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University of
**Central
Florida**



Libraries

Annual Report
2004-2005

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Director's Overview

Although 2004 will certainly be known as the year of the hurricanes with three hitting Central Florida in August and September, the Libraries escaped major damage. Hurricanes Charley, Frances, and Jeanne all affected the campus. The main library building had some minor damage from Charley, but suffered severe roof leaks from Frances and Jeanne. As a result, the fifth floor stacks and part of the first floor stacks had to be closed to public access for several weeks while the leaks were repaired. Protective plastic sheeting remained in place over the shelving to prevent additional water damage. Fortunately, the main library did not have any permanent structural damage. Some print materials housed on the fifth floor were water damaged, but due to fast response by library staff, physical plant staff, and advance arrangements with Belfor, a disaster recovery company, serious damage was averted. Circulation Services staff provided assistance in the cleanup effort following the water damage to the fifth floor and retrieved requested books for patrons from the temporarily closed stacks areas. The staff also monitored these areas for additional leaks.

There were also leaks in the technical services staff areas on the fifth floor which caused significant water damage to the carpet. The carpet was removed and replaced with a tile floor and the walls were repainted. This project meant that all staff in Acquisitions Services and Cataloging Services was displaced during the several weeks the work was underway. Staff was housed in temporary offices in other departments throughout the building.

In addition to the technical services area renovation, there were building projects in several other areas of the main library. A new room for Special Collections with storage for the manuscript collections as well as staff offices and work space was constructed on the first floor (room 150). This new space was needed as lack of space in Special Collections was becoming critical. New tile flooring was installed in the stack area and work space in Special Collections as part of a mold remediation project. New shelving was constructed in the Special Collections area to better utilize the space.

Munters, a disaster recovery company, was hired to clean all the materials in Special Collections as part of a project to remove the mold from the area and prevent it from recurring. New HVAC ductwork and controls were installed to keep the relative humidity and temperature within the recommended range to better preserve materials stored there by stabilizing the environment.



Director of Libraries Barry Baker under the watchful eye (and hand) of Frankenstein's creature, here created by artist Scott Sylvester.

It was also the year of Frankenstein as the Libraries hosted *Frankenstein: Penetrating the Secrets of Nature*, a traveling exhibition sponsored by the National Endowment for the Humanities, the American Library Association, and the National Library of Medicine. The exhibition was on display October 27 through December 10. Orchestrated by Cheryl Mahan, Principal Investigator for the grant, there were 24 events attended by over 1,300 persons, numerous exhibits, and a cinema series as well as three successful Frankenstein-themed competitions for students: a short story, a ten-minute play, and a short film. The winning competitions were:

- ▶ **Short Film:** *The Doctor's Folly* by Brenna Martin
- ▶ **Short Story:** *Taubergeist* by Marshal Blessing
- ▶ **Ten Minute Play:** *The Progeny* by Ayla Harrison.

Director's Overview (cont'd)

An extensive Web site was developed to showcase the events, resources, and people involved in the programs (<http://library.ucf.edu/Frankenstein/Default.asp>).

The Libraries' Quality Enhancement Program (QEP) Task Force submitted a proposal on information fluency which was chosen as a universitywide initiative as part of the SACS reaccreditation. Members of the Libraries QEP Task Force preparing the white paper selected were: Penny Beile, Linda Colding, Donna Goda, Carole Hinshaw, Elizabeth Killingsworth, Meg Scharf, Catherine Steffens, and Rachel Viggiano.

The Libraries, with efforts led by the Personnel Office, won a statewide Davis Productivity Award for Federal Work Study hiring. The Davis Productivity Awards are presented annually to honor individuals and work units of Florida state government for innovation, creativity, and smart work that measurably increases performance and productivity in the delivery of state services and products. For fall and spring the Libraries' participation in the Federal Work Study program saved the Libraries over \$76,000 in wages for OPS funding.

The Universal Orlando Foundation (UOF) Library at the Rosen College of Hospitality Management celebrated its first anniversary on January 5, 2005. The new facility received a mention as a new academic library in the December 2004 "The Year in Architecture" issue of *Library Journal*. During its first year of operation, the UOF Library more than doubled the size of its print collection.

The UOF Library officially received designation as a World Tourism Organization (WTO) Depository Library. This will enable the library to routinely acquire international resources of the WTO as published.

The Brevard Educational Scholarship and Teaching (BEST) Center is being planned for the UCF/BCC Joint Use Library in Cocoa. A collaborative project of the UCF library staffs at Cocoa and Orlando and the BCC library staff, the BEST Center will provide a valuable resource to teachers, as well as to degree-seeking students enrolled in the education programs at UCF/BCC in Brevard County.

The Libraries worked with Holzman Moss Architecture and university Facilities Planning on the conceptual design of the library expansion and renovation program. An overview of the program was presented to and well-received by the Board of Trustees in March 2005.

The Libraries received an Institute for Museums and Libraries Services (IMLS) grant for \$221,397 to continue Central Florida Memory (CFM), expanding the digital images collection, creating metadata, and disseminating the program model. Current partners are Orange County Library System, Orange County Regional History Center, Rollins College, and Museum of Seminole County History. Doug Dunlop was hired as project cataloger in January. 23,000 images were scanned by Digital Services as part of the grant-funded project and over 4,900 records were created by the CFM cataloger during the first six months of the project.

The Libraries began its migration to the Ex Libris ALEPH library management system. The "switch to production" (STP) date - when the system is activated - will occur during the summer 2006. The migration to a new system will provide needed functionality and improved services to users. Database cleanup continued throughout the year, with the focus on bibliographic maintenance and authority control. The first meeting of the ALEPH Implementation and Migration Team (AIM) was held on March 28 to begin in-depth planning throughout the Libraries for implementation of ALEPH. Kickoff meetings conducted by FCLA were held on April 19 and 20.

In August Circulation Services was reorganized. The Periodicals/AV unit of Circulation Services became a new department known as Media Services and Roger Simmons was appointed the first department head. Marcus Kilman was appointed Acting Department Head of Circulation Services. Circulation Services now consists of Circulation, Fines & Bills, Main Reserves, and Stacks Management units.

Circulation Services routinely monitors the growth of the collection throughout the year and as a result of significant growth on the third and fifth floors, additional stacks were constructed and shifting projects were undertaken. 196 new shelves were added to the third floor and 168 shelves were added to the fifth floor.

Circulation of the Libraries' collections decreased slightly (1.8%) from last year with 388,886 compared with 396,335 in 2003/2004. Use of the collection by undergraduate students increased by 8%, use by graduate students decreased by 11%, and use by faculty increased by 2%.

Special Collections began an important project to collect historical university records. Working with

Director's Overview (cont'd)

the Office of the President, the papers of Charles N. Millican, the university's first president; Steven Altman, the third president; and interim president Robert A. Bryan were collected and processed. Project staff also reviewed materials from 32 offices throughout the campus and accessioned over 200 linear ft of records.

The university Policy Committee approved an official policy regarding university archives. This was created at the Libraries' request to establish precedence that historical and administrative documents from university offices be preserved for the institutional memory of the university community.

Statistics for the Libraries' Ask A Librarian (AAL) chat service more than doubled and e-mail requests dropped 21%, demonstrating that the popularity of the chat service is growing. Telephone requests also dropped (4%). AAL is staffed for 75 hours a week. The Libraries' Ask A Librarian service participated in a collaborative virtual reference chat service with 11 Association of Southeastern Research Libraries (ASERL) libraries. These ASERL libraries provide 84 hours a week of chat-based reference to users at the 11 participating libraries. The partners extend service hours on Sundays and evenings when local staff is unavailable. This enabled the Libraries to expand the number of hours the AAL service was available.

Interlibrary Loan/Document Delivery Services (ILL/DDS) migrated from Clio software to ILLiad software. ILLiad allows the patron to submit requests directly from electronic databases, review, edit, renew, and download their requests online 24/7. Due to the migration to ILLiad, the department has seen a vast improvement in service and operational organization and efficiency. It now takes less than 10 hours from the time a request is submitted until it is processed. All articles are delivered electronically.

A new service began during the year in ILL/DDS known as Desktop Delivery for Faculty, which provides electronic delivery of articles owned by the Libraries directly to the faculty member's computer. This service has become very popular among faculty. Another similar service was offered in collaboration with the Student Disability Services Office as a pilot. It provides the same service as the Desktop Delivery for Faculty, except that it is geared toward the UCF community whose disabilities may require physical assistance including but not limited to

mobility or visual impairments. In addition to providing full-text assistance, items are mailed to the patron's home address.

There was a 12% increase in the Libraries materials budget from the previous year (2003/2004) as \$5,623,985 was spent during the year. While this is much improved over the previous year, it is still somewhat lower than the amount spent in 2000/2001 of \$5,680,840.

The Libraries' print collections continued to grow, although more slowly this year as 42,726 volumes (a decrease of 24% from 2003/2004) were added for a total of 1,272,610 volumes not including government documents. The overall print collection now has 1,578,240 volumes. In addition, access is provided to 45,037 electronic volumes for a total collection of 1,623,277 volumes.

The Libraries' serials collection continued to grow as 3,388 titles were added for a total of 16,530 titles, including 9,282 electronic titles.

Access to full-text articles from EBSCOhost continued to grow at a rapid rate, as library users downloaded 675,498 full-text articles, an increase of 33% over last year.

During the past few years, an increasing percentage of the library materials budget is spent on electronic formats. This year \$1,902,793 or 37% was expended.

While a year long renovation outside the Education Building Complex hampered easy access to the Curriculum Materials Center (CMC), use increased 7%. This new record in the number of users visiting the CMC is especially significant in light of the difficulty students encountered gaining access to the building.

The Curriculum Materials Center served as a beta test site for field administration of the Educational Testing Services' Information and Communication Technology test.

New acquisitions of note, which support both undergraduate and graduate programs, include the online edition of the Early American Series I. Evans (1639-1800) from the Readex Digital Collections Archive of Americana and, from the Alexander Street Press, the North American Theatre Online database, which features searching of full-text plays in the following databases: Asian American Drama; Black Drama; Latino Literature;

Director's Overview (cont'd)

Twentieth Century North American Drama; and North American Women's Drama.

