was elected this spring to represent the Library on the Faculty Senate.

Insofar as professional service, Holler served her second year as Chair of the Central Florida Library Cooperative (CFLC) Continuing Education Committee, and wrote up the committee's work as a newsletter article, "Continuing Education Needs in Central Florida: Results of a CFLC Survey," *CFLC News* [vol. 8, no. 1, Nov./Dec., 1997, pp. 1,3], with an extensive companion Web site: http://pegasus.cc.ucf.edu/~access/cflccehome.html. Holler also began a term this fiscal year on the Florida Chapter of the Association of College and Research Libraries (FACRL)/ Florida Library Association (FLA) Academic Library Section Board. The Board was responsible for planning and presenting this year's annual workshop held in October, *Distance Learning and Its Implications for Libraries and Librarians*, (attended by Holler, Kisby, Semones and many others from the Library). Holler was invited to speak at the Academic Libraries program at the FLA Annual Conference in late April; her topic was *Wrestling with SUMO: The UCF Library's Experience*, dealing with the UnCover subsidized document ordering project. Holler also served this year as chair of the CFLC Nominating Committee and as a member of the FLA Teller Committee. Jack Webb continues to serve as the UCF representative on the State University System ILL Committee and represents the Library on the CFLC ILL Committee, while Marilyn Snow represented the ILL unit at a Florida Library Information Network regional meeting this spring.

The department personnel have been fortunate in being able to avail themselves of opportunities to travel to national, state, regional, and local conferences and workshops this year. The fall was particularly busy, as Semones attended the Fourth International Conference on Fee-Based Information Services in Libraries, *Information Delivery in the 21st Century: Surviving the Millennium*, in San Diego in October and November saw Holler at the first annual Internet Librarian Conference in Monterey and Kilman at the *17th Annual Charleston [SC] Conference*, a major three-day conference on acquisitions and collection development. In addition, Kisby attended the national *Computers in Libraries* conference in Arlington, VA this March and Kilman the American Library Association Annual Conference in DC this June. On a state and regional level, Deirdre Campbell, Holler, Kisby, Joan Reynolds, Pat Tiberii, and Tyler attended all or some of the FLA Annual Conference in Tampa; Ingrid Hunt went to the sixth

annual Florida Library Paraprofessional Workshop, *Going the Distance with Florida's Paraprofessionals* and a CFLC session on FirstSearch; Snow and Webb participated in a SOLINET session, *ILL Direct Request*; Snow attended a CFLC session *Introduction to MARC* and Kilman one on *Ready Reference on the Internet*; and the majority of the departmental staff attended the on-campus copyright workshop mentioned above.

Finally, on a library level, the Access Services personnel have also been quite active. Webb served as chair of the Librarians' Personnel Advisory Committee. Campbell, Holler, Kisby, and Tyler were all members of search committees; Holler continues to serve on the re-formed ILL committee. Holler and Webb are members of and Raynette Kibbee continues as the permanent recorder for the Library's Technology Advisory Group (TAG); Holler chaired and Kilman served on TAG subcommittees. Kilman and Kisby each served on technology committees; Kilman on the Library Homepage Committee and Kisby on the Library's Internet Use Policy Committee. Reynolds and Tyler served as United Way representatives; Kisby and Semones both serve on the Director's Advisory Group; and Semones has been particularly involved in setting up and running the Library's staff discount book ordering project.

PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

- Undergraduate education: Four of the Access Services units, ILL, Internet Training, OSS, and QRS, directly support undergraduate education as detailed in their individual reports. The fifth unit, LINE, indirectly supports undergraduate education by providing "above and beyond" services upon request for a fee. The major thrust of the department as a whole this year was to expand the presence of all the units on the World-Wide Web. The Department Head also worked with the Technology Coordinator and the program's faculty advisor to include undergraduate Honors in the Major students in SUMO, UnCover's "Subsidized UnMediated Ordering" program, whereby normally only faculty and graduate students are authorized to request direct subsidized faxing of articles from the UnCover database.
- Graduate education and research: The statements above also apply to the area of graduate education and research. All the units save LINE have actively promoted and provided user instruction for SUMO (mentioned above) during this first full year of implementation.
- International focus: All five Access Services units access and provide international information, databases, and resources upon request by a patron.
- Diversity: Access Services provides service to all patrons regardless of sex, ethnic background, religion, race, sexual orientation, age, or disability. LINE is also set up so that it can offer special assistance for patrons with mobility impairments beyond what is "standard" at the Circulation Desk.
- Partnerships: The Access Services units support partnerships as detailed in their individual reports. The ILL, LINE, and QRS units are particularly strong in this area, as all have service to the community as part of their missions.

STATISTICS

The individual unit reports do an excellent job of summarizing their own statistical trends and service achievements. To allow for a long-range view of departmental operations and primary service audience, below is a five-year summary of staffing, service delivery, and potential University constituency.

RECOMMENDATIONS

Again, this is an area where the individual units speak best for themselves, but there are several recurring themes that can be highlighted. Every one of the units is greatly concerned with service issues and has set goals related to improving service or simplifying procedures for patrons or secondarily for staff. Technology issues are raised in each report, generally in terms

of training staff or users or in terms of exploiting technology more effectively. Finally, staffing, space, and outreach issues are all persistent and pervasive subjects.

Access Service Department
Five-Year Summary of Unit Activities

	1993/94	1994/95	1995/96	1996/97	1997/98
ACCESS SERVICES STAFFING					
Librarians/In Unit (including Adjuncts)	6	6	7	7	6
LTAs	7	7	7	7	7
Student Assistant hours Per Week (Approx)	134	110	137	126	150
SERVICE STATISTICS					
Interlibrary Loan Requests Processed	36,645	42,139	41,583	42,060	43,956
Internet Instruction Sessions	28	22	24	76	57
LINE Requests*	1,605	1,191	1,607	2,361	1,990
Online Search Services Searches	666	597	807	942	765
Quick Reference Service/Total Calls	10,146	9,651	9,003	7,552	6,631
PRIMARY PATRON AUDIENCE					
Student Enrollment (Fall)	23,531	25,363	26,325	27,411**	28,324***
Faculty (Full-time, part-time, teaching assistants)	979	1,021	1,214	1,375	1,335
Professional/Executive/Administrative/ Management Personnel	555	559	723	752	783
TOTAL	25,065	26,943	28,262	29,358	30,442

* These totals differ from previous years because of a change in the way statistics were counted.
** Totals taken from the Office of Institutional Research & Planning Support's "UCF At a Glance."
*** Totals taken from the UCF Office of Public Relations UCFacts home page as of August 26, 1998.

INTERLIBRARY LOAN
Suzanne E. Holler

THE YEAR IN PERSPECTIVE

Summary
This has been a year of tremendous upheaval for Interlibrary Loan (ILL), especially in the area of technology, though also to some extent in staff and procedural areas. The major staff issue of import is that the unit still finds itself without a permanent head, with one national search having failed and a second ongoing at the end of the fiscal year. The unit also lost one librarian with a half-time assignment at the beginning of the contract year last August, but it gained an additional quarter assignment from another of the librarians already in the unit.

As the annual report was written last year, the ILL unit had just begun an extensive and formal workflow process analysis review which Cynthia Kisby, the OSS Coordinator, was facilitating, employing her extensive Quality Coach training. The process itself went on through the summer and all ILL staff participated in this "big picture" view of the unit. A number of procedural changes and much streamlining of overlapping processes were implemented during and after the exercises. Unfortunately, the long-term effectiveness of this was diluted by externally mandated changes to all the ILL software late in the fall, which in turn forced unplanned procedural changes.

It is these "externally mandated changes" which have had the most far-reaching effects on ILL. ILL has literally undergone a razing in terms of its hardware and software, with no part of its infrastructure left untouched. As OCLC, the international bibliographic utility used for cataloging and ILL, decided that DOS would no longer be supported after December 1, 1997, all ILL processes had to be moved to Windows-based software (which necessitated both hardware and software changes). The commercial vendor of the statistical software program used by ILL decided not to convert that program, so it also had to be replaced by another commercial program (and the statistics for the year continue to be in two incompatible formats). Although all these changes were in concert with longstanding unit goals, the imposed deadline combined with lengthy delays in the purchasing processes meant that the new software arrived with fewer than ten days to spare before the absolute conversion cut-off date. After installation, set up, data conversion, and debugging, this left little time for "shakedown cruises" or staff training (few had ever even used a mouse) before putting the new procedures into production. The staff handled it exceptionally well and the patrons never knew the difference in terms of service.

Even without the massive intrusion of suddenly having to upgrade and learn all new software and adapt to new hardware, it would have been a year of tremendous technological change and challenge for the ILL unit. With the technical assistance of Robert Scott and Pete Acquaviva from the Systems and Technology Unit, the Coordinator and the ILL staff brainstormed to completely revamp the logical underpinnings of the entire Web-based ILL process before the change to an in-house server. This was done primarily to improve service to patrons, but also in part to preclude the recurrence of problems seen in the past, including requests being "lost in the ether" (something which happened a second time for a couple of days in August), incomplete patron data, illegible forms, and requests for information already owned by the Library. All information is now stored in an Access database; patrons can establish a profile which stores and enters their personal data; and the database printout now provides much of the coding that staff used to generate manually, i.e., patron and department codes. With the data now stored and available in Access, work has begun on a linking project to check ILL

requests automatically against the Library's electronic journal holdings and refer the patrons to the correct URL for any available electronic titles before continuing with the request.

In addition to the new ILL Web-based forms, this year ILL has had to adapt off and on to receiving requests via FirstSearch databases (intermittent since July), via LUIS (August, then January and February), and via WebLUIS (briefly in January); all in different formats and coming in to the unit in ways different than the in-house Web form. None of those three forms has been stable, and at the end of the fiscal year, FCLA's LUIS and WebLUIS forms were still disabled, but with plans for imminent implementation.

One of the major goals for this year was, "Continue to integrate advances in technology (e.g., the LUIS ILL form, a LAN version of SAVEIT, a digitizing microformat reader/printer that sends directly via ARIEL, etc.) into the workflow in order to serve an ever-increasing student and faculty population." Much of this was addressed earlier, but a significant remaining piece is an operational reader/printer interface. It took most of the year, but the technology was finally received and installed that will allow the reader/printer to communicate directly with the ARIEL software used by ILL; this will permit sending digitized data from film or fiche directly to another library or to a patron's e-mail box without having to convert it to paper and scan it in. At the end of the fiscal year, the technology was not yet without bugs, but large strides have been made.

Finally, ILL participated in three major pilot projects funded this year by the statewide Distance Learning Library Initiative (DLLI) project: one involved accepting ILL requests via FirstSearch (ongoing and alluded to above); one in which copies of articles were ordered from UMI and sent directly to the patron's home (February through May); and one an experimental statewide courier system (since April; ongoing and expanding). The FirstSearch project has some glitches, most originating with OCLC; the UMI document delivery project was aborted before it ran its course, as the majority of the items being ordered were held by State University System (SUS) libraries; and the additional money from the UMI project went into the very successful courier project. Another statewide commitment coming from the DLLI project was that starting with this fiscal year, any SUS patron would be given ILL privileges at any of the SUS institutions. Accordingly, when the in-house Web-based form was designed, it included a way to identify patrons from any other SUS institution. Although this service was given no publicity whatsoever, eighteen requests this year were from graduate students at FIU, UF, and USF.

Special Accomplishments of Faculty and Staff

A major point of pride for the ILL unit is that Winnie Tyler, Sr. LTA in the Borrowing Unit, was selected as UCF Employee of the Month for October 1997, a well deserved honor. A significant achievement for Deborah Canaday is her completion this fall of UCF's 45-hour Supervisory Skills Series.

There were several general professional activities in which ILL staff were involved this year. Deirdre Campbell, Suzanne Holler, Joan Reynolds, Marilyn Snow, Pat Tiberii, and Jack Webb all attended *Copyright in the Age of Technology*, an on-campus workshop sponsored by the Library in January. Campbell, Holler, Reynolds, Tiberii, and Tyler also went to all or part of the Florida Library Association Annual Conference in Tampa in May.

Most of the other activities of those assigned to the unit revolve around either job-specific service and training or Library service. In the first instance, Webb serves as the UCF representative on the SUS ILL Committee and represents the Library on the Central Florida Library Cooperative (CFLC) ILL Committee; he and Snow attended the Southeastern Library Network session *ILL Direct Request*; Snow represented ILL at a Florida Library Information Network regional meeting this spring and participated in a CFLC session *Introduction to MARC*; all of the USPS staff went to GroupWise training held in the Library; and Holler, Tiberii, and

Tyler attended a DLLI training session specifically for the courier pilot project. In terms of Library service and activities, Reynolds and Tyler served as Library United Way representatives during the annual campaign; Campbell, Holler, and Tyler all served on search committees; and on a fun note, Canaday, Reynolds, Tiberii, Tyler, and Webb all participated in the SWAT Walk/Run, with Tyler taking first and Tiberii and Webb taking second places in their respective age groups.

PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

- Undergraduate education: ILL achieved an 89.5% fill rate for undergraduate ILL requests by successfully borrowing 1,641 items (of a total 1,821 items requested) that the Library did not have in its collection. ILL expanded its World-Wide Web presence and completely revamped its pages and service request forms. The undergraduate Honors in the Major students were included in SUMO, UnCover's "Subsidized UnMediated Ordering" program, whereby normally only faculty and graduate students have the ability to request direct faxing of articles from the UnCover database. ILL participated in a pilot project of the State University System's Distance Library Learning Initiative whereby DLLI funded direct delivery of articles to the homes of distance learning students.
- Graduate education and research: Graduate students continue to be ILL's most prolific users. The unit achieved an 89.5% fill rate for graduate ILL requests by successfully borrowing 3,982 items (of a total 4,447 items requested) that the Library did not have in its collection. For its second largest category of users, the faculty, ILL achieved a 90.1% fill rate by successfully borrowing 3,200 items (of a total 3,553 items requested) that the Library did not have in its collection. An additional 203 items were requested for faculty and research staff at CREOL and IST, two major research centers at UCF. ILL has been actively involved in promoting and providing one-on-one instruction for SUMO, mentioned above. SUMO was used by patrons to request articles a total of 1,554 times, 1,362 of which had successful outcomes. The DLLI document delivery project mentioned above was predominantly useful for graduate students.
- International focus: The ILL unit loaned 182 items to libraries and research centers overseas, from countries including Australia, Canada, Denmark, Germany, Greece, Hong Kong, Italy, New Zealand, Norway, Poland, Puerto Rico, Spain, Sweden, the United Kingdom, and the Virgin Islands.
- Diversity: ILL provides service to all patrons regardless of sex, ethnic background, religion, race, sexual orientation, age, or disability.
- Partnerships: Through membership in the regional Central Florida Library Cooperative, ILL loaned 414 items from the Library's collections to area businesses, hospitals, and governmental units. These included AAA, Florida Hospital, Harbor Branch Oceanographic Institute, Harcourt Brace, Kennedy Space Center, Northrop/Grumman, Siemens Westinghouse Power Corporation, Software Productivity Solutions, Walt Disney World, and several law firms. The unit also loaned 1,745 items to 13 CFLC member public libraries and 2,517 items to 16 CFLC member academic libraries.

STATISTICS

The attached tables show total ILL activity and detailed intercampus statistics.

Patrons submitted 12,854 borrowing requests, a drop of almost 8% from last year (13,938 total). The probable explanation for this drop is a combination of factors: the significant increase this year in the availability of electronic full-text articles; the continuing limits placed on student borrowing; and the growing awareness of the Library's UnCover SUMO (Subsidized UnMediated Ordering) project. (In this first full year of operation, SUMO was used by patrons to request articles a total of 1,554 times; 1,362 [95%] of these had successful outcomes.)

Two figures merit special mention in considering the statistics this year. First, the overall fill rate is 92%, considered by OCLC to be quite high. Second, the in-house fill rate is slightly above 19%, considerably higher than it has ever been. This points out the complexity of the Library's resources and shows that patrons lack either awareness of the existence of or the ability to use and understand what is available.

Broken down by patron category, 35.0% of the requests were for faculty, 42.3% for graduate students, 16.3% for undergraduates, 3.4% for staff, 0.8% for fee-based LINE clients, and the remaining 2.2% for retired faculty, visiting scholars, and students and faculty affiliated with UCF's branch campuses or other SUS universities.

Departments that requested interlibrary loans the most were: Psychology (1,220); English (733); Education (660); Foreign Language (531); Biological Sciences (455); Nursing (376); Communicative Disorders (339); History (296); Mathematical Science (286); Mechanical and Aerospace Engineering (284); Industrial Engineering (282); Social Work (274); Criminal Justice (220); and Microbiology (211). Interdepartmental support within the Library was statistically high, as well, with 195 requests from Serials, Reference, and Cataloging for lost items or replacement pages.

In terms of ILL lending activities, other libraries requested 30,024 items, up slightly more than 12% from last year (26,773 total). It is difficult to say whether intercampus lending statistics are up or down, as the 31% drop shown, from 1,367 to 943 requests, is only accurate for the first half of the year, as the statistical software used this calendar year does not permit deriving that figure accurately. It is hoped that a new software release will solve that problem in the future.

RECOMMENDATIONS

The recommendations this year fall predominantly into three categories: staffing, services, and infrastructure issues.

In terms of staffing, after three years without a permanent head for the unit, the necessity for finding a permanent coordinator is beyond critical; once that position is filled, steps should be taken to obtain office or clerical support for the newly formed department.

Service issues are the most numerous, primarily falling into the category of investigating new or more efficient ways to provide service. These include: lifting the limits on numbers of requests per week for graduate students; looking into the possibility of a referral service for materials held in local libraries; examining the way UCF-owned materials are handled; completing the project to check ILL Web-based requests automatically against the Library’s electronic journal holdings and refer the patron to the correct URL; continuing to explore and negotiate proactive agreements with document suppliers; investigating alternate methods of material delivery (e.g., physical delivery to on-campus patrons, e-mail); and expanding the education outreach of the unit.

Infrastructure issues include: changing the method of OCLC access from open Internet to something faster, cheaper, and more reliable; continuing to automate whatever processes can be, especially in terms of integrating the FirstSearch, LUIS, WebLUIS, and in-house Web request forms; and certainly not least, supporting the Library’s space planning endeavors with the hope of increasing the area available to ILL, as lack of space is nearing crisis proportions.

TABLE 1
INTERLIBRARY LOAN STATISTICS
Five-Year Summary

	1993/94	1994/95	1995/96	1996/97	1997/98
BORROWING					
Total Requests Submitted	12,585	15,651	14,054	13,938	12,854
Requests Sent Out					
Books	4,780	5,210	4,515	3,438	3,598
Copies	6,046	7,925	7,114	7,950	6,790
Overall	10,826	13,135	11,629	11,388	10,388
Requests Filled Externally					
Books	4,191	4,462	3,856	2,959	3,137
Copies	5,479	7,387	6,712	7,070	6,166
Overall	9,670	11,849	10,568	10,029	9,303
Requests Filled Internally	1,549	2,225	1,862	1,953	2,466
Total Requests Filled (including filled internally by UCF-owned materials)	11,219	14,074	12,430	11,982	11,769
Overall Fill Rate	89%	90%	88%	86%	92%
LENDING					
Incoming Requests					
Books/Copies	22,132	24,833	26,214	26,773	30,024
Requests Filled					
Books	7,351	7,555	8,363	8,676	9,301
Copies	6,921	8,216	8,839	9,707	10,297
Overall	14,272	15,771	17,202	18,383	19,598

TABLE 2
INTERLIBRARY LOAN INTERCAMPUS LENDING STATISTICS[*]
Five-Year Summary

		1993/94[*]	1994/95	1995/96	1996/97	1997/98[**]
BREVARD						
No. Requested						
	Books	219	47	2	97	**
	Copies	117	6	1	143	**
	Total	336	53	3	240	362
No. Lent						
	Books	194	43	109	139	139
	Copies	91	5	125	208	174
	Total	285	48	234	347	313
DAYTONA BEACH						
No. Requested						
	Books	492	630	563	550	**
	Copies	707	614	562	358	**
	Total	1199	1244	1125	908	555
No. Lent						
	Books	415	522	499	484	210
	Copies	583	543	479	340	268
	Total	998	1065	978	824	478
FSEC						
No. Requested						
	Books	107	120	60	58	**
	Copies	283	238	127	143	**
	Total	390	358	187	201	161
No. Lent						
	Books	96	108	53	56	34
	Copies	248	212	116	140	118
	Total	344	320	169	196	152
TOTAL INTERCAMPUS						
No. Requested						
	Books	818	797	625	705	**
	Copies	1107	858	690	644	**
	Total	1925	1655	1315	1349	1,078
No. Lent						
	Books	705	673	661	679	383
	Copies	922	760	720	688	560
	Total	1627	1433	1381	1367	943

[*] In 1993/94 three books were requested and two filled for South Orlando. These were the last transactions recorded there.
[**] With the version of the statistical software used from January 1998 - June 1998, it was not possible to derive these numbers.

INTERNET INSTRUCTION
Suzanne E. Holler

THE YEAR IN PERSPECTIVE

Summary
The Internet Instruction unit supports the Library's mission by assisting faculty, staff, and students to become aware of and learn to use the resources and tools available to them via the Internet. It does so by offering hands-on and demonstration workshops and by developing and mounting instructional material on the World-Wide Web.

It is difficult to examine the accomplishments of this unit without starting with a brief discussion of the declining statistics. (Specifics are found below in "Statistics".) The pervasive nature of the Web in general life and its ubiquity on campus are such that Internet Instruction is becoming less and less something unusual and out of the mainstream. The shifting program and shrinking statistics are a positive reflection of the growth in the availability of Internet assistance for those interested in obtaining it. Excluding non-library factors such as the Computer Services help desk, commercial training availability, etc., there are many in-house variables contributing to the drop in statistics. More patrons have Internet experience before coming in to the library; more librarians are comfortable assisting patrons at the service desks and at the terminals; more in-house Web pages are available for referral and assistance; more Library Instruction classes are incorporating relevant Internet sources; and the new PERC service (see the Online Search Services report) offers one-on-one appointments which can include Internet tutorials. Given all of that plus the fact that attendance at these sessions is strictly voluntary and not tied to curricula, it is impressive that the Internet Instruction statistics are still quite high.

