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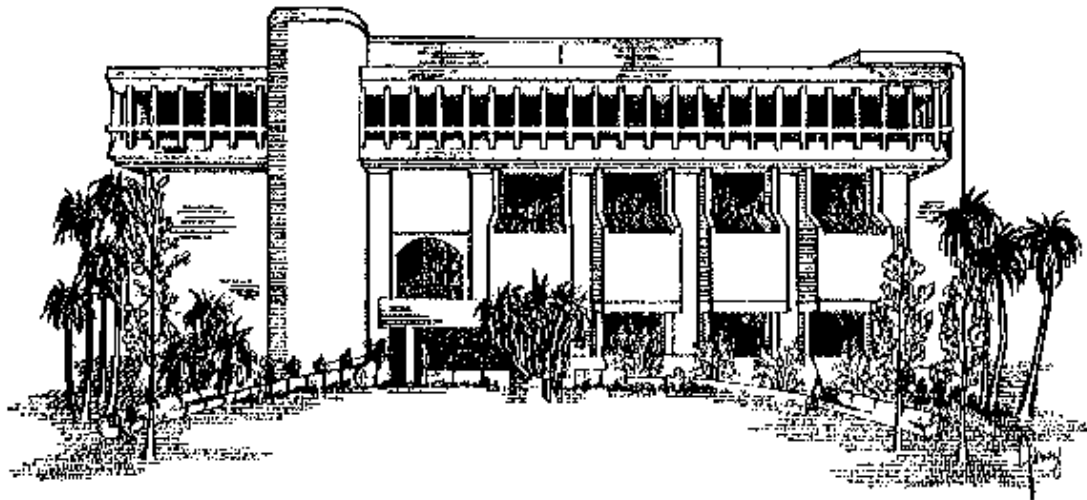
ANNUAL REPORT
2000-2001

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Joel Hartman — Vice Provost for Information Technologies and Resources

Barry Baker — Director of Libraries
Carmen Milbuta — Administrative Assistant

Fran Lubell — Development Officer
Alanna Paris — Office Assistant

Library Systems & Technology

Selma Jaskowski, Head — Library Systems & Technology
- **Raynette Kibbee** — Office Assistant
- **Greg McCoy** — Coord. Comp. Aps. -Network Mgr.
  - **Joel Lavoie** — Coord. Comp. Aps. -Network Spec.
  - **Dave Hovanec** — Computer Supt. Analyst
  - **Scott Milbuta** — Comp. Supt. Analyst
- **Athena Hoeppner** — Electronic Resources Librarian
- Sr. Comp. Prog. Analyst

Library Technical Services Departments

Joseph Andrews, Head — Collection Management
- **Andrea Von Jares** — Office Assistant
- **Chang Lee** — Archives Librarian
- **Rebecca Hammond** — LTA
- **Ellen Anderson** — Special Collections Librarian
- **Bill Fidler** — Sr. LTA

Linda Sutton, Head — Cataloging
- **Reynaldo Parulan** — Office Assistant
- **Jeanne Piascik** — Librarian
- **Kimberly Montgomery** — Librarian
- **Eda Correa** — Librarian
- **Lyn Karafotias** — Librarian
- **Linda Sobey** — LTA Supv.
  - **Leticia Abulencia** — Sr. LTA
  - **Jean Chisholm** — Sr. LTA
  - **Jorge Santiago** — Sr. LTA
  - **David Healy** — Sr. LTA
  - **Jacqui Johnson** — Sr. LTA
  - **Alice Crist** — LTA

Jeannette Ward, Head — Acquisitions
- **Ann Valente** — LTA Supv.
  - **Joe Bizon** — Sr. LTA
  - **Tatyana Leonova** — Sr. LTA
- **Debbie Weatherford** — LTA Supv.
  - **Susan MacDuffee** — Sr. LTA
  - **Katie Kirwan** — Sr. LTA
- **Tina Candela** — LTA Supv.
  - **Mary Barrette** — Sr. LTA
  - **Randy Satterfield** — Sr. LTA
  - **Elena Beredo** — Sr. LTA
  - **Michael Sims** — Sr. LTA
  - **Jamie LaMoreaux** — Sr. LTA

Meg Scharf — Associate Director for Public Services

Roger Simmons, Head — Library Circulation Services
- **Andrea Dufault** — Sr. LTA
- **Kristy Black** — Sr. LTA
- **Gary Shiffrar** — Sr. LTA
- **Robyn Simpson** — Sr. LTA
- **Stacey Allen** — Sr. LTA
- **Gloria Coney** — Sr. LTA
- **Shidro Jones** — LTA Supv.
  - **Megan Humphries** — LTA
  - **Stephen Efrird** — LTA
  - **Mary Lee Gladding-Swann** — Sr. LTA
  - **Jim Mauk** — Sr. LTA
  - **Jon Hanie** — LTA
  - **Joe Ayoub** — LTA
  - **Valeska Gary** — LTA
  - **Christie Stylander** — Sr. LTA

Jennifer Block, Head — Interlibrary Loan & Doc. Del. Srvs.
- **Marilyn Snow** — Librarian
- **Jack Web** — Librarian
- **Deirdre Campbell** — Sr. LTA
- **Joan Reynolds** — Sr. LTA
- **Patricia Tiberii** — Sr. LTA
- **Winnie Tyler** — Sr. LTA
- **Debbie Canaday** — LTA

Carole Hinshaw, Head — Library Reference Services
- Office Manager
- **Carol Ann Moon** — Sr. LTA
- **Meredith Semones** — LINE Librarian
- **Jennifer Schock** — Sr. LTA
- **Marcus Kilman** — Ask-A-Librarian Librarian
- **Brian Mathews** — Sr. LTA
- **Donna Goda** — Librarian
- **Patricia Kenly** — Librarian
- **Cheryl Mahan** — Librarian
- **Ying Zhang** — Librarian
- **Richard Harrison** — Librarian
- **Hal Mendelsohn** — Librarian
- Librarian
- **Rich Gause** — Gov't. Documents Librarian
- **Patricia Hall** — Sr. LTA
- **Linda Colding** — Library Instruction Librarian
- **Ven Basco** — Librarian
- **Phyllis Hudson** — Librarian Phased Ret. OPS
- **Elizabeth Killingsworth** — Librarian
- **Peter Spyers-Duran** — Librarian
- **Terrie Sypolt** — Librarian
- **Amy Gonzalez** — Librarian
- Librarian

Frank Allen — Associate Director for Administrative Services

Mem Stahley — Ass't Dir. Academic Sup. Serv's Brevard Librarian
- **Allison King** — Librarian
- Librarian

Penny Beile, Head — Curriculum Materials Center
- **Jackie Toce** — LTA Supv.
- **Pamela Jaggernauth** — Sr. LTA
- **Anna Hedstrom** — Sr. LTA

Cynthia Kisby — Personnel Librarian
- **Sue Creighton** — Office Manager

Janet Girard — Library Sr. Accounting Officer
- **Pauline Strickland** — Sr. Fiscal Assistant
- **Diane Clark** — Accountant
- **Tim Ryan** — Sr. Clerk
- **Kerry Wilson** — Office Assistant

Leticia Abulencia	-	Cataloging	Allison King	-	UCF/Brevard
Frank Allen	-	Administration	Katie Kirwan	-	Binding
Ellen Anderson	-	Special Collections	Cynthia Kisby	-	Administration
Joseph Andrews	-	Collection Management	Jamie LaMoreaux	-	Acquisitions Services
Joseph Ayoub	-	Periodicals/AV	Joel Lavoie	-	Systems & Technology
Barry Baker	-	Administration	Chang Lee	-	Spec. Coll./Archives
Mary Barrette	-	Acquisitions Services	Tatyana Leonova	-	Acquisitions Services
Ven Basco	-	Reference Services	Francia Lubell	-	Administration
Penny Beile	-	CMC	Susan MacDuffee	-	CMC
Elena Beredo	-	Acquisitions Services	Cheryl Mahan	-	Reference Services
Joseph Bizon	-	Periodicals/AV	Brian Mathews	-	Reference Services
Kristy Black	-	Circulation Services	James Mauk	-	Periodicals/AV
Jennifer Block	-	Interlibrary Loan	Hal Mendelsohn	-	Reference Services
Deirdre Campbell	-	Interlibrary Loan	Carmen Milbuta	-	Administration
Deborah Canaday	-	Interlibrary Loan	Scott Milbuta	-	Systems & Technology
Tina Candela	-	Acquisitions Services	Gregory McCoy	-	Systems & Technology
Jean Chisholm	-	Cataloging	Kimberly Montgomery	-	Cataloging
Diane Clark	-	Administration	Carol Ann Moon	-	Reference Services
Linda Colding	-	Reference Services	Alanna Paris	-	Administration
Gloria Coney	-	Circulation Services	Reynaldo Parulan	-	Cataloging
Eda Correa	-	Cataloging	Jeanne Piascik	-	Cataloging
Debbie Cross	-	Circulation Services	Joan Reynolds	-	Interlibrary Loan
Andrea Dufault	-	Circulation Services	Tim Ryan	-	Administration
Stephen Efird	-	Circulation Services	Jorge Santiago	-	Cataloging
William Fidler	-	Special Collections	Randy Satterfield	-	Acquisitions Services
Valeska Gary	-	Circulation Services	Meg Scharf	-	Administration
Richard Gause	-	Government Documents	Jennifer Schock	-	LINE
Janet Girard	-	Administration	Meredith Semones	-	LINE
Mary Gladding	-	Circulation Services	Gary Shiffrar	-	Circulation Services
Donna Goda	-	Reference Services	Robyn Simpson	-	Circulation Services
Amy Gonzalez	-	Reference Services	Roger Simmons	-	Circulation Services
Nancy Grossman	-	UCF/Brevard	Michael Sims	-	Acquisitions Services
Patricia Hall	-	Government Documents	Alice Smith	-	Cataloging
Rebecca Hammond	-	Special Collections	Marilyn Snow	-	Interlibrary Loan
Jonathan Hanie	-	Periodicals/AV	Linda Sobey	-	Cataloging
Richard Harrison	-	Reference Services	Peter Spyers-Duran II	-	Reference Services
David Healy	-	Cataloging	Mem Stahley	-	UCF/Brevard
Anna Hedstrom	-	CMC	Nancy Stephens	-	Reference Services
Carole Hinshaw	-	Reference Services	Pauline Strickland	-	Administration
Athena Hoeppner	-	Systems & Technology	Christa Stylander	-	Administration
David Hovanec	-	Systems & Technology	Linda Sutton	-	Cataloging
Phyllis Hudson	-	Reference Services	Terrie Sypolt	-	Reference Services
Megan Humphries	-	Circulation Services	Pat Tiberii	-	Interlibrary Loan
Pamela Jaggernauth	-	CMC	Jackie Toce	-	CMC
Selma Jaskowski	-	Systems & Technology	Winnie Tyler	-	Interlibrary Loan
Jacqui Johnson	-	Cataloging	Ann Valente	-	Acquisitions Services
Shidro Jones	-	Circulation Services	Andrea Von Jares	-	Collection Management
Lyn Karafotias	-	Cataloging	Jeannette Ward	-	Acquisitions Services
Patricia Kenly	-	Reference Services	Debbie Weatherford	-	Binding
Raynette Kibbee	-	Systems & Technology	Jack Webb	-	Cataloging/ILL
Elizabeth Killingsworth	-	Reference Services	Kerry Wilson	-	Administration
Marcus Kilman II	-	UCF/Brevard	Ying Zhang	-	Reference Services

*As of June 30, 2001

The Library continued to expand access to electronic resources such as electronic journals and monographs, databases and reference sources, which are available to the UCF community regardless of location. The Library currently subscribes to 9,293 periodical, of which 3,451 are available electronically.

The Library also acquired over 15,000 electronic monographs through netLibrary and 992 from other sources. Plans are underway for the purchase of additional electronic monographs from netLibrary.

The Library benefited from the consortial purchase of electronic resources through the SUS, ASERL and SOLINET. Over $860,000 was spent on electronic resources, up from $437,000 spent last year. Many additional electronic resources were made available through FCLA and DLLI funded purchases. These resources enable the Library to provide access to its collection for distance learners and students at the University's expanding community college partnership campuses.

Library users downloaded over 317,751 full-text articles from EBSCOhost, an increase of 53% over the 207,500 full-text articles downloaded last year.

For the fourth year, a significant increase in funds for library materials from the Board of Regents, support from the University administration, and internally redirected funds resulted in the acquisition of more print and electronic resources. The print collection now contains 1,073,404 volumes, not including government documents, as 57,489 volumes were added to the collection. The overall print collection now contains 1,378,025 volumes.

The Library's collections continued to be heavily used. Overall circulation statistics were up by 6.6% as use of the collection increased from 404,677 to 431,658 items circulated. Items circulated to faculty were up 6%, graduate students 11%, and undergraduate students 3%.

Circulation of laptop computers increased throughout the year as students used them mostly for Internet access, class assignments and e-mail. A printer dedicated to laptop printing was installed on the third floor.

Construction was completed on the library entryway project shortly before the beginning of the fall 2000 semester, resulting in an exciting new look for the library entrance, including a new circulation desk. This was made possible by a donation from the Chesley G. Magruder Foundation.

Several other construction projects were completed providing needed office space for the Reference Services, Systems & Technology, and Cataloging Departments.

New counter height shelving for newspapers was installed creating an open, more inviting look for that area on the third floor.

The increased rate of growth in the general collection stacks quickly filled up shelves in many areas. Major shifting projects are planned.

Traditional services such as reference desk service, library instruction, and Personalized Electronic Research Consultation (PERC) experienced substantial growth during the year. The Ask A Librarian service was also useful to faculty and students who needed technical support and advice.

The Library Instruction Program had a significant increase as the number of library instruction classes grew by 16% reaching 8,933 students or 23% of the student population. When other parts of the Library Instruction Program are included, a total of 12,946 students was reached by library instruction. That's 39% of the student population.

The Librarians On Location program was started during the year. Reference librarians with laptop computers advised students and faculty about library services and conducted research consultations in the College of Health and Public Affairs, the College of Engineering and Computer Science, and in the Classroom Building I.

The Ask A Librarian service provided telephone, e-mail, and Web-enabled information assistance to 7,691 users, providing reference services to off-campus students and faculty. Chat services were investigated including several weeks of "live" trials. It is anticipated that a chat service will be added next fiscal year.

Library faculty continued to participate in the Faculty Center for Teaching and Learning's Winter and Summer Institutes, International Faculty Summer and Winter Institutes, and New Faculty and Graduate Teaching Assistant Orientations.

The Library acquired a Minolta PS7000 planetary scanner that allows the Interlibrary Loan/Document Delivery Services Department to scan the majority of articles supplied to other libraries directly into *Ariel* without prior photocopying. The time needed to supply articles was reduced by 50% and the quality of scanned articles is superior to photocopied articles. The scanner is also used to digitize titles in the collection as part of the Florida Heritage Project.

The Systems & Technology Department assumed responsibility for the Sprint Learning Center (Room 235C) from Computer Services. All PCs in both electronic classrooms were upgraded, as were PCs in the Electronic Reference Area and the area between the

circulation and reference desks. In addition, sixty-two new PCs were installed to replace older staff PCs.

Several collection reviews were prepared during the year for proposed new programs: Ph.D. in Chemistry, B.S. in Actuarial Science, M.Ed. in Early Childhood Education, and M.S. and Ph.D. in Simulation Science.

The Curriculum Materials Center (CMC) added hundreds of Spanish language books to the children's and young adult literature collection. The collection of Florida approved textbooks and instructional software was expanded and strengthened.

Processing began on two important collections: The Thomas and Georgine Mickler Floridana Collection and the Sol and Sadie Malkoff Book Arts Collection.

Dr. Trevor Colbourn, the University's second president, donated a significant collection of books from his personal collection. Over 1,200 books have been donated – mainly in the area of American and Colonial history – with more to come.

Works of art from the Bryant West Indies Collection, the Latin American Art Collection, and the general art collection were inventoried and cataloged in Special Collections. An important collection of archeological artifacts from the Bryant West Indies Collection was inventoried and cataloged.

Special Collections also began processing several important archival collections: the Archimedes Patti papers and the George Stuart papers.

Facilitated by the CMC working with the College of Education faculty, the Library acquired an important collection of oral histories: The Educators' Oral History Collection. This is a collection of interviews of Florida educators conducted by students in the College of Education.

Four librarians (Penny Beile, Donna Goda, Cheryl Mahan, and Jeannette Ward) participated in the American Library Association's Free Pass program to attend the Guadalajara International Book Fair. While several hundred books primarily from Latin America, including Cuba, Belize, and the Dominican Republic were purchased, an important part of the fair is contact with many Central and South American vendors and publishers to facilitate acquisition of Latin American materials.

The Cataloging Department cataloged 78,616 titles during the year, an increase of 67%. Of that total, 24,399 were outsourced and 10,971 were netLibrary records.

The Cataloging and Systems & Technology Departments worked together to develop a new titles list, containing the new titles added to the Library's collection. This is accessible from the Library's Web site.

A visiting library faculty position was established to serve the UCF Southern Regional Campuses (Cocoa, Palm Bay, Melbourne with Brevard Community College and an Osceola site with Valencia Community College).

A staff development program was implemented for all library staff and faculty. Over 60 staff development programs were provided during the year. 86% of library staff and faculty attended the *ABCs of Diversity* workshops. The Library's goal is 100% participation in this important workshop.

Cynthia Kisby became the Library's first Personnel Librarian in September.

During the year, Amy Gonzalez, Richard Harrison, Hal Mendelsohn, and Terrie Sypolt joined the library faculty as reference librarians.

Penny Beile was promoted to Associate University Librarian and Donna Goda was promoted to Assistant University Librarian.

The search for Head, Reference Services Department, was successfully concluded with the appointment of Carole Hinshaw.

Peter Sypers-Duran created the *UCF Patent Tutorial*, which received recognition from the patent library community and was published at patentcafe.com, the leading Internet portal for patent information.

Work on the selection of a new library management system for the SUS libraries continued with several library faculty participating on several functional committees. Late in the year, the state community college libraries joined this effort.

With 60% of library staff contributing to the Florida State Employees' Charitable Campaign, the Library exceeded the universitywide participation rate. This year's effort raised over $5,000 surpassing the previous year's total by 40%.

The Library is very fortunate to have an exceptional staff and faculty. Their accomplishments make up this report. Thanks for an outstanding year!

Prepared by Barry B. Baker
Director of Libraries

HIGHLIGHTS OF THE YEAR IN RETROSPECT

❖ *Library resources allocation*

	2000/2001	1999/2000
Monographic purchases (firm order and approval):	$2,259,730	$2,513,770
Subscriptions and standing orders:	2,550,940	2,221,960
Electronic access	860,170	437,290
Total Allocation	$5,670,840	$5,173,020

The increase of $497,820 over previous year's allocation allowed the Library to provide additional access to electronic resources and cover the increased costs of subscriptions and electronic renewals without reducing the amount allocated to building the Library's monographic collection.

❖ *Selected use in electronic access:*

EBSCOhost: Full-Text Articles

July 2000-April 2001	July 1999-April 2000	July 1998-April 1999
270,032	172,023	96,187

MUSE Titles: Articles

July 2000-March 2001	July 1999-March 2000
2,880	637

American Chemical Society Journals: Articles

July 2000-March 2001	July 1999-March 2000
3,142	1,841

❖ *Gifts and Exchange:*
- Over 3,215 items received as gifts were added to the collection (48% increase). These included some items from large gifts such as Donnelly, Mickler, Patti (new) and Colbourn (new).
- A periodicals collection was started for the Curriculum Materials Center; 15 titles selected and ordered.
- Preservation Unit developed workflow procedures and worked with the commercial binder to establish a two-week cycle for periodical binding instead of the previous four-week cycle.

DEPARTMENTAL GOALS FOR THE YEAR

2000/2001 Goals:
❖ Continue investigating and developing workflow procedures and technology to improve acquisitions functions.

- Duplication has been drastically reduced. Methods include: entering bibliographic record for all gifts added and all monographs received on a series or standing order; screening prepublication requests; training staff on attention to detail when creating orders, monitoring approval duplications, and informing approval vendor of problems and duplications

Acquisitions Services, Approval Books, L to R: Jeannette Ward, Department Head; Mary Barrette, Sr. LTA

Worked with Cataloging staff to improve communication, especially with flagging items as added copies, proper locations and replacement copies.
- With Systems & Technology staff, developed method to output Innopac order files so that orders can be faxed or e-mailed.
- Reviewed monographic vendors used, decided on using just one vendor as a second source and negotiated a discount increase from 13.5% to 17.5%.
- Cooperatively worked with library accounting staff to increase use of purchase card to more effectively serve the needs of library patrons by getting reserve, reference, and special order materials received with greater efficiency.
- Developed printed materials and ongoing training sessions for collection development librarians to understand and more effectively use the Innopac system.
❖ Review, fill gaps, reactivate and start new standing orders.
- Identified and reactivated over 18 standing order titles that had lapsed (publisher/vendor changed, title change, etc)
- Started 75 new standing orders.