The School of Film and Digital Media transferred their collection of over 1,000 feature films, shorts, and documentaries in VHS, DVD, and laser disk formats to the Libraries. Funds to purchase additional items for the collection in the amount of \$10,000 a year will be given to the Libraries by the School.

Eleanor Friend Sleight, a great friend of the UCF Libraries for many years, loaned several pieces of Caribbean art to Special Collections. Her wonderful gift greatly enhances the William L. Bryant Collection of West Indies art, artifacts, and rare books.

The Libraries also received from Lisa Parker, through a gift/purchase, several pieces of Jamaican art for the Bryant Collection, including several lithographs by Colin Garland, *Devon House* by Sydney McLaren, and *Titian* by David Boxer.

Jon and Rosemary Masters, collectors of naive art, donated two contemporary sculptures. The first piece is *Christ Triumphant* by Jean Camille Nasson, who was born in Haiti in 1961 and is a transitional artist, mixing metal and wood in religious symbolism. His work has been displayed at the Frost Art Museum in Miami. The other piece, by Derek Webster, an artist from Honduras who works in Chicago, is called *Green Figure*. Both of these sculptures bring a contemporary focus to the Bryant Collection.

The university's Flying Horse Editions donated *Lonely Tylenol* by David Humphrey (images) and Sharon Mesmer (text) to the Special Collections Book Arts Collection. David Humphrey is a widely exhibited artist known primarily for his paintings. He has received numerous awards and grants, including a Guggenheim Fellowship. Sharon Mesmer, a poet, is a former student of Allen Ginsberg. Ryan Burkhart and Larry Cooper of Flying Horse Editions, in collaboration with Humphrey and Mesmer, made *Lonely Tylenol* over a period of 18 months. Each volume contains 80 hand-printed pages using letterpress, silkscreen, and etching techniques and is hand-bound in the finest of archival materials. Flying Horse Editions has been making fine artists' books since 1996. Flying Horse Editions donates a copy of each book published to the Libraries' Special Collections department.

A gift of 1,200 books on management and leadership donated by Disney cast members for the Universal Orlando Foundation Library was received as a result of a book drive which was the idea of Lee Cockerell, Executive Vice President of Operations at Walt Disney World.

The Libraries were very fortunate to acquire the library of Susan E. King, an artist and writer. This outstanding collection will be added to the Book Arts Collection. This library was created over the last 30 years and comprised 750 items including handmade books, pamphlets, trade books, journals, broadsides, posters, and cards. Many of the items are inscribed and signed to Susan King. It is quite eclectic and includes examples of artists' books in a broad range of formats and styles plus representative works from many presses. Susan E. King started making books after she moved to Southern California in the 1970s to be part of the experimental Feminist Studio Workshop. She was eventually studio director of the Women's Graphic Center at the Woman's Building. Her work is in major collections including The Getty Center, Bel Air; the Bibliothèque Nationale, Paris; the Museum of Modern Art Library, New York; and the Victoria and Albert Museum Library, London.

Acquisitions for the Book Arts Collection focused on women artists and their work with the goal to select from each artist a range of books using techniques that can be replicated by beginning students to books that are complex and inspiring. Works by Karen Kunc of Blue Heron Press, Emily Martin of Naughty Dog Press, Laura Russell, and Jill Timm of Mystical Places Press were added to the collection.

Images from the Bryant West Indies Collection were used in the production of the *Chattel House* documentary film produced by Dr. Gladstone Yearwood, Director of the Zora Neale Hurston Film Institute. The U.S. premiere of the film was held at the UCF Digital Media Arts Center in February 2005.

The Libraries hosted "Becoming an American Writer: The Life and Works of Isaac Bashevis Singer," a lecture by Dr. Henry Abramson, Associate Professor of History and Judaic Studies at Florida Atlantic University. The lecture was funded in part by a grant from the Library of America in collaboration with the American Library Association and the National Endowment for the Humanities. Richard Harrison planned and coordinated the event and received the annual "Every Little Bit Counts" award for the

Director's Overview (cont'd)

smallest UCF research grant, given by the UCF Office of Research and Commercialization, in recognition of this grant.

Among exhibits held in Special Collections were: Ultimate Sci-Fi Collection; The Space Program: the Promise of Central Florida; and Haiti: Legacy of the Spirit.

The Universal Orlando Foundation Library had several exhibits on display during the year, including: The Making of an Amusement Park Attraction: Stephen Danks Lodwick and the Creation of Dudley Do-Right's Ripsaw Falls; 20th Century Menus; Grand Hotels: Orlando's Landmarks 1880's - 1980's; and 1,500 Magical Gifts: An Exhibit Celebrating the Disney Cast Members Donation to the UOF Library.

The Libraries' new Web design went live in April with a completely new appearance, functionality, and infrastructure. Three different custom desktops for the public access PCs were also designed and implemented, incorporating the style and elements of the new Web design.

The Libraries' significant contribution to statewide digital collections was acknowledged when the *Florida Historical Quarterly*, our contribution to the Florida Heritage Collection in PALMM in 1999, was made a separate collection due to its popularity. A homepage image and theme for a new Web site for the *Florida Historical Quarterly* was developed by Systems and Technology.

The Libraries Digital Services unit of the Systems and Technology department had a huge increase in the number of images produced, as 69,592 images were created for a 279% increase over last year. Digital image processing includes scanning, cropping, color correcting, bundling, and loading digital images for several digital projects. Among the images produced were 23,006 images for Central Florida Memory, 19,631 images for Florida Heritage, and 15,838 for the Harrison Price papers.

Systems and Technology continued work on the libraries network infrastructure, including installation of another fibre channel storage chassis to existing storage area network (SAN), providing an additional five drives and 533 GB. A larger uninterruptible power supply was also purchased.

The Libraries' collection of electronic theses and dissertations (ETD's) increased to 530 during the spring semester. Procedures for submitting and

processing ETD's are being refined as each step is evaluated for accuracy and efficiency, including a redesign of the submission form.

The Staff Development Office facilitated 32 programs to enhance library staff's ability to provide outstanding library services. Programs included regional SOLINET training programs: Fundamentals of Book Repair and WorldCat: Beyond the Basics.

The Libraries hosted Myrtle Harris, librarian at the University of the West Indies, Mona Campus, Jamaica, as a short-term scholar/librarian. Interested in the topics of digitization, information literacy, and the curriculum materials center, Ms. Harris worked with the CMC and Systems & Technology departments while she was on campus from July 6 through July 30. Her visit also enabled library faculty and staff to learn more about the University of the West Indies and libraries in Jamaica.



Myrtle Harris (right foreground), visiting scholar/librarian, presenting an overview of the University of the West Indies to library staff members.

Elizabeth Killingsworth received the Excellence in Librarianship Award.

Buenaventura Basco, Peter Spyers-Duran, Rachel Viggiano, and Ying Zhang were promoted to Associate University Librarian.

Jeremy McGrath, daytime Circulation Desk Supervisor, was nominated for the first annual "Outstanding First-Year Student Advocate" award sponsored by Learning and Interacting with New Knights (LINK) of Student Development and Enrollment Services. Nominations are solicited from UCF students of faculty, staff and

Director's Overview (cont'd)

administrators who were instrumental in the student's success during their first year at UCF.

Raynette Kibbee was selected as the UCF Employee of the Month for October 2004.

Linda Colding, Jason Martin, and Rachel Viggiano were selected to participate in the yearlong Sunshine State Library Leadership Institute, which is a Library Services and Technology Act (LSTA) grant funded project administered by the Florida State Library and Archives.

Each spring the university library, coordinated by the Director's Advisory Group, advertises for, screens, and awards two scholarships for Libraries employees: the \$2,000 Lois Holt Scholarship for UCF Libraries Student Assistants and the \$1,000 June S. Stillman Memorial Scholarship for UCF Libraries Student Assistants and USPS Staff. This year's recipients are Ms. Carmen Serrano (Holt) and Ms. Elizabeth Krieger (Stillman).

The Libraries again participated in the annual American Cancer Society's Relay for Life. This event, embraced campuswide, is held each spring. Once again Susan Creighton, Administrative Services, served as team captain for a group of 13 highly dedicated library faculty, staff, and students who made up the Libraries team this year. Among the many fundraising activities held were: bake sales; Tupperware and Pampered Chef parties; a penny raid; the 2nd Annual Chili Cook-off; the Purple Elephant Rummage Sale, which included a silent auction for several one-of-a-kind handmade jewelry pieces created by library staff members); and chance drawings for items including a hand-made quilt, three Pampered Chef baskets, golf certificate, and more. Members of practically every library department participated in some way in these events as well as

the main event held on April 8-9, 2005. For this year's theme, "My Hero! Saving the World from Cancer," the Libraries team solicited ideas and decided to call themselves the "Cancernators." The original skit by the same name featured Libraries staff and family members. With over 70 organizational teams competing, the Cancernators received second place (thanks to Hal Mendelsohn) for the Mr./Miss Contest and third place in the entertainment contest for the skit. The team raised a total of over \$3,656 for the cause.

The Libraries are very fortunate to have an outstanding and creative faculty and staff and this overview can touch on only a small part of their contributions to the Libraries and the university. Detailed information about those achievements is included in the reports from the departments.

Barry B. Baker
Director of Libraries



Above: Cast for 3rd Place winning Relay for Life skit: *The Cancernator*. (l to r) Nelisa & Jeanette Sánchez (the henchmen: Pain & Tumor and Bleeding & Smoking); Doug Dunlop (Cancer); Megan Humphries (Chaplinesque sign man); Ramona Livingston (do-gooder); Nelsy Livingston (Mary Sunshine); Hal Mendelsohn (kindly father); and Susan MacDuffee (The Cancernator)



Right: Action shots of the skit: Our superhero the Cancernator battling the dastardly villain Cancer.