Another reason for surprise at the numbers is that as a result of a mandated shift in assignment priorities for the Coordinator last summer, there were no Internet instruction sessions held that semester. Declining attendance for the advanced sessions held during the fall, despite some new publicity attempts, led to a decision by the group of instructors to offer only the basic sessions in the spring, with advanced sessions held at the request of faculty.

Even before the decision to redesign the Library Web site, the Internet instructors agreed on a standard template for the Internet Workshop Series, subsequently modified to conform to the new format developed when the Library moved to an in-house Web server in February. Instructional material for all the sessions, including the "Beyond the Basics" courses, continues to be linked on the Library's Web site (http://library.ucf.edu/Internet/). Since the move to the in-house server, it has been possible to track the hits on individual pages. Table 2 in the statistics, below, shows that even the pages no longer being used in the classroom sessions are still getting significant hits and that it is worth the effort to keep them up-to-date and mounted on the server.

The monthly *Internet Brown Bag Lunches* offered to all Library staff, initiated in August 1995, continued through the end of 1997. Although they were still very well attended by librarians and USPS staff alike, between the interviews and the many database training sessions and system demonstrations being held during the spring semester, the brown bags were put on temporary hiatus starting in January.

The instructional sessions offered by the unit have been requested in several unforeseen scenarios this year. The UCF Student Outreach program (aimed at at-risk high school students) asked for in-Library sessions during both the summer and fall semesters and they used the program's materials in another lab during the spring semester. During the week-long 1998 Summer Faculty Development Institute in May which focused on teaching the participating faculty how to incorporate new technology into their syllabi, a number of the existing workshops were requested and several other new ones developed revolving around information technology (e.g., copyright and media, how plagiarism is aided by the Internet). These "work sessions" were optional for attendees, held in a

different building from most of the other meetings [frequently during bad weather], and scheduled simultaneously with other sessions; those facts notwithstanding, the Library's sessions were well attended, well received, and well discussed. A third new setting for the Internet workshops was on the road; the Coordinator and another instructor were each invited to tailor one of their existing sessions for presentation at the Central Florida Library Cooperative (CFLC) and the Coordinator also developed a session at the request of a Central Florida craft guild.

Special Accomplishments of Faculty and Staff

As virtually all of the participants in this program have been volunteers and as there is no fixed "Internet Instruction Unit" *per se*, the professional activities of the librarians who have been serving as instructors are detailed in the individual departmental annual reports. Everyone who has ever developed an instruction page deserves thanks this year, as each page author had to reformat the pages twice: once to use the standardized template agreed upon by all those involved in the program and shortly thereafter to conform to the new Library Web Page format. This represented no small effort on the part of most, as these are some of the oldest and most content-rich of the Library's pages.

Another accomplishment in this area were the presentations discussed above, where Rochelle Ballard and Suzanne Holler were invited to present workshops for CFLC. The Internet Instruction unit has also benefited greatly from several librarians' attendance at national conferences. Holler attended the first annual *Internet Librarian* conference in Monterey in November, while in March, Athena Hoeppner and Cynthia Kisby went to the annual *Computers in Libraries* conference in Arlington, VA. Those conferences were closely enough related in content that the three presented a joint brown bag report for Internet instructors and interested Library staff.

PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

- Undergraduate education: The unit expanded its World-Wide Web presence and revamped all the Internet Workshop Series pages. The program targets undergraduates as part of its audience; almost 36% of those attending Internet instruction this year identified themselves as undergraduate students. (This was a significant increase from last year's 20 to 25%.)
- Graduate education and research: Several of the Internet instruction sessions have directly promoted or provided instruction for SUMO, UnCover's "Subsidized UnMediated Ordering" program, whereby faculty and graduate students have the ability to request direct faxing of articles from the UnCover database. The Internet Workshop Series targets graduate students and faculty as part of its audience; almost 13% of those attending Internet instruction this year identified themselves as graduate students and almost 12% identified themselves as faculty. Participating in the Summer Faculty Development Institute also targeted faculty, aiming at assisting them in using educational and information technology in their teaching.
- International focus: The Internet Instruction program greatly expands the ability to provide an international focus to curricula and research just by the global nature of the Internet, its members, and its sources.
- Diversity: As is the case with the other Access Services units, the Internet Instruction unit provides service to its primary patrons regardless of sex, ethnic background, religion, race, sexual orientation, age, or disability.
- Partnerships: The Internet Instruction program as it is currently established does not provide many opportunities for community partnership, given that it is by definition aimed at UCF students, faculty, and staff. Nonetheless, community patrons are not turned away and many have attended the sessions, having learned of the programs after seeing the publicity in the library. In addition, local librarians have been invited to or have asked to sit in on these sessions and two instructors were each invited to develop and present a workshop for CFLC and one was asked to do the same for a community craft guild.

STATISTICS

Summary statistics for the past five years of Internet Instruction can be found in Table 1. This year, a total of 57 sessions (constituting 23 different workshop topics) were offered (55 were held) to 413 participants, the single largest group of which was undergraduate students. Although this represents a decrease of 14.4% from the 76 sessions offered last year and a decrease of 35.9% from the 644 participants, this is easily explained by having held no summer sessions and having dropped the "Beyond the Basics" courses during the spring semester. The course titles varied somewhat by semester, but 29 of the 55 sessions held were classified as basic sessions while the other 26 were advanced or specially requested sessions.

Another useful and telling statistic alluded to earlier was made possible, thanks to the Library's technology staff, beginning with the move to the in-house Web server. This is the tracking of visits to the various home pages linked to the Library's Web site. For the period of February 1 (day one for the server) through June 30, 1998, statistics show there were a total of 6,433 visits to the various Internet Workshop Series pages. Table 2 gives the breakdown by number of hits for each page corresponding to a workshop session and the number of times the session has been taught since February 1.

One significant figure which does not and will not show on any statistical chart, as there is no way to keep accurate track, is the ever-increasing number of one-on-one sessions which the librarians (not just the Internet Instruction participants) conduct with students requesting specific assistance or with faculty who want to learn specific Internet tools and resources or ways to integrate the Internet into their courses. This very healthy trend will only grow as the Online Search Service's PERC program, with its appointments for "just in time" training and research assistance, increases in visibility and popularity.

RECOMMENDATIONS

The recommendations for the unit are concentrated in two major areas: activities and promotion. In terms of activities, given that the statistics about Web page hits seem to support it, the unit hopes to continue developing and mounting instructional materials on the Web, concentrating especially on subject-specific content; to begin investigating the development of interactive instructional modules on the Web; to reinstate the successful in-house Brown Bag Lunch training sessions; and on a methods note, to look at the way the sessions are taught with an eye toward changing the way the hands-on exercises are handled within the workshops. In terms of promotion, the unit should continue to evaluate how and where the sessions are publicized and to reexamine the scheduling for these sessions.

Table 1
INTERNET INSTRUCTION STATISTICS
Five-Year Summary

	1993/94	1994/95	1995/96	1996/97	1997/98
Instructors Participating	7	8	8	19	19
Sessions Scheduled	16	21	24	71	57
Sessions Held	15	20	22	69	55
Attendees	294	194	186	564	413

Table 2
COUNT OF INTERNET INSTRUCTION WEB PAGE HITS

February 1, 1998 through June 30, 1998*

Type of Course	Total Hits	Number of Times Taught
Internet Instruction Home Page	945	n/a
General Internet Training	38	n/a
THE BASICS	2998	27
Basic Internet 101	302	7
Bookmarks +	38	3
Electronic Periodicals at UCF	201	4
Evaluating Electronic Sources	158	0
Helper Applications	376	3
Library and Research Connections...	239	4
Research Via the Internet	402	0
Searching for a Needle in the Internet Haystack	272	6
Subject (Directory) Searching	238	0
WWW Search Engines	772	0
BEYOND THE BASICS	2866	0
Discipline-Specific:	2080	0
Business	98	0
"Net" Profit?...	134	0
Business Information Sources	229	0
Links to Business Information	193	0
Education	234	0
Health	294	0
History	394	0
Legal	166	0
Physical Sciences	95	0
Political Science	243	0
Topic-Specific:	786	0
Florida Documents	259	0
Federal Documents on the Internet	113	0
Total	6433	27

* The compilation of these statistics began when the Library moved to an in-house Web server in February 1998.

LIBRARY INFORMATION NETWORK AND EXCHANGE (LINE)
Meredith Semones

THE YEAR IN PERSPECTIVE

Summary
Fiscal year 1997-1998 has been a year of transition for LINE. Last August, LINE's experienced part-time adjunct librarian resigned in order to accept a full-time position. Training of a new adjunct, unfamiliar with intellectual property searching, required a considerable amount of the coordinator's time. Consequently, the LINE Coordinator has spent a high percentage of her time this past fiscal year in training and in the direct provision of research services to the Central Florida community. The LINE Coordinator has also cross-trained the Coordinators of Quick Reference Service and Online Search Service in the area of intellectual property searching. This cross-training has already begun to relieve some of the Coordinator's workload.

In addressing some of the goals from last year's report, one of LINE's most significant accomplishments was the revision of the Special Borrower Cards (SBCs) process and procedures for private colleges and universities maintaining inter-institutional agreements with LINE. The complete SBC process was analyzed; problem areas were identified, such as walk-in patrons and duplicate card requests; and policies and procedures were implemented to alleviate these problems. One of these policies includes charging additional fees for both walk-in patrons and duplicate card requests. Raynette Kibbee, Office Assistant for Access Services, finished creating an integrated database for SBCs which has saved both time and money. The SBC database enables Gayle Katz, LINE's Sr. LTA, to generate one SBC authorization form, instead of the typed four-part form previously in use. The database can also track current cardholders by their institution, identify duplicate card requests, and indicate the cards due for renewal. In July 1997, after a cost study of the SBC process, LINE initiated administrative fees. These fees are in addition to the annual contract fee and are added for each increment of fifty cards ordered by the institution.

Another goal from last year's report, actively marketing to the UCF alumni, has been achieved. An advertisement, offering a twenty percent discount to active alumni on research and document delivery services, should appear in the September 1998 issue of *Pegasus*, the alumni magazine.

Another goal realized is that LINE has recently obtained its own UnCover document delivery account. LINE requests for journal articles not owned by the Library but carried by UnCover can now be ordered directly, whereas previously LINE used Interlibrary Loan's account and reimbursed them.

In March 1998 LINE acquired a listing on Burwell Directory online (http://www.burwellinc.com) which has a direct link to LINE's homepage. The Coordinator also gave a Library tour to Nova Southeastern University's head of distance education. Plans for library instruction for Nova students did not materialize due to lack of students signing up for the classes.

Special Accomplishments of Faculty and Staff
In October 1997, Ms. Semones attended the Fourth International Conference on Fee-Based Information Services in Libraries, *Information Delivery in the 21st Century: Surviving the Millennium,* held in San Diego, California.

Ms. Semones also attended the fall workshop of the Florida Chapter of the Association for College and Research Libraries, *Distance Learning and Its Implications for Libraries and Librarians,* held in Cocoa Beach last October.

In January, Ms. Semones and Ms. Katz attended the on-campus Library sponsored workshop, *Copyright Law in the Age of Technology.*

In May, Ms. Semones attended a UCF-sponsored Orange Juice Forum held at Church Street Station in Orlando.

PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

- Graduate education and research: LINE provides fee-based library services, such as photocopies of in-house journal articles, to graduate students and faculty as needed.
- International focus: LINE provides research services to a client whose specializes in international and multicultural training.
- Community partnerships: LINE provides information and library services to the Central Florida business and professional community on a cost-recovery basis. These services include online database searching, research, document delivery, interlibrary loan, and special borrower cards. These same services are also extended to the community at large. LINE also maintains institutional agreements with several private colleges and universities in the Orlando area and/or those with distance education programs.

STATISTICS

LINE's total transactions are down 16% over last fiscal year (see five-year transactional summary table below). This decrease is due primarily to the drop in document delivery requests, down by 20% over last year. The five-year statistical summary shows that document delivery varies significantly from year to year. One client is responsible for most of LINE's document delivery activity. Total Special Borrower Cards issued also dropped last fiscal year by 16%. Online searches increased slightly, by 3%. The trend towards intellectual property search requests continues; 73% of LINE searches were in the intellectual property area. Although overall transactions decreased, billings after direct costs only decreased slightly, by 1%, due to the incremental administrative charges implemented this past fiscal year.

RECOMMENDATIONS

- Examine staffing needs within LINE with an eye toward increasing the clerical assistance available.
- Continue cross training of librarians and support staff within Access Service Department. Marcus Kilman, the Coordinator of QRS, will officially have a percentage of his assignment in LINE for fiscal year 1998-1999. Mr. Kilman's technical expertise and searching experience are a welcome addition to LINE staff.
- Develop a LINE document delivery and online search request form for use on the Library's WWW homepage.
- Conduct a cost study of LINE services.
- Develop policies and procedures governing credit card usage by LINE clients.

UNIVERSITY OF CENTRAL FLORIDA LIBRARY
LIBRARY INFORMATION NETWORK AND EXCHANGE (LINE)
FIVE-YEAR STATISTICAL SUMMARY

Transactional Summary

Type of Transaction	1993/94	1994/95	1995/96	1996/97	1997/98
Document Delivery (including books and interlibrary loans)	954	476	773	844	678
Online Searching	205	251	261	212	219
Research	41	8	16	10	3
Special Borrower Agreements	9	9	15	8	10
Special Borrower Cards	396	447	542	1287	1080
Through Agreements	164	195	296	929	853
For Individuals	232	252	246	358	227
Grand Totals	1605	1191	1607	2361	1990

Financial Summary

Type of Transaction	1993/94	1994/95	1995/96	1996/97	1997/98
Document Delivery (including books and interlibrary loans)	$12,111.08	$6,206.89	$9,135.55	$10,862.67	$8,140.70
Online Searching	$16,278.74	$11,552.87	$15,625.47	$13,244.39	$12,511.29
Research	$1,175.10	$230.00	$645.00	$300.00	$200.00
Special Borrower Agreements	$890.00	$1,250.00	$2,650.00	$1,800.00	$6,100.00
Special Borrower Cards	$15,445.00	$17,480.00	$21,760.00	$50,540.00	$46,180.00
Through Agreements	$7,550.00	$8,860.00	$13,320.00	$41,955.00	$38,685.00
For Individuals	$7,895.00	$8,620.00	$8,440.00	$8,585.00	$7,495.00
Other Charges	$4,339.38	$2,353.71	$6,648.06	$8,077.40	$9,570.25
Total Billings	$50,239.30	$39,073.47	$56,464.08	$84,824.46	$82,702.24
Direct Costs	$15,554.92	$15,448.42	$21,540.83	$13,170.56	$12,053.89
Net Income (Total Billings Minus Direct Costs)	$34,684.38	$23,625.05	$34,923.25	$71,653.90	$70,648.35

ONLINE SEARCH SERVICES
Cynthia M. Kisby

THE YEAR IN PERSPECTIVE

Summary
In order to emphasize search instruction, the Online Search Services (OSS) Unit implemented a new service called PERC, Personalized Electronic Research Consultation. These one-on-one instruction sessions address the individual patron's information needs at whatever skill level is most appropriate. Of the 765 searches conducted by OSS, 126 (16%) were PERCs.

The regular monthly Online Search Services meetings became a more effective staff development tool by changing format and by becoming more inclusive of the staff members invited to participate. Meeting topics covered searching new electronic resources such as ISI, CSA, Lexis-Nexis Universe, and FirstSearch. These tools form the basis of PERC appointments and reduce the OSS Unit's reliance on DIALOG and DataStar. One meeting that was particularly well received and generated constructive discussion used the "journal club" format. Each participant read one or more articles on the prearranged topic of interviewing patrons and shared the content during the meeting. The Online meetings generated two documents, *How to Obtain Fulltext Articles* and *Database Command Comparison Chart,* that are used as search tools for both professionals and patrons.

The Online Search Services staff accomplished quite a bit of cross training for both professional and support staff. The OSS coordinator is now trained in both patent and trademark searching in order to assist LINE when necessary. She also has a partial assignment as the back-up librarian for the Quick Reference Service. The OSS Senior LTA learned part of the citation analysis process in order to assist librarians who must evaluate detailed indexes in the short time frame between database updates.

During Fiscal Year 1997-1998 only three librarians were available to OSS all twelve months. Holler was not on the search schedule as of fall 1997. Hudson was on phased retirement spring and summer 1998. One Adjunct Librarian was available in July and August and a second served the unit from November through May. Two reference librarians conducted twenty PERC appointments that are included in OSS statistics.

The 1998 annual customer survey of the Online Search Services Unit was based on faculty and student searches and PERCs performed during October 1997 and February 1998. LINE clients were not included in this survey. One hundred and eight surveys were sent via mail or email; 32 were returned for a response rate of 29.6%. As in past years, users reported a high satisfaction rate. Since no specific actions have been taken based on the results of the latest survey, the OSS Unit would like to focus future surveys on non-users as a means to improve services.

Significant Accomplishments of Faculty and Staff
The OSS Coordinator was invited by the Quality Initiatives Office to attend the *Florida Sterling Quality Conference*. The programs were particularly beneficial since the information was presented while the Coordinator was beginning her role as facilitator for the Academic Advising Improvement Team. The Coordinator also attended the national conference *Computers in Libraries*.

PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

- Undergraduate Education & Graduate Study and Research: As described above, Online Search Services created a new service called Personalized Electronic Research Consultation (PERC) in order to meet the information instruction needs of both students and faculty. Through PERC, the online searchers were able to diversify services without incurring online search costs.
- Inclusiveness and Diversity: OSS routinely assists with research on diversity issues. Examples of frequently searched topics include race, culture or age in relation to healthcare or education.
- Community Partnership: OSS hosted three Knight-Ridder online workshops, which were offered to the entire Central Florida Community.

STATISTICS

The attached table, Searches by Category, shows that during Fiscal Year 1998 a total of 765 searches were performed as compared to 942 searches in the previous fiscal year. This is an expected downward trend given the increasing availability and ease of use of electronic resources. A significant decrease in the search statistics is due to non-use of the service for interlibrary loan verification. In 1997 ILL represented 5% of the total whereas in 1998 ILL accounts for 0.1% of all searches. Student instruction sessions increased very slightly in 1998 to 42% of all searches as compared to 41% for the eight-month sample of the previous fiscal year.

Citation searches are not listed separately in the statistical table of searches. There are two main types of citation searches; first, those conducted as ready reference which have been subsidized by the library since printed index subscriptions were cancelled and second, the in-depth analysis of faculty publications for promotion or tenure. The library-subsidized ready reference searches should be diminishing since access is now available to selected cited references through the ISI Web of Science. Cost comparison of the two types of searches for Fiscal Year 1997-1998 shows that the library subsidized 16 searches for an online cost of $563.12 and 12 hours of librarians' time. For promotion and tenure, on the other hand, faculty paid online charges for 18 citation analysis searches but the library subsidized the 131 hours of librarian time necessary to complete these searches. The average, subsidized citation search requires 45 minutes to complete compared to the in-depth analysis that averages 7.3 hours.

As in previous years, the major search system used for mediated searching was DIALOG. Other systems used include the Science and Technology Network (STN) for Chemistry searching. DataStar lost importance since CINAHL, Cumulative Index to Nursing and Allied Health Literature, became available on the Web version of FirstSearch. WebLUIS and all the other available databases and CD products that UCF provides are heavily used in instruction.

SEARCHES BY CATEGORY

CATEGORY	FY 1993/94	FY 1994/95	FY 1995/96	FY 1996/97	FY 1997/98
Undergraduate Students	133	91	29	69	63
Graduate Students	79	64	331	463	374
Faculty	49	66	59	69	56
LINE (Non-University)	202	244	260	213	211
Library Staff	14	12	8	3	4
Campus Administration	2	11	0	0	0
Patron Documents:					
ILL Verification	87	43	36	48	1
ILL Full-text	7	12	14	3	3
Full-text	0	0	6	0	0
Library Business:					
Ready Reference	39	8	8	26	22
Training	22	12	19	25	9
Demonstrations	7	2	5	0	0
Housekeeping	25	32	32	23	22
Total Searches	666	597	807	942	765

RECOMMENDATIONS FOR THE OSS UNIT

The OSS Unit's primary goal is to offer the most comprehensive, cost-effective database access available. Factors significantly affecting online search services are changes among vendors, products and pricing. In the next year OSS should: monitor pricing and product developments resulting from the DIALOG corporate merger; compare options for end-user chemistry searching—STN Easy, FirstSearch CA Student, SciFinder Scholar; evaluate STN 4.1 with Discover as an upgrade for mediated chemistry searching. Services would also be enhanced by increasing user awareness of alternate delivery, especially e-mail, of search results and by expanding PERC to include Internet resources and broader library faculty participation.

QUICK REFERENCE SERVICE
Marcus Kilman

THE YEAR IN PERSPECTIVE

Summary
Quick Reference Service (QRS) supports the Library's mission by providing UCF and community patrons accurate and courteous responses to library/university-related and ready-reference queries received via telephone, Internet, or e-mail. In addition, QRS provides UCF and community patrons Web-based access to a variety of library-related, reference, informational, and other selected Internet resources via its Web site.

The format of all the QRS Web pages was modified to conform to the new UCF library's standardized Web page design format. To simplify patron access to the QRS Web information, the *Information Resources on the Internet* and the *Ready Reference Resources on the Internet* were combined into a single *Subject Guide to the Internet.* QRS also expanded its subject-based index of Internet resources to include sources for career planning, employment/jobs, resumes, engineering, maps, and other topics. To address UCF patron need for Web-based information on remote access to LUIS, as well as many of the full-text electronic resources currently available via the library, QRS added to its Web pages information on accessing, downloading, and running necessary software for remote access.

To relieve the staffing shortage which occurs when either of the QRS personnel are absent, the QRS Librarian was assisted part-time this year by Cynthia Kisby, Coordinator OSS, and Ying Zhang, Reference Librarian.

