STARS

University of Central Florida Libraries, Annual Report 2001-2002

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University of Central Florida, libadmin@ucf.edu

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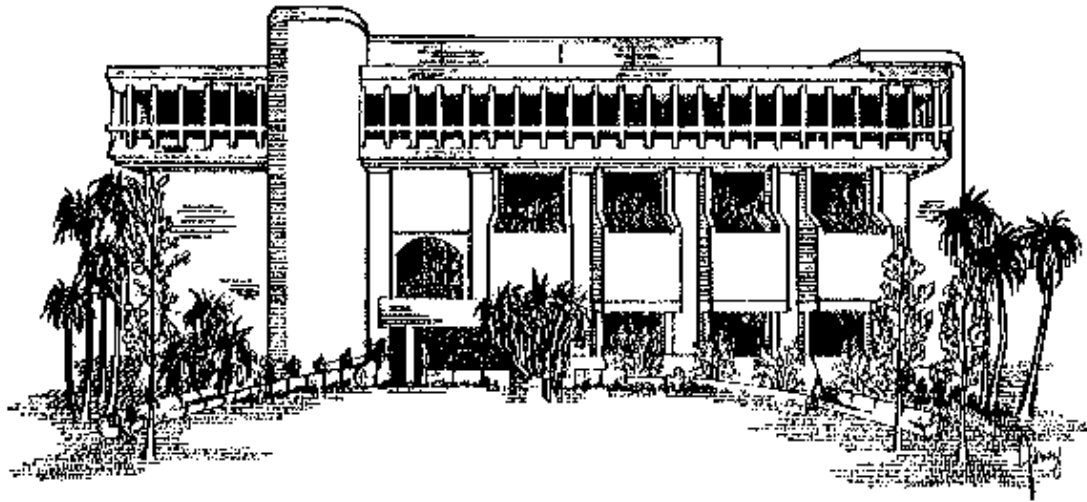
ANNUAL REPORT
2001-2002

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Following the tragic events of September 11, 2001, fiscal year 2001/2002 was a year of uncertainty, especially with regard to the library budget. Fortunately, the overall impact of the budget cuts was limited to about 2% overall. The projected budget shortfall resulted in restrictions in monographic firm ordering from October 2001 to February 2002. New subscriptions were not ordered and electronic backfile purchases were postponed. Funds were reinstated in February 2002.

In spite of the ordering restrictions, the print collection grew by 62,625 volumes and now has 1,136,029 volumes, not including government documents. The overall print collection contains 1,443,151 volumes. In addition, access is provided to 16,624 electronic monographs, primarily from netLibrary.

The library continued to expand access to electronic information resources, currently subscribing to 9,866 periodicals, of which 3,974 are available electronically. Library users also downloaded 364,692 full-text articles from EBSCOhost, an increase of 15% over last year.

Following a multi-year process of selection of a new library management system (LMS) for the State University System, a contract was signed with Ex Libris in January 2002. Late in the selection process, the community colleges were included. ALEPH, the integrated library systems software, will be installed in all public university and community college libraries in Florida through FCLA and CCLA. Following the signing of the contract, plans began for implementation. The first university libraries will come up on ALEPH in May 2003. The UCF Library is scheduled for 2004 implementation, although preliminary planning, participation in decisions affecting the systems, and database migration preparation began immediately and are now ongoing. Ex Libris ALEPH will replace the NOTIS based LUIS and WebLUIS.

The Ask A Librarian (AAL) service initiated a real-time chat reference service in January 2002 using Livehelper. The service is available Monday through Friday from 10:00 a.m. to 4:00 p.m. Six librarians and one Senior LTA staff the chat reference service during the 30 hours a week it is in operation. Known as INFOch@t, the service received a total of 617 questions between January and June 2002. This popular service will continue to grow.

Other services offered by AAL also continued to grow. The number of e-mail queries was up by 15% over last year with at total of 2,200 requests and telephone inquiries totaled 6,009, a slight increase over last year. The total number of AAL transactions was 8,807.

While statistics show a small decline in the number of questions onsite, the growing trend in library reference is questions of increasing complexity, personal research consultation, and virtual reference assistance.

An Information Kiosk was inaugurated during the beginning of the fall semester to provide assistance to new students in locating university services, classes, and other campus information. This was well received and will be repeated in the fall semester 2002.

Library Instruction continued its tremendous growth with a 28% increase in the overall number of library instruction classes for a total of 463. There was also a 24% increase in the number of students taught as 11,303 participated, almost one third of the total student population.

Linda Colding developed and co-taught an academic course (*Criminal Justice Information Acquisition*) with Dr. Bernard McCarthy, chair of the Criminal Justice Department.

The library's collections continue to be heavily used as overall circulation statistics were up over last year by 12% with 478,718 items circulated. Items circulated to undergraduate students were up 12%, graduate students 9%, and faculty 4%.

Use of electronic reserves increased dramatically during the year. At the end of the spring semester, over 550 courses, consisting of 8,700 items, were available.

In contrast, traditional print reserve items for only 300 courses were active, and 200 of those were permanent reserves. Obviously, the convenience of electronic access to reserve items for all students, but especially distance students, has brought about a demand for more electronic reserve materials.

With an overall decline in the number of volumes purchased due to restrictions in the library materials budget, the Cataloging Services Department placed a greater emphasis on unique collections and electronic materials such as the Colbourn Collection, the Florida Heritage Project, and Special Collections materials.

Plans were also developed with IST and CREOL to catalog and improve access to those unique materials.

The library participated in the North American Title Count (NATC) and served as a beta test site for the NATC's new Web-based system for library collection measurement.

In November 2001, much needed workspace for Cataloging Services staff increased when they began to use Library 321 for cataloging functions.

Collection reviews were prepared during the year for proposed new degree programs: three Ph.D. (Nursing, Conservation Biology, and Applied Sociology), five Masters (K-8 Mathematics & Science Education, Information Systems Technology, Business Sports Management, Hospitality Management, and Management Information Systems) and three Bachelors (Human Nutrition, Sports & Fitness, and Information Technology).

Previously a unit of Collection Management, Special Collections became a separate department on August 8, 2001. Ellen Anderson was appointed Acting Department Head.

Former Congressman Lou Frey, Jr. selected the library as a repository for his papers.

The Central Florida Women's Research Archives was established with the receipt of the papers of Bea Ettinger, an educator and activist for women in Central Florida.

The library's art collection continued to grow through generous gifts. In late December 2001, nineteen unframed limited edition prints were given to the library by several donors, and artist Leonardo Nierman presented the library with one of his latest works: a painted box.

Two major exhibitions were held in the Special Collections Reading Room: *All Things Florida:*

The Thomas and Georgine Mickler Collection and the *Walter and Dorothy Donnelly Collection.*

The library realized a bequest from the Elizabeth Carey Greer estate totaling over $225,000.

Interlibrary Loan/Document Delivery Services redesigned and expended their Web site, adding more pages to provide additional assistance to users. The site also contains a non-OCLC lending request form.

An inter-institutional agreement for library services and access was developed with Lake Sumter Community College (LSCC). Planning is underway to offer more services for UCF students on the Clermont Campus of LSCC.

Curriculum Materials Center (CMC) staff developed and implemented a services standards rubric and as a result patron compliments regarding service increased. In addition, all staff are currently involved in a cross training program on individual position responsibilities. This will result in more consistent service in the event of staffing disruptions.

Space for collections in the CMC is at or near capacity; as a result a continuous stringent review is necessary to identify little used resources for deselection for maximum space utilization.

Use of the CMC continues to increase dramatically. The gate count was 117,149 – up 31% from last year. This represents over a 66% increase since 1998/1999 when the CMC moved into its current location.

The Systems & Technology Department opened the Digital Projects Lab as more digital projects are underway or are being planned. Seventeen titles consisting of 4,926 images were scanned, reviewed, edited, and had metadata created for the Florida Heritage Project.

The Web Implementation Committee (WIC) was formed and significant progress was made evaluating current library Web pages, creating a library Web style manual, and establishing a Web Editors Group.

Work began on the interior design and function specifications for the library at the Rosen School of

Hospitality Management. That facility will open in January 2004.

The library conference room (Library 511) was designed and constructed during the year. For the first time, the library has a multi-functional conference room.

Renovation of the Education building began during the year. This project will present challenges for the continuance of the CMC's high level of support to the education faculty and students.

The university's Office of Inspector General conducted a routine full audit of library fiscal and payroll procedures during the year. It was the first complete audit of the library in over ten years.

A review of all USPS position descriptions was completed. Position descriptions were updated as needed. Plans are to routinely review position descriptions each year as part of the evaluation process.

The library's Staff Memorandum Series, consisting of library practices and customs, was significantly revised during the year.

The library is nearing its goal of 100% participation in the university's *ABCs of Diversity* workshop with 96% of library staff and faculty having attended.

The year ended on a tragic note, with the death of Joseph C. Andrews, Head, Collection Management, on June 24. Joseph began working in the UCF Library as a reference librarian in January 1988. In 1989/90 he became Head of the Acquisitions Department. In October 1999 he assumed responsibilities for the new Collection Management Department as department head. Joseph will be missed by his UCF colleagues and friends.

A new visiting library faculty position was established at the BCC/UCF Palm Bay Center.

Marcus Kilman transferred to the UCF/BCC library in Cocoa.

Meredith Semones accepted the position of Ask A Librarian coordinator.

Michelle Foss and Rachel Viggiano joined the library faculty as Instructor Librarians in the Reference Services Department in January 2002.

Athena Hoeppner was promoted from Assistant to Associate Librarian.

Elizabeth Killingsworth was appointed university Academic Affairs Senior Faculty Fellow, the first librarian ever to serve in that capacity.

After 30 years on the library faculty, Phyllis Hudson completed phased retirement.

Diane Clark and Alanna Paris were selected as the USPS Staff Council Employees of the Month, for November 2001 and June 2002 respectively. Jamie LaMoreaux was selected as USPS Staff Council Member of the Year.

Alanna Paris & Jamie LaMoreaux at the USPS Awards Banquet.

The library hosted several seminars and workshops in the patents, trademarks, and government field. *Electronic Filing with the USPTO and the American Inventors Protection Act of 1999* was held June 25-26, 2001; the United States Patent and Trademark Office (USPTO) seminar for independent inventors was held February 9, 2002; and the U.S. Government Printing Office Access Training seminar was held March 9, 2002.

Donna Goda was awarded an In-House Grant from the Office of the Vice President for Research for 2001-02 for *Research: The Next Generation*, which will explore, through the use of streaming video, the question as to whether the next generation of teaching methods can be as effective as traditional classroom instruction.

Terrie Sypolt developed a Web-based education tutorial, which will become a requirement for all students seeking a degree in the College of Education.

The UCF Library will be one of 80 libraries nationwide to host the ALA/NLM traveling exhibit, "Frankenstein: Penetrating the Secrets of Nature." Cheryl Mahan spearheaded the proposal that garnered our selection as not only one of the exhibit sites but also one of 40 recipients of a $1,000 NEH grant to support our programming for the exhibit; she will also serve as the Principal Investigator for the grant, working with the Office of Research. The exhibit is scheduled to be at the UCF Library in the late fall of 2004.

Nearly two dozen members of the library staff and faculty participated in the American Cancer Society's Relay for Life activities. This year the library tied for first place and received a trophy for its campsite entitled "Ken Ya Find a Cure," complete with jungle motives and special Purple Elephant campaign.

It is often said that the heart of a great university is its library. The library's staff and faculty are the lifeblood that allows the library to provide exceptional services and collections, enabling the university to achieve greatness. We are indeed fortunate to have such an outstanding staff and faculty.

Barry B. Baker
Director of Libraries
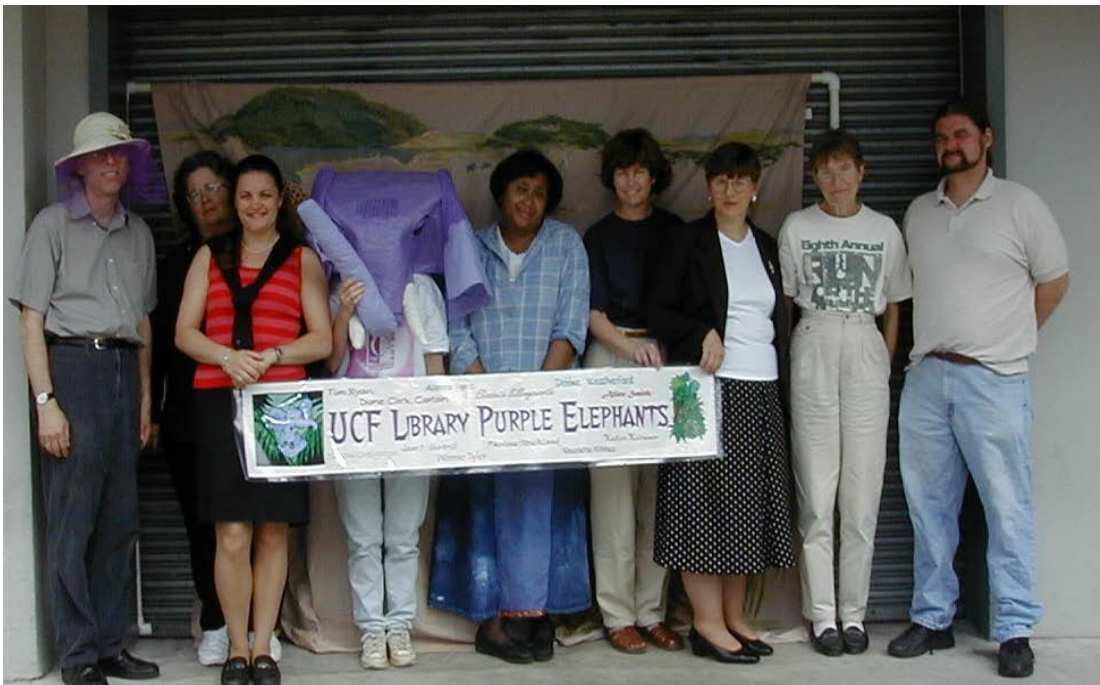
Some of the members of the library's Relay for Life Team. Left to Right: Hal Mendelsohn, Diane Clark, Alanna Paris, Sharonne Lanier (in Purple Elephant mask), Jacqui Johnson, Pauline Strickland, Susan Creighton, Winnie Tyler, Tim Ryan

HIGHLIGHTS OF THE YEAR IN RETROSPECT

- *Library resources allocation*
  Financial insecurity after September 11 resulted in an ordering freeze from October 2001 to February 2002. New subscriptions were not added, electronic backfiles not purchased, and monographic ordering severely restricted. When funds were restored in February, it was not possible to expend the allocations before July 1 on monographs. $212,460 was paid for 2002/03 resources (subscriptions and electronic databases).

	2001/2002	2000/2001
Monographic purchases (firm order and approval):	$1,945,404	$2,259,730
Subscriptions, Standing Orders, Binding:	2,574,333	2,550,940
Electronic access:	581,560	860,170
Total Allocation	$5,313,757	$5,670,840

(Total for 2001/2002 Resources: $5,101,297)
(2002/03 Payments: 212,460)

Increases in subscriptions were kept under a $150,000 projected increase by identifying and canceling subscriptions received at branch locations that were available to the locations electronically.

- *Selected use in electronic access (full-text articles)*

	2001/02	2000/01	1999/2000
EBSCOhost	298,948	276,488	210,250
MUSE Titles	5,253	3,364	778
ACS (*American Chemical Society*) Journals	9,457	4,988	2,806

- *Gifts & Exchange*
  Over 3,500 items received as gifts were added to the collection. These included some items from large gifts such as Donnelly, Mickler, (new) and Colbourn (new).

REPORT on DEPARTMENTAL GOALS FOR YEAR 2001/2002

- *Continue investigating and developing workflow procedures and technology to improve acquisitions functions*.
  Reviewed and expanded approval profile of series to be excluded and series to always include as books; prevents duplication and gets materials wanted efficiently.

- *Continue standing order review.*
- *Develop a procedure/workflow for making a second effort to get materials reported out of print.*
  Alibris electronic transmission of canceled items and automated matching of titles available.

- *Expand credit card purchases to expedite receipt of needed materials.*
  Tina Candela was issued a credit card, and the card is used for foreign purchases (savings noted in U.S. charges and conversion, $3,000 U.S. but $2,971 when charged British pounds). Purchase card has enabled Acquisitions Services to take advantage of publishers' sales catalogs. Savings up to 70% have been gained from University of Tennessee Press and Princeton University Press.

- *Study and prepare the Acquisitions workflow and systems for a move to an integrated library management system.*
  Preparing, updating and reviewing procedure documentation

CHANGES IN STAFFING

- Kelly Strong hired as Senior LTA for Gifts & Exchange in August.
- Mary Barrette resigned as Senior LTA in January.
- Eric Heard hired as Senior LTA in May.
- Kelly Strong resigned as Senior LTA in May.
- Linda Seward hired as Senior LTA for Gifts & Exchange in June.

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

- *Offer the best undergraduate education available in Florida.*
  Proactively and cooperatively worked with the FCLA Electronic Collections Committee, SOLINET, ASERL, and collection development librarians to increase access to electronic information for under graduate access.

- *Provide international focus to our curricula and research programs.*
  Two librarians participated in the American Library Association funded Free Pass program to the Guadalajara International Book Fair. Collections were enhanced in Cuban art and literature, and 20th century African literature.

♦ **Be *America's leading partnership university***
Lower access fees to electronic products were achieved by participating in group/consortium purchases (*Wall Street Journal* access group access resulted in a $14,325 savings).

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

♦ Study and prepare the Acquisitions workflow and systems for a move to an integrated library management system.
♦ Improve and update Acquisition's written procedures.

ACCOMPLISHMENTS OF FACULTY & STAFF

When ordering was slowed/stopped, arranged with other departments for Acquisitions staff to participate in library projects and develop new skills. Acquisitions staff shifted and shelf-read a large area in the P section of the stacks. Three acquisitions staff participated in substantial and ongoing instruction in OCLC use.

Three staff members were funded by National Library Bindery to tour the commercial binder facility.

Jeannette Ward:
Organized and participated in a presentation at Charleston Acquisitions Conference on *The Business of Book Acquisitions*.
♦ Library Committees:

- Project coordinator for new LMS
- Chair, Electronic Transition Task Force
- Member ALA, NASIG, SELA.

Tina Candela:
♦ Director's Advisory Group
♦ Library scholarship committee

Katie Kirwan:
♦ Director's Advisory Group
♦ Team Member, 2002 Relay for Life

Jamie LaMoreaux:
♦ Member of USPS Staff Council and awarded Staff Council Member of the Year
♦ Served on:
  - UCF IT&R Social Committee
  - USPS Staff Council Employee of the Month Committee, Chair
  - USPS Staff Council Banquet Committee

Susan MacDuffee:
♦ DAG Holiday Party committee

Ann Valente:
♦ Five-year anniversary award
♦ Co-chair, Student Appreciation Party

Debbie Weatherford:
♦ Twenty-five year anniversary award
♦ Search Committees:
  - Thesis/Dissertation editor
  - Special Collections Department
♦ Team Member, 2002 Relay for Life

Acquisition staff participated in over twenty-five library and university workshops.
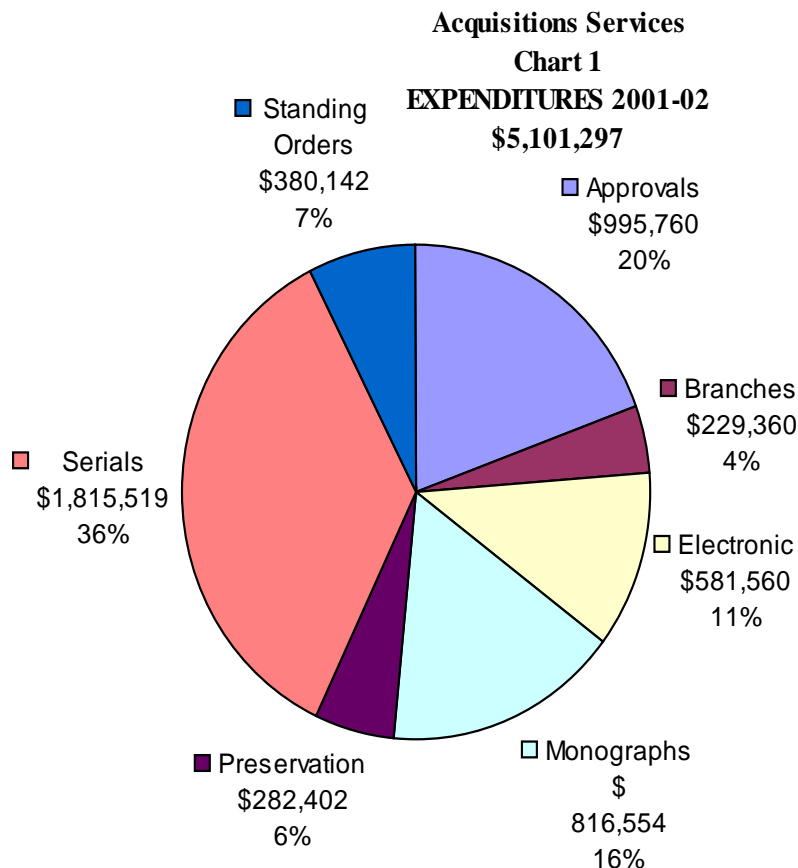
STATISTICS

Acquisitions Services
Table 1
FIVE-YEAR SUMMARY

	2001/02	2000/01	1999/00*	1998/99	1997/98
ITEMS RECEIVED					
Approvals	21,977	25,683	27,137		
Firm Orders	14,729	19,365	17,732		
Gifts	3,536	3,215	2,168		
Standing Orders	7,207	4,548	4,257		
Total	**47,449**	**52,811**	**51,294**		
BOUND PERIODICALS	8,413	8,893	9,875	5,796	6,559
MICROFORMS					
Film	657	935	2,118	899	1,262
Fiche	52,058	91,209	54,207	19,654	21,919
Total	**52,715**	**92,144**	**56,325**	**20,553**	**23,181**
PERIODICALS/SERIALS	5,137	5,112	5,007	4,883	4,738
Main	*4,790*	*4,716*	*4,624*	*4,504*	*4,375*
CMC	*14*	*13*	*0*	*0*	*0*
Brevard	*197*	*238*	*238*	*234*	*218*
Daytona Beach	*136*	*145*	*145*	*145*	*145*
CURRENT PERIODICAL SUBSCRIPTIONS	4,517	2,600	2,368	1171	952
Newspapers	26	39	41	41	41
Serials	209	208	264	256	247
CD-ROMs	4	5	7	15	29
E-Databases	305	274	52	33	20
E-Journals	3,973	*(3451)*	*(2950)*	*(1474)*	*(948)*
print+		*(1377)*	*(946)*	*(648)*	*(333)*
e-only		2,074	2,004	826	615
Total Active Subscriptions	**9,654**	**7,712**	**7,375**	**6,054**	**5,690**
Ceased/Closed Periodicals	4,632	4,545	4,467	4,375	4,256
Total Periodical Titles	**14,286**	**12,257**	**11,842**	**10,429**	**14,286**

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

Acquisitions Services
Chart 1
EXPENDITURES 2001-02
$5,101,297

- ■ Standing Orders $380,142 7%
- ■ Approvals $995,760 20%
- ■ Branches $229,360 4%
- □ Electronic $581,560 11%
- □ Monographs $ 816,554 16%
- ■ Preservation $282,402 6%
- ■ Serials $1,815,519 36%

Acquisitions Services
Table 2
2002/03 PAYMENTS

SERIALS:	$19,493 (credits not applied)	$74,661 (paid for 2002/03)	$94,154
MICROFILM:		Paid for 2002/03:	$26,311
ELECTRONIC:		IEL for 2002/2003	$91,995
TOTAL			**$212,460**

Acquisitions Services
Table 3
ADDITIONAL FUNDING

FCLA:	$308,038	in electronic databases
DLLI:	$112,500	in FirstSearch
Electronic	$581,560	UCF subscriptions/licensed
TOTAL ELECTRONIC	**$1,002,098**	

Acquisitions Services
Table 4
BRANCHES

	Approvals	Monographs	Periodicals	Standing Orders	Binding/Preservation	Total
Brevard	$79,931	$26,793	$47,717	$12,538	$5,494	$172,473
Daytona Beach	24,786	1,579	25,815	4,707		56,887
TOTAL						**$229,360**

Acquisitions Services
Table 5
FIVE-YEAR EXPENDITURE HISTORY

	2001/02	2000/01	1999/2000	1998/99	1997/98
MONOGRAPHS	**$1,791,328**	**$1,878,934**	**$2,192,091**	**$1,946,366**	**$2,208,342**
Approvals	995,760	799,993	890,290	781,764	978,436
Firm Orders	768,903	1,058,869	1,273,439	1,164,602	1,229,906
Replacements	26,665	20,072	28,362		
SERIALS TOTAL:	**$2,777,221**	**$2,956,580**	**$2,319,934**	**$2,147,078**	**$1,864,638**
Serials/Continuations	120,523	364,305	346,281		
Periodicals	1,664,665	1,520,141	1,334,647	1,330,778	1,228,287
Newspapers	14,410	12,776	12,408	12,171	11,256
Reference	396,063	199,188	189,308	220,080	259,229
Electronic	581,560	860,170	437,290	352,008	338,239
Back Vols (electronic)	0			232,041	27,627
PRESERVATION	**$282,402**	**$239,588**	**$224,414**	**$176,732**	**$182,888**
Microforms					
Main	62,450	60,871	37,718	53,927	49,748
Brevard	748	683	621	422	
Binding					
Main	214,460	174,776	184,404	116,218	124,260
Brevard	4,744	3,258	1,671	6,165	8,880
BACK VOL. MICRO	**$0**	**$108,950**	**0**	**$53,944**	**$55,651**
BACK VOL. PAPER	**$20,173**	**$5,741**	**4,920**	**$77,247**	**$98,173**
PER. REPLACEMENTS	**$815**	**$615**	**504**	**$730**	**$1,133**
AREA LIBRARIES	**$229,358**	**$480,432**	**$431,163**	**$87,905**	**$102,580**
Brevard	$172,473	$266,591	$249,383	$50,483	$69,074
Approvals	79,931	179,340	144,470		
Firm Orders	26,795	28,852	40,710		
Periodicals	53,210	48,293	54,603	$50,483	$69,074
Standing Orders	12,537	10,106	9,600		
Daytona Beach	$56,885	$213,841	$181,780	$37,422	$33,506
Approvals	24,786	170,520	127,800		
Firm Orders	1,578	2,088	8,697		
Periodicals	25,814	35,970	40,355	$37,422	$33,506
Standing Orders	4,707	5,263	4,928		
2002/03 Payments	**$212,460**				
TOTAL EXPENDITURES	**$5,313,757**	**$5,670,840**	**$5,173,026**	**$4,490,002**	**$4,513,405**
UCF prorated share of:					
FCLA Funding	$308,038	$453,522	$421,175		
DLLI (FirstSearch)	$112,500	$112,500			
Grand Total	**$5,734,295**	**$6,236,862**	**$5,594,201**	**$4,490,002**	**$4,513,405**

Prepared by Jeannette Ward
Head, Acquisitions Services

Administrative Services

The mission of Library Administrative Services is to provide seamless administrative, financial, human resource and facilities support to enable library faculty, staff and management to carry out the library's primary service missions in the 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, and foundation account management
♦ Human resource coordination including hiring, payroll, facilitating faculty searches, staff training and development, liaison with UCF Human Resources, 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 vendor, supervision of copy center, revenue collection, and routine equipment maintenance.
♦ General office and administrative support for director, associate directors and development officer.

