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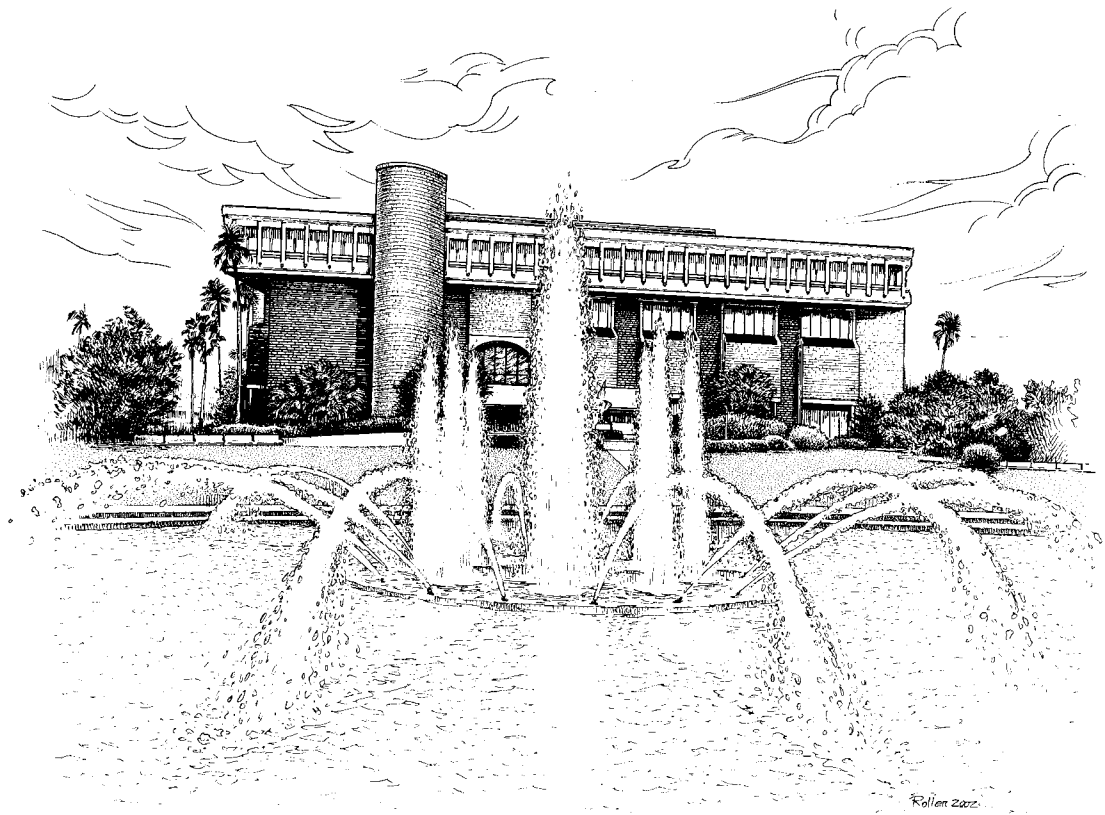
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University of
**Central
Florida**



Libraries

Annual Report
2003-2004

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Director's Overview

Intensive in-depth planning for the main library expansion and renovation began with the selection of Hardy Holzman Pfeiffer Associates (HHPA) of New York to conduct a comprehensive library expansion study. HHPA is a nationally and internationally recognized firm with extensive experience in library design. Throughout the year meetings were held with various groups within the Libraries as well as faculty and students as the architects led by Malcolm Holzman studied the condition of the existing building and space needs for a growing collection, increasing student population, and additional services and staff.

The study was completed in March 2004 and the results and recommendations were presented to the president and provost in June 2004. This study detailed building infrastructure problems, options for new space, and renovation of existing space taking into consideration site possibilities and limitations. Funds to support the next phase of the project, which is conceptional design, were allocated by the president as a result of this report. This exciting design phase will be done in fiscal year 2004/05.

After several years of planning, the Universal Orlando Foundation Library at the Rosen College of Hospitality Management was opened on January 5, 2004. This beautiful 9,235-square-foot facility opened with a seating capacity of 150 and an opening day collection of over 4,000 volumes and 100 periodicals. The library has 24 public access desktop computers and 15 wireless laptops. In addition to an instruction room, the library has group study rooms, lockers, and media workstations. Deb Ebster became head of the library in October 2003 and quickly became involved in planning for the opening of the library. Tim Bottorff was hired as the first reference librarian and Linda Black as the first LTA Supervisor. Rowena Beredo and T.J. Ormseth were hired as the first Senior LTAs.

Several departments worked to prepare collections in the main library for transfer and to transfer these materials to the new library. The Cataloging, Circulation, and Acquisitions Services departments were instrumental in this effort. Volunteers from throughout the Libraries assisted with the move. The Systems & Technology Department installed all hardware

and software for the new desktop and laptop computers.

The Library Instruction program received two awards from the Association of Caribbean University, Research, and Institutional Libraries (ACURIL):

- The *Sirs Mandarin Award for Leadership in the Development of Information and/or Research Skills Programme* is given to the overall library instruction program and the library faculty who have been successful in teaching so many students and academic faculty.
- The *Excellence in Information Literacy in the Caribbean Award* recognized and honored "the individual commitment, excellence in performance, and outstanding achievement" of Dr. Linda Colding, Library Instruction Coordinator; Donna Goda for developing and designing *Finding Books and Journals*; Richard Harrison for developing and designing *Research Guides*; and Terrie Sypolt for developing the *Education Online Tutorial*.

Images from the Libraries' Bryant West Indies Collection appeared on the cover and inside section cover of the Association of College and Research Libraries' *College & Research Libraries News* (May 2004 issue).

With the Orange County Regional History Center and the Orange County Library System as partners, the Libraries continued a project to digitize and make available to the public historic documents from the collections of all three institutions. This project, Central Florida Memory, is adding two more partners: Rollins College and the Museum of Seminole County History. The project has already captured the interest of citizens throughout Central Florida, as well as national attention. Work to provide enhanced access to unique research materials from the Institute for Simulation and Training (IST) and Florida Solar Energy Center continued. Many IST materials are also



Barry B. Baker
Director of Libraries

Director's Overview (cont'd)

being digitized to increase access by scholars and researchers worldwide.

Ask A Librarian service along with ten other Association of Southeastern Research Libraries (ASERL) libraries began participating in a pilot collaborative virtual reference chat service.

There was an 8% decrease in the Libraries materials budget from the previous year. The 2003/04 budget was 11% less than the 2000/01 budget as the library materials budget continued a downward trend. In 2000/01, \$5,680,840 was spent on library materials; in 2003/04, \$5,038,828 was expended on library materials.

The Libraries' print collections continued to grow, albeit more slowly, as 55,880 volumes were added. The collection now has 1,273,378 volumes, not including government documents. The overall print collection contains 1,577,587 volumes. In addition, access is provided to 40,058 electronic monographs primarily from netLibrary.

The libraries continued to expand access to electronic resources, currently subscribing to 10,867 periodicals, of which 5,650 are electronic journals – an increase of 40% over last year. Many titles were converted to electronic only format in an effort to reduce costs.

Access to full-text articles from EBSCOhost continued to grow as library users downloaded 506,000 full-text articles, an increase of 10% over last year.

An increasing percentage of the library materials budget is spent on electronic formats. This year \$877,960 or 17% was expended.

The Libraries switched from the FCLA proxy server to EZproxy in June 2004. EZproxy enables UCF students, faculty, and staff to easily access the Libraries' online resources from off-campus. The switch to EZproxy had a positive impact on the Libraries' remote users, especially distance learners.

There was a decrease in both the number of library instruction classes and in the number of students who participated. Overall library instruction classes decreased 12% and the number of students taught dropped by 8%.

Circulation of the Libraries' collection increased slightly (1.8%) over last year with 396,335 compared with 389,119 in 2002/03. The patron gate count decreased slightly (1.7%) as 1,002,875 persons used collections of the Libraries.

As has been the situation in recent years, major book stacks shifting was needed to make room for the growing collection in the main library. This year a major shift took place on the fourth floor as study carrels were removed in three locations and shelving was installed. This pattern will be repeated in future years as the growth of the collection will demand additional space for shelving.

The number of reference questions queried at the Reference Desk has declined for the past few years. This year the number of questions asked declined by 20%. Library users are not asking for research help at the desk; however, questions asked through Ask A Librarian increased.

The Ask A Librarian service continued to grow. This year a total of 11,418 questions were asked, an increase of 13%. More questions were submitted via telephone than by e-mail and chat.

The Libraries installed ProCite, RefWorks, and EndNote bibliographic management software. Although available to faculty and all students, these programs are particularly valuable to graduate students for use in their research. As they find resources these packages assist researchers in formatting citations, compiling bibliographies, and tracking quotations.

Government Documents obtained a significant collection of *Congressional Record* print volumes for the period 1873-1995.

Dr. James Miller of Washington, DC, donated his collection of over 1,110 books relating to nineteenth and twentieth century Italian social, geographical, and economic history as well as art and literature to the Libraries.

Other new acquisitions of note include Latino literature and the American Film Scripts online collection.

Director's Overview (cont'd)

Primary source materials to support specific academic areas were received including hospitality (Harrison Price Company archives), engineering (J. Paul Hartman Book Collection), and Florida history (Children's Home Society).

The Harrison Price Company archives contain hundreds of economic research and preliminary plan reports on a variety of travel, tourism, and attraction projects conducted between 1955 and 2003. Price worked with Walt Disney conducting analysis and feasibility studies for Disneyland and Walt Disney World.

The Children's Home Society of Florida Collection documents a century-long legacy as Florida's oldest non-profit provider of services to children and families. The collection contains organizational records.

The Libraries celebrated the university's 40th anniversary with a series of exhibits located in the main library on the main floor and in the Special Collections Department. The exhibit, "Promise to Prominence, Celebrating 40 Years: the Changing Face of the University of Central Florida," examined the phenomenal growth and change of the university campus throughout the last 40 years, ending with a look at where the university is headed in the near future.

Dr. Gladstone Yearwood, Director of the Zora Neal Hurston Documentation Film Institute, selected 20 art works from the Bryant Collection for use in the *Chattel House*, a documentary film which will be aired on the Caribbean Broadcasting Corporation and is being entered in the Barbados Film Festival.

With the College of Education faculty, the Curriculum Materials Center (CMC) staff conducted a study examining the quality of doctoral dissertation reviews of literature among three institutions. The study was presented at the American Educational Research Association conference in April 2004 and the results may have implications for graduate study in the College of Education.

The Digital Services unit of the Libraries' Systems & Technology Department moved into new expanded space in the main library in March 2004. This will provide the unit with much needed space to support its growing

responsibilities in digitization of library materials, including the Florida Heritage Project, Central Florida Memory, and University archives.

With the completion of the College of Education building construction and renovation, and the return of classes, faculty, and students to the Education Complex, the CMC realized a 22% increase in patron traffic. This increase is also due to an effort to create a more welcoming and supportive atmosphere, expand student access to computers and technology, maintain relevant and current collections, and continue to provide outstanding customer service.

Orange County Public School's Transition-to-Work students continued to visit the CMC and perform College of Education duties over the past year. The Transition-to-Work program is designed to train physically and/or developmentally challenged students in job and communication skills. The number of students hosted by the CMC has grown from two at program inception to eight currently.

Interlibrary Loan lending increased slightly (2%) over last year for a total of 26,380. Borrowing also increased slightly (2%) to a total of 12,568.

The Libraries' Systems & Technology and Cataloging Services departments worked closely with the Office of Graduate Studies to implement electronic theses and dissertations. Over 75 were submitted during the first year in which submission in electronic form was optional.

Planning for a joint curriculum materials center to be located in the Brevard Community College/UCF Joint Library was underway during the year. The Brevard Educational Scholarship and Teaching (BEST) center should be operational in 2004/05.

Within the Central Florida area, CMC staff formed a partnership with SUNLINK to market services to teacher education students. An increasing number of teachers from area schools are also using the CMC's collections to supplement their classroom instruction.

The Libraries is the host of the *Guide to Florida Archives and Manuscripts Repositories*, an online directory of Florida repositories compiled in 1999 by Carla Summers through grants from the

Director's Overview (cont'd)

Florida Humanities Council, the Florida State Historical Records Advisory Board, and the Society of Florida Archivists. This guide is the only directory of Florida repositories available.

The Libraries participated in the UCF Continuity of Operations Program (COOP) and developed an emergency operations document for the Libraries as part of this program.

Working with the Office of Academic Affairs, the Libraries coordinated construction of the "Wall of Excellence," a recognition wall where universitywide awards for faculty and professional staff are displayed.

The Libraries received a certificate of appreciation for participation and partnership in the Federal Work Study Community Service Program from the Office of Student Financial Aid.

Kris Shrauger became head of Interlibrary Loan/Document Delivery Services in January 2004. Also joining our faculty this year were Catherine Steffens, whose status changed from adjunct to Cataloger Librarian (Cataloging Services), in September 2003; Elizabeth Konzak, University Archivist and Curator of Manuscripts (Special Collections), in January 2004; Renee Cole Montgomery, Reference/Outreach Librarian (Reference Services), in September 2003; Jason Martin, Reference Librarian (Reference Services), in October 2003.

Dr. Chang C. Lee, who served as University Archivist for over 16 years, retired in July 2003. Ellen Anderson, Rare Books Librarian, cut her phased retirement short when she decided to leave the university after only one year in May 2004. Anderson had served the Libraries for eight years, including acting as interim department head for the Special Collections Department. Winnie Tyler, Senior LTA, retired from the Interlibrary Loan/Document Delivery Services Department in May 2004 with over ten years of service.

Other notable contributions of our staff include Richard Harrison, who served as university Academic Affairs Senior Faculty Fellow during the 2003/04 academic year, and Pat Tiberii, Sr. LTA in ILL/DDS, who was named UCF Employee of the Month for April 2004.

Susan Creighton, Administrative Services, as team captain, led a group of 14 staff and faculty members who made up the UCF Libraries team for this year's American Cancer Society's Relay for Life. Among the many fundraising activities were bake sales, Tupperware and Pampered Chef parties, a penny raid, the 1st Annual Chili Cook-off, and chance drawings for items including a DVD player, gift certificates, and more. Members of practically every Libraries department participated in these events as well as the main event held on April 2-3, 2004. In anticipation of the upcoming traveling ALA/NLM Frankenstein exhibit, the Libraries' team this year was called "The Frankenberries." The original skit, *Cancer: Scary Tale to Fairy Tale*, featured Libraries staff and family members. With over 100 organizational sites competing, the Frankenberries received one of the Spirit Awards by raising over \$3500. Each team member was given a Relay for Life Bronze Club pin in recognition of their efforts. The team raised a total of over \$3,800 for the cause.

This overview can only touch on a part of the outstanding accomplishments of the UCF Libraries faculty and staff during the year. They have much of which to be proud. Detailed information follows in the departmental reports.

Barry B. Baker
Director of Libraries

HIGHLIGHTS of the YEAR in RETROSPECT

▶ Library Resources Allocation

2003/2004	2002/2003	2001/2002	2000/2001	1999/2000
\$5,030,670	\$5,501,054	\$5,101,297	\$5,670,840	\$5,173,020

▶ Selected Use in Electronic Access (full-text articles)

	EBSCOhost	MUSE Titles	ACS* Journals
2003/04	506,944	7,128	17,642
2002/03	460,873	4,418	13,634
2001/02	364,692	5,253	9,457
2000/01	317,732	3,364	4,988

*American Chemical Society

REPORT on DEPARTMENTAL GOALS for 2003/2004

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

Status quo was maintained for the 2003/04 year. At the end of the year and working with the new department heads of Collection Management and Special Collections, procedures were under discussion to improve gift processing.

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

Some success was made at identifying and purchasing lost books and other out of print materials. Additional staff time is needed to fully develop and implement this process.

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

Collaborated efforts with Circulation Services staff to identify and replace or remove the records for lost books. Over 800 replacement books were ordered, 728 have been received. Over 420 titles could not be ordered and their records were sent to Cataloging Services to be deleted.

▶ Continue transition to electronic access

Paper subscriptions to major publishers (Wiley and Kluwer) were cancelled with only online subscriptions maintained at a savings of \$22,000. The availability of many popular academic journal titles in full-text databases has reduced the use (and abuse) of the paper issues. 153 titles were identified as now being able to be

bound and the archival microform copy was cancelled at a savings of \$18,300. Identifying subscriptions at branches that are now online, and changing individual titles to online packages resulted in another \$28,000 in savings. University of Central Florida now has online access to all (with very few exceptions) titles published by Elsevier, Academic Press, Oxford University Press, Wiley, Kluwer, American Chemical Society, Association of Computer Machinery, American Mathematical Society, IEEE, MCB University Press, Institute of Physics, Sage Collections, Springer, and Blackwell (both science and humanities).

While some savings have resulted in the move to electronic access, the costs of electronic resources have been increasing even faster than the equivalent print. Web resources can be enhanced beyond what was possible in print. In 2000 Moody's printed information on U.S. public companies was replaced with the online Company Data Direct, the cost of print was \$7,500; the online cost was based on the number of concurrent users, for three users our cost was \$10,000. The services offered via this Web interface have grown to 14 different modules with information on U.S. and international companies, U.S. Security & Exchange Commission (SEC) filings, and annual reports. Information covers over 15 years and customized viewing and output is available. Users can also generate comparison reports on multiple companies and export the reports into standard software applications. These additional services and our need to add concurrent users (now five) have raised the cost to \$38,800 per year.

REPORT on DEPARTMENTAL GOALS for 2004/2005

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

Review periodicals check in and claiming, giving consideration to the fact that less paper issues are being received.

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

Acquisitions Services (cont'd)

Review and consult with other departments on the types of statistical reports produced and needed.

- ▶ Continue transition to electronic access.

Review and consult with Reference, branches, and Collection Management areas where the print duplication of online resources can be cancelled.

CHANGES in STAFFING

- ▶ Eric Heard, Senior LTA, resigned as monographic ordering and processing coordinator.
- ▶ Linda Seward, Senior LTA, assumed the monographic ordering and processing coordinator duties.
- ▶ Senior LTA position for Gifts and Exchange (previously held by Linda Seward) was transferred to Collection Management.

ADVANCEMENTS TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida

Continued increasing Internet resource access to provide course support to our students in different geographical areas

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

Through consortium participation, have been able to provide Internet access to a variety of scholarly research publication to fit the needs of the university's research programs.

- ▶ Provide international focus to our curricula and research programs

Became a depository library for the publications of the World Tourism Organization, located in Madrid, Spain.

- ▶ Become more inclusive and diverse

Encouraged staff to participate in diversity programs.

- ▶ Be America's leading partnership university

Collaborating with a vendor to develop an electronic journal management program.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ **Funding:** A consistent model of library funding for continuing support of current programs, ongoing support for new programs, and library resources at the branch campuses is urgently needed.
- ▶ **Space:** Space is needed for mail delivery, student assistants work area for pre-order searching, unpacking boxes, and processing materials.
- ▶ **Staff:** Additional staff is needed to track, coordinate, and provide statistical information for electronic journals, and for monographic ordering, especially out-of-print and media orders.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Jeannette Ward:

- Memberships: ALA, SELA, NASIG
- Committees:
 - Project coordinator for new LMS, Collections Resources Committee
 - Member of the UCF Electronic Theses & Dissertations
 - Member of the SUL/CMC and subcommittee on how to create and maintain a print archive of shared electronic journals
- Attended:
 - ALA, Midwinter, San Diego
 - ALA, Annual, Orlando

- ▶ Joe Bizon:

- University Archivist and Manuscripts Curator Search Committee.
- Supervisory Skills Series training.

- ▶ Tina Candela:

- Committees:
 - University Staff Council.
 - Florida State Employees' Charitable Campaign, November 2003.
- Attended ALA exhibits, June 28, 2004
- Training:
 - Two Faces of Interviewing, June 2004
 - Real Supervision: From Theory to Practice, January-March 2004
 - Achieving Award-Winning Service, October 2003
 - Fish! by Sue Habel, Volusia County Public Library, August 2003

Acquisitions Services (cont'd)

- ▶ **Katie Kirwan:**
- Relay for Life Committee
 - Training:
 - Preservation in Binding, Gainesville
 - Achieving Award-Winning Service, October 2003
- ▶ **Jamie LaMoreaux:**
- Committees:
 - Library evacuation team member
 - Staff Council representative
 - Traffic and Parking Committee advisor
 - St Pete Library Staff Conference, Exhibit committee
 - Relay for Life
 - Training:
 - Supervisory Skills class pt 2
 - Teamwork class
 - John Maxwell seminar
 - Volunteer:
 - Library info kiosk volunteer
 - Student orientation volunteer
 - ALA Volunteer
 - ALA scholarship volunteer
- ▶ **Susan MacDuffee:**
- Relay for Life Committee
 - Training:
 - Preservation in Binding, Gainesville
 - Achieving Award-Winning Service, October 2003
 - PowerPoint Workshop
 - Attended:
 - Librarianship Workshop, Library
 - Mentoring Breakfast, UCF
 - ALA, Orlando
- ▶ **Linda Seward:**
- Committees:
 - Library Book Sale (September and March)
 - Diversity Committee/Library, Diversity Week
 - Training:
 - Ergonomics Workshop, November 18, 2003
 - Real Supervision, February 11 - March 18, 2004
 - Accomplishing More/Time Management Workshop
 - Coping with Difficult People Workshop, March 31, 2004
 - Two Faces of Interviewing Workshop, June 24, 2004
- Attended:
- Diversity Week Breakfast, UCF
 - Ninth Annual Mentoring Breakfast, UCF, March 4, 2004
 - John T. Washington Luncheon, UCF, April 1, 2004
 - ALA, Orlando--June 28, 2004
- ▶ **Ann Valente:**
- Library Holiday Party Committee:
 - Training:
 - Leadership Excellence, Fall 2003
 - Real Supervision, Spring 2004
 - Excellence in Teamwork, Spring 2004
- ▶ **Debbie Weatherford:**
- Committees:
 - Relay for Life
 - IT&R Social
 - Training:
 - Preservation in Binding – Gainesville
 - Achieving Award Winning Service, October 2003
 - Train the Trainer
 - Attended ALA, Orlando, June 2004



Former UCF Libraries employee, **Jackie Toce** (left) and **Susan MacDuffee** (Binding) at the Mumford Books exhibits at the American Library Association Annual Conference in Orlando, June 2004, holding hands with "Woody," who is traveling the country visiting different libraries and library events.

Acquisitions Services (cont'd)

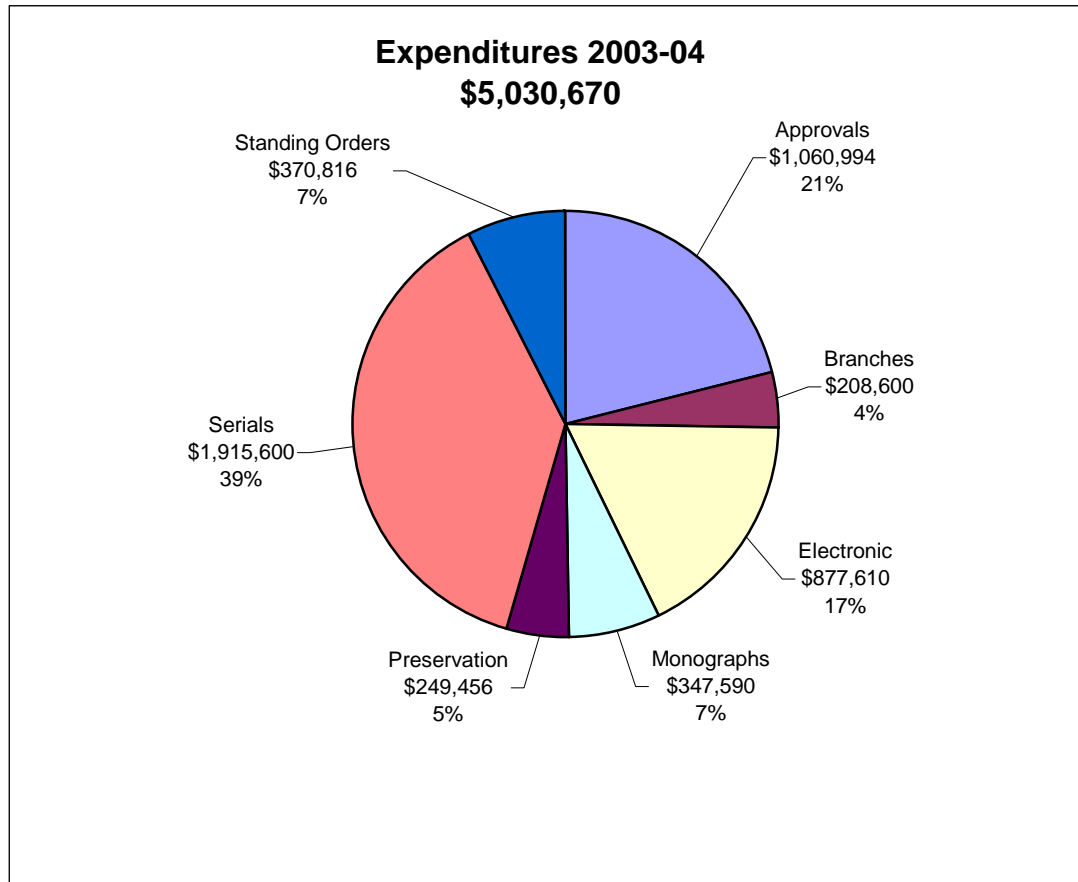
STATISTICS

Acquisitions Services
Table 1
Current Five Years

	2003/04	2002/03	2001/02	2000/01	1999/00
ITEMS RECEIVED					
APPROVALS	25,060	29,934	21,977	25,683	27,137
FIRM ORDERS	5,654	11,676	14,729	19,365	17,732
GIFTS	2,090	3,183	3,536	3,215	2,168
STANDING ORDERS	2,892	5,074	7,207	4,548	4,257
TOTAL	35,696	49,867	47,449	52,811	51,294
BOUND PERIODICALS	6,064	6,669	8,413	8,893	9,875
MICROFORMS					
Film	575	616	657	935	2,118
Fiche	47,403	44,372	52,058	91,209	54,207
TOTAL	47,978	44,988	52,715	92,144	56,325
PERIODICALS/SERIALS					
Main (Print)	4,429	4,659	4,790	4,716	4,624
CMC (Print)	15	15	14	13	
Rosen (Print)	97				
Brevard (Print)	187	190	197	238	238
Daytona (Print)	125	131	136	145	145
Newspapers	31	32	26	39	41
Serials	-	-		208	264
CD-ROMs	-	-		5	7
E-Databases	324	316	305	274	52
E-Journals	5,640	4,160	3,955	-3451	-2950
print+online	(1284)	(1478)	(1520)	(1377)	(946)
e-only	(4366)	(2682)	(2435)	2,074	2,004
Total Active Subscriptions	10,848	9,503	9,423	7,712	7,375
Ceased/Closed Periodicals	4,708	4,685	4,632	4,545	4,467
Total Periodical Titles	15,556	14,188	14,055	12,257	11,842

Acquisitions Services

Acquisitions Services
Chart 1



Acquisitions Services
Table 2
Percentage Comparison Current Five Years

	2003/04	2002/03	2001/02	2000/2001	1999/2000
TOTAL Expenditures	\$5,030,670	\$5,501,054	\$5,313,757	\$5,670,840	\$5,173,026
Approval	21	21	20	14	17
Branches	4	7	4	9	8
Electronic	17	13	11	15	8
Monographs	7	11	16	19	25
Preservation	5	5	6	4	4
Serials	39	36	36	33	31
Standing Orders	7	7	7	6	7

Acquisitions Services
Table 3
Regional Campuses

	Approvals	Monographs	Periodicals	Standing Orders	Binding/Preservations	Specials	TOTAL
Brevard	13,590	9,504	50,503	24,888	2,403	1,948	102,836
Daytona	35,097	1,003	22,932	5,056	0	0	64,088
Clermont	0	0	0	0	0	41,675	41,675
TOTAL	48,687	10,507	73,435	29,944	2,403	43,623	208,599

Acquisitions Services (cont'd)

Acquisitions Services
Table 4
Five-Year Expenditure History

	2003/04	2002/03	2001/02	2000/01	1999/2000
MONOGRAPHS	\$1,408,440	\$1,786,253	\$1,791,328	\$1,878,934	\$2,192,091
Approvals	1,060,994	1,176,201	995,760	799,993	890,290
Firm Orders	320,040	594,232	768,903	1,058,869	1,273,439
Replacements	27,406	15,820	26,665	20,072	28,362
SERIALS TOTAL:	\$2,274,268	\$2,379,641	\$2,777,221	\$2,956,580	\$2,319,934
Standing Orders	370,816	374,863	120,523	364,305	346,281
Periodicals	1,686,967	1,868,640	1,664,665	1,520,141	1,334,647
Periodicals Online	179,500	99,640			
Newspapers	13,681	14,775	14,410	12,776	12,408
Reference	23,304	21,723	396,063	199,188	189,308
BACK VOL/REPLACEMENTS	\$13,175	\$2,746	\$20,988	\$115,306	\$5,424
BACK VOL. MICRO	0	84	0	108,950	0
BACK VOL. PAPER	13,175	1,822	20,173	5,741	4,920
PER. REPLACEMENTS	0	840	815	615	504
ELECTRONIC	\$877,610	\$721,280	\$581,560	\$860,170	\$437,290
Periodical Databases	347,794	173,695			
Databases	430,447	453,052			
Back Vol. & Monographs	99,369	94,533			
PRESERVATION	\$250,980	\$251,473	\$282,402	\$239,588	\$224,414
MICROFORMS	61,975	73,141	63,198	51,554	38,339
Main	61,085	72,323	62,450	60,871	37,718
Brevard	890	818	748	683	621
BINDING	189,005	178,332	219,204	178,034	178,034
Main	187,493	173,775	214,460	174,776	184,404
Brevard	1,512	4,557	4,744	3,258	1,671
AREA LIBRARIES					
Brevard	\$100,434	\$195,916	\$172,473	\$266,591	\$249,383
Approvals	13,590	77,732	79,931	179,340	144,470
Firm Orders	11,452	42,866	26,795	28,852	40,710
Periodicals	50,504	50,322	53,210	48,293	54,603
Standing Orders	24,888	24,996	12,537	10,106	9,600
Daytona	\$64,088	\$122,259	\$56,885	\$213,841	\$181,780
Approvals	35,097	87,870	24,786	170,520	127,800
Firm Orders	1,003	4,280	1,578	2,088	8,697
Periodicals	22,932	25,222	25,814	35,970	40,355
Standing Orders	5,056	4,887	4,707	5,263	4,928
Clermont	\$41,675	\$38,488			
Pre-Payments	\$0		\$212,460		
TOTAL	\$5,030,670	\$5,501,052	\$5,295,515	\$5,670,840	\$5,173,026
UCF prorated share of:					
FCLA Funding	452,389	\$298,914	\$308,038	\$453,522	\$421,175
DLLI (FirstSearch)	*	*	\$112,500	\$112,500	
TOTAL	\$5,483,059	\$5,799,966	\$5,716,053	\$6,236,862	\$5,594,201

*DLLI funding now part of FCLA funding.