Special Accomplishments of Faculty and Staff
The QRS Coordinator attended:
- 17th Annual Charleston Conference - November 5-8, 1997.
- American Library Association Annual Conference – June 26-30, 1998

The QRS Senior LTA attended:
- Central Florida Library Cooperative Workshop: *FirstSearch Training* – December 2, 1997.
- Florida Paraprofessional Workshop - May 15, 1998.

PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS
- Undergraduate Education: Counseled and guided undergraduate students in their research efforts by providing information relating to the availability and location of books, journals, and other materials in the UCF Library. Also provided statistical, bibliographic citation, biographical, and instructional information to undergraduate students.
- Graduate Study and Research: In addition to the above described types of information provided to undergraduate students, assisted graduate students (as well as faculty) with location of and access to materials relevant to their specific research endeavors.
- International Focus: Quick Reference Service has responded to UCF related queries from individuals around the world who have submitted requests for information via the QRS Internet form. These queries typically relate to research publications authored by faculty or graduate students of UCF.
- Inclusiveness and Diversity: Responded without discrimination to all university-affiliated and community patrons throughout and beyond the central Florida area.
- Community Partnerships: Quick Reference Service responded to queries from numerous types of community patrons, including legal, marketing, engineering, research, corporate,

and other professionals, as well as individuals representing various government units, other educational institutions, and area libraries.

STATISTICS

QRS responded to a total of 6505 telephone calls from July 1997 through June 1998, a decrease of 13.8% from the same period for 1996-1997. Part of this decline could be due to the successful implementation of the QRS Web pages. The QRS Web pages, developed as an Internet alternative to having to call QRS for ready reference services, were visited a total of 4,671 times for the five month period between February 1, 1998 and June 30, 1998. QRS also responded to 126 requests submitted via the Internet form implemented during this fiscal year.

Table 1 provides a five-year recapitulation of total calls and adds the new category of "electronic requests."

RECOMMENDATIONS

To better respond to the information and research needs of distance learning students and also those students/staff/patrons living outside of the local calling area, QRS recommends that a statewide toll-free telephone number for the library be implemented. Additionally, to respond the similar needs of these same patrons for remote access to Pegasus and WebLUIS, QRS recommends implementation of a statewide toll-free telephone number for dial-up access to the campus LAN.

For the upcoming year, QRS plans to continue to adopt its service to meet the reference needs of the growing numbers of students and community patrons who are coming to rely on the home computer as a primary reference and research tool. QRS will pursue and take advantage of on-campus/off-campus training opportunities, especially Internet related training for QRS faculty/staff. Additionally QRS will continue to expand and develop the types of resources available for answering basic reference questions.

Table 1
QUICK REFERENCE SERVICE (QRS)
Five-Year Summary
Total Calls/Requests

QRS Statistics	1993/94	1994/95	1995/96	1996/97	1997/98
Total Telephone Calls	10,146	9,651	9,003	7,552	6,505
Total Electronic Requests	N/A	N/A	N/A	N/C*	126

* An e-mail request form was implemented during fiscal year 1996/97, but the numbers of submitted requests were not tracked.

BREVARD CAMPUS LIBRARY
Mem Stahley

THE YEAR IN PERSPECTIVE

Summary

Enhanced resources support, partnership benefits and technological upgrades made 1997-98 a very good year at the joint-use library. Continuing and significant increases in library funding brought a 68.9 percent gain over 1996-97. Last year's healthy increase afforded us the opportunity to expand approval books profiles in all program and course areas. This year, under the leadership of our new Director, Barry Baker, and through a retrospective collection development project, we used our additional funding to fill collection gaps left in years of limited funding, and to bind backfiles of journals. Expertise resulting from ongoing professional and educational development enabled the librarian not only to enhance and expand the local collection but also to assist in developing the Orlando campus book collection. The introduction of Web-based instruction, toll-free, remote access to the Pegasus server, as well as electronic access to full-text and citation databases improved library information quality and access for Brevard Campus students and faculty. Reformatted hands-on library instruction in support of new services, introduced students and faculty to information access and research on the World-Wide Web. University part-time adjunct librarians covered 40 of our 63 available reference service hours or 57.5 percent of the joint-use library's total reference service for most of the year. Expanded University coverage of reference service provided additional flexibility for BCC librarians to catalog new acquisitions and provide circulation and serials service for our students.

Special Accomplishments of Faculty and Staff

Singling out any faculty or staff member at the Joint-Use Library this year for special accomplishment neglects the truly unique work of our entire staff, work that highlights the value of partnership to our students, our colleagues and the Florida system of higher education. Each day, our tiny UCF library staff makes a significant, positive contribution to the University and the Community College, a contribution that I believe has earned a large measure of the credit for our favorable regard relevant to joint-use models and partnering throughout the State of Florida. There is no magic in what we do only a special affinity for cooperation and concern for all of our students, faculty and colleagues. For example, our secretary is well known for the expert software assistance she offers to everyone in the library, as well as across campus. Furthermore, when expanded responsibilities demanded more of the librarian's attention, our sole remaining part-time adjunct stepped in to teach additional library instruction sessions and to participate with the community college librarians to offer Internet instruction to faculty. Clearly, these extra efforts comprise special accomplishment and moreover, I am proud to say are, for us, a way of life. Finally, to highlight that our outlook and partnership skills are not unilateral, and thanks to cooperation from BCC's periodicals department head, Karen Simpson, more then 1,000 volumes of backfiles were bound this year. The newly bound collection includes more than 100 titles, with runs ranging from 10 to 20 years in length. This was a long and laborious project. All items had to be taken from the shelf, bundled, labeled and sent to the bindery. Once returned, the process reversed. After preliminary planning and coordination meetings, BCC provided all staff to complete the project. Characterizing any one of these individuals as especially accomplished is difficult and runs contrary to the spirit of partnering. We do our work well; we work as a team. Our special accomplishment is that we make this happen across two separate institutions.

PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

Clearly Brevard's emphasis within the President's Goals is partnership. The essence of the joint-use library's mission, however, to provide high quality collections, resources and instructional programs in support of the curricular and research needs of our students and faculty, when folded into our flourishing community college alliance, spills over into other Goals areas. The above-mentioned binding project is a perfect example. Joint efforts of UCF and BCC served not only to preserve precious resources, but also to provide to our student and faculty researchers access to historical and retrospective resources often unavailable via electronic means, thus enhancing graduate study and research now and for years to come. In keeping with the President's goal to offer the best undergraduate education available in Florida, our undergraduates benefited richly from technological access, via WebLUIS and the Pegasus server, to full-text periodical information, our growing local book collections, interlibrary loan, and a full range of Internet services. Each passing academic term brings to all of our branch campus students a more accurate reflection of main campus resources, and uniform quality of service available to their counterparts in Orlando. Uniform quality and access is the ideal of not only distance learning educators, but also of accrediting agencies who evaluate the quality of off-campus programs.

RECOMMENDATIONS

In 1997-1998, two areas of concern have delayed greater success in library service at Brevard. First, after two failed attempts to hire additional part-time adjunct librarians, professional staffing has decreased to one full-time librarian and one part-time adjunct librarian. Our second part-time adjunct librarian tendered her resignation, effective June 25. Our primary project to be initiated immediately subsequent 1998-99 budget approval will be the search for additional full-time librarians. Expedient and successful completion of the search project is essential to the continuing success of our partnership with BCC. The other challenging area, also relevant to our partnership is the issue of conflicting calendars. With BCC's change in administrative leadership, eight additional paid holidays were approved, enabling non-instructional staff to have more paid time off during Christmas and spring breaks. The challenge for UCF is that this change could close the library and other partnered departments at a time when our students need access. Preliminary planning with BCC's Associate Vice President for Learning Resources, Mike Hutton, indicates that utilizing cross-training practice, and with the support of additional University personnel, UCF students will have uninterrupted library access throughout BCC's spring break.

STATISTICS

Five Year Comparative Statistical Analysis, 1993-1998

	1997-1998	1996-1997	1995-1996	1994-1995	1993-1994
Library Materials: *Brevard Expenditure*	$219,844.46	$135,384.00	~$85,000	$78,000	$45,810.98
Orlando Expenditure	~$4,000	N/A	N/A	N/A	N/A
Binding Service	$8,879.75	N/A	N/A	N/A	N/A
Volumes Bound	1,608	N/A	N/A	N/A	N/A
Library Instruction:					
Students	144	231	238	178	231
Classes	10	16	11	15	14
Reference Coverage (Hours/week)	40*	40	15	13.5	13.5

*Reference coverage decreased to 20 hours with the resignation of one 0.5 adjunct librarian on June 25.

CATALOGING DEPARTMENT
Linda J. Sutton

YEAR IN PERSPECTIVE

Summary
This section demonstrates the hard work, determination, and achievements of a department working as a team to accomplish its goals. There were difficulties made more challenging by the large materials budget, space constraints, and staff shortages. After two additional staff members and new students were hired, training time was built into an already busy schedule. There were the ever present emerging technologies that impact all of our partners (OCLC, SOLINET, CFLC), IT&R, the Libraries' Technology Unit, and last but not least, the Department itself. This year, in particular, provided a clear demonstration that a Department cannot operate in isolation.

TRAINING & CONTINUING EDUCATION*:
To keep up with changing and emerging technologies as well as the national cataloging standards training and continuing education have become paramount for the Department. Both professional and para-professional staff participated in staff development opportunities. OCLC/SOLINET and various UCF departments were the providers of most of these. Members of the Cataloging Department attended the following opportunities:

- Accent on excellence, UCF Training & Development, 8-week series - Smith
- ALA annual meeting - Piascik, Sutton
- "Authorities at UCF", UCF Libraries Cataloging Department - all
- Cataloging Academy, SOLINET workshop series:
  - Books coding & tagging - Chisholm, Gurri, Johnson, Smith, Sobey
  - Interpreting the MARC record - Bazemore
  - Visual materials & computer files - Healy
  - Cataloging Internet resources & interactive multimedia - Piascik
- Cataloging book blitz, NEFLIN workshop - Bazemore
- Copyright law in the age of technology, UCF Libraries - Piascik
- FLA annual meeting - Johnson, Piascik, Sutton
- GroupWise, UCF Computer Store - all
- Internet Brown Bag series - Healy, Piascik, Sobey, Sutton
- Introduction to Access, UCF Computer Store - Sobey
- Introduction to authority file, SOLINET workshop - Chisholm, Gurri, Healy, Johnson, Smith, Sobey, Sutton
- Introduction to MARC cataloging, SOLINET - Gurri, Johnson
- Knowledge access management: tools and concepts for next-generation catalogers, OCLC Institute - Sutton
- Leadership excellence, UCF Training & Development, 10-week series - Sobey
- Preventing sexual harassment - Chisholm, Gurri, Healy, Johnson, Piascik, Smith
- "Who wrote that rule?!!!", UCF Libraries Cataloging Department - all, Bazemore
- Windows NT, UCF Libraries - all

*****included Bazemore in preparation for 1998-99 cataloging assignment

PARTICIPATION (LIBRARY/UNIVERSITY):
Besides being active volunteers to assist with Library staff social events, the Cataloging Department members showed great willingness to become involved in various professional and

service opportunities within the Library and the University. These tasks required volunteers, appointees, or election. This year was especially successful in the level of participation by Department members. It demonstrated the importance of contribution within and outside the work unit. Service opportunities and the participants are listed below:

- Cataloger Librarian Search Committee - Sobey, Sutton
- Director's Advisory Group (DAG) - Johnson
- Government Documents Librarian Search Committee - Piascik
- Library Faculty Day - Healy, Piascik, Sobey, Smith, Sutton
- Library PEP Squad - Smith, Sobey
- Technology Advisory Group (TAG) - Piascik, Sutton
- UCF's March of Dimes Walk-a-thon team - Smith
- UCF Staff Council - Sobey was elected to the UCF Staff Council
- UCF's Walk for Wellness Library team - Chisholm, Gurri, Piascik, Smith, Sobey
- United Way Campaign, Library Chairpersons - Smith, Sobey
- University Personnel Committee - Sutton

SERVICE TO PROFESSION:

Contributions by the librarians to the profession were as follows:

- FCLA, member of Technical Services Planning Committee's Authorities Sub-committee - Sutton
- FCLA, UCF representative to Technical Services Planning Committee - Piascik
- SUS Government Documents Implementation Group - Sutton
- SUS Integrated Library System Review Task Force, Cataloging Sub-Committee - Piascik

PROFESSIONAL MEMBERSHIP:

Membership in professional associations were as follows:

- American Library Association (ALA) - Piascik, Sutton
- Florida Library Association (FLA) - Piascik, Sobey, Sutton
- Online Audio-Visual Catalogers (OLAC) - Piascik

PERSONNEL:

Academic year 1997-98 saw personnel changes and outstanding accomplishments for Department members. Due to a USPS retirement in 1997 and an unfilled position created by a medical retirement in 1996-97, hiring new staff was a priority. This process plus training began during a time when the budget and work load greatly increased. With the retirement of a cataloger, a national search began in fall semester 1997 and those cataloging responsibilities were divided between the two remaining catalogers. Despite all of these changes, the personnel in the Department had many achievements. Below is listed the personnel changes and achievements:

Achievements:	David Healy, B.A. in psychology, 12/97
Advancements	Jeanne Piascik, faculty promotion from Instructor Librarian, 4/98 Linda Sobey, advanced from Senior LTA to Supervising LTA, 7/97
Continuing education:	Jacqueline Johnson, UCF undergraduate classes, fall 1997 Kristen Gurri, UCF graduate classes, fall-summer 1997-98
Years of service:	David Healy, UCF USPS award or 5 years of continuous service

Retirements:	Claire Leonard, Senior LTA, 8/97 Peter Rossi, Cataloger, 7/97
New hires:	Jacqueline Johnson, Senior LTA, 9/97 Kristen Gurri, Senior LTA, 9/97
OPS (non-student):	Randy Satterfield, special bibliographic maintenance projects & CMC retrocon project, 8/97-6/98 Rosa Rodriguez, textbooks, cataloging projects, summer 1997
Future:	Cataloger Librarian Search, unsuccessful; new search to begin 8/98 LTA, submitted request to replace level position lost due to budget constraints several years ago Nick Bazemore, Reference Librarian, began training for 1998-99 part-time assignment in Cataloging, 2/98 Randy Satterfield, apply for extension if needed to complete the CMC retrocon project Rosa Rodriguez, apply for OPS fund to continue to employ, as needed, for work on special projects

UNIQUE SOURCES ADDED:
Besides the many outstanding titles and formats of materials added to the collection, the ones below are highlighted:

- Herbarium Michaux (microform)
- **Mary McLeod Bethune papers: the Bethune-Cookman College collection, 1922-1955**
- Mary McLeod Bethune papers: the Bethune Foundation collection (microform)
- Limited edition print arts materials representing various presses with unique book design and content
- Scientific DataLink series (microfiche gift):
  - Sets of artificial intelligence research from four universities which were placed on microfiche; received the individual indexes plus own the cumulative index
  - Required consultation with ILL, QRS, Reference Departments in regard to the access points, location, etc.
- Lunar Planetary Institute materials (microfiche, paper gift) including:
  - Lunar and planetary science: abstracts of papers submitted to the . . . Lunar Planetary Science Conference, 1978-1997
  - Index to the proceedings of the Lunar and Planetary Science Conferences
  - Lunar and Planetary Science Conference, Proceedings of the . . . Lunar and Planetary Science Conference, 1978-1991

ONGOING & SPECIAL PROJECTS:
In addition to the cataloging activity of the Cataloging Department, another major responsibility is the bibliographic maintenance of the LUIS database. General maintenance is performed regularly. As standards change and technology provides more search capability via many access points, the record maintenance must be re-visited. The same is true of the database clean-up after a major tapeload. This year there were a number of major projects identified

along with the staff time and funding to accomplish them. Below is a list of some of the significant ones:

CMC Textbook Project - this project was set up to reclassify the materials from a local classification scheme to DDC; along with this, the present provisional records in LUIS are being overlaid with more complete OCLC cataloging records. In order to meet the needs of the faculty and students in the College of Education (COE), the access points must be carefully defined with regard to the usual A, T, S, keyword searches as well as audience level, publisher, series, discipline.

General Bibliographic Database Clean-up:

- Provided additional and corrected access points to Faulkner literary materials - for the 6/98 Faulkner conference hosted by UCF Department of English
- Analyzed series
- Annual Review of . . . (Palo Alto)
- Association publications, especially conference proceedings
- CREOL materials were withdrawn as per the list printed by Circulation Department
- Federal Reporter, re-classification and re-cataloging of all volumes at the Main Library and at BCC/UCF
- Gerritsen Women's History (series on microform)
- Problems identified by collection development librarians
- Series entries
- Matched video recordings and their guides that were received separately by the Cataloging Department from 1990-1996. These were placed on one bibliographic record per video with the guide as accompanying material.

Bibliographic Clean-up Project for major microforms tapeloads:

- Corrected access points
- Coordinated the authorities for tapeloaded (as well as locally cataloged) parts of these sets

- **ARROW Reports**
  - Reports were generated by use of the ARROW reports system that was designed to be used with the Ser/Acq. System in LUIS
  - Prepared lists of pre-defined unlinked records rather than waiting for materials with unlinked items to be identified by Circulation Department then sent to Cataloging Department for linking
  - Used as a way to check quality of records as well as identify the received status of the title
  - Identified the computer files which UCF owns or should own

- **U.S. Documents:**
  - Identified the LUIS records for pre-9/95 suppressed records problems generated OCLC error
  - Created lists to assist the UCF governments documents staff to check against the titles received file
  - Withdrew any titles not yet received in UCF government document unit
  - Identified computer files in the location US Docs, with displayed or suppressed records to assist government documents librarian

- **Database Projects which were not completed:**
  - Outsourcing the random older gift issues of NTIS microfiche was postponed until a decision is made whether to provide NTIS materials and indexing through a consortial electronic resource; dates of coverage of the electronic product would be a consideration
  - CIS Tapeload Clean-up was delayed due to late date that the tapeload went into production; also, other projects were expanded as needed which could be completed in a timely manner

- **Union List of Serials (ULS):**
  - Updated UCF main Library's ULS as part of our cooperative agreement as CFLC member with 540 additions, changes, and deletions to OCLC
  - Began inputting ULS data for the Florida Solar Energy Center (FSEC) for the first time

CATALOGING HIGHLIGHTS:
Flow of new materials being received into the Department was uneven from fall to mid-spring semester. Once the materials increased, the cataloging workflow and division of tasks was managed more easily. In addition to the regular workflow, over 100 "priority" titles were cataloged to meet faculty demand for Circulation's Reserve Unit.

One of the concerns this year was the large number of unintentional duplicates that were received by Cataloging primarily for the Main Library. Since 2/98, as per the Director, these have been held in the Department, while cataloging emphasis was placed on new materials. Between 7/97 and 1/98, 770 duplicate copies had already been added to the Main Library's collections. A two-week study was done for the director in spring semester to analyze the type of materials, possible reason for duplication, and cost.

Use of the ARROW reports, as mentioned in section "Ongoing & Special Projects," was a tremendous assistance to identify bibliographic maintenance areas in LUIS. This has the potential of being one of the most useful tools that we have available.

Two new LUIS locations were added for Brevard 's Palm Bay and Titusville campuses. Plans were formulated to investigate the delivery of cataloging services to other UCF community college alliances, such as Seminole, Osceola, and Lake-Sumter campuses.

Serials cataloging:
The serials cataloging increased with the purchase of additional journal titles, additional standing order and firm ordered titles due to the increased budget. Cataloging e-journals (electronic journals) began as a combined effort last year between the serials and non-print catalogers. This year it was transferred to non-print cataloging with the serials cataloger acting as consultant as necessary on issues of seriality and links to print titles.

Non-print cataloging:
This academic year the planning involved FCLA in order to provide WebLUIS access to large collections such as Elsevier. A SrLTA was trained to provide copy cataloging assistance and link checking. One disadvantage for the patron with the Elsevier package was the lack of web addresses to the actual journal titles. Elsevier supplied these to FCLA who will be loading these for each SUS library during 1998-99. With non-Elsevier titles, each link is entered and checked before the LUIS record is considered complete.

Non-print saw the explosion of not only e-journals but also videos and CDs. Multi-media materials for the CMC continued to arrive from Acquisitions at a steady rate.

Monographic cataloging:
This responsibility was shared between the serials and non-print catalogers with assistance from staff and student staff. Having two students and one staff member with excellent foreign language skills in French, Spanish, Russian, and Japanese assisted the Department greatly. Materials arrived from the Japanese Sister City Program, Nagoya University; most were cataloged but the remainder will have to be outsourced to TechPro during 1998-99. With these will be sent other foreign language materials for which the Department has no expertise.

Authorities:
The project to review the FCLA printouts continued but with more structure this year. To facilitate understanding of the technical aspects of authorities, a SOLINET workshop which was attended by all staff. Once this plus a departmental workshop was completed, each staff member was required to spend 4-5 hours per week to clean-up the authorities records by using the CLARR software. Over 1500 authorities records were changed during this portion of the project.

Preservation:
At this time three departments share responsibility for various aspects of preservation, with Cataloging performing the monographic portion. The order of replacement pages, repair of materials, the determination of materials sent to Serials for the bindery, and the routing to Collection Development of monographs that need replacement are some of these activities. 875 monograhic volumes were sent to the bindery and 40 repairs were made. Discussions began between the Serials and Cataloging Departments to consolidate the monographic preservation into the Serials Department.

Bibliographic maintenance:
Besides the maintenance work done with the "Special Projects" funding, regular maintenance continued on the database. The following were done as part of maintenance and non-original cataloging:

- 781 extensive bibliographic record corrections
- 292 call numbers assigned
- 846 access points created (subjects, series, summary, etc.)
- 108 location changes
- 333 replacements
- 1,954 label corrections
- 533 labels for materials with damaged labels
- 652 rebinds
- 96 user messages

Physical facility/Equipment:
The final phase of the workstation and workflow changes that was begun last year was completed. At the end of summer semester, the furniture and shelving were moved along with the telecommunications and date connections to accommodate the workstations. Furniture additions included the desktop organizers for all staff workstations, new workstation furniture for the non-print and monographic catalogers, and panels to define work space. Equipment was also upgraded - video monitor, player, videotape rewinder, and 4 PCs for the student work area.