HIGHLIGHTS OF THE YEAR IN RETROSPECT

♦ *General Administrative*
  - Enhanced Administrative Services presence on the library's Web site.
  - Reorganized procedures and files for issuance and inventory of building keys. Created a searchable database.
  - Streamlined procedures for student work applications to enhance tracking and turnaround time.
  - Hosted University of South Florida (USF) library administrative staff to discuss "best practices". Reciprocated with visited to USF library.
  - Conducted study of eligibility and qualifications for membership in the Association of Research Libraries (ARL).

♦ *Fiscal and Budget:*
  - Conducted study of academic library travel policies. Made recommendations to the director.
  - Implemented a new internal financial reporting format.
  - Prepared annual operating statistics for ASERL, *American Library Directory*, various other external and internal constituencies.
  - Participated in library audit. Provided documentation and procedural information.
  - Revised internal purchase card procedures to reflect increased PCard usage. Developed new cardholder manual. Held workshops for users.
  - Increased usage of Finance & Accounting *Datamart* (online data) and *Doc View* (online copies of vouchers) to provide more accurate, timely financial information.

♦ *Human Resources and Staff Development:*
  - Coordinated the review and update of all USPS position descriptions.
  - Revised the "Staff Memorandum Series" (library practices and customs). http://intranet.lib.ucf.edu/NewEmployees/default.htm
  - Updated and documented the faculty search process.
  - Created a series of service standards pamphlets.
  - Presented student hiring workshops and updated the student assistant workbook.
  - Accommodated campus audit and reviewed payroll procedures.
  - Created online shelving training with interactive quiz. http://intranet.lib.ucf.edu/StaffResources/Training/default.htm
  - Became host site for SOLINET training.
  - Supported increased hiring of Federal Work Study students.
  - Began a monthly training and support group for supervisors.
  - Conducted a program assessment in the form of a staff survey. http://intranet.lib.ucf.edu/StaffResources/StaffDevelopment/survey.htm

♦ *Facilities (Including Copy Services, Shipping & Receiving):*
  - Oversaw design and construction of library conference room.

- Created design and furniture specifications for Rosen School of Hospitality Management Library.
- Participated in conversion from local to networked public printing.
- Completed revision to Copy Services Web site.
- Conducted audit of telecom lines resulting in substantial annual savings to the library.
- Worked with campus post office to modify delivery schedules resulting in faster delivery and pickup of mail.
- Assisted university efforts to implement new property inventory scanning system.
- Other facilities projects including: coordinating carpet installation on third floor, coordinating Cataloging Services move to 3rd floor, installation of new lighting in Special Collections, installation of supports in front entryway and preliminary planning for technology lab on 2nd floor.

REPORT on DEPARTMENTAL GOALS FOR YEAR 2001/2002

- ◆ Document Human Resources processes, with emphasis on faculty search process: Implemented
- ◆ Significantly increase participation in Federal Work Study program: Achieved 150% increase
- ◆ Expand "About the Libraries" Web page to include internal library procedures: Ongoing
- ◆ Develop guidelines for emergency procedures and severe weather preparation: Ongoing
- ◆ Develop library-specific course content for staff development curriculum: Ongoing
- ◆ Re-evaluate Human Resource database: Implemented
- ◆ Review library USPS position descriptions for consistency and currency: Implemented
- ◆ Establish a support group for supervisors: Initiated with mixed results: On hold.
- ◆ Explore options for employee recognition: Early discussion
- ◆ Achieve 100% attendance in *ABCs of Diversity*: Reached 96% participation
- ◆ Develop a program of regular walk-throughs of main library building: Implemented
- ◆ Convert from local to networked public printing: Implemented
- ◆ Update copy services Web site: Implemented
- ◆ *Be America's leading partnership university*

- ◆ Finalize revisions to accounts receivable procedures: Ongoing
- ◆ Establish of a series of management reports in the areas of budgeting and expenditure for Educational & General and Auxiliary funds: Implemented
- ◆ Participate in PeopleSoft implementation for student billing: Ongoing
- ◆ Conserve fiscal resources: Increased utilization of work study students; trimming telecommunication costs; limiting A&I expenditures; reduced advertising costs through better utilization of online services

CHANGES IN STAFFING

- ◆ Raynette Kibbee joined Administrative Services as administrative assistant in July 2001.
- ◆ Jennifer Schock joined Administrative Services as office assistant in September 2001
- ◆ Jane Scott joined Administrative Services as part-time staff assistant in October 2001.

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

- ◆ *Offer the best undergraduate education available in Florida*
  - Increased hiring of Federal Work Study students directly supports undergraduate students.
  - Initiated a monthly training and support group for supervisors, which in turn facilitates improved customer service to students.
  - Provide staff training to enhance library's ability to support the university's teaching mission.
- ◆ *Achieve international prominence in key programs of graduate study and research*
  - Prepared report on qualifications for ARL membership, which has direct implications on graduate studies.
- ◆ *Become more inclusive and diverse*
  - 96% of library staff have attended the *ABCs of Diversity* workshop.
  - Coordinated library's Diversity Week 2001 celebration, featuring "Faces of Diversity" on departmental front doors.

- Established procedures for fiscal administration of two grants (one in-house, one federal) received by Library faculty
- Visited USF Library administrative staff July 2001 for information exchange. Hosted USF staff at our office for similar exchange in August, 2001
- Administration staff played major role in library participation in Relay for Life, 2002.
- Became host site for SOLINET training.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

♦ Improve library access to PeopleSoft accounts receivable files.

ACCOMPLISHMENTS OF FACULTY & STAFF

Barry Baker:
♦ President, Southeastern Library Association
♦ Member:
  - ALA, Library Information and Technology Association, Membership Committee
  - ALA, Library Administration and Management Association (LAMA), Committee on Organization
  - ALA, LAMA, Publications Committee
  - Florida Library Network Council
  - Florida LSTA Advisory Council
  - State University Libraries ALEPH Implementation Steering Committee
♦ Editor, "Technical Services Report" in *Technical Services Quarterly*
♦ Elected to ACURIL Executive Council
♦ Moderator, session on Information Literacy, ACURIL Conference, Ocho Rios, Jamaica

Frank Allen:
♦ Editor, *The Southeastern Librarian*, continuing
♦ Member, Executive Board, Southeastern Library Association, continuing
♦ Appointed to Library Administration and Management Association (LAMA) Membership Committee, 2002-2004.
♦ Elected secretary, LAMA/MAES section, 2002-2003
♦ Appointed Chair, Editors' Interests Subcommittee, ALA Chapter Relations Committee, 2002-

♦ Chair, LAMA/MAES pre-conference "Got Data . . . Now What?: Effectively Utilizing Measurement and Assessment Data," scheduled for ALA 2003, Toronto, Ontario
♦ Library Chair, Florida State Employees Charitable Campaign (FSECC), fall, 2001

Diane Clark:
♦ Team captain, 2002 Relay for Life
♦ Employee of the Month, November 2001
♦ PeopleSoft training classes: Customer Account Inquiry; Group Post; Search Match; Customer Inquiry Financial; Intro to Student Administration

Susan Creighton:
♦ Team Member, 2002 Relay for Life
♦ Attended UCF workshops:
  - *Clarifying Expectations*
  - *Library Work Processes*
  - *Improving New Employee Orientation*
  - *Training and Delegation*
  - *Taking Control of Your Life*
  - *Work Group Dynamics*
  - *Who Moved My Cheese?*
  - *Technology Open Forum*

Janet Girard:
♦ Member, 2002 Relay for Life
♦ Attended Library Workshops:
  - Student Employment
  - INNOPAC Class — given by Acquisitions Services
  - YBP class — given by Cataloging Services
♦ Attended:
  - UCF PeopleSoft General Overview
  - Demonstration of Finance & Accounting *Datamart*
  - Lorman Educational Services Workshop, "Developing, Managing and Analyzing a Budget"
  - Lorman Educational Services Workshop, "Wage And Hour And Payroll Basics In Florida"

Raynette Kibbee:
♦ Member, Web Implementation Committee
♦ Chair, Library Diversity Week Team
♦ Team Member, 2002 Relay for Life
♦ Interim Web master for the Southeastern Library Association

Cynthia Kisby:
- Board member – Florida Association of College & Research Libraries
- Member:
  - Florida Library Association Planning Committee
  - UCF Professional Development Leave Committee
- Certified Mediator, UCF Dispute Resolution Services
- Attended:
  - 12 on-campus training sessions
  - FACRL and FLA Annual Conferences

Tim Ryan:
- Team Member, 2002 Relay for Life
- Attended UCF Anthrax Awareness Meeting

Jennifer Schock:
- Library Committees
  - Web Editors Group
  - Student Appreciation Party
- Training
  - *Reach for the Stars*
  - Basic Excel, CFLC
- Participant, 2001 Library Diversity Week Team
- Extracurricular Service
  - Patent Customer Outreach 2001
  - Set up and disassembled the display for International Day
  - Participant, 2002 Relay for Life
- Commissioned as a notary public, December, 2001

Pauline Strickland:
- Training
  - *Reach for the Stars*
  - *Financial Fitness*
  - *Self Discipline & Emotional Control* (in house video series)
  - *Internet Travel Class,* CFLC
- Team Member, 2002 Relay for Life

Kerry Wilson:
- Attended training:
  - American Red Cross Adult CPR/AED
  - Microsoft Access 1 and 2
- Participant, Relay for Life

DEPARTMENTAL GOALS FOR 2002/2003

- Increase sponsorship of presentations with CFLC, SOLINET, Office of Diversity Initiatives, others
- Explore value of general orientation for new student assistants
- Facilitate faculty promotion mentoring
- Reorganize the library supply room
- Develop library service standards with departments.
- Coordinate with F & A to implement PeopleSoft for acquisitions procedures.
- Finalize plans for Rosen School of Hospitality Management Library
- Finalize emergency procedures
- Conduct RFP for new copier services contract
- Increase participation in work study program
- Develop staff training and development budget
- Continue planning for library addition
- Implement 2002 audit recommendations
- Update and enhance fiscal materials provided on the library Web site
- Finalize key inventory

STATISTICS

Administrative Services
Table 1
EMPLOYEE TURNOVER

	FY 01/02	FY 00/01
Hired	16 (2 faculty)	21 (4 faculty)
Separated	15 (2 faculty)	14 (2 faculty)

Administrative Services
Table 2
STAFF DEVELOPMENT PROGRAMS

	FY 01/02	FY 00/01
Video & discussion	20	31
Guest presenters	23	29

For statistics see pages 67-72.

Frank R. Allen
Associate Director, Administrative Services

Cataloging Services

There were two large changes this year: (1) statistics and (2) facility space. With the materials funding holdbacks, there was a decrease in the titles and volumes added to the collection. While the basic copy cataloging titles decreased, the workload remained steady due to the amount of complex copy cataloging already on hand and the YBP materials. The overall cataloging statistics lowered but bibliographic maintenance greatly increased in preparation for the migration to ALEPH.

The other big change was the addition to the physical facility. Department space increased with the opening of a satellite office in Library 321 on November 30, 2001. This additional space allowed for better workflow, safety, and movement of people and materials. Library 508 was retained for overflow of special projects; processing was reabsorbed by Acquisitions Services in June 2002. Physical relocation and expansion of shelving for incoming materials was completed. Materials waiting to be cataloged were redistributed for more efficient workflow. Unfortunately, problems continued again this year with the leaks in Library 502 causing materials to be moved and/or covered to prevent damage.

Outsourcing continued with single contracts with YBP, MARCIVE, netLibrary, and two contracts with OCLC TechPro. Although the overall YBP contract was smoother this year, there were still concerns with the high percentage of provisional records. Other workflow efficiency steps were taken. The office assistant processed the invoices. Two student assistant staff members managed the daily set up and the two-five day throughput of YBP materials. A USPS staff member oversaw the YBP problem books with consultation with the department head. Excellent refinements were made on the reporting, tracking, and statistical analyses of materials cataloged; leave records; supply requests; and physical maintenance of the facility and equipment.

Two of the cataloging areas that increased were unique collections and electronic materials. The Colbourn Collection was begun; Florida Heritage Project increased; net Library Collection II was added; and electronic titles and maintenance increased. Complex copy and original cataloging began on the older stored materials. The types and quantities of cataloged

materials also increased with emphasis on special collections and the Florida Heritage Project (FHP). Other issues remain to be resolved regarding media recorded on defunct formats that need librarywide review of preservation, acquisition, and storage issues for current and future collections. The pre-migration maintenance list was refined following FCLA criteria, and projects were assigned to each USPS staff member and librarian.

Workstations and stacks covered to protect against recurring leaks in Cataloging Services

Assignments had to be restructured due to staffing changes. One position was lost in December 2001 and replaced with a temporary OPS part-time staff in May 2002. Due to budget and reassessment of service priorities, the Florida Solar Energy Center (FSEC) complex copy-cataloging project was suspended. The LTA supervisor resigned to become an adjunct with the former position being filled by a probationary employee in April 2002. More of the experienced students graduated, and fewer Federal Work Study students were available. After the Authorities/Bibliographic Maintenance Unit was given more adequate space in Library 321, students were assigned to assist the unit. The OPS staff members were invaluable to the increased workload. A volunteer was employed during fall semester for electronic resources and in summer semester for print copy cataloging.

Cataloging Services worked with many national and local participatory activities highlighted by the following. The Cataloging Services and the Systems & Technology Departments participated in the NATC (North American Title Count). UCF Library was selected as one of the test sites for the new electronic format. Cataloging Services increased the formal monthly training for department staff. During spring semester due to acquisitions budget holdbacks, four members of the Acquisitions Services staff received individual and departmental training in copy cataloging. Cataloging Services worked in consultation with Special Collections on the priority order, description, and series statements for unique collections, and refined security and environmental protection of materials. The department also worked with Reference Services on a number of relocation and bibliographic maintenance projects. Plans were developed with IST and CREOL to provide cataloging services.

REPORT ON DEPARTMENTAL GOALS FOR YEAR 2001/2002

Priorities For Action (PFA), Operational Objectives (OO), & Goals Accomplished 2001-2002:

♦ **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: Continue the increased in-house training (accomplished by increased formal regular department training)
      OO 2: Continue work toward moving the print department policies and procedures handbook to a Web-based product for development as a more comprehensive staff resource. Include local standards and actual examples (temporary delay due to pre-migration activities)
   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 performance standards for USPS positions; encourage the development of individual work goals by USPS and OPS staff (training on individual goal setting; began development of standards)
   OO 3: Continue goal setting by the librarians as part of the Assignment, Mid-year Review, and the Annual Evaluation processes (all librarians set goals & demonstrated progress towards goals)
   OO 4: Continue to work with Administrative Services to develop a formula by which to assess the space needs per employee in accordance with the growth factors and national or regional standards (reviewing on regular basis; projections for future)
   OO 5: Increase the statistical analysis of the departmental activities, i.e., routine monthly statistics and projects (accomplished)
   OO 6: Review local practices more intensely in preparation for the implementation of ALEPH and for better patron service (accomplished first phase; review continues in cooperation with FCLA practices)

♦ **Information Resources**: Maximize access to a broad range of diverse materials in appropriate formats.
   PFA 1: Provide cataloging for special formats.
      OO 1: Continue providing bibliographic access to specialized materials within the collection (increased the type and number of titles to which access was provided)
      OO 2: Continue to provide bibliographic access to electronic resources (continue to catalog new titles and review maintenance on previously cataloged titles)
      OO 3: Investigate the use of PURLs and the use of link checker software in relation to FCLA's projects and ALEPH (delayed)

♦ **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 Services clients to balance their needs with the demands of the departmental 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: Modify the "field trip" concept of intra-library education as devised by the department in the mid-1990s; include visits by Cataloging Services staff to other departments (put on hold this year due to pre-migration activities)

OO 3: Continue the librarywide training begun in 2001 by the department to create a greater understanding of Cataloging Services and its processes (offered more training to include other departments)

PFA 2: Continue a Web-based "new titles" list.

OO 1: Continue the successful new titles list (accomplished & continuing)

OO 2: Continue to review patron comments for any refinements in the list (accomplished & continuing)

PFA 3: Provide retrospective cataloging for FSEC materials.

OO 1: Resume the retro-conversion project as funds become available (funds not available)

OO 2: Continue to establish item records for previous holdings (project begun)

OO 3: Provide original cataloging for retro-conversion project materials as needed (project begun)

♦ **Technology:** Incorporate appropriate emerging technologies into the workflow to provide efficient, effective services to Cataloging Services 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 assigned tasks via new technology applications (continuing)

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

OO 3: Continue to use current technologies to prepare LUIS database for transfer to the new integrated library system (continuing; plan refined and implemented)

OO 4: Have access to a permanently assigned to the department laptop with appropriate cataloging software (requested but not received)

OO 5: Work with Systems & Technology and LC to provide better access to cataloging tools such as *LC Catalogers Desktop* (problems continued this year; hopeful resolution for 2002-2003 with the Web version)

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

OO 1: Continue to employ the template feature to make cataloging more efficient and accurate for appropriate materials (accomplished & will continue to expand use)

OO 2: Continue to use the global change feature to handle authorities functions, with emphasis on the ALEPH implementation (accomplished & continuing for pre-migration clean-up)

OO 3: Continue to 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, SUS graduate library programs.

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

OO 2: Continue presentations and leadership in presentations and training with CFLC Cataloging Interest Group (accomplished & will continue in future)

OO 3: Continue discussion with OCLC to improve the services to the area campuses (continuing with OCLC & FCLA to resolve)

OO 4: Offer internships and/or field study opportunities (qualified in 2001-2002 as internship sponsor for 2002-2003)

OO 5: Continue to provide volunteer opportunities (successfully provided two volunteer opportunities)

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

OO 1: Continue the evaluation process with YBP to make the new contract successful (worked closely with YBP tech representative to ensure that the contract was more successful this year; still received too large a percentage of non-CIP provisional records)

OO 2: Revisit the plan to work with BWI and OCLC PromptCat to bring cataloging records into LUIS for the CMC children's materials (delayed due to budget uncertainties)

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 (continuing contract successfully; number of titles to be cataloged has dropped in music scores)

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: Continue to work with the library's documents librarian to implement the retro-conversion of the older U.S. documents as funds become available (consulted with government documents and MARCIVE regarding the scope and cost of the project if special funding could be obtained)

♦ Human Resources: Provide enrichment and evaluative opportunities for department staff.

PFA 1: Provide formal and informal training.

OO 1: Continue to provide training opportunities during regular department meetings with the most appropriate staff conducting the training for all (accomplished with monthly formal training sessions)

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

OO 3: Continue to provide and more advanced formal training for all non-student staff (accomplished by sending staff to CFLC workshops)

OO 4: Continue to work on a strong commitment and accountability by all staff (accomplished)

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: Continue to review the descriptions during the year to be revised each fall semester (accomplished)

OO 2: Continue to review letters of assignment during the year and revise mid-year if needed (accomplished)

OO 3: Work on adding needed staff: two Senior LTA positions, one librarian, and one adjunct librarian (staffing unavailable due to budget)

♦ **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: Continue to work with Administrative Services to plan for a workspace more conducive to the workflow, comfort (accomplished short term by adding Library 321, Library 508; will continue to work for long-term solution)

OO 2: Improve air quality for employees and improve the preservation of materials by adhering to preservation standards in proper cleaning of older materials prior to their receipt in Cataloging Services (materials are prepared before being sent to Cataloging Services)

OO 3: Continue to work with Administrative Services and the university regarding air quality in the department (continuing)

OO 4: Provide new carpet to replace the water-damaged carpet that has caused breathing and allergy problems for several employees (impacted by budget restraints; water leaks continue and add to the environmental concerns)

CHANGES IN STAFFING

♦ Sherry Ogreten resigned as OPS staff member, November 2001

♦ Hired Burak Ogreten (December 2001), Ginny Farmer (September 2001) as OPS staff members

♦ Continued assignment of Jack Webb from Interlibrary Loan/Document Delivery Services to Cataloging Services 20 hours per week

♦ Letty Van Dyk was laid off on the FSEC copy cataloging retrospective project (August 2001) due to funding restrictions, requiring redirection of departmental goals

♦ Continued Claire Leonard as OPS staff member

♦ Linda Sobey resigned as LTA Supervisor to take a position as adjunct cataloger for FSEC original cataloging retrospective project

♦ Hired Holly Voght as LTA Supervisor, April 2002

♦ Jean Chisholm transferred to another campus position; loss of Senior LTA position, December 2001

♦ Added Melanie Maikkula as OPS staff member to replace above position, May 2002

♦ Employed a volunteer, Nashieli Marcano, during fall 2001 and early summer 2002

Cataloging Services (cont'd)

♦ *Offer the best undergraduate education available in Florida*
- Continued to streamline workflow to provide faster access to materials
- Participated in four cataloging outsourcing agreements – TechPro, MARCIVE, YBP, OCLC/netLibrary
- Increased access to electronic resources, research materials, foreign language materials, educational realia
- Continued to improve the "New Titles List" accessible via the library's Web site

♦ *Achieve international prominence in key programs of graduate study and research*
- Continued to streamline workflow to provide faster access to materials
- Participated in four cataloging outsourcing agreements – TechPro, MARCIVE, YBP, OCLC/netLibrary
- Increased access to electronic resources, research materials, foreign language materials, educational realia
- Continued to improve the "New Titles List" accessible via the library's Web site
- Refined the process to provide better access via WebLUIS for UCF dissertations and theses
- Worked with IST and CREOL to provide access to their unique research collections
- Hired adjunct to begin original cataloging of FSEC research reports; developed 2002-2003 plan to re-institute the retrospective cataloging project

♦ *Provide international focus to our curricula and research programs*
- Employed multi-lingual staff thereby increasing the number of foreign languages in which the department can catalog; remaining language materials were outsourced to OCLC TechPro
- Monitored Unicode's impact for use of vernacular language and symbol characters in WebLUIS

♦ *Become more inclusive and diverse*
- Diversity in staffing - student, USPS, faculty employees

♦ *Be America's leading partnership university*
- Worked in cooperation with SUL and FCLA on:
  - CAGER (Cataloging & 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 ALEPH
- Participated in the ALEPH pre-migration plans on state and local basis
- Continued participation in NACO
- Continued to work on the delivery plan for cataloging services to area campuses
- Participated in the CFLC Board
- Provided cataloging training for four Acquisitions Services staff; provided other librarywide training on various topics
- Participated as a test library in the NATC (North American Title Count) project to introduce a Web-based system for library collection measurement

♦ **Other:**
- Continued assessment and planning of critical physical space and technology problems; gained some additional space with Library 321
- Increased participation in professional development opportunities, such as writing and presentations

♦ Work with Administrative Services to provide unified space large enough to reorganize the entire department into work teams for efficiency and increased emphasis on specific knowledge areas.
♦ Work with Administrative Services to provide additional staff in specialized areas and with high technology skills.
♦ Work with Administrative Services and appropriate campus departments on environmental issues that remain – moldy, torn, and rippled carpet.
♦ Work with appropriate units to resolve the continued shortage of equipment and supplies; provide timely availability of critical supplies; provide adequate copier in Library 502; provide copier in Library 321.
♦ Work with Systems & Technology to increase response time, complete work orders, access critical cataloging software, provide more frequent upgrades of PCs as needed, and resolve critical printer problems.