❖ Continue to integrate the two staffs (Serials and Acquisitions) into a more cohesive department by reorganizing job responsibilities, sharing and informing all staff of each individual's responsibilities.

❖ Study and prepare the Acquisitions workflow and systems for a move to an integrated library management system.

2001/2002 Goals:

❖ Continue investigating and developing workflow procedures and technology to improve acquisitions functions.

❖ Continue standing order review.

❖ Develop a procedure/workflow for making a second effort to get materials reported out of print.

❖ Expand credit card purchases to expedite receipt of needed materials.

❖ Study and prepare the Acquisitions workflow and systems for a move to an integrated library management system

CHANGES IN STAFFING

Michael Sims was promoted to Senior LTA, Gifts and Exchange, in September 2000. He resigned in June 2001 to pursue full-time graduate study at Duke University

Elena Beredo was promoted from LTA, Binding, to Senior LTA, Acquisitions Ordering.

Susan MacDuffee became Senior LTA, Binding.

Tina Candela's position was changed from Office Assistant to LTA Supervisor, November 2000.

Tatyana Leonova was hired as LTA, Periodicals, November 2000.

ADVANCEMENT TOWARD THE PRESIDENT'S FIVE GOALS

❖ ***Provide international focus to our curricula and research programs***
Four librarians participated in the American Library Association funded Free Pass program to the Guadalajara International Book Fair. Contact with many Central and South American as well as European publishers was made. Presses were identified in many Latin American countries where book marketing and distribution is underdeveloped. Over 350 books from Latin America including Cuba, Belize, and Dominican Republic were purchased.

❖ ***Become more inclusive and diverse***
Encouraged attendance and participation in University's diversity programs.

ACCOMPLISHMENTS OF FACULTY AND STAFF

Jeannette Ward:
- Participated in the SUS Libraries (and Community Colleges) New Library Management System Committee to select and implement a statewide library management system to better serve our students and faculty.
- Presented program at Southeastern Library Association (SELA) Conference.
- Member of SELA Staff Development Committee, as such participated in its Leadership Workshop.
- Library Committees:
  Evaluation Committee, Chair
  Technology Advisory Group

Mary Barrette:
- Director's Advisory Group
- *ABCs of Diversity* (fall 2000)
- *Reach for the Stars* (March 2001)
- *Career Track* (January 2001)
- Web Training

Tina Candela:
- Completed *Exploring Service Standards* (August 2000)
- *ABCs of Diversity* (fall 2000)
- Search Committee for Head, Reference Services (fall 2000)
- *Leadership Excellence Series* (December 2000)
- *Advanced Word* (December 2000)
- *Reach for the Stars* (April 2001)
- Phasing Card Training (May 2001)

Katie Kirwan:
- *Supervisory Skills Series* (January – April 2001)
- Paraprofessional Workshop at IRCC (May 2001)
- Director's Advisory Group
- Library's Relay for Life Team

Jamie LaMoreaux:
- Staff Council Committees:
  Special Events
  Employee of the Month
  Election
- *Supervisory Skills Series*
- Attended/volunteered at FLA
- Library's Relay for Life Team
- Director's Advisory Group

Tatyana Leonova:
- *ABCs of Diversity*

Susan MacDuffee:
- Five-Year Service Award
- *Examining Service Standards* (August 2000)
- *Accent on Excellence* (February – March 2001)
- FLA, Kissimmee (April 2001)
- *Supervisory Skills Series* (May – August 2001)

Ann Valente:
- *Supervisory Skills Series* (Completed January 2001)
- *ABCs of Diversity* (fall 2000)
- *Reach for the Stars* (March 2001)
- *Leadership Excellence Series*

Debbie Weatherford:
- Library's Relay for Life Team

Acquisitions Services staff attended over 40 Library training seminars, workshops, and discussion sessions offered by the library's staff development program.

STATISTICS

Acquisitions Services
TABLE 1
FIVE-YEAR SUMMARY

	2000/01	1999/00*	1998/99	1997/98	1996/97
ITEMS RECEIVED					
Approvals	25,683	27,137			
Firm Orders	19,365	17,732			
Gifts	3,215	2,168			
Standing Orders	4,548	4,257			
TOTAL	52,811	51,294			
BOUND PERIODICALS	8,893	9,875	5,796	6,559	6,549
MICROFORMS					
Film	935	2,118	899	1,262	746
Fiche	91,209	54,207	19,654	21,919	21,772
PERIODICALS/SERIALS					
Main	*4,716*	*4,624*	*4,504*	*4,375*	*4,030*
CMC	*13*				
Brevard	*238*	*238*	*234*	*218*	*215*
Daytona	*145*	*145*	*145*	*145*	*131*
Current Periodical Subscriptions	5,112	5,007	4,883	4,738	4,376
Newspapers	39	41	41	41	39
Serials	208	264	256	247	198
CD-ROMs	5	7	15	29	28
E-Databases	274	52	33	20	
E-Journals	*(3451)*	*(2950)*	*(1474)*	*(948)*	
print+	*(1377)*	*(946)*	*(648)*	*(333)*	
e-only	2,074	2,004	826	615	
Total Active Subscriptions	7,712	7,375	6,054	5,690	4,641
Ceased/Closed Periodicals	4,545	4,467	4,375	4,256	4,196
Total Periodical Titles	**12,257**	**11,842**	**10,429**	**9,946**	**8,837**

*Counts previous to 1999/00 reflect only items received in former Serials Department

Acquisitions Services
CHART 1

Expenditures 2000-01
$5,670,840

Standing Orders
$364,094
6%

Approvals
$799,993
14%

Branches
$483,690
9%

Serials
$1,848,305
33%

Electronic
$860,170
15%

Preservation
$235,647
4%

Monographs
$1,078,941
19%
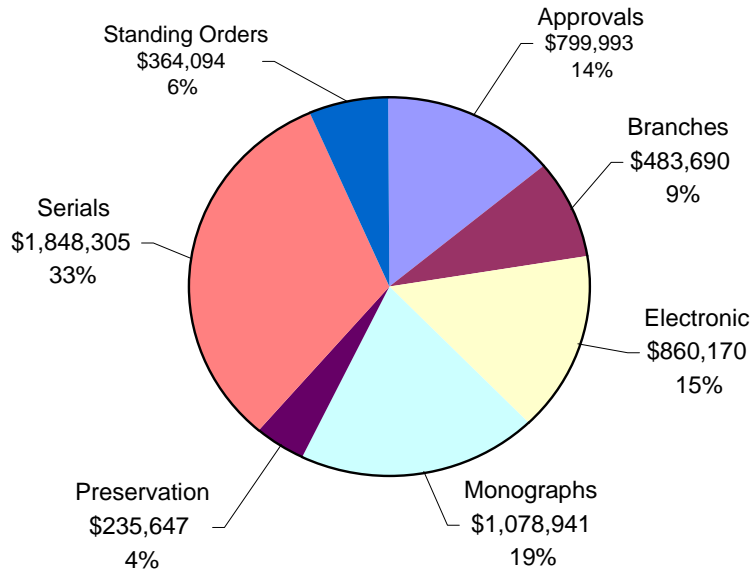
Acquisitions Services
TABLE 2
Branches

	Approvals	Monographs	Periodicals	Standing Orders	Binding
Brevard	$179,340	$28,852	$48,292	$10,106	$3,258
Daytona	170,520	2,088	35,970	5,264	0
TOTAL	**$349,860**	**$30,940**	**$84,262**	**$15,370**	**$3,258**

Acquisitions Services
TABLE 3
Additional Funding

FCLA:	$453,522	in electronic databases
DLLI :	112,500	in FirstSearch
Electronic:	860,170	UCF subscriptions/licenses
TOTAL ELECTRONIC	**$1,426,192**	

Acquisitions Services
TABLE 4

FIVE-YEAR EXPENDITURE HISTORY

	2000/01	1999/2000*	1998/99	1997/98	1996/97
MONOGRAPHS	$1,878,934	$2,192,091			
Approvals	799,993	890,290			
Firm Orders	1,058,869	1,273,439			
Replacements	20,072	28,362			
SERIALS TOTAL	$2,956,580	$2,319,934	$2,147,078	$1,864,638	$1,319,916
Serials/Continuations	364,305	346,281			
Periodicals	1,520,141	1,334,647	1,330,778	1,228,287	1,045,313
Newspapers	12,776	12,408	12,171	11,256	9,632
Reference	199,188	189,308	220,080	259,229	188,276
Electronic	860,170	437,290	352,008	338,239	76,695
Back Vols (electronic)			232,041	27,627	
PRESERVATION	$239,588	$224,414	$176,732	$182,888	$152,252
Microforms/Main	60,871	37,718	53,927	49,748	41,954
Microforms/Brevard	683	621	422		
BINDING					
Main	174,776	184,404	116,218	124,260	110,298
Brevard	3,258	1,671	6,165	8,880	
BACK VOL. MICRO	$108,950	0	$53,944	$55,651	
BACK VOL. PAPER	$5,741	4,920	$77,247	$98,173	$71,037
PER. REPLACEMENTS	$615	504	$730	$1,133	$1,328
AREA LIBRARIES					
Brevard	$266,591	$249,383			
Approvals	179,340	144,470			
Firm Orders	28,852	40,710			
Periodicals	48,293	54,603	$50,483	$69,074	$40,417
Standing Orders	10,106	9,600			
Daytona	$213,841	$181,780			
Approvals	170,520	127,800			
Firm Orders	2,088	8,697			
Periodicals	35,970	40,355	$37,422	$33,506	$30,115
Standing Orders	5,263	4,928			
TOTAL EXPENDITURE	**$5,670,840**	**$5,173,026**	**$2,543,636**	**$2,305,063**	**$1,615,065**
UCF prorated share of:					
FCLA Funding	$453,522	$421,175			
DLLI (FirstSearch)	$112,500				
Total	$6,236,862				

*Counts previous to 1999/00 reflect only items received in former Serials Department

Prepared by Jeannette Ward
Head, Acquisitions Services

Administrative Services

The mission of Library Administrative Services is to provide seamless financial, human resource, and facilities support to enable library faculty, staff and management to carry out the Library's primary service missions in the

New Library Entrance, completed September 2000

best possible manner.

Administrative Services encompasses the following activities and responsibilities:

- Fiscal and budget coordination including budget management, accounts payable, procurement, billing and accounts receivable, asset management, travel coordination, cash receipts, foundation account management
- Human resource coordination including hiring, payroll, facilitating faculty searches, support for staff training, liaison with UCF Human Resources, assistance with orientation of new employees
- Building and mail services including U.S. mail, interlibrary loan and courier services, shipping and receiving, construction projects and building maintenance
- Copy/Printing services including, customer service, liaison with equipment contractor, supervision of copy center, revenue collection, routine equipment maintenance
- General office and administrative support for director, associate directors and development officer

HIGHLIGHTS OF THE YEAR IN RETROSPECT

❖ General
- An "About the Libraries" Web site to host administrative information was developed. This will serve as an aid to prospective employees and a vehicle for disseminating information about the UCF Library.
- Administration staff participated in a departmental goals-and-objectives exercise, fall 2000. The unit identified goals for three distinct time periods:

January - June 2001; July 2001-December 2001; and January 2002 to June 2002. Staff is convening at six-month intervals to report progress and revise goals where necessary.

❖ Fiscal and Budget
- Improved supply procurement process by establishing written procedures and introducing an internal supply requisition form.
- Convened an internal statistics task force, summer 2000 to document basis for preparation of library statistics.
- Increased credit card procurement by 138% during the year. This is a positive development as it facilitates faster turnaround time and less paper processing for the university.
- Revised substantially several internal procedures including travel, accounts receivable, purchase card, telecommunications, general office machine repairs/maintenance and purchasing of goods and materials.

❖ Human Resources and Staff Development
- Established the Library's Staff Development (SD) program; put SD materials on Media Reserve; wrote policies & procedures. Created SD Web pages, Bulletin Board and database of programs and attendance.
- Introduced and implemented new guidelines for student employment. Developed a student employment workshop.
- Re-established New Employee Orientation on a quarterly schedule.
- Implemented the second increase of a three-part market equity salary adjustment for faculty.
- Created a "position description update" report and glossary of common terminology to assist department heads in maintaining current and consistent position descriptions.
- Updated the student wage policy. Verified and adjusted student salaries for transition to annual increase schedule.
- Provided 60 staff development programs during the year.
- Successfully completed PeopleSoft payroll system conversion.
- Began documentation and streamlining of Library and Human Resources procedures:
  - Exit Checklist back in place
  - Position Number notebook created
  - Account numbers updated
  - Student-hiring workshops conducted and manual written.

❖ Facilities including Mail and Copy Services:
- Formally investigated networked printing and made preliminary recommendations

- Wrote database to maintain inventories of common supplies and to establish re-order points
- Established internal tracking system to document receipt and routing of all incoming freight
- Updated copy services signage
- Finalized front entrance renovation, September 2000. This was a major project and, due to the high visibility and specialized materials, required extensive coordination with contractors.
- Coordinated (in conjunction with the Head, Reference Services) construction of new Reference Services offices.
- Built out (in conjunction with Head, Systems & Technology) new offices for Systems staff

DEPARTMENTAL GOALS FOR 2001/2002

- ❖ Continue documentation of Human Resources processes, with emphasis on faculty search process
- ❖ Significantly increase library participation in Federal Work Study Program
- ❖ Develop guidelines for emergency procedures and severe weather preparation
- ❖ Expand the "About the Libraries" Web page to include internal administrative procedures
- ❖ Develop library-specific course content for staff development curriculum
- ❖ Re-evaluate Human Resource database
- ❖ Review library staff position descriptions for consistency and currency
- ❖ Establish a support group for supervisors
- ❖ Explore options for employee recognition
- ❖ Achieve 100% attendance in *ABCs of Diversity*
- ❖ Develop a program of regular walk-throughs of main library building
- ❖ Continue to investigate ways to conserve fiscal resources
- ❖ Implement public networked printing
- ❖ Update Copy Services Web site
- ❖ Finalize revisions to accounts receivable procedures
- ❖ Establish a series of management reports in the areas of budgeting and expenditure for Educational & General and Auxiliary funds
- ❖ Participate in PeopleSoft implementation for student billing

CHANGES IN STAFFING

Administrative Services was pleased to welcome Susan Creighton, Office Manager; and Cynthia Kisby, Personnel Librarian.

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

- ❖ *Offer the best undergraduate education available in Florida*
  The library is working closely with the UCF Financial Aid office to significantly increase hiring of work study students, thus providing more on-campus employment opportunities for undergraduate students.
- ❖ *Provide international focus to our curricula and research programs*
  For Diversity Week, the Library program celebrated the library's international and ethnic diversity.
- ❖ *Become more inclusive and diverse*
  - 86% of Library staff has attended the *ABCs of Diversity* workshop.
  - Increased use of minority and women-owned vendors (purchased from at least one new minority vendor and encouraged staff to use minority owned travel agency).
  - Carmen Milbuta, administrative assistant, was a member of the teaching staff of *ABCs of Diversity*.
- ❖ *Be America's leading partnership university*
  - 60% of library staff contributed to the Florida State Employees' Charitable Campaign, exceeding the university-wide participation rate. This year's effort raised over $5,000, surpassing the previous year's total by 35%.
  - Several library administration staff participated in Relay for Life, a fundraising event sponsored by the University and the American Cancer Society.

ACCOMPLISHMENTS OF FACULTY AND STAFF

Barry Baker:
- Served as President, Southeastern Library Association
- Served as member:
    ALA, Library Information and Information Technology Association, Membership Committee
    ALA, Library Administration and Management Association, Committee on Organization
    ALA, Library Administration and Management Association, Publications Committee
    Florida Library Network Council
    ACURIL Committee on the Development of a Caribbean Library Consortium
    CCLA Standing Committee on Joint-Use Libraries
- Served on SUS Libraries New Library Management System Committee
- Edited "Technical Services Report" in *Technical Services Quarterly*
- Presented a report on the new library management system at the Florida Library Association meeting, April 2001.

Frank Allen:
- Appointed editor of *The Southeastern Librarian.*
- Library Chair, Florida State Employees' Charitable Campaign (FSECC), fall 2000.
- Member, UCF Search Committee for Coordinator, Educational Training Programs, Human Resources, summer 2000.
- Member, UCF Search Committee for Insurance Supervisor, Human Resources, fall 2000.
- Library Committees:
    - Chair, Library Statistics task force, summer 2000
    - Chair, Head, Reference Search, spring/summer 2000
    - Chair, Head, Curriculum Materials Center Search, spring 2000
    - Library E-books task force, fall 2000
- External conferences and workshops:
    - ALA Annual Conference, Chicago, Illinois, July 2000
    - Georgia COMO/SELA Biennial Conference, Jekyll Island, Georgia, October 2000
    - Florida ACRL Conference, fall 2000
    - ALA Midwinter Conference, January 2001
    - SELA Leadership Conference, April 2001
- Member:
    - LAMA "Measurement, Assessment and Evaluation" committee
    - ACRL Business Officers Discussion Group
    - ACRL Personnel Administrators Discussion Group

Cynthia Kisby:
- Received *Excellence in Librarianship* award, 2000-2001
- Created and presented with Penny Beile, "Service Standards" for staff and department heads
- Presented as an invited speaker, CFLC Annual Meeting, "Seeking Cosmic Harmony," November 7, 2000
- Served on Florida Chapter, Association of College and Research Libraries (FACRL) Board; involved in planning spring and fall 2001 programs
- Continued as a member of the Academic Advising Improvement Team – final recommendation presented September 2000
- Assisted with the Florida State Employees' Charitable Campaign as a Key Worker
- Participated in the Faculty Center for Teaching & Learning (FCTL) Summer Institute 2000 - Library Facilitator for Team
- Attended:
    - Six sessions of the FCTL Summer Institute, May 1, 2000
    - 13 out of 15 sessions of *Supervisory Skills Series*
    - 16 other instruction sessions or brown bags.
    - Florida Library Association (FLA) 2000 & FLA 2001
    - FACRL Annual Meeting
    - ACRL 10th National Conference, Denver

Fran Lubell:
- Attended:
    - CASE III District Conference in Atlanta, Georgia
    - ALADN (Academic Library Advancement & Development Network) Conference in Washington, DC
    - *ABCs of Diversity*
- Set up the Information Alliance, a giving program designed for businesses
- Had an online giving site added to the Library's Web site

Janet Girard:
- Attended:
    - Institute of Management Accountants Workshop – *Accounting Systems Technology for the 21st Century*
    - American Management Association Workshop – *How to Get More Organized*
    - American Management Association Study Course – *How to Manage the Accounting Department*
    - *ABCs of Diversity*
    - *PeopleSoft for Payroll Authorizers*
- Participated in UCF Minority Fair

Susan Creighton:
- Attended:
    - PeopleSoft Workshop
    - Career Track Video Series on Practical Coaching Skills
    - *Leave and Attendance Workshop* on February 13th
    - *ABCs of Diversity*
    - Office of Student Financial Assistance Workshop
    - *Interviewer Certification* Workshop
- Co-presented Library Student Hiring Workshop
- Received certification for Notary Public
- Participated in Relay for Life

Carmen Milbuta:
- Team teacher for *ABCs of Diversity*
- Member
    - President's Commission on the status of Race and Ethic Minorities
    - Search committee for Coordinator for Multicultural Student Services
- Filmed a video for Office of Diversity Initiatives

Alanna Paris:
- Member, Director's Advisory Group
- Organizer and participant, UCF Relay for Life
- Attended:
    - 9th Annual Florida Library Paraprofessional Workshop, May 2001
    - *Managing the Essentials of the Front Desk Workshop*, May 2001

Diane Clark:
- Attended:
  ABCs of Diversity
  Introduction to PeopleSoft
  PeopleSoft Training for Payroll Processors
  PeopleSoft Training for Student Financials
  University Diversity Breakfast and other Diversity Week activities
  Student Employment and Student Employment Update (Library)
  Purchase Card Training (Library)
  Steven Covey Seminar *Update Your Organizational Skills* presented by Steven Covey Inc.
- Member, UCF Committee Contract Evaluation for Office Supply
- Team Captain Library Relay for Life
- Helped create library accounts receivable (A/R) program
- Met with ILL, LINE, and Circulation Services to establish and update procedures for A/R processing

Tim Ryan:
- Attended *ABCs of Diversity*
- Member, Library's Relay for Life team

Pauline Strickland:
- Attended:
  Microsoft Excel Basic & Advanced
  Pcard Approver Training
  ABCs of Diversity

Kerry Wilson:
- Attended:
  ABCs of Diversity
  Accent on Excellence
  Coping with Difficult People
  Microsoft Excel Basic and Advanced
  Word Basic
- Participated in the UCF Relay for Life

Prepared by Frank R. Allen
Associate Director, Administrative Services

Cataloging

HIGHLIGHTS OF THE YEAR IN RETROSPECT

This was another year of changes and challenges. The hiring of temporary and permanent personnel was a welcomed addition. To accommodate, a new office was constructed for the two newest cataloger librarians and other spaces reconfigured for support staff.