HIGHLIGHTS of the YEAR in RETROSPECT

▶ Library resources allocation

2004/05	2003/04	2002/03	2001/02	2000/01
\$5,620,836*	\$5,030,670	\$5,501,054	\$5,101,297	\$5,670,840

*\$300,000 was received for regional purchases too late to spend in 2004/05. \$398,510 was prepaid. \$5,226,595 was the amount spent on library resources for 2004/05.

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

	EBSCOhost	MUSE Titles	ACS* Journals
2004/05	678,498	6,744	20,529
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 2004-2005

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

Reviewed periodicals check in and claiming based on the fact that less paper issues are being received. With reduced workload, moved standing order receipt and invoice processing to the periodicals group. Now, the majority of one full-time staff person is assigned to electronic resources management.

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

Reviewed and consulted with other departments on the types of statistical reports produced and needed. The SACS requirements will have a great impact on the detail to which we collect statistics in the future.

▶ Continue transition to electronic access.

Reviewed and consulted with Reference Services, regional campuses, and Collection Management areas where the print duplication of online resources can be canceled. Over \$20,000 of periodical print subscriptions at the regional campus libraries were canceled by providing access to the online subscription. \$76,000 was saved by changing to online only subscriptions, primarily Elsevier and MIT Press. Electronic only subscriptions are now close to half of our total subscription expenditures.

DEPARTMENTAL GOALS for 2005-2006

- ▶ Migration of acquisitions data and implementation of ALEPH.
- ▶ Improve reports and statistics as a result of SACS requirements.

CHANGES in STAFFING

The aftermath of three hurricanes caused a hastily planned relocation of the entire acquisitions area while the floor covering was replaced. For five weeks staff were located in study rooms and empty spaces – many without access to workstations, except for a few scheduled hours per day.

- Ann Valente retired, January 2005.
- Joseph Bizon promoted to LTA Supervisor of serials unit, March 2005.
- Tatyana Leonova promoted to Senior LTA in serials unit, April 2005.
- Inga Green hired as LTA in serials unit, June 2005.
- Randy Satterfield resigned, March 2005.
- Susan MacDuffee moved from binding unit to approvals, April 2005.
- Katie Kirwan promoted to Senior LTA in binding unit, May 2005.

ADVANCEMENT 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

Provided, through consortium participation, Internet access to a variety of scholarly, research publications to fit the needs of the university's research programs.

▶ Become more inclusive and diverse

Encouraged staff to participate in diversity programs.

Acquisitions Services (cont'd)

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

The in-depth study of workflow needed for the implementation of a new system should provide opportunities for performance enhancement.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Jeannette Ward:
 - Professional Memberships: ALA, SELA, NASIG
 - Project coordinator for new LMS, Collections Resources Committee
 - Attended:
 - Charleston Conference on Book and Serials Acquisitions
 - ALA, Midwinter, Boston
- ▶ Joe Bizon:
 - Member, ALEPH Implementation and Migration Team
 - Attended "Organizational Change Strategies," part 3 of a three-part series on change presented by Cynthia Kisby
- ▶ Tina Candela:
 - Committees:
 - 2004/2004 University Staff Council
 - ALEPH Implementation and Migration Team
 - 2004 FSECC Library Team
 - Student Appreciation
 - Volunteer, New Student Orientation, Student Union
- ▶ Katie Kirwan:
 - Received BA in Liberal Studies with a minor in Legal Studies
 - Attended Library Science Information Day
- ▶ Jamie LaMoreaux:
 - Committees:
 - Library Evacuation Team
 - Libraries Relay for Life Team
 - UCF Libraries Exhibit Committee
 - Libraries Diversity Committee
 - Directors Advisory Committee
 - Search Committee, Associate Director for Collections & Technical Services
 - Service:
 - Volunteer, Library Information Kiosk
 - Volunteer, Student Orientation
 - Advisory, Traffic and Parking Committee
 - Volunteer, Faculty Day
 - Attended 10th Annual Very Important Paraprofessional Library Workshop, St. Petersburg
- ▶ Susan MacDuffee:
 - Committees:
 - Libraries Relay for Life Team
 - IT&R Social Planning Committee
 - SOLINET Book Repair Workshop
 - Service:
 - Gave welcome tour to visiting librarian Myrtle Harris, July 14, 2004
 - Volunteer, *Frankenstein: Penetrating the Secrets of Nature* Exhibit
 - Attended:
 - Joseph C. Andrews Annual Mentoring Breakfast
 - Dr. Walter Gaudnek's "Hitler as Megalomaniac" Exhibit
 - Florida Library Association, Jacksonville
 - USPS Assembly
- ▶ Linda Seward:
 - Training:
 - Connexion Orientation, Library
 - Severe Weather Workshop, Library
 - Student Hiring Workshop, Library
 - Student Employment Update, Library
 - Attended USPS Assembly
- ▶ Debbie Weatherford:
 - Training:
 - Student Hiring Workshop, Library
 - Fundamentals of Book Repair

Acquisitions Services (cont'd)

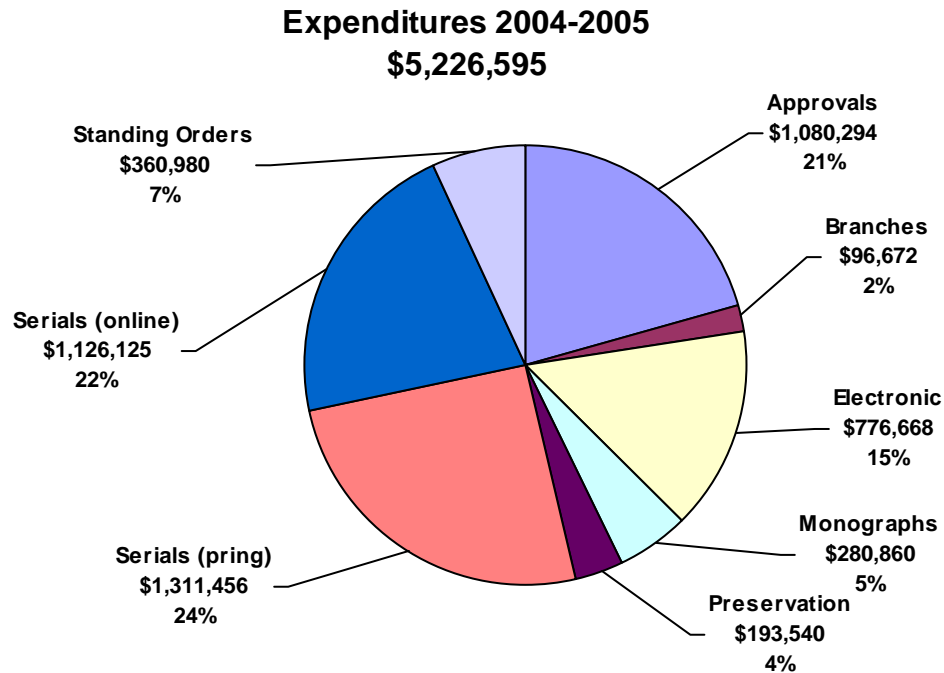
STATISTICS

Acquisitions Services
Table 1
Current Five Years

	2004/05	2003/04	2002/03	2001/02	2000/01
ITEMS RECEIVED					
APPROVALS	23,222	25,060	29,934	21,977	25,683
FIRM ORDERS	5,519	5,654	11,676	14,729	19,365
GIFTS	3,501	2,090	3,183	3,536	3,215
STANDING ORDERS	2,657	2,892	5,074	7,207	4,548
TOTAL	34,899	35,696	49,867	47,449	52,811
BOUND PERIODICALS	3,827	6,064	6,669	8,413	8,893
MICROFORMS					
Film	564	575	616	657	935
Fiche	35,030	47,403	44,372	52,058	91,209
TOTAL	35,594	47,978	44,988	52,715	92,144
PERIODICALS/SERIALS					
Main (Print)	4,487	4,429	4,659	4,790	4,716
CMC (Print)	15	15	15	14	13
Rosen (Print)	90	97			
Brevard (Print)	163	187	190	197	238
Daytona (Print)	109	125	131	136	145
Newspapers	34	31	32	26	39
Serials	1,292	-	-		208
CD-ROMs	-	-	-		5
E-Databases	362	324	316	305	274
E-Journals	7,315	5,650	4,160	3,955	2,074
print+online	(1,120)	(1,284)	(1,478)	(1,520)	(1,377)
e-only	(6,195)	(4,366)	(2,682)	(2,435)	2,074
Total Active Subscriptions	13,867	10,858	9,503	9,423	7,712
Ceased/Closed Periodicals	4,760	4,708	4,685	4,632	4,545
Total Periodical Titles	18,627	15,566	14,188	14,055	12,257

Acquisitions Services (cont'd)

Acquisitions Services
Chart 1



Acquisitions Services
Table 2
Percentage Comparison Current Five Years

	2004/05	2003/04	2002/03	2001/02	2000/2001
TOTAL Expenditures	\$5,226,595	\$5,030,670	\$5,501,054	\$5,313,757	\$5,670,840
Approval	21%	21%	21%	20%	14%
Branches	2%	4%	7%	4%	9%
Electronic	15%	17%	13%	11%	15%
Monographs	5%	7%	11%	16%	19%
Preservation	4%	5%	5%	6%	4%
Serials	46%	39%	36%	36%	33%
Standing Orders	7%	7%	7%	7%	6%

Acquisitions Services
Table 3
Regional Campuses

	Approval	Monograph	Periodicals	Standing Orders	Binding	Specials	TOTAL	Databases*	TOTAL
Rosen	5,824	40,482	23,020	1,353	0	0	\$70,679		\$70,679
Southern	22	1,823	37,308	13,849	3,534	1,048	\$57,584	\$84,808	\$142,392
Eastern	13	20	25,174	3,391	0	0	\$28,598	\$81,559	\$110,157
Western	0	0	0	0	0	10,510	\$10,510	\$34,367	\$44,877
TOTAL	5,859	42,325	85,502	18,593	3,534	11,558	\$167,371	\$200,734	\$368,105

*Prorated cost based on FTE

Acquisitions Services (cont'd)