♦ Work with appropriate units to ensure materials received by Cataloging Services have correct flags, correct information, correct resolution to binding issues, complete and accurate INNOPAC entries, etc. to prevent workflow impediments and provide timely service to the patron.

♦ Continue feedback on the results of the shelf reading and reshelving techniques that impact locating materials for the pre-migration bibliographic maintenance.

♦ Work with Administrative Services on the overall coordination of the various aspects of handling electronic resources - what is acquired, access changes, tracking, and duplication.

♦ Encourage, within the university, consistency of personnel policies and their application; encourage the prompt communication to the library when policies change.

ACCOMPLISHMENTS OF FACULTY & STAFF

Degree seeking:
- Johnson – credit toward BA in Art Illustration, UCF

Professional memberships:
- ALA – Case, Correa, Montgomery, Piascik, Sobey, Sutton
- ACRL and ALCTS – Piascik, Sobey, Sutton
- ASIS&T – Montgomery
- FLA – Case, Correa, Piascik, Sobey, Sutton
- OnLine Audiovisual Catalogers (OLAC) – Piascik
- SELA – Sobey

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

Training/Staff Development:
- AACR & METADATA – An ALCTS Institute – Montgomery
- *ABCs of Diversity* – Farmer, B. Ogreten, Voght
- Access Database Training – Webb
- ALA Annual Conference – Piascik, Sobey, Sutton
- Cataloging Interest Group meetings – Case, Correa, Montgomery, Piascik, Sobey, Sutton, Webb
- CFLC Town Meeting – Sutton
- Copy Cataloging with OCLC – Voght
- Excel Graphs & Charts – Parulan

- Excel Level 1 – Correa, Parulan
- Excel Level 2 – Parulan
- FACRL Fall 2001 Workshop – Correa, Piascik, Sobey
- *Financial Fitness* – Correa, Santiago
- Fire Extinguisher Usage & Fire Safety – Smith
- FLA Annual Conference – Piascik, Sobey, Sutton
- HTML Level 1 – Correa, Healy
- HTML Level 2 & Level 3 – Healy
- IEEE Demonstration – Montgomery, Webb
- Interviewer Certification – Voght
- Introduction to PowerPoint – Parulan, Piascik
- LC Classification – Abulencia, Chisholm, Johnson
- LC Classification/LC Subject Headings 1 & 2 – Case, Correa, Healy, Montgomery, Piascik, Santiago, Sobey, Smith, Sutton, Webb
- Netscape Browser Training – Webb
- *Reach for the Stars* – Correa, Santiago
- *Safe Handling of Mail* – Parulan
- School for Scanning – Montgomery
- Solution Seekers – *Who Moved My Cheese?* – Voght
- *Squeezing the Toothpaste from the Top* – Correa
- *Successful Searcher* – Voght
- Supervisors' Support Group –Correa, Parulan, Sobey, Sutton
- SUS/FCLA Joint Meeting – Sutton
- TMQ Indexing & Displays – Piascik
- TMQ Introduction to MARC – Santiago, Voght
- WebLUIS Demo – Voght
- XML Workshop – Montgomery

Presentations:
- ALA Annual Conference, Creative Ideas in Technical Services, "Division of Labor in Technical Services" – Sutton
- FLA Annual Conference, Conference Discussion Group, "Keeping Up Without Getting Behind" – Sutton
- UCF Technology Fair, "Cataloging & Digitization for the Florida Heritage Project" – Case
- UCF Technology Fair, "New Titles List" – Montgomery, Piascik

Department/Library Presentations:
- Call Numbers and Spine Labels – Case, Correa, Montgomery, Piascik, Sutton
- Call Numbers, Part 2 – Correa, Sutton
- Cataloging Old Materials – Case

- Employee Leave Request Form - Sutton
- E-resources & Links in Records in 856 Fields – Montgomery
- History, Parts of the Book – Webb
- Introduction to Match, Edit and Transfer OCLC Records – Correa
- Introduction to UCF Cataloging – Sutton
- No Call Number in OCLC – Case, Correa, Montgomery, Sutton
- Problem Book Discussion – All
- Publication Date – Correa
- Statistics, Titles, Volumes – Sutton
- Who Wrote That Rule? – Sutton
- YBP Pre-cataloged Books/Workflow – Sutton

Service:
- ALA Annual Conference, ALCTS volunteer – Sutton
- ALA, Council of Regional Groups - Case
- ALEPH Training for Indexing/OPAC – Montgomery
- Bookstore Advisory Committee – Correa
- CAGER Committee – Montgomery
- CFLC Board - Sutton
- PEP Squad Safety Committee – Smith
- Purchase on Demand Committee – Webb
- Serials Solutions Committee – Montgomery, Webb
- SUS Technical Services Planning Committee (TSPC) - Sutton
- TAG's Electronic Resources Group – Piascik, Montgomery, Webb
- Technology Advisory Group (TAG) – Piascik, Sutton
- Relay for Life, Library Team 2002 – Correa, Johnson, Smith
- Web Editors Group – Healy, Montgomery
- Web Implementation Committee - Healy

Various factors impacted the statistical count for 2001-2002:
- The budget holdbacks caused the basic copy cataloging workflow to be interrupted for several months.
- The traditional large annual influx of materials in late spring and early summer did not occur.
- More complex copy cataloging was accomplished this year by staff.
- An increase in the number of bibliographic maintenance and authorities corrections in preparation for the pre-migration to ALEPH.
- Outsourcing projects such as netLibrary, MARCIVE, OCLC TechPro, YBP Approval and Firm Order
- Increase in original cataloging

See statistical tables to follow

Cataloging Services

Table 1

CATALOGED MATERIALS: TITLES 2001 - 2002

	ADDED	DELETED
PRINT TITLES	**22,014**	**1,037**
Orlando	16,078	822
Curriculum Materials Center	1,510	7
Florida Solar Energy Center	156	41
Brevard	2,716	154
Daytona Beach	1,554	13
OUTSOURCED	**27,024**	**78**
TechPro	281	0
YBP	26,743	78
TOTAL PRINT TITLES	**49,038**	**1,115**
ELECTRONIC		
Databases	16	0
Journals	2,995	7
Monographs	1,794	0
netLibrary	2,369	0
TOTAL ELECTRONIC TITLES	**7,174**	**7**
MICROFORM TITLES		
Microfilm		
Orlando	71	0
FSEC	0	0
Microfiche		
Orlando	241	0
FSEC	0	0
TOTAL MICROFORM TITLES	**312**	**0**
U.S. GOV'T. DOC. TITLES		
Cataloged	262	90
Outsourced (MARCIVE)	4618	0
TOTAL U.S. GOV'T. DOC. TITLES	**4,880**	**90**
TOTAL	**61,404**	**1,212**

	ADDED	DELETED
MEDIA TITLES		
Orlando		
Cassettes/Audio Tapes	13	167
CDs (Music)	88	4
CD-ROMs	41	13
DVDs	210	1
Filmstrips Strips	0	2
Laser Discs	0	4
Slides	1	0
Video recordings	1,192	290
Sub-total	**1,545**	**481**
Curriculum Materials Center		
Activity Cards	1	0
Cassettes/Audio Tapes	1	0
CDs (Music)	3	0
CD-ROMs	1	0
Flash Cards	1	0
Games	1	0
Globes	2	0
Multimedia	10	0
Realia	4	0
Toys	1	0
Sub-total	**25**	**0**
Florida Solar Energy Center		
CD-ROMs	0	0
Sub-total	**0**	**0**
BCC		
CD-ROMs	2	0
Video recordings	19	0
Sub-total	**21**	**0**
TOTAL	**1,591**	**481**

Cataloging Services (cont'd)

Cataloging Services
Table 2
CATALOGED MATERIALS: VOLUMES 2001 - 2002

	ADDED	DELETED
PRINT VOLUMES		
Orlando	21,261	1,010
Curriculum Materials Center	1,904	196
Florida Solar Energy Center	421	72
Brevard	3,087	165
Daytona Beach	1,583	12
OUTSOURCED		
TechPro	293	0
YBP	27,369	78
TOTAL PRINT VOLUMES	**55,918**	**1,533**

ELECTRONIC		
Databases	24	0
Journals	60	7
Monographs	1,449	0
netLibrary	2,369	0
TOTAL ELECTRONIC VOLUMES	**3,902**	**7**

MICROFORM VOLUMES		
Microfilm		
Orlando	127	0
FSEC	0	0
Microfiche		
Orlando	773	0
FSEC	0	0
TOTAL MICROFORM VOLUMES	**900**	**0**

U.S. GOV'T. DOC. VOLUMES		
Cataloged	420	95
Outsourced (MARCIVE)	4,618	0
TOTAL U.S. GOV'T. DOC. VOLUMES	**5,038**	**95**
TOTAL	**65,758**	**1,635**

	ADDED	DELETED
MEDIA VOLUMES		
Orlando		
Cassettes/Audio Tapes	144	172
CDs (Music)	186	5
CD-ROMs	102	13
DVDs	297	1
Filmstrips	0	11
Laser Discs	0	4
Slides	1	0
Video recordings	1,933	292
Sub-total	**2,663**	**498**
Curriculum Materials Center		
Activity Cards	1	0
Cassettes/Audio Tapes	2	0
CDs (Music)	6	0
CD-ROMs	6	0
Flash Cards	1	0
Games	1	0
Globes	4	0
Multimedia	20	0
Realia	6	0
Toys	2	0
Sub-total	**49**	**0**
Florida Solar Energy Center		
CD-ROMs	0	0
Sub-total	**0**	**0**
BCC		
CD-ROMs	7	0
Video recordings	23	0
Sub-total	**30**	**0**
TOTAL	**2,742**	**498**

Cataloging

Table 3

5-YEAR COMPARISON

TITLES CATALOGED - ALL LOCATIONS

	2001-2002	2000-2001	1999-2000	1998-1999	1997-1998
Print	61,404	76,911	44,296	36,404	55,804
Non-Print	1,591	1,705	2,838	1,547	9,868
Total	62,995	78,616	47,134	37,951	65,672

Cataloging

Table 4

5-YEAR COMPARISON

VOLUMES CATALOGED - ALL LOCATIONS

	2001-2002	2000-2001	1999-2000	1998-1999	1997-1998
Print	65,758	78,755	51,117	42,430	60,883
Non-Print	2,742	2,865	2,374	1,637	9,970
Total	68,500	81,620	53,491	44,067	70,853

Cataloging

Table 5

2001 - 2002 CATALOGING ACTIVITY & BIBLIOGRAPHIC MAINTENANCE

ACTIVITY	COUNT
Access Points	55,812
Call #	4,802
Label corrections	944
Labels - damaged	284
Location change	2,010
Notes, Contents, Summary (5xx)	3,579
Priority	93
Replacements	606
Review of bib. maintenance requests	247
Union List of Serials (create & update)	137
YBP Call # error	5,240
Total	73,754

Linda J. Sutton
Head, Cataloging Services

CIRCULATION SERVICES

The operational highlight of the year was the continuing concern with the operations of the Stacks Unit. The crisis which began last year with the increasing difficulty of managing a dwindling amount of shelf space while trying to accommodate an ever-increasing flow of new materials received a further setback this year when budgetary constraints in the university and the library forced a reduction in the allocation of OPS funds for student assistants. The situation was alleviated somewhat by the addition of a new Senior LTA to the Unit in February, but it was clear that the management problem still was not solved.

To gain insight into the situation, the department head and the Associate Director for Public Services traveled to the University of Florida to visit their library facilities, which are coping with a much more severe case of the same set of problems. The visit proved to be very informative, provided encouragement that solutions are to be found, and inspired some new thinking on the organization and operations of the unit. The department head developed plans for streamlining the unit by transferring the management of the Library Patrol to the Circulation Desk Unit's night staff and for reassigning other responsibilities within the four staff positions in the Stacks Unit. One staff member remains primarily responsible for the discharge operations during the day shift; night shift and weekend operations continue to be managed by Student Supervisors. The other three positions are each assigned responsibility for the maintenance of one or two stacks floors, which includes all shelving, pick-up of materials, shelf reading, and shifting. Each staff member is the leader of a team of student assistants who perform these tasks; they are each responsible for the hiring, training, and supervision of their team members, and ultimately accountable for the quality of the maintenance of the bookshelves on their floors. The department head assumed responsibility for the overall direction of the Stacks Unit. The plans were implemented at the beginning of the summer semester in May, and by the end of June appeared to be working quite well. The success of this new organizational structure will be monitored through the coming academic year and a final evaluation made next May.

The Periodicals/AV Unit also benefited from this restructuring. The LTA Supervisor who previously managed the Stacks Unit was appointed as manager of the unit. Last year's failure to replace the LTA Supervisor and the subsequent reclassification of the position to Senior LTA had resulted in a felt lack of close supervision of the operation at a time when business in the unit was rapidly increasing. The immense popularity of the service to circulate laptop computers, the growing size and use of the DVD collection, and the continued high use of the FEEDS videotapes all contributed to creating a very busy service desk with all its attendant problems. The addition of a new manager who is resident in the unit has provided welcome relief to a harried staff.

One other service in the department deserves highlighting this year. The electronic reserves system was added to our reserve operation several years ago and initially received little attention from faculty. Over the intervening years, the volume of use of the system has grown, mainly at the insistence of students who have impressed upon their instructors their desire for the convenience of accessing reserve readings from home on their computers. In June 2002, we gathered some benchmark statistics on use of the system and were surprised to learn that at the end of the spring semester over 550 courses, consisting of 8,700 items were currently actively available for use. In contrast, traditional paper reserve items for only 300 courses were active, and of those 200 were permanent reserves.

- ♦ 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.
- ♦ Evaluate the effectiveness of the new methods implemented this year for the management of the stacks, book shelving, and collection maintenance,

One new Senior LTA position was added to the department's staff and was assigned to the Stacks Unit. Three vacancies in the Circulation Desk Unit night shift were filled, as was the Senior LTA position in Periodicals/AV.

- ♦ *Offer the best undergraduate education available in Florida* and
- ♦ *Achieve international prominence in key programs of graduate study and research*
  - 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 & STAFF

Roger Simmons:
- 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.

Department Staff:
- Andrea Dufault served on the Director's Advisory Group.
- All department staff participated in the workshops on Diversity Initiatives, *Who Moved My Cheese?*, and *Reach for the Stars*.

STATISTICS

The use of library materials during the year showed some gains over the previous year. The five-year comparison in Table 1 indicates a 10% increase in total circulations, although not all categories of materials experienced this large a gain. The impact of online renewals on the total circulations of General Collection materials was again evident this year, but as Table 3 shows, the percentage was unchanged from last year, meaning that initial charges of materials actually increased 10%, too. Reserve materials usage also showed a marked increase of 21% after a number of years of decline. The total number of items shelved showed a slight increase, which may reflect the addition of an increasing number of new publications. The patron count also was slightly smaller than last year after a particularly quiet summer semester.

Circulation Services
Table 1
FIVE-YEAR COMPARISON of CIRCULATION STATISTICS

	2001/2002	2000/2001	1999/2000	1998/1999	1997/1998
ITEMS CIRCULATED*:					
Audiotape Tour	525	1,209	1,287	2,489	2,264
AV, Music, Videos	37,824	35,731	33,921	27,041	22,386
Browsing	2,390	2,265	2,565	2,676	3,119
Documents, Maps	1,250	1,876	1,850	1,828	2,253
General Collection	313,187	285,607	265,463	236,507	239,692
Microfiche	80	105	108	115	155
Reserves	97,888	80,880	78,537	84,360	103,119
Group Study Room Keys	11,088	12,341	12,107	14,235	17,275
Headsets	14,486	11,644	8,839	3,988	4,334
TOTAL ITEMS CIRCULATED	**478,718**	**431,658**	**404,677**	**373,239**	**394,597**
ITEMS SHELVED	**397,639**	**391,012**	**394,595**	**419,093**	**403,927**
BILLS PROCESSED:					
Fines	14,769	13,197	10,324	13,889	13,565
Books	3,643	4,348	3,426	3,699	3,679
TOTAL BILLS	**18,412**	**17,545**	**13,750**	**17,588**	**17,244**
OVERDUES	**15,093**	**14,367**	**14,356**	**19,062**	**18,795**
PATRON COUNT	**886,752**	**898,266**	**911,537**	**1,011,621**	**1,096,315**

*Includes circulation statistics for Curriculum Materials Center

Circulation Services
Table 2
FIVE-YEAR COMPARISON of CIRCULATION BY PATRON TYPE

PATRON TYPE	2001/2002	2000/2001	1999/2000	1998/1999	1997/1998
Undergraduate Students	**259,758**	**231,149**	**223,505**	**221,215**	**247,901**
Graduate Students	**122,390**	**112,120**	**101,214**	**77,907**	**75,928**
Faculty	**33,716**	**32,548**	**30,737**	**23,525**	**23,452**
Staff	**11,447**	**10,015**	**11,009**	**9,249**	**7,812**
Alumnae	**7,326**	**5,568**	**3,714**	**3,782**	**3,718**
Special Borrowers:	**28,708**	**24,553**	**18,930**	**21,087**	**20,924**
Affiliate	11,391	6,929	5,424	6,520	8,622
Courtesy	10,394	10,867	7,788	8,285	7,269
Associate/Subscriber	6,923	6,757	5,718	6,282	5,033
Library Charges:	**15,373**	**15,705**	**15,568**	**16,474**	**14,862**
Interlibrary Loan	9,422	9,850	9,625	10,601	9,323
Binding	2,750	1,985	1,695	2,162	2,097
Other	3,201	3,870	4,248	3,711	3,442
TOTAL ITEMS CIRCULATED	478,718	431,658	404,677	373,239	394,597

Circulation Services
Table 3
FIVE-YEAR COMPARISON of CIRCULATION BY CHARGE AND BY RENEWAL

	2001/2002	2000/2001	1999/2000	1998/1999	1997/1998
Total Items Charged	338,068	304,493	307,858	318,847	326,676
Renewals	140,650	127,165	96,819	54,395	47,920
TOTAL CHARGES & RENEWALS	478,718	431,658	404,677	373,242	374,596
Renewals as % of Charges	**41.6%**	**41.8%**	**31.4%**	**17.1%**	**14.7%**

Roger Simmons
Head, Circulation Services

In Memory of Joseph C. Andrews, Head, Collection Management, who passed away on June 24, 2002.
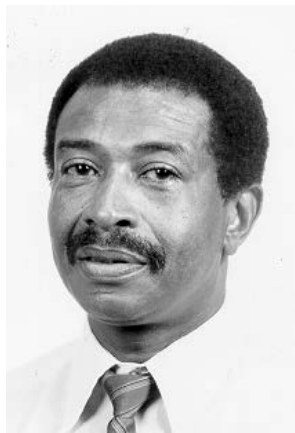
Joseph C. Andrews

Given the events on and after September 11, the library allocations were uncertain. Firm orders were not placed between October and February, and librarians' LC funds were frozen from October to the end of the fiscal year.

Both before and after ordering was suspended, some weak areas in the collections were identified and materials purchased:

Choice 2000 and 2001 Outstanding Titles	147 titles
Foreign and International Award Videos	52 titles
Best African Books of the 20th Century	29 titles
Alternate lifestyle counseling	67 titles
Books & videos for Frankenstein exhibit	27 titles

Collection Management Librarians completed twelve New Degree Program Proposals and four Degree Program Reviews. See Tables 1 and 2 below for more details.

Collection Management
Table 1
NEW PROGRAM PROPOSALS COMPLETED (by Program)

DEGREE	PROGRAM	PREPARED BY	DATE
Ph.D.	Applied Sociology	Meredith Semones	11/27/01
MS	Business Sports Management	Ying Zhang	12/17/01
Ph.D.	Conservation Biology	Marcus Kilman	12/13/01
MS	Hospitality Management	Ying Zhang	12/10/01
BS	Human Nutrition	Elizabeth Killingsworth	12/17/01
MS	Information Systems Technology	Ven Basco	03/14/02
BS	Information Technology	Ven Basco	07/02/01
MS	K-8 Mathematics & Science Education	Terrie Sypolt	04/01/02
MS	Management Information Systems	Ying Zhang	09/19/01
Ph.D.	Nursing	Elizabeth Killingsworth	02/01/02
BSET	Space Systems Technology Track	Ven Basco	08/22/01
BS	Sports & Fitness (revised May 2002)	Terrie Sypolt	12/12/01 (revised May 2002)

Collection Management
Table 2
PROGRAM REVIEWS COMPLETED

DEGREE	PROGRAM	PREPARED BY	DATE
MFA	Theatre	Cheryl Mahan	12/01
MA	Music	Joseph C. Andrews	12/01
	Art	Ellen Anderson	12/01
	Film	Richard Harrison	12/01

♦ Prepare and organize files (paper and electronic) of the department's activities.
♦ Offer full cooperation and departmental teamwork within the library and academic departments to enhance the research and completion of New Program Proposals.
♦ Facilitate an immediate response to all questions, concerns and inquiries to the department.

♦ Participate in the selection of a new department head

The Collection Management Department consists of a Department Head and Office Assistant. A nationwide

COLLECTION MANAGEMENT (CONT'D)

search will be completed to fill the Department Head position due to the loss of Joseph Andrews.

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

♦ *Offer the best undergraduate education available in Florida*
  - The library continues to select and acquire materials to support the curriculum.
♦ *Achieve international prominence in key programs of graduate study and research*
  - Assisted academic departments in submitting proposals for new programs by evaluating the libraries' holdings in the appropriate subject areas.
♦ *Provide international focus to our curricula and research programs*
  - Materials selected for the collection present comprehensive global views.
♦ *Become more inclusive and diverse*
  - Materials were selected and acquired that support multi-cultural education and diversity.
♦ *Be America's leading partnership university*
  - We subscribe to numerous electronic resources and continuously enlarge our research collection.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

♦ Consider the possibility of video teleconferencing monthly Collection Development Meetings between our Collection Development Library partners at and DBCC.

ACCOMPLISHMENTS OF FACULTY & STAFF

Joseph C. Andrews:
♦ Attended:
  - ALA Midwinter (New Orleans) and Annual (Atlanta) Conferences
  - Society for Scholarly Publishing Annual Meeting (Boston)
  - ARL/OLMS Library Management Skills Institute I: The Manager (San Antonio)
  - Electronic Resources and Collection Development Conference (Oklahoma City)
♦ Co-President of UCF's Black Faculty and Staff Association

♦ Member:
  - Society for Scholarly Publishing
  - UCF's Diversity Council
  - Technology Advisory Group
  - Library Diversity Week Team
  - LAMA/LOMS, Planning and Evaluation of Library Services Committee
  - ALCTS/CMDS Quantitative Measures for Collection Management Committee

Andrea Von Jares:
♦ Attended:
  - Dreamweaver
  - Introduction to HTML
  - Advanced WORD
  - Various training classes held in the library

STATISTICS

Collection Management
Table 3
LIBRARY RESOURCES BUDGET, 2001/02

MATERIALS TYPE	AMOUNT	%
Firm & Approvals (including Branches)	$1,945,400	38%
Serials (including electronic*)	$2,873,500	56%
Preservation (including microforms)	$ 282,402	6%
TOTAL:	**$5,101,302**	

*Electronic Only: $581,560, 20% of Serials or 11% of total expenditure.