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 Libraries' 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 resources coordination including hiring, payroll, facilitating faculty searches, staff training and development, liaison with UCF Human Resources, and 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

- Coordinated design, construction and opening of the Universal Orlando Foundation Library at Rosen College, a significant new direction for the library. The expectation is that this facility will grow in reputation to become a nationally known research library in the field of tourism and hospitality.
- Coordinated logistical planning for an architectural study on expansion and renovation possibilities for the main library. The rebuilt library, as envisioned in the plan, will provide a greatly enhanced university learning community.
- Developed a library emergency operations document as part of the UCF Continuity of Operations Program (COOP).
- Negotiated a contract with UCF Business Services to assume oversight of the library photocopier program. Migrated to the UCFCard for public photocopying and printing.



Library Administration Staff: Back Row (left to right): Meg Scharf, Cynthia Kisby, Kerry Wilson, Barry Baker, Selma Jaskowski, Frank Allen, Tim, Ryan; Front Row (left to right): Lorena Gomez-Sanchez, Nelisa Sánchez, Parri Bolinger, Raynette Kibbee, Diane Clark, and Susan Creighton

Administrative Services (cont'd)

- Assisted with coordinating construction of the "Wall of Excellence," a recognition area that houses universitywide awards for faculty and professional staff.

► Fiscal and Budget:

- Continued transition to UCF Financials, a PeopleSoft accounting system.
- The library has significantly stepped up use of the procurement (credit) card (PCard), which contributes to operational efficiency.

► Human Resources and Staff Development:

- The staff development office facilitated 30 programs to enhance library staff ability to provide library services. UCF Ergonomics and Identity Theft were among the most popular.
- Saved approximately \$89,600 in OPS money by facilitating FWS hiring.
- Received a certificate of appreciation for participation and partnership in the Federal Work Study Community service Program from the Office of Student Financial Aid.
- Conducted 11 faculty, A&P, or adjunct searches.
- Customized staff development sessions including specialized content to meet specific needs. Examples include inviting Tim May, Chief Learning Officer for TPM Enterprises, LLC, to speak to Department Heads and presenting the Central Florida Library Cooperative (CFLC) Fish! program for Circulation Services. Scheduled follow-up practice sessions to enhance applied learning.
- Investigated and documented program requirements and communicated with applicants regarding Librarian Exchange with the University of West Indies.



President John C. Hitt (center) with **Barry B. Baker** (Director of Libraries – left) and **Terry Hickey** (Provost - right) at the dedication of the Wall of Excellence, April 19, 2004

► Facilities (including Copy Services, Shipping & Receiving):

- Worked closely with UCF Business Services to phase in the UCFCard for library vending. Coordinated installation of new public and staff copiers.
- Improved purchasing of general office supplies by using PCard and the Internet.
- Began processing of surplus equipment through the online surplus system.

► Front Administrative Office

- Created and maintained a log for building and telecommunications work requests.
- Codified and documented procedures, timeframes, and practices for in-house telephone and address directories.
- Precipitated the cleanup and reorganization of the Staff Lounge bulletin boards.

Administrative Services (cont'd)

REPORT on DEPARTMENTAL GOALS for 2003/2004

- ▶ Facilitate smooth opening of the new Universal Orlando Foundation Library at Rosen College. **Accomplished**
- ▶ Provide the highest of level of personnel support to assist the Libraries in reaching its goals. Examples included:
 - Helping to articulate Libraries' goals and strategies to all employees. *Used eight-part video program to discuss UCF Libraries values; conducted seven new-student "service standards" sessions, fall 2003.*
 - Identifying competencies for success. *Brought in organization design consultant for customized assessment of library staff. Facilitated faculty promotion process activities: FACRL program topic in fall 2003; joined LPAC as ex-officio member. Assisted an unofficial Promotion Interest Group with discussions on How to do a Poster Session 6/12/03, and Reengineering Rejected Proposals 8/4/03.*
 - Linking staff development programs to specific library competencies and goals. *Special consultations on unique issues for three new department heads (Rosen, ILL, Special Collections). Arranged for CFLC customer service training.*
- ▶ Successfully adopt new UCF Financials system. Modify library procedures where necessary. **Made progress in creating new forms and procedures within the new accounting system.**
- ▶ Go out for bid for new photocopy contract. **Accomplished**
- ▶ Fully develop the Library Patrol program. **Ongoing**
- ▶ Implement a new supply reply system, informing departments of backorders and out of stock items. **Ongoing**
- ▶ Track and quantify building/facilities/communications activities. Develop a monthly summary report. **Accomplished**

DEPARTMENTAL GOALS for 2004/2005

- ▶ Conduct a staff satisfaction survey (General).

- ▶ Continue planning for library expansion/renovation (General).
- ▶ Finalize construction/renovation of space on first and fifth floors for Special Collections (General).
- ▶ Revise goals and mission statement for Library Administrative Services (General).
- ▶ Put student-hiring information on library Web pages or Intranet. (Human Resources).
- ▶ Assist in documenting procedures related to funding of staff development, possibly on Web page. (Human Resources).
- ▶ Re-establish a travel training session for library faculty and staff (Fiscal).
- ▶ Finalize and write up procedures of new Fiscal Office duties regarding copy services and Circulation revenues (Fiscal).
- ▶ Organize, update, weed, & redesign Intranet Web pages (Front).
- ▶ Coordinate with the Archivist to determine policies and procedures for collecting, organizing, and maintaining library memorabilia, e.g., minutes, photos, reports, etc. (Front).
- ▶ Rework and redesign supply reply system (Supplies/Mail).
- ▶ Implement supply reorder system, highs and lows. (Supplies/Mail).
- ▶ Fully develop customer service procedures for new copier/printing program (Copier/Patrol office).
- ▶ Further refine responsibilities of Library Patrol (Copier/Patrol office).

CHANGES in STAFFING

- ▶ Jennifer Krolowitz, Office Assistant, accepted a promotion to Office Manager, Reference Services, which became effective January 2004. Krolowitz was a member of the Library Administration team for nearly two and a half years.
- ▶ Nelisa Sánchez joined Library Administration as Office Assistant in June 2004.
- ▶ Tracey Rousseau joined Library Administration as Fiscal Assistant (part-time) in May 2004.
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ADVANCEMENTS TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida
Hired 23 Federal Work Study students in fall 2003, 31 in spring 2004, 15 for summer. Assisted new Rosen Library department head

Administrative Services (cont'd)

with position descriptions, interviewing, hiring, and staff orientation. Presented two customized training sessions by request.

- ▶ Provide international focus to our curricula and research programs
 - The library hires significant numbers of international student employees.
 - The library is finalizing plans for a short-term scholar/librarian exchange with the University of the West Indies.
 - Investigating and documented program requirements, communicating with applicants to achieve short-term scholar/librarian exchange with the University of West Indies.
- ▶ Become more inclusive and diverse
 - Library administration employees assisted in planning for Diversity Week activities, fall 2003.
 - Developed a transgender awareness in-house curriculum to strengthen staff awareness.
- ▶ Be America's leading partnership university
 - The Universal Orlando Foundation Library provides outreach to the tourism and hospitality industry.
 - Library staff are significant volunteers and contributors to the Florida State Employees Charitable Campaign (FSECC) and the American Cancer Society Relay for Life Campaign.
 - Support other library units such as Cataloging Services and Reference Services in efforts to recruit to the profession and provide internships for library science students.
 - The library mail/receiving staff facilitate document delivery to partnering academic libraries and the Central Florida business and professional community.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ Update/Renovate main library facility:

The existing main library facility is not an optimal environment for learning and for preservation of materials. It experiences poor lighting, insufficient seating, insufficient group study areas, uninspiring décor, water leaks from both the roof and air handlers, poorly operating air conditioning (which threatens the print collection), inadequate

instruction rooms (too small), insufficient creature comforts now considered essential to a 21st century library, and lack of space for an expanding collection.

- ▶ Better performance recognition system:

It is difficult to provide financial rewards for USPS employees who consistently do an outstanding job. Similarly, the disciplinary process requires so much documentation and so many warnings that employees rarely experience negative consequences for failure to comply with policies or standards.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Frank Allen
 - Continued as editor, *The Southeastern Librarian*. Published four issues in 2003/2004.
 - Chair, American Library Association (ALA) Chapter Relations Editors Interest Subcommittee
 - Secretary, LAMA Using Measurement Data for Planning, Evaluation and Communications Committee, 2003/2004
 - Program Co-Chair, "Got Data Now What? Utilizing Assessment Results as Power Tools in Your Library," ALA preconference, June 25, 2004, Orlando, Florida
 - Program Chair, "The Florida Travels of William Bartram and Andre Michaux: Garden in the Wilderness," October 2003. The program consisted of an "Evening with the Authors," book signings, and a field trip on Saturday to Blue Spring State Park.
 - Principal investigator, \$1,600 grant from the Florida Humanities Council to underwrite the Bartram/Michaux program "Garden in the Wilderness."
 - Invited speaker, "Getting Started with Book Reviews," annual conference of the West Virginia Library Association, December 2003
- ▶ Barry Baker
 - Served as Member:
 - Executive Council, Association of Caribbean University, Research, and Institutional Libraries (ACURIL)
 - Executive Board, Southeastern Library Association
 - ALA, Library Administration and Management Association, Publications Committee

Administrative Services (cont'd)

- ALA, Library Administration and Management Association, Committee on Organization
 - Association of Southeastern Research Libraries Board
 - Florida Library Network Council
 - Florida Library Services and Technology Act (LSTA) Advisory Council
 - State University Libraries (SUL) ALEPH Implementation Steering Committee
 - Editor, "Technical Services Report" in *Technical Services Quarterly*
 - Editorial Board, *ACURILEANA* (electronic journal)
 - Chair, Budget Committee, Southeastern Library Association
 - Chair, Nominating Committee, Southeastern Library Association
 - Chair, ACURIL Academic Libraries Special Interest Group
 - Rapporteur, session on Digital Library of the Caribbean, ACURIL XXXIV, Port of Spain, Trinidad and Tobago
 - Moderator, "Distance Learning in the Caribbean," ACURIL XXXIV, Port of Spain, Trinidad and Tobago
- ▶ **Parri Bolinger**
- Training:
 - ProCard training, UCF, 7/15/03
 - Travel Basics, UCF, 7/17/03
 - Advanced Travel, UCF, 7/24/03
 - PeopleSoft Off-Line Intra-Unit Journals, UCF, 8/11/03
 - PeopleSoft Basic Query Reports, UCF, 10/30/03
 - ABC's of Diversity, UCF, 12/8/03
 - Excel Level 1, Florida Center for Library Automation (FCLA), 3/17/04
- ▶ **Diane Clark**
- People Soft Asset Management training
 - Entertainment Chairman for UCF Leadership Committee for Relay for Life
- ▶ **Susan Creighton**
- Captain of ACS Relay for Life
 - Member of the library Diversity Week Committee
 - Representative for the FSECC campaign.
 - Presented five information sessions on various student employment issues.
 - Training:
 - People Soft ProCard training
 - FWS Community Service workshop
 - PAF class
- Notary Public Review
 - MS Power Point
 - MS Excel
- ▶ **Janet Girard**
- Training:
 - HR Professional Fees, UCF, 8/20/03
 - UCF Financials Workshop: Budget Position, UCF, 11/14/03
 - UCF Identity Theft Workshop: Better Perspective on PCard and Personal Security, UCF, 3/4/04
 - Cost Reduction Strategies for Today's Business Environment, Lorman Educational Services, 3/29/04
 - MBA Guide to Excel 2002 - Professional Education Services (self study), 12/03
 - Essentials of Accounts Payable - Professional Education Services (self study), 12/03
- ▶ **Raynette Kibbee:**
- Member:
 - Web Implementation Committee
 - DAG (ex-officio)
 - Director of Library Development Search Committee
 - Training:
 - Designing for the Web, 07/14/03-8/8/03, ARL Online Lyceum Course
 - Student Hiring Workshop Update, 07-15-03, Library
 - Cross-Cultural Communications, 07-22-03, Diversity Initiatives, UCF
 - Online Customer Support, 07-23-03, CDWS, UCF
 - Managing Language Diversity, 08-25-03, Diversity Initiatives, UCF
 - Interviewer Certification, 04-07-04, Human Resources, UCF
 - Graphics Standards Town Meeting, 04-13-04, University Marketing, UCF
 - Attended reception for Judi Ring, State Librarian, 08-13-03, Orlando Public Library
 - Won Candy Basket for most suggestions for Quick Reference Guide for New University Employees, 11-14-03, Human Resources, UCF
- ▶ **Cynthia Kisby**
- President, Florida Association of College & Research Libraries (FACRL). Assisted with fall 2003 meeting; planned spring 2004 meeting; and planning fall 2004

Administrative Services (cont'd)

- Secretary, Florida Library Association (FLA) Planning Committee
 - Presented "Two Faces of Interviewing" at Council on Library/Media Technicians 37th Annual Conference. Consulted as paid facilitator for FLA Board Visioning Retreat.
 - Attended: FLA, FACRL, ALA, and 16 library or campus training sessions
- ▶ **Tim Ryan:**
- UCF Entertainment Committee for 2004 Relay for Life First Aid course, August 2003
 - CPR course, March, 2004
- ▶ **Kerry Wilson:**
- Member
 - UCF Employee of the Month Committee
 - Representative to UCF Staff Council, 2002-2004; Co-Chair, Entertainment Committee
 - Relay for Life, Libraries skit cast member
 - Training
 - Macromedia Dreamweaver I and II, CFLC
 - Student hiring procedures, Library workshop

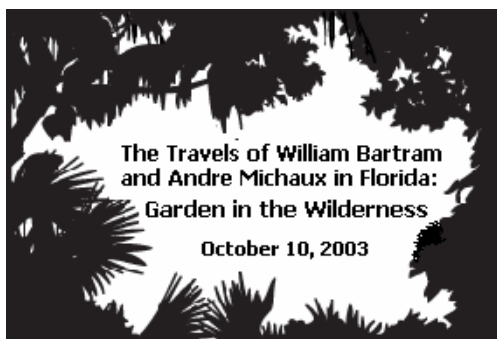
STATISTICS

Administrative Services
Table 1
Human Resources

	FY 03/04	FY 02/03	FY 01/02	FY 00/01
FWS Students	69	52	23	4
Employee Turnover				
Hired	14 (7 faculty)	18 (3 faculty)	16 (2 faculty)	21 (4 faculty)
Separated	10 (3 faculty)	11 (2 faculty)	15 (2 faculty)	14 (2 faculty)
Staff Programs				
Video & discussion	8	0	20	31
Guest presenters	29	30	23	29

Financial statistics begin on page 83 of this report.

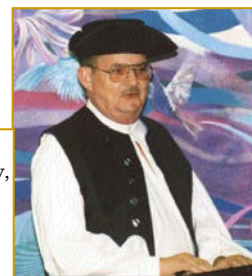
Frank R. Allen
Associate Director, Administrative Services



Walter Taylor (left), **Frank Allen** (center), Associate Director, Administrative Services, and **Charles Spornick** (right) at Blue Spring State Park as part of the Bartram & Michaux program



Barry Baker (left), Director of Libraries, **Dr. Michael Gannon** (center), Distinguished Service Professor Emeritus, University of Florida, and **Dr. Charles D. Spornick** (right), Coordinator, Beck Center for Electronic Collections, Emory University Libraries



Dr. Walter K. Taylor (right), professor of Biology, University of Central Florida, in costume as André Michaux.

HIGHLIGHTS OF THE YEAR IN RETROSPECT

This was an exciting and challenging year for Cataloging Services with the incorporation of large additional projects: (1) opening day collection for LSCC/UCF South Lake campus, (2) opening day collection for Rosen, (3) incorporation of the majority of the Institute for Simulation and Training (IST) collection into the library, and (4) digital projects. These, plus the electronic resources and pre-ALEPH maintenance/authorities work, took front and center for the department workflow. These added a lot of extra planning and time management to the normal workflow.

► Cataloging:

Prepared for the outsourcing of the donation of a Russian collection that will arrive in Cataloging in fall 2004.

The 741 IST documents required skilled facilitation to meet the needs of all parties involved between IST and the various library departments.

Rosen transfers and new materials for the January opening day comprised a lot of fall semester. Staff from other departments participated in various aspects of the preparation of these materials.

BCC/UCF presented Cataloging Services with additional gift books to catalog for the Cocoa campus. LSCC/UCF opening day collection began at the end of 2002-2003 with the most challenging aspect being adequate delivery to LSCC. Also the addition of another permanent location increased the responsibility of Cataloging Services and provided a chance to revisit the workflow for greater efficiency.

Negotiations began for a number of large gift collections that were cataloged in 2003-2004 or were in preparation cataloging for 2004-2005. Some of those were: Hartman engineering collection; School of Film and Digital Media Film Collection – feature films in formats such as laser disks, VHS, DVD; and the Florida Film Festival collections.

Digital projects increased with the conversion of Central Florida Memory (CFM) to Dublin Core and Library of Congress Subject Headings (LCSH); partnering with Florida Electronic Library in the test phase for data harvesting; IST; and Electronic Theses and Dissertations (ETDs).

Representative cataloger and interns participated as mentees in ALCTS/CCS Committee on Education, Training and Recruitment for Cataloging (CETRC).

► Facility:

Space considerations continue to be a challenge each year as Cataloging Services expands its services and adds temporary staff. This year LIB 307 was added to the department when Jack Webb's assignment was changed to reporting to Cataloging Services. Plans to convert group study room LIB 508 to office space for Catherine Steffens, the newest cataloger librarian, began during the latter part of the academic year.

Carpet issues continued to plague the department. In addition to the mold and environmental issues, another concern arose this year. Theory has it that drastic changes in humidity cause the carpet to have a ripple effect. This poses a hazard to employees who work in or come to LIB 502. The problem became so bad that the carpet ripped open exposing more environmental contaminants and required duct tape to seal the frayed seams.

Additionally the department was exposed to the residuals of the mold outbreak in Special Collections. The materials given to Cataloging Services to catalog or for bibliographic maintenance caused a lot of employee absence in the department due to overexposure to contaminants. This impeded the planned progress toward completing a larger portion of the Special Collections and Archives materials and other this year.

► Organization:

More extensive training for Catherine Steffens began with plans for the pre-ALEPH unlinked government documents project. Initial training was begun for her future government documents cataloging assignment.

More planning took place to facilitate the cataloging of Special Collections, Archives, and state and federal government documents materials.

A lot of research went into the recommendation to CFM for the conversion of the local metadata to national standards. Once the standards were selected, the learning curve began for ContentDM and the Acquisitions Station software. Many

Cataloging Services (cont'd)

subject and other access points were converted to facilitate ease of access for the user. The organization chart and planning documents were posted in the department as a point of reference for staff and others as planning for future needs is done.

Eda Correa along with Burak Ogreten streamlined workflow and refined the training modules for students and other new employees. This included adding critical components to the student work routine with the Library of Congress copy cataloging.

► Staffing:

Catherine Steffens joined the department with a status change from cataloger adjunct to 1.0 FTE instructor librarian.

Increased hours began from May – June 2004 for three OPS staff level positions. Cataloging Services continued to successfully use the services of graduate volunteers. Interns from Florida State University (FSU) and University of South Florida (USF) greatly assisted the department with special projects. Staffing continued on weekends for special projects such as the retrospective cataloging for Florida Solar Energy Center (FSEC).

Interns from USF (Nuria Curras) and FSU (Karen MacArthur) performed much needed projects for the department, and the opportunity provided excellent experience for the graduate students. Various cataloger librarians participated in the mentoring of the graduate students.

Several student staff members were hired to work solely on the pre-ALEPH maintenance/authorities projects directed by Jeanne Piascik. The copy cataloging student staff was reduced this year due to students leaving for internships, co-op opportunities, and FWS students running out of funds.

► Partnerships:

Cataloging Services worked closely with other library services such as Circulation, Acquisitions, Interlibrary Loan/Document Delivery, and Rosen to prepare for the Rosen opening day. Kimberly Montgomery prepared search strategies for Rosen staff to assist them in locating potential transfer materials.

Cataloging Services worked with the regional campuses during their conversion to ALEPH by holding cataloged materials/records until each campus could handle the regular workflow. Reference and time critical materials were

handled with special routing. Cataloging for LSCC/UCF's opening day collection required cooperation with LSCC staff and Mem Stahley to bring the collection to fruition. Lyn Case and intern, Nuria Curras, facilitated a retrospective cataloging and create holdings project to provide access to UCF regional campus journals. The OCLC holdings symbol project was completed for regional campuses with the assistance of SOLINET and FCLA.

Cataloging Services participated in partnerships with other CFM institutions with grant writing, expanding the consortia organizational structure, and recataloging digital resources using Dublin Core and LCSH.

Another large digital partnership project was electronic theses and dissertations (ETDs). This required partnership with campus Graduate Studies, Library Systems & Technology, and FCLA. During the summer 2004 semester Cataloging Services began negotiations with FCLA to map the information provided by the graduate student into a MARC record that would then require cataloger intervention before completion. Kimberly Montgomery and Eda Correa worked as a team with FCLA to bring the automated cataloging part of the project to fruition.

Catherine Steffens, as adjunct and as instructor librarian, facilitated the implementation of the IST project. She supervised the incorporation of the collection via digital and paper formats into WebLUIIS. Included in the task was work on allied issues such as copyright and security classification. Via IST, Catherine worked with various governmental agencies to determine the classification of materials thus determining their release in a public collection.

Participation with Central Florida Library Cooperative (CFLC) included Linda Sutton serving on the Board of Directors, departmental librarians participating in the Cataloging Interest Group, and the department serving as a resource for other libraries and institutions in the region on cataloging issues.

A lot of cooperation took place with Collection Management first with Milton Wolf, then also incorporating Jack Webb's skills as antiquarian librarian. Cataloging Services contributed sections to the Collection Development Handbook. A closer look was taken regarding procedures for duplicates, withdrawals, replacements, and issues

Cataloging Services (cont'd)

in antiquarian collection building. Training and introductory handouts were provided for Nelsy Livingston during her initial employment in Gifts & Exchange. In addition Cataloging Services conducted a training session for collection development librarians.

Planning began on the training sessions for Serials staff to learn the new AACR2r chapter 12 standards and for the Acquisitions Department's training on the use of Connexion. These will also be offered on a space available basis for other library staff in 2004-2005.

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REPORT on DEPARTMENTAL GOALS for 2003-2004

Priorities for Action (PFA), Operational Objectives (OO), & Goals Accomplished 2003-2004

► **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 regularly scheduled 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 (*initial steps completed by intern*)

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 (*continuing*)

OO 2: Develop performance standards for USPS positions; encourage the development of individual work goals by USPS and OPS staff (*continuing*)

OO 3: Continue goal setting by the librarians as part of the letter of assignment and evaluation processes (*all librarians set goals and demonstrated progress towards goals*)

OO 4: Continue to work with Library Administration to develop a formula by which to assess the space needs per employee in accordance with the growth factors and national or regional standards (*reviewing on regular basis; projections for*

future; added two non-contiguous office spaces and developed plans for a second)

OO 5: Increase the statistical analysis of the department activities, i.e., routine monthly statistics and projects (*accomplished initial goal; continue to refine process*)

OO 6: Review local practices more intensely in preparation for the implementation of ALEPH and for better patron service (*accomplished additional preparation; beginning last phase of clean-up*)

► **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; began more digital projects; continued to provide access to large donated research collections*)

OO 2: Continue to provide bibliographic access to electronic resources (*continued to catalog new titles and review maintenance on previously cataloged titles; continued one USPS, one part-time OPS, and one volunteer staff; plans to add adjunct librarian in 2004-2005*)

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 clients to balance their needs with the demands of the department workload and the rapid growth of the library.

OO 1: Facilitate with all clients for greater understanding of each other's needs in their particular setting (*continuing; added LSCC South Lake service*)

OO 2: Modify the "field trip" concept of intra-library education as devised by the department in the mid-1990s; include Cataloging Services staff visiting other departments (*put on hold due to pre-ALEPH activities; encouraged individuals to "shadow" department staff to learn more*)

OO 3: Continue the librarywide training begun in 2001 by the department to create a greater understanding of Cataloging Services and its processes (*preparing training for Chapter 12, Connexion; conducted training for Collection Management*)

Cataloging Services (cont'd)

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

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

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

PFA 3: Provide retrospective cataloging for FSEC materials.

OO 1: Resume the retro-conversion project as funds are available (*continued adjunct, USF grad student*)

OO 2: Continue to establish item records for previous holdings (*hired UCF graduate student*)

OO 3: Provide original cataloging for retro-conversion project materials as needed (*continued adjunct; plans to hire additional adjunct in 2004-2005*)

► **Technology:** Incorporate appropriate emerging technologies into the workflow to provide efficient, effective services to Cataloging 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; developed applications*)

OO 2: Continue to analyze and revise as necessary the workflow in relation to the application of these new technologies (*continuing; many improvements; planning for ETDs*)

OO 3: Continue to use current technologies to prepare LUIS database for transfer to ALEPH (*in last phase*)

OO 4: Have departmental access to permanently assigned laptops with appropriate cataloging software (*received and using regularly*)

OO 5: Work with Systems & Technology and Library of Congress (LC) to provide better access to cataloging tools such as *LC Cataloger's Desktop* (*problems continued; should be resolved with the new Web version*)

OO 6: Work with Systems & Technology to provide more timely service, completion of work orders, and more connectivity available for additional PCs on third and fifth floors. (*improved response time*)

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

OO 1: Continue to employ template to make cataloging more efficient and accurate for appropriate materials (*continuing to use for theses and dissertations, provisional, “not in OCLC”*)

OO 2: Continue to use the global change feature to handle authorities functions, with emphasis on the ALEPH implementation (*continuing for pre-ALEPH 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 and Florida Library Association (FLA) (*continuing*)

OO 3: Continue discussion with OCLC to improve services to the area campuses (*resolved*)

OO 4: Offer internships and/or field study opportunities (*sponsored three interns*)

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

OO 6: Add NACO partnerships (*submitted application for Florida NACO Funnel; implementation delayed due to ALEPH STP (Switch to Production) at University of Florida*)

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

OO 1: Revisit the plan to work with Book Wholesalers, Inc (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 OCLC Custom Cataloging to provide cataloging for materials needing certain expertise.

OO 1: Continue contract for foreign language materials and music scores; adding Russian language to the former (*continuing*)

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

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

OO 1: Continue to work with the Libraries' documents librarian to implement the retro-conversion of older U.S. documents as funds become

Cataloging Services (cont'd)

available (*one volunteer for e-maintenance; added govdocs cataloger at end of 2004*)

OO 2: Work with library documents to qualify for proposed national project for shared cataloging of pre-1976 federal documents (*in process*)

OO 3: Work with library documents unit to link all unlinks, create items for MARCIVE records (*continuing; made great strides this year*)

- ▶ **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 departmental meetings with the most appropriate staff conducting the training for all (*accomplished*)

OO 2: Continue informal training within the workflow (*accomplished with increased new staff and revised procedures*)

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

OO 4: Continue to work on a strong commitment and accountability by all staff (*accomplished; adding OPS position to facilitate quality control*)

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 Libraries' growth.

OO 1: Continue to review the descriptions during the year to be revised each fall semester (*accomplished*)

OO 2: Continue to review the letters during the year to be revised during academic year if needed (*continuing*)

OO 3: Work on adding needed staff (*requested; added one librarian; plans to add public service librarian on partial assignment; increased Webb's hours in Cataloging; added interns and volunteers; added some staff OPS hours*)

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

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

OO 1: Continue to work with Library Administration to plan for a contiguous workspace more conducive to the

workflow, comfort, efficiency (*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 properly cleaning of the older materials prior to their receipt in Cataloging (*continuing advocacy*)

OO 3: Continue to work with Library Administration and the university regarding air quality in the department (*continuing*)

OO 4: Provide new carpet to replace the water-damaged carpet, which has caused breathing and allergy problems for several employees (*impacted by budget restraints; still having water leaks in LIB 502; additional carpet damage due to humidity changes*)

CHANGES IN STAFFING

- ▶ Continued Linda Sobey as adjunct original cataloger for the FSEC retrospective cataloging project.
- ▶ Continued Mary Fran Schmidt as the OPS staff cataloger for the FSEC retrospective cataloging project.
- ▶ Continued Jack Webb's partial assignment in Cataloging Services; changed Webb's assignment in April 2004 to reporting to Cataloging with secondary assignment in Collection Management.
- ▶ Continued Claire Leonard and Ginny Farmer, Libraries retirees, as OPS staff catalogers.
- ▶ Employed Karen MacArthur, FSU graduate student, as volunteer with e-resources cataloging; changed her status to graduate intern for two projects – non-print materials, authorities, monographs.
- ▶ Continued Nuria Curras, USF graduate student, as OPS staff cataloger for e-resources; changed her status to graduate intern for serials retrospective cataloging project for regional campuses.
- ▶ Continued Catherine Steffens as adjunct cataloger for IST project; changed her status in September 2004 to instructor cataloger librarian to complete the IST project and begin the government documents, archives assignments.