Acquisitions Services
Table 4
Five-Year Expenditure History

	2004/05	2003/04	2002/03	2001/02	2000/01
MONOGRAPHS	\$1,361,154	\$1,408,440	\$1,789,253	\$1,791,328	\$1,878,934
Approvals	1,080,294	1,060,994	1,176,201	995,760	799,993
Firm Orders	261,117	320,040	594,232	768,903	1,058,869
Replacements	19,743	27,406	15,820	26,665	20,072
SERIALS TOTAL:	\$2,798,561	\$2,274,268	\$2,379,641	\$2,777,221	\$2,956,580
Standing Orders	360,980	370,816	374,863	120,523	364,305
Periodicals	1,281,708	1,686,967	1,868,640	1,664,665	1,520,141
Periodicals Online	1,126,125	179,500	99,640	-	-
Newspapers	11,177	13,681	14,775	14,410	12,776
Reference	18,571	23,304	21,723	396,063	199,188
BACK VOL/REPLACEMENTS	\$1,033	\$13,175	\$2,746	\$20,988	\$115,306
Back Vol. Micro	193	0	84	0	108,950
Back Vol. Paper	0	13,175	1,822	20,173	5,741
Per Replacements	840	0	840	815	615
ELECTRONIC	\$776,668	\$877,610	\$721,280	\$581,560	\$860,170
Periodical Databases	90,514	347,794	173,695	-	-
Databases	460,949	430,447	453,052	-	-
Back Vol. & Monographs	225,205	99,369	94,533	-	-
PRESERVATION	\$192,507	\$250,980	\$251,473	\$282,402	\$239,588
MICROFORMS	63,589	61,975	73,141	63,198	61,554
Main	62,635	61,085	72,323	62,450	60,871
Brevard	954	890	818	748	683
BINDING	128,918	189,005	178,332	219,204	178,034
Main	126,338	187,493	173,775	214,460	174,776
Brevard	2,580	1,512	4,557	4,744	3,258
AREA LIBRARIES					
Brevard	\$57,584	\$100,434	\$195,916	\$172,473	\$266,591
Approvals	22	13,590	77,732	79,931	179,340
Firm Orders	2,870	11,452	42,866	26,795	28,852
Periodicals	40,842	50,504	50,322	53,210	48,293
Standing Orders	13,850	24,888	24,996	12,537	10,106
Daytona	\$28,578	\$64,088	\$122,259	\$56,885	\$213,841
Approvals		35,097	87,870	24,786	170,520
Firm Orders	13	1,003	4,280	1,578	2,088
Periodicals	25,174	22,932	25,222	25,814	35,970
Standing Orders	3,391	5,056	4,887	4,707	5,263
Clermont	\$10,510	\$41,675	\$38,488		
Pre-Payments	398,510	0	-	212,460	-
TOTAL	\$5,625,105	\$5,030,670	\$5,501,056	\$5,295,515	\$5,670,840
UCF prorated share of:					
FCLA Funding	476,229	452,389	298,914	420,538	453,522
DLLI (FirstSearch)				112,500	112,500
TOTAL	\$6,101,334	\$5,483,059	\$5,799,970	\$5,716,053	\$6,236,862

Jeannette Ward
Head, Acquisitions Services

Administrative Services

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



Library Administrative Services Staff: Standing (left to right): Nelisa Sánchez, Dwain Teague, Clare Vogt, Frank Allen, Jennifer Krolowitz, Meg Scharf, Barry Baker, Cynthia Kisby
Seated (left to right): Janet Girard, Jeannette Ward, Parri Bolinger, Raynette Kibbee

HIGHLIGHTS of the YEAR in RETROSPECT

▶ General Administrative:

- Renovated or constructed new space in several areas of the main library, as part of an ongoing effort to enhance the functionality of the building:
 - Created additional Special Collections archive space on the first floor.
 - Re-floored Technical Services and Special Collections staff areas on the fifth floor.
 - Coordinated a mold remediation project in the fifth floor Special Collections archive.
 - Completed light renovation to room 223
- Library Administrative Services (LAS) conducted an internal survey of library staff on their opinion of LAS's functions and activities. LAS distributed summary results to staff. The goal is to improve service through soliciting constructive feedback and suggestions.
- Implemented new copier program with UCF Business Services. Migrated library copy vending to the UCFCard. Negotiated a \$10,000 quarterly payment from

Business Services for the right to have the contract. The new program and card system are working smoothly.

- Produced an in-depth analysis of Universal Orlando Foundation Library at Rosen operations in response to the Rosen College's SACS "substantive change" requirement.
- Reacted swiftly to Hurricanes Charley and Frances to minimize damage to collections and the environment.

▶ Fiscal and Budget:

- Negotiated an arrangement for the library to begin keeping overdue fines in summer 2006. The library began collecting one-half of the fine money in fiscal year 2004/05.
- Conducted a search for, hired, and trained a full-time Senior Fiscal Assistant.
- Worked with Finance & Accounting and auditors to modify method of classifying online subscriptions.
- Established reports for monitoring the Copy Services agreement with Business Services.
- Produced a peer comparison with 17 other academic libraries to build support for

Administrative Services (cont'd)

additional staff and library materials funding.

▶ Human Resources and Staff Development:

- Won a Davis Productivity Award for Federal Work Study (FWS) hiring - Hired 29 FWS students in fall 2004, 25 in spring 2005. The fall and spring FWS wages saved over \$76,000 in OPS money.
- The staff development office facilitated 32 programs to enhance library staff ability to provide library services. Programs included regional SOLINET training "Fundamentals of Book Repair" and "WorldCat: Beyond the Basics."
- Facilitated Environmental Service Standards sessions and other customized training for library staff.
- Ex-Officio Member of LPAC and Mentoring Committee – major work on promotion process
- Director's Advisory Group – subcommittee on years of service recognition

▶ Facilities (Receiving, Supplies & Mail, and Copy Services):

- Improved purchasing of general office supplies by using PCard and the Internet.
- Migrated to new public photocopier program administered by UCF Business Services.
- Completely revised policies and procedures for photocopying. Revised Web page.
- Completed inventory for the fiscal year in a timely manner.
- Mail processed and delivered to library departments in a timely manner.

▶ Front Administrative Office:

- Organized, updated, and redesigned Administration Web pages.
- Improved tracking of building/facilities/communications activities, including initiating an electronic notification of receipt of requests (calendar and work requests) and follow-up to ensure requests are satisfactorily completed.
- Coordinated with the Archivist to determine policies and procedures for collecting, organizing, and maintaining library memorabilia, e.g., minutes, photos, reports, etc., and began sending materials to the archives.
- In partnership with the Director of Library Development, designed, formatted, and began disseminating the monthly *In Development* e-newsletter.

- Began a comprehensive review and inventory of keys held library-wide by employees and departments.

REPORT on DEPARTMENTAL GOALS for 2004-2005

▶ General

- Conduct a staff satisfaction survey: *Accomplished*
- Continue planning for library expansion/renovation: *Ongoing*
- Finalize construction/renovation of space on first and fifth floors for Special Collections: *Accomplished/Ongoing*
- Revise goals and mission statement for Administrative Services: *Not completed*

▶ Human Resources

- Put student hiring information on library Web pages or Intranet: The Student Assistant Guidelines went live on the Intranet in January 2005 as a first step in the process. Some pages of the supervisors' manual were converted to HTML in June 2005 but have not been finalized.



UCF Card Office employee Sarah Scroggins demonstrating the use of the new Cash to Card vending machines.

- Assist in documenting procedures related to funding of staff development, possibly on Web page: *Procedures for USPS and A&P were completed and distributed as e-mail attachments.*

Administrative Services (cont'd)

- ▶ **Fiscal**
 - Finalize and write up procedures of new Fiscal Office duties regarding copy services and circulation revenues: *Ongoing*
- ▶ **Front Office**
 - Update, weed, and redesign Intranet and Administration Web pages: *Ongoing*
 - Coordinate with the Archivist to determine policies and procedures for collecting, organizing, and maintaining library memorabilia: *Completed/Ongoing*
 - Continue to track and quantify building/facilities/communications activities: Made significant improvements to this process, converting the paper files to an online system, providing written acknowledgments for work requests, and following up with requestors about the status on work orders
- ▶ **Copy Services/Library Patrol**
 - Fully develop customer service procedures for new copier/printing program: *Completed*

DEPARTMENTAL GOALS for 2005-2006

- ▶ **General**
 - Continue incorporating information gained from staff survey feedback
 - Integrate ALEPH system into acquisitions payment, library fines, and lost books
 - Implement system for collecting library fines
 - Complete renovation of 5th floor Special Collections Archive
 - Continue planning for library expansion/renovation
 - Coordinate with UCF Business Services to open a coffee shop in main library
 - Participate in SACS reaccreditation
 - Investigate installation of security cameras in main library
- ▶ **Front Office**
 - Organize, update, weed, and redesign Intranet Web pages
 - Increase support for the day-to-day activities of managers within the Library Administration Office, including the director of development, Associate Director, Collections & Technical Services and Assistant Director, Systems & Technology
 - Explore a monthly Libraries staff newsletter – in answer to perception voiced in survey

results that there is not enough communication in the Libraries

- ▶ **Fiscal**
 - Re-establish travel and PCard training sessions for Libraries faculty and staff
 - Prepare for implementation of the new LMS as it will affect fiscal policies and procedures
- ▶ **Human Resources**
 - Increase Web access to library human resources information
 - Work with department heads to identify required competencies and provide related training

CHANGES in STAFFING

- ▶ Susan Creighton resigned as Payroll Manager effective May 23, 2005.
- ▶ Jen Krolowitz rejoined Administration as Payroll Manager on June 3, 2005.
- ▶ Clare Vogt joined the fiscal office as Senior Fiscal Assistant in January 2005.
- ▶ Lorena Gomez-Sanchez, OPS, resigned in late April 2005.
- ▶ Bethany Baker assumed the OPS responsibilities on May 20, 2005.