Jeannette Ward
Head, Acquisitions Services
With the assistance of Andrea Von Jares
Office Assistant, Collection Management

The primary purpose of the Curriculum Materials Center (CMC) is to support the teacher education program of the College of Education. Through an extensive test collection, the CMC provides materials to students enrolled in Mental Health Counseling, School Guidance, and Varying Exceptionalities programs. Other UCF faculty, staff, and students, and area teachers and community patrons also use the facility and its collections.

HIGHLIGHTS OF THE YEAR IN RETROSPECT

In spirit with the UCF *Reach for the Stars* challenge, the Curriculum Materials Center was likewise motivated to stretch beyond previous accomplishments and strive for new heights and achievements. This initiative encompassed the department as a whole, and ranged from collections and technology to outreach and instruction, and above all, to becoming a fully contributing member of the College of Education teacher education program. Building upon prior years' efforts to expand the collection, increase services, and provide outreach to faculty and students, the goal for this reporting year was nothing less than the realization of our full potential as a service unit. During fiscal year 2001-2002, the Curriculum Materials Center achieved just that.

Since relocation, the department has targeted two areas for strengthening; the first included updating and expanding collections, and the second, increasing patron services and programming. These efforts, combined with proactive marketing to the college faculty, have culminated in a remarkable increase in collection and department usage, surpassing statistics from every year, in every category. Of course, another contributing factor to this accomplishment was the paucity of challenges. Technology requests were addressed quickly; Administrative Services and other departments were responsive to needs and requests; and funding and staffing within the department were sufficient to achieve our objectives.

Substantial progress was also made toward other departmental goals. Specifically, a service standards rubric was developed and implemented and patron compliments regarding service have increased. All staff are currently involved in a cross training program on individual position responsibilities with the expectation this will result in more consistent service in the event of staffing disruptions.

In light of these accomplishments, the greatest foreseeable challenge to the department over the upcoming year is continuing a high level of support to the education faculty and student diaspora. With the Education building renovation, all faculty members and almost every class have been relocated to other buildings both on and off campus. The department will seek to maintain its relationship with a decentralized patron base through increased outreach efforts. Further, the building renovation may offer additional hurdles in the form of environmental quality. Specifically, work on the HVAC system may impact collections and/or hours of operation. The department head will work proactively to find and relay information to Administrative Services in an effort to facilitate informed decisions.

REPORT ON DEPARTMENTAL GOALS FOR YEAR 2001/2002

♦ 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.

The first two staffing goals were met during the course of the year. The final cross training goal is well underway, and should be completed within the next several weeks. Staffing goals to be addressed in the upcoming year include review and updating of the Departmental Procedures Manual and integrating a Dewey shelving tutorial and the Web-based library instruction for educators into the student assistant training program.

♦ Collections
- Continue to increase software and textbook holdings to meet burgeoning student needs.
- As more specialized classes use department resources, review and update reference materials based on their needs and collections supported in the department.

More than 100 new software titles and approximately a dozen Florida-approved textbook series were ordered over the past year. Reference materials were reviewed, and resources were selected to increase access to CMC collections (such as *Mental Measurements Yearbook*, *Subject*

Guide to Children's Books, *Junior Authors and Illustrators*, etc.). Upcoming goals for the collection include: continue to increase software, realia and manipulatives, and textbook holdings, perform a deep review of collections to identify candidates for withdrawal, repair, and to mark expensive items in the collections, and write a collection development policy delineating procedures for selection and management of various collections.

♦ Space
- Assess equipment for duplication, usefulness, and currency. Underused hardware will be updated or moved.
- As collection space is at capacity all materials will be evaluated on an ongoing basis for deselection.
- Review production and media labs for more efficient use of space.

Several pieces of outdated equipment were identified and sent to surplus. During semester break, every item in the collection was reviewed for repair or withdrawal. Production and media labs were collapsed into one area to make room for College of Education temporary offices. While labs are in flux, a space needs assessment will be performed for materials and services and a proposal forwarded to administration for consideration.

♦ 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 an 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.

Progress made toward marketing and outreach goals were instrumental in significantly increasing department statistics. Production lab equipment and software were used by students in the teacher education program, and supplemented software offered by the College, a grants room was established, and the Special Borrower Card marketed to local educators. The development, implementation, and assessment of the Web-based tutorial rounded out department efforts to address service and instruction needs of the teacher education program.

Goals for the upcoming year include: seek to maintain momentum on faculty/CMC collaboration regarding projects and initiatives, such as instruction, use of collections, etc.; update and market the Web-based library tutorial for distance education students to all faculty teaching electronically delivered classes; and create and distribute a brochure of the updated CMC Web page.

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

♦ *Offer the best undergraduate education available in Florida*
Over 20 sections of methods and technology courses in Education (EDG 4323, EME 2040) were contacted and invited to participate in CMC instructional sessions. The response has been overwhelming, resulting in an almost four-fold increase from the previous year in the number of classes taught.

Additionally, traditional CMC tours were expanded to intensive sixty-minute classes that include hands-on workstations and student worksheets. With teacher education faculty, information literacy and technology competencies of various accrediting bodies were identified and a standards matrix developed.

♦ *Achieve international prominence in key programs of graduate study and research*
A comprehensive, Web-based tutorial for distance students enrolled in Research Methods in Education (EDF 6481) was developed and tested in fall 2001, and implemented and assessed in spring 2002. Analysis indicated learning outcomes of students completing the module were comparable

to students completing face-to-face library instructional sessions.

♦ *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 growing Spanish-language children's book collections are highly circulated within the college and staff from the Center for Multi-Lingual Multi-Cultural Studies have also integrated the collections into their programs. Additionally, Spanish-language learning software has been loaded on computers to support the College of Education's foreign language for faculty initiative.

♦ *Become more inclusive and diverse*
The CMC was the recipient of a state of the art Universal Access workstation from SUNLINK. Similar to others being used in Florida schools, the workstation will offer teacher education students the opportunity to create profiles for students with varying disabilities. The workstation has also supported UCF students in need of assistive technology.

The CMC continues to host the Orange County Public Schools "Transition-to-Work" students. The "Transition-to-Work" program is designed to train physically and/or developmentally challenged students in job and communication skills.

♦ *Be America's leading partnership university*
Within the central Florida area the CMC has formed partnerships with SUNLINK (for the disabilities workstation) and Orange County Public Schools (for hosting the "Transition-to-Work" students). Teachers from area schools also use the CMC's collections to supplement their classroom instruction, a result of the fee waiver for the Special Borrower Card.

Within the university, the CMC has a unique working relationship with the College of Education. In anticipation of the Education building renovation the CMC proactively designated a Grants reading room to offer students and other interested parties a central location to view and check out grants-purchased materials. Faculty have reported this area was also an important mechanism for disseminating information to conference attendees on campus.

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. The benefit of this challenge, however, is a current, useful, and highly circulating collection.

Collaboration with the teacher education faculty to assign and integrate curriculum materials and technologies into the program is a top priority. Despite the challenge of the Education building renovation and decentralization of faculty, students, and classes, efforts will be made to maintain existing levels of programming and services.

ACCOMPLISHMENTS OF FACULTY & STAFF

Penny Beile:
♦ Professional Committee Assignments
- Member, ACRL, Education and Behavioral Sciences Section, Instruction for Educators committee
- Co-chair, ACRL, Education and Behavioral Sciences Section, 2002 Program Planning Committee
- Member, American Educational Research Association, Communication of Research interest group
- Member, Southeastern Library Association, Outstanding Southeastern Author Award
♦ University Committees
- University of Central Florida Faculty Senate, Graduate Council, Course Review and New Programs Subcommittee
♦ Other Accomplishments
- Awarded Professional Development Leave from Academic Affairs for fall 2001 and spring 2002.
- Compared performance outcomes and self-efficacy levels of students who attended face-to-face library instruction with those who completed a library instruction tutorial.
♦ Presentations and Publications
- Presented research findings of library instruction evaluation at American Educational Research Association Annual Conference, New Orleans, LA, April, 2002, and submitted study report to ERIC document clearinghouse for inclusion in ERIC database.

- Submitted solicited manuscript, "The development and use of a Web-based library tutorial for education students," as a chapter in the ACRL edited book *Digital Resources for the Education Library: Innovation, Invention, and Implementation*, slated for fall 2002 publication.
♦ Progress toward Degree
  - Completed the following classes taken toward doctoral degree: Multimedia in the Classroom, Curriculum Theory, Analysis of Learning Theory, Authorware, Integrating Technology into the Classroom, Models of Teaching, Research in Instructional Technology, and an independent study.
♦ Training Courses and Workshops
  - Acquisitions Workshop, June 2001
  - INNOPAC, July 2001
  - Web Editing, 2 of two parts, July 2001
  - *How to be a Better Trainer*, 2 of four parts, November 2001
  - *How to Deliver Exceptional Customer Service*, February 2002
  - *Writing to Get Published*, May 2002
  - *Who Moved My Cheese*?, June 2002

Anna Hedstrom:
♦ Training Courses and Workshops
  - *Taking Control of Your Life*, 6 of six-part series, June 2001
  - Human Resources *Reach for the Stars* series, August 2001
  - Human Resources *Customer Service and Leadership*
  - Human Resources *Accomplish More*
  - College of Education Dreamweaver I and II.
  - CFLC Excel I and II.
  - CFLC Access I.

Pam Jaggernauth:
♦ Training Courses and Workshops
  - Human Resources *Reach for the Stars* series, August 2001
  - *Work Group Dynamics* series, 4 of four parts, November 2001
  - *How to Deliver Exceptional Customer Service*, 3 of seven parts, February 2002
  - WebLUIS training, April 2002

Jackie Toce
♦ Memberships and Conference Attendance
  - Florida Library Association, member and attended annual conference, Daytona Beach, FL.

- American Library Association, member and attended annual conference, Atlanta, GA.
♦ Presentations
  - "Adult Lifelong Learning and Literacy and Libraries," Florida Library Association Annual Conference, April 10, 2002.
  - Poster Session, "Building a Subject-Specific Library Tutorial for Distance Learners, American Library Association Annual Conference, June 15, 2002.
♦ Progress toward Degree
  - Completed all requirements for and was awarded an M.A. in Library and Information Science from University of South Florida, May 2002.
♦ Training Courses and Workshops
  - Acquisitions Workshop, August 2001
  - Student Employment update, August 2001
  - *How to be a Better Trainer* series, 3 of four parts, November 2001
  - Supervisors' Support Group, two sessions
  - *Writing to get Published*, May 2002
  - *Who Moved My Cheese*?, June 2002

STATISTICS

Note: Statistics reported here are not comparable to statistics as reported by Circulation Services. The following "Handling" statistics table includes charges, discharges, and browsed items and is used to indicate overall activity.

Curriculum Materials Center
Table 1
HANDLING STATISTICS

	01-02	00-01	99-00	98-99
CIRC HANDLING				
Fiction	4820	4086	4235	3249
General	15569	11606	11105	12176
KDP	189	103	119	131
Picture	21984	15991	17562	17115
Professional	10978	8294	8025	8455
Textbooks	5871	4601	5293	4748
Multimedia	1955	*	*	*
TOTAL	**61366**	**44681**	**46339**	**45874**
Reserves	**17670**	**14253**	**15911**	**16985**

*As a collection, Multimedia did not circulate until this year.

Since relocation of the department, handling statistics had remained fairly static; at least this was the case until the current reporting year (2001/02), when the department saw a substantial increase in usage throughout all collections. Compared to the previous year (2000/01), total handling of all material types increased by 37%. The fiction and picture book collections, at 34%, and the professional and general collections, at 33%, both increased at approximately the same rate as the total collection. Textbooks, with a 28% rise in usage, were slightly below the overall increase.

Handling of faculty reserves also increased by 24%, thus offsetting the persistent decline in usage. Although it is plausible that circulation of traditional reserves decreased due to greater use of electronic delivery of course readings, the increased use of the standardized test collection more than compensated for the decrease (note that standardized tests are included in reserves statistics). Another remarkable usage statistic was the circulation of the multimedia collection. With only 278 titles and 1,955 recorded usage statistics, each item in this small collection was "handled" an average of seven times. As a consequence, this highly used collection will be targeted for expansion over the coming year.

Curriculum Materials Center
Table 2
PATRON ACTIVITY

PATRON COUNT	01-02	00-01	99-00	98-99
Foot Count	117149	89590	87612	70465
Audiovisual Lab	*	1205	1164	1186
Production Lab	*	1350	1195	893
Classes Taught	95	26	30	---
Students Taught	2019	673	737	555

*Audiovisual and production lab usage is no longer recorded.

The gate count for 2001/02 also increased dramatically. Statistics show an overall gain of 31% over the previous year, and a 66% increase since 1998/99, when the department relocated. This is very likely tied to the 265% increase in the number of classes, and 300% increase in the number of students in attendance, over the past year.

The overall increase in facility usage may be attributed to several factors, including a concerted effort to update the collections, an influx of students due to teaching and outreach by the department, and the interest of a number of dynamic and highly engaged faculty who recognize the importance of curriculum materials to the teaching process. It will be interesting to see how the building renovation, with classes and faculty being located out of the building, impact statistics over the coming year.

Penny Beile
Head, Curriculum Materials Center

Interlibrary Loan/Document Delivery Services

Borrowing and Lending

Reciprocal agreements with other libraries were examined. Some of the reciprocal agreements were superseded by the SOLINE/SO6 agreements. Excluding SOLINE/SO6, 12 libraries remained. An analysis determined that UCF was a net lender in the majority of those agreements by a minimum ratio of 3:1. For the period July 1, 2000, to July 31, 2001, UCF supplied 229 items to one library only receiving four items in return. ILL canceled nine reciprocal agreements.

A distance patron policy was written and distributed. Areas covered include patron eligibility; placing requests, check out of materials, returning materials, patron notification, renewals and record keeping. This policy was later incorporated into the ILL Web site.

The department head took leave during a family emergency in October and November 2001.

Borrowing and Lending surveys were distributed in October 2001. The response rate for Borrowing was low; only 41 surveys were completed. This was attributed to the workload increase when the department head was on family leave. The response rate to the Lending survey was higher. A total of 71 responses were received out of 280 (approximately 25%). Both Borrowing and Lending received very good scores and got excellent comments.

The ILL Web site (http://library.ucf.edu/ILL/) was redesigned and expanded to include:
♦ A Frequently Asked Questions (FAQ) section
♦ Pages that provide assistance in selecting the appropriate form, the elements of a complete citation, the special issues relating to dissertations and theses and help in locating authors' instructions for submitting articles to journals
♦ Contact information
♦ Branch Policy
♦ Distance Policy
♦ Lending information for other libraries
♦ Request forms for non-OCLC libraries

As of January 7, 2002, the ILL Office started closing an hour earlier at 6:00 p.m.

One of the operational objectives under PFA 1 states that ILL would develop a bookmark for promotional purposes. Rather than developing a bookmark, it was felt that a business card would be more convenient. A prototype was developed using Microsoft Publisher and printed on card stock in the spring semester. The cards have proven to be very popular with ILL patrons.

Borrowing

Jennifer Block and Marilyn Snow presented informational sessions on ILL services at the New Graduate Teaching Assistants Orientation and New Faculty Orientation.

ILL began tracking distance patrons for statistical purposes.

Jack Webb expanded OCLC custom holdings in several non-book areas. He located 1,523 libraries that freely loan CDs and 1,593 libraries that freely loan audiocassettes. He also expanded the custom holdings for videos from 89 to 419.

Due to the difficulty in getting popular materials ILL added two categories to the list of items ILL would not request from other libraries. These are "Best Sellers" (popular items that are currently in high demand and available at the public library) and movies available at local video rental stores. It was also decided to limit requests to five dissertation or non-print materials per patron per week.

In January 2002, ILL removed the option for phone notifications from the ILL request form; the default became e-mail notification. This change was made for several reasons. Many patrons who wished to be notified by phone did not have answering machines or voice mail. This was also done to reduce long distance telephone charges.

At the end of the spring semester ILL instituted an undergraduate due date for ILL materials and also stopped processing requests for undergraduates several weeks before the end of the semester. This was done to ensure the timely return of ILL materials and to reduce the possibility of students graduating or leaving for the summer without returning their ILL materials.

Deirdre Campbell was one of two UCF staff to receive a grant of paid educational leave during the spring semester 2002. One of the ILL student workers, Sharonne Lanier, transferred to OPS status and assumed many of Deirdre's duties. Jennifer Block, Jack Webb, Joanie Reynolds, Winnie Tyler and Pat Tiberii divided Deirdre's remaining duties. All are thanked for their exemplary performance with both their regular and additional responsibilities during that period.

Lending

The statistics form tracking requests for UCF materials sent to branch and distance patrons was revised.

The online non-OCLC lending request forms went live in January 2002. A new GroupWise account, lending, was setup to receive these requests and to directly receive correspondence from other libraries' ILL librarians and staff.

During the spring semester branch and distance patrons were contacted when ILL checked out UCF materials in their names and shipped the materials to them. Patrons were advised to check their circulation record on WebLUIS.

Fees were raised as of February 15, 2002, in an effort to reduce the number of lending requests. Photocopy charges were raised to $10 IFM/$15 Invoice from $6 IFM/$12 Invoice. The RUSH surcharge rose from $10 to $20. Other fees were also raised. It is hoped that by aligning UCF's fee structure with other academic research libraries, fewer libraries will request from UCF hoping for a bargain.

REPORT ON DEPARTMENTAL GOALS FOR YEAR 2001/2002

Priorities For Action (PFA), Operational Objectives (OO), & Goals Accomplished 2001-2002:

♦ *PFA 1. ILL will promote awareness of its services to the campus communities and potential borrowers worldwide.*
  - **Continuing**
    o **OO 1:** Update departmental Web page(s) as needed. *This goal has been met. Several pages have been revised while new pages have been added.*
    o **OO 2:** Continue to present ILL sessions at the New Faculty Orientation and/or Faculty Institutes. *Jennifer Block and Marilyn Snow are scheduled to present ILL sessions in August 2002.*
  - **New**
    o **OO 1:** Establish regular UCF ILL meetings involving all branch libraries. *No progress made.*
    o **OO 2:** Develop a departmental bookmark with contact information and the URL of the ILL Web page. *A business card was developed.*
♦ *PFA 2. ILL will continue to experiment with electronic delivery methods.*

- **Continuing**
  o **OO 1:** Revise and add new electronic "form letters" and messages to patrons as needed. *This objective has been met.*
  o **OO 2:** Revise and update instructions as needed for obtaining requested materials when available full-text. *This objective has been met.*
  o **OO 3:** Reduce use of mail for non-returnables once the online delivery methods are well in place. *Online delivery methods are not yet available.*
- **New**
  o **OO 1:** Begin using Clio for patron notification. *Progress was made with plans to implement in July 2002.*
♦ *PFA 3. ILL seeks to streamline office operations, simplify paperwork and automate workflow.*
  - **Continuing**
    o **OO 1:** Reorganize online departmental files. *No progress was made.*
    o **OO 2:** Create, revise and update departmental and units policy and procedures manuals. *A start was made on the Lending Procedures Manual and procedures were updated for scanning documents with the upgrade to Ariel 3.01.*
    o **OO 3:** Implement Clio Request and Clio Web (pending software receipt, installation, debugging and testing). *As of June 30, 2002, neither Clio Request nor Clio Web had been installed.*
  - **New**
    o **OO 1:** Explore the possibility of moving patron information from the in-house request form Microsoft Access database into the Clio patron database. *No progress was made.*
    o **OO 2:** Investigate use of Microsoft Excel spreadsheets for departmental statistical keeping. *Jack Webb and Pat Tiberii began using Excel to track ILL statistics.*
♦ PFA 4. ILL will design and implement ongoing assessments.
  - **Continuing**
    o **OO 1:** Plan and conduct annual Borrowing and Lending surveys in October 2002. *This objective was achieved*
    o **OO 2:** Participate in the library's overall self-assessment for accreditation. *LibQual+ included questions relating to ILL.*

- *PFA 5. ILL will explore ways of maintaining high quality of service with fewer student hours.*
  - **New**
    - o **OO 1:** Revisit the fee structure in the Lending unit. *Many fees were raised in February 2002.*
    - o **OO 2:** Begin using Clio for patron notification. *Progress was made with plans to implement in July 2002.*
- *PFA 6. ILL will provide development and training opportunities for Interlibrary Loan staff*
  - **Continuing**
    - o **OO 1:** Each staff member will be encouraged to attend training sessions whenever pertinent. *ILL staff took advantage of departmental, library, university and external training opportunities.*
    - o **OO 2:** ILL librarians will continue to provide training to ILL staff. *Jennifer Block offered two sessions to ILL staff in January 2002.*
    - o **OO 3:** Continue to visit other Library departments with whom ILL interacts. *No progress made.*
- *PFA 7. ILL will continue to plan for possible renovations or future expansion of office space.* There was no progress in this area as library plans have not been finalized.

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

- *Offer the best undergraduate education available in Florida*
  Filled exactly 2,600 undergraduate requests to borrow items not available at UCF (96 of these requests were for students at branch campuses and for distance education students.). Supplied 301 UCF items to UCF distance and branch campus undergraduate students.
- *Achieve international prominence in key programs of graduate study and research*
  Filled 10,959 graduate student and faculty requests for items that were not available in the UCF Library's collection (566 of these requests were for branch campus or distance education graduate students and faculty.). Supplied 1,575 UCF items to UCF distance and branch campus graduate students and faculty.

- *Provide international focus to our curricula and research programs*
  Supplied approximately 172 items to libraries and research centers outside of the United States. Received approximately 200 items for UCF patrons from libraries and document suppliers outside of the United States. This represents libraries, research centers and document suppliers from 17 different countries and territories in North America, the Caribbean, Europe, Australia/New Zealand, Africa, Asia, and the West Indies.
- *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.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- *As the workload expands 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.
- *ILL was hoping to have had Clio Request and Clio Web functional by the beginning of the fall 2001 semester.* As of June 20, 2002, Clio Web has yet to be installed. This is denying ILL patrons the ability to check online for the status of their requests. ILL has also had to postpone supplying articles electronically to patrons.

Jennifer Block
♦ Member:
  - Library Purchase on Demand Committee (fall 2001) - Chaired
  - UCF Library Web Implementation Committee
  - SUS ILL Subcommittee
  - CFLC ILL Interest Group
♦ Attended:
  - *Introduction to Access*, UCF Division of Continuing Education (September 10, 2001)
  - *Interrupting Bigotry in Everyday Life*, UCF Diversity Initiatives Workshop (February 5, 2002)
♦ Taught:
  - *Web Searching*, ILL Workshop (January 2, 2002)
  - *Netscape Tips*, ILL Workshop (January 4, 2002)
♦ Hosted CFLC ILL Interest Group Meeting, UCF Library (May 31, 2002)

Deirdre Campbell
♦ Member:
  - UCF Diversity Committee (fall 2001)
  - Library Diversity Week Team (fall 2001)
♦ Attended:
  - *Excel Basics*, UCF Division of Continuing Education (October 2001)
  - *Web Searching*, ILL Workshop (January 2, 2002)
  - *Netscape Tips*, ILL Workshop (January 4, 2002)
  - CFLC ILL Interest Group meeting, UCF Library (May 31, 2002)
  - *Who Moved My Cheese?*, UCF Human Resources Workshop (June 24, 2002)
♦ Granted UCF Paid Educational Leave (spring semester 2002)
♦ Received B.A. in Public Administration from UCF (May 2002)
♦ Participated in USPS Holiday Canned Goods Drive (December 2001)

Deborah Canaday
♦ Attended:
  - *Financial Fitness*, UCF HR Workshop (August 29, 2001)
  - *Web Searching*, ILL Workshop (January 2, 2002)
  - *Netscape Tips*, ILL Workshop (January 4, 2002)

  - CFLC ILL Interest Group meeting, UCF Library (May 31, 2002)

Joanie Reynolds
♦ Member, DAG Holiday Party Committee (fall 2001)
♦ Attended:
  - *Excel Basics*, UCF Division of Continuing Education (November 20, 2001)
  - *Web Searching*, ILL Workshop (January 2, 2002)
  - *Netscape Tips*, ILL Workshop (January 4, 2002)
  - *Retirement Workshop*, USPS Staff Council Workshop (April 12, 2002)
  - *Who Moved My Cheese?*, UCF HR Workshop (June 24, 2002)
♦ Made a poster presentation for Women's History Month (March 21, 2002)

Joanie Reynolds at her desk in Interlibrary Loan/Document Delivery Services.