Cataloging Services (cont'd)

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida
 - Continued to streamline workflow to provide faster access to materials
 - Participated in three cataloging outsourcing agreements – TechPro, MARCIVE, SOLINET/netLibrary. Increased access to electronic and digital resources, research materials, foreign language materials, educational realia, media
 - Revised workflow, procedures, and training modules; added more OPS staff hours, volunteer, graduate interns
- ▶ Achieve international prominence in key programs of graduate education and research
 - Continued to streamline workflow to provide faster access to materials; added more OPS staff hours, volunteer, graduate interns
 - Participated in three cataloging outsourcing agreements – TechPro, MARCIVE, SOLINET/netLibrary
 - Increased access to electronic and digital resources; research, foreign language, media, and special collections materials
 - Participated in campus process to convert to electronic theses and dissertations
 - Worked with Collection Management to provide access to large collections; continued adjuncts to perform their original cataloging
- ▶ 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
- ▶ Become more inclusive and diverse
 - Diversity in staffing - student, USPS, faculty employees, interns
 - Cataloged diverse materials requiring additional skills
- ▶ Be America's leading partnership university
 - Worked in cooperation with State University Libraries (SUL) and FCLA on:
 - CAGER to provide access to the Florida Heritage Collection's digitized resources and to electronic resources
 - Technical Services Planning Committee, Authorities Sub-Committee, State

Indexing Committee – all emphasizing ALEPH conversion

- Participated in the ALEPH preparation plans with SUL, community colleges
 - Continued participation in NACO; expanding participation with UF Floridiana funnel project
 - Served on the CFLC Board
 - Participated in Central Florida Memory digital project with Orange County Library System, Orange County Regional History Center, Rollins College, and Museum of Seminole County History; converted metadata to Dublin Core, controlled vocabulary to LCSH; participated in Institute for Museum and Library Services (IMLS) grant writing
 - Serve as cataloging resource for documents grant proposal
- ▶ Regional campus activity:
- Continued delivery of service to regional campuses, adding LSCC
 - Performed retrospective cataloging project to add regional campus/UCF journal records and holding in LUIS
 - Conversion project to correctly apply OCLC symbol on UCF's regional campus holdings
 - Serve as cataloging resource for BCC, UCF, Brevard District Schools grant proposal
- ▶ Other:
- Adding new opening day collection for Universal Orlando Foundation Library at Rosen College and LSCC/UCF
 - Established template for FCLA to use in converting data into LUIS format
 - Completed 80% of IST project
- ▶ Strategic Directions
- Using technology to achieve the pre-ALEPH preparation of LUIS
 - Converting to Dublin Core
 - Continued cooperative efforts with IST, FSEC, CFM projects; agreement with Center for Research and Education – Optics & Lasers (CREOL) to incorporate collection; retro government documents project
 - Continue motivational campaigns to challenge department in reaching goals, especially with pre-implementation

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ Need for unified space large enough to reorganize department into work teams for efficiency and increased emphasis on specific knowledge areas;

Cataloging Services (cont'd)

- added LIB 508 and LIB 307 as office space – increased widespread supervision
- ▶ Need for additional staff with high technology skills in specialized subject, format areas
 - ▶ Environmental issues remain – moldy, torn, and rippled carpeting
 - ▶ Lack of adequate number of printers and copiers in LIB 502; no copier in LIB 321.
 - ▶ Continued to have materials receipt problems (e.g., incorrect or no flags, incorrect information provided, incomplete or inaccurate INNOPAC entries, etc). that created workflow impediments.
 - ▶ Continued to increase in e-resources subscriptions with no additional staff to handle
 - ▶ Staff shortages for all the responsibilities and details necessary to operate the department and meet our current mission, library goal of ARL status, add more electronic and digital resources, pre-ALEPH preparation
 - ▶ Not receiving advisory information regarding e-resources or physical materials in time to meet deadlines, especially with Florida Heritage Project (FHP)
 - ▶ Conversion to Connexion only half complete due to OCLC label program problems

- Excel Level I – Schmidt, Steffens
- FACRL Fall Workshop – Piascik, Sobey
- FCLA:
 - Annual Meeting – Sutton
 - ALEPH Authorities Meeting - Piascik
 - Indexing and Authorities Meeting – Montgomery
- FLA:
 - Annual Conference – Case, Correa, Piascik, Sobey, Steffens, Sutton
 - FLA Leadership Orientation – Correa
- Flash MX Class – Healy
- Getting Started with OCLC Connexion Client – Piascik
- GroupWise Training – Schmidt, Steffens
- Identity Theft – Abulencia, Crist, Parulan, Santiago
- LCSH for Beginners - Dvorecky, Farmer, Hadlock, Ogreten, Schmidt, Steffens
- Learning LC Classification – Curras, Dvorecky, Farmer, Hadlock, Ogreten, Schmidt, Steffens
- Making the Connexion – Correa, Montgomery, Ogreten, Sutton
- Metadata for Digitization and Preservation – Case, Steffens
- PCard Class – Parulan
- PowerPoint – Case
- Promotion and Tenure Workshop (UCF) – Correa
- Real Supervision: From Theory to Practice (Library) - Correa
- Seminar of the Acquisition of Latin America Materials (SALALM) – Correa
- SFX Information Workshop (Library) – Correa, Schmidt, Steffens
- SOLINET Electronic Serials Cataloging Workshop – Case
- SOLINET Workshop for Metadata for Digitization & Preservation – Steffens
- Stress Management - Piascik
- Successful Searcher in Connexion – Correa, Montgomery, Steffens, Sutton
- Workplace Violence - Piascik

ACCOMPLISHMENTS OF FACULTY AND STAFF

▶ Training/Staff Development:

- AACR & MARC for Print Serials – Correa
- ABCs of Diversity – Brown, Curras, Dvorecky, Hadlock, Schmidt, Steffens
- Access Level I – Steffens
- Achieving Award-winning Service – Brown, Curras, Dvorecky, Hadlock, Ogreten, Schmidt, Steffens
- ALA Annual Conference – Abulencia, Case, Correa, Crist, Dvorecky, Johnson, Montgomery, Parulan, Piascik, Sobey, Steffens, Sutton
- ALA Midwinter Conference – Case
- ALA ALCTS “Back to the Future” Pre-conference – Case
- ALA ALCTS CETRC mentoring program - Steffens
- ALA-GODORT Pre-Conference – Steffens
- CFLC Copy Cataloging Class – Brown
- Dream Weaver MX Level 1, 2 & 3 – Healy
- Electronic Serials Cataloging - Case
- Environmental Health and Safety in the Office - Steffens
- Ergonomics in the Workplace Workshop – Steffens

▶ Degree seeking:

- Jacqui Johnson
- Karen MacArthur
- Mary Fran Schmidt
- Nuria Curras

▶ Professional memberships:

- American Association for Law Libraries (AALL) - Sobey
- ALA – Case, Correa, Montgomery, Piascik, Sobey, Steffens, Sutton

Cataloging Services (cont'd)

- ALCTS – Case, Correa, Montgomery, Piascik, Sobey, Steffens, Sutton
- Council of Regional Groups - Case
- Reforma - Correa
- FLA – Case, Correa, Montgomery, Piascik, Sobey, Steffens, Sutton
- OnLine Audiovisual Catalogers (OLAC) – Piascik
- Southeast Association for Language Learning Technology (SEALL) – Sobey
- Special Libraries Association (SLA) - Sobey
- ▶ **Trainers (departmental):**
 - Departmental - Correa, Ogreten, Piascik, Smith, Sutton
 - Intern mentors - Case, Correa, Montgomery, Piascik
 - Library mentor - Correa
- ▶ **Presentations/Creative Works:**
 - “Chapter 12” – department presentation – Case, Montgomery
 - “Command search on WebLUIIS and old LUIS” – guide created for non-Cataloging library departments – Montgomery
 - “Connexion introduction” - department presentation - Piascik
 - ETD template - for automated conversion of data to MARC – Correa, Montgomery
 - “Handbook for Developing Metadata Records” - Sutton
 - “Stress Primer” – FLA Technical Services Interest Group; presenter – Sutton; panelist - Case
 - “Who wants to be a million dollar collection development librarian?” – training developed by Case, Correa, Montgomery, Piascik, Steffens, Sutton, Webb; presented by Piascik, Sutton, Webb to Collection Development librarians
- ▶ **Service:**
 - Adviser to Head Start librarian in Pennsylvania – Piascik
 - Adviser to Florida Agricultural and Mechanical University (FAMU) School of Law Library regarding NOTIS, OCLC and special applications - Piascik
 - Adviser to Orlando Museum of Art library - Sutton
 - ALA Annual Conference
 - ALA ALCTS Exhibits booth volunteer – Sobey, Sutton
 - FLA exhibits booth volunteer - Sobey
 - Local Arrangements volunteer – Piascik, Schmidt, Sobey, Sutton,
- ALA Council of Regional Groups, Florida representative - Case
- Central Florida Memory
- Cataloging/Metadata Working Group - Sutton
- CFLC:
 - Board of Directors - Sutton
 - Cataloging Interest Group – Case, Correa, MacArthur, Montgomery, Piascik, Sobey, Steffens, Sutton
 - CFLC Government Documents Interest Group – Steffens
- Collection Development, assistant to Film liaison – Case
- Collection Development:
 - Committee – Case, Montgomery, Sutton, Webb
 - CRC – Montgomery, Webb
- Collection Resources Committee (CRC) - Montgomery
- Director’s Advisory Group (DAG) – Case, Correa, Smith
 - Chair, Elections Committee - Correa
- Diversity Committee (Library)
 - Diversity Week Chair – Correa
 - ERG, Chair - Montgomery
- ETD Committee (UCF) - Sutton
- Exhibits Committee (Library) – Case
- Faculty Senate Ethics Committee participant - Steffens
- FCLA:
 - Authorities Subcommittee – Piascik
 - CAGER – Montgomery
 - FHP – Case, Montgomery
 - Indexing Task Force – Montgomery
 - MARCIVE liaison – Sutton
 - netLibrary – Sutton
 - Technical liaison – Piascik
 - TSPC – Sutton
- FLA:
 - Annual Conference, Volunteer – Sobey
 - Technical Services Interest Group, Chair – Case
- Florida State Employees’ Charitable Campaign (FSECC) – Case, Smith
- Index Medicus enhancement project - Webb
- NACO-AV Funnel representative - Piascik
- OCLC, SOLINET liaison - Piascik
- Universal Orlando Foundation Library:
 - Planning Committee – Sutton
 - Search Committee – Correa
- UCF Bookstore Advisory Committee – Correa
- UCF Professional Development Committee – Case
- UFF:
 - FEA delegate - Correa
 - Senator - Correa

Cataloging Services (cont'd)

Cataloging Services
Table 1
Cataloged Materials: Titles 2003 – 2004

PRINT TITLES	ADDED	DELETED	MEDIA TITLES	ADDED	DELETED
Orlando	33,615	909	Orlando		
Brevard	1,824	20	Cassettes/Audio Tapes	3	6
Curriculum Materials Center	636	721	CDs (Music)	68	13
Daytona	1,624	77	CD-ROMs	20	12
Florida Solar Energy Center	274	147	DVDs	154	4
Lake Sumter	792	0	Phono records	3	5
Rosen	2,640	50	Realia	3	0
OUTSOURCED			Slides	2	1
TechPro	505	0	Video recording	322	73
YBP	40	1	16 mm film	1	0
TOTAL PRINT TITLES	41,950	1,925	<i>Sub-total</i>	0	0
ELECTRONIC			Curriculum Materials Center		
Government Documents	219	0	Activity Card	2	0
Journals	650	7	Cassettes/Audio Tapes	12	8
Monographs	642	0	CDs (Music)	14	5
netLibrary	10,300	0	CD-ROMs	34	12
TOTAL ELECTRONIC TITLES	11,811	7	Chart	1	0
MICROFORM TITLES			DVD	5	0
Microfilm			Games	4	15
Orlando	41	1	Laserdiscs	0	4
Microfiche			Maps	2	0
Orlando	248	2	Media Kit	2	18
TOTAL MICROFORM TITLES	289	3	Models	4	1
U.S. GOV'T. DOC. TITLES			Multimedia	0	16
Cataloged	116	51	Phono records	0	2
Outsourced (MARCIVE)	10682	0	Pictures (Posters)	7	0
TOTAL U.S. GOV'T. DOC. TITLES	10,798	51	Realia	12	1
GRAND TOTAL	64,848	1,986	Slides	0	2
			Toys	7	0
			Video recordings	33	8
			<i>Sub-total</i>	139	92
			BCC/BCP		
			DVD	2	0
			Video recordings	5	0
			<i>Sub-total</i>	7	0
			DBC		
			CD-ROMs	0	2
			<i>Sub-total</i>	0	2
			LSCC		
			CD Music	2	0
			CD ROMs	14	0
			DVD	1	0
			Video	2	0
			<i>Sub-total</i>	19	0
			ROSEN		
			CD Music	27	0
			<i>Sub-total</i>	27	0
			GRAND TOTAL	768	208

Cataloging Services (cont'd)

Cataloging Services
 Table 2
 Cataloged Materials: Volumes 2003 - 2004

PRINT VOLUMES	ADDED	DELETED
Orlando	38,677	1,796
Brevard	2,372	95
Curriculum Materials Center	1,000	2,187
Daytona	1,662	110
Florida Solar Energy Center	704	222
Lake Sumter	919	0
Rosen	3,857	50
OUTSOURCED		
TechPro	583	0
YBP	42	0
TOTAL PRINT VOLUMES	49,816	4,460

ELECTRONIC	ADDED	DELETED
Government Documents	0	0
Journals	12	3
Monographs	658	0
netLibrary	10,300	0
TOTAL ELECTRONIC VOLUMES	10,970	3

MICROFORM VOLUMES	ADDED	DELETED
Microfilm		
Orlando	59	0
Microfiche		
Orlando	1,687	2
TOTAL MICROFORM VOLUMES	1,746	2

U.S. GOV'T. DOC. VOLUMES	ADDED	DELETED
Cataloged	283	47
Outsourced (MARCIVE)	10,682	0
TOTAL U.S. GOV'T. DOC. VOLUMES	10,965	47

GRAND TOTAL	73,497	4,512
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MEDIA VOLUMES	ADDED	DELETED
Orlando		
Cassettes/Audio Tapes	22	12
CDs (Music)	221	21
CD-ROMs	45	12
DVDs	272	6
Phono records	4	5
Realia	1	0
Slides	2	1
Video recording	609	96
16 mm film	1	0
<i>Sub-total</i>	1,177	153

Curriculum Materials Center	ADDED	DELETED
Activity Card	2	0
Cassettes/Audio Tapes	16	8
CDs (Music)	24	13
CD-ROMs	175	19
Chart	1	0
DVD	6	0
Games	5	15
Laserdiscs	0	5
Maps	2	0
Media Kit	5	21
Models	5	1
Multimedia	0	39
Phono records	0	2
Pictures (Posters)	7	0
Realia	12	1
Slides	0	2
Toys	9	0
Video recordings	82	14
<i>Sub-total</i>	351	140

BCC/BCP	ADDED	DELETED
DVD	1	0
Video recordings	16	0
<i>Sub-total</i>	17	0

DBC	ADDED	DELETED
CD-ROMs	0	4
<i>Sub-total</i>	0	4

LSCC	ADDED	DELETED
CD Music	5	0
CD ROMs	15	0
DVD	1	0
Video	15	0
<i>Sub-total</i>	36	0

ROSEN	ADDED	DELETED
CD Music	31	0
<i>Sub-total</i>	31	0

GRAND TOTAL	1,612	297
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Cataloging Services (cont'd)

Cataloging Services
Table 3
5-Year Comparison
Titles Cataloged - All Locations

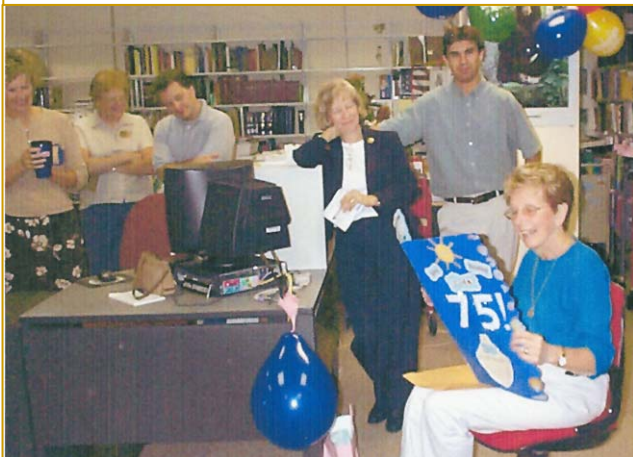
	2003/04	2002/03	2001/02	2000/01	1999/00
Print	64,848	57,043	61,404	76,911	44,296
Non-Print	768	1,472	1,591	1,705	2,838
Total	65,616	58,515	62,995	78,616	47,134

Cataloging Services
Table 4
5-Year Comparison
Volumes Cataloged - All Locations

	2003/04	2002/03	2001/02	2000/01	1999/00
Print	73,497	77,807	65,758	78,755	51,117
Non-Print	1,612	2,724	2,742	2,865	2,374
Total	75,109	80,531	68,500	81,620	53,491



In September 2003, long-time Cataloging Services employee, Claire Leonard, turned 75. Seen here celebrating with (above left to right) Letty Abulencia, Nuria Curras, Alice Crist, (below l to r) Ginny Farmer, Mary Fran Schmidt, Patrick Hadlock, Catherine Steffens, and Burak Ogretin. Leonard was hired as a full-time USPS employee in 1983, retired in 1997, and returned as a part-time OPS employee in spring 1999.



Cataloging Services
Table 5
2003-2004 Highlights

AUTHORITIES/BIB MAINTENANCE HIGHLIGHTS	
Barcodes (damaged, missing)	437
Change format	103
Duplication of disks	19
Holdings	3,303
Labels (corrections, damaged, missing)	5,715
Location change	5,595
MARC fields	132,167
NACO	0
Rebinds	1,707
Replacements	1,319
Review of Bib maintenance request	4,864
Transfers	2
Unlinked	597
Other	25,691
Total	181,519

CATALOGING HIGHLIGHTS	
Authorities	2,870
Browsing books	33
MARC fields	12,712
OCLC error reports	23
Original cataloging, new, derive	371
Priorities	0
Provisionals	0
Other	10,432
Total	26,441

Linda J. Sutton
Head, Cataloging Services

Circulation Services

HIGHLIGHTS OF THE YEAR IN RETROSPECT

The year was relatively uneventful for the department in terms of changes or new services. Levels of demand remained unchanged from last year, and the public desks were able to provide satisfactory service despite small reductions in the scheduled hours for part-time staff. The unfortunate reduction in book purchases because of budgetary constraints did relieve some of the growth pressure on the book stacks, and the recent innovations in the unit's organization continued to prove effective and efficient. Inevitably, some tweaking of procedures in all areas resulted from staff suggestions and produced good results. One new notice service to the patrons was introduced for the spring semester. Circulation Services began mailing faculty and staff Courtesy Reminder notices 30 days before their books become due at the biannual fixed due dates. This gives patrons the opportunity to renew the items without going through the usual cycle of overdue notices.

Everyone in the department contributed to the process of getting the Universal Orlando Foundation Library at Rosen College open and operating in December, either by training Rosen staff in circulation computer procedures, or by participating in the physical tasks of staging, transporting, and shelving of the book collection being transferred to the new library building. The department head participated in the planning for their circulation operations and the development of procedures for inter-campus sharing of materials.

The Periodicals/AV service desk continued to be the busiest service desk due to the demand for laptop computers and the use of Media Reserve, and in spite of a change in the delivery of FEEDS. Following a change of format to CD-ROM last summer, the program quickly made another move to exclusively providing their service through streaming video. To support this delivery system, the department now provides ten dedicated PCs. Users still need to check out headsets at the desk.

REPORT on DEPARTMENTAL GOALS for 2003-2004

Monitoring the collection growth on the fourth floor revealed that the entire P call number section of ranges was fast becoming full. To meet this need, a major shift was begun in January with the goal of compressing the Q to QE sections, replacing carrels in three locations with new shelving ranges, and freeing up 1,000 additional shelves for use in the P ranges. At year's end, the project was halfway to the goal, and shifting as far as the most crowded area of the PT ranges was completed.

The stacks on the other floors continued to benefit from the shifting done in previous years and were able to absorb the collection growth with only minor adjustments in a few areas.

DEPARTMENTAL GOALS FOR THE YEAR 2004/2005

- ▶ Continue to monitor collection growth and plan book shifting, furniture relocation, and shelving installation to meet and anticipate needs.
- ▶ Complete the relocation of the department's shelving inventory to the new storage room located adjacent to Special Collections on the first floor.

CHANGES IN STAFFING

One position in the Circulation Desk Unit night shift became vacant during fall and was awaiting reclassification at the end of the fiscal year. A second night shift vacancy was filled in January.

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ▶ 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.

Circulation Services (cont'd)

► Become more inclusive and diverse

The department continued its practice of hiring minority and international students and staff. 20% of the employees in the department were from these two groups.

ACCOMPLISHMENTS of FACULTY and STAFF

► Roger Simmons

- Served on the Evacuation Team, Gifts Committee, and the Continuity of Operations Planning for the Library (COOP) committee.
- Served on the UCF Safety Committee.
- Served on the SUS Circulation Subcommittee.
- Attended Staff Development workshops:
 - Ergonomics
 - Performance Appraisals
 - Creative Skills for Job Burnout
 - Real Supervision Series
 - Effective Networking.
- Participated in University Development activities:
 - Diversity Breakfast
 - Washington Scholarship Awards.

► Department Staff

- All department staff attended FISH session.
- Other Staff Development training

opportunities and staff who participated include:

► Stacey Allen:

- Training:
 - Supervisory Skills Series
 - Workplace Violence
 - Interrupting Bigotry
 - Two Faces of Interviewing
 - Communication and Team Building
 - Stress Management
 - Relaxation Techniques
 - Star Series Recognition
 - Accomplishing More
 - Ergonomics
 - Multicultural Conflict Resolution
 - Habits for Effective Leaders

► Mary Gladding:

- Training:
 - Relaxation Techniques
 - Crisis Coping Skills
 - Notary Public Update

► Megan Humphries:

- ALA Annual Conference
- Training:
 - Say What You Mean
 - Multicultural Conflict Resolution
 - Habits for Effective Leaders
 - Workplace Violence
 - Stress Management



Cast of the UCF Libraries' Relay for Life skit, "Cancer: Scary Tale to Fairy Tale": (left to right) Nakia Randell (Circulation), Megan Humphries (Circulation), Kerry Wilson (Copy Services), Ramona & Nelsy Livingston (Gifts & Exchange), and Hal Mendelsohn (Reference)

Circulation Services (cont'd)

STATISTICS

The use of library materials during the year showed a mixed bag of increases and declines, although the most significant number, use of the General Collection books, reflects little change from last year. Reserve usage declined by 23%, a large change that illustrates the recent rapid growth in the use of electronic reserves. The reserve numbers would be even smaller if they did not include headset use, which is now being counted as a reserve item. The other sizable change, a 15% reduction in the number of items shelved is less easy to explain, although declines in acquisitions of new titles can account for a portion of this change. This decline is a continuation of the trend begun last year.

Circulation Services
Table 1
Circulation Statistics

	2003/2004	2002/2003	2001/2002	2000/2001	1999/2000
ITEMS CIRCULATED:*					
Audiotape Tour	86	168	525	1,209	1,287
A-V, Music, Videos	48,039	42,768	37,824	35,731	33,921
Browsing	2,271	2,475	2,390	2,265	2,565
Documents, Maps	1,081	1,309	1,250	1,876	1,850
General Collection	344,795	342,454	313,187	285,607	265,463
Microfiche	149	113	80	105	108
Reserves	77,120	100,471	97,888	80,880	78,537
Group Study Room Keys	12,184	11,941	11,088	12,341	12,107
Headsets	54	8,781	14,486	11,644	8,839
Laptop Computers	16,347				
TOTAL ITEMS CIRCULATED	502,126	510,480	478,718	431,658	404,677
ITEMS SHELVED	285,226	335,363	397,639	391,012	394,595
BILLS PROCESSED:					
Fines	14,287	14,041	14,769	13,197	10,324
Books	4,214	3,926	3,643	4,348	3,426
TOTAL BILLS	18,501	17,967	18,412	17,545	13,750
OVERDUES	15,233	15,449	15,093	14,367	14,356
PATRON COUNT	1,002,873	1,019,978	886,752	898,266	911,537

*Includes circulation statistics for Curriculum Materials Center and the Universal Orlando Foundation Library.

Circulation Services (cont'd)

Circulation Services
Table 2
Circulation by Patron Type

	2003/2004	2002/2003	2001/2002	2000/2001	1999/2000
PATRON TYPE					
Undergraduate Students	263,382	271,544	259,758	231,149	223,505
Graduate Students	133,424	131,327	122,390	112,120	101,214
Faculty	39,942	36,726	33,716	32,548	30,737
Staff	12,794	15,154	11,447	10,015	11,009
Alumnae	5,767	7,490	7,326	5,568	3,714
Special Borrowers:					
Affiliate	4,125	8,465	11,391	6,929	5,424
Courtesy	11,825	12,330	10,394	10,867	7,788
Associate/Subscriber	8,481	8,143	6,923	6,757	5,718
Library Charges:					
Interlibrary Loan	13,707	13,384	9,422	9,850	9,625
Binding	6,422	2,912	2,750	1,985	1,695
Other	2,257	3,183	3,201	3,870	4,248
TOTAL ITEMS CIRCULATED	502,126	510,658	478,718	431,658	404,677

Circulation Services
Table 3
Circulation by Charge and By Renewal

	2003/2004	2002/2003	2001/2002	2000/2001	1999/2000
Total Items Charged	327,286	341,438	338,068	304,493	307,858
Renewals	174,840	169,220	140,650	127,165	96,819
Total Charges & Renewals	502,126	510,658	478,718	431,658	404,677
Renewals as % of Charges	53.4%	49.6%	41.6%	41.8%	31.4%

Roger Simmons
 Head, Circulation Services

Collection Management

HIGHLIGHTS of the YEAR in RETROSPECT

Four major committees were established in order to rationalize the process of building a quality research library:

- Collection Resources Committee
- Collection Development Policy Committee
- Committee for Establishing Guidelines for Faculty Library Representatives,
- Committee for Developing Criteria for Evaluation of Collection Development Librarians.

Three dedicated collection development librarians were selected to fill the crucial role of Team Leaders:

- Richard Harrison, Humanities & Social Sciences
- Peter Spyers-Duran, Health & Sciences
- Terrie Sypolt, Business & Education

The Team Leaders work closely with collection development librarians to coordinate the assignment and completion of: New Program Proposals, Program Reviews, Accreditation Reports, and Collection Development Policies.

Jack Webb was invited to join the Collection Management Department in the role of Antiquarian Librarian and bibliographer. Webb's expertise and knowledge of the Libraries' collection is invaluable to Collection Management.

The Gifts & Exchange unit became a part of the Collection Management Department in late May. Nelsy Livingston was selected as the Gifts Senior Library Technical Assistant (LTA).

REPORT on DEPARTMENTAL GOALS for 2003-2004

- ▶ Collection Development Policies for each subject area were written and will be posted to the library Web site in the near future.
- ▶ All faculty representatives were named by August 25, 2003 and congratulatory letters sent to each department.
- ▶ Monthly Collection Management meetings were scheduled.
- ▶ The minutes of the Collection Management Committee were posted on the Library Intranet, on G:/Share and KNIGHTLINE.
- ▶ Individual meetings were held with each collection development librarian in order to

calibrate thoughts on collection management issues, goals and expectations.

The Collection Management Committee continued to meet, discuss, and evaluate the evolving roles of collection development librarians, as we move toward building a research library collection.

The Faculty Resolution Subcommittee emerged from the Collection Management Committee led by Peter Spyers-Duran as Chair. The Faculty Resolution Subcommittee created an important proposal resolution addressing concerns about new scholarly communications. The resolution will be presented to a Faculty Senate subcommittee for review.

Three productive subcommittees were formed to write manuals, handbooks, and establish evaluation criteria in conjunction with LPAC Guidelines.

- ▶ The Collection Development Manual Committee by Terrie Sypolt, Chair, completed the manual, which is currently being edited.
- ▶ The Criteria for Evaluation Committee formed the Collection Development Evaluation Task Force headed by Peter Spyers-Duran, Chair. The task force completed a guide for the criteria for collection development librarian evaluation.
- ▶ The Faculty Representatives Committee was formed. Shellie Foss chaired the committee. The Committee met a few times to discuss guidelines for faculty representatives, without a conclusive outcome.

Two additional important ongoing committees were formed to review the gifts procedures and to evaluate electronic resources:

- ▶ The Gifts Committee headed by Milton T. Wolf, Chair, discusses and evaluates gifts.
- ▶ The Collection Resources Committee (*formerly known as the Electronic Resources Committee*) led by Athena Hoepfner, Chair, meets every three weeks to discuss and evaluate the ongoing library resource needs.

Report on DEPARTMENTAL GOALS FOR 2004/2005

- ▶ Continue to strive to meet and exceed the President's Five Goals.
- ▶ Continue toward the advancement of UCF Libraries attaining ARL status.

Collection Management (cont'd)

- ▶ Distribute the Collection Development Handbook to collection development librarians.
- ▶ Place the Collection Development Handbook on the Libraries' Web site.
- ▶ Provide each funded department with a copy of their Collection Development Policy.
- ▶ Place the Collection Development Policies on the Libraries' Web site.
- ▶ Prepare and distribute the Library Faculty Representative Handbook.
- ▶ Place the Library Faculty Representative Handbook on the Libraries' Web site.
- ▶ Provide training for collection development librarians as needed.
- ▶ Streamline and improve the Gifts & Exchange operation.

CHANGES in STAFFING

Collection Management assumed the operations of Gifts & Exchange in late May 2004. Nelsy Livingston accepted the Senior LTA position in Gifts & Exchange.

Jack Webb joined Collection Management in a part-time capacity. Webb works 45% of his time in Collection Management as the Antiquarian Librarian assisting to develop the collection and the other 55% in Cataloging Services.

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida

The library continues to select and acquire materials to support and enhance the undergraduate curricula. Electronic Resource access was increased to support students' academic and research needs. The library continues to select and acquire materials to support graduate academic curricula and research.

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

Materials selected for the collection present comprehensive research and global views.

- ▶ Provide international focus to our curricula and research programs

Materials selected for the collection present comprehensive research and global views.

- ▶ Become more inclusive and diverse

Materials were selected and acquired that support multi-cultural education and diversity. New acquisitions include Latino Literature <http://www.alexanderstreet.com/products/lali.htm> and American Film Scripts Online <http://www.alexanderstreet.com/products/afso.htm> collections.

- ▶ Be America's leading partnership university

The university libraries subscribe to numerous electronic resources and continuously enhance our research collection with new titles. We are subscribing to many electronic resources through consortia agreements with ASERL, FCLA, SUS Libraries, and the Florida Distance Learning Initiatives.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Among others, the acquisition of the Evans Collection has been cited as one that would increase our research capacity significantly.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Milton T. Wolf

- Organized development of a UCF Libraries Collection Development Policy.
- Created the Collection Resources Committee to promote quality library acquisitions across all disciplines and all formats of information.
- Created the Collection Development Handbook for Collection Development (CD) Librarians. The CD Handbook is in the final editing stages.

- ▶ Jack Webb

- Appointed Antiquarian Librarian to help guide and focus those participating in the overall effort to build quality library collections.
- Webb has already impacted the bibliographic quality of library materials added to UCF Libraries.
- Provided guidance in the reorganization of Gifts & Exchange.

Collection Management (cont'd)

- ▶ **Andrea Von Jares**
 - Created Program Review and New Program Proposal Indexes.
 - Presented an INNOPAC Information Access training session on May 27, 2004.
 - Participated in various library-training programs during the year.
- ▶ **Nelsy J. Livingston**
 - Joined Collection Management as the Gifts Senior LTA on May 21, 2004.
 - Assisted with the reorganization of Gifts & Exchange.
 - Participated in various library-training programs during the year.