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ▶ **Offer the best undergraduate education available in Florida**

FWS hiring in the amount of \$76,000 is providing financial assistance to dozens of UCF undergraduate students.
- ▶ **Provide international focus to our curricula and research programs**
 - Hosted the Libraries' first J1 visa short-term scholar/librarian, Myrtle Harris, from the Mona, Jamaica campus of the University of West Indies.
 - Hired our first H1-B adjunct librarian, Jinong Sun, to work at the UCF partnership library at Seminole Community College at Sanford/Lake Mary.
- ▶ **Become more inclusive and diverse**
 - The Administration fiscal office participated in developing a Diversity Week poster.

Administrative Services (cont'd)

- The Personnel Office provided policies and support related to transgender transitions.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ Increase Web access to UCF human resources information.
- ▶ Work with library department heads to identify required competencies and provide related training.
- ▶ Space shortages are becoming an issue in Administration. Creative solutions will need to be sought until the building expansion and renovation project is completed.
- ▶ Training to upgrade current skills and learn new ones, e.g., Web page creation skills, computer software programs, personnel and management issues, etc., is needed to provide the most efficient support. Often the training is available, but staffing constraints hinder full-time support staff members' participation.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Frank Allen
 - Editor, *The Southeastern Librarian*. Published three issues in 2004/05
 - Presented poster session, "Toward a Formula-Based Model for Academic Library Funding: Statistical Significance and Implications of a Model Based upon Institutional Characteristics," ACRL 12th National Conference, Minneapolis.
 - Authored book review of *Bro*. By Robert Newton Peck for *The Southeastern Librarian* 52, No. 4: 19 (Winter 2004).
 - Presented formula budget model at the ARL LibQUAL+ Fair Share.
 - Chair, Editors' Interest Committee, ALA Chapter Relations, 2004-05
 - Secretary, LAMA/MAES Section, 2003/04
- ▶ Barry Baker
 - Served as Member of:
 - Executive Council, Association of Caribbean University, Research, and Institutional Libraries (ACURIL)
 - ACURIL Committee on Caribbean Library Consortium
 - Executive Board, Southeastern Library Association
- Ethics Committee, ALA, Association of College & Research Libraries
- Advisory Board, Caribbeana Portal Project
- Board, Association of Southeastern Research Libraries
- 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, Nominations Committee, Southeastern Library Association
- Chair, ACURIL Academic Libraries Special Interest Group
- Moderator, Information Literacy and Academic Libraries – Strategies for Planning, ACURIL XXXV, Trois Ilets, Martinique, June 2005
- ▶ Parri Bolinger
 - Training:
 - UCF Financials: Budget Position and Expenditure Reporting
 - Severe Weather Workshop, UCF Environmental Health & Safety
 - UCF Financials: Adjustment Vouchers
 - UCF Travel Guidelines, online
 - PeopleSoft HR Approver Training
 - Docent for the *Frankenstein: Penetrating the Secrets of Nature* traveling exhibit; also created one of the card designs used for correspondence during the exhibit
- ▶ Diane Clark
 - Training:
 - *Google Like a Guru!*, CFLC/Library
 - PeopleSoft Asset Management Update
 - Fundraiser for Libraries' Relay for Life Team
- ▶ Susan Creighton
 - Committees:
 - Captain, Libraries' Relay for Life Team
 - Search committees:
 - Coordinator, UCF Human Resources
 - Senior Fiscal Assistant, UCF Libraries
 - Service:
 - Volunteer, *Frankenstein: Penetrating the Secrets of Nature* traveling exhibit
 - Library Faculty Day
 - Library Diversity Week

Administrative Services (cont'd)

- Libraries' FSECC Team
- Presented ten training sessions
- Attended two Federal Work Study Community Service Workshops, UCF Student Financial Assistance
- ▶ **Janet Girard**
 - Training:
 - TeleData Training on Pinnacle, UCF
 - UCF Financials: Basic Query
 - PeopleSoft HR Approver Training
 - UCF Financials: Adjustment Vouchers
 - UCF online training for PCard and travel
 - "Managing Your Most Important Assets — People," sponsored by Lorman
 - Internal Controls workshop
- ▶ **Lorena Gomez-Sanchez:**
 - UCF Team, Relay for Life
 - Presenter, "Creating WOW! Library Services for a New Generation" program, American Library Association Annual Conference, Orlando
- ▶ **Raynette Kibbee:**
 - Awards:
 - Co-recipient, Davis Productivity Award for the successful use of FWS students
 - *Frankenstein: Penetrating the Secrets of Nature* Traveling Exhibit Committee, 2004
 - Employee of the Month recipient, October 2004
 - Recognized for 20 years' service to the university and library.
 - Training:
 - Community Service Federal Work Study Program Update, Library
 - PeopleSoft Version 8 Payroll Changes, UCF
 - GroupWise 6.5 Training, Intro, UCF
 - GroupWise 6.5 Training, Advanced, UCF
 - Pinnacle Web Portal Training, UCF
 - Web Usability ARL WebCast, online
 - Student Assistant Hiring Update Workshop, Library
- ▶ **Cynthia Kisby**
 - Executive Board Director-at-large, Florida Library Association, 2005-2007
 - Board member, President, Florida Association of College & Research Libraries, 2004-2005.
 - Coordinated Academic Section Program of the 2005 Florida Library Association Annual Conference in Jacksonville: *Shared Memories – Special Collection Treasures*

Online in Florida Libraries panel program including: "Ephemeral Cities" by Erich Kesse; "Central Florida Memory" by Selma Jaskowski; "Florida on Florida" by Mark Flynn.

- Planned FACRL full-day program, "Visions for Change," including hotel, catering, and out-of-town speakers, among whom were the 2004 president of the Association of College and Research Libraries; the Dean of Libraries at the University of Florida; two out-of-town experts on the balanced scorecard; and an organization development consultant, Orlando Airport Holiday Inn, October 2004
- "Personality Poker," invited workshop facilitator, Osceola County Library Staff Day, Kissimmee. Presented a sixty-minute session three times.
- ▶ **Jennifer Krolowitz**
 - Co-recipient, Davis Productivity Award for the successful use of FWS students
 - Training:
 - FWS Workshop, Libraries
 - Payroll, UCF
 - Student Hiring Workshop, Libraries
 - Library News Web Page, Libraries
 - Transition to Payroll Manager, 3-5
 - Served on Chili Cook-off committee, Relay for Life



Winners of a 2005 Davis Productivity Award, the library team of Jennifer Krolowitz, Raynette Kibbe, Susan Creighton & Cynthia Kisby (seated), promoted the use of FWS students, saving the Libraries a total of \$76,000 in student OPS funds.

Administrative Services (cont'd)

▶ Tim Ryan

- Member, Libraries' Relay for Life Team

▶ Nelisa Sánchez

- Member:
 - Libraries' Relay For Life Team
 - Libraries' Evacuation Team
- Training:
 - Student Hiring Workshop, UCF Libraries
 - Severe Weather Workshop, UCF Environmental Health & Safety
 - Front Page 2000 Level 1, CFLC
 - Financial Aid: Community Service Program, UCF
 - GroupWise 6.5 Introduction Training, UCF Computer Services
 - GroupWise 6.5 Advanced Training, UCF Computer Services
 - Pinnacle Web Portal Training, UCF TeleData Services
 - Personnel Action Form Workshop, UCF Training & Development (T&D)
 - PeopleSoft Payroll Processor Training, UCF T & D
 - Community Service Student Workshop, Library
 - *Google like a Goo-Ru!*, CFLC/Library
 - First Aid Training, UCF T & D
 - CPR Training, UCF T & D
 - Student Employment Update, Library

▶

Clare Vogt

- Training
 - UCF Financials: Basic Navigation: Chart of Accounts; PO Inquiry; Budget/Journal Inquiry; Reporting Essentials; Accounts Payable 1 & 2; PS Basic Query Reports; Budget Position & Expenditure Reporting; Adjustment Vouchers
 - UCF online PCard training for cardholder and approver
 - ABC's of Diversity, UCF Office of Diversity
 - Excel I, UCF Continuing Education
- Attended John T Washington luncheon

▶ Kerry Wilson

- Committees:
 - Libraries' FSECC Team
 - Libraries' Relay for Life Team
 - USPS Staff Council Employee of the Month committee
- Continued taking classes at Seminole Community College



Inside the large "pipe and drape" enclosure constructed in the reference area of the main library, the Interactive Frankenstein Experience with the UCF iTeam coupled theatrical writing and performance with audience participation. Pictured here is Library Administration's Nelisa Sánchez (center), who bravely volunteered as an "on stage" participant, with the School of Film & Digital Media's professor Lori Ingle, who teaches an Interactive Writing Class (Film) and research associate Jeff Wirth (Digital Media)

Administrative Services (cont'd)

STATISTICS

Administrative Services
Table 1
Human Resources

	FY 04/05	FY 03/04	FY 02/03	FY 01/02	FY 00/01
FWS Employment	68	69	52	23	4
Employee Turnover					
Hired	12 (1 A&P)	14 (7 faculty)	18 (3 faculty)	16 (2 faculty)	21 (4 faculty)
Separated	13 (1 A&P, 2 fac)	10 (3 faculty)	11 (2 faculty)	15 (2 faculty)	14 (2 faculty)
Staff Programs					
Video & discussion	0	8	0	20	31
Guest presenters	32	29	30	23	29

Administrative Services
Table 2
Reported Building Problems, FY 2004/05

Type of Problem	No. Reported	No. Pending	No. Complete
Cleaning	86	3	83
Clocks	17	0	17
Doors	9	0	9
Electrical	27	4	23
Elevators	31	0	31
HVAC (Temp / Leaks)	56	0	56
Insects	9	0	9
Install / Dismantle	68	2	66
Keys/Locks	39	0	39
Lights Out	90	1	89
Paint/Patch	28	7	21
Plumbing	43	1	42
Roofers (Leaks)	28	1	27
Vending Machines	19	0	19
Other (Carpet, Supplies, Moving, Re-stock, Misc.)	51	1	50
Totals	601	20	581
	100%	3%	97%

Frank R. Allen
Associate Director, Administrative Services

Cataloging Services

HIGHLIGHTS of the YEAR in RETROSPECT

Cataloging Services has continued to be involved in a variety of activities that improved access to materials and prepared the catalog for the transition to the new integrated library system, while keeping current with the cataloging in fundamental areas.