Of the four outsourcing projects, only one had a rough start. Excellent responses were received regarding the new developments on the department Web page, especially the New Titles List. Special recognition was given to Linda Sobey, LTA Supervisor, as the recipient of the University's USPS Leadership Award.

The workflow continued to be streamlined to accommodate more and different formats of materials. One way was participation in four outsourcing agreements: OCLC TechPro for selected foreign language materials and music scores; YBP for approval plan and firm order titles; netLibrary/SOLINET for selected electronic books; and MARCIVE for current federal government documents. The use of the *Catalyst* software to develop templates for cataloging UCF dissertations, theses, and educational reports was implemented to allow student employees to perform the routine data entry with subject authorities added by a librarian.

Boxing lower priority materials and storing them in the department and in a group study room further accommodated space. As a workflow for YBP outsourced materials was developed, the critical need for space became very apparent. The YBP project became more intense due to delays at YBP in transmitting the data to FCLA. With this delay from early fall 2000 to spring 2001, the workflow had to be further reconfigured to provide systematic storage for the over 7,000 backlogged YBP materials. After the initial quality testing, regular checking and processing workflow began. The initial backlog was completed four days ahead of schedule in May 2001 by the diligence and efficiency of the Cataloging staff.

Other facility issues were addressed. New office construction provided the space for the newest librarians. Issues with continuing HVAC problems are still being explored. Lighting and some environmental issues were resolved by the installation of vertical blinds in the LIB 502 suite. Safety and environmental concerns with the worn carpet continue.

The department formally set up the Authorities/Bibliographic Maintenance Unit. The space was carved out of the shelving area; the furniture and equipment were acquired from existing stored items. Bibliographic maintenance issues were identified through the authorities project, the updated *ARROW* program, *Catalyst* software, and other Library departments' reports. Refinements were made on the reporting, tracking, and statistical analyses.

The types and quantities of cataloged materials also increased. Cataloging provided access to a large number of electronic resources, out-of-print research materials, artists' books, foreign language materials, and educational objects and realia. With the receipt of increased quantities of media, the need for additional staffing became evident. In assuming responsibility from another department for the Library's master software disks, further storage problems were created in the already overcrowded department. Other issues remain to be resolved regarding media recorded on defunct formats. This needs to be reviewed on a library-wide basis including preservation, acquisition, and storage issues for current and future collections.

The Cataloging Department Web page was developed with several service aspects. The "New Titles List" was unveiled in spring 2001 with much cooperation within the department and with the Systems and Technology Department. The Web page also features a section on new and unique collections in the Library.

Unicode software was loaded to facilitate the use of vernacular language and symbol characters in the technical record. This formed the basis of the addition of this software to support the WebLUIS searching of these languages and symbols.

There was participation in many cooperative agreements with other Library departments. As an example, Cataloging worked in consultation with Special Collections and Archives on the priority order, description, and series statements for unique collections. The department also worked with Reference Services on a number of relocation projects in preparation for the construction of their offices.

DEPARTMENT GOALS FOR THE YEAR

Priorities For Action (PFA) & Operational Objectives (OO) 2000-2001
- **Organization & Leadership:** Continue to develop a department structure to encourage communication, initiative, planning for growth, and accountability. **PFA 1:** Continue meeting the communication and training needs for all levels of staffing.

OO 1: Increase in-house training (accomplished)

OO 2: Move the print department policies and procedures handbook to a Web-based product for development as a more comprehensive staff resource (began training and development phase)

PFA 2: Establish an operational environment to support needs of the department and staff.

OO 1: Continue planning for department growth and needs as the Library grows (accomplished)

OO 2: Develop method for staff to assess their own work and productivity in addition to the supervisor's evaluation (in development phase)

OO 3: Work with Library Administration to develop a formula by which to assess the space needs per employee in accordance with the growth factors and national or regional standards (in development phase)

OO 4: Split the department into two units, Cataloging and Authorities/Bibliographic Maintenance (accomplished)

- **Information Resources:** Maximize access to a broad range of diverse materials in appropriate formats.

  PFA 1: Provide cataloging for special formats

  OO 1: Provide bibliographic access to specialized materials with the Library's Special Collections and Archives units (accomplished; developing plan for the retrospective)

  OO 2: Continue to provide bibliographic access to electronic resources (accomplished)

  OO 3: Investigate the use of PURLs and the use of link checker software. (moved to future schedule to parallel OCLC's new software change)

- **Service Orientation:** Provide cataloging services to all UCF campuses and departments in a cooperative, efficient, and fair manner.

  PFA 1: Continue to work with Cataloging's clients to balance their needs with the demands of the department workload and the rapid growth of the Library.

  OO 1: Facilitate with all clients for greater understanding of each other's needs in their particular setting (continuing)

  OO 2: Return to the "field trip" concept of intra-Library education as devised by the department in the mid-1990s (rethinking this by providing training in lieu of field trips)

  PFA 2: Establish a Web-based "new titles" list

  OO 1: Provide a new titles list based on title, call number, and general location (accomplished)

  OO 2: Provide a choice of date cataloged options (accomplished)

  PFA 3: Provide retrospective cataloging for FSEC materials

  OO 1: Complete the retrospective conversion project during summer 2001 (continuing)

OO 2: Provide bibliographic maintenance for previous cataloging records (continuing)

OO 3: Establish item records for previous holdings (joint decision to delay depending on staffing)

- **Technology:** Incorporate appropriate emerging technologies into the workflow to provide efficient, effective services to Cataloging's clients.

  PFA 1: Continue to keep abreast of emerging overall technology concepts and technical services applications.

  OO 1: Provide more efficient means for staff to complete their assigned tasks via new technology applications (continuing)

  OO 2: Analyze and revise as necessary the workflow in relation to the application of these new technologies (continuing)

  OO 3: Use current technologies to prepare LUIS database for transfer to the new integrated library system. (continuing)

  PFA 2: Employ *Catalyst*'s features to streamline Cataloging operations of patterned cataloging.

  OO 1: Use the template feature to make cataloging more efficient and accurate for UCF dissertations, theses, honors theses, and educational reports (accomplished)

  OO 2: Use the global change feature to handle authorities functions (accomplished)

  OO 3: Analyze other opportunities for the application of the software to daily cataloging operations (continuing)

- **Outreach:** Establish partnerships on campus, with other institutions, with local, regional, state, national, and with vendors.

  PFA 1: Continue partnerships with CFLC, FCLA, other SUS libraries and committees, OCLC.

  OO 1: Establish the department as an OCLC "enhance" library

  OO 2: Continue presentations and leadership in presentations and training with CFLC Cataloging Interest Group

  OO 3: Work with OCLC to improve the services to the area campuses

  PFA 2: Work with vendors to bring efficient, accurate cataloging records into LUIS for the YBP approval and firm ordered materials.

  OO 1: Work with YBP to make the new contract successful (continuing)

  OO 2: Work with BWI and OCLC PromptCat to bring cataloging records into LUIS for the CMC children's materials (moved to 2001-2002)

  PFA 3: Continue work with TechPro to provide cataloging for materials needing certain expertise.

  OO 1: Continue contract for foreign language materials and music scores (accomplished)

Cataloging (Cont'd)

OO 2: Review the profile and project once per year (accomplished)

PFA 4: Work with vendor to provide retrospective cataloging for the older U.S. government documents

OO 1: Work with the Library's documents librarian to evaluate MARCIVE's SUS contract as a possible vendor for the retrospective conversion project (continuing)

- **Human Resources:** Provide enrichment and evaluative opportunities for department staff. Work on a strong commitment and accountability by all staff.

  PFA 1: Provide formal and informal training

  OO 1: Provide training opportunities during regular department meetings with the most appropriate staff conducting the training for all (accomplished)

  OO 2: Continue informal training within the workflow (accomplished)

  OO 3: Continue to provide Cataloging Academy and more advanced formal training for all non-student staff (accomplished)

  OO 4: Work on a strong commitment and accountability by all staff (continuing)

  PFA 2: Assess USPS position descriptions, faculty letters of assignment, and the need for additional positions to reflect the department's growth in relation to the Library's growth

  OO 1: Review the descriptions during the year to be revised each fall semester (continuing)

  OO 2: Review the letters during the year to be revised mid-year if needed (continuing)

  OO 3: Add an office assistant position. (accomplished)

- **Physical Facilities:** Provide a healthy, ergonomically correct, spacious workspace that is conducive to a smooth, efficient workflow and comfort of the employees.

  PFA 1: Facilitate the plan to establish the correct workspace and environment for employees

  OO 1: Work with Library Administration to plan for a workspace more conducive to the workflow and comfort (continuing)

  OO 2: Remedy the narrow aisles that do not conform to standards for safety and accessibility (continuing)

  OO 3: Provide properly equipped offices for faculty, such as glare- and allergen-free window covering (accomplished)

  OO 4: Improve air quality due to the acquisition of older materials (continuing)

  OO 5: Provide new carpet to replace the water-damaged carpet that has caused breathing and allergy problems for several employees (continuing)

CHANGES IN STAFFING

With the addition of staffing at all levels, a realignment of responsibilities and assignments was necessary. In spring semester, the biggest change was the addition of the new office assistant position to provide specialized support for the entire office. Staffing and supplying an alternate location at FSEC for the retrospective conversion project went smoothly. The following major staffing changes occurred:

- ❖ Hired a new instructor cataloger librarian, Lyn Karafotias
- ❖ Continued the part-time assignments of two UCF public service librarians, Jack Webb and Kim Montgomery; in August 2000, Kim joined Cataloging on an 1.0 FTE basis
- ❖ Hired Jorge Santiago in September 2000 as a Senior LTA to fill a vacancy
- ❖ Added in February 2001 an additional non-student OPS staff member, Sherry Ogreten, for 30-40 hours per week to assist with electronic resources
- ❖ Added a new office assistant position hiring Rey Parulan in February 2001 to fill this position
- ❖ Continued Claire Leonard, Orlando campus, and Letty Van Dyk, FSEC, on OPS for cataloging current FSEC and retrospective FSEC respectively

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

- ❖ *Offer the best undergraduate education available in Florida.*
  Continued to work on the delivery plan for cataloging services to area campuses. Streamlined the cataloging and workflow procedures to deliver more quality and timely services to our users.
- ❖ *Achieve international prominence in key programs of graduate study and research.*
  Provided value-added information in WebLUIS for UCF authored dissertations and theses. Streamlined the cataloging and workflow procedures to deliver more quality and timely services to our users.
- ❖ *Provide international focus to our curricula and research programs.*
  Increased numbers of multi-lingual staff thereby increasing the number of foreign languages in which the department can catalog; remainder was outsourced to OCLC TechPro.
- ❖ *Become more inclusive and diverse.*
  Added diversity in staffing - student, USPS, and faculty employees

❖ ***Be America's leading partnership university***
- Continued participation in NACO
- Increased participation in professional development opportunities, such as writing, presentations, poster sessions
- Began the conversion project for the FSEC materials
- Worked in cooperation with SUS libraries and FCLA on:

  CAGER (Cataloging and Access Guidelines for Electronic Resources) to provide access to the Florida Heritage Collection (digitized resources) and to electronic resources

  Authorities Subcommittee to begin statewide database preparation for conversion to a new library management system

  Library Management System Cataloging & Authority Subcommittee on the specifications for the new system.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

❖ Combine an increase in physical workspace along with the use of outsourcing agreements and increased technology to enhance efficiency of workflow
❖ Divide the department into organizational units or divisions as space and staffing increase
❖ Increase staff, offer graduate internships and volunteer opportunities when physical workspace and technology connection issues are resolved
❖ Continue to provide staff development opportunities to all levels of staffing; increase mentoring of librarians toward promotion and service opportunities
❖ Establish a contract with BWI/PromptCat for cataloging K-12 materials
❖ Seek solutions to environmental issues relating to the carpet as well as preservation issues related to the cleaning and storage of older materials
❖ Continue research into link checker software
❖ Continue to work with Library Administration on a plan for automatic replenishment of critical processing supplies to avoid workflow stoppages or slowdowns
❖ Streamline processing and enhance security strips of materials with the application of security strips onto materials as they are acquired

ACCOMPLISHMENTS OF FACULTY AND STAFF

Degree seeking:
- **Johnson** – credit toward BA in Art Illustration, UCF
- **Sobey** – earned MLS, University of South Florida, December 2000

Professional memberships:
- ALA – Correa, Karafotias, Montgomery, Piascik, Sobey, Sutton
- ASIS&T - Montgomery
- FLA – Correa, Piascik, Sobey, Sutton
- OLAC - Piascik

Trainers (departmental):
- Correa, Piascik, Smith, Sobey, Sutton

Training/Staff Development:
- *ABCs of Diversity* (UCF) – all
- *Access Point* - Karafotias
- ALA Annual Meeting – Correa, Piascik, Sobey, Sutton
- Basics of Cataloging Rules & Coding - Karafotias, Van Dyk
- CAGER Annual Meeting & Workshop (FCLA) - Sutton
- Cataloging Interest Group meetings - Correa, Karafotias, Montgomery, Piascik, Sobey, Sutton, Webb
- *Catalyst* Training (FCLA) – all
- Copy Cataloging – Karafotias
- Database Locator Workshop – Montgomery
- DSPC Annual Meeting (FCLA) – Sutton
- FLA Annual Meeting – Correa, Piascik, Sutton
- Florida Digital Library Project meeting – Montgomery
- GroupWise Archiving - Correa, Karafotias, Piascik
- IEEE/IEL Demonstration - Montgomery, Webb
- Innopac Advanced – Correa
- Innopac Introduction - Correa, Karafotias
- Internet Resources & Interactive Multimedia – Karafotias
- Interpreting the MARC Record - Karafotias, Van Dyk
- Introduction to GroupWise – Santiago
- Introduction to OCLC Authority File - Karafotias, Montgomery, Webb
- LMS demonstrations (SUS at UCF) – Correa, Karafotias, Montgomery, Piascik, Sutton
- New Timesheet Orientation – Parulan, Sobey
- OLAC Conference - Piascik
- *Power of Vision* (UCF) – Sutton
- PowerPoint Workshop - Correa, Karafotias, Sobey
- Quick & Easy Training Techniques – Correa
- *Reach for the Stars* - Chisholm

Cataloging (Cont'd)

- Scores & Sound Recordings Cataloging – Montgomery
- SELA Biennial Meeting – Sutton
- *Sexual Harassment* (UCF) – Ogreten, Parulan, Santiago
- Successful Searcher - Karafotias, Santiago
- SUS Authorities Subcommittee meeting – Sutton
- SUS Technical Services Planning Committee (TSPC) - Piascik
- TMQ Indexing & Displays in Your OPAC - Correa, Piascik
- Travel Mini-workshop - Karafotias, Parulan
- Visual Materials & Computer Files: Cataloging & Tagging – Montgomery
- YBP Demonstration (UF) – Correa, Montgomery, Piascik, Sutton

Presentations:
- ALA Annual Meeting, "Cataloging coast to coast," co-presenters of poster session – Sobey, Sutton
- *Technical Services Quarterly*, volume 19, number 2, "Cataloging Coast to Coast," publication in 2002, article co-authors – Sobey, Sutton with Selma Jaskowski
- CFLC Cataloging Interest Group, "Cataloging in UCF's Special Collections," presenter - Karafotias
- IT&R Expo, "Florida Heritage Project," co-presenter - Sutton
- ISM4090, College of Business Administration Management Information Systems class, guest speaker – Sutton
- OLAC Meeting, "Cataloging and Processing of Special Format Science Curriculum Materials," presenter of poster session - Piascik
- SELA/GaCOMO, "Partnership to the Fourth Power," member of panel discussion – Sutton

Service:
- Authorities Subcommittee of SUS FCLA Technical Services Planning Committee – Sutton

- CAGER, SUS FCLA TSPC Committee – Sutton; Montgomery (began transition to this committee)
- CFLC Cataloging Interest Group – Librarians, Sobey
- Diversity Week activities – all
- Designed the official Diversity Week poster – Johnson
- Diversity Week door, first place award – all
- FLARE (UCF), provided guidance on cataloging - Sutton
- Florida State Charitable Employees' Campaign, Library co-chairs – Smith, Sobey
- LPAC – Montgomery (2000-2001 chair); Piascik (2001-2002 chair)
- SUS Documents Implementation Group – Sutton
- UCF 2001 USPS Leadership Award – Sobey
- UCF Relay for Life Cancer Walk Team & Leaders – Chisholm, Johnson, Smith, Sobey
- UCF SWAT 5K run – Abulencia, Eric Heard (student assistant), Johnson (second place, 40-50 age group), Smith; Team – Spirit Award
- UCF USPS Staff Council – Sobey

STATISTICS

This year several factors impacted the statistical count of materials cataloged:
- Loading of the electronic book records from netLibrary/SOLINET; these were counted as one title/one volume
- Increase in the number of electronic resources; the journals are counted by title only
- Loading of the MARCIVE contract records increased the title count; since the holdings are not provided by MARCIVE, the volumes are one for each title
- Addition of the YBP Approval and Firm Order cataloging contract increased the outsourced projects to four – YBP, TechPro foreign language, TechPro music scores, MARCIVE

Cataloging
TABLE 1
Cataloged Materials: Titles 2000-2001

PRINT TITLES	ADDED	DELETED
Orlando	27,710	1,361
Curriculum Materials Center	1,438	4
Florida Solar Energy Center	2,077	33
Brevard	2,932	100
Daytona	3,987	2
OUTSOURCED		
TechPro	151	
YBP	10,604	
TOTAL PRINT TITLES	**48,899**	**1,500**

ELECTRONIC		
Databases	26	0
Journals	1,850	0
Monographs	641	0
netLibrary	10,971	0
TOTAL ELECTRONIC TITLES	**13,488**	**0**

MICROFORM TITLES		
Microfilm		
Orlando	407	0
FSEC	0	0
Microfiche		
Orlando	332	0
FSEC	0	0
TOTAL MICROFORM TITLES	**739**	**0**

U.S. GOVERNMENT DOCUMENT TITLES		
Cataloged	141	430
Outsourced (MARCIVE)	13,644	0
TOTAL U.S. GOV'T. DOCUMENT TITLES	**13,785**	**430**

TOTAL	**76,911**	**1,930**

MEDIA TITLES	ADDED	DELETED
Orlando		
Cassettes/Audio Tapes	18	0
CDs (Music)	53	0
CD-ROMs	53	0
Computer Disks	2	0
Phono records	7	0
Pictures	1	0
Slides	1	0
Video recordings	1,217	0
DVDs	101	0
Sub-total	**1,453**	**0**
Curriculum Materials Center		
Cassettes/Audio Tapes	6	0
CDs (Music)	6	0
CD-ROMs	95	0
Games	2	0
Laserdiscs	3	0
Media Kits	8	0
Models	4	0
Multimedia	13	0
Pictures	4	0
Realia	52	0
Slides	2	0
Video recordings	47	0
Sub-total	**242**	**0**
Florida Solar Energy Center		
CD-ROMs	4	0
Sub-total	**4**	**0**
BCC		
CD-ROMs	2	0
Video recordings	4	0
Sub-total	**6**	**0**
TOTAL	**1,705**	**0**

Cataloging
TABLE 2
Cataloged Materials: Volumes 2000-2001

PRINT VOLUMES	ADDED	DELETED
Orlando	28,795	2,081
Curriculum Materials Center	1,830	6
Florida Solar Energy Center	2,322	33
Brevard	2,934	100
Daytona	3,987	2
OUTSOURCED		
TechPro (Orlando)	151	0
YBP (Orlando)	10,604	0
TOTAL PRINT VOLUMES	50,623	2,222
ELECTRONIC		
Databases	NA	
Journals	NA	
Monographs	992	
netLibrary	11,821	
TOTAL ELECTRONIC VOLUMES	12,813	
MICROFORM VOLUMES		
Microfilm		
Orlando	1,486	0
FSEC	0	0
Microfiche		
Orlando	37	0
FSEC	0	0
TOTAL MICROFORM VOLUMES	1,523	0
U.S. GOVERNMENT DOCUMENTS		
Cataloged	152	0
Outsourced (MARCIVE)	13,644	0
TOTAL U.S. GOV'T. DOCUMENT VOLUMES	13,796	0
TOTAL	78,755	2,222