Continuing this year were the ceiling leaks which caused the loss of countless hours of work and staff displacement to other department work areas. During frequent events, covering the workstations, equipment, new materials, and furniture with large sheets of plastic was done daily. The pursuit of a resolution to this situation will be a primary focus in 1998-99.

CONTRIBUTIONS TOWARDS REACHING THE PRESIDENT'S FIVE GOALS

Undergraduate Education

The Cataloging Department has continued to improve cataloging time and make materials available sooner for faculty and student use. This was accomplished by the means discussed in the following paragraphs. To maintain standards staff training and development were encouraged. This included the initial training of a Reference Department librarian who will have an assignment in the Cataloging Department in FY98-99.

A number of achievements were accomplished this year. The following are some of the highlights. Large quantities of "Priority Cataloging" were completed, mostly for the College of Engineering. The last major stage of the initial technical services workstation environment was implemented. To enhance the physical workspace and workflow, additional furniture and equipment was ordered. The Department implemented the cataloging and delivery system of materials for programs at the Brevard Community College's Palm Bay and Titusville campuses.

1997-98 began a year long effort to perform specific database maintenance projects to enhance LUIS and its access points for the user, including the:

- reclassification of the Textbook Collection at the CMC into Dewey Decimal Classification system plus the replacement of provisional with full cataloging records
- authorities clean-up resulting from a pilot FCLA project in which UCF participated
- correction of access point problems with the Major Microforms tapeload
- addition of access points and database corrections as identified by other departments, especially the Collection Development librarians
- completion of the CREOL project
- enhancement of access points for the Gerritsen Women's History series microform collection
- corrections and enhancements for some conference proceedings, large series, analyzed series
- reduction of the number of unlinked item records in LUIS as identified by the new ARROW reporting system, a feature of the Acquisitions/Serials module of LUIS. Even though UCF does not use this module, three sections of its ARROW report module are available to the Cataloging Department for use in database analysis.

Graduate Study and Research

The Department continued to improve cataloging time, making materials available sooner for faculty and student use. The last major stage was completed of the initial technical services workstation environment which provides faster, more accurate bibliographic LUIS records via a multi-tasked work arena. This included the addition of software and completion of the re-designed facility plan.

Bibliographic access was provided to the electronic journals and electronic supplements of print journals to which the Library subscribes. This included the addition of the journals to which access is received via FCLA. There are still technological problems to resolve with the assistance of FCLA and the vendors regarding the links via WebLUIS.

New technology continued to provide the avenue for faster, more accurate access to UCF theses and dissertations, which are frequently used for research. An assessment was begun regarding the implementation of full cataloging records for these materials within 12-18 months.

The cataloging and delivery system of materials was implemented for programs at the Brevard Community College's Palm Bay and Titusville campuses.

International Focus

"Priority Cataloging" continued for the multi-cultural materials required for the Communicative Disorders Department's seminar and as needed for use in its overall curriculum. The department head met with the Japanese Sister City representative regarding the cataloging of the donated materials by his organization. Late in the spring semester, the Library received other collections of international materials that will require a decision regarding outsourcing of the cataloging of these materials. A para-professional staff member with foreign language skills participated in the cataloging of other foreign language materials received in fall and early spring semesters.

Inclusiveness and Diversity

Hiring practices reflect efforts to employ the best people for the jobs, which has resulted in diversity. As part of the Department's increased staff development effort, staff participated in various UCF sponsored training and educational opportunities to broaden view points and understanding within the workplace. Two collections, Mary McLeod Bethune papers: the Bethune-Cookman College collection, 1922-1955 and Mary McLeod Bethune papers: the Bethune Foundation collection, were added to LUIS.

Community partnerships

Assistance was provided to area small libraries (i.e. small business, associations) in locating the appropriate automated cataloging systems for their collections. The Department also continued its work with CFLC to update the ULS, including the Florida Solar Energy Center holdings. Within the University, two projects were begun with faculty & librarians to identify for descriptive purposes the key elements for the bibliographic description of the rare DeBrahm map of early Florida and the limited edition print arts materials that were acquired by the UCF Libraries this year.

Plans for 1998-99

There are a number of plans for 1998-99 and the future. The continuous revision of local documentation to reflect the technological changes of the department is routine activity, with one additional goal of creating it in a web environment. The effort toward goal setting will be emphasized, departmentally as well as individually. Along with this will be the refinement of the collection and analysis of departmental statistics. Within the Library, the Department plans to continue authority quality control via the shared technology in partnership with FCLA and the other SUS libraries. The Department has been accepted to advance to the next stage of the acceptance process as a NACO-AV Funnel Project participant. Also, continuing is the "field trip" concept of fostering intralibrary education.

Some of the goals will be more long range. Work with FCLA taskforces will continue on such issues as ILS, authorities, and the MARCIVE government documents tapeload. The electronic access issue relating to U.S. government documents is a new horizon that the SUS libraries in conjunction with FCLA and MARCIVE will be exploring.

Providing bibliographic access to the existing area campuses and their branches as well as future partnerships with Seminole Community College and Lake-Sumter Community College needs to be explored more concretely. Combined with distance learning initiatives, the population of users is becoming larger and more diverse. It will be a challenge in light of increased materials budgets for the existing locations, the additions of new service locations, the type of access to research materials, staffing and technology issues to meet the needs of our present and future users. The Cataloging Department would like to play an active role in the development of these plans.

Knowledge of access management and the role of the Cataloging Department, especially in regard to electronic resources, must be kept in the forefront. The avenues for service need to be explored thoroughly.

Constraints toward progress

FCLA's negotiations with OCLC/SOLINET thus far have been slow for the TCP/IP connections that will improve connectivity to OCLC, increase the speed of response, and lower UCF's OCLC costs.

Several departmental staffing issues have impacted the progress that had been hoped for in FY97-98 and in the coming year. The yet unfilled position of the retired senior member of the cataloging team has increased the responsibilities of the two remaining catalogers, of whom one serves as department head. General workflow and database maintenance has been greatly impacted by the loss of an LTA position several years ago.

Within the Library, the uneven receipt of materials purchases has caused a tremendous summer semester workload and a possible fall semester backlog in the cataloging of materials.

TQM, Strategic Planning efforts

During the year, solutions to departmental issues and workflow were reached with a team approach. While solutions were being sought, discussions began on goal setting. These will be finalized when the Libraries' goals are completed.

STATISTICS

Overall:

- First actual **title count** in recent years; 1997-98 was estimated figure
- The **volume count** = volumes cataloged + added volumes + copy 2s added.
- **Overall** statistics were:
  - Total titles cataloged, all locations, all formats = 65,672
  - Titles cataloged, all locations, print = 55,804
    Titles cataloged, all locations, non-print formats = 9,868
  - Added volumes, all locations, all formats = 2,910
    Copy 2 volumes added, all locations, all formats = 998
  - Volumes cataloged, all locations, print = 56,975
    Volumes cataloged, all locations, non-print formats = 9.970
  - Titles deleted, all locations, all formats = 3,376
  - Volumes deleted, all locations, all formats = 4,509.

Note the following regarding the statistics:

- The OCLC GovDocs Tapeload statistics from 9/95-2/97 were finally included in the count after much work by the Cataloging Department, Government Documents Unit, and FCLA over a 2.5 year period. Due to the titles not received from GPO after the tapeloads into LUIS, there were titles/volumes deleted.
- Two figures were combined for Government Documents: the figures for the SuDocs classed materials cataloged in house and figures are for the OCLC tapeload.
- Two locations were added during the year to BCC - Palm Bay, Titusville campuses.
- Electronic journals appear under the non-print category. In the future, electronic resources will be broken out in their own category or location.
- CMC had more titles and volumes deleted than added due to the long-range plan for deselecting. Once the budget increased, the collection would be revitalized with newer and more appropriate materials.

RECOMMENDATIONS

LIBRARY:

- Continue to use the mentor approach in training newly hired librarians, not only in their main job assignment but also in assignments with other department/units.
- Review the evaluation process for librarians, as well as the structure of the letter of assignment.
- Communication uniformly regarding announcements, opportunities, etc. within and without the Library.
- Make all librarians aware of assignment opportunities before the assignment process begins each spring.
- Coordinate training opportunities so that they are known library-wide.

DEPARTMENT:

- Continue to use the ARROW reports to provide information for bibliographic maintenance projects.
- Continue the authorities clean up.
- Add an LTA position; fill the vacant cataloger librarian position.
- Provide staff development opportunities for librarians and staff.
- Move to the TCP/IP connection to OCLC.
- Provide PC workstations and a laser printer for student employees' work.
- Review services provided for the area campuses and their branches. Improve the timeliness and costs, including cataloging, delivery, possibility of journal cataloging, Union Listing. This review along with development of 1998-99 services will shape the delivery of cataloging services to future sites, such as Seminole, Lake-Sumter, and Osceola counties.
- Continue the application and review process with the goal of acceptance of UCF Libraries' Cataloging Department by the NACO AV-Funnel Project as a participant.
- Implement the CatME Win for batch searching and editing to provide more efficient time and cost of cataloging services.
- Become instrumental in providing metadata for webpages produced on campus.
- Through the addition of a reference librarian working on a part-time assignment in cataloging, further enhance the cooperation between technical and public services operations.
- Proposed Database Projects**:**
  - CIS Tapeload Clean-up
  - To identify the materials in the collection which need West Indies series statement which pre-dated the institution of this local series statement
  - Cataloging of Chinese slides and videos
  - Cataloging of the Japanese language materials that are donated by UCF's sister city
  - Any database clean up and/or profile re-write for the MARCIVE GovDocs Tapeload that should be available during Fall 1998.
  - Assess the MARCIVE tapeload to consider future projects with MARCIVE, such as retrospective conversion of the older U.S. government documents owned by UCF Libraries. This retrocon project should not begin until that department completes the documents deselection project.
- Pursue solutions to the leak problems within the physical facility.
- Continue to partner with UCF faculty members to provide better bibliographic records in LUIS through more complete description and access points for specialized materials.
- Work toward long-range goal to provide more physical workspace for the Department.

CIRCULATION DEPARTMENT
Roger D. Simmons

YEAR IN PERSPECTIVE

Summary

This year, the Circulation Department once again successfully fulfilled its mission with no major changes in the level of demand for circulation services or in the policies and procedures governing the operations. The changes that did occur were in the supporting technology. First, the old Telex terminals used for the NOTIS system were replaced with personal computers utilizing the new communications network developed for sending Internet traffic from the Library. This project of updating the circulation system hardware will be completed shortly when the Telex printer used for notices and reports is replaced with a laser printer. Second, the 3M security system gates were replaced with newer models. These new gates lack the locking bar of the old models, thus permitting each corridor to be used for entrance or egress to the building. At the same time, a glass wall was constructed on the east side of the lobby as a partition between the Circulation Desk area and the video viewing area. Together with the installation of the new gates farther into the lobby area, this will allow for a complete renovation of the space to make a more pleasing entrance into the Library building.

Staffing of the department experienced some changes during the year. Brian Mathews was hired to take over the Day Desk Supervisor position. Rana Wilson was hired for the Stacks LTA position that Debbie Cross vacated when she moved into the new Stacks Senior LTA job. In June, the Department Head completed his assignment as Interim Associate Director and resumed management of the department full-time.

The statistics for the departments' operations reflect a year of mixed growth and decline. Circulation of General Collection books increased by 7% over the previous year, continuing the long-term trend of steady growth. Corresponding to this growth, the number of items shelved increased by 6%. Reserve item circulation decreased by 14%, however. This decrease was partially due to the new practice for circulating photocopies introduced this year. Previously, each photocopied article or set of class notes was placed in an individual folder and circulated as a single item; for some course reserves, as many as forty folders were used. This year, many faculty members using Reserve placed all their photocopies in a single binder, thus making all readings available to a student in a single circulation. The impact of this practice on the number of checkout transactions has been quite dramatic. Another factor affecting Reserve was a continued decline in the number of videocassettes placed on reserve; this decline is reflected in the 50% reduction in the use of headsets for viewing. This decline in the use of At-Student-Convenience videos is the result of newly developed distance learning courses using other technologies like the Internet.

The count of patrons using the Library fell by 7% this year. In comparing this count over a period of five years it can be seen that there is no consistent pattern of growth or decline. The continued growth of enrollment at UCF leads to the expectation that traffic in the Library would also steadily increase. That the traffic has remained fairly constant, except for occasional declines, at the same time as we are seeing a consistent growth in the circulation of books indicates that the students who enter the building are making better use of the Library's research services. Perhaps one cause of this year's decline was the new Student Union, which opened in fall 1997, providing an alternative space for study or social meetings.

SUPPORT OF THE PRESIDENT'S FIVE GOALS

Undergraduate Education
Circulation of General Collection books increased by 7% and shelving of volumes after use increased by 6% reflecting greater use of the research resources of the Library.

Inclusiveness and Diversity
The department maintained its practice of actively recruiting and hiring minority and international students for both full-time and part-time positions. 20% of the approximately eighty students working in the department were from these two groups.

America's Partnership University
Reciprocal borrowing agreements with area colleges continued to be maintained by the department. Students from Valencia Community College, Rollins College, and Florida Institute of Technology were the heaviest borrowers utilizing this program.

PROFESSIONAL ACTIVITIES

Roger Simmons
Chair of Technology Advisory Group.
Chair of Head, InterLibrary Loan Department Search Committee.
Library representative on Faculty Senate Budget and Administrative Procedures Committee.
UCF Library representative on SUS Circulation Subcommittee.

Department Staff
Carol Ann Moon served on the Associate Director for Public Services Search Committee.
Gloria Shelton served on the Reference Librarian Search Committee.
Yvette Monroe began her term of service on the Director's Advisory Council.

RECOMMENDATIONS

One growth factor that is impacting circulation operations but which is not shown in the departments' statistics is the size of the general collection. After the expansion of the building in 1984, the linear feet of shelving in the stacks far exceeded the needs the collection; in all ranges, only five of the seven shelves per section were used. The growth of the collection in the intervening years has steadily consumed the empty shelves and will use their full capacity in the next few years. Already, some call number ranges on the third and fourth floors are very crowded and minor collection shifting has become a regular part of the department's operations. In order to accommodate the future growth of the collection, it is recommended that a comprehensive study of the stacks shelving be initiated in the coming year. This study should map the areas of crowding, identify areas for adding shelving sections, project growth by call number ranges, and then produce a plan for the systematic shifting of the collection.

It is also recommended that a second, related, study be made of the furniture on the stack floors. The report and comments made by Randall Rice, the building consultant who surveyed the Library in 1997, included several criticisms of the furniture, its type and its arrangement, noting that some areas are extremely crowded while other spaces are under-utilized. In addition, any future expansion of the shelving ranges will necessarily reduce the usable space in the adjoining seating areas, perhaps requiring carrels or tables of a different design to maximize the remaining available space. Again, a survey that maps the current placement of seating, which identifies areas with problems, and that projects future growth, would be invaluable for planning purposes.

CIRCULATION STATISTICS

	1997/1998	1996/1997	1995/1996	1994/1995	1993/1994
ITEMS CIRCULATED:*					
Audiotape Tour	2,264	2,196	2,408	1,609	1,506
A-V, Music, Videos	22,386	20,813	15,098	10,239	11,966
Browsing	3,119	3,242	3,043	2,617	3,058
Documents, Maps	2,253	2,842	3,523	3,592	3,305
General Collection	239,692	224,198	215,802	205,177	186,667
Microfiche	155	193	214	206	173
Reserves	103,119	120,648	105,641	95,020	82,577
Group Study Room Keys	17,275	18,572	19,084	21,521	22,867
Headsets	4,334	8,339	12,604	10,671	9,704
TOTAL ITEMS CIRCULATED	394,597	401,043	377,417	350,652	321,823
ITEMS SHELVED	403,927	381,970	353,275	349,101	310,124
BILLS PROCESSED:					
Fines	13,565	13,212	12,493	11,956	11,287
Books	3,679	3,512	3,031	3,037	2,464
TOTAL BILLS	17,244	16,724	15,524	14,993	13,751
OVERDUES	18,795	14,499	13,183	13,317	12,726
PATRON COUNT	1,096,315	1,174,168	1,082,007	1,162,029	1,151,759

*Includes circulation statistics for Curriculum Materials Center and Serials Department.

CIRCULATION BY PATRON TYPE

	1997/1998	1996/1997	1995/1996	1994/1995	1993/1994
PATRON TYPE					
Undergraduate Students	247,901	262,667	244,813	240,274	215,852
Graduate Students	75,928	69,145	64,151	53,001	49,915
Faculty	23,452	21,470	21,297	21,073	20,558
Staff	7,812	9,763	10,760	7,697	7,915
Alumnae	3,718	3,012	3,158	2,668	2,410
Special Borrowers:					
Affiliate	8,622	8,540	8,552	3,773	4,141
Courtesy	7,269	6,799	8,191	6,393	5,412
Associate/Subscriber	5,033	4,815	4,070	3,657	3,983
Library Charges:					
InterLibrary Loan	9,323	8,936	8,442	7,160	7,000
Binding	2,097	2,527	408	692	733
Other	3,442	3,369	3,575	4,264	3,904
TOTAL ITEMS CIRCULATED	394,597	401,043	377,417	350,652	321,823

COLLECTION DEVELOPMENT & ACQUISITIONS
Joseph C. Andrews

YEAR IN PERSPECTIVE

This year required that the Department exhibit flexibility, creativity, planning, and cohesiveness in performing its functions. There was a significant increase in the Materials Budget. It was herculean for the Collection Development Librarians to judiciously select monographs, and the Acquisitions Unit, which conscientiously and with good humor ordered, received, submitted, and processed invoices expeditiously.

Collection Development: Collection Development Librarians prepared an analysis of the Library's holding for each New Degree Program Proposal submitted to the UCF Faculty Senate's Graduate Policy and Curriculum Committee. Accreditation Reports were prepared for Statistics, Mathematics, and Nursing, and the appropriate Librarian participated in the Accreditation Site Visits for the (AACSB) College of Business Administration, Graduate Nursing Program, and Graduate Public Administration. OCLC/AMIGOS Collection Analysis System (CACD) was used to compare our holdings with other SUS Libraries, and selected Metropolitan University Libraries. Subsequently, a proposal requesting funds for retrospective purchases were submitted. This was the first year UCF Library participated in the North American Title Count (NATC). The 1997 North American Title Count is expected to be distributed in late June. In addition, the ASERL Electronic Archives Resources Survey was completed and distributed to member libraries. The Collection Development Librarians were extremely flexible and creative when we received an additional $375,000.00 funding in April for monographs. They spent a lot of time in selecting titles for purchase. We purchased books in Art History, Spanish Literature, and filled gaps in many disciplines with the Retrospective Collection Development Project.

Acquisitions: The Office Assistant and 4 Senior LTA's performed all acquisitions functions in a timely manner. Applause to the personnel for placing Firm Orders, Standing Orders, and receiving Approvals, Firm and Standing Orders in excess of $2.4 million. An additional OCLC Workstation was installed. This third OCLC Workstation significantly increased efficiency. The additional funding also had a significant impact on the workflow in Acquisitions. The INNOPAC Pay Functions. The Gifts and Exchange operation was also very busy. It received 13,882 items, added 1,895 to the collection and donated 902 volumes to area libraries. A couple of donations were huge. One donor gave 1,361 sound recordings and two donors gave books in excess of 300 volumes each!

Special Collections/Archives: Activities in the unit are also increasing. 361 Monographs were added, 9 paintings were added to the Bryant West Indies Collection, 74 Exhibits/Displays were mounted, and 295 theses and dissertations were added. In addition, the Bryant Web Site had 5,563 visits. The Library has begun to collect "Book Art." This year we acquired approximately 10 titles. The office received favorable comments about a few of the Exhibits/Displays. To name a few: "Living a Cruel Free Life," "Images of Mankind," "Hispanic Awareness Month," "Hindu Wedding in a Village of India," "International Student Fair," and "Arabic Dreams."

Special Accomplishments of Faculty and Staff

JOSEPH C. ANDREWS

Professional Development:

- ALA Pre-conference "Hub-Bud: Basics of Electrical and Data Distribution in Your Library," Washington, DC, June 26, 1998.
- ALA Annual Conference, Washington, DC, June 27-30, 1998.
- SUS "Institute for Academic Leadership," Howey-in-the-Hills, FL, June 7-10, 1998.

- ALCTS "Through the Arch: Electronic Serials from Acquisitions to Access," St. Louis, MO, April 24-25, 1998.
- UCF "Copyright Law in the Age of Technology," Orlando, FL, January 30, 1998.
- ALA Midwinter Conference, New Orleans, LA, January 9-13, 1998.
- ACLTS/RUSA "Virtually Yours: Models for Managing Electronic Resources and Services," Chicago, IL, October 23-25, 1997.
- FL Chapter ACRL "Distance Learning and its Implications for Libraries and Librarians," Cocoa Beach, FL, October 17, 1997.
- SUS "Institute for Academic Leadership," Howey-in-the-Hills, FL, October 5-8, 1997.

Service:
- University :Graduate Policy and Curriculum Committee
- Libraries: Automation Advisory Committee
  Cultural Diversity Team
  ASERL ERP Electronic Archiving Committee
- Profession:American Library Association
  LAMA/LOMS 1999 Nominating Committee Member
  Candidate Executive Committee's Member-at-Large during Spring 1998 election
  ALCTS/CMDS Candidate Executive Committee's Member-at-Large Spring 1998 election.