STATISTICS

Collection Management
Table 1
New Program Proposals Completed 2003/04

New Program Proposals	Funding Request	Date
Biomedical Engineering – M.S. Prepared by Peter Spyers-Duran	\$59,300 (3 years)	Feb-04
Economics – Ph.D. Prepared by Peter Spyers-Duran	\$93,000 (3 years)	Jul-03
Marriage & Family Therapy (Counselor Ed) – M.S. Prepared by Terrie Sypolt	\$19,193 (3 years)	Aug-03
Nonprofit Management – M.A./M.S. (online) Prepared by Allison King	\$ 3,720 (1 year)	Jul-03

Collection Management
Table 2
Summary of Expenditures 2003-2004

Serial Expenditures	\$1,915,600
Approval Program	\$1,060,994
Electronic	\$877,610
Monographs (Firm Orders)	\$347,590
Standing Orders	\$370,816
Area Campuses	\$208,600
Preservation	\$249,459
TOTAL	\$5,030,669

UCF Libraries employees showing support for the American Cancer Society's Relay For Life at the UCF Arena. April 2-3, 2004



Barry Baker (Director) and his wife Janette



Selma Jaskowski (Systems & Technology) and her son, Paul



Tim Bottorff (Rosen) and his wife Kerri



Eda Correa (Cataloging) and her mom



Sue Creighton (Administration) and her husband Jim

RELAY FOR LIFE ↓ AFFAIR

Collection Management (cont'd)

Collection Management
Table 3
Program Reviews Completed 2003/04

Program Review	Prepared By	Date
Advertising/Public Relations - B.A.	Richard Harrison	Sep-03
Aerospace Engineering – B.S.A.E., M.S.A.E.	Ven Basco	Jun-04
Anthropology - B.A.	Meredith Semones	Sep-03
Applied Anthropology - M.A.	Meredith Semones	Sep-03
Applied Experimental & Human Factors - Ph.D.	Donna Goda	Sep-03
Civil Engineering – B.S.C.E., M.S.C.E., Ph.D.	Ven Basco	Jun-04
Clinical Psychology - M.A., Ph.D.	Donna Goda	Sep-03
Communication - M.A.	Richard Harrison	Sep-03
Criminal Justice - B.S/B.A., M.S.	Donna Goda	Sep-03
Economics – B.A.	Peter Spyers-Duran	Sep-03
English-G.E.P., M.A.	Cheryl Mahan	Oct-03
Environmental Engineering – B.S.V.E., M.S.V.E., Ph.D.	Peter Spyers-Duran	Jun-04
Environmental Engineering – M.S. (Track)	Peter Spyers-Duran	Jun-04
History - B.A., M.A.	Donna Goda	Sep-03
Humanities - B.A.	Richard Harrison	Sep-03
Industrial & Organizational Psychology -M.S., Ph.D.	Donna Goda	Sep-03
Industrial Engineering – B.S.I.E., M.S.I.E., Ph.D.	Ven Basco	Jun-04
Industrial Engineering – M.S. (Multiple Tracks)	Ven Basco	Jun-04
Interpersonal Communication (Speech) - B.A.	Richard Harrison	Sep-03
Journalism - B.A.	Richard Harrison	Sep-03
Legal Studies - B.S/B.A.	Donna Goda	Sep-03
Materials Science & Engineering – M.S.M.S.E, Ph.D.	Peter Spyers-Duran	Jun-04
Mechanical Engineering – B.S.M.E., M.S.M.E., Ph.D.	Ven Basco	Jun-04
Organizational Communication - B.A.	Richard Harrison	Jun-04
Philosophy - B.A.,	Richard Harrison	Sep-03
Psychology – B.S/B.A.	Donna Goda	Sep-03
Political Science – B.A., M.A.	Linda Colding	Sep-03
Public Administration - B.A., M.P.A.	Linda Colding	Sep-03
Radio & Television - B.A.	Richard Harrison	Sep-03
School Psychology -Ed.S., M.A, M.Ed, Ph.D.	Terrie Sypolt	Sep-03
Sociology - B.A.	Meredith Semones	Sep-03

Milton T. Wolf
 Head, Collection Management

Curriculum Materials Center

Through access and circulation of professional education materials, the Curriculum Materials Center's (CMC) primary purpose is to support teacher education students at the University of Central Florida. Other UCF faculty, staff, and students, and area teachers and community patrons are encouraged to use the facility and its collections.

HIGHLIGHTS of the YEAR in RETROSPECT

With the completion of building construction and renovation, and the subsequent return of classes, faculty, and students to the Education Complex, the motto for the unit this year could only be "We're back, and better than ever!" Anticipating increased use of the facility and its collections, CMC staff administered and analyzed a patron survey, evaluated our unit mission and position responsibilities, and resolved to revamp, revise, and otherwise raise our service to a whole new level.

With this fresh perspective, the unit realized a 22% increase in patron traffic the past year, far surpassing even the previous highest year (in which 95 instruction sessions were offered to over 2,000 students). This increase in use is due to more than just the building reopening; it is also directly attributable to a deliberate plan to create a more welcoming and supportive atmosphere, expand student access to computers and technology, maintain relevant and current collections, and provide outstanding patron service.

Interestingly, as the unit focused its efforts on internal performance improvement, a number of external relationships also developed. Two notable accomplishments include an extended professional relationship with SUNLINK, where both facilities worked to establish collaborative delivery of instruction, and the provision of SUNLINK-sponsored assistive software for the Universal Access workstation. In another area, the unit worked with UCF faculty to acquire a significant mathematics textbook donation from Florida textbook publishers involved in the textbook review process.

Of course, looking at the unit's operating and circulating statistics for the past year, and looking forward to supporting College of Education-driven initiatives the coming year, staff decided to change

the CMC motto to "We're back, and **busier** than ever!"

REPORT on DEPARTMENTAL GOALS for 2003-2004

▶ Staffing:

- Review and update the Departmental Procedure Manual. *Implemented*
- Review and update all LTA position descriptions. *Implemented*
- Encourage staff to attend relevant training sessions, conferences, and other developmental opportunities. *Implemented*

▶ Collections:

- Continue to perform a deep review of collections to identify candidates for withdrawal, repair, and to mark expensive items in the collections. *Implemented*
- Write a collection development policy delineating procedures for selection and management of various collections. *Implemented*
- Focus on acquiring teaching materials in a variety of languages to reflect diversity of languages spoken in area schools. *Not funded*
- Approach entities such as the Office of International Studies and grants-funded Education initiatives to build connections and collections in targeted areas. *Ongoing*

▶ Marketing and Outreach:

- Continue to host Orange County Public Schools Transition-to-Work students. *Implemented*
- Seek opportunities to support university and education graduate students by attending meetings and participating in governance of UCF Graduate Student Association and Education Doctoral Students Association. *Implemented*
- Consult with identified area schools to increase their media center's services to students. *Ongoing*

▶ Services:

- Add additional circulating laptops. *Implemented*
- Create user aids on use of equipment. *Ongoing*
- Administer patron survey. *Implemented*
- Write a collection development policy delineating procedures for selection and

Curriculum Materials Center (cont'd)

management of various collections.
Implemented

DEPARTMENTAL GOALS FOR 2004-2005

- ▶ Staffing:
 - Institute a comprehensive student training program as the unit relies heavily upon student assistants as service providers.
 - Implement planned leave guidelines for the unit.
 - Reinitiate staff cross training to ensure smooth operation in the event of absences.
- ▶ Collections:
 - Focus on acquiring teaching materials in a variety of languages to reflect diversity of languages spoken in area schools; emphasize multicultural acquisitions.
 - Approach entities such as the Office of International Studies and grants-funded Education initiatives to build connections and collections in targeted areas.
 - Deselect mathematics textbooks that are worn or outdated.
- ▶ Marketing and Outreach:
 - Continue to pursue a collaborative working relationship with SUNLINK representatives that will culminate in increased media center usage by students.
 - Create, distribute, and analyze results of a faculty survey regarding unit services.
 - Write and distribute unit newsletter to faculty.
- ▶ Services:
 - Update the education Web tutorial.
 - Assist and support College of Education LiveText implementation (electronic portfolio software).
 - Create unit report for NCATE teacher education program reaccreditation review.
 - Develop and validate the Project SAILS-supported information literacy assessment instrument for education students.

CHANGES IN STAFFING

Nicole Sotak replaced Sarah Modesitt in August 2003.

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida
 - Staff sought and facilitated the donation of over 1,200 mathematics and science textbooks to be added to the CMC textbook collection.
 - Staff administered a survey in fall 2003 to ascertain patron demographics and to determine how well the CMC was meeting their needs. Results indicated patrons were comprised primarily of junior and senior level teacher education students; responses to collections and services were overwhelmingly positive.
 - A student survey on the usefulness of CMC orientations was administered and analyzed. Results again indicated students thought orientations were useful and informative.
 - Technology support to education students was extended. Systems & Technology upgraded PC operating software to Windows XP, loaded Microsoft Office suite and instructional software, and increased the overall number of computers by adding additional circulating laptops and workstations. Systems also implemented wireless Internet and networked printing. It is worthwhile to note that the CMC is the only place that supports student printing in this area of campus.
- ▶ Achieve international prominence in key programs of graduate study and research
 - Marketing of CMC orientations was extended to EDG 6236 sections, with the result that students are now attending orientation sessions.
 - The department head attended doctoral student orientations and marketed library-sponsored products (EndNote) and services (individualized consultation), and continued to meet with doctoral students regarding literature review assistance.
- ▶ Become more inclusive and diverse
 - The Universal Access workstation was upgraded with SUNLINK-provided assistive software and hardware to accommodate a range of physical abilities.

Curriculum Materials Center (cont'd)

- Unit displays continue to showcase a number of inclusive and diverse materials that are available in the CMC.
- ▶ **Be America's leading partnership university**
 - Within the central FL area staff in the CMC formed a partnership with SUNLINK to market services, via instruction, to teacher education students. An increasing number of teachers from area schools are also using the CMC's collections to supplement their classroom instruction.
 - Within the university, the CMC has a unique working relationship with the College of Education. Over the past year the unit was involved in instructional technology and student support decisions and worked in close association with faculty on various research projects.
 - Within the College of Education, CMC staff have presented to student professional organizations (Student Florida Education Association and Association of Childhood Educators International), and facilitated an environmental education class's field trip to the Orlando Wetlands Park.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ Due to size constraints, staff have been involved in continuous materials deselection. Additionally, with the return of faculty offices and classes to the renovated building, staff have been challenged to provide collections, services, and seating to an increasing number of patrons.
- ▶ Transferring withdrawn materials and surplus equipment from the CMC to the main library revealed the need for equipment, people, and procedures for large-scale movement of materials. One withdrawal project resulted in the CMC department head and volunteers moving 75 boxes and surplus equipment from the facility to the main library.
- ▶ According to a survey administered in the fall 2003, patron complaints centered almost exclusively on two areas: the perceived lack of needed materials (more art education books, more reference materials, more math textbooks, more picture and children's books, and more non-English materials) and the perceived lack of needed computers. Additional circulating laptops were procured

for patron usage, but very modest materials requests were only minimally supported.

- ▶ Copyright-protected items on reserve in the CMC remain an area of ongoing concern. Although a reserve policy is in place that places the burden upon faculty to seek permission to use a copyrighted item, faculty do not currently have to provide evidence of permission. This stance does not absolve CMC staff from culpability. A universitywide copyright procurement infrastructure would facilitate solving this challenge.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ **Penny Beile**
 - Presentations and Publications
 - Had research paper, co-authored with David N. Boote and Elizabeth K. Killingsworth, entitled "Characteristics of education doctoral dissertation references: An inter-institutional analysis of review of literature citations," published in the ERIC RIE database. This paper was also delivered at the UCF Graduate Research Forum, March 2004.
 - Had research paper, co-authored with David N. Boote, entitled "The quality of dissertation literature reviews: A missing link in professional preparation," delivered (by co-author) at the Annual Conference of the American Educational Research Association, San Diego, CA, April 2004.
 - Professional Committee Assignments
 - Member, American Library Association, Education and Behavioral Sciences Section, Advisory Council, Executive Committee, 2004 Program Planning Committee, Nominating Committee, and (elected) Member-at-Large.
 - Member, American Educational Research Association, Communication of Research Special Interest Group, Graduate student liaison to UCF CED doctoral students.
 - Other Accomplishments
 - Member of one of four teams chosen nationally for IMLS-funded fellowship to develop and validate a subject-specific information literacy assessment instrument.
 - Moved into candidacy for Ph.D. in Curriculum and Instruction doctoral program.

Curriculum Materials Center (cont'd)

▶ Andrea Dufault

- Training Courses and Workshops Attended:
 - Excel Basic, July 2003.
 - Excel Intermediate, August 2003.
 - Access Basic, August 2003.
 - Change Management I, January 2004.
 - Change Management II, January 2004.
 - Laws of Leadership, January 2004.
 - Performance Evaluations Seminar, January 2004.
 - Situational Leadership, February 2004.
 - Leadership and Diversity, March 2004.
 - Business Etiquette, April 2004.
 - Creative Skills for Dealing with Difficult People, April 2004.
 - Habits for Effective Leaders, April 2004.
- Library Committees:
 - Web Editor Committee.
 - Evacuation Committee.
- Conferences Attended:
 - American Library Association, Orlando, June 2004.

▶ Pam Jaggernauth

- Training Courses and Workshops Attended:
 - PowerPoint, February 2004.
 - Identity Theft Awareness, March 2004.
- Library Committees:
 - Director's Advisory Group.
- Coursework Completed:
 - Coursework taken toward degree at Seminole Community College.

▶ Nicole Sotak

- Training Courses and Workshops Attended:
 - Leadership Institute "Effective Decision Making" Workshop, March 2004.
 - Excel Basic, March 2004.
 - "Reach for the Stars" seminar, April 2004
- Library Committees
 - Library Holiday Committee, fall 2003.
- Conferences Attended
 - American Library Association, Orlando, June 2004.
- Volunteer
 - New Student Orientation Library Information Booth, June 2004.
- Coursework Completed
 - Introduction to Library and Information Science, toward USF degree in library science.

STATISTICS

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

Curriculum Materials Center
Table 1
Circulation Handling Statistics

	03-04	02-03	01-02	00-01	99-00
Circulation Handling					
Fiction	4,789	4,052	4,820	4,086	4,235
General	12,671	13,130	15,569	11,606	11,105
KDP	100	107	189	103	119
Picture	18,468	18,536	21,984	15,991	17,562
Professional	9,869	9,293	10,978	8,294	8,025
Textbooks	7,292	5,802	5,871	4,601	5,293
Multimedia	1,841	1,705	1,955	*	*
Subtotal	55,030	52,625	61,366	44,681	46,339
Reserves	17,200	10,142	17,670	14,253	15,911
TOTAL	72,230	62,767	79,036	58,934	62,250

*As a collection, Multimedia did not circulate until 2001-2002.

The opening of the Teaching Academy and completion of the Education Complex renovation are reflected in the increase in collection use. It is interesting to note that, while other libraries and units report declining collection use, circulation statistics for the unit remain robust. This indicates the unit's collections continue to serve an important function in supporting the teacher education program; the implications are that collection funding must increase to continue to provide timely and relevant materials. Reserve circulation, as expected, rebounded to previous highs.

Curriculum Materials Center
Table 2
Patron Count

Patron Count	03-04	02-03	01-02	00-01	99-00
Gate Count	121,013	98,910	117,149	89,590	87,612
Classes Taught	36	43	95	26	30
Students Taught	1,000	1,020	2,019	673	737

*Audiovisual and production lab usage is no longer recorded.

Curriculum Materials Center (cont'd)

Consistent with the increase in collections usage statistics is a 22% growth in gate count for 2003/04. An increase was expected when comparing statistics to the previous year, a year in which classes, faculty, and students were relocated due to construction, but when considered in conjunction with the gate count from earlier years, the increase in overall activity is particularly impressive. Again, these comments are made in the context of declining library use reported across the country.

After the incredible flurry of instruction activity in 2001/02, instruction statistics have declined; however, this is not viewed as an unfavorable condition. Instead, the unit has worked with Education faculty to identify a population of students enrolled in classes that are targeted for instruction in the CMC, thus allowing us to deliver instruction more systematically and thoroughly to students across the college.

Considering the available staff and space, it is highly unlikely circulation, gate count, or the number of classes taught will continue to increase. The CMC has reached maximum operating capacity; future efforts will most likely be devoted to continuous service improvement.

Penny Beile
Head, Curriculum Materials Center



CMC Monthly Displays for January and February 2004



Interlibrary Loan/Document Delivery Services

HIGHLIGHTS of the YEAR in RETROSPECT

After the failed search for an Interlibrary Loan/Document Delivery Services department head in 2002-2003, the search committee, comprised of Meg Scharf (chair), Joel Lavoie (Systems & Technology), Marilyn Snow (ILL/DDS), Winnie Tyler (ILL/DDS), and Milton Wolf (Collection Management) began the year by reopening the search for this position. In September telephone interviews were conducted and in October three candidates were brought in for on-campus interviews. In late November an offer was made to and accepted by Kristine Shrauger, and in January she became the department head of Interlibrary Loan/Document Delivery Services.

► Lending Unit

The lending unit handled 40,237 requests over the past year. Of those requests, 13,675 loans and 12,705 article requests were supplied for a total of 26,380 requests filled. The majority of unfilled requests can be attributed to the following reasons: 1) the item was on loan; 2) the particular volume or issue was missing or not in our collection; 3) the item was not on the shelf; 4) the item was non-circulating; and 5) the item was lost. These factors accounted for 10,661 unfilled requests.

In April 2004, Pat Tiberii received the "Employee of the Month" award. She was recognized for her hard work and dedication to the library and in particular to the lending unit.

Three major changes were made to workflow procedures in the lending unit during the spring 2004 semester. The first change focused on creating a faster delivery method for the Florida Distance Delivery Learning Initiative (DLLI) courier participants. A room was designated for DLLI only, with shelves alphabetized according to their mailing labels. This new procedure allows us to send items with more speed and accuracy.

The second change was the initiation of removable book labels, which allowed staff to mail out books at a faster pace. Previously, a book band was created and strapped to the front of each book sent to requesting libraries. This process could take two to four minutes per item. Using removable book labels has cut the time to

20 seconds per item, and when you loan a minimum of 13,675 books a year this is a tremendous saving of time and money.

The third major change to workflow was an increased use of the borrowing unit's flatbed scanner. Lending used this scanner in conjunction with the Minolta PS7000 scanner for sending articles that were difficult to scan. Using the additional scanner doubled the scanning time and increased productivity and speed of delivery. Additionally, overdue notices were sent via the scanner, helping to expedite the return of our books. A final benefit to this procedure is the speed in which articles can be sent to our clients having email accounts thereby cutting time and mailing costs.

► Borrowing Unit

Winnie Tyler retired from the ILL/DDS Department this year after over 10 years of service. She was well known by our patrons and library staff for her attention to customer service and was usually the first person to greet ILL patrons as they came in the door. Winnie was also known for her involvement in the SWAT 5K race and the Relay for Life each year, and especially for organizing fundraising activities such as the Purple Elephant sale and "Library Laughs" book. She was also involved with Partners in Health in Haiti both personally and through her church.

Jack Webb transferred from ILL/DDS to Collection Management and Cataloging. The ILL staff is grateful to Webb for his dedication to interlibrary loan and to serving the patrons. His expertise in tracking hard to find citations made him invaluable to the department.

The borrowing unit also began using Clio's removable book labels instead of book straps as a time-saving measure.

The average turnaround time for articles is 5.9 days and for loans 8.2 days. It appears that we are receiving about half of our articles through electronic transmissions while the other half are still being sent in the mail. While the average turnaround time for articles is 5.9 days, we did receive 142 articles the same day that we submitted the request and within two working days we received 1,629 requests.

ILL/DDS (cont'd)

▶ Regional Campuses, Branch Campus

Kristine Shrauger visited three Regional Campuses throughout the month of April.

Deirdre Campbell, Joanie Reynolds, Pat Tiberii, Marilyn Snow, and Shrauger toured the Universal Orlando Foundation Library at Rosen College in May.

The ILL/DDS Department received 1,474 requests from our Regional and Branch campuses.

In June, Reynolds, Tiberii, Campbell and Shrauger made an onsite visit to the University of Florida's Interlibrary Loan Department, where they were given a hands-on demonstration of ILLiad, their ILL/DDS software management system. Library Administration approved the ILLiad proposal and the General Counsel's office approved the contract. The staff is looking forward to the implementation of this new software program.

REPORT on DEPARTMENTAL GOALS for 2003-2004

The main goal of the department was to find a department head. The Search Committee was successful in their search.

DEPARTMENTAL GOALS for 2004-2005

- ▶ Evaluate lending reciprocal agreements and non-reciprocal agreements.
- ▶ Transfer the pick-up of interlibrary loan and document delivery items to the Circulation Desk.
- ▶ Implement FirstSearch ILL module.
- ▶ Implement ILLiad.
- ▶ Train staff on ILLiad.
- ▶ Implement full electronic document delivery services.
- ▶ Promote ILLiad through various workshops.
- ▶ Update ILL Web pages
- ▶ Update Policies and Procedures

CHANGES in STAFFING

- ▶ Jack Webb transferred to Collection Management and Cataloging, April 2004.
- ▶ Winnie Tyler retired, May 2004.

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

▶ Offer the best undergraduate education available in Florida

The Interlibrary Loan/Document Delivery Services Department assisted in offering the best undergraduate education in Florida by filling approximately 2,731 requests from undergraduates on the UCF main campus.

▶ Achieve international prominence in key programs of graduate study and research

The Interlibrary Loan/Document Delivery Services Department assisted in achieving international prominence in key programs of graduate study and research by supplying 8,424 graduate requests. The top eight departments that submitted requests were: Psychology, Engineering, Education, Biological Sciences, English, Foreign Languages, History and Nursing. Supplied more than 1,400 UCF items to UCF distance and branch campus graduate students and faculty.

▶ Provide international focus to our curricula and research programs

Over the past year, libraries throughout the world submitted 40,237 requests for items housed in our collection. These requests demonstrate the importance of our collection to researchers throughout the state, nationally, and internationally.

▶ Be America's leading partnership university

The Interlibrary Loan/Document Delivery Services Department supports the Regional Campuses through our document delivery services. We filled over 1,000 requests through interlibrary loan and document delivery services to the Regional Campuses.

The ILL/DDS staff worked with the staff of the Universal Orlando Foundation Library at Rosen College to coordinate ILL activities between the two campuses.

ILL/DDS continues to maintain strong ties with CFLC, SUS, ASERL, SOLINE and SO6. These are consortiums in which we have reciprocal agreements and provide free copies and loans back and forth.

ACCOMPLISHMENTS of FACULTY and STAFF

▶ **Deirdre Campbell**

- Member, CFLC ILL User Group
- Attended the following workshops and seminars:
 - PeopleSoft 2010
 - PeopleSoft 2020
 - Connecting the UCF Community: Brown v. Board of Education
 - Diversity breakfast
 - IEEE Training
 - Getting organized
 - Accessing yourself and your team
 - Navigating your PC
 - Black Dawn (film)
 - PowerPoint
 - Developing your staff
 - SFX Training
 - Identify Theft Awareness
 - Press and Civil Rights
 - Excel Level I
 - GroupWise Training
 - INSPEC Training
 - IT&R Social
 - Visit to Universal Orlando Foundation Library at Rosen College
 - Visit to the University of Florida, Interlibrary Loan Department
 - Two faces of interviewing
 - ALA Annual Conference, vendor demonstration

▶ **Joanie Reynolds**

- Member, CFLC ILL User Group
- Attended:
 - SFX Demonstration
 - IEEE Workshop
 - PowerPoint Class
 - Web of Science Demonstration
 - SFX Training
 - Identity Theft Awareness
 - PowerPoint Demonstration
 - Excel Level I
 - Wilson Database Demonstration
 - GroupWise Training
 - USPS Staff Assembly
 - Student Employment Workshop
 - INSPEC Training
 - IT&R Social
 - Visit to Universal Orlando Foundation Library at Rosen College

- CFLC Meeting
- Visit to the University of Florida, Interlibrary Loan Department
- ALA Annual Conference, vendor demonstration

▶ **Kristine Shrauger**

- Member
 - CFLC ILL User Group
 - SUS ILL User Group
 - ALA
 - Library Student Disabilities Services Committee
- Presented "Best Practices in ILL" to the CFLC ILL User Group on May 7, 2004.
- Attended:
 - SFX Training
 - PowerPoint Demonstration
 - Excel Level I
 - Wilson Database Demonstration
 - IT&R Social
 - GroupWise Training
 - SWAT 5K Run/Walk
 - Visit to Universal Orlando Foundation Library at Rosen College
 - Visit to the University of Florida, Interlibrary Loan Department
 - ALA Annual Conference

▶ **Marilyn Snow**

- Member
 - CFLC ILL User Group
 - Collection Resource Committee
 - Library Representative/Liaison Collection Development Manual Committee
 - ILL Search Committee
- Library Liaison, Office of Student Disabilities Services
- Chair, Library Student Disabilities Services Committee
- Attended:
 - Visit to Universal Orlando Foundation Library at Rosen College
 - IEEE Training
 - SFX Training
 - INSPEC Training
 - Strategic Planning
 - Library Consulting Firm
 - Cataloging Tips for Collection Development Librarians

ILL/DDS (cont'd)

▶ Pat Tiberii

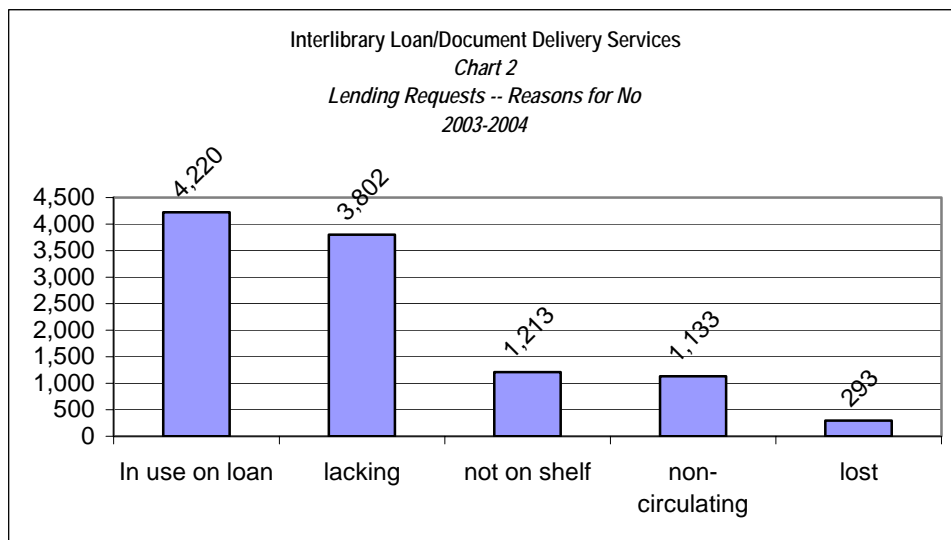
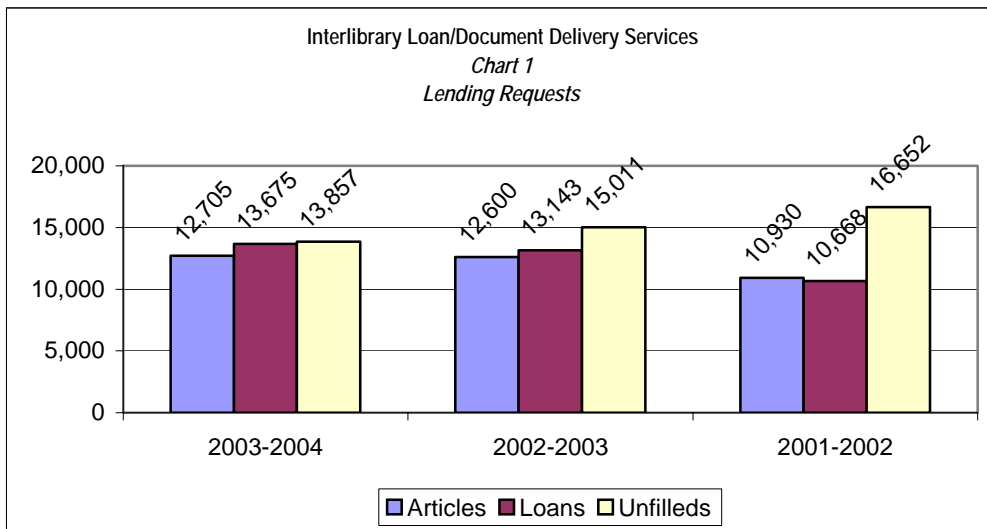
- Member
 - Library Diversity Team
 - Library Evacuation Committee
 - CFLC ILL User Group
- April 2004 Employee of the Month
- Attended:
 - Anti Slavery Forum-Francis Book
 - Diversity Breakfast
 - IEEE Training
 - ISI Training
 - SFX Training
 - Joseph C. Andrews Mentoring Breakfast
 - PowerPoint Presentation
 - INSPEC Training

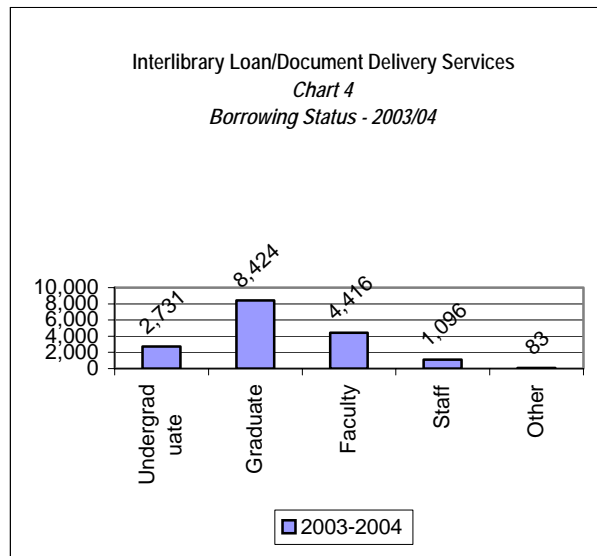
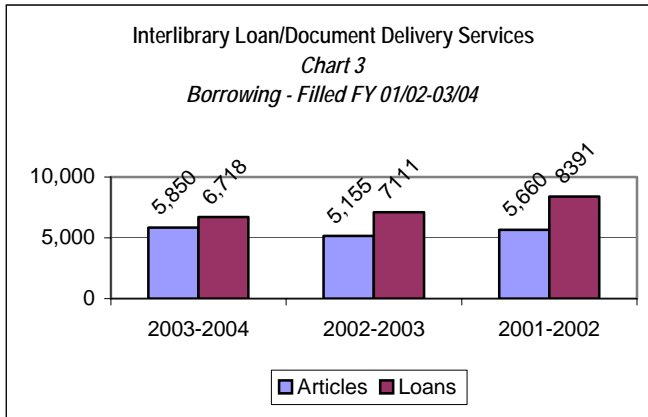
- IT&R Social
- Visit to Universal Orlando Foundation Library at Rosen College
- Visit to the University of Florida, Interlibrary Loan Department
- ALA Annual Conference, vendor demonstration
- SWAT 5K Run/Walk

▶ Winnie Tyler

- Member
 - CFLC ILL User Group
 - Library Relay for Life Team
- Attended:
 - Relay for Life
 - SWAT 5K Run/Walk

STATISTICS





Deirdre Campbell (Sr. LTA, ILL/DDS) and Gloria Coney (Sr. LTA, Circulation Services) networking with other Information Technologies & Resources staff at the annual IT&R Social

Interlibrary Loan/Document Delivery Services

Table 1

Top Departments Using Interlibrary Loan

Patron Department	Articles		Loans	
	Filled	Unfilled	Filled	Unfilled
Psychology	1085	342	540	181
Engineering	824	280	525	189
Foreign Languages	304	148	468	98
Education	612	198	582	175
Nursing	597	191	39	20
History	130	84	498	104
Biological Sciences	438	99	139	36
Molecular biology and Microbiology	415	93	49	13
English	178	63	431	72
Sociology	186	74	213	32
Library	48	16	277	125

Interlibrary Loan/Document Delivery Services

Table 2

Top Requested Journal for 2003-2004

Journal Title	# of Requests
<i>Combustion Science and Technology</i>	32
<i>Perception</i>	28
<i>International Journal of Obesity and Related Metabolic Disorders</i>	21
<i>Journal of Child and Adolescent Psychopharmacology</i>	19
<i>Oncogene</i>	16
<i>Journal of Career Assessment</i>	15
<i>Academic Emergency Medicine</i>	14
<i>Archives of General Psychiatry</i>	14
<i>Cognitive and Behavioral Practice</i>	14

Interlibrary Loan/Document Delivery Services

Table 3

Regional Campuses - Four Year Summary Total Number of Requests Filled

	03/04	02/03	01/02	00/01
UCF-Cocoa	365	219	188	162
UCF-Daytona	539	531	376	517
UCF-South Lake	32	10	13	17
UCF-Universal Orlando Foundation Library	68	0	0	0

Kristine Shrauger
Head, Interlibrary Loan/Document Delivery Services

Partnership Services

HIGHLIGHTS of the YEAR in RETROSPECT

This year's activities focused on promoting and providing equitable access to electronic, paper, and in-person library resources, as well as library instruction, and collection development at the UCF Regional Campuses, including Cocoa, Palm Bay, Daytona, and South Lake. Planning focused on staffing, equipment, materials and resources, and inclusion of University Libraries, UCF Regional Campuses, and the Area Campuses in budget allocations for all partnership library initiatives.