MEDIA VOLUMES	ADDED	DELETED
Orlando		
Cassettes/Audio Tapes	38	0
CD-ROMs	101	0
CDs (Music)	122	0
Computer Disks	9	0
DVDs	101	0
Laserdiscs	1	0
Phono records	9	0
Pictures	1	0
Slides	4	0
Transparency	1	0
Video recordings	1,935	0
Sub-total	2,322	0
Curriculum Materials Center		
Cassettes/Audio Tapes	7	0
CD-ROMs	282	0
CDs (Music)	6	0
Laserdiscs	11	0
Media Kits	36	0
Models	2	0
Multimedia	26	0
Pictures	24	0
Realia	47	0
Slides	1	0
Video recordings	94	0
Sub-total	536	0
Florida Solar Energy Center		
CD-ROMs	3	0
Sub-total	3	0
BCC		
Video recordings	4	0
Sub-total	4	0
TOTAL MEDIA VOLUMES	2,865	0

Cataloging
TABLE 3
5-Year Comparison
Titles Cataloged - All Locations

	1996-1997*	1997-1998	1998-1999	1999-2000	2000-2001
Print	39,900	55,804	36,404	44,296	76,911
Non-Print	**	9,868	1,547	2,838	1,705
Total		65,672	37,951	47,134	78,616

 * *Net*

** *Not available*

Cataloging
TABLE 4
5-Year Comparison
Volumes Cataloged - All Locations

	1996-1997	1997-1998	1998-1999	1999-2000	2000-2001
Print	39,587	60,883	42,430	51,117	78,755
Non-Print	2,234	9,970	1,637	2,374	2,865
Total	41,821	70,853	44,067	53,491	81,620

CATALOGING ACTIVITY & BIBLIOGRAPHIC MAINTENANCE

2000 - 2001

ACTIVITY	COUNT
Access Points	38,174
Call #	2,791
Label corrections	1,698
Labels - damaged	389
Location change	2,057
Notes, Contents, Summary (5xx)	1,043
Priority	30
Replacements	543
Review of bib. maintenance requests	337
Union List of Serials (create & update)	234
Total	**47,296**

Prepared by Linda J. Sutton
Head, Cataloging

CIRCULATION SERVICES

HIGHLIGHTS OF THE YEAR IN RETROSPECT

This year, Circulation saw little change in its organization and operations in comparison to last year's major restructuring. The new extended library operating hours were continued for another year and the staffing levels established to handle this new schedule continued to be effective. The recently established service to circulate laptop computers from the Periodicals/AV desk slowly developed in popularity as the year progressed; usage tended to be highest around mid-day and at the end of each semester. Patrons indicated that they performed multiple tasks while the laptop was checked out, with Internet access, class assignments, and e-mail being the most frequent uses, while WebLUIS access was the most infrequent. Laptop operation was enhanced during the year with the installation of a printer on the third floor dedicated to their use.

UCF President John Hitt trying out one of the laptops.

The renovation of the building lobby was completed very shortly before the beginning of the fall semester. This project extended far beyond the original projected construction time and since it entailed the closing of the main entrance and use of the side emergency doors, there was considerable concern about how the greatly increased foot traffic in the fall would be handled if the work were not completed. The renovations included replacing the Circulation and Reserve Service desks. The new desks were designed to include the low height, adjustable counter surfaces from the old desk and to incorporate more kneeholes that would allow the desk attendants to sit at their workstations. The resulting desks have been very functional. The overall appearance of the circulation area was greatly improved with the new desks, installation of new carpet, and painting of the walls.

At mid-year, some modifications were made to the Periodicals/AV reading area. New, counter-height shelving for newspapers was installed directly across the lobby from the service desk. This low height and new location provides a clear line of sight from the service desk to the copiers in the elevator lobby and to the current periodical shelves in the front of the building. This greatly assists patrons in locating these service areas, and allows staff at the desk to more easily monitor activity in the area. The lobby area furniture was also re-arranged to permit the installation of five additional WebLUIS terminals. A document scanner for patrons was also installed in the area to be used to scan color materials, such as maps, for off-site printing.

Stacks Management experienced another very active year for several reasons. The increased growth rate of the general collections in recent years has quickly used up empty shelves in many areas of the book stacks. To alleviate the resulting crowding of shelves, the Stacks Management staff must now spend many more hours shifting the collection than was necessary in the past. Two major shifts and many smaller shifts were begun or completed during the year. In addition, a several month delay in the outsourced cataloging of seven thousand approval books during the spring resulted in a sudden deluge of the backlogged books for shelving in April at the same time as the end of semester returns. For several months, all the resources of the unit were devoted primarily to shelving this large backlog, to the detriment of other activities like shelf reading. Workloads were further affected by a change in bound periodical shipments from six-week intervals to bi-weekly. In response to this crisis and in recognition of the increased levels of activity, the department has requested two additional positions for Stacks Management.

DEPARTMENTAL GOALS FOR THE YEAR

❖ Explore means for increasing patron usage of the media collection and AV equipment, including publicity, alternative types of display, faculty involvement, etc.
❖ Continue to monitor collection growth and plan book shifting and shelving installation to meet needs.
❖ Consider alternative methods for the management of the stacks, book shelving, and collection maintenance utilizing new staff positions.

CHANGES IN STAFFING

Eleven positions were filled during the course of the year. Three of these positions were filled by internal promotions, thus creating three of the vacancies, however, this is a very high turnover rate in a department of fifteen staff. Three of the positions had to be filled twice as incumbents left after only a few months in the job. One of these positions, the Library Technical Assistant Supervisor in the Periodicals/AV unit, was reclassified to Senior Library Technical Assistant after a search failed to find a suitable replacement. The staff in the unit now reports directly to the Head, Circulation Services.

ADVANCEMENT TOWARD THE PRESIDENT'S FIVE GOALS

❖ *Offer the best undergraduate education available in Florida*
Continued to operate regular reserve and media reserve units to support the teaching mission of the university

❖ *Become more inclusive and diverse*
The department continued its practice of hiring minority and international students and staff. 20% of the employees in the department were from these two groups.

ACCOMPLISHMENTS OF FACULTY AND STAFF

Roger Simmons:
- Served on the task force investigating the feasibility of circulating electronic books.
- Served on the UCF Safety Committee and the Provost's Holds Committee.
- Served on the SUS Circulation Subcommittee and the Access Services FAC evaluating the Library Information System vendors.

Andréa Dufault:
- Served on the Director's Advisory Group.

STATISTICS

The use of library materials during the year was fairly consistent with the previous year. The five-year comparison in Table 1 indicates a 6.6% increase in total circulations, although not all categories of materials experienced this large a gain. The impact of online renewals on the total circulation of General Collection materials that was noted last year was evident again this year. Table 3 shows that renewals increased to 41.8% of the total charges as contrasted to less than 20% before online renewal was available. Initial charges of materials actually declined slightly. This pattern of book usage is also evident in the small decrease in the total number of items shelved. Reserve usage increased for the year, reversing a long-term trend of decline. The patron count also was smaller than last year, due in part to the return for Library use of the large academic classroom 223 in the building after the fall semester, but also continuing a trend seen over the last five years.

Circulation Services
TABLE 1

CIRCULATION STATISTICS
FIVE-YEAR COMPARISON

	2000/2001	1999/2000	1998/1999	1997/1998	1996/1997
ITEMS CIRCULATED:*					
Audiotape Tour	1,209	1,287	2,489	2,264	2,196
AV, Music, Videos	35,731	33,921	27,041	22,386	20,813
Browsing	2,265	2,565	2,676	3,119	3,242
Documents, Maps	1,876	1,850	1,828	2,253	2,842
General Collection	285,607	265,463	236,507	239,692	224,198
Microfiche	105	108	115	155	193
Reserves	80,880	78,537	84,360	103,119	120,648
Group Study Room Keys	12,341	12,107	14,235	17,275	18,572
Headsets	11,644	8,839	3,988	4,334	8,339
TOTAL ITEMS CIRCULATED	431,658	404,677	373,239	394,597	401,043
ITEMS SHELVED	391,012	394,595	419,093	403,927	381,970
BILLS PROCESSED:					
Fines	13,197	10,324	13,889	13,565	13,212
Books	4,348	3,426	3,699	3,679	3,512
TOTAL BILLS	17,545	13,750	17,588	17,244	16,724
OVERDUES	14,367	14,356	19,062	18,795	14,499
PATRON COUNT	898,266	911,537	1,011,621	1,096,315	1,174,168

*Includes circulation statistics for Curriculum Materials Center

Circulation Services (Cont'd)

Circulation Services
TABLE 2

CIRCULATION BY PATRON TYPE
FIVE-YEAR COMPARISON

	2000/2001	1999/2000	1998/1999	1997/1998	1996/1997
PATRON TYPE					
Undergraduate Students	231,149	223,505	221,215	247,901	262,667
Graduate Students	112,120	101,214	77,907	75,928	69,145
Faculty	32,548	30,737	23,525	23,452	21,470
Staff	10,015	11,009	9,249	7,812	9,763
Alumnae	5,568	3,714	3,782	3,718	3,012
Special Borrowers:					
Affiliate	6,929	5,424	6,520	8,622	8,540
Courtesy	10,867	7,788	8,285	7,269	6,799
Associate/Subscriber	6,757	5,718	6,282	5,033	4,815
Library Charges:					
Interlibrary Loan	9,850	9,625	10,601	9,323	8,936
Binding	1,985	1,695	2,162	2,097	2,527
Other	3,870	4,248	3,711	3,442	3,369
TOTAL ITEMS CIRCULATED	**431,658**	**404,677**	**373,239**	**394,597**	**401,043**

Circulation Services
TABLE 3

CIRCULATION BY CHARGE AND BY RENEWAL
FIVE-YEAR COMPARISON

	2000/2001	1999/2000	1998/1999	1997/1998	1996/1997
Total Items Charged	304,493	307,858	318,847	326,676	355,467
Renewals	127,165	96,819	54,395	47,920	45,576
TOTAL CHARGES & RENEWALS	**431,658**	**404,677**	**373,242**	**374,596**	**401,043**
RENEWALS % OF CHARGES	**41.8%**	**31.4%**	**17.1%**	**14.7%**	**12.8%**

Prepared by Roger Simmons
Head, Circulation Services

HIGHLIGHTS OF THE YEAR IN RETROSPECT

The department is currently operating with these functions: collection analysis, preservation, selection of materials that support the University's mission, preparation of accreditation reports, participation in accreditation site visits, preparation of BOR program reviews, monitoring and review of approval plan profiles, informing the Director of Libraries and the Library's Leadership Team of activities that may affect our selection and services. In addition, the department head continued to coordinate the activities of Special Collections and Archives. Special Collections and Archives became independent units with a librarian coordinating each.

Collection development librarians evaluated the collection for new Programs in the following:
- Ph.D. in Chemistry
- B.S. in Actuarial Science
- M.S. & Ph.D. in Simulation Sciences
- M.A. in Early Childhood Education
- B.S. in Information Technology
- M.S. in Information Technology

DEPARTMENTAL GOALS FOR THE YEAR

❖ Continue evaluating the collection for proposed new programs/degrees.
❖ Complete Selector/Collection Development Training Manual.
❖ Inform Joel Hartman and Barry Baker regularly of the UCF's Diversity Council activities.
❖ Continue involvement in UCF's Diversity Council Activities.
❖ Review and revise the Collection Development Manual.
❖ Update selected Collection Policy Statements and Assessments.
❖ Establish individual meetings with the collection development librarians.
❖ Acquire OCLC/WLN automated collection analysis systems.
❖ Identify gaps in the collection and select titles for purchase.
❖ Monitor changes in the curriculum and proposals for new degree programs.
❖ Participate in the 2001 North American Title Count Project.

CHANGES IN STAFFING

Ellen Anderson began working full-time as Special Collections Librarian. Student assistants were employed to help with staffing the Research Assistance Desk in Special Collections and Archives. J'Lyn Simmons was hired as an OPS LTA in Special Collections.

PROGRESS IN ADVANCING THE PRESIDENT'S FIVE GOALS

❖ **Offer the best undergraduate education available in Florida**
Continued selecting and acquiring materials to support the curriculum; prepared accreditation reports and participated in site visits; increased access to electronic resources locally and through the Internet. Special Collections and Archives assisted in locating the needed materials.
❖ **Achieve international prominence in key programs of graduate study and research**
Articles were supplied 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 the libraries' holdings in the appropriate areas. Special Collections and Archives assisted Graduate Studies faculty in locating needed materials.
❖ **Provide international focus to our curricula and research programs**
Materials were selected and acquired presenting comprehensive global views.
❖ **Become more inclusive and diverse**
Selected and acquired materials to support Multi-Cultural Education and Diversity. Special Collections and Archives coordinated exhibits/displays that focused on "diversity," e.g. "Stamps for the Ashes of the Holocaust," "Latin American Art," "Venezuela, Jewel for the World," and "Essence of India."
❖ **Be America's leading partnership university**
We are subscribing to many electronic resources through consortial agreements with ASERL, SOLINET, SUS Libraries and the Florida Distance Learning Library Initiative (DLLI). In addition, the libraries received books about Japanese History and Culture in partnership with Nagoya University of Foreign Studies of Japan.

Collection Management (Cont'd)

ACCOMPLISHMENTS OF FACULTY AND STAFF

Ellen Patton Anderson:
- Member:
    ACRL, ALA, ARLIS/NA, FLA, RBMS(ALA),
        SELA, and SFA
- Attended the following:
    FLA Annual Conference, Tampa, FL
    Rare Books and Manuscripts Section Pre-
        conference, ALA, Chicago, Illinois
    FLA Leadership Orientation Workshop, Orlando
    SELA Biennial Conference, Jekyll Island, Georgia
    Charleston Conference on Acquisitions
    "Artists' Books" Rare Book School, University of
        Virginia
    ABCs of Diversity
    UCF *Interviewer Certification Training*
- Team Member, UCF Faculty Institute
- Served on SUS Digitization Services Planning
    Committee and Special Collections Task Force for the
    Florida Heritage Project
- Served as Leader, SUS Interest Group, FLA
- Member, Librarians' Evaluation Committee (LEAP)

Joseph C. Andrews:
- Attended:
    UCF International Studies Office NEH Grant
        Writing Workshop
    UCF Undergraduate Education presentation and
        meeting
    ALA Annual and Midwinter Conferences
    ALA/LAMA National Institute.
    Society for Scholarly Publishing Annual Meeting
    ABCs of Diversity and *Managing Diversity*
- Co-President of UCF's Black Faculty and Staff
    Association

- Member:
    Society for Scholarly Publishing
    UCF's Diversity Council
    Technology Advisory Group
    Library's Cultural Diversity Team
    LAMA/LOMS, Risk Management Committee
    ALCTS/CMDS Executive Committee
    ALCTS/CMDS Quantitative Measures for
        CollectionManagement Committee

Chang C. Lee:
- Attended:
    Society of Florida Archivist Annual Meeting
    ABCs of Diversity
- Presented a paper that was later published in *The
    Proceedings of the Annual Conference of the Chinese
    American Scholars Association of Florida*
- Executive Editor of the *Journal of Educational Media
    and Library Sciences,* 2000-2001
- Advisor to the Chinese American Student Association
- Member:
    International Student Advisory Committee
    Asian Studies Committee
    Intellectual Freedom Committee of FLA and SELA

STATISTICAL SUMMARY

Collection Management
TABLE 1

SPECIAL COLLECTIONS AND ARCHIVES:

Exhibits Mounted	72
Archives Added	54
Books Added	362
Reference Questions	23
Users Served	588

Prepared by Joseph Andrews
Head, Collection Management

The primary purpose of the Curriculum Materials Center (CMC) is to support the teacher education program of the College of Education. It also serves teachers pursuing certification, specialist, or advanced degrees. Through a well-developed test collection, the CMC provides materials to students enrolled in Mental Health Counseling, School Guidance, and Varying Exceptionalities. UCF faculty and staff, local teachers, and community patrons also use the facility and its collections.

HIGHLIGHTS OF THE YEAR IN RETROSPECT

An old Chinese curse states, "May you live in interesting times," and 2000/2001 were indeed interesting times for the CMC. Staffing issues were addressed, collections dramatically expanded, and services were reviewed, rethought, and revamped. However, instead of viewing the unit's highly dynamic (and at times, chaotic) atmosphere as a curse, CMC staff and student assistants rose to the challenge with equanimity and grace.

One major focus of the past year has been to upgrade holdings in targeted areas of the CMC. To this end, a considerable portion of the materials budget was expended to strengthen two highly used collections: Florida-approved textbooks and instructional software. Attendance at the Feria Internacional del Libro de Guadalajara resulted in the addition of hundreds of Spanish-language books to an already robust collection of children's and young adult literature. At faculty request, a selection of pre-K-12 serials was also added to the unit. The unit was also instrumental in facilitating the donation of an Educators' Oral History Collection for the main library.

One of the most encompassing initiatives undertaken by the unit this year consisted of establishing a firm commitment to excellent patron service. A review and change of policy resulted in waiving Special Borrower Card fees for Florida teachers. This action extends Library services and collections to Florida teachers' in support of their research and teaching needs. Instructional software, previously limited to in-unit use, was made available for circulation. In an effort to candidly examine user needs and satisfaction the CMC administered a patron survey. The unit also started keeping facility usage statistics to assist in an ongoing space needs assessment.

Additionally, the CMC promoted the value and benefits of its resources and services by proactively contacting faculty about instructional opportunities in the CMC. It is expected this outreach will result in an increase in the number of classes that receive orientations to the CMC and the number of students who use the facility on a

regular basis. To support this instruction initiative the unit updated and expanded its Web page to include links to a number of information-rich education sources. Membership on the College's Innovation and Renovation and Instruction Committees served to increase library visibility in the College and to advocate the CMC's, and the Library's, mission in relevant areas.

Technology expansion, with the requisite hardware and software upgrades and additions, was also targeted. Systems & Technology staff completed installation of six new PCs and two new Macs for the public service area. Two wireless Mac laptops were also made available for patron use. The upgrade of two staff circulation terminals has increased the speed of processing reserves and circulation transactions. A high-end Mac production computer and scanner, and digital camera and camcorder round out the technology enhancement project. Although these items were enthusiastically received, the addition of a laminator capable of handling poster-sized material has become the most heavily used item in the production lab.

Whether through the acquisition and cataloging of new and/or unusual items for the collection or expansion of Library support and services, it is certainly worth noting that these initiatives do not occur in a vacuum. As mentioned with Systems & Technology and the technology enhancements, this unit relies heavily on other Library departments to reach its goals. Luckily for the CMC, it appears the rest of the Library staff also regard "interesting times" as a challenge rather than a curse.

DEPARTMENTAL GOALS FOR THE YEAR

❖ Staffing:
- Work to clarify service standards and expectations. Create an evaluation rubric to facilitate more objective employee performance appraisals.
- Train all staff on basic use of equipment.
- Cross train all staff on individual position responsibilities and assignments.
❖ Collections:
- Continue to increase software and textbook holdings to meet burgeoning student need.
- As more specialized classes use unit resources, review and update reference materials based on their needs and collections supported in the unit.
❖ Space:
- Assess equipment for duplication, usefulness, and currency. Underused hardware will be updated or moved.
- Evaluate all materials on an ongoing basis, as collection space is at a premium.
- Review production and media labs for more efficient use of space.

Curriculum Materials Center (Cont'd)

❖ Marketing and Outreach:
- Seek innovative ways to support technology integration into the teacher education program by utilizing production lab equipment. Explore feasibility of electronic teaching portfolios.
- Increase foot traffic, circulation, and the number of classes and orientations to the CMC. This may be accomplished by marketing the collections and services via the Web site and the CMC newsletter and by speaking directly to methods professors.
- Consider the use of production lab space as a reading room to display materials purchased through College of Education funded grants.
- Market the fee-waived Special Borrower Card to Florida educators.
- Continue to assess faculty and student needs and seek feedback on programs and initiatives via Advisory Council comprised of College of Education administration, faculty, and student representatives.
- Complete, test, and market a Web-based library tutorial for distance education students.