Marilyn Snow
♦ Attended:
  - *INNOPAC*, Acquisitions Workshop (July 7, 2001)
  - *YBP Cataloging Workshop*, UCF Library (August 21, 2001)
  - *Web Searching*, ILL Workshop (January 2, 2002)
  - *Netscape Tips*, ILL Workshop (January 4, 2002)
  - *YBP Update*, Cataloging Workshop (January 15, 2002)

Pat Tiberii

♦ Member, Library Diversity Week Team (fall 2001)
♦ Attended:
  - *Financial Fitness*, UCF HR Workshop (August 29, 2001)
  - *Excel Basics*, UCF Division of Continuing Education (November 20, 2001)
  - *Web Searching*, ILL Workshop (January 2, 2002)
  - *Netscape Tips*, ILL Workshop (January 4, 2002)
  - CFLC ILL Interest Group Meetings
    o AAA, Lake Mary (October 22, 2001)
    o Rollins College (February 22, 2002)
    o UCF Library (May 31, 2002)
  - *Parts of the Book*, UCF Cataloging Workshop (April 3, 2002)
  - *Retirement Workshop*, USPS Staff Council Workshop (April 12, 2002)
  - *Who Moved My Cheese?*, UCF HR Workshop (June 24, 2002)

Winnie Tyler

♦ Attended:
  - *Web Searching*, ILL Workshop (January 2, 2002)
  - *Netscape Tips*, ILL Workshop (January 4, 2002)
♦ Tour of UCF's Downtown and South Orlando campuses (September 2001)
♦ Co-Chair, Library Purple Elephant Sale (November 2001)
♦ Relay for Life participant (April 5-6, 2002)

Jack Webb

♦ Member:
  - Library Purchase on Demand Committee (Fall 2001)
  - Serials Solutions Committee
  - Library's Technology Advisory Group's Electronic Resources Group (ERG)
♦ Attended:
  - CFLC Cataloging Interest Group meeting on cataloging internet materials, Stetson University (July 16, 2001)
  - *Introduction to Access*, UCF Division of Continuing Education (September 10, 2001)
  - *Library of Congress Headings*, SOLINET Workshop (December 17, 2001)
  - *Library of Congress Classification*, SOLINET Workshop (December 18-19, 2001)
  - *Web Searching*, ILL Workshop (January 2, 2002)
  - *Netscape Tips*, ILL Workshop (January 4, 2002)
  - CFLC ILL Interest Group meeting, UCF Library (May 31, 2002)
♦ Co-presenter *Parts of the Book*, UCF Cataloging Workshop (April 3, 2002)

Winnie Tyler following up on a borrowing request for a UCF patron.

STATISTICS

The following tables illustrate UCF's borrowing and lending activity with our consortial partners and activity both in-state, out-of-state, and internationally in addition to materials supplied to distance learners. ILL first began reporting these statistics in 2000-2001 so there are no five-year comparisons. These figures reflect filled requests.

Interlibrary Loan/Document Delivery Services
Table 1
FIVE-YEAR SUMMARY

	2001-2002	2000-2001	1999-2000*	1998-1999	1997-1998
BORROWING					
Total Requests Submitted	**19,020**	**22,709**	*****	**16,585**	**12,854**
Requests Sent Out	**15,699**	**17,760**	*****	**12,838**	**10,388**
Requests Filled Externally					
Books	5,634	6,159	*	3,976	3,137
Copies	8,198	9,479	*	7,465	6,166
Total	**13,814**	**15,638**	*****	**11,441**	**9,303**
Requests Filled Internally	**3,465**	**3,241**	*****	**2,466**	**2,466**
Total Requests Filled (including filled internally by UCF-owned materials)	17,279	18,879	*	13,877	11,769
Total Fill Rate	**91%**	**83%**	*****	**84%**	**90%**
LENDING					
Total Incoming Requests	**40,511**	**37,307**	*****	**35,866**	**30,024**
Requests Filled					
Books	11,240	10,053	*	10,993	9,301
Copies	11,881	12,796	*	13,358	10,297
Total	**23,121**	**22,849**	*****	**24,351**	**19,598**

*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

	2001-2002**	2000-2001**	1999-2000*	1998-1999	1997-1998
UCF at BCC					
Books	165	101	*	150	139
Copies	254	233	*	67	174
Total	**419**	**334**	*****	**217**	**313**
UCF at DBCC					
Books	319	235	*	110	210
Copies	598	1052	*	448	268
Total	**917**	**1287**	*****	**558**	**478**
Florida Solar Energy Center					
Books	70	55	*	50	34
Copies	72	83	*	97	118
Total	**142**	**138**	*****	**147**	**152**
UCF at LSCC					
Books	24	0	*	0	N/A
Copies	39	19	*	5	N/A
Total	**63**	**19**	*****	**5**	**N/A**
UCF at VCC- West					
Books	0	2	N/A	N/A	N/A
Copies	0	6	N/A	N/A	N/A
Total	**0**	**8**	**N/A**	**N/A**	**N/A**
TOTAL INTERCAMPUS					
Books	578	393	*	230	383
Copies	963	1,393	*	701	560
Total	**1,541**	**1,786**	*****	**931**	**943**

*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.

ILL/DDS (CONT'D)

Interlibrary Loan/Document Delivery Services
Table 3
INTERCAMPUS BORROWING*
2000-2002

UCF at:			2001-2002	2000-2001
BCC	**Total**		**188**	**162**
	Loans	Faculty	12	11
		Grad Students	35	52
		Undergraduates	21	18
		Staff	6	1
	Copies	Faculty	4	9
		Grad Students	79	37
		Undergraduates	31	34
		Staff	0	0
DBCC	**Total**		**376**	**517**
	Loans	Faculty	10	16
		Grad Students	118	114
		Undergraduates	9	35
		Staff	6	0
	Copies	Faculty	5	38
		Grad Students	183	125
		Undergraduates	27	189
		Staff	18	0
LSCC	**Total**		**13**	**17**
	Loans	Faculty	0	0
		Grad Students	3	6
		Undergraduates	0	0
		Staff	0	0
	Copies	Faculty	0	0
		Grad Students	10	11
		Undergraduates	0	0
		Staff	0	0

*This table shows materials obtained from other libraries for UCF branch patrons. As this is just the second year that ILL/DDS is reporting these figures, it is only a two-year comparison.

Interlibrary Loan/Document Delivery Services
Table 4
CONSORTIAL ACTIVITY
2000-2002

			2001-2002	2000-2001
SUS				
	Borrowing	**Total**	**5,979**	**6,346**
		Loans	1,901	2,076
		Copies	4,078	4,270
	Lending	**Total**	**5,302**	**5,451**
		Loans	2,086	1,989
		Copies	3,216	3,462
CFLC				
	Borrowing	**Total**	**2,279**	**2,854**
		Loans	1,194	1,352
		Copies	1,085	1,502
	Lending	**Total**	**5,302**	**4,666**
		Loans	2,086	2,812
		Copies	3,216	1,854
ASERL				
	Borrowing	**Total**	**5,052**	**5,732**
		Loans	1,565	1,792
		Copies	3,487	3,940
	Lending	**Total**	**4,347**	**4,535**
		Loans	1,681	1,577
		Copies	2,666	2,958
FLIN*				
	Borrowing	**Total**	**887**	**875**
		Loans	383	457
		Copies	504	418
	Lending	**Total**	**2,871**	**2,766**
		Loans	1,846	1,704
		Copies	1,025	1,062
Total Consortial				
	Borrowing	**Total**	**14,197**	**15,807**
		Loans	5,043	5,677
		Copies	9,154	10,130
	Lending	**Total**	**17,288**	**17,418**
		Loans	7,699	8,082
		Copies	10,123	9,336

*Excludes SUS & CFLC.

Interlibrary Loan/Document Delivery Services
Table 5
NATIONAL ACTIVITY
2000-2002

		2001-2002	2000-2001
Florida			
Borrowing	Loans	3,316	3,663
	Copies	5,370	6,135
	Total	**8,686**	**9,798**
Lending	Loans	7,242	6,578
	Copies	6,134	6,478
	Total	**13,376**	**13,056**
Out-of-State			
Borrowing	Loans	2,230	2,391
	Copies	2,704	3,182
	Total	**4,934**	**5,573**
Lending	Loans	3,310	2,995
	Copies	4,707	4,885
	Total	**8,017**	**7,880**

Interlibrary Loan/Document Delivery Services
Table 6
INTERNATIONAL ACTIVITY
2000-2002

		2001-2002	2000-2001
Borrowing:			
	Loans	75	96
	Copies	119	155
	Total	**194**	**251**
Lending:			
	Loans	110	87
	Copies	77	82
	Total	**187**	**169**

Interlibrary Loan/Document Delivery Services
Table 7
DISTANCE EDUCATION*
2000-2001

		2000-2001*	2001-2002**
Faculty	**Total**	*******	**34**
	Copies	***	12
	Loans	***	17
Graduates	**Total**	*******	**382**
	Copies	***	269
	Loans	***	113
Undergraduates	**Total**	*******	**42**
	Copies	***	42
	Loans	***	0
Total	**Total**	**323**	**453**
	Copies	217	323
	Loans	106	130

*These figures only reflect materials supplied to UCF distance learners from the UCF-Orlando Campus Library.

**These figures also include materials obtained for distance learners from other libraries.

***Only the totals are available for 2000-2001.

Jennifer Block
Head, Interlibrary Loan/Document Delivery Services

Partnership Library Services

HIGHLIGHTS OF THE YEAR IN RETROSPECT

Responding to expanding opportunities for promoting library resources, access, and services was our primary theme at the Brevard Campuses in 2001-2002. We adopted the new Southern Regional Campuses name to include our growing partnerships in Cocoa, Palm Bay and Melbourne in Brevard County. At our Southern Regional coastal library sites, last year's efforts to place new library faculty at Palm Bay enabled us to proactively participate in developing and promoting our new and expanding curricular programs, and to respond to the research and academic information needs of our growing student and faculty population in Brevard County. Now, at our Osceola, Lake Mary, Ocala, and Clermont sites, we are better prepared to support our expanding partnerships with Lake Sumter, Valencia, and Central Florida Community Colleges. This year, in addition to continuing top-notch, partnership library service in our existing academic programs, our emphasis was on developing better library access, instruction, and service for new courses and programs for our students and faculty in Education and Psychology in Brevard County. Another information improvement implemented this year was our enhanced faculty and community partnership for specialized collections for funding grants. Our exercise in establishing the grants network collection last year was conducive to planning to better support teachers and student educators in Brevard County with a local curriculum materials center this year. We also worked together with our colleagues in Orlando to create enhanced training and knowledge sharing opportunities by pilot testing a librarian exchange program during summer session. Finally, due to our rapid expansion, we sought immediate electronic information opportunities by improving our Brevard Campus Web page access to local and Orlando online library resources.

REPORT ON DEPARTMENTAL GOALS FOR YEAR 2001/2002

♦ Complete search processes to fill one vacant library faculty position, and one proviso allocation funded visiting library faculty position at Brevard, Cocoa
♦ Convert visiting librarian position to regular full-time library faculty position

♦ Assess library support service and use levels at all system and partner libraries, beginning with Southern Regional campuses.
♦ Develop a library faculty exchange program.
♦ Explore potential for presenting a series of professional workshops focusing on partnered library services and partnering opportunities.

CHANGES IN STAFFING

♦ Hired and assigned new Visiting Librarian faculty position to Palm Bay Center in cooperation with BCC library faculty at Cocoa and Palm Bay, and BCC's Associate Vice President for Learning Resources Centers.
♦ Capitalized the new Visiting Librarian faculty position using Florida legislative proviso funding to support our expanded curricular offerings at the Palm Bay Center.
♦ Increased campus support funding for adjunct library faculty contract hours during the BCC librarian search.

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

♦ *Be America's leading partnership university*
In the 2001-2002 academic year, the university has moved towards establishing a branch campus system and planning is underway for more than 22 partner locations. 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:
- In consultation with UCF Administrative Services and Lake Sumter Community College librarians, developed an inter-institutional agreement for library services and access.
- Met with Lake Sumter Community College officials and library staff to discuss library service levels and resources required for UCF students.
- Met with Valencia Community College officials and library staff to discuss library service levels and resources required for UCF students at VCC's Osceola Campus.
- Met with UCF Administrative Services, UCF's department head, and Daytona Beach Community College library faculty, to discuss interlibrary loan and document delivery issues.

- Met frequently with community college officials and library faculty to plan for effective utilization of new visiting library faculty for expansion programs.
- Participated in search committee actions and interviews to identify and select a candidate for the vacant BCC Palm Bay librarian position.
- Attended (ongoing) K-20 Partnership meetings with BCC's Cocoa Campus President, UCF Brevard faculty, and UCF Associate Dean of Education, as well as representatives from the Brevard County School District to discuss more fully developed support for local teacher education, including a proposal to establish a Joint-Curriculum Materials Center (CMC) at the Joint-Use Library, Cocoa.
- Met with BCC's Cocoa Campus President to discuss joint-use computer laboratory funding, staffing, and service issues.
- Established a Grant and Nonprofit Resources Center collection at the Joint-Use Library in Cocoa, and with BCC and the Space Coast Grant Professionals Network, co-hosted the grand opening reception to introduce the Grant and Nonprofit Resources Center to our community.
- Coordinated with BCC's Cocoa Campus President and the Vice President for Learning Resources to continue library and facilities support services during BCC's spring break.
- Chaired and identified a search committee for a replacement UCF faculty position at the Joint-Use Library in Cocoa.
- Provided two OPS student assistants to support BCC Cataloging and Circulation departments.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

♦ Explore the potential for expanding our professional development series to include library faculty and staff at regional campus/partnership locations and designed to highlight the unique challenges they face.
   - The series would address issues such as: mentoring opportunities, setting career goals, coping with the promotion process, overcoming distance barriers, communication, etc., and with minimal modification, fit into the library's already-existing training series.

- Solicit additional content recommendations from staff and librarians at the regional campus and Orlando locations to develop the series topics, and to measure interest level.
- At least some of the sessions would be offered at the branch location.

ACCOMPLISHMENTS OF FACULTY & STAFF

♦ Provided reference services for Cocoa and Palm Bay, including during the BCC Spring Break closure and scheduled closures during in-service sessions, and for the BCC Ask A Librarian (AAL) e-mail service, as needed.
♦ Provided collection development services, including implementation of online, weekly book orders.
♦ Offered library instruction at Cocoa, Palm Bay and Orlando (22 classes total).
♦ *Starting Points* documents (60+) posted to the Brevard library Web site.
♦ Completed Webliographies (12) and PERC-Ups (32).
♦ Library information and handouts provided for all UCF Brevard student orientation sessions, UCF Brevard college offices, and the UCF Graduate Fair.
♦ Collaborated with UCF library faculty in Orlando, to more equitably reallocate acquisitions funding at branch sites and remote locations.
♦ Brevard library faculty authored or co-authored seven professional papers for publication in international journals and/or presentation at major conferences, symposiums and exhibits.
♦ Attended regular faculty, department heads, collection development meetings and numerous training programs (Westlaw, ProQuest, IEEE, etc.).
♦ Attended conferences and participated in committee meetings for:
   - ACRL
      - University Libraries Section (ULS)
         o executive committee
         o Campus Administration and Leadership Discussion Group
      - Science and Technology Section
   - Association of American Colleges & Universities (AAC&U)
   - LAMA
   - Library Association of Brevard
   - FLA
   - FACRL

- Numerous other committees, such as:
  - LPAC
  - Brevard Faculty Advisory Team
  - College of Education Advisory Board,
  - Professional Development Leave Committee
  - Brevard Community College Master Planning team
  - K-20 Partnership Group.

STATISTICS

The following table illustrates the UCF contribution to reference services:

Partnership Library Services
Table 1
UCF REFERENCE SERVICE

	Kilman	King	Alderman	Total
Primary hours – Cocoa	15	12.5	2	29.5
Primary hours – Palm Bay	0	0	14	14
Backup hours – Cocoa	7	5.5	2	14.5
Backup hours – Palm Bay	0	0	0	0
Saturday coverage – Cocoa	1/6	1/6	0	0
Weekly percentage maximum – Cocoa	34.6	28.3	6.3	69.2
Weekly percentage maximum – Palm Bay	N/A	N/A	0	0
Overall percentage (primary hours with Saturday) – Cocoa	22.7	19.2	2.7	44.6
Overall percentage (primary hours) – Palm Bay	N/A	N/A	21.5	21.5

Partnership Library Services
Table 2
FIVE-YEAR COMPARATIVE STATISTICAL ANALYSIS

	2001-02	2000-01	1999-00	1998-99	1997-98	1996-97
Library materials:						
- Brevard expenditure	$172,473	~218,340	~$243,669	Not avail.	$219,844	$135,384
- binding service	$4,680	$4,024	$4,228	$2,243	$8,880	N/A
- volumes bound	533	419	420	257	1,608	N/A
Library instruction:						
- students	135	317	137	199	144	231
- classes	22	18, 2 tours	7, 2 tours	12	10	16
Reference coverage (hrs/week)	29.5-44.6	32-52*	45.5-61.5*	43.5-61.5*	40*	40

*Weekly reference desk coverage varies and is dependent upon weekend and backup assignments.

Mem Stahley
Head, Partnership Library Services

The accomplishments of the departments that make up Public Services are detailed in the sections for Circulation Services, Interlibrary Loan/Document Delivery Services, and Reference Services.

♦ **ASSESSMENT**
During this year, the library participated in the University's assessment process to assess institutional effectiveness and provide continuous quality improvement. The chief method for gathering the data for submission to the university was the LibQUAL+ 2002 survey. For the first time, the library was invited to participate in the LibQUAL+ 2002 survey project, which has been developed by Texas A & M University (TAMU) and the Association of Research Libraries (ARL). The survey gathers data on the respondents' perceptions of library service. It uses a nine-point scale to measure the patrons' desired level of service from the library, the level of library service that is minimally acceptable to them, and the perceived level of the actual service received at the library.

Meg Scharf oversaw and planned the administration of the LibQUAL+ 2002 survey to the UCF community. During March and April, e-mail invitations to complete the survey were sent to 3,000 undergraduates, 600 graduate students, and 600 faculty members. The survey was posted at a site maintained by ARL and TAMU, who collected and tabulated the results. 167 academic and health science libraries, along with 2 research libraries (New York Public Library and the Smithsonian) participated in the survey. As a first run of the project, and a benchmarking year, the project achieved some success. Over 800 "bouncebacks" occurred in the e-mail process, and many students who use e-mail providers such as Hotmail and Yahoo received the library's mail in a "Junkmail" category. The survey was displayed on four pages, and 40% of those who began to fill out the survey did not complete it, mirroring the national survey completion rate. But the 276 respondents who did complete the survey rated general satisfaction with the UCF Library slightly higher on the nine- point scale than the national average response at four year institutions. Respondents' rated satisfaction with treatment at the UCF Library at 7.24 (national average, 7.24),

satisfaction with support, 6.85 (national average, 6.76) and overall quality of service, 7.17 (national average, 7.06). Although it is reassuring to be rated no lower than the average of other libraries, the library aims to fill users' needs at the highest level possible. The most exciting result of the survey effort was the commentary provided by 103 respondents. All of the comments were given to department heads, who shared them with their departments. Many of the comments discussed areas already targeted by the library for improvement.

LIBQUAL+ 2002 COMMENTS
This is a sample of the comments we received with the survey results. In italics are actions the library has already taken to address the comments along with some answers.

Library Building
College of Business[*sic*], Lecturer
Are there plans to expand the library's size, or build an annex or a second facility on campus?
That should be a top, long-term priority even over service.
There should be enough space to accommodate the needs of so many more students, staff, and faculty--if even for the purposes of storing more material.
Service can be improved any time -- planning and preparing for a larger facility has a limited window.
The best universities have the best libraries!

Junior Majoring in Business
The library contains good information but the ambience is a little on the cold side. The library building needs some renovation, it seems quiet [*sic*] old and not inviting. The study desks are ancient and most are enclosed. There should be more open spaces, more room, lighter colors to incite creativity.
An addition to the library is on the PECO list, and planning money should be available in 2004-2005. The library is committed to providing an attractive, state-of-the-art facility to support future teaching and research at UCF. In the meantime, planning to make the best use of space in the existing library facility is ongoing, although the library will be very crowded by the time construction starts.

Staff
Senior, Psychology
Polite, knowledgeable staff.

Graduate Student, Business
The Service [*sic*]and support is excellent in part due to the knowledgable [*sic*] staff and due to the excellent material and resources available. Keep up the good work.

Graduate Student, Health Sciences
The interlibrary loan department is excellent. The staff are very courteous and extremely helpful. They have worked hard to provide me with research articles and books that I thought I would never get.

Junior
the [*sic*] reference librarians are so great! they [*sic*] are always there to help even if what you ask is not their dep't. [*sic*] They make my ratings higher in this survey [*sic*]

Senior, Majoring in Math
The student employees enrolled at UCF need to have a better understanding of the solutions to problems and who to go to if they do not know the solution. Many times I have needed help and they only said, "I don't know". [*sic*] For reassurance, the library is not the only office at UCF where their student employees do this. The library is making a great change over[*sic*]. The electronic files are great, but the directions on the SUS and WebLuis [*sic*] need to be more descriptive. Overall, the library is a great resourse [*sic*], but there are some aspects that need updating.

Graduate Student, Performing and Fine Arts
On several occasions, I have tried to locate texts on the shelves and the text was either misplaced or missing. When alertring the staff to my concern, they seem to only shrug their shoulders or ask, "did[*sic*] you check the entire shelf?"—this is very frustrating[*sic*]
Personnel and training librarian Cynthia Kisby has begun a comprehensive training program targeting student assistants and their supervisors to improve customer service to our patrons and to the other units within the library and on campus. The program addresses attitudes as well as behavior and knowledge of the library. Although some staff and student assistants are not assigned to public service work per se, the goal of the training is to ensure the development of a positive service attitude for all library employees.

Services for University Staff
Staff Member, Health Sciences
It would be really convenient to be be[*sic*] able to download full[*sic*] journal articles from the library. Doing research allows for little time to make trips to the library.

The library has made a number of outreach efforts to raise awareness among faculty and students of the resources and services available. Preliminary plans are underway for specific ways to reach university staff members as well, including a possible open house targeting staff in the spring.

Printing
Senior, Psychology
It is very annoying to have to go to a separate building to print items from your compuer[*sic*]. Maybe at least a little map showing Where[*sic*] to find the printers would be nice. Also, more couches rather than hard wood or perhaps for the wooden cubicles just cushions on the seats. They are very uncomfortable. Also, some sort of directory [*sic*] that says, "I am looking for ____, I should look on the 4th floor, or the online library, etc. Some quick reference, you know, "Looking for Journal Articles for research references" "3rd floor" [*sic*] Maybe that helps? Thank you . . .
Prior to the beginning of the fall semester, library computers replaced the Computer Services lab on the main floor of the library. The former lab sent print jobs to CCII. Now there is a network print station adjacent to these computers, so patrons do not have to leave the building to pick up print jobs. Additionally, network printing is now available from all library workstations, on all five floors.
The Infoch@t service is now available to assist patrons with directory and other questions during weekday hours from any computer, inside the library or elsewhere. Hours for this new service will be extended during the 2002-2003 year.

Hours of Operation
Graduate Student
Later weekday evening hours would be helpful for those who work during the day or increased access to more electronic sources over the computer.

Graduate Student, Humanities
The Library[*sic*] should be open at least minimally during spring and holiday breaks since UCF is primarily a commuter school, many students – especially graduate students- count on being able to do research during those times. Unfortunately the library is always closed the entire break. Consider having it open at least a few days or evenings during the break.

Graduate Student, Engineering
It would be great if the working hours of the library is[*sic*] increased on the fridays[*sic*] & Saturdays and also by an hour or two everyday [*sic*] night.

Graduate Student, Math

I would like to see longer hours on weekends.

Library hours have grown this semester: Opening, Monday through Friday, is at 7:30 a.m. instead of 7:45 a.m. The library balances community needs against available resourses, and demand for services drops significantly after midnight. Several years ago, special funding was made available to keep the library open until 1:00 a.m. on Sunday through Thursday and until 7:00 p.m. on Friday and Saturday, and a noon opening on Sunday. UCF Library hours approximate those of the other State University Libraries in Florida.

The library strives to make as many resources as possible available online 24/7.

The library is open for limited hours (Monday-Friday, 8:00 a.m.-5:00 p.m.) during semester breaks.

Faculty Comments
College of Education, Faculty

A few beefs: (1) the library should not be the place for students' group work or checking email[*sic*]/cruising the net. I'm there to do my research or prepare my classes, not listen to students giggle and laugh; (2) the collection, especially of older, standard books is hopelessly inadequate for a research university; (3) I cannot believe that someone cannot devise a better way to organize the stacks. That said, the resource librarians are (mostly) excellent.

The library strives to provide quiet areas but on the main floor, conversation is necessary and it can be noisy. It is hoped that the building addition can provide more variety in areas of research and study.

The library continues to collect print materials to fill gaps in the collection resulting from UCF's age (young) and past vagaries of materials funding. Suggestions are always welcome.