REPORT on DEPARTMENTAL GOALS for 2003-2004

- ▶ Continued ongoing dialogue at Cocoa, Palm Bay, Daytona, and South Lake, to fulfill the mission and vision of the university libraries.
- ▶ Used modified Southern Region partnership model to develop new library sites system-wide.
- ▶ Continued the budget model to fund recurring expenses (materials, personnel budgets, etc.).
- ▶ Continued creative endeavors of writing, publishing, and presenting.
- ▶ Fulfilled committee responsibilities with ACRL, ALA, FACRL, FLA, Library Association of Brevard (LAB), and SELA.
- ▶ Developed a plan to begin improving the Palm Bay Library's image and contacts with students and faculty.
- ▶ Built upon the rewarding relationships formed with UCF Cocoa faculty.
- ▶ Expanded the Web presence of the UCF Regional Campus libraries.
- ▶ Continued efforts to increase and develop communications/interactions between UCF librarians; participated in the librarian exchange program.

CHANGES in STAFFING

- ▶ Dr. Mem Stahley continued responsibilities as Head of Partnership Library Services, to plan and develop library access and support services at all of UCF's partnership locations.
- ▶ Hired and assigned part-time adjunct librarians at Daytona and South Lake, in cooperation with our partnership community colleges.
- ▶ Hired an office assistant and student assistant at Cocoa.

DEPARTMENTAL GOALS for 2004-2005

- ▶ Meet bi-weekly with UCF Regional Campuses Operations Committee.
- ▶ Continue efforts to establish a joint-use, combined and partnership libraries discussion group; issue an invitation to academic, community college, and public librarians, using ALA-generated lists, to convene a preliminary discussion group meeting at the annual conference in Orlando and follow-up meeting at Midwinter.
- ▶ Develop an enhanced awareness of key processes and systems in support of partnership libraries, particularly interlibrary loan and document delivery, and electronic access.
- ▶ Work closely with the partnership libraries, Orlando and partner department heads, ILL, Systems & Technology, and Acquisitions Services to assess processes, identify best practices, recommend and garner approval for change; supervise implementation of processes.
- ▶ Continue involvement in professional organizations; pursue additional presentation and publication opportunities.
- ▶ Pursue professional development opportunities and meet with LPAC for information on promotion.
- ▶ Reconstruct library information sessions to include a more optimal blend of teaching methods.
- ▶ Pursue training opportunities to improve reference, searching, and collection development skills.
- ▶ Continue cultivating relationships with teaching faculty and develop online library modules for WebCT classes.
- ▶ Continue efforts for the Brevard Educational Scholarship and Teaching (BEST) Center.

ADVANCEMENTS TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida
 - Coordinated a technical access group meeting in Orlando with the Vice Provost Regional Campuses, Vice Provost IT&R, Director of Libraries, Libraries Associate Director, UCF General Counsel, Head of

Partnership Services (cont'd)

Library Acquisitions Services, and Head of Collection Development, to discuss and determine legalities, language, costs, and options related to database access for partner library locations.

- Met with the Web Direction Committee to discuss changes to the library's main page and to provide direction and avoid duplicate Web sites for our partnership library Web pages.
- Finalized plans and secured approvals from BCC's Cocoa Campus President and Vice President for Learning Resources, for space on the first floor of the library at Cocoa, for a Joint Curriculum Materials Center (CMC).
- Met with Orlando CMC librarian, and Cocoa librarians and faculty, to map development strategies for the Cocoa CMC, known as, "The Brevard Educational Scholarship and Teaching (BEST) Center."
- Appointed an implementation team leader, Ms. Allison King, to coordinate grant proposals and other setup issues.
- Created and distributed the "UCF and Community College Partnership Libraries Directory" to include all locations. The directory is used to identify partnership contacts at all sites.
- Participated frequently in monthly Regional Directors' meetings for:
 - New course/program awareness
 - Budget issues
 - Marketing updates
 - Leadership/management activities
- ▶ **Provide international focus to our curricula and research programs**
 - Developed collections in support of international business, law, and politics curriculum.
 - Participated in Brevard Community College international students' events and displays.
- ▶ **Be America's leading partnership university**

In the 2003/04 academic year, the university has moved towards expanding programs at the UCF Regional Campus locations and planning is underway for over 18 partner systems where library services will be necessary for the continued success of faculty and students. Highlights for the library contribution follow:

- Convened monthly partnership meetings with librarians and administrators at UCF Cocoa, Palm Bay, Daytona and South Lake to discuss and resolve issues, share

expertise, manage ongoing action items, and assess and review service strategies at each partner location.

- Worked closely with UCF teaching faculty, our community college partners from BCC, Daytona, and Lake Sumter, and our colleagues and supervisors in Orlando. Our goal is to provide equitable access to information services and resources with personal and electronic reference, library instruction, and collection development at all UCF locations.
- Traveled 9,788 local area miles, a 37.5% increase over last year, to fulfill system-wide administrative and partnering responsibilities.
- Participated in planning to include university libraries, UCF Regional Campuses, and the area campus system in budget allocations and support for all partnership library initiatives.
- Consulted with community college partners to integrate college and University academic calendars into adjunct librarians' work schedules to create preliminary contract worksheets for the use of the university's personnel librarian.
- Updated data included in the Partnership Library Services Summary for all UCF library partner locations.
- Updated the "UCF Reference Librarian Orientation Checklist" for new adjunct librarians hired at Daytona and South Lake.
- Met with Dr. Mike Sweeney and community college partners to discuss an interinstitutional agreement template.
- Met with the Distributed Learning Advisory Group in Orlando, to discuss library resources, services, and support for distributed learning and area campus students.
- Met with Joanne Bellovin, Dean of Library Resources at Central Florida Community College, to discuss and evaluate library resources available to UCF students and faculty, and connectivity options to online resources at Ocala.

Partnership Services (cont'd)

- Co-hosted with the main campus library an orientation session for our community college partner librarians.
- Successfully negotiated with BCC's Vice President for Learning Resources to share administrative office space in the Cocoa library.
- Coordinated and attended informational meetings with Kristine Shrauger (head, Interlibrary Loan/Document Delivery Services), and UCF, BCC, DBCC, and LSCC librarians at Cocoa, Daytona Beach, and South Lake.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Although a baseline orientation checklist, ongoing action discussion, and main campus reference services objectives were adopted, expanded training and development relative to partnership librarian performance objectives is imperative to address the unique challenges and difficulties we face. Rooted in a solid service and equitable access philosophy, periodic database training, communication skills, and assessment/evaluation processes are, and will remain, central to the success of our partnership library initiatives.

ACCOMPLISHMENTS of FACULTY and STAFF

► Professional memberships

- **ACRL** – Alderman, Kilman, King, Stahley
ULS Section – Kilman
ULS Science and Technology Section – Kilman
ULS Communications Committee – Stahley
- **ALA** – Alderman, Kilman, King, Stahley
- **FACRL** – Alderman, Kilman, King, Stahley
- **FLA** – Alderman, Kilman, King, Stahley
Continuing Education Committee – King (Chair)
- **LAB** – Alderman, King, Stahley
- **SELA** -King

► Training/Staff development

- ACRL Leadership Institute for Academic Librarians at Harvard – Stahley
- ALA online tutorials - King
- ALEPH training sessions – Alderman, Bozeman, King, Todd

- BCC Cisco phone system training sessions – Alderman, Kilman, King, Stahley
- CCLA training session, Ask-A-Librarian – Alderman, Kilman, King
- Database training workshop at South Lake – Todd, Stahley
- Desktop Lectures by HorizonLive – King
- EndNote training session - Bozeman
- Florida Ask-A-Librarian Docutek training – King
- ISI Citation Management software training – Kilman
- SmartBoard training – King
- UCF General Counsel Copyright Information sessions – Kilman
- UCF Grant Writing workshops (4); “Grant Writing for Educators” seminar – King
- UCF Library “Exploring Professional Activities” session – Kilman
- UCF Library “Promotion Development” session – Kilman
- UCF Leadership Enhancement Program invited speaker – Stahley
- UCF Library Department Heads’ meetings – Stahley
- Wilson Web training session, Orlando – Todd

► Presentations and publications

- “Library Services in Partnership Environments: Commitment, Communication, and Creativity,” keynote presenter at the LAB Continuing Education Workshop, 2003 – Stahley
- “Teaching, Learning, and Technology for Concurrent-Use Programs: The Partnership Library Experience in Central Florida,” invited article, in press, *Journal of Educational Media & Library Sciences*, 2003 – Stahley
- “Joint-Use Libraries: An Overview and Introduction,” course syllabus for module LIS 6463, Library Network Systems, for the University of South Florida, 2003 – Stahley
- “A More Accessible Web,” a report published in the *College and Research Libraries News*, vol. 64, no.7, 2004 – King
- “Distance Education and Online Library Resources in Psychology: An Essential Partnership,” an article submitted to *Teaching of Psychology*, 2004 – King
- “Faculty-Librarian Collaboration: Meeting the Information Technology Challenges of

Partnership Services (cont'd)

Distance Education,” an article submitted to the *Journal of Public Affairs Education*, in press – King

- “Librarians and Instructors: Partners in Quality for Research-Intensive Web Courses,” a paper accepted for presentation at AACE E-Learn Conference, 2004 – King
- Continued work on content analysis of *Journal of Academic Librarianship* editorials – King
- Grant proposal written and submitted on behalf of the BEST Center – King
- “Planning and Conducting a Trial Librarian Exchange/Cross Training Program – Results and Lessons Learned,” a poster session at the ALA Annual Conference, 2003 – Kilman
- “Copyright Basics,” an informational session at the UCF Chairs, Directors, and Deans Workshop, 2003 – Kilman
- Orientation sessions for BCC students and librarians in Palm Bay Library – Alderman
- “Reputable Electronic Resources DO Exist on the Internet,” an article published in the *UCF Faculty Focus*, 2003, vol. 2, no. 3, 2003 – Alderman, Kilman, King, Stoddard

▶ Service

- ALA Annual Conference 2003 – Alderman, Kilman
- Brevard Community College Master Planning team member, since 2000 – Stahley
- Cocoa Campus search committee, ex-officio member, for visiting faculty – Stahley
- Collaborated with DBCC to obtain office space for UCF adjunct librarian; procured funding and purchased furnishings and startup supplies for the new adjunct librarian office at Daytona Beach - Stahley
- Collection Development Manual committee member – Kilman
- College Leadership Brevard committee member – Stahley
- Coverage provided on circulation, reference, and InfoLab desks during BCC in-service days and BCC Spring Break – Alderman, Kilman - King
- Developed a variety of online library instruction modules – Alderman, Kilman, King

- Established a location for the Curriculum Materials Center at the Cocoa library – Stahley
- Electronic Resources Group committee member – Kilman
- FACRL Annual Workshop 2003 – Stahley
- FLA Annual Conference 2004 – Alderman, King, Stahley
- LPAC member – Kilman
- Participant in the Librarian Exchange/Cross Training Program – Kilman
- Professional Development Leave committee member – Stahley
- Provided leadership and coordination for finalizing the BCC/UCF Library cooperative agreement - Stahley
- Purchased resources in support of Southern Region Curricula – Alderman, Kilman, King
- SELA Leadership Conference; SELA Handbook Committee – King
- Trainer for new office assistant support staff at Cocoa – King
- Starting Points - maintained 60+ handouts, and a Web page for UCF Cocoa/Palm Bay library services offered at Brevard campuses. Starting Points were made available online, at: <http://library.ucf.edu/BranchCampuses/Brevard/guides/> - Alderman, Kilman, King, Stahley
- Starting Points - created 23 Starting Point handouts, and a Web page for UCF Daytona library services offered at Daytona Beach. Starting Points were made available online, at: <http://library.ucf.edu/BranchCampuses/Daytona/guides/> - Bozeman, Kilman, Stahley
- Starting Points - created and edited 13 Starting Point handouts, and a Web page for UCF South Lake library services offered at Clermont. Starting Points were made available online, at: <http://library.ucf.edu/BranchCampuses/SouthLake/guides/> - Kilman, Todd, Stahley
- Technology: facilitated efforts to establish a T1 connection to all public access computers at the South Lake Library – Stahley, Todd
- UCF/BCC/Brevard County Schools BEST Center committee – Alderman, King (implementation team leader), Stahley
- UCF/BCC/SCGPN Grants and Nonprofit Resource Center committee member – King

Partnership Services (cont'd)

- UCF Cocoa Honors College committee member – King
- UCF College of Education Advisory Board member – Stahley
- UCF Faculty Advisory Council meetings – King, Stahley
- UCF Faculty copyright liaison – Kilman
- UCF Libraries “Copyright Task Force” committee chair – Kilman
- UCF Library Faculty meetings (monthly) – Alderman, Kilman, King, Stahley, Todd
- UCF library collection management meetings (monthly) – Alderman, Kilman, King, Stahley, Todd
- UCF Library Web Editors meetings – Kilman
- UCF meetings with BCC Vice President of Learning Resources Centers (monthly) - Stahley
- UCF partnership meetings at Cocoa, Palm Bay, Daytona, South Lake (monthly) – Alderman, Kilman, King, Bozeman, Todd, Stahley
- UCF search committee chair for adjunct librarians at Daytona Beach and South Lake – Stahley
- UCF search committee member for Cocoa office assistant – Alderman, Kilman, King, Stahley
- UCF search committee member for Outreach Librarian, Orlando – Alderman
- UCF search committee member for Rosen Librarian – Kilman
- UCF search committee member for Vice Provost of Regional Campuses – Stahley
- UCF Social Work Legislative training – Alderman
- UCF South Lake Faculty Council meetings – Todd
- UCF South Lake faculty orientation sessions - Todd
- UCF Web of Science training – Alderman

STATISTICS

The following tables illustrate the UCF contribution to reference services (see Table 1), statistical analysis for Cocoa/Palm Bay (see Table 2), and statistical analysis system-wide (see Table 3).

Partnership Library Services
Table 1
UCF Contribution to Reference Services
Cocoa and Palm Bay 2003-2004

	Cocoa	Palm Bay
Weekly primary hours	27	14
Weekly backup hours	24	7
Annual percentage Saturday coverage	18%	13%
Weekly percentage maximum	52%	35%

Partnership Library Services
Table 2
Five-Year Comparative Analysis Materials and Instruction
Cocoa and Palm Bay, 1999-2004

	2003-04	2002-03	2001-02	2000-01	1999-00
Library Materials					
Expenditure	\$102,836	\$200,032	\$172,473	\$266,591	\$249,383
Binding service	\$1,512	\$4,557	\$4,680	\$4,024	\$4,228
Volumes bound	174	651	533	419	420
Library Instruction					
Students attending classes	578	217	135	317	137
Classes	29	14	22	18, 2 tours	7, 2 tours
Students attending online classes	368	-	-	-	-
Online classes	16	-	-	-	-
Reference coverage (hrs/week)	41-72	30-44	29.5-44.6	32-52	45.5-61.5

Partnership Services (cont'd)

Partnership Library Services
Table 3
Statistical Analysis of Materials and Instruction
Partnership Libraries, 2003-04

	Daytona	Cocoa and Palm Bay	South Lake
Library Materials			
Appropriation (Approvals)	\$35,097	\$13,590	\$38,488*
Firm orders	\$1,003	\$11,452	-
Periodicals	\$22,932	\$50,504	-
Standing orders	\$5,056	\$24,888	-
Binding service	-	\$1,512	-
Volumes bound	-	174	-
Microforms	-	\$890	-
Library Instruction			
Students attending classes	92	578	58
Classes	6	29	3
Students attending online classes	-	368	-
Online classes	0	16	0
Start-up costs (furnishings, supplies)	\$0	\$0	\$0
Reference coverage (hrs/week)	24	41	30

* Balance from initial proviso funding.

Partnership Services
Table 4
Five-Year Expenditure Summary for Partnership Libraries, 1999-2004

	2003-04	2002-03	2001-02	2000-01	1999-00	Total
Cocoa and Palm Bay	\$102,836	\$200,032	\$172,473	\$266,591	\$249,383	\$991,315
Daytona Beach	\$64,088	\$122,258	\$56,885	\$213,841	\$181,780	\$638,852
South Lake	\$41,675	\$38,488	\$ -	\$ -	\$ -	\$80,163
Total:	\$208,599	\$360,778	\$229,358	\$480,432	\$431,163	\$1,710,330

Dr. Mem Stahley
 Head, Partnership Library Services

Public Services

Public Services includes the activities of Circulation, Interlibrary Loan/Document Delivery Services and Reference Departments, as well as the activities of the Electronic Resources Librarian.

HIGHLIGHTS of the YEAR in RETROSPECT

- With Frank Allen and Barry Baker, assisted in the formulation of objectives and assessment methods for the University's Organizational Effectiveness and Suggestion process.
- Oversaw, planned, and administered the LibQUAL+2004 survey to the UCF community. Some statistics for the survey follow in this report.
- Organized consortial participation in the survey for five SULs.

ACCOMPLISHMENTS of FACULTY and STAFF

▶ Meg Scharf

- Member, Advisory Board of the Karen L. Smith Faculty Center for Teaching and Learning (FCTL).
 - 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, Graduate Teaching Assistants Orientation, and International Teaching Assistants Orientation.
 - Presentations:
 - Winter Workshop – with Cheryl Mahan, “Adding Frankenstein to Your Curriculum”
 - Summer Conference – with Renee Montgomery Cole, “Effective Publishing”
- Chair, Search Committee, Head, Interlibrary Loan/Document Delivery Service Department
- Member, Search Committee, Assistant Director, FCTL
- Chair, Search Committee, Head, Media Services
- Facilitated purchase, using special funding, of a package of bibliographic management software from ISI ResearchSoft. The package contains EndNote, Reference Manager, and ProCite. Facilitated negotiations and the somewhat difficult receipt of the product from the vendor, and a training session with an ISI ResearchSoft representative on March 25-26, 2004.

- Member, Frankenstein Committee, which will bring the display “Frankenstein: Penetrating the Secrets of Nature” to UCF in October 2004.
- Member, Central Florida Memory (CFM) project
 - Assisted with writing IMLS grant application.
 - Presented the CFM project poster session at the meeting honoring State Librarian Judi Ring on August 13, 2003.
- Assisted Frank Allen with grant application, planning, and presentation of the program, “A Garden in the Wilderness,” October 10, 2003.
- Co-Chair, Florida Library Association Awards and Citations Committee and 2004 Conference Planning Committee.
- Member, Local Arrangements Committee for the Annual Conference of the American Library Association. Wrote "Fun in the Sunshine State" for *American Libraries*, June/July 2004, Vol. 35, Issue 6, page 66.
- Recorder and facilitator, Library Administration and Management Association Women Administrator's Discussion Group.
- Presentation at EDUCAUSE conference, “The Central Florida Memory Project: Collaboration and Digitization”, Anaheim, CA, November 6, 2003.
- Member, Poster Sessions Committee of the Planning Committee for the Association of College and Research Libraries Conference, Minneapolis, MN, 2005.



Meg Scharf, Associate Director for Public Services, sitting on the dais at the opening ceremonies at the ALA Annual Conference in Orlando in June 2004. With Scharf are (left to right) Sanford Berman and Norman Horrocks, both being honored for lifetime contributions to libraries and librarianship.

Public Services (cont'd)

STATISTICS

LibQUAL+ is a 27 question web-based survey that seeks to measure perceptions of respondents on three dimensions of library service: the Affect of Service, Information Control (access to library resources), and Library as Place. On each survey question, respondents are asked to rate the minimum level of service acceptable, the desired level of service, and the perceived level of service received. The adequacy gap measures the difference between the perceived level of service received and the minimally acceptable level of service.

Public Services
Table 1
LibQUAL+ 2004 Results: Library as Place (UCF)

Year	2004	2003	2002
Minimum Acceptable	6.42	6.32	6.16
Desired	7.81	7.77	7.49
Perceived	6.79	7.12	6.71
Adequacy Gap	0.36	0.75	0.55
Norms in Percentile	38.00**	51.00**	90.00*

*Norms tables for comparison are available for all participating four-year institutions for 2002.

**Norms tables for comparison are available for all participating non-ARL four-year institutions for 2003 and 2004.

Public Services
Table 2
LibQUAL+ 2004 Results: Information Control/Access to Information (UCF)

Year	2004	2003	2002
Minimum Acceptable	6.90	6.80	6.70
Desired	8.22	8.18	8.05
Perceived	6.92	7.36	7.02
Adequacy Gap	.02	.52	.32
Norms in Percentile	44.00**	56.00**	46.00*

*Norms tables for comparison are available for all participating four-year institutions for 2002.

**Norms tables for comparison are available for all participating non-ARL four-year institutions for 2003 and 2004.

Public Services
Table 3
LibQUAL+ 2004 Results: Affect of Service (UCF)

Year	2004	2003	2002
Minimum Acceptable	6.54	6.32	6.16
Desired	7.89	7.77	7.49
Perceived	6.95	7.12	6.71
Adequacy Gap	.36	.75	.55
Norms in Percentile	45.00**	42.00**	46.00*

*Norms tables for comparison are available for all participating four-year institutions for 2002.

**Norms tables for comparison are available for all participating non-ARL four-year institutions for 2003 and 2004.

2004 is the only year in which Florida institutions FAMU, FAU, FGCU, UCF, UF, and UWF) have participated as a group, providing an opportunity to compare UCF's results against the group.

Public Services
Table 4
LibQUAL+ 2004 Results: Mean Results, Participating SULs

NOTE: UCF results are in parentheses for comparison.

Dimension	Library as Place (UCF)	Information Control (UCF)	Affect of Service (UCF)
Minimum acceptable	6.47 (6.42)	6.86 (6.90)	6.62 (6.54)
Desired	7.79 (7.81)	8.15 (8.22)	7.90 (7.89)
Perceived	6.67 (6.79)	6.79 (6.92)	6.84 (6.95)
Adequacy Gap	0.2 (.36)*	-0.07 (.02)	0.22 (.41)
Norms in Percentile	39.00 (38.00)	36.00 (44.00)*	38.00 (45.00)*

UCF and the SULs have the most ground to gain in the Information Control dimension. The SUL mean score showed a negative gap, meaning that the level of service minimally acceptable to respondents was higher than the level of service respondents actually perceived, i.e., expectations of respondents for the breadth and depth of library materials available to them electronically and in print, and the ability to access them easily are not being met. The UCF mean score shows the minimal acceptance level has been reached for these respondents, but at a very low level.

The following are a sampling of some of the many comments submitted by those taking the survey.

Public Services (cont'd)

LibQUAL+ 2004 Results: Sample Comments

Overall I feel that the UCF library is a great asset to me when I am researching topics or even for entertainment purposes. I have no complaints about the library.

Grad student, Social Sciences

I believe that the UCF library should be open 24 hours due to the fact that UCF is growing and has a lot of commuter students. Also UCF is trying to compete with other major universities whose libraries and resources are open 24 hours. This would benefit the UCF community.

Undergraduate, Engineering/Computer Science

Staff members are always courteous and helpful when I visit the main library at UCF.

Grad student, Business

I am very satisfied with the UCF library and I thank God for the proxy server's alwaysness.

Grad student, Education

I believe that the library should make more of an effort to let students know what is available in the library before they come inside.

Undergraduate, Science/Math

The electronic journals are sometimes difficult to access from a location outside of the library. Even with the procedures listed and communicated by the web pages and staff, some electronic journals are not readily accessible. This makes it difficult to perform research without being physically present at the library. This could be improved so that off-site access is available for all/most journals from home.

Grad student, Social Sciences

The library is an uncomfortable place for studying/research. It is outdated, needs to be updated, and smells bad.

Undergraduate, Engineering

Would like more and better videos, dvd's for entertainment, history, and other educational subjects.

Undergraduate, Humanities

Would like link on library home page highlighting a tutorial type of info [sic] spot on what library offers and how to use it.

Undergraduate, Social Sciences

I am using the library much less this semester than in the past, because I am only enrolled in one class. I have usually been able to find what I need or have it sent from another library. I really like having a lot of the journals available through the website. Adding even more would probably be great. Of course, once I am not a student, I won't be able to access them online anyhow, but it will be great for the students.

Grad student, Education

I think that UCF has a very great library! I wish that you had more health related journals, however i [sic] knoe [sic] that you need to meet the needs of everyone at this college and that you have limited resources. But in the future I would hope it is possible to expand the health collection! Keep up the great work. It is much better than any public library I have ever been in.

Undergraduate, Health

Meg K. Scharf
Associate Director for Public Services

HIGHLIGHTS OF THE YEAR IN RETROSPECT

As the primary research assistance point, Reference Services continued to provide quality access through the dedicated efforts of library faculty and support staff. The traditional reference desk continued to serve as the primary point of contact for patrons, but library faculty are concerned about the drop in the number of students requesting research assistance. Goals for the coming year will focus on marketing the Libraries' online resources to faculty and students, how to make traditional reference service more relevant for the millennial generation, and investigating trends in student use of information.

For undetermined reasons, there is concern that library patrons and students, in particular, are not asking for research assistance. For the previous three years, customer service at the reference desk has been calculated by sampling 17 weeks during the academic year. Extrapolations of those figures were used to provide some indication of the numbers of patrons being served. From mere observation and from the declining statistics the number of questions has been declining over the last three years. This academic year, numbers dropped by 20%. Personalized Electronic Research Consultations (PERCs), which provide researchers, from novice to faculty level, in-depth advice and guidance in locating, selecting, and evaluating appropriate resources, have also declined to 165. But on the bright side, the number of questions through Ask A Librarian increased. Beginning this academic year, daily statistics will be tabulated at the reference desks, which may clarify our mission and help redefine how Reference Services may serve its primary clientele – students and faculty.

Reference Services

Table 1

Summary of Reference Questions

Reference desk questions:	46,999
(derived from calculating sample weeks)	
Ask A Librarian questions:	
Telephone	8,851
E-mail	1,541
Chat	1,007
Total	11,399
PERCs	165

► Ask A Librarian

In October 2003, UCF's Ask A Librarian Reference Service implemented QuestionPoint for local chat and e-mail, thus fulfilling a major goal of last year – finding a reliable, user-friendly chat software for our Ask A Librarian chat and e-mail reference service.

UCF Libraries joined the Association of Southeastern Research Libraries' (ASERL) Cooperative Virtual Reference Group in June 2003. The participating academic libraries use OCLC's QuestionPoint software to provide online chat reference service to member libraries for a specified number of hours per week. In February 2004, the cooperative began a pilot project with 11 ASERL libraries to provide 84 hours of chat-based reference coverage 7 days a week to users at 10 member libraries.

With the expertise and perseverance from Reference Services, Systems & Technology, and FCLA, the Libraries switched from the cumbersome FCLA proxy server to EZProxy in June 2004. This software enables UCF students, faculty, and staff to easily access the Libraries' online resources from off-campus. This milestone makes a positive impact on all UCF students and faculty. Distance learners especially will appreciate this new and simplified means to access the Libraries' electronic resources and online journals.

Reference Services

Table 2

Ask A Librarian Statistics FY 2003-2004:

Service	Total	% of change over last fiscal year
Telephone	8,851	+30%
E-mail	1,541	-19%
*Chat	1,007	-29%

*For 3½ months of last fiscal year (July 2003 –October 2003) we had a trial of chat software that required a plug-in. Ask A Librarian had very few chats during that period. By subscribing to QuestionPoint software and through more advertising, our chat statistics should increase over the next fiscal year.

Reference Services (cont'd)

▶ Government Documents

Government Documents Librarian, Richard Gause, and staff members, Patricia Hall and David Woolard coordinated several projects and acquired important additions for the collection:

- Obtained a large addition to the collection of Congressional Record print volumes, 1873-1995, transferred from Florida College in Temple Terrace.
- Coordinated with Special Collections for Florida Heritage Collection digitization of the biennial reports for 1916 through 1968 from the Board of Regents and its predecessor, the Board of Control.
- Hosted a workshop at UCF on "Using Federal International Resources to Enhance Marketing Courses" by the U.S. Department of Commerce for the Association of Collegiate Marketing Educators' Conference (ACME) in March 2004.
- Participated in the Federal Depository Library Program Council Meetings, Arlington, VA, in October 2003 and St. Louis, MO, in April 2004. Gause's remarks at the October 2003 meeting were used by the Council for preparing part of their Advice to the Public Printer, http://www.access.gpo.gov/su_docs/fdlp/council/012204_council_rpt.pdf
- Developed a new Web page providing step-by-step instructions for researching legislative histories to guide a large number of graduate and undergraduate students with their principal semester assignment for Social Work classes.
- Continued development of the Access to Better Community Data project in cooperation with the College of Health & Public Affairs' (COHPA) Center for Community Partnerships, Health Council of East Central Florida, Healthy Community Initiative of Greater Orlando, Heart of Florida United Way, City of Orlando, and others. Submitted LSTA grant proposal. <http://library.ucf.edu/abcd/>
- Presented program for public at Orlando Public Library, August 2003: "Patent Pending."
- Presented program for the Central Florida Library Cooperative's Government Documents Interest Group on "Using Documents Data Miner" in February 2004.

▶ Librarian Instruction

The Library Instruction Program accepted two awards from the Association of Caribbean

University Research and Institutional Libraries (ACURIL):

- *Leadership in the Development of Information and/or Research Skills Programme Award* Sirs Mandarin Award. This award was given to the overall Library Instruction Program and the library faculty who have been so successful in reaching so many students and academic faculty.
- *Excellence in Information Literacy in the Caribbean* recognized and honored "the individual commitment, excellence in performance, and outstanding achievement" of Dr. Linda Colding, Library Instruction Coordinator; Donna Goda for developing and designing *Finding Books and Journals* (streaming video); Richard Harrison for developing and designing "Research Guides"; Terrie Sypolt for developing and designing the "Education Online Tutorial."

Library Instruction decreased by 11%:

- 10,843 students
- 400 classes
- Librarians participated in all orientations:
 - new and transfer students
 - new faculty
 - GTAs
 - international students
 - graduate students in all colleges.
- ENC Tutorial
- 7,118 students in 190 ENC 1102 sections. 36% of students took the tutorial. Goal is to increase this in the coming year.
- *Finding Books and Journal Articles*, a streaming video designed and developed by Donna Goda, was made available by CD-ROM and distributed over the Web. With over 1,880 hits the Libraries' statistics indicate the tutorial ranks among the Libraries' most popular Web sites

▶ Library Information Network and Exchange (LINE):

The fee increase for document delivery, delivery charges, and research fees that went into effect October 15, 2002 can be seen when comparing fiscal YTD 2003-2004 to YTD 2002-2003. Current document delivery billings have increased 14.09% from the previous year. There was a .6% increase in the number of documents delivered. YTD April 2004 Total Billed was \$22,100.62, a 14.18% increase from YTD April 2003.