CHANGES IN STAFFING

Susan MacDuffee, Library Technical Assistant, successfully applied for a more senior position in Binding and was subsequently replaced by Anna Hedstrom, a past teacher and employee of the Orange County Public Library system. Upon completing the hiring process for Anna, the unit addressed its next most immediate staffing concern, which was hiring an OPS worker for Pam Jaggernauth's maternity leave. Allison Foote, student assistant, filled Pam's position on an interim basis through April and May. Jackie Toce, Library Technical Assistant Supervisor, completed the CMC staff roster. The CMC is happy to report it is currently fully staffed.

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

❖ *Offer the best undergraduate education available in Florida*
In response to faculty requests, the unit implemented Teachers' Shelves, a service whereby faculty can place personal copies of materials in a public area for student review. The unit also extended services by honoring the Special Borrower Card and circulating instructional software for out-of-unit use. Production lab equipment was upgraded and expanded with the addition of a poster-sized laminator, DVD player, iMac production computer, scanner, and digital camera and camcorder. At student request the unit added a selection of pre-K-12 magazines.

❖ *Achieve international prominence in key programs of graduate study and research*
The unit dramatically increased the standardized test collection, merged two collections of tests, and created a policy for purchasing, housing, and circulation of materials. This collection serves graduate students in Counseling, Varying Exceptionalities, Clinical Psychology, and other related programs. The CMC also facilitated the acquisition of the Educators' Oral History Collection, a collection of oral histories conducted by graduate students in the College of Education.

❖ *Provide international focus to our curricula and research programs*
The CMC has continued its commitment to purchase materials to support the College of Education 's strong multicultural and global education program. As evidence, the Spanish-language education and children's book collections were vastly improved due to submission of $10,000 in book orders based on attendance at the Feria Internacional del Libro de Guadalajara. . The CMC also actively collected Coretta Scott King and Scott O'Dell honors books.

❖ *Become more inclusive and diverse*
The CMC respects and values all aspects of diversity, including social, racial, gender, and cultural differences. Two of five staff members, as well as several student assistants, are foreign born, thus contributing to an atmosphere where patrons from many different backgrounds feel at ease. CMC representatives also consulted at the Central Florida Muslim School regarding library collections, cataloging, software, circulation, etc.

❖ *Be America's leading partnership university*
As a direct support unit for the College of Education's teacher training programs, the CMC has an ongoing relationship with many components of the College. This has been evident in several areas and with outcomes benefiting all parties. The most recent partnership was with the College of Education and Orange County Public Schools "Transition to Work" program, where mobility-impaired students are accommodated in the CMC while pursuing vocational training on the UCF campus. The unit also received a substantial donation of instructional software from the Instructional Technology Resource Center and facilitated transfer of many titles to the Brevard campus College of Education.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

❖ The size of the facility precludes substantial growth of collections or services. Continuous, stringent review is necessary to identify little used resources for deselection and maximum space utilization.

❖ Now that the unit has some production equipment, efforts to collaborate with the teacher education faculty to assign and integrate these technologies into the program should be a priority.

ACCOMPLISHMENTS OF FACULTY AND STAFF

Penny Beile:
- Member
   American Library Association, Education and Behavioral Sciences Section, Curriculum Materials Committee
   Member, American Library Association, Education and Behavioral Sciences Section, Ad Hoc Committee to Update the Curriculum Materials Directory
   Southeastern Library Association, Outstanding Southeastern Author Award
- Co-chair, American Library Association, Education and Behavioral Sciences Section, 2002 Program Planning Committee
- University Committees: Faculty Senate, Graduate Council, Course Review and New Programs Subcommittee
- Successfully sought promotion from Assistant to Associate Librarian
- Participated at the FCTL Summer Institute
- Was awarded Professional Development Leave for fall 2001 and spring 2002
- Progress toward Degree: Educational Statistics, Analysis of Survey Design, Curriculum Theory, and Multimedia in Education courses taken toward doctoral degree

Anna Hedstrom:
- Attended:
   ABCs of Diversity
   Reach for the Stars
   Two UCF Library Staff Development training sessions
   FLA Annual Conference

Pam Jaggernauth:
- Attended *Reach for the Stars*

Jackie Toce:
- Member:
   Florida Library Association
   American Library Association
- Attended FLA Annual Conference
- Progress toward Degree: Research Methods, Indexing and Abstracting, Basic Information Sources, Library Services for Distance Users, Cataloging, and Library Systems courses taken toward master's degree

STATISTICS

Note: Statistics reported here are not comparable to statistics as reported by the Circulation Services Department. The following "Handling" statistics in Table 1 include charges, discharges, and browsed items and is used to indicate overall activity.

Curriculum Materials Center
TABLE 1

Circulation Handling

	2000-2001	1999-2000	1998-1999
Fiction	4,086	4,235	3,249
General	11,606	11,105	12,176
KDP	103	119	131
Picture	15,991	17,562	17,115
Professional	8,294	8,025	8,455
Textbooks	4,601	5,293	4,748
Total	44,681	46,339	45,874
Reserves	14,253	15,911	16,985

It is difficult to discern a consistent pattern of growth or decline in usage or services when reviewing statistics over the past three years. Overall, statistics for the unit for FY 2000/01 remained fairly static when compared to the years since the unit relocated to the main floor of the Education Building.

Compared to the previous year (FY 1999/00), total handling of all material types decreased by almost 3%. The fiction and picture book collections continue to be heavily used but decreased in circulation. Textbook circulation also dropped, possibly due to a preponderance of worn and dated items. It will be interesting to see if usage increases over the next year with the updating of the collection. As hoped and expected the professional and general collections increased their circulation, possibly due to the addition of new teaching support materials. Circulation of reserve items has continued to decline over the last couple of years and may be attributed to greater use of Web delivery of course readings.

Curriculum Materials Center
TABLE 2

Patron Count

	2000-2001	1999-2000	1998-1999
Foot Count	89,590	87,612	70,465
Audiovisual Lab	1,205	1,164	1,186
Production Lab	1,350	1,195	893
Classes Taught	26	30	---
Students Taught	673	737	555

Foot count for 2000/01 increased slightly from the previous year, and indicates an overall gain of 27% since 1998/99, when the unit relocated. Based on survey data, the CMC is being used primarily for reserves (12%), as a study area (15%), for e-mail and Internet use (14%), searching library resources (12%), casual reading and social visits (12%), equipment use (13%), and checking out materials (16%).

Surprisingly, the number of classes scheduled for orientations and the number of students receiving instruction both dropped over the past year. With current outreach efforts it is expected these figures will increase over the next year.

Prepared by Penny Beile
Head, Curriculum Materials Center

HIGHLIGHTS OF THE YEAR IN RETROSPECT

2000-2001 was the first full year Jennifer Block, the new department head, spent in ILL/DDS.

❖ *Lending Unit*
Initial efforts were focused on decreasing the volume in Lending. This was imperative, as staffing levels remained static in an environment where requests were rapidly increasing. In mid-July UCF increased its fees to non-consortial libraries and withdrew from LVIS (Libraries Very Interested in Sharing), an OCLC no-charge Group Access Capability (GAC) agreement of more than 1,100 libraries. The UCF Library had one of the largest collections in LVIS. An analysis of LVIS borrowing and lending for the previous year showed a 4:1 ratio of items UCF supplied to items UCF obtained. To decrease the amount of time spent invoicing other libraries, UCF instituted a tiered pricing structure. Those who participated in OCLC's IFM (Interlibrary Loan Fee Management) program would pay less than those libraries UCF invoiced. As a result of these two actions, OCLC statistics show lending activity decreased 11% for the period ending June 30, 2001 as compared with the previous year.

Lending also worked with the Circulation Services Department to streamline overdue/lost book procedures. The LUIS circulation module's loan period for ILL items was increased by 30 days to allow for travel time. With a longer loan period, more items were returned within the LUIS loan period thus decreasing the number of overdue notices generated by LUIS. Toward the end of the year Lending worked with Circulation Services on procedures for returning and discharging audio-visual and micro format materials.

Lending began to generate overdue notices and invoices using Clio, the department's interlibrary loan management system software. Diane Clark, Library accountant handling invoices, was given the Clio software on her computer so she could update Clio once payment had been received. This allowed Lending the ability to check which bills had been paid.

To help Lending catch up after months of being behind due to the Clio software crash, UCF went to non-supplier status on OCLC for the first three weeks in August. During this time Lending moved furniture to enhance the workflow, resolved old invoices, updated and organized mailing labels, resolved DLLI (Florida's Distance Learning Library Initiative

program that includes an in-state courier service) problems, updated the Clio library database, verified and updated *Ariel* (software that allows libraries to scan articles and send them over the Internet) libraries' IP addresses, cleaned out the service closets and revised forms/coversheets sent to other libraries.

In May the department received a Minolta PS7000 Planetary Scanner. Lending now scans articles directly into *Ariel* without photocopying first. In a very short time this has resulted in many positive changes. For example, the speed with which the unit supplies articles has gone from four days to one-two day's turnaround time. Lending uses less paper, toner and envelopes. Minimal time is actually spent processing articles to mail (articles are only mailed to libraries without *Ariel*). The quality of the scanned articles is superior to photocopied articles. Fewer students are needed to process articles.

❖ *Borrowing Unit*
Jack Webb updated UCF's custom holdings in OCLC increasing the database from less than one thousand to four thousand. This enlarged our tier of easily accessible free libraries four-fold. Requests are input into OCLC much more quickly as OCLC's Name Address Directory (NAD) entries do not need to be constantly checked for information on charges.

Jennifer Block was given a UCF purchase card to be used with those document delivery suppliers that do accept credit cards but will not invoice. Before receiving the purchase card, ILL/DDS informed patrons that they would have to purchase these documents themselves. With the purchase card the department can order these materials for our patrons.

To shorten the processing time for patron requests and to make operations more efficient Borrowing implemented the following:
- Staff began putting both free and charge libraries on one OCLC request, filing loan and copy requests together, and discarding printouts of OCLC unfilled/conditional messages.
- Borrowing also began looking at OCLC's "reasons for no" on unfilled requests. "Reasons for no" expedites requests through the OCLC cycle; it reduces the need for libraries to respond with conditional messages that require a response from the lending library.
- Staff also agreed to stop maintaining some manual logs that Clio made unnecessary.

Updating the in-house Microsoft Access ILL form was a major project that could not have been

achieved without the help of Joel Lavoie in Systems & Technology. Staff and patrons both had to make changes. The major changes to the form for our patrons included the additional request for a source of citation and changes in the "need-before-date" options. The form used to allow our patrons to put in an actual date. With the change patrons now have four time options from which to choose: within three weeks, by the end of the semester, by the end of the year and indefinitely. Finally, the form no longer asks patrons to indicate the amount they are willing to pay. Borrowing felt this was no longer necessary as the Library subsidizes all requests up to $30.

Joanie Reynolds' maternity leave in September and October impacted the workload of the unit as the remaining staff divided her duties. Deirdre Campbell, Marilyn Snow, Winnie Tyler and Jack Webb are all thanked for their exemplary performance with both their regular and additional duties during that period.

The WebLUIS ILL requests are no longer sent to a Pegasus e-mail account because the data in this account became corrupted in October; ILL/DDS was not able to retrieve any ILL requests submitted via WebLUIS. For several weeks FCLA printed the requests and faxed them to ILL/DDS. To solve the problem the department was given a GroupWise account and all WebLUIS requests are now sent there. Printing the messages from GroupWise has been a timesaver. In Pegasus one can only print one message at a time. GroupWise allows batch printing. This has been very popular with staff.

Changes were also made to the UCF FirstSearch ILL form by FCLA in November. The "Max Cost" and "Date Needed" fields were no longer displayed on the form. "E-mail" was made a required field. The field label "Select Location" (with a drop-down menu listing UCF-Orlando and UCF branches) was changed to "Select Department" (with a drop-down menu listing academic departments). A note was added asking patrons to write in the comments box if they wished delivery to a branch location.

❖ ***Lending and Borrowing***
UCF purchased a supply of IFLA (International Federation of Library Associations and Institutions) vouchers to facilitate payments to and from international libraries. Vouchers were used with libraries in Hungary, New Zealand and Scotland.

The department received and installed a second copy of *Ariel* in Borrowing. This made article delivery more convenient for Borrowing and enabled Lending to better utilize the software for sending documents.

Both units began utilizing Clio more effectively. Lending went almost completely paperless and no longer maintains paper files. Borrowing began using Clio to generate book bands.

ILL/DDS's office assistant, Raynette Kibbee, was reassigned to Systems & Technology. For several months, until the new Systems offices were completed, Raynette remained in ILL/DDS continuing to help the department while working on Systems' projects. In March Raynette moved downstairs upon completion of construction. This had a tremendous impact on the department. Her loss was felt both personally and professionally. Raynette's ILL/DDS duties were reassigned within the department. This, of course, added to everyone's workload. Having saved time with other changes, we were able to cope with the loss of Raynette.

DEPARTMENTAL GOALS FOR THE YEAR

❖ ILL/DDS will promote awareness of its services to the campus communities and potential borrowers worldwide.
- Revise and update departmental Web page(s): *Jennifer Block began this project in May 2001.*
- Incorporate an ILL component into the Reference Services Department's PERCs (Personalized Electronic Research Consultations): *No progress made*
- Incorporate an ILL component into the New Faculty Orientation and/or Faculty Institutes: *ILL agreed to present sessions to New Faculty Orientation and New GTA/ITA Orientation in August 2001.*
- Visit branch campus libraries to improve communications: *Jennifer Block, Pat Tiberii and Winnie Tyler (along with Frank Allen) visited the BCC /Cocoa Library in August 2000. Plans were made to visit the DBCC/Daytona Beach Library.*
❖ ILL/DDS will continue to experiment with electronic delivery methods.
- Investigate and implement Prospero: *Ariel 3.0 and Clio 3.0 will both be incorporating the capabilities of Prospero. ILL/DDS decided to wait for the releases of the software updates.*

- Digitize all form letters and messages to patrons: *ILL/DDS is contacting our patrons more via e-mail using both standard form messages and personalized messages when appropriate. More of the standardized messages have been digitized but work remains to be done in this area.*
- Create and update instructions for obtaining requested materials when available full-text: *Marilyn Snow has written drafts for instructions to access full-text materials for several vendors.*
- Reduce use of mail for non-returnables once the online delivery methods are well in place: *The department is waiting for Ariel 3.0 and Clio 3.0 to provide electronic delivery to UCF patrons.*
- Send all articles using the *Ariel* software whenever possible (pending overhead scanner purchase) - ILL/DDS received the overhead scanner in May 2001. *Lending now routinely scans and sends articles via Ariel to all libraries that are capable of receiving Ariel transmissions. This objective has been met.*

❖ ILL/DDS seeks to streamline office operations, simplify paperwork and automate workflow.
- Streamline ordering and storing of supplies: *Supplies are ordered a day before the deadline to ensure delivery in the same week. Storage for Lending and Borrowing supplies has been separated. This makes it easier for each unit to determine what is needed. This objective has been met.*
- Reorganize departmental files: *Jennifer Block weeded the files in her office and in 222A. Raynette Kibbee integrated and reorganized the files in both locations along with the personnel files in her file cabinet into the lateral file cabinet in the department head's office. This objective has been met.*
- Create, revise and update departmental and unit policies and procedures manuals: *Policies have been written for Borrowing and Lending overdues. "UCF at Branch Campuses" was revised and distributed to the branch campus libraries.*
- Implement checking out materials to branch campus students directly instead of to the libraries: *Lending implemented this in January 2001. Materials are also checked out directly to branch campus faculty. This objective has been met.*
- Implement Clio Request and Clio Web (pending software purchase): *The software has been purchased and received.*

❖ ILL/DDS will design and implement ongoing assessments.

- Plan and conduct a performance survey in October 2001: *Marilyn Snow has researched ILL surveys. With input from the rest of the department she has designed a survey for Borrowing and one for Lending. Plans are underway to administer in October 2001.*
- Participate in the Library's overall self-assessment for accreditation: *ILL/DDS will help whenever asked.*

❖ ILL/DDS will provide development and training opportunities for Interlibrary Loan staff
- Each staff member will attend a minimum of one training session per semester outside of the Library (i.e., Microsoft Excel, Word): *This objective was partially met. Each staff member attended an external training session in either the fall or spring semester.*
- ILL librarians will provide training to ILL/DDS staff in advanced LUIS and OCLC searching and better utilizing Web resources for Interlibrary Loan: *Jack Webb presented a session on advanced LUIS searching in March 2001.*
- Visit other Library departments with whom ILL/DDS interacts: *ILL took tours of Circulation Services, the Mail Room, Systems & Technology and the Binding Unit of Acquisitions Services.*

❖ ILL/DDS will continue to plan for possible renovations of office space: *Raynette Kibbee, with the input of the department, created a draft drawing in preparation for renovations.*

CHANGES IN STAFFING

The ILL/DDS Office Assistant, Raynette Kibbee, was reassigned to Systems & Technology. She changed offices in March 2001.

ADVANCEMENTS TOWARDS THE PRESIDENT'S FIVE GOALS

❖ *Offer the best undergraduate education available in Florida*
Filled 2,419 undergraduate requests to borrow items not available at UCF (including undergraduate students at branch campuses).

❖ *Achieve international prominence in key programs of graduate study and research*
Filled 12,337 graduate student and faculty requests for items that were not available in the UCF Library's collection (including graduate students and faculty at branch campuses).

ILL/DDS (Cont'd)

❖ *Provide international focus to our curricula and research programs*
- Supplied 169 items to libraries and research centers outside of the United States. Received 251 items for UCF patrons from libraries and document suppliers outside of the United States. This represents libraries, research centers and document suppliers from 19 different countries and territories in North America, the Caribbean, Europe, Australia/New Zealand, Africa, Asia, the Middle East and the West Indies.
- Employed international student assistants in both units including one from UCF's partner university in Qingdao, China.

❖ *Become more inclusive and diverse*
ILL provides service to all UCF patrons regardless of gender, ethnic background, religion, race, sexual orientation, age or disability

❖ *Be America's leading partnership university*
- Continued to support research in the region through membership in the Central Florida Library Cooperative. Through CFLC, the Lending unit loaned UCF materials to hospitals, the Kennedy Space Center, area attractions and businesses as well as local public, college and university libraries.
- Maintained an excellent relationship with SUS Libraries both for borrowing materials for UCF patrons, and sharing UCF's resources with students throughout the SUS.
- Obtained materials for SUS (non-UCF) undergraduates, graduate students and faculty who live locally.
- Through active membership on the SUS ILL Subcommittee, contributed to the effort to buy and implement a shared Library Management System as well as a shared ILL management system.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

❖ As the workload expanded and staffing decreased, process improvement needs to continue.
❖ The office space that ILL/DDS occupies was not designed for an interlibrary loan operation. This negatively impacts workflow. A long-term goal is to renovate the office to better utilize the space available.