The design of the stacks is an issue stemming from the configuration of the 1984 library building addition, one that will be examined as plans for the addition move forward.

Just for Fun
Graduate Student, Education

How did you get the job of reading all the questionaires.[*sic*] Aren't you tired by now.[*sic*] You should give yourself a break, go grab a cheese sandwich and some diet cherry cola. Then you'll get back to the grind refreshed, and ready to enter the rest of this data into some meaningless report that will prove nothing. Did you know that surveys have shown that you cant[*sic*] tell anything from surveys? You know why? Because with a 3 percent confidence level and a 2.83 margin of error, people like me exist and we dont[*sic*] like to take surveys so we just christmas[*sic*] tree them. Oh, and by the way, the new curtains in the library are just delightful, to die for.

- Outreach: continued with past efforts (Road Shows, suggestion boxes, releases to the *UCF Report* and the *Central Florida Future*) and admininstered the LibQUAL+ 2002 survey. Continued activity with the FCTL.
- Training: This year, two of the Public Services units worked on service standards.

- Outreach: Will continue the outreach efforts of the past. The new challenge is to apply the findings of the LibQUAL+ survey, and better our performance on the 2002 survey.
- Training: Continuing the assessment process to understand users' expectations and needs is a vitally important activity. The biggest challenge in coming years will be interpreting and passing on the information from assessment efforts to Public Services personnel, making changes with them for improvement of service. Working with Cynthia Kisby and the department heads to make training available to support improvement will be of the greatest importance.

Improved signage for the building, at a lower cost, remains a priority

Knightro using a wireless laptop in front of the Leonardo Nierman stained glass window.

ACCOMPLISHMENTS OF FACULTY & STAFF

Meg Scharf
Services to the Library, University
- Conducted three focus groups with new student assistants, and one with new library faculty members, to get suggestions and comments on library services.
- Member:
  - Advisory Board, Karen L. Smith Faculty Center for Teaching and Learning
  - Search Committees for Director, Karen L. Smith Faculty Center for Teaching and Learning. Service on first, unsuccessful committee ended July 2001; second committee ran from October 2001 - April 2002.
- Served on the planning committees, participated, facilitated sessions, and coordinated the library's participation in the Summer Institute and the Winter Workshop as well as the New Faculty Orientation, New Graduate Teaching Assistants Orientation and International Teaching Assistants Orientation. Gave presentations in each; of particular note, "Pedagogical Publishing Possibilities" with Carole Hinshaw (May 2001 and May 2002). Also with Carole Hinshaw, experimented with offering faculty development assistance at dinner hours.
- Chair of an FCTL Committee charged with drawing up recommendations for establishment of an electronic journal.
- Attended the Women's Research Forum (November 2001) and sent a personalized follow-up e-mail to each of the ten presenters, reminding them of the specific resources available to support their work.

Services to the Profession, State Activities
Chair of the SUL Public Services Planning Committee. Facilitated and planned monthly conference calls. Attended the Annual Joint Meeting (December 2001). The committee continues involvement with matters connected to planning for the LMS implementation and items such as Rosetta implementation.

Chaired the Florida Library Association's Public Relations Committee; reported on Public Services Planning Committee activities at the FLA Annual Conference (April 2002).

Service to the Profession, Regional and National Activities
Recorder and co-facilitator, LAMA's Women Administrators' Discussion Group, with Beth Avery of Western State College (Colorado).

Attended SOLINET's annual members meeting (May 2002) to participate in discussions on ASERL's v-Ref software project; volunteered to serve as member of the Best Practices Committee.

Professional Development
Attended the American Library Association's Annual Conference, June 2001 and Midwinter Meeting, January 2002.

Attended two Association of Research Libraries workshops to prepare for participation in LibQUAL+ 2002: "New Ways of Listening to Library Users," Seattle, Washington, September 2001, and "LibQUAL+ 2002: A Total Market Survey," New Orleans, Louisiana, January 2002.

Attended *The Scare of Anthrax (for Faculty)*, given by the Campus Police and the FCTL (October 2001).

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Prepared by Meg Scharf
Associate Director, Public Services

Reference Services And Outreach

The Reference Desk still serves as the primary point of contact for patrons seeking assistance with library research. While the number of electronic resources accessible from outside the library is growing, students and faculty still prefer personal assistance in accessing and evaluating information at the Reference Desk. Although statistics show a small decline in the number of questions on site, the growing trends are toward increasing complexity in questions, personal research consultations, and virtual reference assistance.

In an attempt to streamline and organize several functions related to activities at the Reference Desk, Buenaventura Basco was appointed Reference Desk Coordinator. A job description was drafted and responsibilities included setting goals and objectives for reference desk services; establishing performance standards; establishing policies and procedures in consultation with the Head of Reference Services; and collaborating with other librarians who have various duties related to reference service.

Mr. Basco and Ying Zhang organized the Cornerstone Corner, which is located next to the Reference Desk and serves as a starting point for hundreds of students enrolled each semester in the Business Cornerstone Course (GEB 3031). Business research resources commonly used by students are shelved in this area, making it convenient for librarians to direct students in finding necessary information.

Donna Goda was awarded an In-House Grant from the Office of the Vice President for Research for 2001-2002. *Research: The Next Generation,* through pre-recorded streaming video, "will explore whether the next generation of teaching methods can be as effective as traditional classroom instruction." Ms Goda is working closely with personnel in the Office of Instructional Resources to design this interactive library instruction tutorial, which will especially target international students.

When Librarians On Location was initiated in fall 2000, library faculty used wireless laptop computers to advise students and faculty about library services and conducted on-site research consultations at several campus buildings. Although this is considered a high-profile marketing concept for the library, the effort has not found a significant audience and has had limited success. Because of staff limitations this year, the service was curtailed to the College of Health & Public Affairs twice a week. In fall 2002, LOL will relocate to Student Academic Resource Center (SARC) in Phillips Hall. This opportunity to partner with Academic Support and Advising Programs will augment services provided to students.

An Information Kiosk was inaugurated to provide assistance to new students in locating university services, classes, and other campus information. Amy Gonzalez managed and scheduled library personnel during the first three weeks of fall semester 2001. The well-received and successful project will be repeated in fall semester 2002.

Several library faculty participated in Road Shows in the College of Engineering & Computer Science, College of Health & Public Affairs, and the College of Arts & Sciences. Flyers were distributed to faculty several days prior to the sessions, which were set up in deans' conference rooms. Faculty and graduate teaching assistants were invited to drop in and discuss library resources and services in their disciplines.

Library faculty and staff from this department continued to play a significant role in numerous campus activities, including FCTL Winter and Summer Institutes, International Faculty Summer and Winter Institutes, New Faculty Orientations, New Graduate Teaching Assistants Orientations, and New Graduate Students Orientations in each of the five colleges. Additional outreach opportunities focused on New Students Welcome Expo, Road Shows, and IDL 6543. Alanna Paris, Office Manager, and Cynthia Burris, Senior LTA, contributed their expertise to a successful year. Both Chris Wettstein, who worked as an adjunct, and Phyllis Hudson, who completed her phased retirement, contributed their insight and experience at the Reference Desk.

Phyllis Hudson at her retirement party at Michael's Restaurant in Orlando.

Ask A Librarian

In August, 2001, Marcus Kilman transferred to the UCF Brevard Community College Library in Cocoa. Meredith Semones accepted the position of Ask A Librarian Coordinator in addition to her continuing duties as Coordinator of LINE/OSS.

Ask A Librarian (AAL) initiated a chat service in January 2002 using Livehelper software. Six librarians and a Senior LTA staff the service at various times during the 30 hours a week it is in operation (Monday –Friday, 10:00 a.m. – 4:00 p.m.). A campuswide contest was held in March to name the real-time service – **INFOch@t**. Statistics show AAL is averaging six chats per day with a total of 617 questions received January through June, 2002. We expect that with more visible access on the library's Web pages these numbers will increase. The total number of e-mails for fiscal year 2001-2002 was 2,200, an increase of 15% over last year. Telephone inquires totaled 6,009, a slight .05% increase over last year's 5,745 calls. The total number of AAL transactions (telephone inquires, e-mail, and chats) for fiscal year 2001-2002 was 8,807. Corinne Bishop, Senior LTA, contributed valuable time and expertise in designing, maintaining, and providing important recommendations to improve service to off-campus library users.

Library Instruction

Under the guidance of Linda Colding, Library Instruction continued its tremendous growth pattern. There was a 28% increase in the overall number of library instruction classes taught during the summer, fall, and spring semesters (463 classes this year vs. 343 classes previous year). There was also a 24% increase in the number of students instructed during this same time period (11,033 this year vs. 8,933 last year).

A long-term goal of co-teaching an academic course was achieved this year. Library Instruction Coordinator, Linda Colding, developed and co-taught CCJ 6938 *Criminal Justice Information Acquisition* (fall 2001) with Dr. Bernard McCarthy, Chair of the Criminal Justice Department. Her experiences included developing and grading all exercises, projects, and exams. Lessons learned from the course could be used to develop teaching partnerships with academic faculty in other disciplines. Ms Colding gave a presentation about her experiences at the 2002 LOEX- of-the-West Conference held at the University of Oregon (Eugene, Oregon) in June 2002.

Another achievement for the Library Instruction Program was the development of a Web-based education tutorial by Terrie Sypolt. The tutorial, required this year by all EDF 2005 students, will be become a future requirement for all students seeking a degree in education.

The increase in individually scheduled Personalized Electronic Research Consultations (PERC*)* alleviated long lines at the Reference Desk. Students and faculty find this approach to research assistance less stressful and more beneficial for major projects. PERCs increased by 20% (274 this year vs. 228 last year).

Library Information Network & Exchange/Online Search Services (LINE/OSS)

Although LINE's document delivery dropped from last fiscal year (2000/2001), most of that fiscal year's increase was due to one client who accounted for 60% of the total requests. This fiscal year increased significantly over FY 1999/2000. LINE online search requests have remained about the same as last fiscal year as have the number of Special Borrower Cards purchased.

Online searches continue to decline due to DIALOG's discontinuation of the Classroom Instruction Program (CIP), which offered greatly discounted searches to graduate students. The Library purchased SciFinder Scholar (Chemical Abstracts) database, which eliminated the need for the STN chemistry online searches.

LINE/OSS relocated from Library 321 to Reference Services in November 2001.

Fiscal Year 2002/2003 will be a year of transition with Shellie Foss assuming the position of LINE/Online Search Coordinator. Ruth Wiley, Senior LTA, provided valuable support and expertise in maintaining extensive files for this unit.

LINE/OSS Accomplishments:
- Online Document Delivery Request Form completed
- Updating LINE/Online Web pages (in progress)
- Updating LINE/Online policy manual (in progress)

Government Documents And Patents

Rich Gause, Government Documents Librarian and Peter Spyers-Duran, Patents Librarian, hosted several events for the UCF and the Orlando communities. Patricia Hall, Senior LTA, managed the receipt and filing of the vast array of documents. Her dedication ensured immediate access to these important resources.

The Library hosted *Electronic Filing with the USPTO and the American Inventors Protection Act of 1999* on June 25-26, 2001. The two-day Florida Bar accredited seminar attracted over 80 attorneys and independent inventors to UCF from across the country to listen to experts from the United States Patent and Trademark Office.

The UCF Library and the United States Patent and Trademark Office (USPTO) conducted a seminar for independent inventors on February 9th, 2002. Thirty-two inventors attended the daylong event. Presenters included John Cabeca, USPTO Supervisory Patent Examiner and Peter Spyers-Duran, UCF Patent and Trademark Librarian

U. S. Government Printing Office Access Training was held at UCF on March 9, 2002. U.S. Government Printing Office staff provided a hands-on in-depth training of all facets of the GPO Access services, including GPO Access components, interfaces, methods of access, general searching strategies, Web interfaces, etc. This was the first training session to incorporate information about STAT-USA. Seven enthusiastic attendees represented Orange County Library System, Florida Institute of Technology, Stetson University and UCF.

REPORT ON DEPARTMENTAL GOALS FOR YEAR 2001/2002

♦ Develop and implement guidelines for reference desk performance standards
♦ Extend Ask A Librarian hours either by increasing staff or by designing an FAQ knowledge bank.
♦ Began investigating RightNow, Inc. to determine if the cost and interface are viable for building a knowledge base for Ask A Librarian.

Goals for 2002-2003
♦ Make purchasing decision for RightNow software
♦ Investigate joining collaborative digital reference services:

- OCLC's *QuestionPoint* (formerly *Collaborative Digital Reference Service)*
- ASERL's Virtual Reference Service
♦ Collaborate with Personnel Librarian to train support staff & librarians in use of library's online resources.
♦ Collaborate with LINE/OSS Coordinator to build a customer base.
♦ Investigate weeding the print indexes collection.
♦ Work with Cataloging Services & Government Documents Librarian
- To catalog and link U.S. documents
- To process a new Local Documents Collection

CHANGES IN STAFFING

♦ Corrine Bishop, Senior LTA, was hired in September 2001,and then moved from Reference to Ask A Librarian in January 2002.
♦ Cynthia Burris, Reference Senior LTA, was hired in February 2002
♦ Michelle Foss joined the library faculty in January 2002.
♦ Phyllis Hudson completed phased retirement in May 2002.
♦ Patricia Kenly accepted a position at Georgia Institute of Technology in August 2001.
♦ Marcus Kilman accepted a position as reference librarian at Brevard Community College/UCF Library in August 2001.
♦ Brian Mathews, Ask A Librarian Senior LTA, accepted a library faculty position at George Washington University-Virginia Campus in December 2001.
♦ Carol Ann Moon, Reference Senior LTA, accepted a library faculty position at St. Leo University in July 2001.
♦ Alanna Paris, Office Manager, was hired in July 2001.
♦ Jennifer Schock, Senior LTA, accepted a position in Administrative Services in July 2001.
♦ Meredith Semones accepted the position of Ask A Librarian Coordinator in August 2001.
♦ Rachel Viggiano joined the library faculty in January 2002.
♦ Ruth Wiley, LINE/OSS Senior LTA, was hired in January 2002

♦ *Offer the best undergraduate education available in Florida*
Library Instruction continued a significant growth rate and continued to instill awareness and promote the importance of information literacy.

♦ *Achieve international prominence in key programs of graduate study and research* - **and**

♦ *Provide international focus to our curricula and research programs* **and**

♦ *Become more inclusive and diverse*
Reference librarians and support staff, who speak a variety of languages, provided library orientations for international visitors, students, and faculty. Buenaventura Basco, Donna Goda, and Ying Zhang were active in forums for international students and faculty groups. 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 chat service (INFOch@t). 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. Government Documents offered training workshops on accessing vital United States government resources. Two patents workshops brought experts to UCF and offered community patrons a enriching learning opportunity.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Because of the university's trend to larger academic classes, the Library Instruction Program has a need for a sixty-seat hands-on electronic teaching classroom. Classrooms 235A and 235C cannot accommodate classes larger than 35.

Collaborate with other university departments to accommodate the growing number of students who need access to computers. Computer needs include many non-library research functions such as word processing, course registration, and a variety of forms. Supporting these needs do not fit the current mission of this department.

Collaborate with Cataloging Services to successfully complete weeding of the reference and index collection and to support Government Documents projects.

ACCOMPLISHMENTS OF FACULTY & STAFF

Buenaventura Basco: (Reference Desk Coordinator)
♦ Chair, Scholarship Committee Asian/Pacific American Librarians Association
♦ Co-presenter:
  - Librarians On Location
  - *Give Me a Break! Break Time is Training Time for Librarians and Teaching Faculty at the University of Central Florida*
  - *Marketing Library Services to International Students,* National Conference of Asian/Pacific American Librarians, June 2001
♦ Member, UCF Faculty Senate
♦ Attended, American Library Association Annual Conference, June 2001

Corrine Bishop:
♦ Participated in the Library Diversity Week Celebration

Cindy Burris:
♦ Attended FrontPage and other computer training sessions

Linda Colding:
♦ Developed and co-taught CCJ 6938 *Criminal Justice Information Acquisition*, with Dr. Bernie McCarthy
♦ Member, Committee for the Undergraduate Excellence in Teaching Award and Faculty Advising Award
♦ Selected and attended ACRL Wisconsin Information Literacy Immersion 2001
♦ Indexed journals for the *Air University Library's Index to Military Periodicals*

Michelle Foss:
♦ Member, Society for Competitive Intelligence Professionals

Richard Gause:
♦ Representative to the University Assessment Committee
♦ Chair, Charter, By Laws, & Manual Committee, Florida Library Association
♦ Librarians' Personnel Advisory Committee
♦ Delegate to Florida Education Association
♦ Moderator at Depository Library Council Meeting.

Donna Goda:
♦ Co-chair GODORT Committee, Southeastern Library Association
♦ Co-presenter, Librarians On Location, poster session, American Library Association Annual Conference, June 2001
♦ Awarded $7,500 University In-House Research Grant

Amy Gonzalez:
♦ Managed Library Information Kiosk

Patricia Hall:
♦ Attended FrontPage and several personnel training sessions.

Richard Harrison:
♦ Member:
  - University Research Council
  - Library Director's Advisory Group
  - FCLA Electronic Collections Committee
  - Library Reference Services Social Science Subcommittee
  - Information Literacy Advisory Council, Association of College & Research Libraries

Carole Hinshaw:
♦ Member:
  - University Distance Learner Support Committee
  - State University Libraries, Distance Learning Library Services Task Force
  - Association of College & Research Libraries, Distance Learning Section, Membership Committee.

Elizabeth Killingsworth:
♦ University Academic Affairs Senior Faculty Fellow
♦ Member:
  - UCF Strategic Planning Executive Committee
  - University Faculty Senate
  - FCLA Electronic Collections Committee, Science/Health Science Subcommittee.

Cheryl Mahan:
♦ Attended Feria Internacional del Libro
♦ Exhibit curator for Donnelly Collection
♦ Member:
  - UCF African-American Studies Advisory Committee
  - UCF Texts and Technology Advisory Committee
♦ Facilitated successful proposal for NLM/ALA exhibit, *Frankenstein: Penetrating the Secrets of Nature*
♦ Attended the mandatory three-day planning seminar for exhibitors of *Frankenstein: Penetrating the Secrets of Nature*, Bethesda, Maryland, June 2002

Hal Mendelsohn:
♦ Member:
  - American Library Association, Reference Users Services Association
  - Library Electronic Transition Task Force

Alanna Paris:
♦ USPS Staff Council Employee of the Month, June, 2002
♦ Team Member, 2002 Relay for Life

Meredith Semones:
♦ Implemented library's online chat service
♦ Member:
  - FCLA, Florida Digital Reference Subcommittee
  - TAG's Electronic Resources Group

Peter Spyers-Duran:
♦ Presenter:
  - Poster session, *Who Me??? Help Someone with a Patent Search!!!*, American Library Association June 2001
  - *Researching U.S. Patents on the Web,* USPTO Independent Inventors Workshop, February, 2002
♦ Member:
  - Panel, *Patent and Trademark Searching 101: Covering the Basics,* Florida Library Association, April, 2002
  - GODORT, Southeastern Library Association (President)
  - Librarians' Personnel Advisory Committee
  - Electronic Transition Task Force

Terrie Sypolt:
- ♦ Designed a tutorial for education students on WebCT
- ♦ Member:
  - Curriculum Materials Center Advisory Committee
  - Educational Technology Competencies Committee, College of Education

Rachel Viggiano:
- ♦ Member:
  - Library Reference Web Group
  - Program Planning 2002, Distance Learning Section, Association of College and Research Libraries

Ruth Wiley:
- ♦ Attended FrontPage and other computer training sessions

Ying Zhang:
- ♦ Completed M.S. in Management Information Systems
- ♦ President, Florida Chapter, Chinese American Librarian Association
- ♦ Co-presenter poster session, *Marketing Library Services to International Students,* National Conference of Asian/Pacific American Librarians Association, June 2001

STATISTICS

Reference Services
Table 1
GOVERNMENT DOCUMENTS ANNUAL STATISTICS: 2001-2002

	2000/01	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
U.S. DOCUMENTS	269,310													
Print Received		286	327	223	262	241	215	305	222	198	258	145	226	2908
Deleted		48	165	46	137	49	25	102	3,101	110	50	68	26	3927
Total U.S. Documents Print Materials in Collection as of July 31, 2002														268,291
Microfiche Received	397,113	1,166	1,026	694	1,089	835	585	681	899	615	1,133	917	979	10,619
Deleted		138	0	299	5	2	2	7	0	1	0	0	9	463
Total U.S. Documents Microfiche in Collection as of July 31, 2002														407,269
Electronic Prod. Rec'd	4,420	28	48	42	39	42	6	37	28	27	18	37	27	379
Deleted		0	0	0	0	0	0	0	0	0	15	0	0	15
Total U.S. Documents Electronic Products in Collection as of July 31, 2002														4,784
FLA. DOCUMENTS	35,311													
Received		42	114	39	54	300	8	409	1321	688	475	42	48	3540
Deleted		3	4	11			2							20
Total Florida Documents in Collection as of July 31, 2002														38,831
	3													
Electronic Prod. Rec'd		0	0	0	0	0	0	0	0	0	0	0	0	0
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, 2002														3
PATENTS CD-ROMs	3													
Received		5	2	0	1	3	1	1	1	1	0	1	0	16
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0
Total Patent CD-ROMs in Collection as of July31, 2002														49
PATENTS DVDs	185													
Received		5	12	57	10	8	8	56	10	7	56	8	11	248
Deleted														0
Total Patent DVD's in Collection as of July 31, 2002														433
PATENTS MICROFILM	8,897			9										9
Deleted														0
Total Patent Microfilm in collection as of July 31, 2002														8,906
MAPS RECEIVED	3,398	1	2	0	8	12	5	14	0	6	11	0	16	75
Total Maps in Collection as of July 31, 2002														3473
GROWTH IN U. S. DOCUMENTS COLLECTION														86 feet

Reference Services
Table 2
REFERENCE DESK SAMPLING, 2001/02*

	Week #	Dates	Totals
Questions Fall 01'			**3,320**
	Week 6	9/17-9/22	1,592
	Week 12	10/29 – 11/4	1,361
	Extended Hours	11/30-12/01	206
	Extended Hours	12/7-12/08	161
Questions Sum 01'			**1,498**
	Week 5	6/3 – 6/10	760
	Week 11	7/15 – 7/21	738
Questions Sum 02'			**647**
	Week 7	6/16 – 6/22	647
Questions Spring 01'			**4,885**
	Week 1	1/23 – 2/3	1,771
	Week 7	2/18 – 2/24	1,858
	Week 15	4/15 – 4/21	1,256

*Sampling takes place three weeks of the semester during slow, busy and semi-busy desk times.

Reference Services
Table 3
OTHER REFERENCE SERVICES, 2001/02

Service	Totals
PERC's (Personalized Electronic Research Consultations)	*274*
AAL (Ask A Librarian) Questions	**8,826**
E-mail	2,200
INFOch@t*	617
Telephone	6,009
Library Instruction	
Students	11,303
Total Staff Hours	534.5
Sections	463

**INFOch@t began in January 02'

Reference Services
Table 4
WEBLUIS TUTORIALS

Semester	Number of Users	Average Score
Spring 1999	603	78%
Fall 1999	295	81%
Spring 2000	1053	85%
Fall 2000	434	83%
Spring 2001	904	84%
Fall 2001	193	83%
Spring 2002	963	84%
Summer 2002	57	83%

Knightro relaxing in the library's first floor leisure study area.