Reference Services (cont'd)

LINE research requests increased by 86.67% from 15 to 28 completed searches in all areas, i.e., patent searches, trademark searches, and other research. Other research includes competitive intelligence, business marketing information, literature search, and statistical information research. YTD amount billed 2003-2004 through April was \$3,252.00. Compared to the previous year billings of \$855.23; an increase of 280.25%. Eighteen of the research requests are from new clients.

The Special Borrower card service contracts have decreased from three to one contract. The remaining contract is with the University of Phoenix. Correspondingly, the purchased special borrower cards through the service contracts have decreased 51%.

Reference librarians completed 19 faculty citation searches July 2003 – April 2004. During the previous year 45 faculty citation searches were completed. However, the previous year was unusual with 9 citation searches completed in September 2002 for the Civil & Environmental Engineering Department candidate search. In April 2003, the Reference Services department completed 15 faculty citation searches for Dr. Linn Huff-Corzine.

The UCF LINE unit has been working with the UCF Marketing Department to devise new promotional materials and a marketing strategy. Promotional materials being developed are a classic design folder describing services. Part of the marketing strategy is a name change to "Information Source – A Fee-based Research Service" to reflect the services available to individuals, organizations, and businesses.

DEPARTMENTAL GOALS for 2003-2004

- ▶ The department investigated various chat software and determined that QuestionPoint provided the most cost-effective and viable product.
- ▶ Ask A Librarian began a pilot collaborative digital reference services with ASERL Virtual Reference Service.

DEPARTMENTAL GOALS for 2004-2005

- ▶ Collaborate with Government Documents Librarian and Cataloging Services Department to begin the government documents retrospective cataloging project. This has been postponed for several years and needs to be a priority. This will be an annual goal for the next several years. It is vital to begin this year.
- ▶ Collaborate with Rachel Viggiano to identify distance audience and market library services to faculty and students.
- ▶ Facilitate and collaborate with Systems & Technology Department to design a virtual library video.
- ▶ Task force will investigate how to revitalize reference services
- ▶ Investigate designing reference desk configuration
- ▶ Task force will redesign library instruction tutorial and design other Web-based instructional technologies. Collaborate with Systems & Technology for technical support and vision.
- ▶ Identify upgraded software, site licenses, and other innovative software that would improve instruction and benefit staff.
- ▶ Investigate and propose using Room 223 as library instruction room. Propose purchase at least 60 laptops to use for classes, which are too large for classrooms 235A and 235C.

CHANGES in STAFFING

- ▶ **Appointed:**
 - Ying Zhang, Coordinator, Information Source (formerly LINE)
- ▶ **Hired:**
 - James Fox, Library Technical Assistant, January 2004
 - Jennifer Krolowitz, Office Manager February 2004
 - Michael Jason Martin, Reference Librarian, October 2003
 - Renee Cole Montgomery, Reference/Outreach Librarian, September 2003
- ▶ **Resigned:**
 - Linda Black, Office Manager, January 2004
 - Michelle (Shellie) Foss, Reference Librarian, Coordinator, LINE, May 2004

Reference Services (cont'd)

- Heather Gallagher, Library Technical Assistant, October 2003
- Amy Gonzalez, Librarian, August 2003

ADVANCEMENTS TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida

The Library Instruction Program continued to instill awareness and promote the importance of information literacy for undergraduate and graduate students.

- ▶ Provide international focus to our curricula and research programs

Reference librarians and support staff, who speak a variety of languages provided library orientations and tours 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

Michelle Foss, Coordinator, LINE, the Libraries' fee-based service, investigated and implemented a marketing campaign, which promoted the service to central Florida businesses and UCF faculty. LINE provided market research, competitive intelligence, citation searches and works cited, patent, trademark, and copyright searches for the Central Florida community, the citizens of Florida, and the nation with information services to promote business development and growth. *Ask A Librarian* partnered with ASERL libraries in a pilot regional collaborative virtual reference service.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

The Library Instruction Program continues to struggle with accommodating large classes in the two electronic classrooms. Due to enrollment growth and the increase in class sizes, the library's classrooms cannot accommodate as many library instruction sessions. Classroom 235A has 18 workstations and classroom 235C has 21 workstations. Students can double up,

but that is not an optimum learning situation. An increasing percentage of scheduled LI sessions were taught in classrooms in other academic classrooms, which do not have computer workstations. Almost all education classes were taught in other classrooms and computer labs on campus. The ability to accommodate at least 60 students in a larger room in the library would enhance both teaching and learning.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Buenaventura Basco
 - ARL Leadership Institute I & II
 - Faculty Senator
 - Member, Beta Phi Mu International Library Science Honor Society
- ▶ Corinne Bishop
 - Presented at the E-Learn 2003 Conference, E-Reference Project Management: An Evaluation and Implementation Model for E-Reference Applications Using Microsoft Project.
 - Participated in training and administered OCLC's QuestionPoint software, which upgraded the Ask A Librarian virtual reference for chat and e-mail.
 - Developed the Web site for "Frankenstein: Penetrating the Secrets of Nature," a traveling exhibit sponsored by ALA, NLM and the National Endowment for the Humanities
- ▶ Cynthia Burris
 - Committees:
 - Frankenstein
 - Web Editors
 - Library Exhibits (chair)
- ▶ Linda Colding
 - Completed DPA at the University of Alabama.
 - Secretary, ALA Library Instruction Round Table
 - Received ACURIL "Excellence in Information Literacy in the Caribbean Award" as LI Coordinator
 - Chairperson, ACRL Library Instruction Section Local Arrangements Committee
 - Indexed two journals for the Air University Library Index to Military Periodicals
 - Member, Library Exhibits Committee

Reference Services (cont'd)

- ▶ **James Fox**
 - CINAHL training class
 - Attended database training sessions
 - Student Orientation volunteer
- ▶ **Richard Gause**
 - Continued to develop the Access to Better Community Data Project
 - Collective Bargaining Chief negotiator for United Faculty of Florida
 - Hosted Using Federal International Resources to Enhance Marketing Courses Workshop at UCF by ACME.
- ▶ **Donna Goda**
 - Presented at the UCF Faculty Summer Development Conference
 - Chair, Web Tutorial Design Committee
 - Coordinated the MLIS Regional Information Day
 - Finding Books and Journal Articles streaming video received the ACURIL Excellence in Information Literacy in the Caribbean Award
 - Ph.D .in International Relations at Florida International University comprehensive examinations
- ▶ **Patricia Hall**
 - UCF Annual FSECC Charity Campaign, key worker
 - Committee Member, Joseph C. Andrews Annual Mentoring Breakfast
 - Member, Annual IT&R Social Committee
 - Committee member, Brown-vs.-Board of Education Monthly Library Display
 - Attended ALA Pre-Conference on African-American Resources, Daytona Beach Certificate from Annual Leadership Institute
- ▶ **Richard Harrison**
 - Senior Faculty Fellow UCF Academic Affairs
 - Chair, Undergraduate Research Showcase Planning Subcommittee
 - Coordinator, Showcase of Undergraduate Research Excellence (SURE)
 - Wrote and received grant for the lecture "Becoming an American Writer: The Life and Works of Isaac Bashevis Singer."
 - "Research Guides" received the ACURIL Excellence in Information Literacy in the Caribbean Award.
- ▶ **Carole Hinshaw**
 - Poster Session at ALA "Librarian Exchange Program"
- Member of ALA, ACRL
- Member-at-Large, ACRL Distance Learning Section
- ALA Local Arrangements Committee, ALA Annual Conference, Orlando
- Attended 5th Annual Digital Reference Desk Conference 2003
- ▶ **Elizabeth Killingsworth**
 - Wrote and published two articles.
 - Member, Strategic Planning Executive Committee and contributed to the University Strategic Plan 2002-2007
 - Chair, LPAC
 - Chair, Faculty Senate Undergraduate Policy and Curriculum Committee
- ▶ **Jennifer Krolowitz**
 - Attended:
 - *Hiring International Visa Holders*, Offices of International Student and Scholar Services, Human Resources
 - Various Student Hiring Workshops
 - Notary Public Update Class



Patricia Hall, Sr. LTA, Government Documents, enjoying the fruit of her labors as a member of the Planning Committee at the annual IT&R Social

- ▶ **Cheryl Mahan**
 - Reader/Editor for College and Undergraduate Libraries
 - Principal Investigator and coordinator of NLM/ALA exhibit, "Frankenstein: Penetrating the Secrets of Nature"
 - Member, Library Exhibits Committee
- ▶ **Jason Martin**
 - Attended the Patent and Trademark Depository Library Conference

Reference Services (cont'd)

- Article "Loving the Manual: Effective Patent Searching Using the Manual of Classification" accepted for publication
- ALA poster session, "Graphic Love: A Short History of the Comic Book Universe"
- FLA poster session "Reaching the Next Edison: Marketing your Patent and Trademark Collection"
- Member, Library Exhibits Committee
- ▶ **Hal Mendelsohn**
 - Member, Libraries Relay for Life Team
 - Poster Session at ALA on "Understanding the Process – From Conception to Completion, How RUSA Developed a New Section (STARS)"
 - Membership Committee, RUSA/ALA
 - Member, SELA
 - Organized the SELA Membership Committee pre-conference at ALA Annual Conference
- ▶ **Renee Montgomery**
 - Published Library Newsletter
 - Member FACRL, FLA
 - Participated with Connecting the UCF Community (CUC) Committee
 - Created short textbook chapter on the Library for "Strategies for Success in College Text" (used for SLS1501 Courses, first time students in college). In press with Prentice Hall.
- ▶ **Meredith Semones**
 - Attended the 5th Annual Digital Reference Desk Conference 2003
 - Monitored the DIG_REF LISTSERV
 - Attended QuestionPoint workshops
 - Coordinated implementation of collaborative pilot project with ASERL's QuestionPoint software for the Ask A Librarian virtual reference chat service.
- ▶ **Marilyn Snow**
 - Member, Faculty Representative/Liaison Collection Development Manual Committee
 - Member, Collection Resources Committee
 - Liaison, UCF Student Disability Services Office
 - Chair, Committee on Library Services to Disabled Patrons
- ▶ **Peter Spyers-Duran**
 - Chair, Collection Development Librarians Evaluation Criteria Committee
 - Organized SELA Membership Committee pre-conference at ALA Annual Conference
- Member ALA, ACRL sections, FLA, SELA, and the American Economic Association
- ▶ **Terrie Sypolt**
 - Library instruction tutorial module used by the College of Education to meet NCATE requirements received the ACURIL *Excellence in Information Literacy in the Caribbean Award*.
 - Collaborated with Andy Todd to design Web page on Brown v Board of Education
 - Chair, Collection Development Manual Committee
 - UCF Library Committee on Services to Disabled Persons
 - Libraries Relay for Life Team
- ▶ **Rachel Viggiano**
 - Designed an online module for the IDL6543 course.
 - Article published in The Southeastern Librarian
 - Faculty Senator
 - Co-chair, ACRL Distance Learning Section 2004 Program Planning Committee
- ▶ **Ruth Wiley**
 - Accepted into the USF MLIS program
 - Assisted and coordinated the MLIS Information Day
 - Member, Director's Advisory Group and Libraries' Relay for Life Team
 - Volunteer, ALA Annual Conference, Orlando
- ▶ **David Woolard**
 - Attended ALA Annual Conference, Orlando
 - Participated in MLIS Information Day
 - Attended various training sessions pertaining to Government Documents
- ▶ **Ying Zhang**
 - Coordinated implementation of MetaLib
 - President, Florida Chapter, Chinese American Librarian Association (CALA)
 - Chair, CALA Local Arrangements Committee
 - LPAC
 - Member, SUL/UCF LMS and MetaLib committees

Reference Services (cont'd)

STATISTICS

Reference Services
Table 3
Government Documents Statistics, 2003-2004

	2002/03	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
U.S. DOCUMENTS	269,271													
Print Received		220	206	246	239	248	221	229	246	205	185	129	215	2,589
Deleted		55	18	869	8	55	27	30	40	43	45	22	48	1,260
														270,600
Microfiche Received	811,799	1,162	1,012	1,115	709	624	269	897	490	819	534	712	973	9,316
Deleted		0	0	6	6	0	0	0	0	0	0	0	0	12
														821,103
Electronic Prod. Rec'd	3,744	53	11	22	24	31	13	17	22	12	9	8	3	225
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0
														3,969
FLA DOCUMENTS	33,468													
Received		6	40	3	53	53	4	8	3	72	3	6	129	380
Deleted		0	0	0	0	35	1	0	0	6	0	0	1	43
														33,805
Electronic Prod. Rec'd	3	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
														3
PATENTS CD-ROMs	117													
Received		4	6	6	5	4	5	6	6	5	5	5	5	62
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0
														179
PATENTS DVDs	647													
Received		6	15	14	10	7	11	11	9	12	12	8	12	127
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0
														774
PATENTS MICROFILM	8,906													
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0
														8,906
MAPS RECEIVED	3,551	3	0	11	1	0	0	0	0	6	1	1	0	23
														3,574
GROWTH IN U.S. DOCUMENTS COLLECTION	154.29 FT													
		4'3"	5'5"	5'9"	4'6"	8'4"	4'5"	4'10.5"	4'10.5"	4'2.5"	3'0"	2'5"	4'2.5"	55.88 FT
														210.17 FT

Reference Services (cont'd)

Reference Services
Table 4
Other Reference Services 2003-2004

Service	Totals
Ask A Librarian Questions	11,399
E-mail	1,541
Chat	1,007
Telephone	8,851
Library Instruction	
Students	10,843
Total Staff Hours	1,405.25
Sections	400

Reference Services
Table 5
WebLUIS Tutorials 2000-2004

Count	# of Users	Ave. Score
Spring 2001	904	84%
Fall 2001	193	83%
Spring 2002	963	84%
Summer 2002	57	83%
Fall 2002	1,381	71%
Spring 2003	3,209	78%
Summer 2003	1,381	83%
Fall 2003	1,014	94%
Spring 2004	1,013	94%

Reference Services
Table 6
Library Information Network & Exchange (LINE)
Five-Year Summary: Transactions

Type of Transaction*	2003/04	2002/03	2001/02	2000/01	1999/00
Document Delivery**	549	603	841	1206	684
Research Requests	30	17	29	32	93
UCF Research	23	47	13	63	97
Special Borrower Agreements	1	3	3	4	5
Special Borrower Cards	279	323	414	429	405
Through Agreements	30	51	148	198	183
For Individuals	249	272	266	231	222
Credit Card Transactions***	0	36	40	21	25
Totals	882	993	1300	1734	1284

*LINE and Online Search Services Transactions are now called Information Source. Therefore, searches are now counted differently and are more inclusive.

**Including book loans and interlibrary loans

***No longer counted as a transaction.

Reference Services (cont'd)

Reference Services
 Table 7
 Library Information Network & Exchange (LINE)
 Five-Year Summary: Financial

	2003/04	2002/03	2001/02	2000/01	1999/00
Document Delivery*	\$8,015.99	\$7,911.65	\$9,607.30	\$12,904.51	\$7,409.63
Online Searching	\$3,777.00	\$1,210.23	\$2,106.24	\$2,513.59	\$6,964.96
Research	\$0.00	\$0.00	\$0.00	\$0.00	\$8.96
Library Instruction	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Special Borrower Agreements	\$300.00	\$900.00	\$1,200.00	\$2,200.00	\$4,100.00
Special Borrower Cards	\$9,445.00	\$11,300.00	\$15,545.00	\$16,785.00	\$15,715.00
Through Agreements	1,475.00	2,355.00	6,785.00	8,980.00	8,205.00
For Individuals	7,970.00	895	8,760.00	7,805.00	7,510.00
Other Charges	\$16,273.82	\$16,063.16	\$17,561.76	\$24,789.50	\$15,405.56
Copyright Fees	9,234.36	9,298.60	10,032.05	13,651.75	8,164.50
Delivery Fees	1,857.96	1,844.56	2,419.71	3,042.75	2,406.06
Document Handling Fees	816.5	772	800	1,760.00	620
Rush Fees	4,365.00	4,148.00	4,310.00	6,335.00	4,190.00
Other	0	0	0	0	25
Total Billings	\$37,811.81	\$37,385.04	\$46,020.30	\$59,192.60	\$49,604.11
Direct Costs**	***\$14,682.75	\$12,335.74	\$14,694.55	\$19,571.60	\$13,593.06
Net Income	\$25,229.75	\$25,049.30	\$31,325.75	\$39,621.00	\$36,011.05

(Total Billings - Direct Costs)

*Including book loans and interlibrary loans

**Direct Costs = Interlibrary Loan Charges + Copyright Fees + Delivery Fees + Online Search Charges

***Online Search Services are not accounted for separately.

Carole Hinshaw
 Head, Reference Services

Special Collections/Archives

The mission of Special Collections, a department created in August 2001, is to provide services central to the library and university community in support of research, teaching, and service. Materials are collected which cannot be easily replaced and include, but are not limited to, books, manuscripts, historic public records, ephemera, photographs, and art. These materials have a central function to the curriculum and support long-term research goals. The preservation of these materials is a service to the local, state, and national research community.

HIGHLIGHTS of the YEAR in RETROSPECT

The collections are growing not only in size, but also in scope. As the Libraries moved towards an institution-wide understanding of collection strengths, Special Collections added significant holdings in the 2003-2004 fiscal year.

- ▶ *Walter Gaudnek Collection* includes art books and bound albums chronicling Gaudnek's 50-year art career. An exhibit recognized Dr. Gaudnek's long teaching career at the University of Central Florida, *W Gaudnek: Retrospective Career Trail*. The Libraries hosted a well-attended reception in his honor.
- ▶ *Scott Simpkinson Collection* consists of materials from Simpkinson's work as an engineer for NASA, first at Cape Canaveral in Florida then at the Manned Spacecraft Center (Johnson Space Center) in Houston, Texas. Documents include NASA and other space-related publications, documents, reports, photographs books, and artifacts from the Mercury, Gemini, Apollo, and Space Shuttle missions.
- ▶ *Harrison Price Papers* contain hundreds of economic research and preliminary plan reports on a variety of travel, tourism, and attraction projects conducted between 1955 and 2003. Price helped to locate Disney World in Central Florida in 1963, and wrote a Universal Tour feasibility analysis in 1964. Some reports are restricted due to the donor's

wishes, but researchers may petition the donor directly for access.

- ▶ *Children's Home Society of Florida Collection* documents a century long legacy as Florida's oldest non-profit provider of services to children and families. The collection includes organizational records such as annual reports, yearbooks, meeting minutes, donation appeals, fund campaigns, photographs, and newspaper clippings. The collection does not contain any adoption records, as the CHS has their own Adoption Archive unit.
- ▶ Existing collections came under scrutiny and curators began to identify and dispose of inappropriate materials. In all cases, these materials were moved to more appropriate locations within the library, given to another institution or sold in the Library Book Sale. Deaccessioning will continue to be a concern in the near future as collecting efforts are tied more closely to the academic program.
- ▶ The department continues to be a focus for the faculties of Arts and Sciences as a laboratory for teaching, a facilitator for sponsored research, and as the repository of special materials.



Members of the Special Collections/Archives Department: (left to right) Liz Konzak, Dannie Helm, Carla Summers, Rebecca Hammond; (seated) Ellen Anderson

Use of collections has grown 24% but the number of users seems small in proportion to the overall library's reference and circulation totals. Special Collections performs many services besides delivering documents, books, photographs, and other various formats for research. The department supports fundraising

through private donors, provides publicity through exhibits, publications and presentations, and contributes to the identification of grant support. Staff act as advocates for the digitization of rare materials and manage these materials throughout this use. The University Archives serves as the University's institutional memory.

Special Collections/Archives (cont'd)

- ▶ *From Promise to Prominence, Celebrating 40 Years!* Celebrating the university's 40th anniversary was one of the most exciting events of the year. Throughout the months of the fall term, the UCF Library celebrated UCF's 40th Anniversary with a series of exhibits located on the library's main floor and in the Special Collections Department. Exhibits highlighted University "firsts" and the history of various departments, faculty, staff, and students contributing to UCF's growth and progress. The main exhibit, "Promise to Prominence, Celebrating 40 Years: The Changing Face of the University of Central Florida," examined the phenomenal growth and change of the university campus throughout the last forty years and ended with a look at where the university is headed in the near future.
- ▶ Hosted a showing of *Black Dawn*, a video that explores the history of Haiti and Haitian Art, to Libraries faculty and staff as part of the department's staff training series.
- ▶ Worked with Department of History faculty Lori Walters to host exhibits entitled "*Liftoff, Florida: A Look at Florida and Space*" and "*Celebrating the 40th Anniversary of Project Mercury: Astronaut Gordon Cooper and Launch Complex 14.*" Along with these exhibits, the department sponsored a lecture series on the space industry in Florida.
- ▶ Collaborated with the Lou Frey Institute to include digital images and materials from the Lou Frey Papers for an exhibit on Nixon and JFK at the Orange County Regional History Center.
- ▶ Worked with Dean Padgett, Archivist, Winter Park Public Library, to host an exhibit entitled *Winter Park *History* Heritage *Tradition.*
- ▶ Worked with Karen Loudon, Curator, Albin Polasek Museum and Sculpture Gardens, to host an exhibit entitled *Albin Polasek: A Man Carving His Own Destiny.*
- ▶ The culture and customs of the Caribbean, with a focus on Haiti, were showcased in several exhibits entitled *Legacy of the Spirit.* Events included a lecture series and curator's tour. The exhibit was accompanied by a catalog and bibliography of sources in Special Collections that serve as a guide for the further study of Haiti.

Staff transitions absorbed considerable time and energy this year. Saying goodbye to long-time Archivist Chang Lee meant closing his office and transferring duties while a national search was conducted for his replacement, Elizabeth Konzak.

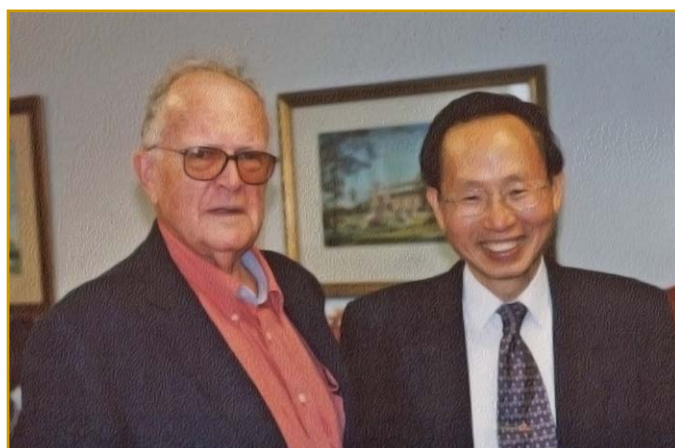
Former head of the department and its first Rare Books Librarian, Ellen Anderson, decided to end phased retirement in spring 2003 and the Libraries said good-bye to a dear friend and respected colleague.

REPORT on DEPARTMENTAL GOALS for 2003-2004

In the department's third year as a separate department reporting to the Director of Libraries conditions necessary to advance towards a comprehensive research collection have been identified. Those conditions are based on assumptions that the collections are secure, the reading room is functional, space is used appropriately, position descriptions and staff roles are clear and functional, and materials are being processed.

New forms created for Reading Room reference services include a form documenting digital images taken by patrons, a revised photocopy request/copyright agreement form and permission to publish forms for University Archives and Special Collections materials.

A Collection Development Statement for Special Collections is a short-range goal. Such a statement reacts to the priorities established by Collection Management staff. Special Collections staff worked with several CM staff to interpret and connect past collecting efforts as they formally defined their areas. Goals in the future will be to develop guidelines for identifying materials for transfer to Special Collections, to analyze comparable special collections programs, and to prioritize collecting including identifying subjects that support the



Dr. Leslie Ellis, Professor Emeritus of Biology and **Dr. Chang Lee** at Dr. Lee's retirement party in July 2004.

Special Collections/Archives (cont'd)

academic program and collecting for our geographic area. Procedures for de-accessioning have been developed. In a terrible budget year, funds were found to continue collecting for the Book Arts and Floridiana collections. Still, Special Collections acquisitions comprise a very small (less than 1%) percentage of the overall library materials budget. Curatorial duties received much focus in FY 03-04 especially the deployment of collections in the stacks. Since current stacks are overflowing, the welcome addition of the Special Collections "annex" on the first floor will provide needed shelf and office space. Considerable time was spent in designing stacks and workspaces. Staff was also involved in representing departmental needs to the architectural consultants developing the plans for the renovation and expansion of the library building. Participating in the fight to keep the collections dry and safe was an important curatorial focus for the year.

Outside funding for the 40th anniversary exhibits was received from University Marketing and Community Relations and the staff was involved in the submission of a grant request to the Institute of Museum Services for the Central Florida Memory Project.

CHANGES in STAFFING

Dr. Chang C. Lee, who for many years served as University Archivist, retired at the end of the summer term 2003. Dr. Lee was active in the Society of Florida Archivists and served as president of the Chinese American Library Association (a division of the American Library Association) from 1988-1989. He has received many distinguished awards and honors and was presented with the Leadership in Diversity Award at the Asian American Heritage Council in May 2002.

Elizabeth Konzak joined Special Collections in January 2004 as the new University Archivist and Curator of Manuscripts. Ms. Konzak has experience at the Bentley Historical Library at the University of Michigan and the Bancroft Library at the University of California. She is a member of ALA, ACRL, RBMS, SAA and SFA.



Ellen Anderson, Rare Books Librarian and former head of the department, retired at the end of the spring term 2003.

ADVANCEMENTS TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida
 - Numerous undergraduate classes were taught focusing on special collections materials and research methods. Over 250 undergraduates participated and many of the students sought personalized instruction after the class presentations. The department supported undergraduate academic programs in the areas of tourist attraction design/development, book arts, digital media, video production, freshman composition, type and design, ceramics design, traditional and public history, desktop publishing and foreign language/Creole identity.
 - As a part of the outreach surrounding the university's 40th anniversary celebrations, several undergraduate classes used the University Archives.
- ▶ Achieve international prominence in key programs of graduate study and research
 - Graduate classes in research methods and using primary sources were taught.
 - Professor Gladstone Yearwood, Director of the Zora Neale Hurston Documentary Film Institute, selected 20 items from the Bryant Collection for use in the Chattel House Project documentary film. The film will be aired on the Caribbean Broadcasting Corporation and is being entered in Barbados Film Festival.
- ▶ Provide international focus to our curricula and research programs
 - Images from the Bryant Collection were used on the cover and ALA annual conference insert of the May 2004 issue of *College & Research Libraries News*. Items in the Bryant Collection were made available to a book publisher for use in Fourth Grade Florida History Textbooks. *Bird Man*, a ceramic reproduction of a Calusa Indian statue, will be featured on

Special Collections/Archives (cont'd)

the cover of *Calusa Life* to be published by Houghton Mifflin in 2004.

- The department, working with university faculty from various disciplines, put together *Legacy of the Spirit*, a series of exhibits which examine the cultures and customs of the Caribbean, with a focus on Haiti. A Bibliography of Sources for the Study of Haiti, an exhibition catalogue, and a lecture series accompanied the exhibits. Materials showcased in the exhibits were drawn primarily from the Bryant Collection.
- Created Web site documenting connection between Melville Dewey and the Carey Hand Funeral Home Collection for the American Association of Libraries Annual Meeting, which was held in Orlando, FL, June 2004.

► Become more inclusive and diverse

- Loaned duplicate slides of items from the Bryant Collection to the UCF Club Kreyol, the Haitian Student Association at the University for use in a play performed as part of their 4th Annual Soiree.
- Dr. Chang Lee served as host for a group of delegates from the Republic of Korea touring UCF, including the Library and Special Collections.
- Digitized video and audio excerpts from the Educator's Oral History Collection and made them available online as part of the Library's *Brown v. Board* instructional resources Web pages. Worked with faculty from the Department of History to make Educator's Oral History Collection the Civil Rights Papers available to undergraduate classes in support of *Brown v. Board* instructional activities.
- Made digital images available from the University Archives for an NEH funded UCF Libraries exhibit on Isaac Bashevis Singer.

► Be America's leading partnership university

- *Preserve the Eatonville (Florida) Community*. Provided advice on project design and assistance in collection care to the grant-funded Carole Mundy Collection Virtual Museum project. Collaborated with faculty from the Digital Media unit in Systems & Technology for the conversion of special materials.

- *State University Libraries, Florida Heritage Project*. Special Collections materials are natural candidates for digitization. The Department continued to participate in Florida Heritage Project, an ongoing cooperative project of Florida state university libraries to digitize and provide online access to materials broadly representing Florida's history, culture, arts, literature, sciences, and social sciences. Departmental responsibilities included selection and the management of circulating materials to Cataloging Services and Systems & Technology.
- Museum of Seminole County History, Orange County Library System, Orange County Regional History Center, and Rollins College Olin Library, Central Florida Memory. Central Florida Memory is a digital collection built through collaboration with these institutions and begun in 2002. Department staff coordinated the Curator's Working Group and provided leadership in other areas resulting in the April 2004 submission of an IMLS grant.
- *Winter Park Public Library*. Worked with Dean Padgett, Archivist, on the creation of an exhibition for the Special Collections Reading Room showcasing the Winter Park Public Library's Winter Park History Archives.
- *Albin Polasek Museum and Sculpture Gardens*. Worked with Karen Loudon, Curator, to create a joint exhibition for the Special Collections Reading Room showcasing both the department's Albin Polasek Papers and the Museum's collections.
- *Maitland (Florida) Historical Society*. Loaned materials from Florida Ephemera Collection for their yearlong *Business As Usual* exhibit at the Maitland Historical Museum.
- *East Orlando (Florida) Chamber of Commerce*. Made digital images from the University Archives available for their *East Orlando "Visual History"* project.
- *Henry Nehrling Palm Cottage Gardens, Gotha, Florida*. Made images from the Nehrling Collection available to students and consultants working on the preservation of the site.

Special Collections/Archives (cont'd)

- *Society of Florida Archivists*. The Society's Guide to Florida and Central Florida Archives and Manuscript Repositories which was compiled by Carla Summers was published on the department's Web site facilitating use of Florida repositories.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Many hours were spent to improve climatic conditions in the secure areas that house the university's priceless and irreplaceable collections. The department experienced leaks and fluctuations in relative humidity throughout 2003-2004.

The department is a storehouse of primary source and print materials that can sustain digitization projects. However, a significant portion of many collections have not yet been cataloged or processed. A sizeable backlog impedes full access to, and optimal use of, special collections materials.

There are very few historic public records to document 40 years of University of Central Florida history. In order to strengthen organizational services and increase operational effectiveness, the Libraries and the department are developing solutions for the identification and accessioning of university archival records.

ACCOMPLISHMENTS of FACULTY and STAFF

▶ Ellen P. Anderson

- University Service
 - Conducted instructional sessions for several undergraduate classes.
 - Proposed Annual Purchase Award for the Book Arts Collection.
- Library Service
 - Central Florida Memory
 - Library Collections Development Committee
 - Library Collections Management Committee
 - Library Exhibits Committee
 - Library Faculty Development Committee
 - Developed Collection Development Policy for Art Subject Area.
- Training
 - Library Collection Development Training Session

- YPB Collection Development Workshop
- Professional Activities
 - Submitted Grant Proposal to ALIBRIS for enhancement of Book Arts Collection.
 - Developed Exhibits on Library History and Art at UCF for 40th Anniversary Celebration.
 - Maintained memberships in ALA, ACRL, ARLIS/NA, ARLIS/SE, FLA and SFA.