ACCOMPLISHMENTS OF FACULTY AND STAFF

Jennifer Block
- Chaired Library Dissertation Task Force (fall-winter 2000)
- Presented *Separating the Wheat from the Chaff: Using the Internet for ILL*, with Jack Webb, to the CFLC ILL Interest Group Meeting at BCC /Cocoa (March 23, 2001)
- Attended OCLC Institute, *Continuity and Change in Resource Sharing*, Aurora, Colorado (August 6-7, 2000)
- Attended Colorado ILL Conference (May 2001)
- SUS ILL Subcommittee
- Completed 45-hour HR Workshop, *Supervisory Skills* (summer 2000)
- OCLC Web Review Panel (December 2000 -)
- University Research Council (September 2000 -)
- CFLC ILL Interest Group

Deirdre Campbell
- Continued taking classes at UCF in pursuit of B.S. degree in Public Administration
- *Word Basic*, UCF Division of Continuing Education (April 20, 2001)
- Various in-house training sessions and tours
- John T. Washington Banquet (April 17, 2001)

Deborah Canaday
- Received B.A. in English Literature from UCF (December 2000)
- UCF HR Workshops
  - *Stress Management* (December 2000)
  - *Squeezing the Toothpaste from the Top* (March 21, 2001)
  - *Nothing But Time* (April 18, 2001)
  - *Conflict Resolution* (April 24, 2001)
- Completed UCF *Accent on Excellence* Series
- Various in-house training sessions and tours
- *Word Basic*, UCF Division of Continuing Education (April 20, 2001)

- **Joanie Reynolds**
- Gave birth to Simone (August 26, 2000)
- *Word Basic*, UCF Division of Continuing Education (December 7, 2000)
- CFLC Interest Group meeting, Orlando Public Library (December 13, 2000)
- Various in-house training sessions, vendor demos and tours

Marilyn Snow
- *Maintaining Control of Your Workday* (July 24, 2000)
- Reference Librarian Search Committee (fall – winter 2000)
- Various in-house training sessions, vendor demos and tours
- *Power of Vision* (April 19, 2001)

Pat Tiberii
- *Word Basic*, UCF Division of Continuing Education (December 7, 2000)
- CFLC Interest Group meetings
  Orlando Public Library (December 13, 2000)
  BCC /Cocoa (March 22, 2001)
- Completed Disney Marathon, January 7, 2001
- John T. Washington Banquet (April 17, 2001)
- Various in-house training sessions, vendor demos and tours

Winnie Tyler:
- Library Dissertation Task force (November 2000)
- Library Relay for Life Team
- *Introduction to HTML*, UCF Division of Continuing Education (April 5, 2001)
- Various in-house training sessions and tours

Jack Webb
- Presented advanced LUIS workshop to ILL (January 5, 2001)
- Presented *Separating the Wheat from the Chaff: Using the Internet for ILL*, with Jennifer Block, to the CFLC ILL Interest Group meeting at BCC /Cocoa (March 23, 2001)
- Various in-house training sessions, vendor demos and tours

Pat Tiberii, Sr. LTA, ILL/DDS, using the new Minolta PS7000 Planetary Scanner

STATISTICS

Interlibrary Loan/Document Delivery Services
TABLE 1

INTERLIBRARY LOAN STATISTICS
FIVE-YEAR SUMMARY

BORROWING	1996/97	1997/98	1998/99	1999/00*	2000/01
Requests Submitted	13,938	12,854	16,585	*	22,709
Requests Sent Out	11,388	10,388	12,838	*	17,760
Requests Filled Externally					
Books	2,959	3,137	3,976	*	6,159
Copies	7,070	6,166	7,465	*	9,479
Total	10,020	9,303	11,441	*	15,638
Requests Filled Internally	1,953	2,466	2,466	*	3,241
Total Requests Filled (including filled internally by UCF-owned materials)	11,982	11,769	13,877	*	18,879
Total Fill Rate	**88%**	**90%**	**84%**	*****	**83%**

LENDING	1996/97	1997/98	1998/99	1999/00*	2000/01
Incoming Requests	26,773	30,024	35,866	*	37,307
Requests Filled					
Books	8,676	9,301	10,993	*	10,053
Copies	9,707	10,297	13,358	*	12,796
Total	**18,383**	**19,598**	**24,351**	*****	**22,849**

* With the version of the statistical software used from January 1998 to the present, it is not possible to derive these numbers.

Interlibrary Loan/Document Delivery Services
TABLE 2

INTERCAMPUS LENDING STATISTICS*
FIVE-YEAR SUMMARY

	1996/97	1997/98	1998/99	1999/00*	2000/01**
UCF at BCC					
Books	139	139	150	*	101
Copies	208	174	67	*	233
Total	**347**	**313**	**217**	*****	**334**
UCF at DBCC					
Books	484	210	110	*	235
Copies	340	268	448	*	1052
Total	**824**	**478**	**558**	*****	**1,287**
Florida Solar Energy Center					
Books	56	34	50	*	55
Copies	140	118	97	*	83
Total	**196**	**152**	**147**	*****	**138**
UCF at LSCC					
Books	N/A	N/A	0	*	0
Copies	N/A	N/A	5	*	19
Total	**N/A**	**N/A**	**5**	*****	**19**
UCF at VCC-West					
Books	N/A	N/A	N/A	N/A	2
Copies	N/A	N/A	N/A	N/A	6
Total	**N/A**	**N/A**	**N/A**	**N/A**	**8**
TOTAL INTERCAMPUS					
Books	679	383	230	*	393
Copies	688	560	701	*	1,393
Total	**1,367**	**943**	**931**	*****	**1,786**

* With the version of the statistical software used from January 1998 to the present, it is not possible to derive these numbers.
**This number reflects materials supplied to UCF patrons at branch locations from the UCF-Orlando Campus Library. I do not know if the previous year's statistics include both materials supplied from the UCF-Orlando Campus Library and materials received from other libraries or just materials supplied from the UCF-Orlando Campus Library.

Interlibrary Loan/Document Delivery Services
TABLE 3

INTERCAMPUS BORROWING*
2000-2001

UCF at BCC	Copies	Loans	Total	UCF at DBCC	Copies	Loans	Total
Faculty	9	11	20	Faculty	38	16	54
Grad Stud	37	52	89	Grad Stud	125	114	139
Undergrads	34	18	52	Undergrads	189	35	234
Staff	0	1	1	Staff	0	0	0
TOTAL	**80**	**82**	**162**	**TOTAL**	**352**	**165**	**517**

*This table shows materials obtained from other libraries for UCF branch patrons. To the best of my knowledge this is the first time ILL/DDS is reporting these figures, so there are no five-year comparisons.

The following tables illustrate UCF's borrowing and lending activity with our consortial partners and activity both in-state and out-of-state and internationally in addition to materials supplied to distance learners. This is the first time ILL/DDS is reporting these statistics so there are no five-year comparisons. These figures reflect filled requests.

Interlibrary Loan/Document Delivery Services
TABLE 4

CONSORTIAL ACTIVITY
2000-2001

	Borrowing			Lending		
	Loans	Copies	**Total**	Loans	Copies	**Total**
SUS	2,076	4,270	**6346**	1,989	3,462	**5,451**
CFLC	1,352	1,502	**2854**	2,812	1,854	**4,666**
ASERL	1,792	3,940	**5732**	1,577	2,958	**4,355**
FLIN*	457	418	**875**	1,704	1,062	**2,766**
TOTALS	**5,726**	**10,193**	**15,919**	**8,214**	**9,955**	**18,169**

*Excludes SUS and CFLC

Interlibrary Loan/Document Delivery Services
TABLE 5

INTERNATIONAL ACTIVITY
2000-2001

Borrowing			Lending		
Loans	Copies	**Total**	Loans	Copies	**Total**
96	155	**251**	87	82	**169**

Interlibrary Loan/Document Delivery Services
TABLE 6

NATIONAL ACTIVITY
2000-2001

	Borrowing			Lending		
	Loans	Copies	**Total**	Loans	Copies	**Total**
Florida	3,663	6,135	**9,798**	6,578	6,478	**13,056**
OOS*	2,391	3,182	**5,573**	2,995	4,885	**7,880**

*Out of State

Interlibrary Loan/Document Delivery Services
TABLE 7

DISTANCE EDUCATION*	
2000-2001	
Copies	217
Loans	106
Total	**323**

*These figures only reflect materials supplied to UCF Distance Learners (This category also includes faculty) from the UCF-Orlando Campus Library. Future reports will also include materials obtained for distance learners from other libraries.

Prepared by Jennifer Block
Head, Interlibrary Loan/Document Delivery Service

Partnership Library Services

HIGHLIGHTS OF THE YEAR IN RETROSPECT

Cultivating opportunities for promoting library resources, access, and services with faculty, community organizations, and partnering institutions was the major theme at the Brevard Campus in 2000-2001. We became the Southern Regional Campuses when our coverage area expanded to include Cocoa, Palm Bay and Melbourne in Brevard County and the Osceola site for our new initiative with Valencia Community College. We responded by developing better methods for addressing higher educational access and participating in plans for the University's branch campus system throughout the entire Central Florida region.

NEW INITIATIVES
- ❖ Submitted a proposal to the campus CEO and the director of libraries to assign expansion proviso funding to a new visiting library faculty position to serve the UCF Southern Regional Campuses.
- ❖ Designed and completed extensive revisions to the UCF Brevard Library Web page, which includes an Ask A Librarian feature.
- ❖ Began new orientation session to introduce students to Polaris and the Web schedule.
- ❖ Integrated Microsoft Office applications on UCF PACs.
- ❖ Assisted BCC to establish an Info Lab and restructure all library service access points.
- ❖ Established an information bulletin board in the administration/faculty building, which is updated weekly to promote library services and resources.

DEPARTMENTAL GOALS FOR 2001/2002

- ❖ Complete search processes and fill the vacant library faculty position. (Goal #1)
- ❖ Convert the visiting librarian position to a regular full-time library position. (Goal #2)
- ❖ Assess library support service and use levels at all system and partner libraries, beginning with Southern Regional Campuses. (Goal #3)
- ❖ Upgrade information and library services at BCC 's Melbourne campus. (Goal #4)
- ❖ Begin planning and development for library instruction participation in distance learning and Web-based courses. (Goal #5)
- ❖ Begin research for and planning of a UCF library faculty exchange program proposal. (Goal #6)
- ❖ Explore the potential for presenting professional workshops focusing on partnered library services and partnering opportunities. (Goal #7)

CHANGES IN STAFFING

- ❖ Hired and assigned the visiting librarian position.
- ❖ Hired an office manager for the UCF library services office.
- ❖ Modified contract for part-time adjunct librarian, increasing hours to accommodate for vacant library faculty position.

Brevard Campus staff (L to R): Mem Stahley, Allison King, Marcus Kilman, Candace Stoddard and Barbara Alderman

ADVANCEMENTS TOWARDS THE PRESIDENT'S FIVE GOALS

- ❖ *Be America's leading partnership university*
  In the 2000-2001 academic year, the University has moved towards establishing a branch campus system and planning is underway for more than 18 partner systems. Library services on the area campuses will be necessary for the continued success of faculty and students. Highlights for the Brevard Campus Library contribution follow:
  - Completed planning with BCC Cocoa and Palm Bay reference librarians and UCF reference librarians to develop the responsibilities for the visiting librarian position.
  - Identified the visiting librarian candidate and filled the position.
  - Provided two OPS student assistants to support BCC Cataloging and Circulation Services departments.
  - Worked closely with UCF teaching faculty, our Southern Regional community college partners, our colleagues and supervisors in Orlando, and at other UCF locations to provide maximum access to information services and resources with personal and electronic reference, library instruction, and collection development at all campus and instructional sites.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

❖ Use outcomes from Goal #3 above to provide appropriate services to all UCF students and all area campus and educational sites and centers.
❖ Use outcomes from Goal #5above to develop strong relationships with teaching faculty to help guide and assist with distance learning and Web-based instruction. Participate with faculty to develop their Web pages to promote library services (e.g., Ask A Librarian button on faculty Web pages).

ACCOMPLISHMENTS OF FACULTY AND STAFF

This section reflects the efforts and accomplishments of the entire 2000-2001 library staff, including Ms. Nancy Grossman, Ms. Candy Stoddard, Ms. Allison King, and Ms. Mem Stahley.

❖ Coordinated Diversity Week activities with BCC staff
❖ Planned and held a Library Open House
❖ Expanded library instruction programs:
  - Designed and/or updated over 30 handouts, 15 class worksheets and eight PowerPoint presentations
  - Compiled 11 Webliographies and completed 12 PERC-UP sessions
❖ Assisted in designing handicap access in the Cocoa library bibliographic instruction room
❖ Continued to maintain a comprehensive list of full-text journals
❖ Participated and/or chaired ALA discussion group sessions

❖ Participated in the OCLC Web Review Panel and provided comments on the new FirstSearch
❖ Attended ACRL, SELA Leadership, ALA and FLA conferences
❖ Attended regular faculty, department heads and collection development meetings in Orlando
❖ Submitted a co-authored paper, entitled "Partnerships and Technology: Making Connections at a Multi-Campus University," with Dr. Jennifer Platt, Associate Dean of the College of Education, to the Association of American Colleges and Universities 2001 conference. (The paper, accepted and presented at the conference "Partnerships and Technology: Making connections at a Multi-Campus University," is currently in preparation for submission to the *Journal of Higher Education Policy and Management*.)
❖ Submitted a joint proposal with Dr. Platt entitled, "Knowledge Management and Access in a Multi-Campus System: Collaboration, Communication, and Innovation," to the WebNet 2001 conference organized by the Association for the Advancement of Computing in Education and co-sponsored by the *WebNet Journal*. (The international conference will be held in Orlando, Florida in October 2001.)
❖ Authored an article entitled, "The Technology Revolution," published in *College and Research Libraries News*, 2001.
❖ Collaborated with university library leadership to more equitably reallocate acquisitions funding at branch sites and remote locations.
❖ Again, provided adequate personnel to keep the Joint-Use Library open without BCC staff during BCC spring break

STATISTICS

Partnership Library Services – Brevard Campus
TABLE 1
The following table illustrates the UCF contribution to reference services.

REFERENCE DESK COVERAGE	Librarian King	Adjunct Librarian Stoddard	Total
Primary Hours/Percentage	15.0	17.0	32/50%
Additional Summer Hours	0.5	1.0	2.0
Backup Hours	3.5	2.0	5.5
Saturday Hours	9/43	0	9/43
Primary Hours/Backup Percentage			38.5/59%
Week with Primary Hours + Backup + Working a Saturday/Percentage			52/73%
Overall Percentage, including Saturdays			47%

Partnership Library Services – Brevard Campus
TABLE 2
The following table illustrates the BCC Spring Break 2001 library traffic statistics.

Gate Count for Library Use March 26-March 30, 2001	
Monday	218
Tuesday	296
Wednesday	216
Thursday	191
Friday	147
TOTAL	1,068

Prepared by Mem Stahley
Associate Director for Library &
Administrative Services, UCF/Brevard Campus

Public Services

Public Services offered by the UCF Library include Circulation Services, Interlibrary Loan/Document Delivery, Reference Services, and Electronic Resources. These departments are also responsible for the Library's outreach initiatives to the teaching faculty, staff and student body of the University of Central Florida, and to the Central Florida community.

HIGHLIGHTS OF THE YEAR IN RETROSPECT

The accomplishments of each of the Public Services departments are included in this annual report. Demand for and provision of services to all patron groups increased during 2000-2001.

Public Services initiatives and highlights include:
- During the fall 2000, the Library established a task force to examine the potential for e-books in the Library's collections. The Library acquired e-book titles from netLibrary through a consortial arrangement with SOLINET devices similar to the wireless laptop checkout service. The task force identified several e-book devices and received recommendations for purchase from the Systems & Technology Department.
- Participation as facilitators and presenters in the Faculty Center for Teaching and Learning's Summer Institute and Winter Workshop.
- Participation in campus activities such as the Welcome Expo in August, Orientations for New Faculty, Graduate Teaching Assistants, and International Teaching Assistants, and the Third Annual UCF Technology Showcase and EXPO.
- Collaborated with Systems and Technology to initiate the hosting of an electronic journal on the Library's Web site. The journal, *Journal of Health Occupations Education*, is edited by Larry Hudson of the UCF College of Education.

DEPARTMENTAL GOALS FOR THE YEAR

During 2001-2002, Public Services anticipates continued growth in demand for services, and increasingly higher expectations for delivery of resources and services.

ACCOMPLISHMENTS OF FACULTY AND STAFF

Some highlights of the activities of Meg Scharf include:
- Serving on search committees for the director and assistant director of the Faculty Center for Teaching and Learning; continued service on the FCTL Advisory Board; planning and participation in FCTL activities.
- Facilitator at the UCF site for a teleconference on UCITA.
- Developed guidelines for hosting electronic journals on the Library's Web site.
- Chair, State University System Public Services Planning Committeeand representative for UCF on the OPAC/Gateway Subcommittee as part of the evaluation of the new Library Management System.
- Facilitated the first annual "Computer Walk" with the Public Services Group and Systems and Technology (March 29, 2001). This consists of an extensive tour of the building and a discussion of the location of workstations, printers, and equipment, with the goal of meeting the needs of patrons for technology.
- Judge at the *Orlando Sentinel* Spelling Bee (April 4, 2001).
- Submitted UCF Library News to the Florida Chapter ACRL Newsletter.
- Presentations include: "Managing Chaos" with Karen Smith, at the National meeting of EDUCAUSE, Nashville, TN; "Hosting the *Journal of Health Occupations Education*" with Larry Hudson and Margie Garland-Aguilar.
- Professional Development includes attendance at the *ABCs of Diversity*, netLibrary's online class, "Increasing e-book Use," Association for Research Libraries Online Lyceum, "Measuring Library Service Quality," and the ACRL/Harvard Leadership Institute.

Prepared by Meg Scharf
Associate Director, Public Services

HIGHLIGHTS OF THE YEAR IN RETROSPECT

Significant accomplishments in Reference Services focused on the renovation of the office suite, filling vacant positions, and extending reference services beyond the Library's stationary walls. One identifiable goal was to create a more functional and efficient reference collection. The reference print collection continued to grow at an astounding rate so additional shelving was added during the year. An extensive weeding project was also begun to eliminate outdated and infrequently-used materials and to move them to the general collection.

The completion of the reference suite renovation provided new individual offices for librarians and expanded workspace for support staff. Four library faculty were hired to fill vacant positions. Nancy Stephens, Office Assistant, retired after many years of valuable service. While traditional services, such as reference desk service, library instruction and Personalized Electronic Research Consultations (PERCs), experienced major growth, alternative reference services were also initiated.

In an attempt to target a younger, techno-savvy generation, the department began Librarians On Location as a pilot program. In this latest venture, library faculty used wireless laptop computers to advise students and faculty about library services and conducted on-site research consultations at several campus buildings. The buildings included the College of Health and Public

Electronic Reference Area, Reference Services

Affairs, College of Engineering and Computer Science, and Classroom Building I. This was an excellent and high-profile marketing concept for the Library, and future exposure should increase patron use. Librarians conducted Roadshows in several colleges including College of Business Administration and College of Engineering and Computer Science, where they promoted subject-specific research resources to students and faculty.

The four units within the department, Ask A Librarian, Government Documents, Library Instruction, and LINE/OSS contributed to a successful year.

The Library Instruction Program experienced tremendous growth, increasing 16% in the overall number of library instruction classes and increasing 23% in the number of students instructed. PERCs also increased by 16%.

Ask A Librarian (AAL) continues to evolve by providing telephone, e-mail and Web-enabled information to the UCF and Orlando communities. Initially begun as Telephone Reference Service, the name was changed to Quick Reference Service when e-mail connections were added. The most recent name change again reflects the changing nature of the service, which enables librarians and support staff to assist patrons who have a variety of informational questions and technical access problems. In an attempt to add another dimension to AAL, chat services were investigated, trials were established, and two services, *Conference Room* and *Convey*, were evaluated with the anticipation of adding that type of synchronous service during the next fiscal year. Brian Mathews, Senior LTA, contributed valuable insight into the potential usefulness of chat services and other technical programs.

An important role for the Library and this department is to support the University's emphasis on distributed learning and to provide collaborative services to the Center for Distributed Learning, Course Development and the UCF Virtual Campus. In this regard, the department broadened its role to provide reference services to off-campus students and faculty. AAL was especially useful to distance learning students who needed technical support and advice. A Distributed Learning Services Web page was designed to provide additional support and online assistance for a growing Web-based clientele. These alternative communication methods have become important links in the Library's virtual reference service.
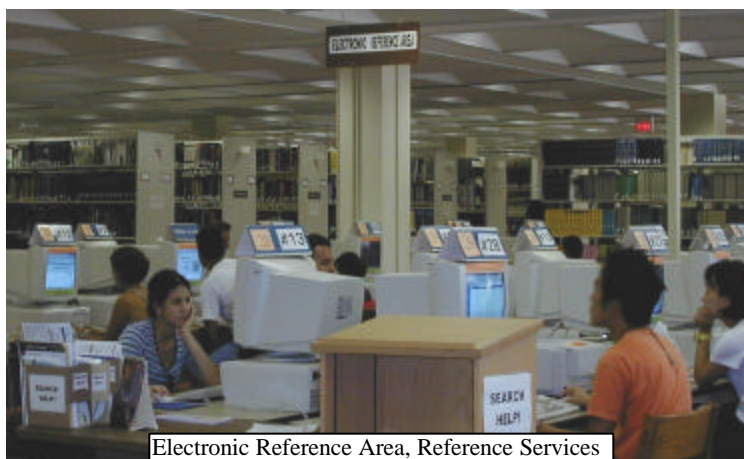
Government Documents continued as a valuable portion of the collection. Rich Gause, Government Documents Librarian, designed Web pages, which are unique and highly useful guides for the immense amount of information available through city, county, state, federal, and international sites. Government Documents also continued evaluating and weeding outdated materials. Patricia Hall, Senior LTA, ensured the availability of Florida and United States resources within 48 hours of receipt.

Library Information Network and Exchange (LINE)/Online Search Services (OSS) continued to experience challenges in promoting the fee-based service to the community. Promotional brochures were revised and mailed to potential clients in the corporate community. Citation analysis searches continue to grow and are becoming a major part of the service. Jennifer Schock, Senior LTA, provided valuable support and crucial expertise in maintaining extensive files for LINE/OSS.