DR. CHANG LEE

Professional Development:
- Florida Library Association Annual Conference, Tampa, April 28-30, 1998.
- Society of Florida Archivists Annual Conference, Sarasota, May 7-8, 1998.
- WEB LUIS Workshop, sponsored by the University Library, November 19, 1997.
- DATA BASE Workshop, sponsored by the University Library, December 4, 1997.
- "Library Marketing Forum," sponsored by the Winter Park Public Library, Dec. 15, 1997.
- "Diversity Curriculum and Cultural Transformation Seminar," sponsored by the Office of Diversity Initiatives, December 17, 1997.
- "Copyright, the World-Wide Web and Teaching Workshop," sponsored by the University Library and the Faculty Center for Teaching and Learning, January 29, 1998.
- "Faculty Evaluation as a Strategy for Continual Improvement Workshop," sponsored by the Faculty Center for Teaching and Learning, January 30, 1998, UCF, Orlando, FL

Service:
- University:
  - Chinese Student Association (Advisor)
  - International Student Advisory Committee (Advisor)
  - Asian Studies Committee (Member)
  - Delivered a speech titled: "Chinese Culture and Traditions" at the Asian Studies Event: "China: Economics, Technology and Culture," sponsored by UCF, April 8, 1998.
- Profession:
  - Florida Library Association
  - Continuing Education Committee (member)
  - Chinese American Librarians Association Finance Committee (member) and Constitution and Bylaws Committee (member)
  - "Journal of Educational Media and Library Science" - Served as Executive Editor
  - Chinese Language - Taught courses - 8 credits

- Community:
  - Delivered a speech titled: “Chinese Traditional Culture” at the Second Annual Asian Cultural Celebration, the University of South Florida Tampa, Florida, March 26, 1998.
  - Presented a paper titled: “Cultural Differences Between the Chinese and Americans” at the Chinese American Scholars Association of Florida Ninth Annual Conference, Miami, FL, June 26-28, 1998.
  - Invited as one of the keynote speakers at the International Conference on Library and Information Trends: Distance Learning and Management on June 5 and 6, 1998, Taipei, Taiwan, Republic of China. Two topics presented: “Special Collections in Libraries” and “Each University Should Preserve the University Archives.”

Acquisitions:

TINA CANDELA

Seminar on the Commission on the Status of Women, Summer 1998
Florida Library Association Annual Conference, April 28-30, 1998, Tampa, FL
GroupWise Training, January 1998, UCF Libraries
Windows NT Training Session, January 1998, UCF Libraries

MIKE KURRIER

GroupWise Training, January 1998, UCF Libraries
Windows NT Training Session, January 1998, UCF Libraries
Was a member of the Library Director’s Advisory Committee

ELIZA METZ

Seminar on the Commission on the Status of Women, Summer 1998
Florida Library Association Annual Conference, April 28-30, 1998, Tampa, FL
GroupWise Training, January 1998, UCF Libraries
Windows NT Training Session, January 1998, UCF Libraries
Is currently enrolled in the MLS Program at USF

ANN VALENTE

Seminar on the Commission on the Status of Women, Summer 1998
Florida Library Association Annual Conference, April 28-30, 1998, Tampa, FL
GroupWise Training, January 1998, UCF Libraries
Windows NT Training Session, January 1998, UCF Libraries

ANDREA VON JARES

Seminar on the Commission on the Status of Women, Summer 1998
GroupWise Training, January 1998, UCF Libraries
Windows NT Training Session, January 1998, UCF Libraries
Participated in (4) book sales

Special Collections and Archives:

BILL FIDLER

- Conducted tours during the New Faculty Reception
- Presented a lecture to UCF’s Caribbean Literature class, which included resources available in the Bryant West Indies Collection
- Identified an Art Conservator to restore the art damaged during a roof leak

PROGRESS TOWARDS THE PRESIDENT’S FIVE GOALS

A. <u>Undergraduate Education</u>

Materials were selected and acquired to support the curricula; articles were supplied within 48 hours at no cost for Journals not owned by UCF Libraries; contributed significantly to the BOR Program Reviews and scheduled Accreditations by evaluating collections; preparing reports and participating in the Site Visits; increased access to Electronic Resources locally and

through the Internet. Special Collections and Archives assisted undergraduate students in locating the needed materials.

B. Graduate Study and Research

Articles were supplied and within 48 hours at no cost for Journals not owned by UCF Libraries; assisted various Departments in submitting proposals for New Degrees/Programs by evaluating our holdings in the appropriate areas. Special Collections and Archives assisted Graduate Students and Faculty in locating the needed materials.

C. International Focus

Materials were selected and acquired which present comprehensive global views. These materials include videos of interest to students and faculty in the College of Business Administration. Some describe the emerging economic powers with massive growth potential of the fast-growing markets. 18 of the 74 Exhibits/Displays coordinated by Special Collections and Archives represented International Focus, e.g. “Optical Spectaculars Through Ordinary Lens,” “Celebration of the United Nations Day,” “India,” and “Baskets of the World.”

D. Inclusivity and Diversity

Selected and acquired materials to support Multi-Cultural Education and Diversity. These materials include videos that were recommended by the University’s Office of Diversity Initiatives, International Studies, and Area Studies Programs. Special Collections and Archives coordinated 24 Exhibits/Displays that were about “Diversity.”

E. America’s Leading Partnership University

Received 93 books from the Nagoya University of Foreign Studies of Japan as the result of UCF’s Partnership with Nagoya University.

STATISTICAL SUMMARY FY 97-98

ACQUISITIONS

Firm Orders Placed	20,278
Approval Orders Placed	21,705
Total Orders Placed	**41,983**
Firm Orders Received	15,611
Approvals Received	21,705
Total Orders Received	**37,316**
Total Orders Not Received	4,667
Average price U.S. Hardcover Books (Bowker)	$49.86
(INNOPAC)	$49.72

GIFTS AND EXCHANGE

Items Received	13,882
Items Added	1,895

SPECIAL COLLECTIONS AND ARCHIVES

Users	713
Items Acquired	377
Exhibits/Displays	74

FIVE YEAR COMPARISON (Fiscal Years)

ACQUISITIONS

	93/94	94/95	95/96	96/97	97/98
Total Orders Placed	15,161	31,493	27,252	28,620	41,983*
Total Orders Received	13,853	28,732	25,050	26,883	37,316**

* 177% Increase
**169% Increase

This correlation reflects the significant increase in the Library's materials budget during the same period. The materials budget for Fiscal Year 1993/1994 was $1,902,725.00. The materials budget for Fiscal Year 1997/1998 was $4,609,898.00. This represents a 142% increase in the materials budget during the past five years.

GIFTS AND EXCHANGE

	93/94	94/95	95/96	96/97	97/98
Items Received	14,963	19,790	19,238	15,563	13,882***
Items Added	1,115	4,537	3,049	2,047	1,895****

*** 7% decrease
**** 70% increase

SPECIAL COLLECTIONS AND ARCHIVES

	93/94	94/95	95/96	96/97	97/98
Boxes of Archives added	12	24	16	9	16 A
User Served	1114	1317	1380	766	713 B
Books added to Sp.Coll	697	597	690	424	361 C
Reference Questions	154	86	39	40	26 D
Exhibits Mounted	76	76	74	74	74 E

A 33% increase
B 35% decrease
C 48% decrease
D 83% decrease
E 3% decrease

These increases and decreases reflect that the number of items added vary from year to year, and that faculty usage and students' assignments have shifted.

VOLUMES RECEIVED FY 1997/1998 ***

Firm Orders.....25,421
Approvals.....21,543
Standing Orders..... 3,408
CMC.....1,275
Total Volumes Received ..**51,647**

Videos.....1,362
CD-ROMS..... 97

***This was the first year that the Acquisitions Unit collected these statistics. Consequently, there is no comparison this year.

RECOMMENDATIONS

Collection Development:

1. Continue to participate in the NATC and use the NATC to compare and benchmark our holding with those selected libraries that participated in the 1997 NATC.

2. Implement a systematic plan to revise all Collection Development Policy Statements and Assessments. This is essential because the revision must reflect new Undergraduate and Graduate Programs as well as current collecting levels and evaluations. In addition, we need to have more Librarians accept Collection Development responsibilities in their Letters of Assignment. Librarians with Collection Development responsibilities report that they are overwhelmed because the rapid University's growth has caused an increase in New Undergraduate and Graduate Programs, BOOK OCO (Materials Budget), and the amount of time being spent on other duties.

3. Augment current levels of support by providing access to additional electronic Resources; maintain collecting levels required for continued membership in the Association of Southeastern Research Libraries (ASERL); continued participation in ASERL (ERP) Preservation of digital information (Electronic Archives) resource activities; continued utilization of the OCLC/AMIGOS Collection Analysis System (CACD) to identify gaps (specific titles) in our collection as potential purchases.

4. Continue the existing, effective Faculty/Library Liaison relationship.

Acquisitions:

1. The anticipated continued funding in excess of $4.4 million requires that the once vacant Senior LTA be reinstated and filled.

2. Review the number of unwanted Copy 2's and establish procedures to eliminate them.

3. Establish a Pre-Order Searching Unit/Procedure once the vacant Senior LTA has been filled.

4. Modify telephone locations to effectively utilize the Networked INNOPAC.

5. Network INNOPAC and purchase at least (1) one additional port.

Preservation:

Review our existing Preservation Policy and Procedures.

Special Collections and Archives:

Have Physical Plant remedy and or monitor regularly the leaking ceiling that potentially may damage/destroy rare materials housed in Special Collections and Archives.

CURRICULUM MATERIALS CENTER
Gary L. Hyslop

THE YEAR IN PERSPECTIVE

Summary
Among the many things that have contributed to an exciting year in the Curriculum Materials Center, the most significant is the imminent construction of a new physical facility to house the unit. CMC Coordinator Gary Hyslop carefully prepared a number of detailed drawings of possible layouts for the new structure, soliciting input from COE faculty, administration, and librarian staff. The Coordinator also made a site visit to Boston College's equivalent unit to confer with staff there who had been instrumental in planning and executing a similar experience a few years ago. Hyslop subsequently worked closely with architects and with the College of Education's Building Innovations & Renovations Committee to produce working plans for a new CMC. Although the new facility will offer little more in net square footage, the project presented an opportunity to redesign use of space to more effectively meet the needs of the patron community. The location of the new CMC will be in a wing off the lobby of the COE's first floor. Among unforeseen problems the project has encountered have been poured concrete infrastructure that have required re-negotiation with the builders and the discovery of asbestos, which will have to be removed as part of the demolition process. Originally, all involved parties hoped the CMC would be able to occupy the new unit no later than the December holiday break; however, the move to the new unit will probably not occur until sometime in 1999.

The UCF Library has funded new study tables that will double as docking stations, facilitating as many as four laptop computers at each study table throughout the unit. Other new furnishings include lab tables and computer stations.

The new CMC will have new shelving throughout as well as new security gates, all funded by the Library.

The CMC continues to develop the collection of representative K-12 materials with a particular effort to diminish ethnocentrism, to foster global and multicultural education and to encourage an appreciation of the values of racial, ethnic, social, gender, and cultural diversity. Two successful collection development trips to Mumford Library Books, Inc., Jacksonville, FL, this fiscal year produced hundreds of added titles.

The CMC Web site was completely redesigned this year. The CMC Web page includes separate bibliographies for the Newbery Award and Honors winners, the Caldecott Award and Honors winners, historical fiction, and science fiction/fantasy literature in the collection, as well as a listing of the extensive multicultural materials. Informational brochures dealing with general information about the CMC and providing assistance using LUIS to access the CMC's collections were added to the CMC Web site.

The CMC's circulation was up by almost 100% from the previous year, the greatest annual increase since its inception.

"CMC News," the newsletter developed by the CMC Coordinator, continues to strengthen the partnership between the CMC and the COE faculty, informing the faculty of changes and improvements as well as policies and procedures in the CMC.
The CMC's display case on the COE's second floor has reflected thematic, topical educational presentations each month, focusing attention on the CMC's various collections and services, as does the CMC's bulletin board outside the unit on the COE's second floor. The new CMC will include a display case visible from the CMC entrance and from the lobby of the COE.

The unit received substantial gifts of new materials for the Textbook Collection from both Dr. Janet Allen and Dr. Doug Brumbaugh, in reading and math, respectively, this year.

Many worn and damaged fiction and picture books in the collection were replaced.

Senior Library Technical Assistant Theresa Glover, the CMC's night/weekend supervisor, resigned her position to begin graduate work at the University of Colorado. At the end of two searches, Pam Jaggernauth was offered (and accepted) the Sr. LTA position. Ms. Jaggernauth will join the CMC staff September 11, 1998.

THE PRESIDENT'S FIVE GOALS

The CMC continues to support and strengthen the UCF's focus on a stronger undergraduate program while providing some support for graduate programs; however, the CMC collections are focused mainly on undergraduate programs. The collections are ever expanding to include a greater breadth of diversity issues as well as multicultural and global education. The partnership between the CMC and the COE is a working example of shared missions in the UCF family.

CMC Coordinator Gary Hyslop has worked closely with COE faculty member Dr. Cynthia Hutchinson in providing Web assistance to Dr. Hutchinson's *Teaching Strategy* students. Another facet of that collaboration has been Hyslop's contribution to strengthening community relationships in providing support for students and teachers of Altamonte Elementary School's students and teachers, as well as support and mentoring for the teachers at Celebration School, the Disney/Osceola County Professional Development School. Hyslop's work at Celebration School has been in conjunction with faculty members from Johns Hopkins University, Auburn University, Stetson University, and the University of Central Florida.

Further examples of Hyslop's support of the partnership between the CMC and the COE include his serving on COE committees, such as the COE Technology Committee, and his editing support of the COE's Strategic Planning document.

The CMC continues its relationship with Sunlink, which provides the CMC with Sunlink software and supporting materials. Sunlink, an initiative of the Florida DOE School Library Media Services Office, is a K-12 union database on CD-ROM, with the holdings of 1500 of the 2500 Florida public schools included. The CMC maintains a cordial and cooperative relationship with both Donna Baumbach, Sunlink's principal administrator, and with Linda Miller, the Associate Director of the Sunlink project.

Significant accomplishments of the CMC staff this year have included the following:

- Supervising LTA Jackie Toce attended FLA's spring '98 conference in Tampa.
- Hyslop served on the College of Education's Technology Committee and on the Library's Search and Screening committee for the new Associate Director of Administrative Services.
- Hyslop co-authored with Dr. Cynthia Hutchinson, "Creating an Elementary School Home Page: A Collaboration to Expand the Electronic Horizons of University, College, and Intermediate Age Students," accepted for publication in *The Journal of Educational Media and Library Science*.
- Hyslop has been notified he will co-present with faculty members from UCF, Stetson University, Auburn University, and Celebration School, *"Mickey Mouse Goes to School: The Celebration Professional Development School, a Collaboration Among Four Universities and Celebration School in Disney's Town of Celebration, Florida,"* at the Southeast Regional Association of Teacher Educators' 45th Annual Conference in November, 1998.
- Hyslop and Dr. Hutchinson prepared and submitted "The Effect of Computer-Assisted Mentoring on Perceived Parent, Student, and Teacher Satisfaction," a grant proposal to the UCF In-House Research Programs, 1997, for $7,500, to fund a mentoring system linking

Celebration School and UCF. Although the proposal went to campus level, it was not funded. The two are seeking other funding sources.

- The above proposal by Hyslop and Hutchinson was adapted for implementation at Altamonte Elementary School, 1998-99 school year.
- Hyslop served as an outside reviewer for the David Watts Scholar Award, sponsored by the Southeast Regional Association of Teacher Educators.
- Hyslop served also as an outside reviewer for this year's Altamonte Elementary School's Dream Teams' curriculum home pages.
- Hyslop was re-elected as a senator to the UCF chapter of United Faculty of Florida. He was also re-elected secretary of the UCF chapter.
- Hyslop has agreed to serve on the United Faculty of Florida/Board of Regents Task Group on Libraries for the current year. The Task Group will make recommendations to the UFF/BOR Bargaining teams on issues relating specifically to the SUS library system.
- Hyslop served as a delegate to the Florida Teaching Profession/National Education Association Representative Assembly this year as well as attending the two United Faculty of Florida state senate meetings in his role as a UCF UFF Senator.
- Hyslop organized both collection development visits to Mumford Library Books, Inc., during the fiscal year.

Problems solved by the CMC staff during the fiscal year include the following:

- Intensive de-selection of the Professional Collection.
- Completion of the Professional Collection special project to add and/or replace weeded items with current, quality materials.
- Development of a plan for re-classifying the Textbook Collection, following a review of current guidelines for inclusion into the collection. Many older textbooks in the collection were identified for de-selection, with the cooperation and assistance of COE faculty members.
- Solicitation of funds for reviewing and the subsequently re-classifying the Textbook Collection. The Textbook Collection is being reclassified as of this writing; less than half the collection remains to be re-classified.
- Development of a CMC Web page to support the unique curriculum needs of the patron community.
- Replacement of older equipment in CMC labs with new.

RECOMMENDATIONS

The extensive de-selection of the Textbook Collection presents new and unique funding needs for the Textbook Collection. The collection development budget needs to allow purchase of K-12 textbook sets to maintain the CMC's text collection as current.

Multimedia acquisitions remain a priority, as the collection is still too small to meet the increasing demands of the patron community. Again, funding needs to reflect this demand.

In conjunction with reclassification of textbooks and moving the collections from the old facility to the new, three discrete collections should be integrated: the Professional, the General, and the Textbook Collections. Combining the three discrete collections into one shelf order will provide far greater ease of use for patrons.

GOALS

Goals for the upcoming year include the following:

- Finish the reclassification of the Textbook Collection.
- Maintain a close working relationship with architects and Building Innovations & Renovations Committee in the COE to facilitate a successful completion of the new CMC facility.
- Prepare a plan for moving the CMC from the old unit to the new.
- Execute the planned move efficiently with a minimum of down time.

STATISTICAL SUMMARY

Circulation	**1994**	**1995**	**1996**	**1997**	**1998**
Fiction	1150	1508	2116	2256	3783
General	2330	3184	4082	5341	12102
KDP	53	135	261	66	101
Picture	2910	3805	5196	6515	16447
Professional	1420	3300	4691	4388	10020
Textbooks	2594	3924	4341	3541	5556
Total	10457	15856	20687	22106	48009
Reserves	9127	12370	15185	13526	26668
Equipment	1904	2861	3092	---	---
Patron Count	**1994**	**1995**	**1996**	**1997**	**1998**
Foot Count	68219	88619	89632	73265	77481
Audio-visual Lab	1074	2038	2690	3228	2344
Production Lab	---	---	---	847	1274
Computer Lab	451	1577	3915	---	---
Classes (number of students)	620	1560	1500	2580	1460
Tours (number of patrons)	524	720	820	1080	848
Carrels (number of patrons)	429	689	826	805	1005
Cataloging	**1994**	**1995**	**1996**	**1997**	**1998**
Titles Added					1610
Titles Withdrawn					318
Withdrawn Unspecified					238
Cassettes					11
Cassettes Withdrawn					9
CD Roms					89
CD Roms Withdrawn					0
Games					12
Games Withdrawn					3
Media Kits					0
Media Kits Withdrawn					14
Phono Records					3
Phono Records Withdrawn					0
Software					0
Software Withdrawn					97
Videos					103
Videos Withdrawn					8

REFERENCE DEPARTMENT
Margaret K. Scharf

YEAR IN PERSPECTIVE

Summary
As UCF grows, the opportunities for the University Library—and for the Reference Department—to support the University community seem to grow exponentially. The activities listed here represent a variety of the achievements of an exciting and challenging year!
During the 1997-1998 academic year, the University library dramatically increased its access to electronic databases, creating new opportunities to reach students, faculty and the community in a resource-rich environment. Reference librarians have been challenged to keep pace with the new resources while continuing to fill the demand for traditional services. Integrating print and electronic resources, and developing innovative services for patrons at their point of need–and even ahead of that need—continued to be a challenge this year, and is our challenge for the future.

Five events of the year that have most significantly changed the Reference Department are:

1. WebLUIS—its advent, coming-of-age, and adoption by the Department-- is the single factor most affecting change in Reference for 1997-1998. The Technology Group, at the recommendation of the WebLUIS Migration Committee, made WebLUIS available from all Library public workstations (excepting the limited number of older workstations that make free printing available). WebLUIS has become a gateway to hundreds of Databases, both full-text and indexes. WebLUIS has sparked interest in the library's resources, resulting in a high volume of use at UCF.

2. Ven Basco, Penny Beile, and Rich Gause are also agents of change. They are the three newest Reference librarians, all hired in 1998. Their enthusiasm and energy will affect the Department for a long time.

3. Reference librarians felt a renewed sense of partnership with the University's teaching faculty through the efforts of Carole Hinshaw and Library Instruction activities, through relationships furthered by Collection Development activities such as Nick Bazemore's and Cheryl Mahan's, and through the library's partnership with the Faculty Center for Teaching and Learning. Reference librarians were able to participate in a variety of events with teaching faculty.

4. The Reference Department expanded its outreach efforts during 1997-1998. Highlights of our outreach efforts include the Library Web Pages revision, under the leadership of Kim Montgomery, Faculty Day, WebLUIS Week, and Science WebWeek. At the year's end, a project to revise and update the much-used "Info-to-Go" series is underway.

5. The loss of our founding Department Head, June Stillman, has had a profound effect on Reference librarians who knew her. Although retired at the time of her death, June remained an inspiration to her colleagues—and always will. Phyllis Hudson and Cheryl Mahan organized a scholarship for Library student assistants in June's memory.

THE YEAR IN REVIEW: SERVICE, INSTRUCTION, OUTREACH, GOVERNMENT DOCUMENTS AND PATENTS, AND PERSONNEL CHANGES

SERVICE: To respond to the increasing need for face-to-face assistance for students with evening classes, the Reference Department increased service hours at the Desk from 10 p.m. until 11 p.m. The pilot project in the fall semester demonstrated the need for the extended hour of service.

A notable achievement, and a tool that has improved delivery of answers often during this year, is Ellen Anderson's completion of the Subject Guide to Databases and Indexes. The Guide has helped many librarians and patrons navigate our resource-rich environment.

INSTRUCTION: Traditionally, Library Instruction was delivered to ENC 1102 Composition classes (overall 100 sections annually), a group of students who were not assigned to write a research paper. This year, a pilot project reached these students through the Audio Tour and through the Florida SUS libraries' only interactive tutorial for WebLUIS, revised by the Reference Department's Athena Hoeppner. Athena's tutorial has gained statewide and national recognition. Evaluation showed that the students who participated received exposure to WebLUIS and other Library resources, freeing Library Instructors to prepare unique classes in response to faculty requests for hands-on, electronic instruction. Instructors also taught unusually large classes (300+) and conducted more classes outside of the library building.