Rare Books Librarian, **Ellen Anderson**, with Book Artist **Larry Cooper**. Cooper's book, *Inner Battles*, was donated to the UCF Libraries in honor of Anderson. He is a member of the Library Advisory Committee.

▶ Rebecca M. Hammond

- Library Service
 - Served on University Archivist Selection Committee.
 - Presented three exhibits, "From Promise to Prominence, Celebrating 40 years," "University Firsts," and "Theatre UCF."
 - Served on Student Appreciation Committee.
- Training Attended:
 - Library Web cast, "Customer Service for People with Disabilities."
 - Workshop: Reach for the Stars, Human Resources.

Special Collections/Archives (cont'd)

- CFLC Excel I Training Session.
- Workshop: Organizational Change, Human Resources.
- Workshop: Accomplishing More, Human Resources.

▶ Nadine (Dannie) Helm

- University Service
 - Alumni Association Scholarship Committee
- Library Service
 - Library's Frankenstein Exhibit Committee
 - Served on Library Holiday Luncheon Committee.
 - Library Booth, Student Orientation, July 2003
 - Library Exhibits Committee
- Training
 - UCF Library Student Hiring Review Workshops, July 2003 & April 2004
 - Reach for the Stars!, UCF Human Resources, July 2003
 - Scholarship of Teaching & Learning, January 2004
 - Interrupting Bigotry, Office of Diversity Initiatives, February 2004
 - Supervisory Skills Series, UCF Human Resources, Spring 2004
 - UCF Library EndNote Workshop, March 2004
 - Attended the Society of Florida Archivists annual meeting, Orlando, April 2004.
- Professional Activities
 - Maintained memberships in National Council on Public History, Oral History Association, AASLH, National Trust, AAM, SEMC, FAM, Florida Trust, FHS, SFA.
 - Story Line and Selection Committees, Central Florida Memory (CFM) Project
 - Participated in Orange County Teach-In at West Orange High School.
 - Presenter, paper on CFM in Digital Florida: New Online Resources, Librarians Serving Genealogists Pre-Conference at FGS/FSGS Annual Meeting, September 2003.
 - Presenter, paper on handling and preservation of books and paper in Nuts & Bolts of Preventative Conservation session at Florida Association of Museums 2003 Annual Meeting.
 - Southeastern Museum Conference Annual Meeting 2003; Moderated

Preserving Your Community's Heritage: Museum-Library Partnerships That Work! session.

- Florida Historical Society Annual Meeting in Melbourne, FL; presented paper Number Please: Carl H. Galloway and the Founding of the Winter Park Telephone Company.
- Humanities Scholar, Florida Humanities Council (FHC) Mini-Grant for Maitland Historical Society on life and significance of Carl H. Galloway.
- Communications Chair 2002-2004 – Southeastern Registrar's Association (SERA), board position.
- Volunteered at ALA Silent Auction and Scholarship Bash.

▶ Elizabeth Konzak

- University Service
 - Conducted instructional sessions for undergraduate classes.
 - Member of Florida Encoded Archival Description Discussion Group.



Students in the Special Collections Reading Room, present items from the Books Arts Collection to Larry Cooper's Type and Design Class, spring semester 2004.

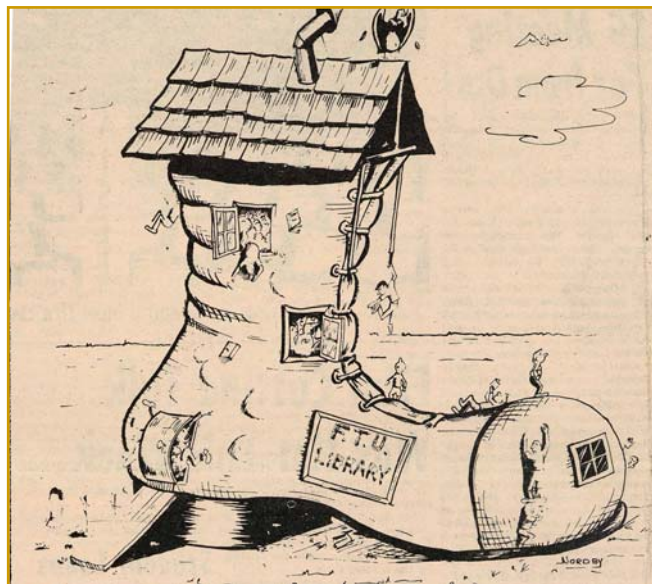
- Library Service
 - Library Collections Development Committee
 - Library Faculty Development Committee
 - Continuity of Operations Planning Committee
 - Presented Library Exhibit Legacy of the Spirit: the Caribbean.
 - Surveyed and inventoried uncataloged University Archives and Manuscript materials held in Special Collections.

Special Collections/Archives (cont'd)

- Training
 - State of Florida Records Management Training
 - SOLINET Fire Safety for Museums, Libraries & Archives Workshop
 - Munters Workshop on humidity control and mold clean-up.
 - OCLC Connexion Cataloging Software training
- Professional Activities
 - Maintained memberships in ALA, ACRL, Rare Books and Manuscripts Section, Society of American Archivists, Society of California Archivists, and the Society of Florida Archivists.
 - Attended Society of Florida Archivists Annual Meeting, April 2004.
 - Attended ACRL Rare Books and Manuscripts Section Pre-Conference in New Haven, Ct, June 2004.
 - Attended ALA Annual Meeting, Orlando, FL, June 2004.

▶ Carla M. Summers

- University Service
 - Conducted instructional sessions for undergraduate classes.
 - Served on planning committee for Women's Studies Archives.
- Library Service
 - Chair, Search Committee, University Archivist and Manuscript Curator.
 - Chair, Search Committee, Director of Library Development.
 - Member, Exhibits Committee.
 - Chair, Curators Selection Group, Central Florida Memory Project.
 - Member and Chair, State University Libraries, Special Collections Task Force.
 - Celebration of Haiti for Partners for Health fundraiser at First Universalist Unitarian Church of Orlando.
 - Contributed to the *IT&R Outreach*, Volume 9, Number 2 issue with cover story on 40th anniversary exhibits.
 - Curated Library Exhibit *Haiti: Legacy of the Spirit: the Caribbean*.
- Training
 - Rare Books School, Advanced Seminar in Special Collections Administration, July-August 2003, Charlottesville, Virginia.



In doing research for the 40th anniversary exhibits, Special Collections found this cartoon depicting the state of the library in the November 14, 1969 *Future*. Some things never change!

- Professional Activities
 - Society of Florida Archivists, annual meeting, April 2004, Orlando, Florida. Appointed Chair, 2005 Program Committee.
 - Society of American Archivists, annual meeting, August 2003, Los Angeles, California, served on Steering Committee, Congressional Papers Roundtable. Before meeting worked to develop a slate of candidates for Steering Committee.
 - Academic Library Advancement and Development Network, annual meeting, Miami, Florida, March 2004.
 - Member, American Library Association, ACRL, Rare Books and Manuscripts Section; Society of American Archivists; Academy of Certified Archivists (declined request to run for Vice President/President Elect of Academy); Institute of Certified Records Managers; Society of Florida Archivists; Society of Georgia Archivists.
 - Consultant, Florida Baptist Convention, Jacksonville, Florida and the Stetson University Library, Deland, Florida, supervised the transfer of the Baptist Archives from Stetson Library's Special Collections to the Florida Baptist College, Graceville, Florida.

Special Collections/Archives (cont'd)

- Consultant, Atlanta University Center, Atlanta, Georgia, member of team to review AUC's Department of Special Collections.
- Consultant to the Committee to dispose of the papers of Mary McCaulley, Director, Center for Applied Psychological Type (CAPT), Gainesville, Florida.

STATISTICS

Special Collections
Table 1
Book Collections Count, FY 2003-2004

Collection	# of Monographs
Archives	3,979
Book Arts Collection	316
Serial Subscriptions	1
Bryant West Indies Collection	1,976
Engineering Collection	465
Floridiana Collection	230
General1	551
Horror-Fantasy Collection	177
Limited Editions	320
Sol & Sadie Malkoff Book Arts Collection	354
Thomas & Georgine Mickler Collection	316
Music Collection	133
Rare Books	3,280
Reference Collection	65
Van Sickle Leftist Pamphlet Collection	2,192
TOTAL CATALOGUED MONOGRAPHS	14,355

¹The Finney and Howard Eves Collections were integrated into the General Collection FY2003. The General Collection includes books from the Lodwick, Patti and Donnelly collections

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 and the University Archives have an increasing backlog of items waiting to be catalogued. There are 4,321 un-catalogued monographs, 25 un-catalogued university serials, and 35 un-catalogued archives and manuscripts collections. Cataloged items in Special Collections that require location changes to the circulating collections currently total 2,807.

Special Collections
Table 2
Collections Usage, FY 2002 - FY 2004

Collection	FY2004 # of Patrons	FY2003 # of Patrons	FY2002 # of Patrons
Archives	173	186	143
Ben White	0	1	0
Book Arts	15	21	48
Bryant	40	26	84
Carey Hand	19	32	32
Civil Rights Papers	3	15	1
Duerr	1	0	0
Educator's Oral History	1	2	0
Engineering	2	4	8
Floridiana	20	7	1
Folklife	2	0	0
Frey	3	1	N/A ¹
General	15	3	0
Horror/Fantasy	1	3	2
Iva Kitchell	0	1	0
Limited Editions	4	4	12
Malkoff	5	2	2
Mickler	23	20	6
Music	2	2	1
Nehrling	2	3	0
Patti	3	0	0
Polasek	0	7	3
Price	1	N/A ³	N/A ³
Rare Books	13	30	44
Reference	1	0	0
Simpkinson	6	N/A ³	N/A ³
Van Sickle	54	15	2
Wagar Space	4	0	1
Wekiva	3	0	0
Women's Club	5	0	0
Zines	3	6	N/A ¹
Other	45	81	N/A ²
ILL	9	8	N/A ²
LINE	0	2	N/A ²
Exhibition Visitors	352	189	136
Total # of Patrons:	830	671	526
Percent Difference	+24%	+28%	

¹ Collection Received in FY2003

² Statistics not available prior to FY 2003

³ Collection Received in FY2004

Special Collections/Archives (cont'd)

Special Collections
Table 3
Other Collections & Materials

<i>Other Collections and Materials</i>	<i>Other Collections and Materials (cont'd)</i>
Ben White Raceway Papers	Doris Leeper Papers
Dr. Val Bradley Labor Union Collection	Literary Manuscripts
Bryant West Indies Collection <ul style="list-style-type: none"> ■ Archaeological Items ■ Art Collection ■ Media ■ Maps 	Stephen Danks Lodwick Collection
Frieda Bulgar Collection	Sol & Sadie Malkoff Book Arts Collection <ul style="list-style-type: none"> ■ Ephemera ■ Typography Specimen Books
Carey Hand Funeral Home Records	Thomas & Georgine Mickler Collection <ul style="list-style-type: none"> ■ Diaries ■ Ephemera ■ Maps ■ Postcards ■ Sermons
Central Florida Women's Research Archives (CFWRA) <ul style="list-style-type: none"> ■ Bea Ettinger Papers 	Henry Nehrling Papers
Children's Home Society Papers	Old Florida Structures Photographic Collection
Civil Rights Papers	Archimedes L. A. Patti Collection
Edward Curtis Collection	Albin Polasek Collection
John Dickinson Papers	Harrison Price Papers
Walter and Dorothy Donnelly Collection <ul style="list-style-type: none"> ■ Ephemera 	Paul O. Schallert Papers
Howard J. Duerr Papers	James E. Shepherd Papers
Educator's Oral History Collection	Shoemaker Art Collection
Howard Eves Mathematics Collection	Scott Simpkinson Collection
Finney Accounting Collection	Senator George Stuart Papers
Florida Association of Student Financial Aid Administrators Papers	University of Central Florida Archives <ul style="list-style-type: none"> ■ Maps & Blueprints ■ Media ■ Realia ■ Vertical Files
Florida State Music Teachers Papers	University of Central Florida Heritage Alliance <ul style="list-style-type: none"> ■ Central Florida Folklife Collection
J. Vincent Fonelli Collection	University of Central Florida Women's Club Collection
Congressmen Lou Frey, Jr.'s Papers	Joseph and Mary Velezdy Collection
Walter Gaudnek Collection	Wekiva Resource Council Maps & Aerial Photos
General Art Collection	Howard C. Wagar Space Collection
Senator John Young Gooch Papers	Zines
J. Paul Hartman Collection	
Iva Kitchell Papers	
Latin American Art Collection in Honor of Anne Marie Allison	

Carla M. Summers
Head, Special Collections

HIGHLIGHTS OF THE YEAR IN RETROSPECT

▶ Digital Projects

- The new Digital Services office opened in March 2004. The facility provides expanded workspace for additional staff to support the increase in digital projects experienced over the last two years.
- Contributions to the Florida Heritage Collection, Central Florida Memory, and special campus projects continue.
- The first batch of Electronic Theses and Dissertations (ETDs) were received spring term.

▶ Infrastructure

- Fibre channel storage was increased from 720 gigabytes to 2.88 terabytes.
- A tape library was installed to expand the backup capability of the fibre channel storage system.
- The older, slower 802.11b wireless access points (11 mbps) were replaced with faster 802.11g equipment (54 mbps).

▶ Technical Support

- Maintained Knightline (the Libraries' listserv) and Southeastern Library Association (SELA) listserv and Web pages.
- Provided support for INNOPAC, the Libraries' Web pages, public and staff access to the network, GroupWise, and Pegasus.
- Installed PCs, printers, and laptops at the Universal Orlando Foundation Library at the Rosen College and worked with local computer services staff to attach equipment to the campus network.
- Installed staff PCs at the main library and partnership libraries.

▶ Web Services

- EZProxy software was installed to facilitate easy access to UCF Libraries' electronic resources from remote locations.
- Cascading style sheets (CSS) continue to be applied throughout the Web site.
- Content development and maintenance is ongoing along with plans for redesigning the site. An affinity mapping activity was conducted with students to gather ideas for the redesign.
- The Web Implementation Committee (WIC) met every two weeks to discuss issues,

consider developments, and work on the redesign.

- WIC fixed links, removed old files, normalized file names, and maintained files on the server.
- A new header for the site went live May 2004.

REPORT on DEPARTMENTAL GOALS FOR 2003-2004

- ### ▶ Upgrade fibre channel storage to support increased storage needs for digital and Web projects, and electronic resources.

Completed December 2003. Includes a 60-drive fibre channel storage array with 2.88 terabytes of space.

- ### ▶ Design workspace for the digital projects lab in room 230 and make operational by fall semester.

The Digital Services office was opened March 2004.

- ### ▶ Complete the Electronic Thesis and Dissertation submission Web pages and database for use spring semester.

Students began submitting ETDs spring semester. Seventy-five were submitted during this initial phase.

- ### ▶ Replace remaining staff PCs that do not meet campus-computing standards.

Sixty-five new PCs were installed in staff areas.

- ### ▶ Continue redesigning the Library's Intranet.

Work is ongoing.

- ### ▶ Continue to evaluate server performance to more efficiently support logical functional areas.

With the installation of the new fibre channel equipment, departmental and user space considerations were examined. Some areas were increased and some decreased to accommodate changing needs.

- ### ▶ Evaluate communication options for technical support staff.

Cell phones have been provided to on-call staff. An additional cell phone will remain in the main library for use by public services staff to ensure communication with on-call staff.

Systems & Technology (cont'd)

- ▶ Implement Active Directories to more fully utilize Windows 2000 server.

Active directory features are being implemented to enhance technical support's ability to perform activities quickly and efficiently.

- ▶ Continue to offer professional development opportunities for staff.

The two Coordinators for Computer Applications attended MCSA Boot Camp and the two Senior Computer Support Analysts attended Windows 2000 Server and Client training. Dell provided training in their new fibre channel storage technology as part of the equipment purchase. The coordinator who manages the servers and fibre channel storage attended the weeklong class in Texas and also attended free Microsoft security classes offered locally.

DEPARTMENTAL GOALS for 2004-2005

- ▶ Update infrastructure equipment. It should include additional security features not currently available to position the Libraries to provide faster network speeds when it is implemented on campus and greater compatibility with current and anticipated infrastructure.
- ▶ Review the placement of public access computers and increase the number available by at least 25%.
- ▶ Update digital imaging facility to include a reprographic workstation to produce higher quality digital images and the ability to accommodate oversized material. It will support future Central Florida Memory materials, the commitment to the Florida Heritage Project, and future digital projects.
- ▶ Reclassify the Office Assistant position to reflect digital imaging duties and recruit a full time programmer/webmaster.
- ▶ Continue redesigning the Libraries' Intranet and Active Directories features on servers.
- ▶ Continue to evaluate server performance to more efficiently support logical functional areas.
- ▶ Finalize and monitor Electronic Thesis and Dissertation submission processes.
- ▶ Review staff assignments to ensure efficient use of resources and expertise.
- ▶ Continue to offer professional development opportunities for staff.

- ▶ Finalize policies and procedures for infrastructure support, Web services, digital services, and technical support.

CHANGES in STAFFING

- ▶ Scott Milbuta was on Employee Educational Leave spring term.
- ▶ Blake Stephens served as Senior Computer Support Analyst in Milbuta's absence. Stephens stayed on after Milbuta's return in an OPS capacity adding needed programming and graphic design skills to Systems & Technology.

ADVANCEMENTS TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Be America's leading partnership university

Systems & Technology continues to participate in partnerships with the other state university libraries to expand the Florida Heritage Collection, and with the Orange County Library System and Orange County Regional History Center on Central Florida Memory.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Users need to move away from end-of-life software that presents incompatibility issues with newer hardware and operating system software. Systems staff spend considerable time supporting software that should be retired or updated.

Users need to be more cautious about downloading software for personal use from the Internet. In many cases the downloads create problems that make the affected PCs sluggish or inoperable and require attention that could be directed to more valid problems.

The use of the Intranet is encouraged to log system problems. Without a work order in the database, the problem cannot be assigned or tracked.

A timetable is needed to complete metadata/cataloging activities related to digital collections – Florida Heritage, Central Florida Memory, and Electronic Theses & Dissertations.

Systems & Technology (cont'd)

ACCOMPLISHMENTS of FACULTY and STAFF

▶ Selma K. Jaskowski:

- UCF Committee Assignments:
 - Web Direction Committee
 - Systems Group
 - Electronic Thesis and Dissertation Committee
 - IMLS Grant Writing team
 - COOP Committee
 - Network Security Team
 - Rosen Library planning and implementation
 - Chair, Search Committee for Head, Special Collections
 - Chair, Library Technology Advisory Group
- FCLA Committee Assignments:
 - General Liaison
 - Digital Projects Planning Committee
 - Project Manager for UCF Library, Florida Heritage Project
 - Systems/Networking Committee
 - Digital Project Development:
 - Central Florida Memory
 - Electronic Theses and Dissertations
 - Institute for Simulation and Training
 - Carey Hand Funeral Records
- Conferences:
 - ALA Annual Conference, Orlando, June 25-29, 2004
 - FCLA Joint Meeting, Gainesville, FL, November 3-5, 2003
- Presentations:
 - "Preserving Your Community's Heritage: Museum – Library Partnerships That Work!"
 - o Southeastern Museums Conference, Mobile, AL, October 25, 2003
 - o Florida Association of Museums Annual Conference & Exposition, Jacksonville, FL, September 9, 2003

- "Central Florida Memory," Digital Media Class, Classroom I, UCF, September 22, 2003
- Orientation of New Employees, various times throughout the year

▶ Page Curry:

- UCF Committee Assignments:
 - Holiday party arrangements committee
- Workshops:
 - Reprographic workstation training, UCF Libraries, June 2004
 - Nikon Photography Seminar, Orlando, April 2004
 - Business Etiquette Luncheon, UCF, 5 April 2004
 - "Real Supervision" workshop series, UCF Libraries, March 2004
 - ABC's of Diversity, UCF, July 2003
 - Library Web page news editor

▶ Athena Hoepfner:

- UCF Committee Assignments:
 - Library Technology Advisory Group
 - Web Implementation Committee, Chair
 - Web Direction Committee
 - Electronic Transition Task Force
- FCLA Committee Assignments:
 - Electronic Collections Committee
 - System Implementation Task Force
 - SFX Task Force
- Conferences:
 - CNI Task Force Meeting, Alexandria, VA, April 2004
 - Computers in Libraries, Washington, DC, March 2004
 - ASIST Annual Meeting, Long Beach, CA, October 2003
 - ICOLC, San Diego, CA, September 2003
- 2004 Excellence in Librarianship



Founders Day 2004: **Athena Hoepfner** (Systems & Technology) received the Excellence in Librarianship award; **Ellen Anderson's** (Special Collections) retirement was recognized; **Meg Scharf** (Associate Director, Public Services) and **Marilyn Snow** (ILL/Reference) were recognized for 20 years' service at UCF.

Systems & Technology (cont'd)

▶ Joel Lavoie:

- UCF Committee Assignments:
 - Web Implementation Committee
 - Search committee, Head, Interlibrary Loan
 - DAG Committee
 - Holiday Party Committee
- Training and Conferences:
 - Earned Microsoft Certified Analyst (MSCA)
 - Computers in Libraries, Washington, DC, March 2004
- Presentations:
 - Orientation of New Employees, various times throughout the year

▶ Greg McCoy:

- UCF Committee Assignments:
 - Web Implementation Committee
 - Web Direction Committee
 - VR Library Tour Team
 - Information Technology & Resources Coordinating Council
 - Campus Network Security Team
- Training and Conferences:
 - Earned Microsoft Certified Analyst (MSCA)
 - Training at Dell on SAN/Fibre Channel Systems
 - Received Teledata Infrastructure Certification (TIC)
 - Attended numerous Microsoft seminars focusing on Security

▶ Scott Milbuta:

- UCF Committee Assignments:
 - Library Disaster Preparedness Committee
 - Chair, Holiday Party Committee
- Awarded Employee Educational Leave for spring term 2004

STATISTICS

**Systems & Technology
Table 1
Electronic Theses & Dissertations**

Total Submissions	
Spring 2004	75

**Systems & Technology
Table 2
Web Usage Statistics FY2003-2004**

	All Web Pages	Library Main	E-Reserves
Total Hits	29,969,134	28,195,539	509,974
Average Hits per day	81,882	77,036	1,393
Visitors	1,500,288	1,379,702	46,753
Unique IPs	250,877	232,268	16,300
One-time visitors	184,408	169,182	10,984
Total data transferred (Mbytes)	502,600	221,676	253,338
Data transferred per day (Mbytes)	1,372	606	692

**Systems & Technology
Table 3
Digital Projects Statistics
FY 2003-2004**

Project	Images Scanned
Florida Heritage	11,642
Carey Hand	405
IST	12,751
Special Requests	63
Total Images	24,861

Systems & Technology (cont'd)

Systems & Technology
Table 4
Technical Support Statistics – Five Year Summary

	2003/04	2002/03	2001/02	2000/01	1999/00
Work Orders					
Logged	1,122	1,031	1,012	1,229	1,198
Completed	1,122	1,026	1,005	1,224	1,198
Network Printing, Total pages	538,396	348,725	46,136 [†]	--	--
PCs					
Public	210	201	182	174	170
Staff	186	180	159	150	171
Classroom	43	43	43	41	41
Laptops					
Public	54	32	21	19	19
Staff	23	19	23	23	23
Staff Printers	33	28	36	40	34
Public Network Printers	6	4	4	--	--
Staff Terminals	1*	1*	1*	1*	1*
Servers					
Novell	--	--	--	--	1
Win 2K	4	4	4	5	5
Unix*	1	1	1	1	1
Staff	7 FTE 1 Adjunct 1 OPS	7 FTE 1 Adjunct	6 FTE 1 Adjunct	6 FTE 1 Adjunct	4 FTE 1 OPS

[†] 12/20/2001 – 6/30/2002

*INNOPAC (Acquisitions/Serials system)

Selma K. Jaskowski
 Head, Systems & Technology

Universal Orlando Foundation Library

HIGHLIGHTS of the YEAR in RETROSPECT

► Opening of the Library:

After two years of planning, on January 5, 2004, the first day of the spring semester, the architecturally stunning 9,000 square foot library opened its doors with library materials, equipment, and furniture in place as follows:

- Seating for 150 at tables and individual study carrels
- An "Opening Day" collection of 4,000 volumes (with capacity for 17,000) and 100 print periodical subscriptions
- 24 public access computers
- 15 wireless laptops
- 25-seat instruction room
- Group study rooms, lockers, and media work stations.

Other notable highlights include:



Opening Day Dignitaries (left to right): **Deb Ebster** (Head, Universal Orlando Foundation Library); **Dr. Abe Pizam** (Dean, Rosen College); **Dr. Dick Nunis** (Chairman, Board of Trustees); **Dr. Beth Barnes** (UCF Vice President & Chief of Staff); **Mr. Anthony J. Nicholson** (entrepreneur and UCF benefactor), and **Dr. John C. Hitt** (UCF President)

- **Host site for ALA Activities:** While Rosen campus served as a host site for the ALA GODORT Pre-conference, the new library was the site of the GODORT Reception and Awards ceremony, as well as the ACRL/ Harvard Institute Alumni Reception.
- **Successful Debut Exhibit:** In cooperation with the Orange County Regional History Center, the library hosted "Tacky Treasures: Vintage Florida Souvenirs" a nostalgic display of Floridiana artifacts from the 1930s-70s during the months of May and June 2004. The popular exhibit received media coverage

on Channel 6's local news and in the June 20, 2004 *Orlando Sentinel*.

REPORT on DEPARTMENTAL GOALS for 2003-2004

Staff activities for the year were typically those of a start-up operation:

► Teambuilding:

Of many team-building exercises staff participated in, the most popular and most productive included two workshops facilitated by Personnel Librarian Cynthia Kisby. Library staff were also the lucky recipients of an invitation to attend a Rosen Food Practicum Class Luncheon



UOFL staff and main library visitors enjoy one of the perks of working at the Rosen College: an elegant meal served as part of a Food Practicum Class

with visitors Cynthia Kisby and Susan Creighton. In an effort to mesh our workflow and procedures with units from the main library, Universal Orlando Foundation Library (UOFL) staff hosted visits of the CMC and the Interlibrary Loan staffs for lunch and a joint meeting with each group.

► Services:

Within the first weeks of operation, the library offered

- Reference/research/consultations in person, by phone, and via e-mail to students and faculty
- Library instruction
- Circulation of library materials and course reserves
- Interlibrary loan, intercampus loan, and document delivery via fax and courier.

► Collections:

- The move of the Universal Orlando Foundation Library's opening day collection of 4,000 monographs and bound journal volumes from the main library to Rosen on December 22 was choreographed by Roger

Universal Orlando Foundation Library (cont'd)

Simmons, Head of Circulation Services, with volunteers from several different departments within the main library assisting with the move.

- A collection development statement was written and aggressive growth of the collection began in earnest, within the parameters of that policy.
- Dr. Ady Milman continued to serve as the Faculty Library Representative assisting in the coordination and prioritizing of faculty requests.
- By the end of the fiscal year, all but a few of the new journal subscriptions ordered in January had arrived, pushing the total number of Rosen periodicals over 100 titles.
- EBSCOhost's long-awaited Hospitality & Tourism Index was warmly received by Rosen faculty and students. The comprehensive new index provides online access to the records of several renowned collections, some of which were previously unavailable to the public.

► Physical Facilities, Furniture & Equipment:

- Selma Jaskowski, Head of Systems & Technology, and her staff installed the



Interior of the Universal Orlando Foundation Library, January 2005, featuring public terminals (upper left), group study room and carrels (lower left), and the central reading areas

hardware and software and burned the images for both staff and public terminals.

They also set up the library's laptops and installed an assistive technology workstation with JAWS screen reader and Zoomtext magnification software.

- Furniture vendor Noel Patterson helped library staff and administration to fine-tune the library furniture to meet the needs of users as well as enhance the aesthetics of the facility.

► Marketing & Outreach:

Within weeks of opening, the staff had published the inaugural edition of the library's newsletter, *Check it Out*, as well as created and launched its Web page: <<http://library.ucf.edu/rosen>>.

► Organization:

Staff spent their first partial year establishing procedures as follows:

- Established personnel operations, scheduling and payroll procedures
- Assessed, ordered, and organized supply needs for smooth functioning of library
- Set up and organized staff workroom
- Established guidelines to hire student assistants, track work assignments, and for training
- Designed and printed signage, forms, brochures and stationary
- Labeled general collection, course reserves, and reference stacks
- Established basic ILL and document delivery procedures
- Established shipping and receiving procedures
- Established periodical tracking, coordinated check-in with Acquisitions Services
 - Established procedures for student lockers and use of media stations
- Communicated with UCF Postal Services to establish mail and courier procedures
- Established and organized a shared drive for Universal Orlando Foundation Library's documents
- Established vertical files

Full-time staff and student assistants were hired, oriented, and trained. Procedural manuals were written and revised.

Universal Orlando Foundation Library (cont'd)

CHANGES in STAFFING

Effective October 1, 2003, Deborah Ebster joined the University Libraries as the head of the Universal Orlando Foundation Library, completing a national search. She served with the other members of the search committee to select a Reference Librarian, and worked closely with the Personnel Librarian to recruit a talented and diverse staff as follows:

- ▶ Rowena Beredo, Senior LTA, hired January 2004
- ▶ Linda Black, LTA Supervisor, hired (from Reference) January 2004
- ▶ Timothy Bottorff, Reference Librarian, hired January 2004
- ▶ Tanya Jo Ormseth, Senior LTA, hired January 2004
- ▶ Student Assistants: Our first student assistants were Shana-Lee Dixon, Vinita Veravit, April Robertson, Max Sestili, and Hanna Baker-Barolette.

DEPARTMENTAL GOALS for 2004-2005

Following our Goal Setting workshop with Cynthia Kisby, Universal Orlando Foundation Library staff adopted the following concepts as building blocks which will guide their efforts for the next year:

- ▶ Building Collections
- ▶ Building Programs and Services
- ▶ Building Relationships
- ▶ Building Community

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida
 - As the Rosen College of Hospitality Management positions itself to become *the* premiere program in the field, the library has the opportunity to support that mission by offering quality services, including an information literacy-based program of

instruction, and building world class collections both print and electronic.

- The University Libraries is a charter subscriber to EBSCOhost's comprehensive new Hospitality & Tourism Index, which provides online access to the records of several renowned collections in the field, some of which were previously unavailable to the public.
- ▶ Provide international focus to our curricula and research programs
 - Application was submitted to the World Tourism Organization (WTO) headquarters in Madrid, Spain, to become a Depository Library, receiving all publications of the WTO in French, Spanish, and Russian, as well as English. These and other materials selected for the collection present comprehensive world views.
 - Library has participated in Rosen College's



UOFL Staff (left to right): Rowena Beredo, T.J. Ormseth, Deborah Ebster, Tim Bottorff, Linda Black

initial planning to host a reception and art exhibit as part of the first International Conference on Island Tourism & Small Economies, tentatively scheduled for June 2005.

- ▶ Become more inclusive and diverse
 - Hiring of Universal Orlando Foundation Library staff began on an inclusive and diverse note with the recruitment of minority and international students, faculty, and staff.
 - Building a collection which reflects the diversity represented in the global hospitality industry is a priority; moreover, identification of gaps in the collection which are in need of development has begun.