Library faculty from Reference Services continued to participate in numerous campus activities, including FCTL Winter and Summer Institutes, International Faculty Summer and Winter Institutes, new faculty and GTA orientations, Welcome Expo and IDL 6543 (a comprehensive training program that guides faculty through the process of developing and maintaining online classes). They were also active in local, state, regional, and national professional organizations, including Central Florida Library Cooperative, Florida Library Association, Medical Library Association, Chinese American Librarian Association, Southeastern Library Association, and American Library Association. Although dismantling the New Book Shelf was a cross-departmental concern and decision, this department fielded the questions about the disappearance of the popular collection. Cheryl Mahan compiled a list of concerned patrons and relayed information about the new books list on the Library's Web page.

DEPARTMENTAL GOALS FOR THE YEAR

The department revised an outdated mission statement and established goals. These include:

❖ **Organization & Leadership: Building an organizational structure and processes that anticipate and accommodate change and growth, encouraging feedback at all levels.**
The department will strive to maintain an organizational structure that is responsive to growth and change.
- Identify and share the expertise of each member of Reference Services. *A list of subject area experts was compiled and distributed.*
- Review and revise written departmental policies and procedures. *Work was begun revising the policies and procedures manual.*

❖ **Information Resources: Being the gateway to information for the University community; providing a resource-rich environment; maximizing access to a broad range of diverse materials in appropriate formats.**
The department will evaluate its collections on an ongoing basis.
- Establish a schedule for periodic review of the collections. *Reference Services and Cataloging collaborated and designed a schedule for weeding the reference collection.*
- Weed inappropriate and outdated materials. *Extensive weeding was accomplished throughout the year.*

❖ **Service Orientation: Exhibiting a commitment by the department and its employees to excellent user services. Establishing policies, practices, training, and staffing with a candid examination of user needs and with an ideal of accurate, courteous, timely, and seamless service.**
The department will strive to provide accurate, consistent, timely, and user-centered public service.
- Identify and implement, as appropriate, innovative techniques to meet information needs of all users.
  Designed brochure for UCF Library Service to Persons with Disabilities.
  Began digitizing Starting Points.
  Initiated "roaming" throughout the Electronic Reference Area.
  Continued holding database workshops for reference staff and other interested library employees.
- Examine criteria for excellent service. *Began examining performance standards.*

❖ **Education: Assuming a leadership role in the promotion of information literacy, emphasizing instruction in accessing and evaluating information.**
The department and the Library Instruction Program will prepare students and faculty to identify, retrieve, and evaluate information.
- Continue outreach to faculty to promote advantages of research instruction. *Recommended that the Library hire an outreach librarian.*
- Explore feasibility of team teaching courses with faculty from academic departments. *Linda Colding and Dr. Bernard McCarthy designed and will team teach a criminal justice course, CCJ 6938, in the fall semester 2001.*

❖ **Technology: Incorporating proven and emerging technologies to provide dependable systems infrastructure and to facilitate information access and delivery.**
The department will investigate technologies to maximize access to library services and resources for off-campus patrons.
- Study and implement appropriate technologies to improve contact with patrons.
  Recommended adding ADA assistive software to at least one computer workstation.
  Recommended purchase of a chat software for Ask A Librarian.

❖ **Human Resources: Enriching the work experiences of library employees.**
The department will identify training opportunities and needs for all staff.
- Continue to share resource information.
  Implemented database workshops for staff.
- Establish a mentoring and training program for new librarians and staff. *Began collaborating with Personnel Librarian to enhance mentoring program.*

CHANGES IN STAFFING

❖ Nancy Stephens, Office Assistant, retired on May 31, 2001.
❖ Terrie Sypolt, Amy Gonzalez, Richard Harrison, and Hal Mendelsohn joined the department in April 2001.
❖ Chris Wettstein, adjunct librarian worked fall semester 2000 and spring semester 2001.
❖ Carole Hinshaw accepted the position as Head of Reference Services.

ADVANCEMENTS TOWARDS THE PRESIDENT'S FIVE GOALS

❖ *Offer the best undergraduate education available in Florida*
Library instruction experienced significant growth and continued to instill awareness and promote the importance of information literacy.

❖ *Provide international focus to our curricula and research programs*
Reference librarians and support staff, who speak a variety of languages, provided library orientations for international visitors, students, and faculty. Ying Zhang, Ven Basco, and Donna Goda were active in international student and faculty groups and forums. The department also supported the needs of a variety of academic departments with international and diversity initiatives by providing liaison and research assistance and instruction.

❖ *Be America's leading partnership university*
Ask A Librarian expanded its virtual service to include telephone, e-mail, Web, and chat service. LINE/OSS, Ask A Librarian and Government Documents/Patents Web pages provided information and services for community patrons and off-campus students. LINE offered fee-based database searching to community patrons.

ACCOMPLISHMENTS OF FACULTY AND STAFF

- Ven Basco, Donna Goda, Elizabeth Killingsworth. Poster Session Southeastern Library Association, Jekyll Island, Georgia, October 11-13, 2000, "Satellite Reference: Expanding Reference Services across the University Campus."
- Linda Colding: Selected to attend ACRL Information Literacy Immersion '01 Program; indexer for two journals for the *Air University Library Index to Military Periodicals*; served on Army ROTC Scholarship Board.
- Richard Gause: Representative to the University Assessment Committee; member of Librarians' Personnel Advisory Committee; Leader of the Central Florida Library Cooperative's Government Documents Interest Group.
- Donna Goda: Presenter at the UCF International Faculty Summer Institute, 2000; attended Feria Internacional del Libro in Guadalajara, Mexico; continues work on Ph.D. at Florida International University.
- Carole Hinshaw: Chair, Association of College and Research Libraries, Distance Learning Section, Instruction Committee.
- Patricia Kenly: Selected for inclusion in *RUSA Directory of Peer Consultants and Speakers;* poster session Florida Library Association, Tampa, Florida, April 25-28, 2000, "Taking it to the Business School: Informing Students and Faculty about Electronic Resources."
- Elizabeth Killingsworth: "Evolution of Clinical Librarianship: Adapting to a Changing Environment," *Journal of Educational Media and Library Sciences* 37 (3) 265-274, 2000.
- Marcus Kilman: Served as member of SUS Collaborative Digital Reference Committee; attended Virtual Reference Desk Annual Conference; completed the online UCITA tutorial sponsored by ALA Office for Information Technology Policy.

- Cheryl Mahan: UCF Advisory Committee for Texts and Technology Ph.D. Program; attended Feria Internacional del Libro de Guadaljara, Mexico; designed library display, "Jackets Not Required…But Desired: a Collage of Glorious Bookjackets from UCF Library Books."
- Brian Mathews: Continued course work in Library and Information Science at University of South Florida.
- Carol Ann Moon: Received her ten-year award at the USPS Awards Banquet; completed her MLIS from University of South Florida.

- Peter Spyers-Duran: Created *UCF Patent Tutorial,* which received recognition in the patent library community and was published at, the leading Internet portal for patent information; member ACRL STS Comparison Committee; UCF Professional Development Leave Committee.
- Ying Zhang: President, Florida Chapter, Chinese American Librarian Association; continues work on MBA at UCF, poster session "Marketing Library Services to International Students," First Annual National Conference of Asian Pacific Librarians.

L to R: Senior LTA, Andrea Dufault (Circulation) and librarians, Amy Gonzalez (Reference) and Rich Gause (Government Documents) at the Welcome Expo on the Student Green

STATISTICS

Reference Services
TABLE 1

GOVERNMENT DOCUMENTS ANNUAL STATISTICS
2000/2001

	Total FY 1999/00	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
U.S. DOCUMENTS														
Print	265,721													
Received		372	508	534	457	364	264	488	561	563	451	233	378	5,173
Deleted		52	358	101	112	366	54	82	163	115	66	53	62	1,584
				Total U.S. Documents Print Materials in Collection as of July 31, 2001										**269,310**
Microfiche	387,397													
Received		1,271	1,000	951	847	691	563	725	666	653	577	927	1,032	9,903
Deleted		0	0	171	1	1	3	0	0	0	9	0	2	187
				Total U.S. Documents Microfiche Materials in Collection as of July 31, 2001										**397,113**
Electronic Product	3,906													
Received		90	97	18	24	17	39	56	19	49	41	28	39	517
Deleted		0	2	0	1	0	0	0	0	0	0	0	0	3
				Total U.S. Documents Electronic Products in Collection as of July 31, 2001										**4,420**
FLORIDA DOCUMENTS														
Print	31,021													
Received		60	37	48	62	5	64	138	231	656	4,243	511	63	6,118
Deleted		0	1	1	0	0	0	1	0	0	1,825	0	0	1,828
				Total Florida Documents in Collection as of July 31, 2001										**35,311**
Electronic Product	0													
Received		0	0	0	0	0	0	0	0	0	1	1	1	3
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0
				Total Florida Documents Electronic Products in Collection as of July 31, 2001										**3**
PATENTS CD-ROMs	0													
Received		0	0	3	2	4	0	4	13	4	6	4	2	42
Deleted		0	0	0	1	0	0	0	7	0	1	0	0	9
				Total Patents CD-ROMs in Collection as of July 31, 2001										**33**
PATENTS DVDs	0													
Received		0	1	5	53	4	3	55	1	3	3	56	1	185
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0
				Total Patents DVDs in Collection as of July 31, 2001										**185**
PATENTS MICROFILM	8,863													
Received		0	0	22	0	0	0	10	0	0	0	18	0	50
Deleted		0	0	0	0	0	0	0	0	0	0	0	16	16
				Total Patents Microfilm in Collection as of July 31, 2001										**8,897**
MAPS	3,331													
Received		6	5	15	11	2	1	0	7	3	5	3	9	67
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0
				Total Maps in Collection as of July 31, 2001										**3,398**
GROWTH (in feet) IN U.S. DOCUMENTS COLLECTION														**86**

Reference Services
TABLE 2

LIBRARY INSTRUCTION LESSONS TAUGHT
MAY 2000 – APRIL 2001

Course/Class Code		COURSE TITLE	SUMMER '00	FALL '00	SPRING '01	TOTAL
AMH	2010H	History of the United States 1492-1877		2		2
AMH	5176	Civil War Reconstruction		1		1
AMH	6939	Seminar in American History	1	1	1	3
ANT	2000	General Anthropology	1			1
ANT	3212	Peoples of the World	2			2
ANT	3332	Cultures of Latin America	2			2
ANT	3930	Caribbean Culture	1			1
ANT	3184	Mortuary Archaeology		1		1
ANT	3212	Peoples of the World		1	1	2
ANT	3930	Incas			1	1
ANT	4380	Gender Issues in Latin America			1	1
ART	3281	Type & Design			1	1
BTE	4410	Course Construction Business Education	1			1
CCJ	3072	Information Technology & Data Management		1		1
CCJ	4661	Conflict and Terrorism			1	1
CCJ	5015	Nature of Crime			1	1
CHM	4930	Chemistry Seminar		1	2	3
DAE	3370	Dance Rhythm	1			1
ECS	6006	Comparative Economic Systems			1	1
EDE	6938	Elementary Education Seminar	1	1	1	3
EDF	2005	Introduction to Education	1			1
EDF	4603	Analysis of Critical Issues	1	3	2	6
EDF	6155	Life Span & Human Development	1			1
EDF	6236	Principles of Teaching & Learning	1			1
EDF	6481	Educational Research Methods	4	3	4	11
EDG	2701	Teaching Diverse Populations	2			2
EDG	7221	Advanced Curriculum Theory	2			2
EDG	7939	Doctoral Seminar	1			1
EDG	6236	Principles of Instruction & Learning		2	3	5
EDG	1005	Foundations of Leadershp			3	3
EDG	6253	Curriculum Inquiry		1	1	2
EEC	3268	Play Development		2		2
EME	5056	Communication for Instructional Systems		1		1
ENC	1101	English Composition I	10	38	8	56
ENC	1101H	Composition I Honors		5		5
ENC	1102	Composition II		10	42	52
ENC	1102H	Composition II Honors		2	5	7
ENC	3210	Writing for the Business Professional	1	1		2
ENC	3241	Writing for Technical Professionals			3	3
ENC	3930	Writing for Business Professionals			1	1
ENC	4293	Technical Documentation		1		1
ENG	3014	Theories & Techniques of Literature	1	1	2	4
ENG	5009	Methods of Bibliography & Research		2		2
ENG	5009	Methods of Bibliography & Research (Laboratory)		1		1
EVT	3312	Course Construction Health Occupation	1			1
EVT	3371	Course Construction Industrial Education	1			1
EVT	4169	Course Construction Technical	1			1
FRW	3770	Francophone Literature			1	1
GEB	3031	Business Cornerstone	1	2	2	5
HIM	3116	Health Records Organization & Management			1	1
HIS	4150	History and Historians			2	2
HSA	1930	Freshman Seminar		2		2
HSA	3122	US Health Care Systems			1	1
HSA	4109	Principles of Managed Care			1	1
HSA	4120	Community Health	1			1
HSA	4502	Risk Management			1	1
HSA	4701	Introduction to Research in Health Professions			1	1
HSC	4008	Professional Development in Health			1	1

LIBRARY INSTRUCTION LESSONS TAUGHT
MAY 2000 – APRIL 2001

Course/Class Code		COURSE TITLE	SUMMER '00	FALL '00	SPRING '01	TOTAL
HSC	4500	Epidemiology			1	1
HUM	2211	Humanistic Traditions I		2		2
HUM	2230	Humanistic Tradition			1	1
IDL	6543	Distance Learning		1		1
INR	4401	International Law		2		2
LAH	3200	Modern Latin America			1	1
LEI	3930	Introduction to Leisure Studies		1		1
MAE	2801	Instructing Math in Elementary Schools	2	4		6
MHS	7669	Advanced Counseling Theories		1		1
MLS	4912	Research Methods		1		1
MUE	3210	Music in the Elementary School	1			1
MVW	1413	Clarinet		1		1
NGR	5800	Theory Research I		1	1	2
NUR	3165	Nursing Research	3			3
NUR	3809	Transitional Concepts in Nursing I	1	1	1	3
NUR	3825	Role & Function of the Professional Nurse		1		1
NUR	4084	Transitional Concepts in Nursing II		1		1
NUR	4837	Health Care Issues, Policies & Economics			1	1
PAF	2102	Introductions to Careers in PA		2		2
PCB	3023	Molecular Cell Biology		1		1
PET	4660	Organization & Administration in Athletic Training			1	1
PHC	6000	Epidemiology	1			1
PHT	5605	Research Methods in Physical Therapy	1			1
PLA	3104	Legal Research		2	1	3
POS	3703	Scope & Methods of Political Science		1		1
PSY	2013H	General Psychology		1		1
PSY	3214	Research Methods in Psychology	2	5	4	11
RTE	3367	Medical Physics	1			1
RTV	4403	Media & Society		2	4	6
SLS	1501	Strategies for Success in College		5	1	6
SOW	4232	Social Welfare Policies & Issues		2		2
SPA	6526	Seminar in Speech	1			1
SPN	3420	Spanish Composition			1	1
SPN	5502	Hispanic Culture in the US	1			1
SPN	6805	Spanish Morphosyntax			1	1
SPW	5937	Advanced Spanish Graduate Research		1		1
SYA	3300	Research Methods in Sociology		1		1
SYA	6305	Social Research		1		1
THE	3306	Dramatic Literature II			1	1
WST	3015	Introduction to Women's Studies		1		1
		Arts & Science Graduate Orientation		1		1
		CMMS	3	5	4	12
		Composition Faculty Orientation		1		1
		Criminal Justice GTA Orientation		2		2
		Faculty Orientation		5		5
		Graduate Student Orientation – Engineering			1	1
		GTA Orientation		5		5
		Human Resources	1			1
		International Students Orientation		1	1	2
		International Teaching Assistants Orientation		2		2
		Nursing Faculty		1		1
		Nursing Orientation			1	1
		Nursing Students – Graduate		2		2
		Nursing Students – Undergraduate		1		1
		SARC	2	1		3
		Social Work Students		1		1
		SPACE	1			1
		WebLUIS			1	1
		Welcome Expo		1		1
		Writing & Research Workshop		1		1
GRAND TOTAL			**61**	**158**	**124**	**343**

Reference Services
TABLE 3

LIBRARY INSTRUCTION MONTHLY OVERVIEW
MAY 2000 – APRIL 2001

	MONTH	# of CLASSES	# of STUDENTS	STAFF HOURS
2 0 0 0	MAY	33	716	163
	JUNE	9	233	85
	JULY	19	331	43
	AUGUST	24	913	84
	SEPTEMBER	64	1,987	277
	OCTOBER	46	910	194
	NOVEMBER	24	459	73
	DECEMBER	0	0	0
2 0 0 1	JANUARY	50	1,901	189
	FEBRUARY	62	1,258	232
	MARCH	11	206	36
	APRIL	1	19	4
	TOTAL	**343**	**8,933**	**1,380**

Reference Services
TABLE 4

LIBRARY INSTRUCTION INSTRUCTOR WORKLOAD
MAY 2000 – APRIL 2001

	Summer '00		Fall '00		Spring '01		
Librarian	Indiv.	Team*	Indiv.	Team*	Indiv.	Team*	Total
Anderson, E	3		2		2		7
Basco, B	5		13		10		28
Beile, P.	8						8
Colding, L	8		31		18		57
Gause, R.	6		14		12		32
Goda, D	3		14		12		29
Gorzka, M	3						3
Hinshaw, C	2	1	6	2	8		16
Kenly, P	1		2	3	5	2	8
Killingsworth, E	6		20		16		42
Kilman, M			2			1	2
Kisby, C	3		11		2		16
Mahan, C	4		17		17		38
Spyers-Duran, P	6		14	1	10		20
Zhang, Y.	3		12	1	12		27
TOTAL	**61**		**158**		**124**		**343**

*Team Teaching not included in totals

Reference Services
TABLE 5

LIBRARY INSTRUCTION GROUP TOUR REQUESTS
MAY 2000 – APRIL 2001

DATE	GROUP/LOCATION	# of STUDENTS
May 2000	n/a	n/a
June 2000	n/a	n/a
July 2000	n/a	n/a
August 2000	n/a	n/a
September 2000	Rollins College Winter Park	9
October 2000	n/a	n/a
November 2000	n/a	n/a
December 2000	n/a	n/a
January 2001	n/a	n/a
February 2001	Clearlake Middle School Cocoa	20
	Edgewater High School Orlando	51
	Master's Academy Oviedo	20
March 2001	Altamonte Christian School Altamonte Springs	12
April 2001	Lake Mary Prep School Lake Mary	15
TOTAL	**6**	**126**

Reference Services
TABLE 6

LIBRARY INSTRUCTION STATISTICAL SUMMARY
TEN-YEAR PROFILE

MAY-APRIL	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-2000	2000-2001
# OF CLASSES	248	296	254	308	335	321	170	234	287	343
# OF STUDENTS	5,317	5,589	4,472	5,285	5,286	6,424	4,205	6,085	6,864	8,933
# OF STAFF HOURS	1,134	1,342	1,136	1,491	1,370	1,256	928	1,242	1,221	1,380
# OF OFF CAMPUS GROUPS	16	12	10	10	2	5	8	11	9	6
# OF LIBRARIANS	10	10	9	9	13	15	14	13	16	14
% OF UCF ENROLLMENT*	25	26	19	21	20	24	15	18	22	27

*Based on fall semester enrollment

Prepared by Carole S. Hinshaw
Head, Reference Services

Systems & Technology

HIGHLIGHTS OF THE YEAR IN RETROSPECT

The most exciting thing to happen in the Systems & Technology Department in 2000-2001 was its move into office space. Since the time when staff were first added for systems support they have been housed in the computer room with the servers, router, and switches so the office space was badly needed.

With the permission of the Florida Historical Society, the Library scanned 90 years of the *Florida Historical Quarterly* as part of the Florida Heritage Project in early 2000. Over 34,000 images were produced. Review of the images was completed in June 2001. Accompanying metadata is being prepared, and files will be sent to the Florida Center for Library Automation (FCLA) for loading. The Florida Heritage site (http://susdl.fcla.edu/fh/), which will include the *Florida Historical Quarterly*, should become a valuable electronic research resource.

The Sprint Learning Center (235C) was renovated and sole responsibility for its support taken over by Systems. The 41 PCs in 235C and the other electronic classroom (235A) were upgraded.

Sixty-four PCs were upgraded in the Electronic Reference Area and between the Circulation and Reference desks.

The desktop design for the public PCs was implemented.

A "New Titles List" was created and a link placed on the Library's home page (http://library.ucf.edu/).

Server redesign was initiated, moving Web and staff services to larger machines, freeing smaller servers for special projects. Additional fibre channel storage was added to accommodate research databases as well as staff files.

With the addition of several new vendors in the market, a re-evaluation of network printing was begun.

In support of the Library's policy to keep staff informed, the meeting minutes of various groups are now posted to the Library's Intranet. A calendar of these and other Library meetings are posted and can be scheduled on the Intranet.