Reference Services
Table 5
LIBRARY INFORMATION NETWORK AND EXCHANGE (LINE)
FIVE-YEAR STATISTICAL SUMMARY: TRANSACTIONS

Type of Transaction	2001/02	2000/01	1999/00	1998/99	1997/98
Document Delivery*	**841**	**1206**	**684**	**748**	**678**
Online Searching*	**29**	**32**	**93**	**157**	**219**
Research	**N/A**	**N/A**	**N/A**	**11**	**3**
Special Borrower Agreements	**3**	**4**	**5**	**5**	**8**
Special Borrower Cards	**414**	**429**	**405**	**799**	**1080**
Through Agreements	148	198	183	592	853
For Individuals	266	231	222	207	227
Credit Card Transactions	**40**	**21**	**25**	**33**	**N/A**
TOTALS	**1,327**	**1,692**	**1,212**	**1,753**	**1,988**

*Including book loans and interlibrary loans

Reference Services
Table 6
LIBRARY INFORMATION NETWORK AND EXCHANGE (LINE)
FIVE-YEAR STATISTICAL SUMMARY: FINANCIAL

	2001/02	2000/01	1999/00	1998/99	1997/98
Document Delivery*	**$9,607.30**	**$12,904.51**	**$7,409.63**	**$8,246.90**	**$7,190.70**
Online Searching*	**$2,106.24**	**$2,513.59**	**$6,964.96**	**$9,378.92**	**$12,511.29**
Research	**$0.00**	**$0.00**	**$8.96**	**$575.00**	**$200.00**
Library Instruction	**$0.00**	**0**	**0**	**600**	**0**
Special Borrower Agreements	**$1,200.00**	**$2,200.00**	**$4,100.00**	**$5,600.00**	**$6,100.00**
Special Borrower Cards	**$15,545.00**	**$16,785.00**	**$15,715.00**	**$33,320.00**	**$46,180.00**
Through Agreements	6,785.00	8,980.00	8,205.00	26,490.00	38,685.00
For Individuals	8,760.00	7,805.00	7,510.00	6,830.00	7,495.00
Other Charges	**$17,561.76**	**$24,789.50**	**$15,405.56**	**$15,202.15**	**$10,520.25**
Copyright Fees	10,032.05	13,651.75	8,164.50	7419.3	4,249.25
Delivery Fees	2,419.71	3,042.75	2,406.06	2,537.85	2,198.10
Document Handling Fees	800	1,760.00	620	1,025.00	950
Rush Fees	4,310.00	6,335.00	4,190.00	4,220.00	3,145.00
Other	0	0	25	0	-22.1
Total Billings	**$46,020.30**	**$59,192.60**	**$49,604.11**	**$72,922.97**	**$82,702.24**
Direct Costs**	**$14,694.55**	**$19,571.60**	**$13,593.06**	**$14,574.67**	**$12,053.89**
Net Income (Total Billings - Direct Costs)	$31,325.75	$39,621.00	$36,011.05	$58,348.30	$70,648.35

 *Including book loans and interlibrary loans
**Direct Costs = Interlibrary Loan Charges + Copyright Fees + Delivery Fees + Online Search Charges

Reference Services
Table 7
ONLINE SEARCH SERVICES
FIVE-YEAR STATISTICAL SUMMARY: SEARCHES BY CATEGORY

SEARCHES	2001/02	2000/01	1999/00	1998/99	1997/98
Online (University affiliated)*	**13**	**63**	**97**	**145**	**497**
Undergraduate Students	0	0	1	0	63
Graduate Students	1	35	42	97	374
Faculty	12	28	54	46	56
Campus Administration	0	0	0	2	0
Library Staff	0	0	0	0	4
LINE (Non-University)	**29**	**32**	**93**	**166**	**211**
Library Business	**0**	**9**	**7**	**16**	**31**
Training	0	0	0	5	9
Housekeeping	0	9	7	11	22
Totals	**42**	**104**	**197**	**327**	**739**

*PERCs no longer fall under Online Search Services.

Reference Services
Table 8
ONLINE SEARCH SERVICES FINANCIAL SUMMARY BY CATEGORY

SEARCH CATEGORIES	2001/2002	2000/2001	1999/2000
Graduate Searches	$63.74	$330.03	$786.61
Undergraduate Searches	$0.00	$0.00	$30.05
Faculty Searches	$725.92	$4,674.84	$5,510.48
Housekeeping	$0.00	$19.08	$9.08
TOTAL SEARCHES	**$789.66**	**$5,023.95**	**$6,336.22**

Carole S. Hinshaw
Head, Reference Services

Special Collections

In recognition of the increased emphasis on Special Collections in support of the university's program of teaching, research, and service, Special Collections became a separate department on August 8, 2001. Special Collections and was previously a unit within the Collection Management Department, and prior to that part of the Acquisitions Department. Ellen Anderson was appointed acting department head until a national search could be conducted for a permanent appointment.

A busy year followed with major emphasis placed on organizing the physical space and furnishings, identifying and processing collections, developing exhibits, and providing research service to patrons.

By December 5, 2001, the former conference room in Library 501A was remodeled, furnished, and ready for occupancy as new work and office spaces for Special Collections. Additional phone lines and computer workstations were installed. In January 2002, the department exhibit space was expanded and enhanced by relocating several display cases to the space between the department and the fifth floor elevators No. 1 and No. 2. This created wall space within Library 501 for the exhibition of work from the art collections.

Collections continued to grow in number and significance during the previous year. Increased support from Acquisitions Services and Cataloging Services , along with improvements in communication and workflow, resulted in an increased number of items that were acquired and backlogged items that were cataloged.

♦ UCF was selected as the archival repository for U.S. Congressman Lou Frey's Papers. Beginning in December, several deliveries were made from Congressman Frey's Orlando office and home over a period of months, coordinated by Dr. Aubrey Jewett, professor in Political Science at UCF.

♦ The Central Florida Women's Research Archives was established with the receipt of the first major donation from Ms. Bea Ettinger, an educator and activist for women in Central Florida.

♦ A manuscript from UCF faculty member Dr. Shirley Leckie, *Civil Rights Papers* from Professor James Clark, and the *John Dickinson Papers* from former UCF President Emeritus Dr. H. Trevor Colbourn were added to the collections.

Special Collections staff members from left to right: Rebecca Hammond, Dr. Chang Lee, Ellen Anderson (acting head) and seated Dannie Helm.

♦ A serious effort began to develop the newly established Floridiana Collection. A number of new, out-of-print, rare, and reference books were added. Among local histories added were:
- *History of Ft. Christmas*
- *Ormond-on-the-Halifax*
- *All Aboard!: a Journey through Historic Winter Garden*
- *History of Volusia County, Florida*.

♦ The University Archives initiated a project to identify and add many UCF faculty publications to the collection.

♦ Several gift collections to the library were reviewed to select rare and special titles. The largest of these were the Mickler Collection, the Donnelly Collection, and University of Florida gifts. Several titles from Dr. Colbourn's book donations were also selected.

♦ Art collections continued to grow through generous gifts. In late December, 19 unframed limited edition prints were given to the library through the efforts of Fran Lubell, Library Development Officer. Many of these were later framed and will be hung throughout the building. Cheryl Mahan and her family gave a gift of seven Caribbean woodcarvings in February. A painted box from artist Leonardo Nierman was received.

Extensive Web pages were developed during spring semester to highlight and provide information about the collections, policies, exhibits, services, and

publications in the Special Collections Department. Nine electronic finding aids and three detailed inventories for the Mickler Collection were mounted. The Web pages greatly improved public access, and immediately began to generate contacts from other institutions and researchers.

Special Collections participated in the successful LSTA grant proposal and subsequent project, *Enhanced Access to Special Collections in the Libraries of Florida's State Universities.* Initiated and coordinated by FCLA, the purpose of the grant was to improve access to a wide range of valuable, unique, primary source materials held in the State University Libraries. Increased awareness and availability to the public will be achieved by giving the materials collection-level records in the WebLUIS online catalog. Fifteen collections from UCF Special Collections were proposed and accepted for inclusion in the grant.

Two major exhibits and receptions were held to honor significant donations to the UCF Library. *All Things Florida: the Dorothy and Donnelly Collection"* was exhibited from August 1-October 30, 2001. A reception was held in Library 501 honoring the Mickler family on October 12, 2001. The Walter and Dorothy Donnelly Collection was exhibited February 6–April 30th, 2002 with a reception for the Donnelly family on February 6, 2002. Volunteer Nancy Stephens prepared illustrated brochures for both occasions. Lengthy articles and photographs from both events appeared in the *UCF Report Online*. The Donnelly exhibit was also featured on Time Warner Cable's "Knightly News" (Channel 21, February 21, 2002, and Channel 98, February 22, 2002). In May 2002 three exhibits were installed:
Summer Showcase: Art, Dance, Music, and Theatre and *Summer Showcase: Local History Collections* were displayed on the fifth floor, and an exhibit of selections from the Book Arts Collection was exhibited on the second floor.

Special Collections could not have accomplished so much in its first year without the aid and support of many other library departments. On February 21, the department held an "Open House" for all library staff. The event was a great success with approximately 40-50 people attending to see the newly remodeled spaces, highlights from the collections, and the Donnelly exhibit. Special Collections especially appreciated the support of Systems & Technology as it made its first venture into electronic access. Digital images were incorporated into many of Special Collections Web pages, publications, art inventories, and online projects.

REPORT ON DEPARTMENTAL GOALS FOR YEAR 2001/2002

Since Special Collections was previously a unit in another department, there were no written goals for 2001-2002 for the department. Special Collections understood their primary goal for the first year was to identify, organize, and publicize the existing collections in order to make them more accessible to students, faculty, and researchers.

♦ Sixteen distinct monographic collections have been identified. In addition to these book collections, thirty-four collections of materials in other formats, including manuscripts, photographs, maps, media, ephemera, realia, ethnographic objects, and fine art, have been identified. Seventeen finding aids were developed describing the contents of various collections. A number of collections were shifted for better organization, and larger shelving was installed in many locations. Signage on all shelving was updated.

♦ New forms and procedures were established for documenting existing and future collections. Accession, Deed of Gift, Deposit Agreement, and Temporary Custody forms were developed and implemented. Files and archives were researched to establish ownership and histories of existing collections. Detailed finding aids for collections were developed, and that information has been made publicly available in the department and on the Special Collections Web page.

♦ University Archives organized, processed and inventoried several collections including the papers of Anne Marie Allison, former Library Director, the USPS Staff Council documents, the University & Library Blueprints, University and Library memorabilia.

♦ The archive of UCF Library photographs was arranged and identified thanks to the efforts of Librarian Cheryl Mahan and a group of "old-timer" volunteers.

♦ An inventory of the art collections was completed in October. A Microsoft Access database was created and enhanced for recording the location, provenance, and other information about each valuable artwork throughout the building. Plans were made to have the collections inventoried by professional appraisers.

Senior LTA William Fidler retired in August 2001. Gina Rippens was hired as Senior LTA on October 8, 2001, and resigned effective January 11, 2002. Nadine (Dannie) Helm was employed on February 18, 2002, in the Senior LTA position. Nancy Stephens and Kate Stirck served as the first volunteers in the department.

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

♦ *Offer the best undergraduate education available in Florida*
- Special Collections conducted instructions sessions for undergraduate Art classes using Special Collections in the book arts.
- Library exhibits, such as *Florida Reflections*, were used as the basis for undergraduate assignments by UCF and VCC faculty.
- Made primary source materials available for undergraduate research.
♦ *Provide international focus to our curricula and research programs*
- Selected Spanish language materials for Special Collections by participating in the International Book Fair in Guadalajara, Mexico
- Presented session on the Bryant West Indies Collection to the Fulbright-Hays Group *Projects Abroad: The Caribbean*, a research group of UCF faculty and local schoolteachers
♦ *Become more inclusive and diverse*
- Provided access to its research collections regardless of patrons' gender, ethnic background, religion, race, sexual orientation, age, or disability.
- Hosted and coordinated 72 exhibits on the main floor of the library presented by a variety of campus and community exhibitors on a wide range of topics
♦ *Be America's leading partnership university*
- Partnered with women leaders from the Orlando community, the Center for Women's Research, and the UCF Women's Studies Program to established the Central Florida Women's Research Archives
- Participated in the Florida Heritage Project, a statewide effort to digitize and publicize special collections materials in the libraries of Florida. Twenty items from UCF were selected and added this year.
- Joined with the other Special Collections Departments in the SUL to successfully propose and receive a grant proposal for cataloging materials.
- Partnered with the Orlando Public Library and the Central Florida Regional History Center to plan a digital project on Central Florida history using rare and unique materials from all three institutions.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

♦ Special Collections stacks and storage areas are almost at maximum capacity. Some collections have been located in study rooms on the first and fourth floors. Additional processing and storage space is a primary concern for the near future.
♦ The Lou Frey Papers, the Bea Ettinger Papers, the George Stuart Papers, and the university photographs are all large collections awaiting processing. These, and several smaller and incoming collections, are on hold due to a shortage of staff trained in archival processing.

ACCOMPLISHMENTS OF FACULTY & STAFF

Ellen Anderson:
♦ Attended:
- *New and Remodeled Archival Facilities Workshop*, Society of Florida Archivists (SFA), October 2001
- Florida ACRL *Digitizing Florida Workshop*, Orlando.
- Antiquarian Book Fair, St. Petersburg, Florida, March 2002
♦ Served on the Frankenstein Exhibit Committee.

Rebecca Hammond:
♦ Served on Library Student Appreciation ("Cookie Caper") Party Committee

Dannie Helm:
♦ Served:
- as the first Web editor for Special Collections
- on the Special Collections Department Head Search Committee
♦ Attended:
- *Getting Published* workshop
- *ABCs of Diversity* training

Chang Lee:

- ♦ Served:
  - on the Asian Studies Committee
  - as advisor of the Chinese American Student Association
  - on the Intellectual Freedom committee, FLA
  - as Chair of Humanities and Social Sciences Section, the Chinese American Scholars Association of Florida, 13th Annual Conference, June 2002
- ♦ Attended *New and Remodeled Archival Facilities Workshop*, SFA, October 2001
- ♦ Presented "On Chinese Language Accent," Southeast Conference of the Association for Asian Students, Chattanooga, TN., January 2002

Special Collections
Table 1
MONOGRAPHS by COLLECTION - 2001-2002

Collection	# of
Archives	3,898
Book Arts Collection	158
Serial Subscriptions	1
Bryant West Indies Collection	1,738
Engineering Collection	445
Finney Accounting Collection	50
Floridiana Collection	44
General	130
Horror/Fantasy Collection	176
Howard Eves Mathematics Collection	148
Limited Editions	319
Sol & Sadie Malkoff Book Arts Collection	294
Thomas & Georgine Mickler Collection	158
Music Collection	133
Rare Books	1,186
Reference Collection	14
Van Sickle Leftist Pamphlet Collection	2,174
TOTAL CATALOGUED MONOGRAPHS	**11,068**

*Also located in Special Collections is the Walter and Dorothy Donnelly Collection. This collection is split over several collections including Limited Editions and Rare Books.
**Special Collections has n increasing backlog of items waiting to be catalogued. As of June 30, 2002 there were at least 1,740 monograph titles and collections without collections level records waiting to be cataloged in Archives and Special Collections.

View of the newly remodeled office spaces in Special Collections, Library 501A

Special Collections
Table 2
List of Other Collections and Non-Monographic Materials

Ben White Raceway Papers	
Dr. Val Bradley Labor Union Collection	
Bryant West Indies Collection	
Archaeological Items	Media
Art Collection	Maps
Frieda Bulgar Collection	
Carey Hand Funeral Home Records	
Central Florida Women's Research Archives (CFWRA)	
Bea EttingerPapers	
Civil Rights Papers	
Edward Curtis Collection	
John Dickinson Papers	
Walter and Dorothy Donnelly Collection	
Ephemera	
Howard J. Duerr Papers	
Educator's Oral History Collection	
Florida Association of Student Financial Aid Administrators Papers	
Florida State Music Teachers Papers	
J. Vincent Fonelli Collection	
Congressman Lou Frey, Jr.'s Papers	
General Art Collection	
Senator John Young Gooch Papers	
Latin American Art Collection in Honor of Anne Marie Allison	
Sol & Sadie Malkoff Book Arts Collection	
Ephemera	Typography Specimen Books
Manuscript Collections	
Thomas & Georgine Mickler Collection	
Diaries	Postcards
Ephemera	Sermons
Maps	
Henry Nehrling Papers	
Archimedes L. A. Patti Collection	
Albin Polasek Collection	
Paul O. Schallert Papers	
James E. Shepherd Papers	
Shoemaker Art Collection	
Senator George Stuart Papers	
University of Central Florida Archives	
Maps & Blueprints	Realia
Media	Vertical Files
University of Central Florida Women's Club Collection	
Joseph and Mary Velezdy Collection	
Howard C. Wagar Space Collection	
Iva Kitchell Webster Papers	

Special Collections
Table #3
COLLECTIONS USAGE 2001/2002

Collection	
Archives	143
Book Arts	48
Bryant West Indies	84
Carey Hand	32
Civil Rights Papers	1
Engineering	8
Floridiana	1
Horror/Fantasy	2
Limited Editions	12
Malkoff	2
Mickler	6
Music	1
Polasek	3
Rare Books	44
Van Sickle	2
Wagar Space	1
Exhibition Visitors	136
TOTAL NUMBER OF PATRONS	**454**

Special Collections
Table #4
ACQUISITIONS - 2001/2002

	Acquired	Catalogued
University Archives	493	N/A
Book Arts	30	49
Bryant West Indies	48	12
Engineering	55	7
Floridiana	19	27
General	9	12
Limited Editions	0	9
Malkoff	0	4
Mickler	14	27
Rare Books	41	34
Reference	3	11
TOTAL	**712**	**192**

Ellen Anderson
Acting Head, Special Collections

Web Services
- The Web Implementation Committee was formed. Progress was made on evaluating the current Web pages, creating a Web style guide, establishing the Web Editors Group, providing information on Web editing duties, and instruction on how to edit Web pages.
- A database for the WebCT survey was created.

Digital Projects
- The 34,900 scanned images representing 90 years of the *Florida Historical Quarterly* were sent to FCLA to be included in the statewide Florida Heritage Project.
- Seventeen titles with a total of 4,926 images were scanned, reviewed, edited, and had metadata created for the Florida Heritage Project.
- Policies and procedures were established for digital projects management.
- Search engine software to index and access digital files was tested.
- The Digital Projects lab opened March 2002.

Infrastructure
- The redesign of the library's Intranet and work order databases continued with the addition of a new employees page and calendar.
- Migrated two servers to larger machines and upgraded all four servers to Windows 2000 server.
- Implemented a tape backup library unit to replace older single tape unit.
- Moved the fibre channel storage to new, larger server.
- Implemented fee-based network printing with four print stations. Printing is now available from all public PCs.
- Installed 40 additional network connections and three Cisco switches where needed.
- Implemented a digital archival station for digital project files (Florida Heritage, etc.).
- Enhanced policies and procedures for network security
- Assisted Physical Plant with a power consumption analysis of the library.

Technical Support
- Established a repair facility in the server room (Library 137).
- Enhanced the wireless laptop maintenance plan.

- Installed 98 PCs to replace older staff and public PCs; reconfigured older PCs still in good operating order and redistributed them to other areas of the library.
- Deployed a public PC with JAWS/ZoomText software for students with disabilities.
- Installed four departmental printers, four staff printers, and three scanners.
- Provided hardware and software support to all departments and electronic classrooms.
- Managed and supported the Knightline library listserv, the Southeastern Library Association listserv and Web pages, INNOPAC, as well as the library Web page, public and staff access to the network, GroupWise, and Pegasus.

Progress Toward Goals for 2001-2002
- ***Create policies and procedures for the Systems & Technology Department including operational guidelines, technical support procedures, and a new employee network usage pamphlet.***
  Progress has been made toward creating technical support procedures and an employee network usage pamphlet. A Web page for new employees was created. Orientation sessions continue to be offered. Systems staff members volunteer as guest speakers to address Systems issues.
- ***Further refine duties and responsibilities of Systems & Technology staff.***
  Progress continues as technology changes and staff hone their skills.
- ***Complete review of the*** *Florida Historical Quarterly****, the transfer of files and dataset.tocs to FCLA, and scan the second and third contributions to the project.***
  Completed transfer of the *Quarterly* to FCLA in June 2001 and the second and third contributions by May 2002.
- ***Begin planning for an electronic theses and dissertations (ETD) facility.***
  Awaiting notification from Graduate Studies that funding has been awarded for a campuswide project to create and maintain theses and dissertations "born digital." Meanwhile, evaluating current print collection of theses and dissertations for relevant Florida history material for possible addition to the Florida Heritage Collection

♦ *Identify additional areas where digital processing is needed.*
Collaboration among Special Collections, Cataloging Services, and Systems continues and new items have been identified for digitization. The Digital Projects Lab was created March 2002.

♦ *Continue evaluation of network structure, incorporating new technologies whenever possible.*
Two new servers were brought online March 2002, increasing the library's number of active servers to four. Windows 2000 Server was installed, client workstations are being migrated to Windows 2000, security features continue to be added, and support tools acquired and used.

♦ *Expand computer availability by adding 56 public access PCs throughout the Library.*
Completed summer/fall 2001.

♦ *Implement network printing.*
Completed December 2001.

DEPARTMENTAL GOALS FOR 2002/2003

Goals for 2002-2003

♦ Expand digital projects to include UCF-specific material and items of regional interest like scientific reports and the Carey Hand Funeral Home records.

♦ Continue Web development activities to enhance access and improve content.

♦ Replace any PCs remaining in staff areas that are 300 MHz or below.

♦ Redesign the library's Intranet to reflect more finely defined services.

♦ Continue server work establishing logical functional areas.

♦ Investigate professional development opportunities for staff.

♦ Update wireless network to newer technology.

♦ Assume responsibility for lobby PC area, replace and upgrade the PC and network connections.

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

♦ *Be America's leading partnership university*
UCF Library's participation in the Florida Heritage Project is a significant partnership with other DCU institutions to provide access to historical information relating to Florida. The project is growing in scope and will eventually become a major resource both locally and nationally. Other digital project partnerships are being explored with local public libraries and historical societies. Partnerships have been strengthened with the BCC/UCF Joint-Use Library - Cocoa and Palm Bay, Daytona Beach Community College Library, and Lake Sumter Community College Library 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 multi-type 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

♦ Provide necessary technical training to support infrastructure and network enhancements.

♦ Evaluate space and staff needs for expanding digital and Web projects.

♦ Continue to develop communication methods for reporting hardware, software, and environmental problems.