Universal Orlando Foundation Library (cont'd)

▶ Be America's leading partnership university

- Our initial collaboration with Orange County Regional History Center to bring the "Tacky Treasures" exhibit to Rosen is anticipated to be the first of many.
- Interest lies in forming partnerships with the hospitality community. The library's first venture was to offer to house in the collection the notebooks for the awards competition of the local chapter of the International Special Events Society (ISES).

- Member, Libraries Director's Advisory Group
- USPS Staff Council
- UCF Town & Gown Council
- UCF Women's Club
- Inducted into Delta Kappa Gamma Society International, an honorary society for women educators
- Training:
 - UCF Diversity Training
 - Interviewer Certification workshops.

▶ Tim Bottorff:

- Attended:
 - Florida Library Association Annual Conference in March 2004
 - Graphic Standards Town Meeting in April 2004
 - PeopleSoft training sessions in May and June 2004
 - American Library Association Annual Conference in June 2004
- Participated in a librarian exchange

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ After a very rocky start, the courier service from the main campus settled in with delivery from main to the Rosen campus twice a week. In order to provide credible support for students and faculty and maintain service standards, adequate transportation and efficient mechanisms for enhanced document delivery are a necessity.
- ▶ The lack of cost-recovery for printing has taken a very costly toll on supplies of paper and cartridges. The promise of networked printing should resolve these issues in the near future.
- ▶ Expectations for aggressive growth of the library's collections are high. Continued funding to support this growth – to match the expansion of Rosen College's degree programs – will be crucial to the success of the library.



UOFL Librarian Tim Bottorff displays a piece from the debut exhibit "Tacky Treasures" on Orlando's WKMG TV.

ACCOMPLISHMENTS of FACULTY and STAFF

▶ Rowena Beredo:

- Rosen representative on the ACS Relay for Life Team, April '04
- Attended PeopleSoft training, May 2003
- Completed coursework in Organizational Behavior, Organizational Development, and Organizational Design.

▶ Linda Black:

- Service:
 - Chair, Libraries Student Appreciation Day and Luncheon

Universal Orlando Foundation Library (cont'd)

- program with the Reference Department
- Maintained or began memberships in ALA, RUSA, ACRL, FLA, and Beta Phi Mu
- ▶ Deb Ebster:
 - Attended:
 - John T. Washington Awards & Scholarship Luncheon in April 2004
 - ALA Annual Conference and Disney Institute Pre-conference in June 2004
 - Served on the Rosen Planning Task Force and on the Rosen Public Services Librarian Search Committee
 - Assisted with the MLIS Information Day at the main library to facilitate the visit of University of South Florida's Director of Library and Information Science Program Vicki Gregory
 - Maintained memberships in ALA, ACRL, RUSA, and BCALA



Barry Baker, Director of Libraries, watches as **Dr. Abe Pizam**, Dean, Rosen College, checks out the first book, *Walt's Revolution! By the Numbers*, by Harrison "Buzz" Price, who located Disney World in Central Florida 1963, wrote a Universal Tour feasibility analysis in 1964, and donated his papers on travel, tourism and entertainment from 1978-2003 to the UCF Libraries

STATISTICS

The table below provides a baseline for the measurement of the use of the library and the growth of its collections.

Universal Orlando Foundation Library
 Table 1
 Statistical Summary, February 2004-June 2004

	Feb	Mar	Apr	May	Jun	TOTAL FY 03-04
USE OF THE FACILITY:						
Patron Count	4,207	4,672	4,872	1,864	3,823	19,438
Laptops Checked Out	0	0	3	2	5	10
Audio Sets Checked Out	0	1	1	5	3	10
Lockers Checked Out	2	2	1	0	0	5
Study Rooms Reserved	7	10	11	2	4	34
INSTRUCTION:						
Classes taught	2	1	0	0	1	4
Students Taught	18	11	0	0	14	43
MATERIALS CIRCULATED:						
General Collection	51	73	78	71	81	354
Audio/Visual	9	17	5	6	14	51
Reserve	20	8	11	6	31	76
Total Materials Circulated	80	98	94	83	126	481
REFERENCE:						
Directional Questions	203	149	134	83	122	691
Library Reference, In Person	81	89	50	30	59	309
Library Reference, Via Phone	16	16	20	3	14	69
Library Reference, Via E-Mail	2	7	3	2	7	21
COLLECTION DEVELOPMENT:						
Rosen, general				2,678		2,678
Rosen, reference				275		275
Rosen, periodicals				113		113
Rosen, media				114		114

Deborah Ebster
 Universal Orlando Foundation Library at Rosen

Statistical Summary 2003-2004

VOLUMES HELD				
	OWN 6/30/03	ADDED	DELETED	OWN 6/30/04
Main Library	1,076,086	45,366	4,371	1,117,081
Brevard	32,954	2,372	95	35,231
Daytona	18,933	1,662	110	20,485
Lake Sumter/UCF	132	919	-	1,051
Universal Foundation Library at Rosen College	-	3,857	50	3,807
Curriculum Materials Center (CMC)	32,345	1,000	2,187	31,158
Florida Solar Energy Center volumes (FSEC)	24,025	704	222	24,507
<i>Subtotal print volumes</i>	<i>1,184,475</i>	<i>55,880</i>	<i>7,035</i>	<i>1,233,320</i>
Electronic volumes (netLibrary, other)	29,091	10,970	3	40,058
TOTAL	1,213,566	66,850	7,038	1,273,378
CATALOGED TITLES ALL LOCATIONS & MATERIALS				
TOTAL	1,057,788	65,616	2,194	1,121,210
MICROFORM UNITS				
Microfilm				
Main Library	59,795	575		60,370
FSEC	1	-		1
Microfiche				
Main Library	1,152,525	17,332		1,169,857
FSEC	56,522	-		56,522
Other Microfiche (ASI, CFR, CIS, IIS, SRI)	732,388	30,081		762,469
Microfiche Government Documents	811,799	9,316	6	821,109
U.S. Patents (Microfilm)	8,906	7		8,913
TOTAL	2,821,936	57,311	6	2,879,241
GOVERNMENT DOCUMENTS				
Print:				
U.S. Government*	269,083	2,590	1,260	270,413
Florida Government*	33,462	380	46	33,796
<i>Subtotal Print Gov't Documents (for IPEDS)</i>	<i>302,545</i>	<i>2,970</i>	<i>1,306</i>	<i>304,209</i>
<i>(Total IPEDS Holdings incl. Gov Docs)</i>	<i>1,516,111</i>	<i>69,820</i>	<i>8,344</i>	<i>1,577,587</i>
Non-Print:				
U.S. Electronic (CD-ROM, DVD, floppy)	3,744	225		3,969
Florida Electronic (CD-ROM, DVD, floppy)*	13	3		16
U.S. Patents (CD-ROM, DVD)	764	189		953
Maps*	3,551	35		3,586
TOTAL	310,617	3,422	1,306	312,733
SERIALS SUBSCRIPTIONS				
	OWN 6/30/03	INCREASE	DECREASE	OWN 6/30/04
Periodicals all locations:				
Print Journals	4,995		142	4,853
E-Journals (Dual format + e-only)	4,160	1,490		5,650
Newspapers	32		1	31
E-Databases	316	8	-	324
FSEC Serials	121	22	34	109
<i>Subtotal Periodical Subscriptions</i>	<i>9,624</i>	<i>1,520</i>	<i>177</i>	<i>10,967</i>
Standing Orders	1,843	-		1,843
TOTAL ACTIVE SERIAL SUBSCRIPTIONS*	11,467	1,520	177	12,810
TOTAL INACTIVE TITLES	4,685	23		4,708
MEDIA VOLUMES				
Main	24,198	1,177	153	25,222
Curriculum Materials Center	5,459	351	140	5,670
Brevard/UCF Library	203	17	-	220
Daytona Beach	1	-	4	(3)
Lake Sumter	-	36	-	36
Universal Foundation Library at Rosen College	-	31	-	31
Florida Solar Energy Center	7,919	1	2	7,918
Total Media Volumes	37,780	1,613	299	39,094
* Beginning count restated				

Media Volumes

	Own 6/30/03	Added	Deleted	OWN 6/30/04
Main				
Cassettes/Audio Tapes	2,393	22	12	2,403
CD-ROMs	1,646	45	12	1,679
Compact discs (music)	2,972	221	21	3,172
Compact discs (other)	18			18
DVDs	685	272	6	951
DVD ROMS	1			1
Filmstrips	584			584
Laserdiscs 12"	204			204
Media kits	79			79
Other	81	2		83
Phonograph records	2,446	4	5	2,445
Pictures	11			11
Slides	165	2	1	166
Video Recordings	12,913	609	96	13,426
Subtotal - Main	24,198	1,177	153	25,222
Curriculum Materials Center				
Cassettes/Audio tapes	403	16	8	411
CD-ROMs	483	175	19	639
Compact discs	326	24	13	337
DVD	22	6		28
Filmstrips	399			399
Games	35	5	15	25
Kits	516			516
Laserdiscs 12"	140	0	5	135
Maps	11	2	0	13
Media kits	50	5	21	34
Models	20	5	1	24
Pictures	108	7		115
Multi-media	195		39	156
Other	17	12	2	27
Phonograph records	1,048		2	1,046
Realia	87	12	1	98
Software	724			724
Transparencies	15			15
Video Recordings	860	82	14	928
Subtotal - CMC	5,459	351	140	5,670
Other Branches *				
Compact discs (music)	13	36	0	49
Cassettes/Audio tapes	10	0	0	10
CD/DVD	11	2	0	13
CD-ROMS		15	4	11
Video Recordings	170	31	0	201
Subtotal - Branches	204	84	4	284
Florida Solar Energy Center				
Cassettes/Audiotapes	58	0	0	58
CD-ROMs	66	1	2	65
Films	10	0	0	10
Slides	7,572	0	0	7,572
Video Recordings	213	0	0	213
Subtotal-FSEC	7,919	1	2	7,918
TOTAL MEDIA VOLUMES	37,780	1,613	299	39,094

*BCC,DBCC,LSCC,Rosen

Sources & Uses of Materials Budget

Year	(1) Base E&G Funding	(2) Funds from Other Sources (see Notes following)	(3) Total Materials Budget (1+2)	(4) Disbursed for Current Serials excluding e-resources	(5) Disbursed for Monographs	(6) Electronic Resources ⁽¹⁾ (Incl. Serials and Backfiles)	(7) Other Library Materials (Microfilms, a/v, backvols)	(8) Contract Binding	(7) Total Expenses (4+5+6+7+8)
2003/2004*	\$4,657,717	\$381,111	\$5,038,828	\$2,198,148	\$1,481,547	\$1,057,110	\$113,018	\$189,005	\$5,038,828
2002/2003	4,414,238	1,079,868	5,494,106	2,385,428	1,960,508	820,920	153,037	174,213	5,494,106
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

*Restated to conform to ASERL definitions

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

Financial Profile (Expenditures)

	2003-04	2002-03	2001-02	2000-01	1999-2000	1998-99
Salaries-Full-time(1)	\$4,888,517	\$4,295,132	4,079,542	\$3,772,100	\$3,535,793	\$3,327,091
Part-time Personnel(2)	629,670	485,397	498,804	531,520	415,740	370,865
Operating Expense(3)	640,077	580,051	466,875	582,724	555,175	556,161
Capitalized Furniture and Equipment(4)	265,957	291,864	248,930	276,841	294,239	532,554
Library Materials(5)	5,038,828	5,494,106	5,303,915	5,680,840	5,173,357	4,715,882
LibraryTotalExpenditures(E&G)	\$11,463,049	\$11,147,550	\$10,598,066	\$10,844,025	\$9,974,304	\$9,502,553

(1)Includes fringe benefits.

(2)Includes students and part-time staff and faculty wages. Beginning FY00/01 includes Federal Work Study wages.

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

(4)Includes furniture, computer hardware and software > \$1,000. Includes equipment purchases funded through FCLA.

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

UCF Libraries Staff (as of June 30, 2004)

Abulencia, Leticia	Cataloging Services	King, Allison	Partnership Library Services
Alderman, Barbara	Partnership Library Services	Kirwan, Katie	Acquisitions/Binding
Allen, Frank	Administrative Services	Kisby, Cynthia	Administrative Services
Allen, Stacey.....	Circulation Services	Konzak, Elizabeth	Special Collections/Archives
Ayoub, Joe	Periodicals/AV	Krolowitz, Jen.....	Reference Services
Baker, Barry B.	Administrative Services	LaMoreaux, Jamie	Acquisitions Services
Basco, Ven	Reference Services	Lavoie, Joel.....	Systems & Technology
Beile, Penny	Curriculum Materials Center	Leonova, Tatyana.....	Acquisitions Services
Beredo, Elena.....	Acquisitions Services	Livingston, Nelsy.....	Collection Management
Beredo, Rowena.....	UOF Library at Rosen	Lubell, Fran.....	Administrative Services
Betz, Bonnie.....	Periodicals/AV	MacDuffee, Susan.....	Acquisitions/Binding
Bishop, Corinne	Reference Services	Mahan, Cheryl.....	Reference Services
Bizon, Joe	Acquisitions Services	Martin, Jason	Reference Services
Black, Linda	UOF Library at Rosen	Mauk, Jim	Periodicals/AV
Bolinger, Parri	Administrative Services	McCoy, Greg.....	Systems & Technology
Bottorff, Tim.....	UOF Library at Rosen	Mendelsohn, Hal.....	Reference Services
Burris, Cindy.....	Reference Services	Milbuta, Scott.....	Systems & Technology
Campbell, Deirdre	Interlibrary Loan	Montgomery, Kimberly....	Cataloging Services
Candela, Tina	Acquisitions Services	Ogreten, Burak.....	Cataloging Services
Case, Lyn	Cataloging Services	Ormseth, T.J.	UOF Library at Rosen
Clark, Diane	Administrative Services	Parulan, Reynaldo	Cataloging Services
Colding, Linda	Reference Services	Piasek, Jeanne.....	Cataloging Services
Cole, Renee	Reference Services	Randell, Nakia	Circulation Services
Coney, Gloria.....	Circulation Services	Reynolds, Joan	Interlibrary Loan
Correa, Eda	Cataloging Services	Ryan, Tim	Administrative Services
Creighton, Susan.....	Administrative Services	Sánchez, Nelisa	Administrative Services
Crist, Alice.....	Cataloging Services	Santiago, Jorge	Cataloging Services
Curry, Page	Systems & Technology	Satterfield, Randy	Acquisitions Services
Dufault, Andrea.....	Curriculum Materials Center	Scharf, Meg	Administrative Services
Dvorecky, Anna	Cataloging Services	Semones, Meredith	Reference Services
Ebster, Deborah	UOF Library at Rosen	Seward, Linda.....	Acquisitions Services
Fox, James	Reference Services	Shrauger, Kristine	Interlibrary Loan
Gary, Valeska.....	Periodicals/AV	Simmons, Roger	Circulation Services
Gause, Rich.....	Government Documents	Snow, Marilyn	Interlibrary Loan
Girard, Janet.....	Administrative Services	Sotak, Nicole.....	Curriculum Materials Center
Gladding-Swann, Mary Lee	Circulation Services	Spyers-Duran, Peter	Reference Services
Goda, Donna	Reference Services	Stahley, Mem.....	Partnership Library Services
Hadlock, Patrick.....	Cataloging Services	Steffens, Catherine	Cataloging Services
Hall, Patricia	Government Documents	Summers, Carla.....	Special Collections/Archives
Hammond, Rebecca.....	Special Collections/Archives	Sutton, Linda	Cataloging Services
Hannie, Jon.....	Periodicals/AV	Sypolt, Terrie	Reference Services
Harrison, Richard.....	Reference Services	Tiberii, Patricia	Interlibrary Loan
Healy, David	Cataloging Services	Toth, Rob.....	Circulation Services
Helm, Dannie	Special Collections/Archives	Tumber, Edward.....	Circulation Services
Hinshaw, Carole	Reference Services	Tyler, Winnie	Interlibrary Loan
Hoeppner, Athena.....	Systems & Technology	Valente, Ann.....	Acquisitions Services
Hovanec, Davina	Systems & Technology	Viggiano, Rachel	Reference Services
Humphries, Megan	Circulation Services	Von Jares, Andrea	Collection Management
Jaggernauth, Pamela.....	Curriculum Materials Center	Ward, Jeannette	Acquisitions Services
Jaskowski, Selma.....	Systems & Technology	Weatherford, Debbie	Acquisitions/Binding
Johnson, Jacqui.....	Cataloging Services	Webb, Jack.....	Cataloging Services
Jones, Shidro	Periodicals/AV	Wiley, Ruth.....	Reference Services
Kelly, Jessica.....	Circulation Services	Wilson, Kerry.....	Administrative Services
Kibbee, Raynette	Administrative Services	Wolf, Milton	Collection Management
Killingsworth, Elizabeth..	Reference Services	Woolard, David	Reference Services
Kilman, Marcus	Partnership Library Services	Zhang, Ying	Reference Services

Organization

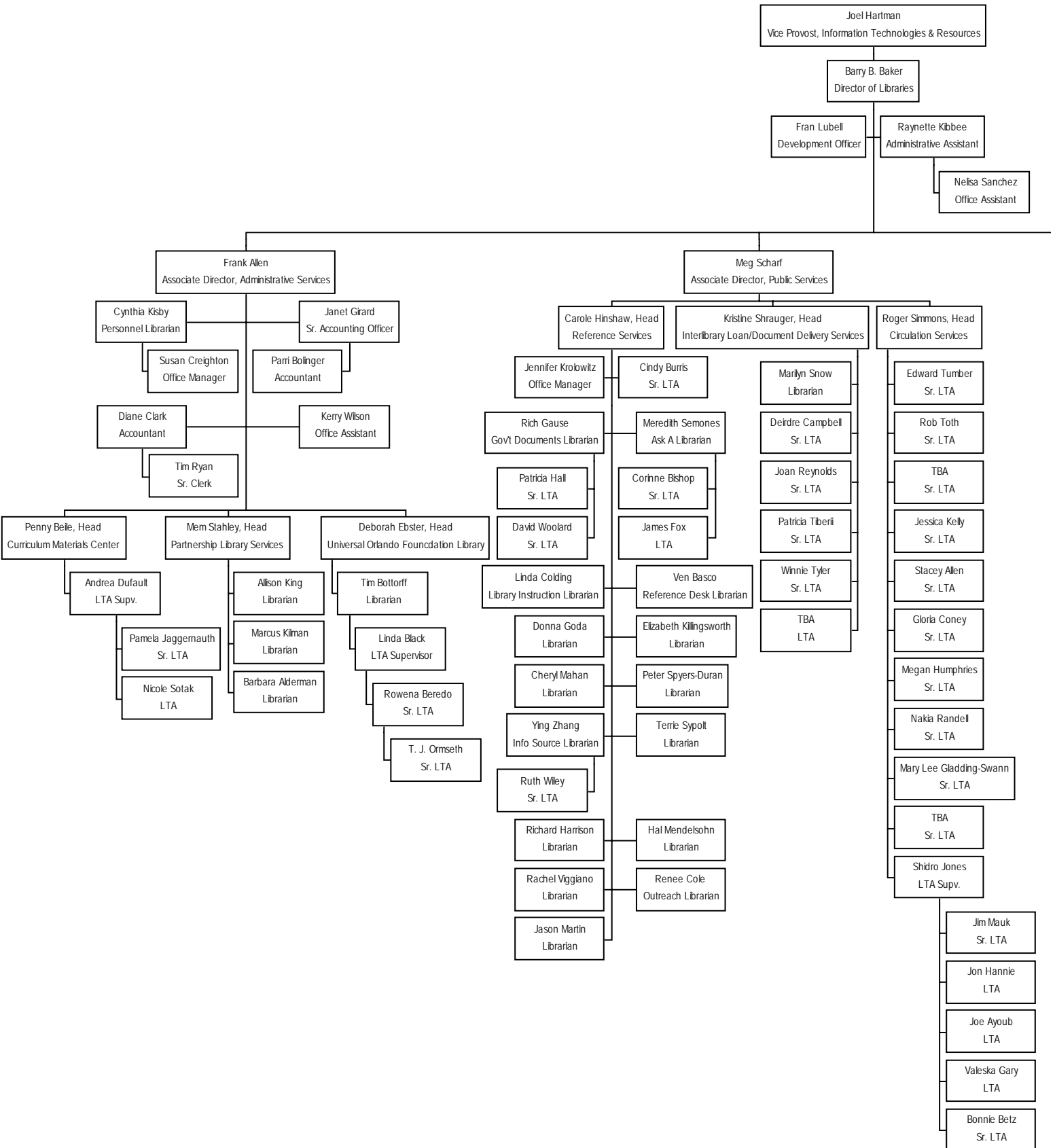
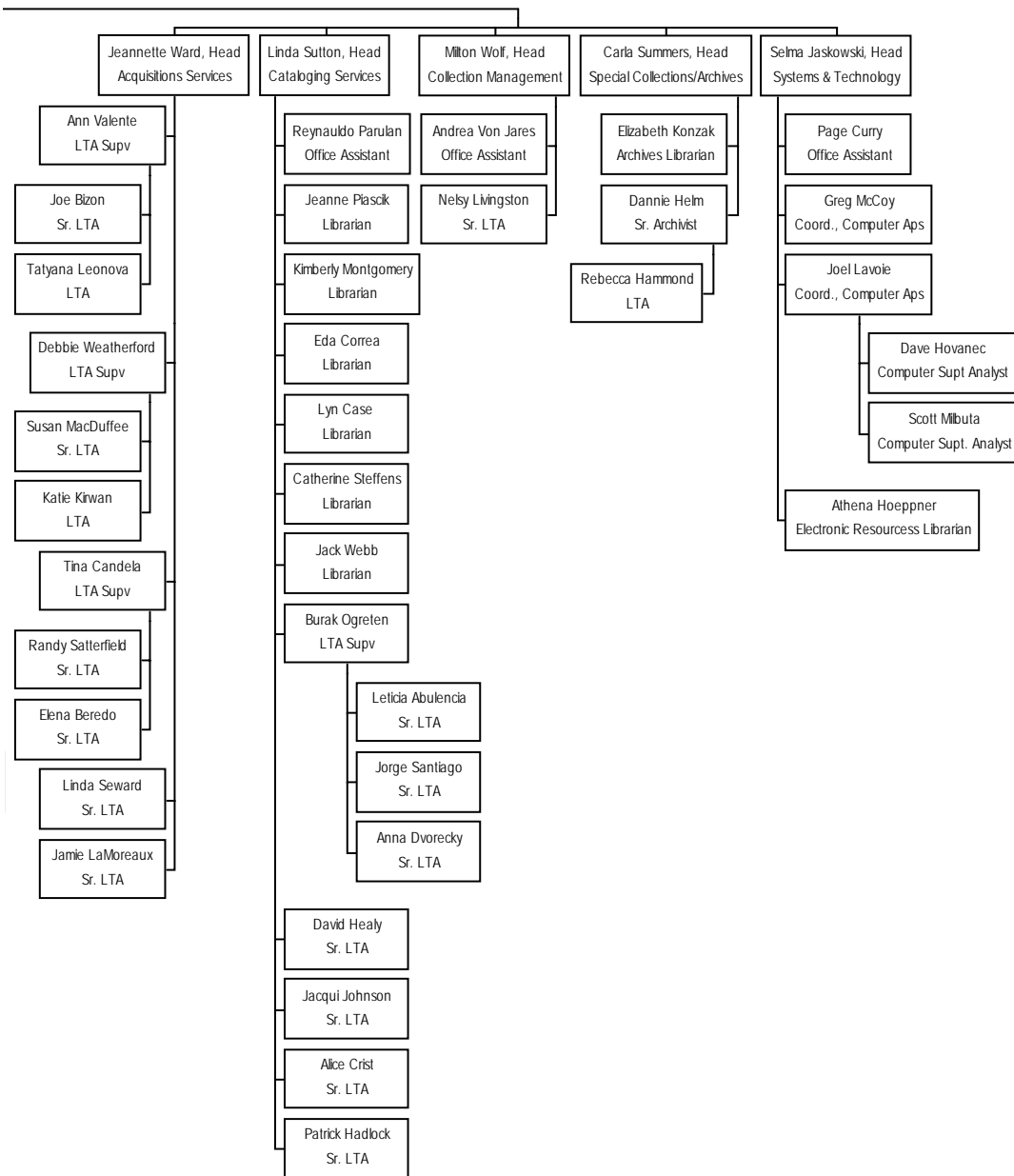


Chart (as of June 30, 2004)



2003-2004 Library Advisory Committee

Committee Member	College/Program Represented	Term
Baker, Barry	Director of Libraries	Ex Officio
Allen, Frank	Associate Director, Library Administrative Services	Ex Officio
Scharf, Meg	Associate Director, Library Public Services	Ex Officio
Basco, Ven	Faculty Senate Representative	02/03-03/04
Friend, Craig	Arts & Sciences/History	03/04-05/06
Taylor, Walter	Arts & Sciences/Biology	02/03-04/05
Lopez, Humberto	Arts & Sciences/Foreign Languages	01/02-03/04
Parikh, Mihir	Business Administration/Management Information Systems	03/04
Eaglin, Ron	Engineering & Computer Services/Engineering Technology	01/02-03/04
Boote, David	Education/Educational Studies	02/03-04/05
Brown, E.J.	Health & Public Affairs/Nursing	02/03-04/05
Francis, Ke	Chair of Chairs/Arts & Sciences/Art	01/02-03/04
Pizam, Abe	College Dean/Rosen College of Hospitality Management	03/04-05/06

Abbreviations & Acronyms

AA	Academic Affairs	CUC	Connecting the UCF Community
A&P	Administrative & Professional	DAG	Director's Advisory Group
AACR	Anglo-American Cataloging Rules	DBCC	Daytona Beach Community College
AALL	American Association of Law Libraries	DPA	Doctorate of Public Administration
ACME	Association of Collegiate Marketing Educators	DLI	Distance Learning Library Initiative
ACRL	Association of College & Research Libraries	DSR	Division of Sponsored Research
ACS	American Cancer Society	DVD	Digital Video Disc
ACS	American Chemical Society	E&G	Educational & General
ACURIL	Association of Caribbean University, Research & Institutional Libraries	ERIC	Educational Resources Information Center
AHEC	Area Health Education Center	ETD	Electronic Theses & Dissertations
ALA	American Library Association	F&A	Finance & Accounting
ALCTS	Association for Library Collections & Technical Services	FACRL	Florida Chapter, Association of College & Research Libraries
ALEPH	Automated Library Expandable Program	FAM	Florida Association of Museums
ARL	Association of Research Libraries	FCLA	Florida Center for Library Automation
ARLIS	Art Libraries Society	FCTL	Faculty Center for Teaching & Learning
ASERL	Association of Southeastern Research Libraries	FEEDS	Florida Engineering Education Delivery System
ASI	American Society of Indexers	FHP	Florida Heritage Project
AV	Audiovisual	FLA	Florida Library Association
BA	Bachelor of Arts	FLNC	Florida Library Network Council
BCALA	Black Caucus of the ALA	FSEC	Florida Solar Energy Center
BCC	Brevard Community College	FSECC	Florida State Employees' Charitable Campaign
BWI	Book Wholesalers, Inc.	FSU	Florida State University
CAGER	Cataloging & Access Guidelines for Electronic Resources	FWS	Federal Work Study
CALA	Chinese American Librarians Association	FY	Fiscal Year
CD	Compact Disk	GODORT	Government Documents Round Table
CDWS	Course Development & Web Services	GTA	Graduate Teaching Assistant
CED	Counselor Education Courses	HHPA	Hardy Holzman Pfeiffer Architects
CFLC	Central Florida Library Cooperative	HR	Human Resources
CFM	Central Florida Memory	HVAC	Heating, Ventilating, & Air Conditioning
CFR	Code of Federal Regulations	I&R	Instruction & Research
CFWRA	Central Florida Women's Research Archives	ICOLC	International Coalition of Library Consortia
CINAHL	Cumulative Index to Nursing and Allied Health Literature	IEEE	Institute of Electrical & Electronic Engineers
CIS	Congressional Information Service	IIS	Index to International Statistics
CMC	Curriculum Materials Center	ILL	Interlibrary Loan
COOP	Continuity of Operations Program	ILL/DDS	Interlibrary Loan/Document Delivery Services
COPHA	College of Health & Public Affairs	IMLS	Institute for Museum and Library Services
CPR	Cardiopulmonary Resuscitation	IP	Internet Protocol
CSS	Cascading Style Sheets	IPEDS	Integrated Postsecondary Education Data System
CSUL	Council of State University Libraries	ISES	International Special Events Society

Abbreviations & Acronyms (cont'd)

IST	Institute for Simulation & Training	RFP	Request for Proposal
IT&R	Information Technologies & Resources	RIE	Resources in Education
JAWS	Jobs Access with Speech	RUSA	Reference & Users Services Association
KDP	Kappa Delta Pi	SAA	Society of American Archivists
LAB	Library Association of Brevard	SACS	Southern Association of Colleges & Schools
LAMA	Library Administration & Management Association (ALA)	SEC	Security & Exchange Commission
LC	Library of Congress	SELA	Southeastern Library Association
LCSH	Library of Congress Subject Heading	SERA	Southeastern Registrar's Association
LI	Library Instruction	SFA	Society of Florida Archivists
LINE	Library Information Network & Exchange	SOLINET	Southeastern Library Network
LIRT	Library Instruction Round Table	SPGPN	Space Coast Grants Professional Network
LLC	Limited Liability Company	Sr.LTA	Senior Library Technical Assistant
LMS	Library Management System	SRI	Statistical Reference Index
LPAC	Librarians' Personnel Advisory Committee	SUL	State University Libraries
LSCC	Lake Sumter Community College	SURE	Showcase of Undergraduate Research Excellence (UCF)
LSTA	Library Services & Technology Act	SUS	State University System
LTA	Library Technical Assistant	SWAT	Student Wellness Advocate Team
LUIS	Library User Information System	TAG	Technology Advisory Group
MBA	Master of Business Administration	TAMU	Texas A & M University
MCSA	Microsoft Certified Systems Administrator	TIC	Teledata Infrastructure Certification
MLIS	Master of Library & Information Science	TSPC	Technical Services Planning Committee
MS	Microsoft	UCF	University of Central Florida
NACO	National Coordinated Cataloging Operations	UF	University of Florida
NASIG	North American Serials Interest Group	ULS	University Libraries Section (ACRL)
NCATE	National Council for Accreditation & Teacher Education	USF	University of South Florida
NLM	National Library of Medicine	USPS	University Support Personnel System
OCLC	Online Computer Library Center	WIC	Web Implementation Committee
OCO	Operating Capital Outlay	WTO	World Tourism Organization
OLAC	Online Audiovisual Catalogers	YBP	Yankee Book Peddler
OO	Operational Objective	YTD	Year to Date
OPAC	Online Public Access Catalog		
OPS	Other Personnel Services		
PAF	Personnel Action Form		
PC	Personal Computer		
PERC	Personalized Electronic Research Consultation		
PFA	Priority for Action		
PSPC	Public Services Planning Committee		
PURL	Persistent Uniform Resource Locator		
RBMS	Rare Books & Manuscript Section (ALA)		