Major events during the year were: ALEPH-related tasks, increased access to electronic and special collections resources, renovation of the department facility, and resignation of the department head.

Database clean-up continued throughout the year, with added emphasis on authorities and bibliographic maintenance. Second semester was a busy time due to specific demands of the migration preparation. Staff devoted considerable time working on pre-ALEPH activities, including issues related to electronic resources.

► Facility:

During the fall semester Cataloging Services was displaced to other areas in the library. This was due to hurricane and previous water damage conditions in Library 502. The relocation directly impacted our workflow, but the efforts of the staff helped tremendously to keep pace with the



Cataloging Services farewell photo to department head Linda Sutton. The blue arm bands? A farewell tribute to Linda's favorite color. Seated (L to R): Eda Correa, Ginny Farmer, Linda Sutton, Claire Leonard, Jacqui Johnson, Nuria Curras; Second Row (L to R): Angela Hanke, Takeshia Stokes, Catherine Steffens, Jeanne Piascik, Marina Sobolevskaya; Alice Crist, Lyn Case, Kim Montgomery, Peter Spyers-Duran; Third Row (L to R): David Healy, Burak Ogreten, Rey Parulan, Patrick Hadlock, Anna Dvorecky, Jack Webb, Jorge Santiago, Doug Dunlop

► Cataloging activities:

Cataloging Services was very successful handling several projects. Many of the problems from the old YBP project were solved during this year. Materials that are not in OCLC, with provisional records in the catalog, were evaluated and reduced by 62%. The department provided collection access for the BCC/UCF BEST Center & Children's Literature. Access to special collections and archives resources was expanded, making the material fully searchable in the catalog and creating high quality records that can be used by other institutions without alterations. Cataloging Services created new location holdings for media, special collections and area campuses.

regular work schedule of the department. Floor tiles were installed, the roof was repaired and the interior ceiling tiles were replaced. The ceiling still has minor leaks during heavy rain storms.

Space considerations have been an ongoing challenge as Cataloging Services expands its services and adds temporary staff. The department was reorganized to create a more efficient workflow and to set up the metadata cataloger work area. Group study rooms were converted to office space: Library 508 for Catherine Steffens' office; Jack Webb's office was relocated to Library 373 due to the excessive level of noise coming from the adjoining group study room, creating an unfavorable work environment.

Cataloging Services (cont'd)

► Organization:

Cataloging routings and workflows were rethought as a way to increase productivity and to improve access to materials. Quality control checking and labeling procedures were revised to better reflect our processes.

This year marked the first year we used Connexion, the new OCLC windows-based cataloging product. OCLC Passport was retired in June 2005 and, in preparation for the implementation of Connexion, training sessions were provided to the staff. Thanks to the work of Jeanne Piascik, who conducted several training sessions and re-wrote essential macros, the migration process was successfully implemented. Printing labels using the OCLC Connexion is not as efficient as before due to problems with the Connexion software.

During spring semester Cataloging Services initiated the training for Acquisitions Services to introduce the staff to the new cataloging platform.

Again this year extensive planning took place to facilitate the cataloging of special collections and archives materials as well as state and federal government documents materials. Extensive training was provided to assist staff in government document cataloging and to continue the pre-ALEPH unlinked documents project.

► Staffing:

The department faced considerable staff changes this year.

A significant loss this year was the monumental institutional knowledge represented by the department head. Linda Sutton resigned in February 2005 to accept the position of Manager, Technical Services at Seminole Community College. Sutton joined the UCF Library in 1986 and served in a number of library departments, including Reference Services and the Learning Resources Center, before moving to Cataloging Services where she became department head in 1997. After 19 years of considerable contributions to the UCF Libraries, Sutton left a vacuum in departmental knowledge, supervision, and technical services history. On February 11 Sutton was hired as a consultant to assist the new Acting Head of Cataloging Services.

Joining the department this year is Doug Dunlop, as IMLS Grant Metadata Cataloger working on digital projects for Central Florida Memory, a collaboration of the Orange County Regional History Center, the Orange County Library

System, Rollins College, the Museum of Seminole County History, and UCF Libraries.

Lyn Case and Jack Webb's assignments changed this year. Case moved from special collections/archives cataloging and serials journal cataloging, to cataloging all serials, including monographic series and conference proceedings, and symposiums. This is the first year for Webb with cataloging as his primary assignment. He began cataloging special collections materials.

Catherine Steffens made a transition in assignment to government documents and archives cataloging, and began working with the Government Documents unit to implement the retro-conversion of the older US government documents.

Peter Spyers-Duran joined Cataloging Services from Reference Services with a partial assignment in government documents cataloging.

After being in the department, first as an OPS and then as a USF intern, Nuria Curras was hired with a status change to adjunct Cataloger for electronic resources.

The retrospective cataloging for the Florida Solar Energy Center (FSEC) was suspended, following the resignation of the adjunct cataloger, until a new person is appointed to continue the project.

Cataloging Services continued to successfully use the services of graduate interns and students assistants. An intern from Florida State University (Karen MacArthur) worked on subject headings clean-up and media cataloging. A student staff member from Interlibrary Loan/Document Delivery Services helped again this year assisting with special projects such as authorities and bib maintenance.

► Partnerships:

Cataloging Services greatly contributed to the Florida Heritage Project. All the materials selected for 2005 and most of the ones selected for 2006 were processed. Jack Webb streamlined the process and worked collegially with Digital Services & Special Collections personnel to facilitate the improved workflow.

Cataloging Services continued its involvement with other CFM institutions assisting with grant writing, and recataloging the digital resources using Dublin Core & LCSH. Linda Sutton, as head of the Metadata Cataloging Working Group of CFM project, developed standards and guidelines for the cataloging of digital images and led the

Cataloging Services (cont'd)

implementation of the digital collection project. After Sutton left her position, Jack Webb assumed these duties and worked closely with Edna McClellan, Head, Technical Services at Olin Library, Rollins College, advising and training Doug Dunlop, metadata cataloger. As of the end of June, Dunlop has created over 4,900 document and page level records for the variety of materials within CFM, which includes maps, photographs, directories, newspapers and voters registration records. In addition, collaborative work was done with Systems & Technology to figure out the logistics of adding metadata to the content management system and the uploading of materials.

Access to electronic theses and dissertations (ETDs) was provided. Kim Montgomery worked closely with campus Graduate Studies, Library Systems & Technology, and FCLA. After considerable analysis and suggestions, Montgomery designed the UCF MARC template for electronic theses and dissertations. The records require cataloger intervention for corrections, improvement and final cataloging.

There was regular participation with Central Florida Library Cooperative (CFLC). Linda Sutton served on the Board of Directors, the librarians participated in the Cataloging Interest Group, and the department served as a resource for other libraries and institutions in the region on cataloging issues.

A lot of cooperation took place between Collection Management and Cataloging Services with Milton Wolf then incorporating Jack Webb's skills in his assignment as antiquarian librarian. The remaining Donnelly collection books were reviewed and large gift collections were evaluated and added to the collection.

REPORT on DEPARTMENTAL GOALS for 2004-2005

Priorities for Action (PFA), Operational Objectives (OO), & Goals Accomplished 2004-2005

► **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 departmental policies and procedures handbook to a Web-based product for development as a more comprehensive staff resource. Include local standards and actual examples (*delayed*)

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

OO 1: Continue planning for departmental 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 Letters of Assignment and evaluation processes (*all librarians set goals and demonstrated progress towards goals*)

OO 4: Continue to work with Library Administrative Services to develop a formula by which to assess the space needs per employee in accordance with the growth factors and national or regional standards (*reviewing on regular basis; projections for future; added onr non-contiguous office space & developed plans for a second*)

OO 5: Increase the statistical analysis of departmental 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; continued 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 & number of titles to which access was provided; began more digital projects; continue to provide access to large donated research collections, began access to archives material, increased access to special collections materials*)

OO 2: Continue to provide bibliographic access to electronic resources (*continue to catalog new titles and review maintenance on previously cataloged titles; continued one USPS, discontinued part-time OPS in September 2004, hired one adjunct; plans to add one librarian in 2005-2006*)

Cataloging Services (cont'd)

- 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 departmental workload and the rapid growth of the library.
- OO 1:** Facilitate with all clients for greater understanding of each other's needs in their particular setting (*continuing; added BCC/UCF BEST & CLC services*)
- OO 2:** Modify the "field trip" concept of intra-library education as devised by the department in the mid-1990s; include Cataloging 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 library-wide training begun in 2001 by the department to create a greater understanding of Cataloging and its processes (*initiated use of new Connexion software; conducted training for Collection Management; training for AACR2, Chapter 12 delayed*)
- 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:** Continue the retro-conversion project as funds are available (*suspended due to funding restrictions*)
- OO 2:** Continue to establish item records for previous holdings (*suspended due to funding restrictions*)
- OO 3:** Provide original cataloging for retro-conversion project materials as needed (*suspended; plans to hire additional adjunct in 2005-2006*)
- **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 their assigned tasks via new technology applications (*continuing; initiated use of new Connexion software; 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; provided access 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 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 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 local, regional, state, and national institutions, and with vendors.
- PFA 1:** Continue partnerships with CFLC; FCLA; other SUS libraries and committees; OCLC; and 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 FLA (*continuing*)
- OO 3:** Continue discussion with OCLC to improve the services to the area campuses (*continuing*)
- OO 4:** Offer internships and/or field study opportunities (*sponsored one intern*)
- OO 5:** Continue to provide volunteer opportunities (*not provided this year*)

Cataloging Services (cont'd)

OO 6: Add NACO partnerships (*submitted application for Florida NACO Funnel Project; implementation delayed due to ALEPH STP [switch to production] at UF*)

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 Government Documents unit to provide retrospective cataloging for the older U.S. government documents.