The Systems & Technology team also continues to provide technical support for library function-specific operations.

DEPARTMENTAL GOALS FOR THE YEAR

❖ Create policies and procedures for the Systems & Technology Department including operational guidelines, technical support procedures, and a new employee network usage pamphlet.
❖ Further refine duties and responsibilities of Systems & Technology staff.
❖ Transfer files of the *Florida Historical Quarterly* and dataset.tocs to FCLA, and scan the second and third contributions to the project.
❖ Begin planning for an electronic theses and dissertations facility.
❖ Identify additional areas where digital processing is needed.
❖ Continue evaluation of network structure, incorporating new technologies whenever possible.
❖ Expand computer availability by adding 56 public access PCs throughout the Library.
❖ Implement network printing.

CHANGES IN STAFFING

New Staff:
- Athena Hoeppner, Electronic Services Librarian, half-time in Systems
- Scott Milbuta, Computer Support Analyst
- Denise Dotson, Adjunct Digital Services Librarian

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

❖ ***Offer the best undergraduate education available in Florida***
❖ ***Achieve international prominence in key programs of graduate study and research***
   The Systems & Technology Department continues to improve accessibility to information for both undergraduate and graduate students. Databases accessible from local database collections, LUIS, and the Web continue to be expanded and are available from PCs throughout the Library. Wireless laptops can be checked out from the Periodicals/AV desk that provide access to research materials as well as MS Office for word processing, spreadsheet, and database preparation.

❖ *Be America's leading partnership university*
Partnerships have been strengthened with the UCF/BCC/FSEC Joint-Use Library – Cocoa and Palm Bay, Daytona Beach Community College Library, Lake-Sumter Community College Library, and Florida Gulf Coast University where technology and support have been provided. Additional opportunities are anticipated for partnerships with other community colleges in the region. Our continuing partnership with 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 has also been maintained.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

The work that the Systems staff performs requires a high level of technical knowledge that constantly needs to be updated and improved upon. It is oftentimes obtained by consultation rather than education. There has been much discussion about providing more formal instruction in the installation and maintenance of equipment and software. While this type of instruction is expensive, it is believed that it is necessary and, indeed, becoming essential for the kind of support Systems & Technology is dedicated to providing.

In addition, the nature of the work demands that staff be on-site long after the standard eight hours when there are network problems. Several members of the team are always on call. Flex-time and alternative work weeks have been discussed as incentives that would present staff with the opportunity to work schedules other than the traditional eight hours a day for five days, giving them more personal flexibility.

ACCOMPLISHMENTS OF FACULTY AND STAFF

Selma K. Jaskowski:
- Coordinator of the Library Florida Heritage Project exhibit, *IT Showcase and Expo,* University of Central Florida, Orlando, FL, April 3, 2001
- Chair, Library Technology Advisory Group
- Chair, newly-formed Electronic Theses and Dissertations (ETD) Committee
- FCLA Committee Assignments:
    General Liaison
    Chair, Systems/Networking Committee
    Chair, LMS System Administration Functional Advisory Committee
    Chair, Digitization Services Planning Committee

Project Manager for UCF Library, Florida Heritage Project
- Electronic Theses & Dissertations:
    Annual Symposium, Pasadena, CA, March 21-25, 2001
- Presentations:
    GroupWise Archiving, May 23-24, 2000
    "Cataloging Coast-to-Coast," poster session with Linda Sutton and Linda Sobey at the American Library Association Annual Meeting, Chicago, Illinois, July 10, 2000
    "Partnerships to the Fourth Power," presented with Linda Sutton and Jeannette Ward at the SELA/COMO Biennial Meeting, Jekyll Island, Georgia, October 12, 2000
    "How Did I Get Here? Possible Professional Paths in IT," seminar in MIS, UCF College of Business Administration, October 26, 2000
    "Wireless Networking at the UCF Library," Florida ACRL Annual Meeting, Cocoa Beach, Florida, October 27, 2000
    Orientation of new employees, various times throughout the year
- Accepted for publication:
    "Cataloging Coast to Coast," with Linda Sutton and Linda Sobey in *Technical Services Quarterly*
- Central Florida Library Cooperative:
    Treasurer, Board of Directors
    Member, Technology Committee

Systems & Technology Staff. Back Row, L to R: Dave Hovanec, Denise Dotson, Scott Milbuta, Joel Lavoie; Front Row, L to R: Greg McCoy, Selma Jaskowski, Athena Hoeppner.

Athena Hoeppner:
- Library Technology Advisory Group
- UCF Committee Assignments:
    Web Architecture
    Web Core
    Web Policy

Systems & Technology (Cont'd)

Athena Hoeppner: (cont'd)

- FCLA Committee Assignments:
    - Electronic Collections Committee
    - WebLUIS Task force
- Presentations:
    - "The WebLUIS Tutorial," *66th IFLA General Conference,* Jerusalem, Israel, August 13-18, 2000
    - "Why Training Fails" panel, *Computers in Libraries 2001,* Washington, DC, March 14-16, 2001
    - Full-Text Sources, (Organizer) *IT Showcase and Expo,* University of Central Florida, Orlando, Florida, April 3, 2001

- Conferences and Other Events Attended:
    - "Digital Reality II: Preserving Our Electronic Heritage," Boston, Massachusetts, June 5, 2000
    - *Internet Librarian 2000*, Monterey, California, November 6-8, 2000
    - OAI Open Meeting, Washington, DC, January 23, 2001
    - FLA Annual Conference, Kissimmee, Florida, April 10-13, 2001

Greg McCoy:
- Supervised equipment setup for LMS vendor demonstrations, UCF Student Union, February 27-28, 2001 and March 6-7, 2001
- Coordinated loan of equipment for use by exhibitors, *IT Showcase and Expo*, University of Central Florida, Orlando, Florida, April 3, 2001

STATISTICS

SYSTEMS & TECHNOLOGY STATISTICS
FIVE-YEAR SUMMARY

	2000-2001	1999-2000	1998-1999	1997-1998	1994-1995†
Work Orders logged	1,229	1,198	1,185	834	N/A
Work Orders completed	1,224	1,198	1,185	834	N/A
Public PCs	215	211	187*	109	18
Staff PCs	150	171	185*	100	59
Public Laptops	19	19	--	--	--
Staff Laptops	23	23	13	9	2
Staff Printers	40	34	N/A	N/A	N/A
Public Terminals	--	--	--	2**	38
Staff Terminals	1***	1***	2***	8***	65
Classroom PCs	41	41	41	41	--
Novell Servers	--	1	1	1****	2
NT Servers	5	5	2	1	--
Staff	6 FTE	4 FTE	4 FTE	3 FTE	2 FTE
	1 Adjunct	1 OPS		1 OPS	

    *   Includes standalone, non-networked machines not previously reported
   **   DBCC
 ***   Innopac (Acquisitions/Serials system)
****   The Administrative LAN and CD ROM LAN were combined onto one Compaq ProLiant 5000 server
   †   The Library ethernet re-wiring project dominated activity in 1995-1996. Equipment numbers do not change significantly, therefore, until 1997-1998.

Prepared by Selma K. Jaskowski
Head, Systems & Technology

	OWN6/30/00	ADDED	DELETED	OWN6/30/01
VOLUMES HELD				
Print				
Main Library	929,521	48,443	2,081	975,883
Brevard	24,979	2,934	100	27,813
Daytona	12,053	3,987	2	16,038
Curriculum Materials Center (CMC)	27,820	1,830	6	29,644
Florida Solar Energy Center volumes (FSEC)[1]	23,823	295	92	24,026
Subtotal Print Volumes	*1,018,196*	*57,489*	*2,281*	*1,073,404*
Electronic Volumes (netLibrary, other)	-	12,813	-	12,813
TOTAL	**1,018,196**	**70,302**	**2,281**	**1,086,217**
CATALOGED TITLES ALL LOCATIONS[2]				
TOTAL	**865,527**	**78,616**	**1,930**	**942,213**
MICROFORM UNITS				
Microfilm				
Main Library	57,587	935		58,522
FSEC	1			1
Microfiche				
Main Library	1,092,119	25,104		1,117,223
FSEC	56,518	2		56,520
Other Microfiche (ASI, CFR, CIS, IIS, SRI)	605,155	66,105		671,260
Microfiche Government Documents	387,397	9,903	187	397,113
U.S. Patents (Microfilm)	8,863	50	16	8,897
TOTAL	**2,207,640**	**102,099**	**203**	**2,309,536**
GOVERNMENT DOCUMENTS				
Print:				
U.S. Government	265,721	5,173	1,584	269,310
Florida Government	31,021	6,118	1,828	35,311
Subtotal Print Gov't Documents (for IPEDS)	*296,742*	*11,291*	*3,412*	*304,621*
Non-Print:				
U.S. Electronic	3,906	517	3	4,420
Florida Electronic		3		3
U.S. Patents (CD-ROM, DVD)		227	9	218
Maps	3,331	67		3,398
TOTAL	**303,979**	**12,105**	**3,424**	**312,660**

SERIALS SUBSCRIPTIONS Periodicals all locations:	OWN6/30/00	INCREASE	DECREASE	OWN6/30/01
Print Journals	5,007	105		5,112
Electronic Journals	2,950	501		3,451
Newspapers	41		2	39
Serials	264		56	208
E-Databases	52	222		274
CD-ROMS	7		2	5
FSEC Serials	209		5	204
Subtotal Periodical Subscriptions	*8,530*	*828*	*65*	*9,293*
Standing Orders	1,843			1,843
TOTAL ACTIVE SERIAL SUBSCRIPTIONS	**10,373**	**828**	**65**	**11,136**
TOTAL INACTIVE TITLES	**4,467**	**78**		**4,545**

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[1] Mono, bd vol, cat docts, uncat docts
[2] See IPEDS Definition. Includes gov docs and media units

Media Volumes

	Own 6/30/00	Added	Deleted	OWN 6/30/01
Main				
Cassettes/Audio Tapes	2353	38		2,391
CD/ROMs	1357	101		1,458
Compact discs (music)	2242	122		2,364
Compact discs (other)	9	9		18
DVDs	20	101		121
DVD ROMS	1			1
Filmstrips	595			595
Laserdiscs 12"	207	1		208
Media kits	43			43
Other	6	1		7
Phonograph records	2434	9		2,443
Pictures	10	1		11
Slides	159	4		163
Video Recordings	8337	1935		10,272
TOTAL - MAIN	**17,773**	**2,322**		**20,095**
Curriculum Materials Center				
Cassettes/Audio tapes	383	7		390
CD-ROMs	36	282		318
Compact discs	291	6		297
Filmstrips	399			399
Games	9			9
Kits	516			516
Laserdiscs 12"	117	11		128
Maps	11			11
Media kits	4	36		40
Models	9	2		11
Pictures	84	24		108
Multi-media	148	26		174
Other	1	1		2
Phonograph records	1048			1,048
Realia	7	47		54
Software	724			724
Transparencies	15			15
Video Recordings	642	94		736
TOTAL - CMC	**4,444**	**536**		**4,980**
Brevard/UCF Library				
Compact discs (music)	6			6
Video Recordings	5	4		9
TOTAL - BCC	**11**	**4**		**15**
Florida Solar Energy Center				
Cassettes/Audio tapes	37	1		38
CD-ROMs	15	33		48
Films	10	0		10
Slides	7472	100		7,572
Video Recordings	204	5		209
TOTAL - FSEC	**7,738**	**139**		**7,877**
TOTAL MEDIA VOLUMES	**29,966**	**3,001**		**32,967**

Year	(1) Base E&G Funding	(2) Funds from Other Sources (see notes)	(3) Total Materials Budget (1+2)	(4) Disbursed for Print and Microform Serials, Binding and Standing Orders	(5) Disbursed for Books, Serial backfiles & other materials	(6) Electronic Resources * (Incl. Serials and Backfiles)	(7) Total Expenses (4+5+6)
1988/89	$1,457,372	$82,872	$1,540,244	$1,009,925	$530,319	N/A	1,540,244
1989/90	1,553,579	1,444,791	2,998,370	1,324,779	1,673,591	N/A	2,998,370
1990/91	1,892,283	39,603	1,931,886	1,267,779	664,107	N/A	1,931,886
1991/92	1,292,750	712,373	2,005,123	1,250,052	755,071	N/A	2,005,123
1992/93	1,055,138	609,107	1,664,245	1,390,216	274,029	N/A	1,664,245
1993/94	1,231,494	663,509	1,895,003	1,202,454	692,549	N/A	1,895,003
1994/95	2,961,176	21,400	2,982,576	1,415,061	1,567,515	N/A	2,982,576
1995/96	2,981,770	238,183	3,219,953	1,739,251	1,384,319	96,383	3,219,953
1996/97	3,108,297	261,736	3,370,033	1,895,820	1,397,518	76,695	3,370,033
1997/98	4,137,843	543,853	4,681,696	2,049,169	2,266,661	365,866	4,681,696
1998/99	4,240,673	475,209	4,715,882	1,863,975	2,267,858	584,049	4,715,882
1999/00	4,435,521	737,836	5,173,357	2,178,305	2,557,762	437,290	5,173,357
2000/2001	5,255,785	425,055	5,680,840	2,374,076	2,446,594	860,170	5,680,840

* Does not include purchases of electronic resources through statewide consortial agreements

NOTES: Funds From Other Sources

FY 2000/2001:	$ 350,000	Lapsed full-time salary monies
	4,531	Book replacements *
	32,842	Thesis reimbursements *
	10,000	Sponsored Research *
	27,000	Engineering materials support
	682	Other
	425,055	Total
FY 1999/00:	$ 585,500	Lapsed full-time salary monies
	28,000	OPS salary sweep
	43,699	Thesis/Dissertation/Lost Book Recoveries*
	43,637	Equipment conversion
	27,000	Engineering Department
	10,000	Sponsored Research*
	737,836	Total
FY 1998/99:	$ 375,718	Lapsed Salary Monies
	30,000	Public Administration Dept
	10,000	Sponsored Research Transfer*
	32,491	Thesis/Dissertation Recoveries*
	10,000	Psychology Dept
	17,000	Foreign Languages*
	475,209	Total
FY 1997/98:	$ 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
FY 1996/97:	$ 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
FY 1995/96:	$ 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
	750	Arts & Sciences Department (Transfer to Book OCO)
	18,543	Library/CMC Equipment OCO Funds
FY 1994/95:	$ 15,000	FCLA
	1,674	English Department
	886	Canadian Studies Grant and other
	86	Library Concession Expense (Change to Lib Concession)
	3,840	Library Expense (Change to Library Expense)

FY 1993/94: $ 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)

FY 1992/93: $ 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

FY 1991/92: $ 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

FY 1990/91: $ 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)

*Negative expenses, not budget transfers

Financial Profile (Expenditures)

	1994-1995	1995-1996	1996-1997	1997-1998	1998/99	1999/00	2000/2001
SALARIES - FULL-TIME (1)	$2,259,477	$2,497,714	$2,790,592	$2,904,608	$3,327,091	$3,535,793	$3,772,100
OTHER PERSONNEL SERVICE (2)	260,643	305,499	338,889	402,503	370,865	415,740	531,520
OPERATING EXPENSE (3)	341,209	326,821	451,799	617,979	556,161	555,175	582,724
EQUIPMENT (4)	196,746	257,595	298,107	225,644	532,554	294,239	276,841
INFORMATION RESOURCES (5)	3,028,175	3,243,019	3,370,033	4,681,696	4,715,882	5,173,357	5,680,840
LIBRARY TOTAL	$6,086,250	$6,630,648	$7,249,420	$8,832,430	$9,502,553	$9,974,304	$10,844,025

(1) Includes fringe benefits
(2) Includes students and part-time staff wages. For 00/01 includes $5,464 expenditures for College Work Study
(3) Includes document delivery, bibliographic utilities and general expenses
(4) Includes furniture, computer hardware and software. For 00/01 includes FCLA allocation of $246,553
(5) Includes monographs, serials, electronic subscriptions, backfiles regardless of format. For 00/01 includes credits of $47,373 from dept transfers.

All figures include encumbrances as of fiscal year end.

Member	College/Program	Term
Beiler, Rose	Arts & Sciences/History	2000-2003
Cunningham, Glenn	Arts & Sciences/Chemistry	1999-2002
DeLorme, Denise	Arts & Sciences/Communications	1998-2001
Park, Hoon	Business Administration/Finance	1998-2001
Hiett, Sharon	Education/Educational Foundations	1999-2002
Kotnour, Tim	Engineering/Industrial Management	1998-2001
Lawther, Wendell	Health & Public Affairs/Public Administration	1999-2002
Robinson, Sandra	Dean, College of Education	1998-2001
Meeske, Mike	Chair, School of Communication	1998-2001
Beile, Penny	Faculty Senate Representative	2000-2002
Kurle, Christene	Student Representative	2000-2001
Payne, Richard	Student Representative	2000-2001
Baker, Barry	Director of Libraries	Chair

*(Reporting Committee, Constitution Section 3.10.12)

Abbrreviations & Acronyms

ABBREVIATIONS/ACRONYMS USED IN THE UCF LIBRARY ANNUAL REPORT

AAL	Ask A Librarian
ACRL	Association of College & Research Libraries
ACS	American Cancer Society
ACURIL	Association of Caribbean University, Research, and Institutional Libraries
ADA	Americans with Disabilities
ALA	American Library Association
ALADN	Academic Library Advancement and Development Network
ALCTS	Association for Library Collections & Technical Services
A/R	Accounts Receivable
ARLIS/NA	Art Libraries Societies of North America
ASERL	Association of Southeastern Research Libraries
ASIS&T	American Society for Information Science & Technology
AV	Audiovisual
BCC	Brevard Community College
BOR	Board of Regents
BWI	Book Wholesalers, Inc.
CAGER	Cataloging & Access Guidelines for Electronic Resources
CASE	Council for Advancement & Support of Education
CCLA	College Center for Library Automation
CFLC	Central Florida Library Cooperative
CMC	Curriculum Materials Center
CMDS	Collection Management and Development Section
COMO	Council of Media Organizations
DAG	Director's Advisory Group
DLLI	Distance Learning Library Initiative
DSPC	Digitization Services Planning Committee
FAC	Functional Advisory Committee
FACRL	Florida Chapter, Association of College and Research Libraries
FCLA	Florida Center for Library Automation
FCTL	Faculty Center for Teaching and Learning
FLA	Florida Library Association
FLARE	Florida Literacy and Reading Excellence
FSEC	Florida Solar Energy Center
FSECC	Florida State Employees' Charitable Campaign
FTE	Full-Time Equivolent
GAC	Group Access Capability
HR	Human Resources
HVAC	Heating, Ventilating, & Air Conditioning
IEEE	Institute of Electrical and Electronics Engineers
IEL	Institute for Educational Leadership
IFLA	International Federal of Library Associations & Institutions
IFM	ILL Fee Management
ILL	Interlibrary Loan
ILL/DDS	Interlibrary Loan/Document Delivery Services
IP	Internet Protocol
IRCC	Indian River Community College
IT & R	Information Technologies & Resources
LAMA	Library Administration and Management Association
LAN	Local Area Network
LINE	Library Information Network & Exchange
LITA	Library and Information Technology Association
LOMS	Library Organization and Management Section
LPAC	Librarians' Personnel Advisory Committee
LTA	Library Technology Assistant
LUIS	Library User Information System
LVIS	Libraries Very Interested in Sharing
MLS	Master's in Library Science
MLIS	Master's in Library & Information Studies
NACO	National Coordinated Cataloging Operations
NAD	Name/Address Directory
NEH	National Endowment for the Humanities
OAI	Open Archives Initiative
OCLC	Online Computer Library Center
OCR	Optical Character Recognition
OLAC	Online Audiovisual Catalogers

OO	Operational Objective
OOS	Out of State
OPAC	Online Public Access Catalog
OPS	Other Personnel Services
OSS	Online Search Services
PAC	Public Access Computer
PERC	Personalized Electronic Research Consultation
PFA	Priority for Action
PURL	Persistent Uniform Resource Locator
RBMS	Rare Books and Manuscripts Section
RUSA	Reference & User Services Association
SD	Staff Development
SELA	Southeastern Library Association
SFA	Society of Florida Archivists
SOLINET	Southeastern Library Network, Inc.
STS	Science & Technology Section (ACRL)
SUS	State University System
SWAT	Student Wellness Advocate Team
TMQ	Formerly The Mark of Quality
TSPC	Technical Services Planning Committee
USPS	University Support Personnel System
UCITA	Uniform Computer Information Transactions Act
WLN	Western Library Network (formerly Washington Library Network)
YBP	Yankee Book Peddler

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