ACCOMPLISHMENTS OF FACULTY & STAFF

Selma K. Jaskowski:
♦ UCF Committee Assignments:
   - Library Web Direction Committee
   - Network Security Team
   - Chair, Search Committee for Head of Special Collections
   - Library Technology Advisory Group, Chair
   - Coordinated data extraction, performed data conversion, tested and transferred data to complete UCF's participation in the North American Title Count.
   - Electronic Resources Group, Advisor
♦ FCLA Committee Assignments:
   - General Liaison
   - Chair, Systems & Networking Committee
   - Chair, LMS System Administration Functional Advisory Committee
   - Chair, Digital Services Planning Committee
   - Project Manager for UCF Library, Florida Heritage Project
   - System Implementation and Transition

- Central Florida Library Cooperative:
  - Treasurer, Board of Directors
  - Member, Technology Committee
- Digital Project Development:
  - School for Scanning, 3-5 December 2001, Delray Beach, FL
  - Digital Library Center Visit, 11 December 2001, University of Florida, Gainesville, FL
- Conferences:
  - FCLA Joint Meeting, 10-12 December 2001, Gainesville, FL
  - American Library Association Annual Conference, 14-20 June 2001, San Francisco, CA
- Presentations:
  - *Digital Projects at the UCF Library*, Florida ACRL Annual Meeting, 19 October 2001, Orlando, FL
  - Technology Fair, UCF Student Union, 26 September 2001
  - Orientation of New Employees, various times throughout the year
- Published, "Cataloging Coast to Coast," with Linda Sutton and Linda Sobey in *Technical Services Quarterly*, Volume 19, Number 2, 2001, pp 43-52

Denise Dotson:
- FCLA Committee Assignments:
  - Digital Services Planning Committee Meeting, FCLA, Gainesville, FL, 4 June 2002
- Workshops:
  - XML, Central Florida Library Cooperative, 1 March 2002
- Presentations:
  - *Digitization at the UCF Library*, 4th Annual UCF Technology Fair, Student Union, 27 March 2002

Athena Hoeppner:
- Promoted from Assistant to Associate University Librarian
- UCF Committee Assignments:
  - Library Technology Advisory Group
  - Web Implementation Committee, Chair
  - Web Editors Group, Chair
  - Web Direction Committee
  - UCF Web Policy Committee
  - Search Committee, Center for Distributed Learning, Technology Supervisor
  - Electronic Resources Group, Advisor
  - Purchase on Demand
- FCLA Committee Assignments:
  - Electronic Collections Committee, Chair
  - System Implementation and Transition
- Conferences:
  - ICOLC 11, April 2002, Portland, OR
  - ICOLC 10, October 2001, Stone Mountain, GA
- Presentations:
  - *Putting WebCT to Work in the Library*, 2001 LITA National Forum, 12 October 2001, Milwaukee, WI
  - Communications Officer, ASIS, Florida Chapter
- Participated in the "Online Licensing Tutorial" – e-mail instruction from ALA

Joel Lavoie:
- Recipient of the UCF Performance Bonus Program award
- UCF Committee Assignments:
  - Web Implementation Committee
  - Web Direction Committee
  - Search Committee for Reference Librarian
  - Serials Solutions Committee
- Conferences:
  - COMDEX, Las Vegas, NV, 11-13 November 2001
- Presentations:
  - Orientation for new employees
  - Technology 101 for library staff

Greg McCoy:
- Recipient of the UCF Performance Bonus Program award
- UCF Committee Assignments:
  - 2002 Technology Fair
  - Web Implementation Committee
  - Web Direction Committee
  - Information Technology & Resources Coordinating Council
  - Network Security Team
- Conferences:
  - COMDEX, Las Vegas, NV, 11-13 November 2001
- Became the father of James McCoy 13 August 2001

Scott Milbuta:
- Received A.A. from Valencia Community College, Spring 2002
- Accepted to UCF this fall and will pursue a B.A. in Computer Information Technology

Systems & Technology
Table 1
FIVE-YEAR STATISTICAL SUMMARY

	2001-2002	2000-2001	1999-2000	1998-1999	1997-1998
Work Orders logged	1,012	1,229	1,198	1,185	834
Work Orders completed	1,005	1,224	1,198	1,185	834
Public PCs	182	174	170	146	109
Public PCs purchased[1]	80	66	64	29	53
Staff PCs	159	150	171	185[2]	100
Staff PCs purchased[1]	31	13	43	14	15
Public Laptops	21	19	19	--	--
Public Laptops purchased[1]	12	--	19	--	--
Staff Laptops	23	23	23	13	9
Staff Printers	36	40	34	N/A	N/A
Public Terminals[3]	--	--	--	--	2
Staff Terminals[4]	1	1	1	2	8
Classroom PCs	43	41	41	41	41
Classroom PCs purchased[1]	--	24	--	--	19
Novell Servers	--	--	1	1	1
NT Servers	4	5	5	2	1
Unix Server***	1	1	1	1	1
Staff	6 FTE	6 FTE	4 FTE	4 FTE	3 FTE
	1 Adjunct	1 Adjunct	1 OPS		1 OPS

[1]Includes new installations and upgrades
[2]Includes non-networked PCs not previously reported
[3]DBCC
[4]INNOPAC (Acquisitions/Serials system)

Selma K. Jaskowski
Head, Systems & Technology

	OWN 6/30/01	ADDED	DELETED	OWN 6/30/02
VOLUMES HELD				
Print				
Main Library	975,883	57,336	1,088	1,032,131
Brevard	27,813	3,087	165	30,735
Daytona Beach	16,038	1,583	12	17,609
Curriculum Materials Center (CMC)	29,644	1,904	196	31,352
Florida Solar Energy Center volumes (FSEC)	24,026	260	84	24,202
Subtotal print volumes	*1,073,404*	*64,170*	*1,545*	*1,136,029*
Electronic volumes (netLibrary, other)	12,813	3,818	7	16,624
TOTAL	**1,086,217**	**67,988**	**1,552**	**1,152,653**
CATALOGED TITLES ALL LOCATIONS				
TOTAL	**942,213**	**62,995**	**1,693**	**1,003,515**
MICROFORM UNITS				
Microfilm				
Main Library	58,522	657		59,179
FSEC	1	-		1
Microfiche				-
Main Library	1,117,223	19,294		1,136,517
FSEC	56,520	-		56,520
Other Microfiche (ASI, CFR, CIS, IIS, SRI)	671,260	32,764		704,024
Microfiche Government Documents	397,113	10,619	463	407,269
U.S. Patents (Microfilm)	8,897	9		8,906
TOTAL	**2,309,536**	**63,343**	**463**	**2,372,416**
GOVERNMENT DOCUMENTS			-	
Print:				
U.S. Government	269,310	2,908	3,927	268,291
Florida Government	35,311	3,540	20	38,831
Subtotal Print Gov't Documents (for IPEDS)	*304,621*	*6,448*	*3,947*	*307,122*
Non-Print:				
U.S. Electronic (CD-ROM, DVD, floppy)	4,420	379	15	4,784
Florida Electronic (CD-ROM, DVD, floppy)	3			3
U.S. Patents (CD-ROM, DVD)	218	264	-	482
Maps	3,398	75		3,473
TOTAL	**312,660**	**7,166**	**3,962**	**315,864**

	OWN6/30/01	INCREASE	DECREASE	OWN6/30/02
SERIALS SUBSRIPTIONS				
Periodicals all locations:				
Print Journals	5,112	25		5,137
E-Journals (Dual format + e-only)	3,451	522		3,973
Newspapers	39	-	13	26
Serials	208	1		209
E-Databases	274	31		305
CD-ROMs	5	-	1	4
FSEC Serials	204	13	5	212
Subtotal Periodical Subscriptions	*9,293*	*592*	*19*	*9,866*
Standing Orders	1,843			1,843
TOTAL ACTIVE SERIAL SUBSCRIPTIONS	**11,136**	**592**	**19**	**11,709**
TOTAL INACTIVE TITLES	**4,545**	**87**		**4,632**

Media Volumes

MEDIA VOLUMES	Own 6/30/01	Added	Deleted	OWN 6/30/02
Main				
Cassettes/Audio Tapes	2,391	144	172	2,363
CD-ROMs	1,458	102	13	1,547
CDs (music)	2,364	186	5	2,545
CDs (other)	18			18
DVDs	121	297	1	417
DVD-ROMs	1			1
Filmstrips	595		11	584
Laser Discs 12"	208		4	204
Media kits	43			43
Other	7			7
Phonograph records	2,443			2,443
Pictures	11			11
Slides	163	1		164
Video Recordings	10,272	1,933	292	11,913
Total - Main	**20,095**	**2,663**	**498**	**22,260**
Curriculum Materials Center				
Cassettes/Audio tapes	390	2		392
CD-ROMs	318	6		324
CDs	297	6		303
Filmstrips	399			399
Games	9	1		10
Kits	516			516
Laser Discs 12"	128			128
Maps	11			11
Media kits	40			40
Models	11			11
Pictures	108			108
Multimedia	174	20		194
Other	2	8		10
Phonograph records	1,048			1,048
Realia	54	6		60
Software	724			724
Transparencies	15			15
Video Recordings	736			736
Total - CMC	**4,980**	**49**	**-**	**5,029**
Brevard/UCF Library				
CDs (music)	6	7		13
Video Recordings	9	23		32
Total - BCC	**15**	**30**	**-**	**45**
Florida Solar Energy Center				
Cassettes/Audio tapes	38	8		46
CD-ROMs	48	15	3	60
Films	10			10
Slides	7,572			7,572
Video Recordings	209	2		211
Total - FSEC	**7,877**	**25**	**3**	**7,899**
TOTAL MEDIA VOLUMES	**32,967**	**2,767**	**501**	**35,233**

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Year	Base E & G Funding	Funds from Other Sources (see appendix 3 notes)	Total Materials Budget (1 + 2)	Disbursed for Current Serials excluding e-resources	Disbursed for Monographs	Electronic Resources (1) (Incl. Serials and Backfiles)	Other Library Materials (Microfilms, a/v, back vols)	Contract Binding	Total Expenses (4+5+6+7+8)
2001/2002	5,070,877	233,038	5,303,915	2,494,547	1,853,618	581,560	154,986	219,204	5,303,915
2000/2001*	5,255,785	425,055	5,680,840	2,206,042	2,086,303	860,170	350,291	178,034	5,680,840
1999/00*	4,435,521	737,836	5,173,357	1,992,461	2,314,228	437,290	243,303	186,075	5,173,357
1998/99*	4,240,673	475,209	4,715,882	1,876,814	1,810,244	584,049	322,392	122,383	4,715,882
1997/98*	4,137,843	543,853	4,681,696	1,769,643	2,208,342	365,866	204,705	133,140	4,681,696
1996/97*	3,108,297	261,736	3,370,033	1,785,522	1,397,518	76,695	N/A	110,298	3,370,033
1995/96*	2,981,770	238,183	3,219,953	1,612,935	1,384,319	96,383	N/A	126,316	3,219,953
1994/95*	2,961,176	21,400	2,982,576	1,244,607	1,567,515	66,873	N/A	103,581	2,982,576
1993/94*	1,231,494	663,509	1,895,003	1,112,352	692,549	30,528	N/A	59,574	1,895,003
1992/93	1,055,138	609,107	1,664,245	1,390,216	274,029	N/A	N/A	N/A	1,664,245
1991/92	1,292,750	712,373	2,005,123	1,250,052	755,071	N/A	N/A	N/A	2,005,123
1990/91	1,892,283	39,603	1,931,886	1,267,779	664,107	N/A	N/A	N/A	1,931,886
1989/90	1,553,579	1,444,791	2,998,370	1,324,779	1,673,591	N/A	N/A	N/A	2,998,370
1988/89	$1,457,372	$82,872	$1,540,244	$1,009,925	$530,319	N/A	N/A	N/A	$1,540,244

* Restated to conform to ASERL definitions

(1) Does not include purchases of electronic resources through statewide consortial agreements

NOTES: FUNDS FROM OTHER SOURCES

FY 2001/2002:	$	62,000	Mid-year operating budget sweep
		27,087	Thesis reimbursements*
		5,152	Book replacements*
		28,799	Academic program support
		10,000	Sponsored Research*
		100,000	Area campus support
	$	233,038	Total

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 Department
		10,000	Sponsored Research Transfer*
		32,491	Thesis/Dissertation Recoveries*
		10,000	Psychology Department
		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)

	1996-97	1997-98	1998-99	1999-2000	2000-01	2001-02
Salaries - Full-time (1)	$2,790,592	$2,904,608	$3,327,091	$3,535,793	$3,772,100	4,079,542
Part-time Personnel (2)	338,889	402,503	370,865	415,740	531,520	498,804
Operating Expense (3)	451,799	617,979	556,161	555,175	582,724	466,875
Capitalized Furniture and Equipment (4)	298,107	225,644	532,554	294,239	276,841	248,930
Library Materials (5)	3,370,033	4,681,696	4,715,882	5,173,357	5,680,840	5,303,915
Library Total Expenditures (E & G)	$7,249,420	$8,832,430	$9,502,553	$9,974,304	$10,844,025	$10,598,066

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(1) Includes fringe benefits.

(2) Includes students and part-time staff and faculty wages. Beginning FY 00/01 includes Federal Work Study wages.

(3) Includes small equipment, document delivery, bibliographic utilities, alterations & improvements, general expenses.

(4) Includes furniture, computer hardware and software. Includes equipment purchases funded through Florida Center for Library Automation (FCLA).

(5) Includes monographs, serials, e-resources, binding, backfiles regardless of format.

All figures include encumbrances as of fiscal year end.

Joel Hartman
Vice Provost for Information Technologies and Resources

Barry Baker
Director of Libraries

Fran Lubell
Development Officer

Raynette Kibbee
Administrative Assistant

Jennifer Schock
Office Assistant

Frank Allen
Associate Director for Administrative Services

Meg Scharf
Associate Director for Public Services

Mem Stahley, Head
Partnership Services/Brevard Librarian

Penny Beile, Head
Curriculum Materials Center

Carole Hinshaw, Head
Library Reference Services

Jennifer Block, Head
Interlibrary Loan/Doc. Del. Srvs.

Allison King
Librarian

Marcus Kilman
Librarian

Jackie Toce
LTA Supv.

Pamela Jaggernauth
Sr. LTA

Alanna Paris
Office Manager

Cindy Burris
Sr. LTA

Marilyn Snow
Librarian

Anna Hedstrom
LTA

Rich Gause
Gov't. Documents Librarian

Meredith Semones
LINE & Ask-A-Librarian

Jack Webb
Librarian

Patricia Hall
Sr. LTA

Corrine Bishop
Sr. LTA

Ruth WIley
Sr. LTA

Deirdre Campbell
Sr. LTA

Joan Reynolds
Sr. LTA

Cynthia Kisby
Personnel Librarian

Janet Girard
Library Sr. Accounting Officer

Linda Colding
Library Instruction Librarian

Ven Basco
Reference Desk Librarian

Patricia Tiberii
Sr. LTA

Winnie Tyler
Sr. LTA

Susan Creighton
Office Manager

Pauline Strickland
Accountant

Donna Goda
Librarian

Elizabeth Killingsworth
Librarian

Deborah Canaday
LTA

Diane Clark
Accountant

Kerry Wilson
Office Assistant

Cheryl Mahan
Librarian

Peter Spyers-Duran
Librarian

Tim Ryan
Sr. Clerk

Ying Zhang
Librarian

Terrie Sypolt
Librarian

Richard Harrison
Librarian

Amy Gonzalez
Librarian

Hal Mendelsohn
Librarian

Shellie Foss
Librarian

Rachel Viggiano
Librarian

Roger Simmons, Head
Library Circulation Services

Andrea Dufault
Sr. LTA

Stacey Allen
Sr. LTA

Gloria Coney
Sr. LTA

Megan Humphries
LTA

Stephen Efird
LTA

Mary Lee Gladding-Swann
Sr. LTA

David Woolard
Sr. LTA

Gary Shiffrar
LTA Supv.

Rob Toth
Sr.. LTA

Isaac Tillis
Sr. LTA

Shidro Jones
LTA Supv.

Jim Mauk
Sr. LTA

Joe Ayoub
LTA

Jon Hanie
LTA

Valeska Gary
LTA

Bonnie Betz
Sr. LTA

Library Technical Services Departments

Library Systems & Technology

Jeannette Ward, Head
Acquisitions Services

Linda Sutton, Head
Cataloging

Selma Jaskowski, Head
Library Systems & Technology

Reynaldo Parulan
Office Assistant

Office Assistant

Ann Valente
LTA Supv.

Debbie Weatherford
LTA Supv.

Greg McCoy
Coord. Comp. Aps.-Network Mgr.

Jeanne Piascik
Librarian

Joe Bizon
Sr. LTA

Tatyana Leonova
LTA

Susan MacDuffee
Sr. LTA

Katie Kirwan
LTA

Joel Lavoie
Coord. Computer Aps.-Network Spec.

Dave Hovanec
Computer Supt. Analyst

Kimberly Montgomery
Librarian

Tina Candela
LTA Supv.

Linda Seward
Sr. LTA

Scott Milbuta
Comp. Supt. Analyst

Eda Correa
Librarian

Lyn Case
Librarian

Eric Heard
Sr. LTA

Randy Satterfield
Sr. LTA

Holly Voght
LTA Supv.

Athena Hoeppner
Electronic Resources Librarian

Elena Beredo
Sr. LTA

Leticia Abulencia
Sr. LTA

Jorge Santiago
Sr. LTA

Sr. Comp. Prog. Analyst

Jamie LaMoreaux
Sr. LTA

David Healy
Sr. LTA

Jacqui Johnson
Sr. LTA

Alice Smith
Sr. LTA

Head
Collection Management

Ellen Anderson
Special Collections Librarian

Andrea Von Jares
Office Assistant

Dannie Helm
Sr. LTA

Chang Lee
Archives Librarian

Rebecca Hammond
LTA

UCF Library Staff*

Leticia Abulencia	-	Cataloging Services	Allison King	-	UCF/Brevard
Frank Allen	-	Administrative Services	Katie Kirwan	-	Binding
Stacey Allen		Circulation Services	Cynthia Kisby	-	Administrative Services
Ellen Anderson	-	Special Collections	Jamie LaMoreaux	-	Acquisitions Services
Joseph Ayoub	-	Periodicals/AV	Joel Lavoie	-	Systems & Technology
Barry Baker	-	Administrative Services	Chang Lee	-	Archives
Ven Basco	-	Reference Services	Tatyana Leonova	-	Acquisitions Services
Penny Beile	-	CMC	Francia Lubell	-	Administrative Services
Elena Beredo	-	Acquisitions Services	Susan MacDuffee	-	CMC
Bonnie Betz		Periodicals/AV	Cheryl Mahan	-	Reference Services
Corrine Bishop	-	Reference Services	James Mauk	-	Periodicals/AV
Joseph Bizon	-	Acquisitions Services	Hal Mendelsohn	-	Reference Services
Jennifer Block	-	Interlibrary Loan	Scott Milbuta	-	Systems & Technology
Cindy Burris		Reference Services	Gregory McCoy	-	Systems & Technology
Deirdre Campbell	-	Interlibrary Loan	Kimberly Montgomery	-	Cataloging Services
Deborah Canaday	-	Interlibrary Loan	Alanna Paris	-	Administrative Services
Tina Candela	-	Acquisitions Services	Reynaldo Parulan	-	Cataloging Services
Lyn Case	-	Cataloging Services	Jeanne Piascik	-	Cataloging Services
Diane Clark	-	Administrative Services	Joan Reynolds	-	Interlibrary Loan
Linda Colding	-	Reference Services	Tim Ryan	-	Administrative Services
Gloria Coney	-	Circulation Services	Jorge Santiago	-	Cataloging Services
Eda Correa	-	Cataloging Services	Randy Satterfield	-	Acquisitions Services
Susan Creighton	-	Administrative Services	Meg Scharf	-	Administrative Services
Andrea Dufault	-	Circulation Services	Jennifer Schock	-	Administrative Services
Stephen Efird	-	Circulation Services	Meredith Semones	-	Reference Services
Shellie Foss	-	Reference Services	Linda Seward		Acquisitions Services
Valeska Gary	-	Circulation Services	Gary Shiffrar	-	Circulation Services
Rich Gause	-	Government Documents	Roger Simmons	-	Circulation Services
Janet Girard	-	Administrative Services	Alice Smith	-	Cataloging Services
Mary Lee Gladding-Swann	-	Circulation Services	Marilyn Snow	-	Interlibrary Loan
Donna Goda	-	Reference Services	Peter Spyers-Duran II	-	Reference Services
Amy Gonzalez	-	Reference Services	Mem Stahley	-	UCF/Brevard
Patricia Hall	-	Government Documents	Pauline Strickland	-	Administrative Services
Rebecca Hammond	-	Special Collections	Linda Sutton	-	Cataloging Services
Jon Hanie	-	Periodicals/AV	Terrie Sypolt	-	Reference Services
Richard Harrison	-	Reference Services	Pat Tiberii	-	Interlibrary Loan
David Healy	-	Cataloging Services	Isaac Tillis		Circulation Services
Eric Heard		Acquisitions Services	Jackie Toce	-	CMC
Anna Hedstrom	-	CMC	Rob Toth		Circulation Services
Dannie Helm		Special Collections	Winnie Tyler	-	Interlibrary Loan
Carole Hinshaw	-	Reference Services	Ann Valente	-	Acquisitions Services
Athena Hoeppner	-	Systems & Technology	Rachel Viggiano		Reference Services
David Hovanec	-	Systems & Technology	Andrea Von Jares	-	Collection Management
Megan Humphries	-	Circulation Services	Holly Voght		Cataloging Services
Pamela Jaggernauth	-	CMC	Jeannette Ward	-	Acquisitions Services
Selma Jaskowski	-	Systems & Technology	Debbie Weatherford	-	Binding
Jacqui Johnson	-	Cataloging Services	Jack Webb	-	Cataloging Services/ILL
Shidro Jones	-	Circulation Services	Ruth Wiley		Reference Services
Raynette Kibbee	-	Administrative Services	Kerry Wilson	-	Administrative Services
Elizabeth Killingsworth	-	Reference Services	David Woolard	-	Circulation Services
Marcus Kilman II	-	UCF/Brevard	Ying Zhang	-	Reference Services

*As of June 30, 2002

Member	College/Program	Term
Baker, Barry	Director of Libraries	Ex-Officio
Scharf, Meg	Associate Director, Library Public Services	Ex Officio
Allen, Frank	Associate Director, Library Administrative Services	Ex Officio
Beile, Penny	Faculty Senate Representative	2000-2002
Beiler, Rose	Arts & Sciences/History	2001-2003
Cunningham, Glenn	Arts & Sciences/Chemistry	2000-2002
Lopez, Humberto	Arts & Sciences/Foreign Languages	2002-2004
Saunders, Carol	Business Administration/MIS	2002-2004
Hampton, Ed	Engineering & Computer Science/IEMS	2002-2004
Hiett, Sharon	Education/Educational Foundations	2000-2002
Lawther, Wendell	Health & Public Affairs/Public Administration	2000-2002
Francis, Ke	Chair, Art Department	2002-2004
Wanielista, Martin	Dean, College of Engineering & Computer Science	2002-2004

*(Reporting Committee, Constitution Section 3.10.12)

Abbreviations & Acronyms

ABBREVIATIONS/ACRONYMS USED IN THE UCF LIBRARY ANNUAL REPORT

A&I	Alterations & Improvements
AAA	American Automobile Association
AAC&U	Association of American Colleges and Universities
AACR	Anglo-American Cataloging Rules
AAL	Ask A Librarian
ACRL	Association of College & Research Libraries
ACS	American Chemical Society
ACURIL	Association of Caribbean University, Research and Institutional Libraries
AED	Automated External Defrbrillator
AHEC	Area Health Education Center
ALA	American Library Association
ALCTS	Association for Library Collections & Technical Services
ALEPH	Automated Library Expandable Program
ARL	Association of Research Libraries
ASERL	Association of Southeastern Research Libraries
ASI	American Society of Indexers
ASIS	American Society for Information Science
ASIS&T	American Society for Information Science & Technology
AV	Audiovisual
BCC	Brevard Community College
BWI	Book Wholesalers, Inc.
CAGER	Cataloging & Access Guidelines for Electronic Resources
CCLA	College Center for Library Automation
CFLC	Central Florida Library Cooperative
CFR	Code of Federal Regulations
CFWRA	Central Florida Women's Research Archives
CIP	Classroom Instruction Program
CIS	Congressional Information Service
CMC	Curriculum Materials Center
CMDS	Collection Management and Development Section
CPR	Cardiopulmonary Resuscitation
CREOL	Center for Research & Education-Optics & Lasers
DAG	Director's Advisory Group
DBCC	Daytona Beach Community College
DCU	Divison of Colleges & Universities
DLLI	Distance Learning Library Initiative
DSR	Division of Sponsored Research
E&G	Educational & General
ERG	Electronic Resource Group (TAG)
ERIC	Educational Resources Information Center
ETD	Electronic Theses & Dissertations
F&A	Finance and Accounting
FAC	Functional Advisory Committee
FACRL	Florida Chapter, Association of College & Research Libraries
FAQ	Frequently Asked Questions
FCLA	Florida Center for Library Automation
FCTL	Faculty Center for Teaching & Learning
FEEDS	Florida Engineering Education Delivery System
FHP	Florida Heritage Project
FLA	Florida Library Association
FLIN	Florida Library Information Network
FSEC	Florida Solar Energy Center
FSECC	Florida State Employees' Charitable Campaign
GODORT	Government Documents Round Table
GPO	Government Printing Office
HR	Human Resources
HTML	Hyper Text Markup Language
HVAC	Heating, Ventilating, & Air Conditioning
I&R	Instructiona & Research
ICOLC	International Coalition of Library Consortia
IEEE	Institute of Electrical and Electronics Engineers
IFM	ILL Fee Management
IIS	Index to International Statistics
ILL	Interlibrary Loan
ILL/DDS	Interlibrary Loan/Document Delivery Services

IST	Institute for Simulation and Training
IT & R	Information Technologies & Resources
KDP	Kappa Delta Pi
LAMA	Library Administration and Management Association
LC	Library of Congress
LINE	Library Information Network & Exchange
LITA	Library & Information Technology Association
LMS	Library Management System
LOEX	Library Orientation Exchange
LOMS	Library Organization and Management Section
LPAC	Librarians' Personnel Advisory Committee
LSCC	Lake Sumter Community College
LSTA	Library Services and Technology Act
LTA	Library Technology Assistant
LUIS	Library User Information System
MAES	Measurement, Assessment, and Evaluation Section
NACO	National Coordinated Cataloging Operations
NASIG	North American Serials Interest Group
NATC	North American Title Count
NEH	National Endowment for the Humanities
NLM	National Library of Medicine
NOTIS	Northwestern Online Total Integrated System
OCLC	Online Computer Library Center
OCO	Operating Capital Outlay
OLAC	Online Audiovisual Catalogers
OLMS	Office of Leadership and Management Services (ARL)
OO	Operational Objective
OPAC	Online Public Access Catalog
OPS	Other Personnel Services
OSS	Online Search Services
PECO	Public Education Capital Outlay
PERC	Personalized Electronic Research Consultation
PFA	Priority for Action
PURL	Persistent Uniform Resource Locator
RFP	Request for Proposal
SARC	Student Academic Resource Center
SELA	Southeastern Library Association
SFA	Society of Florida Archivists
SOLINET	Southeastern Library Network, Inc.
SRI	Statistical Reference Index
STN	Scientific and Technical Network
SUL	State University Libraries
SUS	State University System
TAG	Technology Advisory Group
TMQ	Formerly The Mark of Quality
TSPC	Technical Services Planning Committee
ULS	University Libraries Section (ACRL)
URL	Uniform Resource Locator
USF	University of South Florida
USPS	University Support Personnel System
USPTO	United States Patent & Trademark Office
VCC	Valencia Community College
WIC	Web Implementation Committee
XML	Extensible Markup Language
YBP	Yankee Book Peddler

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