OO 1: Continue to work with the documents librarian to implement the retro-conversion of the older U.S. documents as funds become available (*one volunteer for e-maintenance; added government documents cataloger*)

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

OO 3: Work with Government 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 departmental 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; adding OPS position to facilitate quality

control (*accomplished; OPS for quality control resigned in June 2005; waiting for new budget approval and possible Sr. LTA opening*)

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

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

OO 2: Continue to review 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; added public service librarian on partial assignment; increased Webb's hours in Cataloging; added intern; added some staff OPS hours*)

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

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

OO 1: Continue to work with Library Administrative Services to plan for a contiguous workspace more conducive to workflow, comfort, and 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 proper cleaning of the older materials prior to their receipt in Cataloging (*continuing advocacy*)

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

OO 4: Provide new carpet to replace the water-damaged carpet that has caused breathing and allergy problems for several employees (*floor tiles were installed in Library 502*)

CHANGES in STAFFING

► Heather Brown resigned as OPS for Special Collections, August 2004.

► Jack Webb continued reporting to Cataloging Services with secondary assignment to Collection Management.

Cataloging Services (cont'd)

- ▶ Peter Spyers-Duran joined the department from Reference Services in August 2004 with a partial assignment in Cataloging.
- ▶ Claire Leonard and Ginny Farmer, Libraries retirees, continued as OPS staff catalogers.
- ▶ Linda Sobey, adjunct cataloger for FSEC original cataloging retrospective project, resigned to focus on her FAMU position and its ALEPH implementation, December 2004.
- ▶ Mary Fran Schmidt, OPS for FSEC copy cataloging, resigned to take a professional position, December 2004.
- ▶ Nuria Curras resigned as OPS for e-resources to take a position at UCF as adjunct librarian for electronic resources.
- ▶ Karen MacArthur, FSU graduate student, continued as intern for projects: non-print materials, authorities, and monographs. MacArthur finished the internship in August 2004.
- ▶ Doug Dunlop started as the Metadata Cataloger for the Central Florida Memory Project, January 2005.
- ▶ Hired Marina Sobolevskaya as OPS for Government Documents, January 2005. Sobolevskaya resigned as OPS, June 2005.
- ▶ Hired Yvonne Rivera, OPS for Special Collections cataloging, February 2005.
- ▶ Linda Sutton resigned as head of Cataloging Services, effective February 2005 and was hired as an adjunct librarian to serve as a consultant.
- ▶ Eda M. Correa was appointed acting head of Cataloging, February 2005.
- ▶ Angela Hanke resigned as OPS for quality control checking, June 2005.
- ▶ Achieve international prominence in key programs of graduate study and research
 - Continued to streamline workflow to provide faster access to materials; added more OPS staff hours and a graduate intern
 - Participated in three cataloging outsourcing agreements – TechPro, MARCIVE, SOLINET/netLibrary
 - Increased access to electronic and digital resources; research, foreign language, media, special collections materials, US government documents; and increased netLibrary e-book holdings
 - Participated in campus process to convert to electronic theses and dissertations (ETDs)
 - Worked with Collection Management to provide access to large collections; continued adjuncts to perform the original cataloging
 - Expanded access to archival and special collection materials
 - Provided access to ETDs
- ▶ 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, intern
 - Cataloged diverse materials requiring additional skills
- ▶ Be America's leading partnership university
 - Worked in cooperation with SUL libraries and FCLA on:
 - Participating on CAGER with emphasis on common cooperative opportunities, standards for e-journal cataloging, minimum standards for vendor supplied MARC records
 - TSPC, Authorities Subcommittee, State Indexing Committee – all emphasizing ALEPH conversion
 - Participated in ALEPH preparation plans with SULs and community colleges
 - Continued participation in NACO; expanding participation with UF Floridiana Funnel project
 - Continued to served as academic representative on the CFLC Board
 - Participated in Central Florida Memory digital project with Orange County Library

ADVANCEMENT 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, and US government documents.
 - Revised workflow, procedures, and training modules; added more OPS staff hours and a graduate intern.

Cataloging Services (cont'd)

System, Central Florida Regional History Center, Rollins College, Museum of Seminole County History; converted metadata to Dublin Core; controlled vocabulary to LCSH; participated in IMLS grant writing; Cataloger/Metadata Working Group; hired CFM metadata cataloger

- Presented CFM metadata information at CFLC Annual Meeting
- Serve as cataloging resource for documents grant proposal

▶ Regional campus activity:

- Continued delivery of service to regional campuses and FSEC.
- Added collection access for BCC/UCF BEST and Children's Literature collections
- Began planning for partnership with SCC's Libraries & Information Technology Division

▶ Other:

- Established template for FCLA to use in converting data into LUIS format
- Completed 100% of IST project
- Renovation of department facility due to hurricane and previous water damage

▶ Strategic Directions

- Using technology to achieve the pre-ALEPH preparation of LUIS
- Converted digital resources' access to Dublin Core
- Continued cooperative efforts with IST, FSEC, CFM projects; agreement with CREOL to incorporate collection; retro government documents project continued
- Continued motivational campaigns to challenge department in reaching goals, especially with pre-ALEPH implementation

status, add more electronic and digital resources, and ALEPH implementation

- ▶ Not receiving advisory information regarding e-resources or physical materials in time to meet deadlines, especially with Florida Heritage Project (FHP)
- ▶ Recruit student employees year round instead of just at the beginning of the semesters
- ▶ Efficiency in label printing reduced due to problems with *Connexion* software
- ▶ Provide more training opportunities, for both faculty and staff, so that they take full advantage of new research tools

ACCOMPLISHMENTS of FACULTY and STAFF

▶ Training/Staff Development:

- ALA ALCTS/PCC "Effective Subject Cataloging with LCSH" – Correa, Piascik
- ALA ALCTS Training - Dunlop
- ALA Annual Conference – Piascik
- ALEPH Kickoff Meeting – Case, Correa, Montgomery, Ogreten, Piascik, Webb
- Data Retrieval – Schmidt
- Developing a Portfolio for Promotional Tenure – Steffens
- Endnote training – Webb
- FACRL Fall Workshop – Sutton
- FCLA:
 - Annual Meeting – Sutton
 - ALEPH Authorities Meeting – Piascik
 - Indexing and Authorities Meeting – Montgomery
- Federal Depository Library Spring Council Meeting – Steffens
- Federal Work Study Workshop – Ogreten, Parulan
- FLA Annual Conference – Correa, Steffens
- Fundamentals of Book Repair – Montgomery
- Google Like a Guru – Case, Correa
- GroupWise Training (Basic & Advanced) – Crist, Curras, Dvorecky, Hanke, Parulan, Santiago
- Hosted TSPC Meeting – Sutton
- MLIS Information Day – Dvorecky, Steffens
- Online Audiovisual Catalogers Conference – Piascik
- PeopleSoft Version 8 Update – Correa, Dvorecky, Hanke, Hadlock, Ogreten, Parulan, Steffens, Sutton
- Performance Appraisal Seminar, Human Resources – Correa
- Presentation Magic – Case
- Public Access Computing Workshop – Case

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ Need for unified space large enough to reorganize department into work teams for efficiency and increased emphasis on specific knowledge areas; added Library 508 and Library 373 as office space – increased widespread supervision
- ▶ Need for additional staff with high technology skills in specialized subject, format areas
- ▶ Lack of adequate number of printers in Library 502
- ▶ Continued to increase e-resources subscriptions but no additional staff to handle them
- ▶ Staff shortages for all the responsibilities and details necessary to operate the department to meet our current mission, library goal of ARL

Cataloging Services (cont'd)

- Supervisory Skills Series - Ogreten
- Teaching as a Non-Native Speaker - Correa
- TMQ Workshop - Hanke, Spyers-Duran
- ▶ Degree completion:
 - Jacqui Johnson - B.A. in Art Illustration, UCF, May 2005
 - Karen MacArthur - MLIS, FSU, August 2004
 - Mary Fran Schmidt - MLIS, USF, December 2004
 - Nuria Curras - MLIS, USF, July 2004
- ▶ Professional memberships:
 - AAAL - Sobey
 - ALA - Case, Correa, Montgomery, Piascik, Sobey, Steffens, Sutton
 - ALCTS - Case, Correa, Montgomery, Piascik, Sobey, Steffens, Sutton
 - ASIS&T - Montgomery
 - FLA - Case, Correa, Piascik, Sobey, Steffens, Sutton
 - OLAC - Piascik
 - SEALL - Sobey
 - SLA - Sobey
- ▶ Presentations/Creative Works:
 - "Collecting Science Fiction" and "Research Strategies for Science Fiction and Fantasy" - presented by Webb to LIT3313H, Honors Science Fiction Literature class
 - "Collection Analysis Using FCLA Data" - presented by Webb to collection management librarians.
 - "Connexion or Bust" and "Introduction to Connexion," Acquisitions and Cataloging departments presentation - Piascik
 - "Initial Articles and Indexing," departmental presentation - Montgomery
 - MLIS Information Day - Steffens
 - "Underground Comix as Change Agents" - presented by Webb to the Book Arts class
- ▶ Service:
 - Adviser to Orlando Museum of Art library - Sutton
 - ALA Annual Conference - Piascik
 - ALEPH Implementation and Migration Committee - Case, Correa, Montgomery, Ogreten, Piascik, Webb
 - Central Florida Memory, Cataloging/Metadata Working Group - Dunlop, Sutton, Webb
 - CFLC
 - Board of Directors - Sutton
 - Cataloging Interest Group - Case, Correa, MacArthur, Montgomery, Piascik, Sobey, Steffens, Sutton
 - CFLC Government Documents Interest Group - Steffens
 - CFM Grant Writing Team - Sutton
 - Collection Development Committee - Case, Montgomery, Sutton, Webb
 - CRC - Montgomery, Webb
 - Connecting the UCF Community (CUC) Committee, Charlayne Hunter-Gault Task Force - Piascik, Steffens
 - Director's Advisory Group - Steffens, Crist
 - Diversity Committee (Library) - Dvorecky
 - ETD Committee (UCF) - Sutton
 - Exhibits Committee (Library) - Case
 - Faculty Senate Ethics Committee participant - Steffens
 - FCLA:
 - Authorities Subcommittee - Piascik
 - CAGER - Montgomery
 - FHP - Montgomery, Webb
 - Indexing Task Force - Montgomery
 - MARCIVE liaison - Steffens
 - netLibrary - Sutton (-2/05), Montgomery (3/05-)
 - Technical liaison - Piascik
 - TSPC - Sutton (-2/05), Montgomery (3/05-)
 - FLA, Technical Services IG, vice-chair/chair elect - Correa
 - Florida State Employees' Charitable Campaign - Crist
 - Gifts Committee (Libraries) - Webb, Sutton
 - Holiday Party Committee - Dvorecky
 - Library Evacuation Team - Crist, Dvorecky
 - Library Quality Enhancement Plan (QEP) - Steffens
 - Mentoring Committee - Sutton
 - NACO-AV Funnel representative - Piascik
 - OCLC, SOLINET liaison - Piascik
 - Libraries Relay for Life Team - Crist, Parulan
 - Search Committee, Associate Director for Collections and Technical Services - Case, Ogreten
 - Search Committee, CFM Metadata Cataloger - Sutton
 - UCF Bookstore Advisory Committee - Correa
 - Web Implementation Committee - Healy