The Library Instruction program reached approximately 9, 241 students or about 33% of the student body. Which includes 4,000 who completed the Audio tour, and 725 who completed the WebLUIS tutorial.

OUTREACH: This year, the Reference Department continued its efforts to build awareness of the library and its human, print, and electronic resources. A series of efforts to reach users included:

Faculty Day: The Library's third open house for faculty took place on Tuesday, September 23, 1997. Over 120 faculty members attended demonstrations and exhibits, and enjoyed refreshments and door prizes. Meg Scharf and Jeannette Ward of Serials planned and coordinated the event, supported by heavy Reference Department participation and the special assistance of Kim Daniels, Administration.

Central Florida Future Insert: A four-page insert into the Central Florida Future's second issue of the academic year, explaining the library and its services. The insert represents the Library's first venture into the commercial press. 10,000 copies of the special Library section were distributed with the student newspaper. The Library also distributed 1,000 copies in Library Instruction sessions and at special events.

WebLUIS Week: A week of demonstrations of WebLUIS in the library classroom, "15 minutes to a better semester", attended by over 400 faculty, staff and students. Most of the Reference Librarians took the opportunity to present several short demonstrations of WebLUIS in 235A. Attendees were likely to stay much longer than 15 minutes.

Science WebWeek: A week of demonstrations of electronic resources in the sciences, held in the Library classroom and publicized campus-wide, particularly to the 500 faculty members in the sciences. The Reference Department had never attempted an outreach event at such a late time in the semester. The results were mixed: the few attendees expressed great satisfaction, but in the future events aimed at promoting Library resources will be timed to be closer to the beginning of the Semester.

What's Where Tour: The Sprint Electronic Classroom served as a stop on an informative tour of campus resources for faculty. The tour was sponsored by the Faculty Center for Teaching and Learning, and provided a chance to showcase our services and resources.

Adjunct Orientation: Sponsored by the Faculty Center for Teaching and Learning. The Library component was conducted in the Sprint Electronic Classroom designed to inform adjuncts of the support available to them in the Library. Carole Hinshaw and Meg Scharf conducted the Saturday sessions, each attended by over 20 individuals.

Summer Institute for Faculty: Sponsored by the Faculty Center for Teaching and Learning. The Reference Department coordinated the Library's participation. 5 Institute modules were taught, twice each, by librarians as part of the week's activities. Librarians attended and actively participated in the Institute's events. 50+ attendees enjoyed the sessions in 235A and 235C.

GOVERNMENT DOCUMENTS AND PATENTS: Rich Gause has begun his work with us as Government Documents Coordinator. Peter Spyers-Duran has made a number of lasting contributions to our Documents service before Rich's arrival and will continue to do so. Peter will now be UCF's Patents and Trademarks Representative.

This year, Peter and Patricia Hall have done a great deal of work in cooperation with the Cataloging Department to get ready for participation in the Marcive project. The SUS libraries are in the process of changing from OCLC's U. S. Documents catalog records to the Marcive service.

Peter also coordinated a successful effort to encourage collection development librarians to make selections from GPO. He initiated a long-term deselection (weeding) project for the collection, and strengthened UCF's participation in the State Data Centers program.

PERSONNEL: Three successful searches for Reference Librarians took place in 1997-1998. A Government Documents Coordinator, John Richard Gause, and 2 Reference Librarians, Buenaventura Basco and Penny Minton Beile, have been hired.

Andrea Winship will be leaving at the beginning of the next academic year to take a job at a college in the Cayman Islands.

The excellent work of three colleagues has resulted in promotion. Carole Hinshaw has been promoted to University Librarian. Ellen Anderson and Athena Hoeppner have been promoted to the rank of Assistant Librarian.

Special Accomplishments of Faculty and Staff

National Presentations and Publication

Hoeppner, Athena. "OPAC: Computer Based Training: HTML and Alternatives." 1997 Notis Users Group Meeting, Evanston, Illinois. September, 1997.

Scharf, Meg and Ward, Jeannette. "If You Build It, They Will (Maybe or Maybe Not) Come." Poster session at the American Library Association Annual conference, Washington D. C. June, 1998.

National Committee Service

American Library Association, Library Instruction Round Table, Elections Committee: Carole Hinshaw (Chair)

American Library Association, African American Studies Librarians, Executive Board and Publications Committee: Rochelle Ballard

ARLIS/NA (Art Libraries Society of North America), Travel Awards Committee: Ellen Anderson
American Library Association, Business Reference and Adult Services Section Discussion Group, Steering Committee: Patricia Kenly
Black Caucus of the American Library Association, Literary Awards Jury: Rochelle Ballard (Co-Chair)
Black Caucus of the American Library Association, Executive Board: Rochelle Ballard
Review Board, College and Undergraduate Libraries: Cheryl Mahan (Reviewer)

National Conference Attendance

ARLIS/NA Annual Conference, Philadelphia, Pennsylvania. March 1998: Ellen Anderson
ASIS Annual Meeting, Orlando, Florida. May, 1998: Kimberly Montgomery
American Library Association, Midwinter Conference, New Orleans. January, 1998: Rochelle Ballard, Carole Hinshaw
American Library Association Annual Conference, Washington, D. C. June, 1998: Rochelle Ballard, Ven Basco, Penny Beile, Carole Hinshaw, Patricia Kenly, Meg Scharf, Ying Zhang
Charleston Conference on Library Acquisitions, Charleston, NC. June, 1998: Meg Scharf
Computers in Libraries, Arlington, Virginia. March, 1998: Athena Hoeppner
LOEX (Library Instruction) Conference, Ypsilanti, Michigan. June, 1998: Andrea Winship
National Conference of African American Librarians, Winston-Salem, NC. Rochelle Ballard
1997 Federal Depository Library Council Meeting, Clearwater, FL. October, 1997: Meg Scharf, Peter Spyers-Duran
1998 Federal Depository Library Program Annual Meeting, Washington, D.C. April, 1998: John Richard Gause
1998 U. S. Patent and Trademark Depository Library Annual Meeting, Washington, D. C.: Peter Spyers-Duran
Notis Users Group Meeting (NUGM), Evanston, Illinois. September, 1998: Athena Hoeppner

Florida and Local Presentations

Scharf, Meg. "Use It or Lose It." CFLC Marketing Forum, Winter Park, FL. December, 1998
Scharf, Meg. "What Works for Us". Presenter and Panelist, Florida Library Association Public Relations Committee, Annual Conference, Tampa, Florida. April, 1998.
Spyers-Duran, Peter and Zhang, Ying. "National Trade Data Bank demonstration", Central Florida Library Consortium Government Documents Interest Group, November, 1997.
Spyers-Duran, Peter. "U. S. Patents Research", Central Florida Library Consortium Government Documents Interest Group, February, 1998.

Florida and Local Committee Service

CFLC Government Documents Interest Group: Peter Spyers-Duran
CFLC Interlibrary Loan Interest Group: Marilyn Snow, Jack Webb
CFLC Reference Interest Group: Patricia Kenly
FCLA Public Services Liaison: Kimberly Montgomery
Florida Chapter, Chinese American Librarian Association: Ying Zhang (Officer)
Florida Library Association, Charter, Bylaws and Manual Committee: Patricia Kenly (Immediate Past Chair)
Florida Public Postsecondary Distance Learning Institute: Carole Hinshaw
SUS Distance Education Implementation Committee: Carole Hinshaw
SUS Distance Learning Library Services Task Force: Carole Hishshaw
SUS Electronic Collections Committee: Rochelle Ballard
SUS Public Services Planning Committee: Meg Scharf
SUS Public Services Planning Committee: Cooperative Instruction Development Subcommittee: Carole Hinshaw (Chair), Meg Scharf
SUS Public Services Planning Committee: Interlibrary Loan Subcommittee: Jack Webb
WebLUIS Task Force: Athena Hoeppner

Florida and Local Conference Attendance

Advanced Levers of Change, Orlando, Florida. June, 1998: Meg Scharf
Biennial Florida Public Documents Meeting. January, 1998: Peter Spyers-Duran
Florida Chapter, Association of College and Research Libraries Fall Workshop, Cocoa Beach, Florida. October, 1997: Rochelle Ballard, Carole Hinshaw, Andrea Winship
Florida Library Association Annual Conference and Exhibition, Tampa, Florida, May, 1998: Rochelle Ballard, Denise Dotson, Carole Hinshaw, Patricia Hall, Patricia Kenly, Meg Scharf
Florida Library Information Network Regional Meeting, Marilyn Snow
State Data Centers Annual Meeting, Orlando, Florida. December 1997: Patricia Kenly, Peter Spyers-Duran

Service to the University

Asian Studies Committee: Ying Zhang
Faculty Center for Teaching and Learning Advisory Board: Meg Scharf
Faculty Senate Secretary, member of Steering Committee and Undergraduate Policy and Curriculum Committee: Carole Hinshaw
UCF African American Studies Program Advisory Committee: Rochelle Ballard
UCF Distributed Learning Advisory Committee: Carole Hinshaw
UCF Diversity Week Committee, Marilyn Snow
UCF Information Access (WWW) Task Force: Rochelle Ballard
UCF Women's Studies Program Affiliate: Carole Hinshaw, Andrea Winship
UCF Women's Studies Steering Committee, Executive Board: Andrea Winship
University Learning Resource Council: Athena Hoeppner, Ying Zhang (alternate)
University Research Council: Peter Spyers-Duran

Service to the Library

Director's Advisory Group: Athena Hoeppner, Peter Spyers-Duran, Cheryl Mahan
Internet Access and Surfing Committee: Rochelle Ballard (Chair), Athena Hoeppner, Peter Spyers-Duran
June S. Stillman Memorial Scholarship Organizing: Phyllis Hudson, Cheryl Mahan
Librarians'Personnel Advisory Committee: Jack Webb (Chair), Rochelle Ballard, Patricia Kenly, Marilyn Snow (Alternate)
Library Display Evaluation Committee: Norris S. Bazemore, Jr.
Library PEP Awards Committee: Marilyn Snow
UCF Library Web Pages Revision Committee, Kimberly Montgomery, Carole Hinshaw, Athena Hoeppner, Meg Scharf
SUMO UnCover Committee: Meg Scharf
Technical Services Committee: Norris S. Bazemore, Jr.
Technology Advisory Group: Rochelle Ballard, Kimberly Montgomery, Meg Scharf
WebLUIS Migration Committee, Athena Hoeppner (Chair), Carole Hinshaw

Search Committee Service

Associate Director, Administrative Services: Carole Hinshaw, Nancy Stephens
Associate Director, Public Services: Ellen Anderson, Ying Zhang
Cataloger: Kimberly Montgomery
Government Documents Coordinator: Meg Scharf (Chair), Patricia Hall, Athena Hoeppner
Interlibrary Loan Librarian: Cheryl Mahan
Reference Librarian: Meg Scharf (Chair), Nick Bazemore, Peter Spyers-Duran

PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

Undergraduate Education

- Library Instruction reached over 9,000 students, primarily undergraduates, focusing particularly on the electronic environment.
- The library's homepage was completely revised, making it easier for undergraduates (particularly) to use.
- The library's 4-page insert into the Central Florida Future in August 1997 reached 10,000 Future readers (mostly undergraduates) with library service information.
- WebLUIS Week introduced 400 attendees (mostly undergraduates) to the resources available through WebLUIS.

Community Partnerships

- USAPAT CD-ROMS have been made available to the public along with a PC with a CD-ROM drive in the Patents area.
- The hiring of a Government Documents librarian enables us to deliver better government information to all of our constituencies.

FUTURE PLANS

- To continue to assist in any way possible with Faculty Development through Course Development, Distance Learning, and the Faculty Center for Teaching and Learning.

- To focus on the Reference Collection this year, by initiating an inventory project and by examining duplication of resources and efforts that have taken place this year for more effective delivery of services and resources in the future.

- To find ways to keep pace with technology and maintain our strong personal relationship with the UCF community.

- To find options for development and renewal of reference skills.

In the coming year, the Library needs to make a strong commitment to training and skill building. I am hopeful that we can work together to offer our people some opportunities to grow, to feel confident in their work and to offer chances for more cooperative working (interdepartmental) projects. Our equipment, our building, our resources: we can capitalize upon these tremendous resources if we renew our commitment to our greatest resource: the people of the UCF Library.

GOVERNMENT DOCUMENTS ANNUAL STATISTICS
FISCAL YEAR 1997/98

	1997/98	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL
U.S. DOCUMENTS	251,547													
Print Received		499	487	548	494	461	478	539	605	531	550	458	541	6191
Deleted		507	33	457	244	192	185	157	51	228	180	265	66	2565
						Total U.S. Documents Print Materials in Collection as of June 30, 1998								255,173
Microfiche Received	333,665	1406	1304	2080	1929	1417	2239	1188	769	2800	2077	2308	1649	21166
Deleted		436	175	157	423	321	170	596	2	361	2	1265	22	3930
						Total U.S. Documents Microfiche in Collection as of June 30, 1998								350,901
Electronic Prod. Rec.	1840	27	45	47	27	180	43	25	61	62	171	40	54	782
Deleted		0	0	0	1	0	0	1	174	10	60	19	0	265
						Total U.S. Documents Electronic Products in Collection as of June 30, 1998								2,357
FLA DOCUMENTS	36474													
Received		66	51	9	91	66	116	82	690	1510	747	444	78	3950
Deleted		0	0	0	0	131	0	5	31	6973	0	0	0	7140
						Total Florida Documents in Collection as of June 30, 1998								33,284
ASI MICROFICHE														
Titles Received	92288	269	264	528	281	0	293	316	315	903	555	0	610	4334
Microfiche Received	142606	292	267	603	263	0	292	313	305	506	522	0	373	3736
						Total ASI Titles in Collection as of June 30, 1998								96622
						Total ASI Microfiche in Collection as of June 30, 1998								146342
CIS MICROFICHE	434918	0	0	0	0	0	0	0	0	0	0	0	0	0
						Total CIS Microfiche in Collection as of June 30, 1998								434918
PATENTS MICROFILM	6054	4	0	8	48	0	0	0	0	96	96	62	1024	1338
						Total Patent Microfilm in Collection as of June 30, 1998								7392
MAPS RECEIVED	3113	3	6	0	5	4	2	3	2	0	0	1	3	29
						Total Maps in Collection as of June 30, 1998								3142

GROWTH IN U.S. DOCUMENTS COLLECTION 115 FEET AND 1 INCH

LIBRARY INSTRUCTION ANNUAL REPORT
May, 1997 - April, 1998

LESSONS TAUGHT

COURSE/CLASS CODE		COURSE TITLE	SUMMER '97	FALL '97	SPRING '98	TOTAL
AFR	3230	Leadership and Management II			1	1
ANT	3145	Archaeology of Complex Societies		1		1
ANT	3328	Maya Archaeology		1		1
BSC	4932	Marine Biology			1	1
CCJ	4701	Criminal Justice Research Methods		1		1
CHM	4930/6938	Chemistry Seminar		1		1
CPO	3034	Politics of Developing Countries		1		1
CPO	3104	Politics of Western Europe			2	2
ECO	4932	Special Topics: Research Methods			1	1
ECS	4013	Economic Development			1	1
ECS	4230	Economics of the Pacific Rim		1		1
EDA	7205	Planning, Research, and Evolution Systems In Educational Administration		1		1
EDF	3930	Teaching Diverse Populations	2	2		4
EDF	6236	Principles of Instruction and Learning	1			1
EDF	6481	Fundamentals of Grad. Research in Educ.	2	8	5	15
EDF	6886	Multicultural Education	1			1
EDG	4321	Teaching Strategies	4	5	4	13
EGN	1006	Introduction to Engineering			1	1
EGN	4931H	Engineering Honors			2	2
EIN	5255	Training Simulator, Engineering		1		1
EME	6605	Role of Media Specialist		1		1
EME	6706	Administrative Principles in Media Centers	1			1
EMC	6707	Technology Coordinator in the Schools			1	1
ENC	1102	Composition II	1	12		13
ENC	1102H	Composition II Honors			4	4
ENC	3210	Writing for the Business Professional		2	2	4
ENC	3241	Writing for the Technical Professional		7	7	14
ENC	3310	Magazine Writing I			1	1
ENG	3014	Theories of Literature		2		2
ENG	5009	Graduate Research		2		2
ENL	4311	Chaucer		1		1
EUH	2000	Western Civilization I		2		2
GEB	3031	Business Cornerstone			2	2
HSA	3122	US Health Care Systems			1	1
HSA	4700	Health Services Research Methods	2			2
HUM	2211	Humanities I		4	1	5
HUM	2230	Western Humanities II			2	2
HUM	3011	Human Nutrition			1	1
HUM	3432	Roman Humanities		1		1
INP	3004	Industrial Psychology		1		1

INR	4401	International Law		1		1
INR	4402	International Law II			1	1
MAR	4804	Marketing Strategies			1	1
NGR	5110	Theories in Nursing		1		1
NGR	5810	Research Methods in Nursing			1	1
NUR	3165	Critical Inquiry		1		1
NUR	3809	Transitional Concepts	1			1
PAD	4034	The Administration of Public Policy			1	1
PAD	6035	Public Administration and Policy	1	1		2
PAD	6934	Issues in Public Administration	1			1
PET	6088	Children's Wellness		1		1
PHT	3002	Foundation of Physical Therapy	1			1
POS	3703	Scope and Methods of Political Science	1	1	2	4
PSY	3214	Research Methods in Psychology	1	4	3	8
PSY	4604	History and Systems in Psychology			1	1
RED	6116	Trends in Reading Education		1		1
RED	6336	Teaching Elementary School Reading		1		1
RTE	3367	Medical Physics		1		1
SPA	4321	Aural Habilitation Rehabilitation			2	2
SPC	1600	Fundamentals of Oral Communication		2		2
SPN	4800	Spanish American Syntax			1	1
SPW	6217	Latin American Literature		1		1
SYA	5625	Pro Seminar		1		1
WST	3930	Women at Work			2	2
		Advanced Web Search		1		1
		APICS			1	1
		ASPECT		1		1
		Distance Learning			1	1
		Engineering Deans Council			1	1
		Engineering Faculty			1	1
		Engineering Staff			1	1
		Graduate Students Mentoring Program	2			2
		Honors in the Major			1	1
		Human Resources	1			1
		Leadership UCF		1		1
		LIFE			1	1
		Naval Training Center	2			2
		Pre-Engineering	2			2
		Reading for ESL			2	2
		Research		1		1
		GRAND TOTAL	27	78	65	170

LIBRARY INSTRUCTION ANNUAL REPORT

May, 1997 - April, 1998

MONTHLY OVERVIEW

	MONTH	# of CLASSES	# of STUDENTS	STAFF HOURS
1997	MAY	11	229	50
	JUNE	11	205	53
	JULY	5	110	26
	AUGUST	6	164	43
	SEPTEMBER	51	1,122	305
	OCTOBER	19	546	97
	NOVEMBER	2	24	10
	DECEMBER	-0-	-0-	-0-
1998	JANUARY	32	1,191	193
	FEBRUARY	17	355	70
	MARCH	11	155	66
	APRIL	5	104	15
	TOTAL UCF	170	4,205	928
	GRAND TOTAL	170	4,205	928

LIBRARY INSTRUCTION
ANNUAL REPORT
May, 1997 - April, 1998
LIBRARIAN/INSTRUCTOR WORKLOAD

LIBRARIAN	SUMMER '97	FALL '97	SPRING '98	TOTAL
Anderson, E.	6	8	6	20
Bazemore, N.		5	4	9
Grovdahl, E.		1		1
Hinshaw, C.	6	9 *1	16 *2	31 *3
Hoeppner, A.	5	3	10	18
Hudson, P.		4		4
Kenly, P.		2		2
Kilman, M.	1			1
Mahan, C.	4	14 *1	11 *1	29 *2
Scharf, M.			1 *2	1 *2
Spyers-Duran, P.	1	8	3	12
Swartz, L.	1	4 *2	3	8 *2
Winship, A.	3	10	7	20
Zhang, Y.		10 *1	4 *2	14 *3
UCF TOTAL	27	78	65	170

* Team Teaching, not included in total.

LIBRARY INSTRUCTION ANNUAL REPORT

May, 1997 - April, 1998

GROUP TOUR REQUESTS

DATE	GROUP/LOCATION	# of STUDENTS
May, 1997	----------	
June, 1997	Gateway High School Kissimmee, FL	119
	ITT Technical Institute Maitland, FL	15
July, 1997	----------	
August, 1997	----------	
September, 1997	----------	
October, 1997	----------	
November, 1997	----------	
December, 1997	----------	
January, 1998	Clearlake Middle Cocoa, FL	24
	Madison Middle School Titusville, FL	18
February, 1998	St. Cloud Middle Cocoa, FL	24
	Masters Academy Altamonte, FL	36
	Altamonte Christian Altamonte Springs, FL	23
	Edgewater High Orlando, FL	38
March, 1998	----------	
April, 1998	----------	
TOTAL	**8 Groups**	**297 Students**

LIBRARY INSTRUCTION STATISTICAL SUMMARY
TEN-YEAR PROFILE

MAY-APRIL	1988-89	1989-90	1990-91	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
# OF CLASSES	180	230	295	248	296	254	308	335	321	170
# OF STUDENTS	3,703	4,670	5,999	5,317	5,589	4,472	5,285	5,286	6,424	4,205
# OF STAFF HOURS	603	1,038	1,475	1,134	1,342	1,136	1,491	1,370	1,256	928
# OF OFF CAMPUS GROUPS	12	12	14	16	12	10	10	2	5	8
# OF LIBRARIANS	8	10	10	10	10	9	9	13	15	14
% TAUGHT OF ENROLLMENT*	20	23	28	25	26	19	21	20	24	15

- Based on Fall semester enrollment.

SERIALS / MEDIA
Jeannette Ward

THE YEAR IN PERSPECTIVE

Staff Changes

Due to resignations and promotions, only four of the ten staff positions were occupied by the same staff for the entire year.

Resignations were:

Sharon Howard, LTA evening/weekend service desk;
Roberta Hagen, LTA binding;
Cindy Baer, Binding Supervisor;
Joel LaVoie, LTA evening/weekend service desk;

Promotions were:

Debbie Weatherford to Binding Supervisor;
Jamie LaMoreaux to Senior LTA check-in.

New Staff:

Lyn Karafotias, LTA evening/weekend service desk;
Elena Beredo, LTA binding;
Mary Barrette, LTA check-in;
Yet to be hired, LTA evening/weekend service desk.

Media librarian, Elba Grovdahl, was on leave for the last four months of the year and has resigned effective with the start of the 1998/99 academic year.

Electronic Resources

A more equitable funding formula for library materials from the BOR and additional resources from the University has resulted in considerably more print as well as electronic resources being purchased for the library. Library patrons have benefited by having a wide selection of electronic resources, including full text databases, to experiment with, learn, and access without having to lose the security of print resources. Electronic resources (web access, WebLUIS, CD-Rom), account for 10.9% of the library's material allocation or $448,396.00.

This past year, the database vendors have begun adding or improving usage statistics. The most impressive statistic is 49,199 full text articles were downloaded or e-mailed from the EBSCOhost databases.

The ability to provide our university community with such a variety of electronic resources while still being able to develop the needed print collection to support the university's developing programs is indeed exciting. However, it does provide a formidable opportunity to develop innovative methods of informing and instructing library patrons on the resources available. The negotiations and licensing arrangements for electronic products have added a challenging new dimension to library acquisitions. All licensing agreements for electronic products or access are cleared with the University's General Counsel Office.

Special Accomplishments of Faculty and Staff

Jeannette Ward:

- Developed and presented various Internet and Web programs to library staff and UCF community (summer '97, fall 97 and spring/summer '98).
- ALA poster session presentation on June 29 on promoting electronic resources.
- Attended Institute for Academic Leadership, Oct. 5-8, 1997 and June 7-10, 1998.
- FLA presentation on May 28, at the Serials Interest Group program *The "Ideal" Automated Serials System.*
- Attended Charleston Conference on Library Acquisitions, November 5-8, 1997.
- Member of the Serials Control Subcommittee of the SUS Integrated Library System Review Task Force.
- Chaired library search committee for Associate Director for Public Services.
- Member of the Bookstore Advisory Committee 1997/98.

Staff:

- All staff participated in the Library Faculty Day activities on September 23, 1997.
- Jamie LaMoreaux is a member of the USPS Staff Council.
- Letty Abulencia served on a reference librarian search committee.

PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

Undergraduate Education

Staff continued providing help and instruction on the use of the library's periodical collections, microform and media equipment.

Key Graduate Study and Research

Growth in graduate and research programs can be measured in many ways. The UCF Library requires that two copies of all graduate thesis and dissertations be placed in the library. In addition to the required copies, the library will bind (at cost) personal copies for students.

	1997/98	1991/92	1986/87
Thesis/Dissertations	1502	865	483

Growth in the increase of graduate programs is apparent with the doubling every 5-6 years of the number of thesis or dissertations bound.

International Focus

Continue maintaining a collection of foreign periodicals, newspapers, and videos. Have provided Internet access to students, and created and maintained lists of foreign newspapers available on the Web.

Inclusiveness and Diversity

Continued to develop and maintain a multi-cultural collection of media, and promote its use through printed lists, the Faculty Day program, and listing on a Media homepage.

Partnerships

In promoting the use of electronic resources through various programs such as Faculty Day and designated "Web Weeks," commercial representatives have been helpful in providing information, giving demonstrations, and supplying prizes for the library's various instructional programs.

Collection Growth

The growth in the print collection attributed to improved funding is very apparent in the number of new books bound. During the 1991/92 academic year, the library initiated a preservation policy that all new, softcover books would be hard covered before being added to the collection.

	1997/98	1991/92	1986/87
New Binds	8025	1097	163

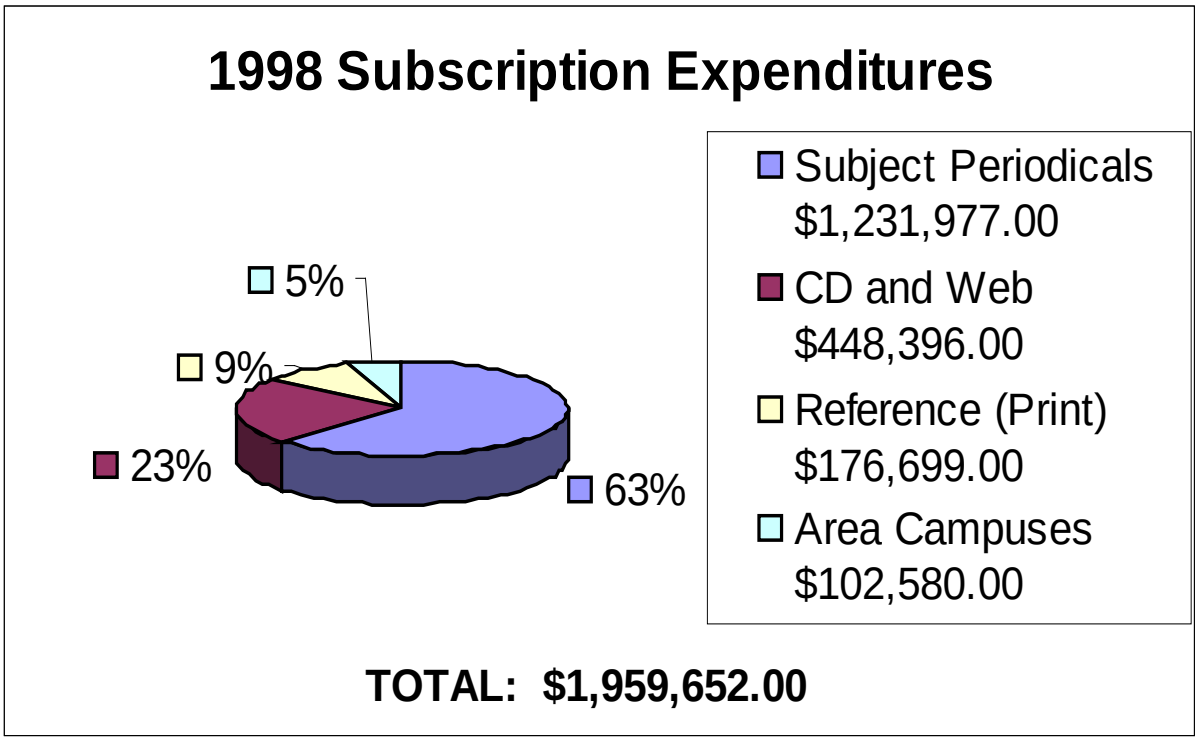
Strategic Goals

Electronic access to full text journals doubled with UCF library's participation with some of the other SUS libraries in the Elsevier Publishing electronic journal purchase. UCF has access to 948 titles, 615 of these titles are not available in print in the UCF library.
Access to these and other subscription electronic journals has been greatly enhanced with the development of a Microsoft Access based web page at http://library.ucf.edu/ASP/journals.asp
This page lists (with links) all electronic journals available by subscription.

Resources are being expended for electronic access to full text as well as index and abstracting services to meet the needs of our distributed learners. Additionally, the electronic resources usually have added value over their print equivalents by providing enhanced searching capabilities and links to other resources.

STATISTICAL SUMMARY

	1997/98	1996/97	1995/96	1994/95	1993/94
	Items Added				
Bound Vols	6559	6549	7067	5636	4943
Microfiche Units	21919	21772	22694	20935	22013
Microfilm Reels	1262	746	1405	632	509
Active Titles					
Orlando					
Periodicals	4375	4030	3795	3650	3556
Newspapers	41	39	39	39	39
Serials	247	198	201	201	211
CD-Roms	29	28	26	22	12
E-Databases	20				
E-Journals	(948)				
print+	(333)				
E-only	615				
Orlando Total	**5327**	**4295**	**4061**	**3912**	**3818**
Brevard	218	215	211	210	210
Daytona	145	131	131	131	119
Total Active Titles	**5690**	**4641**	**4403**	**4253**	**4147**
Ceased/Closed Titles	4256	4196	4100	4054	4015
Total Titles	**9946**	**8837**	**8503**	**8307**	**8162**



201 new titles were ordered at a total cost of $39,446.

Renewal subscription costs (excluding Electronic access) for 1998 increased 18.9% ($248,158) over the 1997 renewal costs.

CD and Web includes: Web access ($238,864); FCLA ($91,809); CD ($82,530); electronic archives ($27,627); additional charges to print ($7,566)

SERIALS STATISTICAL SUMMARY – FIVE YEAR COMPARISON
SUBJECT PERIODICALS – COSTS & TITLES

	1997/98				*1996/97*				*1995/96*				*1994/95*				*1993/94*			
SUBJECT	COST	%	TITLES	%	COST	%	TITLES	%	COST	%	TITLES	%	COST	%	TITLES	%	COST	%	TITLES	%
Accounting	27,663	2.23%	70	1.59%	15,046	1.43%	70	1.72%	11,199	1.20%	66	1.72%	8,735	1.10%	69	1.87%	10,661	1.51%	70	1.94%
Art	3,402	0.27%	40	0.91%	3,145	0.30%	36	0.88%	3,132	0.34%	46	1.20%	3,193	0.40%	45	1.22%	2,903	0.41%	43	1.19%
Biology	152,197	12.28%	320	7.25%	124,030	11.76%	304	7.47%	112,609	12.10%	290	7.56%	97,839	12.30%	287	7.78%	90,257	12.82%	290	8.04%
Chemistry	144,779	11.68%	159	3.60%	140,670	13.33%	152	3.73%	119,825	12.88%	98	2.55%	97,623	12.27%	97	2.63%	89,738	12.75%	96	2.66%
Civil Engineering	33,486	2.70%	84	1.90%	35,008	3.32%	81	1.99%	26,050	2.80%	78	2.03%	21,616	2.72%	73	1.98%	16,864	2.40%	72	2.00%
Communication Disorders	4,658	0.38%	33	0.75%	3,410	0.32%	27	0.66%	2,637	0.28%	24	0.63%	2,266	0.28%	14	0.38%	1,413	0.20%	10	0.28%
Communications	8,579	0.69%	113	2.56%	6,835	0.65%	109	2.68%	5,675	0.61%	107	2.79%	6,578	0.83%	98	2.66%	5,383	0.76%	91	2.52%
Computer Engineering	20,177	1.63%	92	2.08%	18,714	1.77%	91	2.23%	12,053	1.30%	90	2.35%	13,168	1.66%	88	2.39%	12,364	1.76%	87	2.41%
Computer Science	34,141	2.75%	54	1.22%	32,285	3.06%	51	1.25%	27,484	2.95%	53	1.38%	23,002	2.89%	51	1.38%	17,306	2.46%	48	1.33%
Economics	32,074	2.59%	133	3.01%	30,789	2.92%	131	3.22%	26,963	2.90%	131	3.41%	21,699	2.73%	129	3.50%	19,648	2.79%	129	3.58%
Educational Foundation	12,386	1.00%	130	2.94%	11,538	1.09%	128	3.14%	10,452	1.12%	138	3.60%	9,805	1.23%	131	3.55%	8,635	1.23%	128	3.55%
Educational Services	9,968	0.80%	87	1.97%	9,585	0.91%	87	2.14%	7,727	0.83%	87	2.27%	7,535	0.95%	86	2.33%	6,535	0.93%	84	2.33%
Electrical Engineering	35,438	2.86%	153	3.46%	32,893	3.12%	151	3.71%	28,827	3.10%	146	3.81%	25,482	3.20%	142	3.85%	21,819	3.10%	142	3.94%
English	13,094	1.06%	256	5.80%	12,085	1.15%	241	5.92%	11,143	1.20%	202	5.26%	10,511	1.32%	197	5.34%	9,102	1.29%	199	5.52%
Exceptional & Physical Ed.	3,061	0.25%	45	1.02%	2,301	0.22%	40	0.98%	2,125	0.23%	38	0.99%	2,372	0.30%	38	1.03%	1,700	0.24%	35	0.97%
Finance	13,711	1.11%	82	1.86%	13,741	1.30%	82	2.01%	11,485	1.23%	81	2.11%	10,162	1.28%	80	2.17%	8,545	1.21%	79	2.19%
Foreign Language	11,806	0.95%	136	3.08%	10,844	1.03%	105	2.58%	10,467	1.12%	87	2.27%	8,292	1.04%	87	2.36%	7,248	1.03%	87	2.41%
General	49,745	4.01%	150	3.40%	16,538	1.57%	138	3.39%	7,027	0.76%	136	3.54%	8,406	1.06%	133	3.61%	6,888	0.98%	130	3.60%
Health Science	47,584	3.84%	203	4.60%	37,785	3.58%	168	4.13%	31,172	3.35%	158	4.12%	27,343	3.44%	139	3.77%	22,639	3.22%	127	3.52%
History	9,432	0.76%	166	3.76%	8,668	0.82%	164	4.03%	7,564	0.81%	141	3.67%	7,272	0.91%	141	3.82%	6,731	0.96%	141	3.91%
Hospitality Management	6,555	0.53%	48	1.09%	4,969	0.47%	48	1.18%	4,195	0.45%	56	1.46%	4,210	0.53%	43	1.17%	3,963	0.56%	39	1.08%
Industrial Engineering	12,223	0.99%	41	0.93%	10,928	1.04%	39	0.96%	9,787	1.05%	38	0.99%	8,617	1.08%	38	1.03%	7,617	1.08%	38	1.05%
Instruction Program	10,083	0.81%	110	2.49%	9,224	0.87%	107	2.63%	28,083	3.02%	107	2.79%	8,250	1.04%	105	2.85%	7,004	1.00%	105	2.91%
Library	7,456	0.60%	53	1.20%	5,960	0.56%	43	1.06%	6,178	0.66%	41	1.07%	6,078	0.76%	39	1.06%	3,360	0.48%	37	1.03%
Legal/Criminal Studies	9,687	0.78%	107	2.42%	6,781	0.64%	93	2.28%	6,427	0.69%	91	2.37%	6,428	0.81%	88	2.39%	5,359	0.76%	86	2.38%
Management	19,646	1.58%	95	2.15%	18,192	1.72%	93	2.28%	15,881	1.71%	91	2.37%	13,881	1.74%	91	2.47%	12,279	1.74%	89	2.47%
Marketing	9,685	0.78%	73	1.65%	9,342	0.89%	72	1.77%	8,102	0.87%	72	1.88%	7,183	0.90%	71	1.92%	6,871	0.98%	71	1.97%
Mathematics	77,451	6.25%	125	2.83%	65,676	6.23%	118	2.90%	55,747	5.99%	114	2.97%	50,446	6.34%	112	3.04%	44,896	6.38%	111	3.08%
Mechanical Engineering	66,603	5.37%	105	2.38%	57,250	5.43%	102	2.50%	50,234	5.40%	100	2.61%	42,746	5.37%	99	2.68%	41,536	5.90%	98	2.72%

	1997/98				*1996/97*				*1995/96*				*1994/95*				*1993/94*			
SUBJECT	COST	%	TITLES	%	COST	%	TITLES	%	COST	%	TITLES	%	COST	%	TITLES	%	COST	%	TITLES	%
Music	1,777	0.14%	40	0.91%	1,395	0.13%	32	0.79%	1,198	0.13%	26	0.68%	1,226	0.15%	26	0.70%	1,173	0.17%	26	0.72%
Newspapers	11,256	0.91%	41	0.93%	9,632	0.91%	39	0.96%	13,142	1.41%	39	1.02%	10,495	1.32%	39	1.06%	10,025	1.42%	39	1.08%
Nursing	27,552	2.22%	175	3.96%	17,512	1.66%	126	3.09%	14,715	1.58%	108	2.81%	12,502	1.57%	99	2.68%	9,008	1.28%	91	2.52%
Philosophy	9,036	0.73%	68	1.54%	7,152	0.68%	67	1.65%	7,447	0.80%	67	1.75%	6,916	0.87%	66	1.79%	5,755	0.82%	66	1.83%
Physical Therapy	5,748	0.46%	35	0.79%	5,218	0.49%	34	0.83%	4,242	0.46%	34	0.89%	3,749	0.47%	29	0.79%	5,408	0.77%	28	0.78%
Physics	150,246	12.12%	113	2.56%	137,902	13.07%	109	2.68%	124,780	13.41%	95	2.48%	107,048	13.46%	93	2.52%	99,341	14.11 %	91	2.52%
Political Science	15,381	1.24%	129	2.92%	15,625	1.48%	126	3.09%	13,716	1.47%	125	3.26%	13,292	1.67%	125	3.39%	11,633	1.65%	126	3.49%
Psychology	52,688	4.25%	177	4.01%	41,900	3.97%	155	3.81%	37,223	4.00%	149	3.88%	33,218	4.18%	126	3.42%	23,887	3.39%	115	3.19%
Public Administration	14,753	1.19%	79	1.79%	10,172	0.96%	57	1.40%	8,740	0.94%	54	1.41%	7,923	1.00%	52	1.41%	6,658	0.95%	49	1.36%
Social Work	17,929	1.45%	111	2.51%	12,459	1.18%	83	2.04%	7,589	0.82%	70	1.82%	7,393	0.93%	63	1.71%	5,775	0.82%	58	1.61%
Sociology	21,153	1.71%	77	1.74%	18,748	1.78%	67	1.65%	17,234	1.85%	67	1.75%	14,987	1.88%	64	1.73%	10,928	1.55%	60	1.66%
Statistics	17,160	1.38%	54	1.22%	14,971	1.42%	53	1.30%	13,415	1.44%	43	1.12%	10,675	1.34%	43	1.17%	9,961	1.42%	43	1.19%
Technical Engineering	7,076	0.57%	36	0.82%	6,856	0.65%	36	0.88%	5,637	0.61%	36	0.94%	4,360	0.55%	36	0.98%	4,102	0.58%	36	1.00%
Theater	1,018	0.08%	18	0.41%	1,171	0.11%	17	0.42%	1,099	0.12%	17	0.44%	1,060	0.13%	17	0.46%	974	0.14%	17	0.47%
TOTAL:	1,239,543	100.00%	4416	100.00%	1,054,945	100.00%	4072	100.00%	930,427	100.00%	3837	100.00%	795,582	100.00%	3689	100.00%	703,892	100.00%	3607	100.00%
REFERENCE:																				
Arts	27,068		23		27,410		22		26,886		23		29295		23		9,568		21	
Business	64,733		90		63,097		64		58,824		64		54653		63		50,812		62	
Education	6,696		15		6,078		12		6,437		12		6489		12		6,555		12	
Engineering	29,625		16		35,378		19		33,751		19		37895		19		31,583		18	
General	31,510		41		30,782		35		26,202		35		21382		35		17,397		33	
Health/Professional Studies	3,269		4		4,386		9		2,964		9		3262		9		1,928		9	
Science	69,874		32		60,833		28		81,601		28		59063		28		46,272		26	
Social Sciences	26,454		35		37,007		34		26,508		34		29339		34		24,365		30	
Electronic Databases*	365,866		20																	
TOTAL REFERENCE:	625,095		276		264,971		223		263,173		224		241,378		223		188,480		211	
TOTAL SERIALS:	1,864,638		4692		1,319,916		4295		1,193,600		4,061		1,036,960		3,912		892,372		3818	

*includes FCLA databases ($91,809)

MEDIA ADDED 1997/98
Videos, Laser Discs, CD-Recordings

Discipline	***Titles***	***Total Cost***
Accounting	3	$285.00
Art	31	$2,854.00
Biology	5	$1,287.00
Civil Engineering	15	$3,408.00
Communications	81	$10,332.00
Communicative Disorders	19	$1,469.00
Computer Science	13	$2,600.00
Economics	1	$137.00
Educational Foundations	39	$4,941.00
Educational Services	83	$8,172.00
English	100	$6,159.00
Exceptional & Physical Education	37	$7,490.00
Film Program	39	$1,831.00
Finance	3	$374.00
Foreign Languages	43	$1,950.00
General	6	$1,090.00
Health	5	$318.00
History	5	$1,750.00
Instructional Programs	14	$2,636.00
Management	32	$10,102.00
Marketing	10	$2,718.00
Mathematics	4	$513.00
Media	174	$13,914.00
Music	1	$208.00
Nursing	63	$12,452.00
Philosophy	8	$866.00
Political Science	15	$2,256.00
Psychology	42	$7,041.00
Reference - Health	1	$55.00
Replacements	14	$249.00
Sociology	19	$2,450.00
Social Work	30	$6,252.00
Statistics	15	$1,180.00
Technical Engineering	2	$3,635.00
Theater	15	$1,593.00
TOTALS	**987**	**$124,567.00**

MEDIA COLLECTION BY TYPE

MEDIA TYPE		1997/98	1996/97	1995/96	1994/95
Audiocassettes					
	AT	768	766	767	769
	ATC	103	105	105	107
	ATE	7	7	7	7
	ATG	229	231	231	234
	ATS	43	43	44	44
	ATX	0	0	42	42
	CAS	577	577	580	580
CD-ROMs					
	LC Call No	77	53	68	0
Compact Discs					
	CDR	858	878	887	900
	LC Call No	526	434	341	
Filmstrips					
	FS	48	18	18	18
	FSS	148	148	149	149
Games					
	GM	4	4	4	5
Multimedia Kits					
		39	39	39	39
Phonograph Records					
	PHR	2451	2460	2522	2534
Pictures					
	PP	4	4	4	4
Slides					
	SLS	152	151	150	238
Transparencies					
	TRP	2	2	2	3
Videodiscs					
	LC Call No	200	198	190	136
Video Recordings					
	LC Call No.	5067	4034	2811	1445
	TOTAL:	11303	10152	8961	7254

Recommendations
Gather and analyze user statistics on various electronic resources; develop user surveys on availability and use of electronic resources. Information to be used to plan content of additional resources and direction of promotion and training programs.

Develop guidelines for selecting web, cd-rom, or print editions of the same resource.

Develop ideas on how to evaluate electronic resources.

Implement special electronic texts access within the department's public area, and provide printed and staff help to full-text access.

Develop cataloging or user access guidelines for web resources.

Expand shelving space for growing video collection, and create a secure collection location with limited circulation (faculty only – one week) for expensive and classroom support media.

Improve workflow for book repair.

Constraints
Lack of standards for electronic publications, various access methods, licensing agreements, and software compatibility problems inhibit the integration of electronic information into library services.

Lack of space inhibits the development of media services such as video viewing rooms for small groups, specialized staff for assistance with CD-rom materials for class support, and booking/reserving videos and other media for class use.

SYSTEMS & TECHNOLOGY
Selma Jaskowski

THE YEAR IN PERSPECTIVE

Summary

The Systems & Technology unit continues to improve accessibility to information for both undergraduate and graduate students by upgrading and expanding the CD ROM LAN, maintaining the Library's web server, providing more databases on more public PCs, and providing PCs on which to learn about the Internet and World-Wide Web. The Library Instruction Classroom was redesigned as an electronic classroom and renovation work was begun in May 1998 for completion in July 1998.

The CD ROM LAN (UCF-FS611) and Administrative LAN (UCF-FS600) were combined on one Compaq ProLiant 5000 server and named UCF-FS610. The Novell operating system for the server was upgraded from 3.1 to 4.11. The Library's web page data was pulled from Pegasus and mounted on an NT server housed in the Library's computer room. A schedule of incremental and full backups of both servers was implemented.

All remaining LUIS terminals were replaced with PCs, including public and tech access. WebLUIS and classic LUIS were made available from all public PCs. All controllers but the one that supports system printing were retired. Two more LUIS PCs were added at Brevard Community College. The Cisco 4700 router was reconfigured to more effectively manage LUIS traffic, providing more reliable Internet access, and the 56K line to NERDC was replaced with a fractional T1 for telecommunications. Seventy-two PCs were installed to replace staff terminals.

Access was expanded on all Electronic Resources PCs on the 2nd floor to EBSCOhost, FirstSearch, DIALOG@CARL, Brittanica, Lexis-Nexis UNIVerse, CARL UnCover, and the ILL Online Request Form. A plan was initiated to put Innopac, the Library's Acquisitions and Serials check-in system, on the Library's network. New Innopac/OCLC interface printers were installed. The Self-Check PC problem in Circulation was resolved. The survey system PC was upgraded, and training was received. Four additional public PCs were installed in Serials and 4 in Reference for electronic access, which also required installing additional electrical outlets. The staff network infrastructure was upgraded to ATM technology to more efficiently support library network traffic. Hardware support was provided to the Sprint Learning Center.

Electronic Dewey software was installed on the CD ROM LAN for use in Cataloging. A web-based ILL form was implemented for the Library's homepage. An OCLC PC for Acquisitions was installed. Access to Innopac from additional PCs in Serials, Reference, and Acquisitions was provided. The CARL UnCover SUMO service was evaluated. OCLC ILL ME, Ariel, and STN Express software were upgraded, and CLIO software replaced SAVEIT for ILL statistics. Staff PCs were migrated to Windows NT.

Staff training was provided for Windows NT and Novell's GroupWise.

Special Accomplishments of Faculty and Staff

Selma Jaskowski was selected to receive the Excellence in Librarianship award. Robert Scott was reclassified from Senior Computer Support Specialist to Senior Computer Programmer/Analyst.

PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

Partnerships have been forged through the Central Florida Library Cooperative, a multitype library cooperative providing resource sharing services among 11 counties in Central Florida and including as members academic, public, special, and school libraries.

STATISTICS

The growth of technology in the Library and the move from mainframe to the client/server environment between 1994 and 1998 are illustrated in the numbers below:

	1997-98	**1994-95**
Public PCs	109	18
Staff PCs	100	59
Public terminals	2*	38
Staff terminals	8**	65
Novell Servers	1***	2
NT Servers	1	--
Staff	3 FTE 1 OPS	2 FTE

* DBCC
** Innopac
*** The Administrative LAN and CD ROM LAN were combined onto one Compaq ProLiant 5000 server.

RECOMMENDATIONS

The Systems & Technology unit is committed to supporting the current and future information technology needs of the staff and patrons of the Library. One of the group's goals is to maintain its own identity while collaborating with Computer Services to sustain the progressive network growth attained over the last several years. As a result, the group is reorganizing to become a more formal entity by adding staff and defining operations within the unit. There is currently a Unit Head, Sr. Computer Programmer/Analyst, two Sr. Computer Support Specialists (as of 7/98), and three student assistants (as of 8/98). The Unit Head has an office in the Administrative suite but the remaining staff share space in the computer room which is almost completely filled with servers, routers, switches, CD ROM towers, supplies, and machines waiting for deployment. As the functions of the group are better defined between hardware and software support, programming and training, staff will be added in each of these areas. Therefore, office space adjacent to the computer room is needed badly to accommodate existing and future staff.

APPENDIX 1

LIBRARY STAFF
As of June 30, 1998

Allen, F.	Administration
Anderson, E.	Reference
Andrews, J.	Col. Dev./Acquisitions
Baker, B.	Administration
Ballard, B.	Reference
Basco, V.	Reference
Bazemore, N.	Reference
Behr, S.	CMC
Beile, P.	Reference
Berado, E.	Serials
Campbell, D.	Interlibrary Loan
Canaday, D.	Interlibrary Loan
Candela, A.	Col. Dev./Acquisitions
Chisholm, J.	Cataloging
Clark, D.	Administration
Cross, D.	Circulation
Daniels, K.	Administration
Day, N.	Serials
Dotson, D.	Reference
Farmer, V	Serials
Fidler, W	Spec. Col./Archives
Gause, R.	Govt. Documents
Girard, J.	Administration
Gladding, M.	Circulation
Grovdahl, E.	Serials/Media
Gurri, K.	Cataloging
Hall, P.	Govt. Documents
Healy, D.	Cataloging
Hidalgo, L.	Administration
Hinshaw, C.	Reference
Hoeppner, A.	Reference
Holler, S.	Access Services
Hudson, P.	Reference
Hunt, I.	QRS
Hyslop, G.	CMC
Jaskowski, S.	Technology
Johnson, J.	Cataloging
Jones, S.	Circulation
Karafotias, L.	Serials
Katz, G.	Access Services
Kenly, R.	Reference
Kibbee, R.	Access Services
Kilman, M.	QRS
Kisby, C.	Online Search Services
Kurrier, M.	Col. Dev./Acquisitions
LaMoreaux, J.	Serials
Lavoie, J.	Serials
Lee, C.	Spec.Col./Archives
Mahan, C.	Reference
Mathews, B.	Circulation
Mattote, D.	Technology
Mauk, J.	Serials
Metz, Y.	Col. Dev./Acquisitions
Monroe, E.	Circulation
Montgomery, K.	Reference
Moon, C. A.	Circulation
Owen, V.	Administration
Piascik, J.	Cataloging
Qualls, P.	Administration
Reynolds, J	Interlibrary Loan
Scharf, M.	Reference
Scott, R.	Technology
Semones, M.	LINE
Shelton, G.	Circulation
Shiffrar, G.	Circulation
Simmons, R.	Circulation
Smith, A.	Cataloging
Snow, M.	Reference/ILL
Sobey, L.	Cataloging
Spyers-Duran, P.	Reference
Stahley, M.	UCF Brevard
Stephens, N.	Reference
Sutton, L.	Cataloging
Swaim, J.	Administration
Tiberii, P.	Interlibrary Loan
Toce, J.	CMC
Tyler, W.	Interlibrary Loan
Valente, A.	Col. Dev./Acquisitions
Von Jares, A.	Gifts and Exchange
Ward, J.	Serials
Weatherford, D.	Serials
Webb, J.	Reference/ILL
Wilson, R.	Circulation
Winship, A.	Reference
Zhang, Y.	Reference

APPENDIX 2
STATISTICAL SUMMARY 1997-98

BOUND VOLUMES	OWN 6/30/97	ADDED	DELETED	OWN 6/30/98
Main Library	790,672	45,335	1,916	834,091
Brevard	14,453	3,296	10	17,739
Daytona	6,744	1,909	0	8,653
Curriculum Materials Center	23,737	1,438	1,734	23,441
Florida Solar Energy Center	10,592*	357	96	10,853
TOTAL VOLUMES	**846,198***	**52,335**	**3,756**	**894,777**
TITLE COUNT (PRINT)				
TOTAL	**730,616**	**55,804**	**0**	**786,420**
FSEC REPORTS				
Cataloged	9,035	103	0	9,138
Uncataloged	5,058	0	0	5,058
TOTAL FSEC REPORTS	**14,093**	103	0	**14,196**
MICROFORMS				
Microfilm				
Main Library	53,308	1,262	0	54,570
FSEC	1	0	0	1
Microfiche				
Main Library	996,339	21,919	0	1,018,258
FSEC	56,464	51	0	56,516
U.S. GOVERNMENT DOCUMENTS				
Hard Copy	253,370	6,191	2,565	256,996
Microfiche	911,189	25,500	3,930	932,759
Electronic	1,840	782	265	2,357
U.S. Patents (Microfilm)	6,054	1,338	0	6,054
Maps	3,472	91	421	3,142
FLORIDA GOVERNMENT DOCUMENTS	36,474	3,950	7,140	33,284
SERIAL TITLES				
Periodicals				
Main Library	4,069	643	0	4,712
Electronic only	28	587	0	615
BCC	215	3	0	218
DBCC	131	14	0	145
FSEC	354	27	187	194
Standing Orders	1,619	198	0	1,817
TOTAL ACTIVE TITLES	**6,416**	**1,472**	**187**	**7,701**
TOTAL INACTIVE TITLES	**4,196**	**60**	**0**	**4,256**

***** Corrected figures

MEDIA/ELECTRONIC	OWN 6/30/97	ADDED 1997/98	DELETED 1997/98	OWN 6/30/98
Main				
CD-ROMs	918	42	0	960
Cassettes/Audio tapes	2,167	15	0	2,182
Compact discs	1,573	86	0	1,659
Filmstrips	595	0	0	595
Games	4	0	0	4
Media kits	43	0	0	43
Phonograph records	2,407	19	0	2,426
Pictures	10	0	0	10
Slides	151	0	0	151
Transparencies	2	0	0	2
Video Recordings	4,173	1,259	0	5,432
Laserdiscs 12”	196	2	0	198
Total - Main	**12,239**	**1423**	0	**13,662**
CMC (Curriculum Materials Center)				
Software	526	10	0	536
Kit	502	0	0	502
Filmstrip	399	0	0	399
Cassettes/Audio tapes	357	7	0	364
Video Recordings	399	103	0	502
Motion picture	79	0	0	79
Compact discs	250	0	0	250
Slides	1	0	0	1
Maps	18	0	0	18
Transparencies	15	0	0	15
Multi media	40	46	0	86
Model	9	0	0	9
Realia	7	0	0	7
Phonograph records	1,045	3	0	1,048
Games	0	6	0	6
CD-ROMS	0	18	0	18
Total - CMC	**3,647**	**193**	**0**	**3,840**
FSEC Florida Solar Energy Center				
Cassettes	30	7	0	37
Films	10	0	0	10
Slides	7,472	0	0	7,472
Video Recordings	140	21	0	161
Total - FSEC	**7,652**	**28**	**0**	**7,680**
TOTAL	**23,605**	**2,211**	**0**	**25,816**

APPENDIX 3
COST OF CONTINUATIONS IN RELATION TO TOTAL BOOK OCO

YEAR	E & G State/ Lottery Funding	Disbursed for Continuations (Serials, Binding, Standing Orders)	% Spent on Continuations	Available for Monographs	Disbursed for Monographs	Funds from other Sources
1988/89	1,457,372	[1] 1,009,925	69.3	447,447	[1] 527,323	[3] 82,872
1989/90	1,553,579	[2] 1,324,779	85.3	228,600	[2] 1,650,098	[4] 1,444,791
1990/91	1,892,283	1,267,779	67.0	624,504	664,107	[5] 39,603
1991/92	1,292,750	1,250,052	96.7	42,698	755,071	[6] 712,373
1992/93	1,055,138	1,390,216	131.8	0	274,029	[7] 609,107
1993/94	1,231,494	1,202,454	97.6	29,040	692,549	[8] 663,509
1994/95	2,961,176	1,415,061	47.8	1,546,115	1,616,954	[9] 21,400
1995/96	2,981,770	1,759,883	59.0	1,221,887	1,483,135	[10] 238,183
1996/97	3,108,297	1,895,820	60.9	1,212,477	1,424,777	[11] 261,736
1997/98	4,191,881	2,415,035	58	1,776,846	2,266,661	[12] 543,853

Note 1: FY 1988/89 does not reflect $ 22,315 Book OCO $ spent on Solinet Cataloging Costs

Note 2: FY 1989/90 does not reflect $ 23,493 Book OCO $ spent on Solinet Cataloging Costs

Note 3:

$ 75,000	University Funding
6,407	Engineering College contribution
1,465	Aids Project Funding (Charge to Aids/Dept Acct)

Note 4:

$ 750,000 + 670,151 = $1,420,151	SUS Spc Grad + Library Funding
20,639	University Funding
4,001	University Funding

Note 5:

$ 3,786	Film Program
3,877	Library Expense (Charge to Library Expense)
4,001	University Funding
31,940	Library Equipment OCO (Charge to Library OCO)

Note 6:

$ 609,975	University I&R and Library Conversion Funding
42,896	Library E&G OCO Funds (Charge to Library E&G)
30,024	Library I&R Expense (Charge to Univ I&R Acct)
19,210	Library Expense (Charge to Library Expense)
10,026	Library Line/Aux (Charge to Line Account)
500	Film Program
247	Library Concession Expense (Charge to Lib Concession)
75	Nursing Department

Note 7:

$ 250,000	Academic Affairs/I&R Reserves
23,600	Library OPS Conversation
295,507	Library Salary Conversion
39,119	Library Expense Funds
500	Film Program
381	AHEC Nursing

Note 8:

$ 250,000	Academic Affairs/I&R Reserves
84,163	SUS Tech Spcp
193,774	Library Salary Conversion
14,075	Library OPS Conversion
9,500	Library Expense Conversion
7,784	Library Equipment OCO (Charge to Library OCO)
1,249	Library Line/Aux (Charge to Line Account)
22,964	Library Expense (Charge to Library Expense)
10,000	Sponsored Research Funds (Charge to Library DSR Overhead)
70,000	Luis Databases (Pd by FCLA)

Note 9:

$15,000	FCLA
1,674	English Department
800	Canadian Studies Grant
86	Library Concession Expense (Change to Lib Concession)
3,840	Library Expense (Change to Library Expense)

Note 10:

$ 5,000	Biological Sciences Department (Transfer to Book OCO)
123,551	Library Salary Conversion (to Book OCO)
84,027	Library OCO Funds (Charge to Library E & G)
6,312	Library LINE/Auxiliary Equipment OCO (Charge to LINE Account)
750	Arts & Sciences Department (Transfer to Book OCO)
18,543	Library/CMC Equipment OCO Funds

Note 11:

$ 150,000	Library Salary Conversion (to Book OCO)
62,300	E & G Reserve Conversion (to Book OCO)
22,692	Library Book OCO Funds Recoveries
26,744	Library/CMC Equipment OCO Funds

Note 12

$ 14,531	OCO Reallocation 11/26/97
13,000	Spanish Program Transfer*
10,000	Sponsored Research Transfer*
31,038	Book OCO Recoveries*
343,284	Lapsed Salary Monies
132,000	Reserve Money Conversion
543,853	(Total)
*Negative expenses, not budget transfers	
489,815	Net budget impact

APPENDIX 4

FINANCIAL PROFILE (*Expenditures*)

	1994-1995	1995-1996	1996-1997	1997-1998
SALARIES	$ 2,259,477	$ 2,497,714	$ 2,790,592	$ 2,904,608
OPS	260,643	305,499	338,889	402,503
EXPENSE	341,209	326,821	451,799	617,979
OCO	196,746	257,595	298,107	225,644
BOOK OCO	3,028,175[A]	3,243,019[B]	3,370,033[C]	4,681,696[D]
LIBRARY TOTAL	$ 6,086,250	$ 6,630,648	$ 7,249,420	$ 8,832,430

A. 1994-1995 Book OCO includes $544,188 Lottery and $67,000 university support. Additionally, the library utilized $3,840 Library Expense funds, $86 concession funds, and received $800 Canadian Studies Grant and $1,674 English Department Support funds.

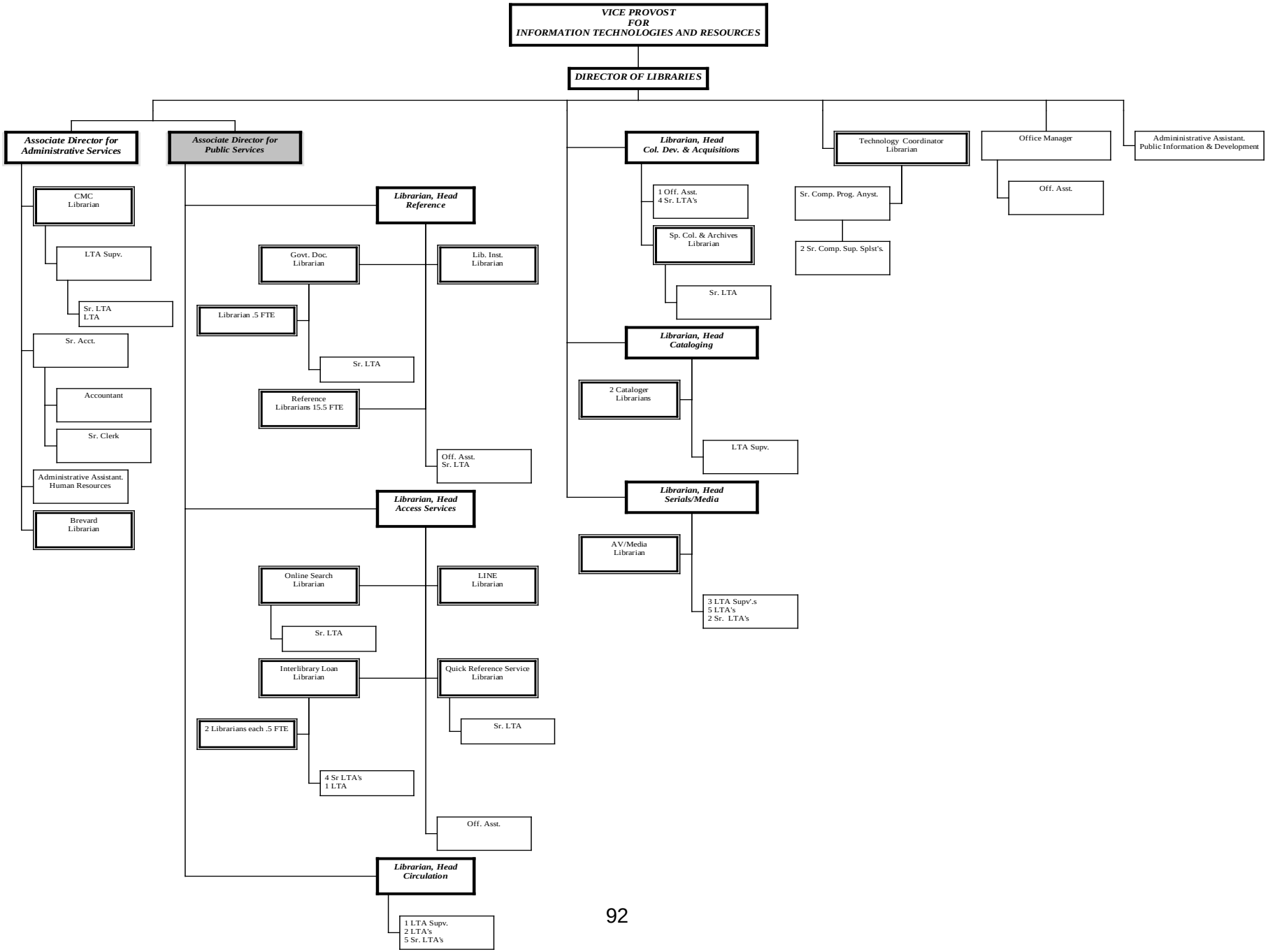
B. 1995-1996 Book OCO includes $123,551 library conversion of Salary Funds, $18,543 Library CMC Equipment OCO, $84,027 Library General Equipment OCO, $6,312 Library and Line Auxiliary funds. The library received $750 Arts & Sciences and $5,000 Biology/Sciences support funds.

C. 1996-1997 Book OCO includes $150,000 Library Salary Conversion funds, $62, 300 E & G Reserve Conversion funds, $22,692 Library Book OCO Funds Recoveries, and $26,744 Library/CMC Equipment OCO Funds.

D. 1997/98 Book OCO sources of funds include: $3,590,181 initial E&G, $601,700 BOR allocation, $14,531 internal OCO reallocation, $13,000 transfer from Spanish Program, $10,000 transfer from Office of Sponsored Research, $31,038 Book OCO Recoveries ($13,682 in book replacement plus $17,356 in thesis reimbursement), $343,284 in lapsed salary monies, and $132,000 in reserve money conversion. This total exceeds budget due to fact that transfers from Spanish program and Sponsored Research and recoveries were accounted as negative expenses (offsets to expenses, not budget transfers).

ORGANIZATION CHART - UCF LIBRARIES

As of June 30, 1998



LIBRARY ADVISORY COMMITTEE 1997-1998
(Reporting Committee, Consitiution Section 3.10.12)

Member	College/Program	Term
Dr. Richard Crepeau	A&S History	1997-2000
Dr. John Schell	A&S, English	1996-1998
Dr. Edward Rinalducci	A&S, Psychology	1997-1999
Dr. Stanley Atkinson	BUS, Finance	1997-1998
Dr. Larry Hudson	EDU, Instructional Programs	1997-1999
Dr. Paul Hartman	ENG, Civil and Environmental	1997-2000
Dr. Evan Berman	HPA, Public Administration	1997-1999
Dr. Kathryn Seidel	Dean, College of Arts & Sciences Deans' Representative	1997-1998
Dr. Lyman Brodie	Chair, A&S, Music Chair of the Council of Chairs	1997-1998
Mr. Barry Baker	Director of Library	Ex-officio
Ms. Carole Hinshaw	Library Senator	1997-1998
Courtney Julian	Undergraduate Student Representative	1997-1998
Richard V. Godsell	Graduate Student Representative	1997-1998