Cataloging Services (cont'd)

STATISTICS

Cataloging Services
TABLE 1
Cataloged Materials: Titles 2004 – 2005

PRINT TITLES	ADDED	DELETED	MEDIA TITLES	ADDED	DELETED
Orlando	28,410	744	Orlando		
Curriculum Materials Center	586	219	Cassettes/Audio Tapes	6	4
Florida Solar Energy Center	285	89	CDs (Music)	67	2
Brevard	2,082	19	CD-ROMs	83	6
Daytona	137	53	Computer Disks	0	2
Lake Sumter	689	0	DVDs	206	4
Rosen	1,472	32	Laserdisc	0	1
			Media Kit	1	0
OUTSOURCED			Model	1	0
TechPro	0	0	Phonorecords	0	1
YBP	0	212	Videorecording	274	37
TOTAL PRINT TITLES	33,661	1,368	<i>Sub-total</i>	638	57
ELECTRONIC			Curriculum Materials Center		
Government Documents	178	20	Cassettes/Audio Tapes	0	4
Journals	512	8	CD-ROMs	1	2
Monographs	910	3	Computer Disks	0	1
netLibrary	4,019	0	DVD	4	0
TOTAL ELECTRONIC TITLES	5,619	31	Laserdiscs	0	30
MICROFORM TITLES/Orlando			Media Kits	0	1
Microfilm	2	0	Phonorecords	0	9
Microfiche	113	0	Realia	1	2
TOTAL MICROFORM TITLES	115	0	Slides	0	1
U.S. GOV'T. DOC. TITLES			Videorecording	1	8
Cataloged	905	236	<i>Sub-total</i>	7	58
Outsourced (MARCIVE)	3,575	0	BCC/BCP		
Microfiche	452	9	CD-ROMs	9	0
TOTAL U.S. GOV'T. DOC. TITLES	4,932	245	DVD	6	0
			Film strips	1	0
GRAND TOTAL	44,327	1,644	Media kits	3	0
			Videorecording	12	0
			<i>Sub-total</i>	31	0
			DBCC		
			CD-ROMs	1	0
			<i>Sub-total</i>	1	0
			Rosen		
			Cassette/Audio Tapes	7	0
			CD Music	2	0
			CD-ROMs	4	0
			DVD	2	0
			Videorecording	3	0
			<i>Sub-total</i>	18	0
			GRAND TOTAL	695	115

Cataloging Services (cont'd)

Cataloging Services

TABLE 2

Cataloged Materials: Volumes 2004 – 2005

PRINT VOLUMES	ADDED	DELETED	MEDIA VOLUMES	ADDED	DELETED
Orlando	32,296	1,853	Orlando		
Curriculum Materials Center	955	703	Cassettes/Audio Tapes	11	4
Florida Solar Energy Center	689	182	CDs (Music)	479	2
Brevard	2,370	392	CD-ROMs	123	8
Daytona	145	61	Computer Disks	0	4
Lake Sumter	707	0	DVDs	253	6
Rosen	1,737	33	Laserdisc	0	1
OUTSOURCED			Media Kit	1	0
TechPro	0	0	Model	1	0
YBP	0	212	Phonorecords	4	1
TOTAL PRINT VOLUMES	38,899	3,436	Videorecording	381	53
ELECTRONIC			Sub-total	1,253	79
Government Documents	152	20	Curriculum Materials Center		
Journals	275	2	Cassettes/Audio Tapes	0	10
Monographs	555	0	CD-ROMs	6	2
netLibrary	4,019	0	Computer Disks	0	24
TOTAL ELECTRONIC VOLUMES	5,001	22	DVD	3	0
MICROFORM VOLUMES/Orlando			Laserdiscs	0	73
Microfilm	20	0	Media Kits	0	1
Microfiche	241	0	Phonorecords	0	51
TOTAL MICROFORM VOLUMES	261	0	Realia	1	2
U.S. GOV'T. DOC. VOLUMES			Slides	0	1
Cataloged	1,109	418	Videorecording	5	17
Outsourced (MARCIVE)	3,438	0	Sub-total	15	181
Microfiche	1,433	13	BCC/BCP		
TOTAL U.S. GOV'T. DOC. VOLUMES	5,980	431	CD-ROMs	11	0
GRAND TOTAL	50,141	3,889	DVD	6	0
			Film strips	1	0
			Media kits	22	0
			Videorecording	16	0
			Sub-total	56	0
			DBCC		
			CD-ROMs	1	0
			Sub-total	1	0
			Rosen		
			Cassette/Audio Tapes	16	0
			CD Music	7	0
			CD-ROMs	3	0
			DVD	2	0
			Videorecording	2	0
			Sub-total	30	0
			GRAND TOTAL	1,355	260

Cataloging Services (cont'd)

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

	2004/05	2003/04	2002/03	2001/02	2000/01
Print	44,327	64,848	57,043	61,404	76,911
Non-Print	695	768	1,472	1,591	1,705
Total	45,022	65,616	58,515	62,995	78,616

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

	2004/05	2003/04	2002/03	2001/02	2000/01
Print	50,141	73,497	77,807	65,758	78,755
Non-Print	1,355	1,612	2,724	2,742	2,865
Total	51,496	75,109	80,531	68,500	81,620

Cataloging Services
Table 5
2004-2005 Highlights

Authorities/Bib Maintenance	
Barcodes (damaged, missing)	452
Change format	7
Duplication of disks	16
Holdings	5,359
Labels (corrections, damaged, missing)	2,570
Location change	9,931
MARC fields	122,978
Rebinds	961
Replacements	477
Review of Bib maintenance request	6,433
Transfers	1,160
Unlinked	2,236
Other	18,677
TOTAL	171,257

Cataloging	
Authorities	1,259
Browsing books	248
MARC fields	13,650
OCLC error reports	19
Original cataloging, new, derive	1,361
Priorities	65
Provisionals	119
Other	4,322
TOTAL	21,043

Linda J. Sutton
Head, Cataloging Services
and
Eda Correa
Cataloging Librarian and Acting Head

It's Alive!!!



Cataloging Services employees Alice Crist and Jeanne Piascik hamming it up at the Libraries' annual Halloween party. The theme this year in support of the exhibit was Frankenstein. The elaborate research lab was recreated by library staff, including original artwork and posters by Patrick Hadlock (Cataloging Services).

Circulation Services

HIGHLIGHTS OF THE YEAR IN RETROSPECT

This has been an eventful and busy year for Circulation Services, especially in terms of staffing changes and modifications to the departmental structure, procedures, and policies. Among the most dramatic events for the department and the library as a whole was the passage of three hurricanes through the Orlando area in the course of six weeks. While the library suffered no permanent structural damage, there was flooding damage to the fifth floor. Circulation Services staff provided assistance in storm preparation, helping to cover many ranges of stacks on the first and fifth floors with protective plastic sheeting. As a result, the fifth floor stacks and part of the first floor stacks were closed to public access for a considerable period of time. During this period, departmental staff retrieved requested books for patrons from those closed stacks areas. Departmental staff also provided assistance in the cleanup effort after the flood damage to the fifth floor. It should also be noted that, despite personal hardships and significant road closures after the storms, on those days immediately following the hurricanes when the library was first allowed to reopen, departmental staff were always here to open the library as scheduled and on time to provide service to our patrons.

In August 2004, Circulation Services was reorganized and split into two separate departments. Roger Simmons was appointed department head of the newly created Media Services department and Marcus Kilman was appointed acting department head of Circulation Services. The department currently consists of the Circulation, Fines & Bills, Main Reserves, and Stacks Management units. This year's annual report for the Circulation Services reflects these changes.

In July 2006 the UCF Libraries will switch from NOTIS to ALEPH. Departmental preparation for this conversion began this year with appointment of the acting department head to the ALEPH Implementation and Migration (AIM) team. As part of this conversion process, the department processed a spreadsheet 16,000 items long of UCF patrons with multiple active IDs, deactivating all but one ID for each faculty, staff, and students on the list. Also, the acting

department head assisted Jeannette Ward, chair of the AIM committee, in completing the NOTIS - ALEPH Borrower Status Conversion and Borrower Status Privileges spreadsheets.

During this year a special emphasis has been placed within the department on self evaluation and self examination in terms of improving service to our patrons. Work began to completely revise the department's procedures manual. Revisions to the Holds & Recalls and the Emergency Procedures sections were completed. Development of a mission statement and service standards policy also began. The Student Assistant Guidelines were also completely revised. The department's Web pages were updated and expanded, with a form for submitting an appeal of library charges online being developed and posted. Circulation policies for faculty/staff and students were also placed online as were revised Reserves policies and procedures. Finally, with assistance from Cynthia Kisby, monthly staff training/learning sessions were implemented with the first sessions focusing on customer service.

Working under the direction of the UCF Office of the General Counsel, a major revision to the Libraries' Reserves policy as it applies to copyright was initiated. This revision brings the Reserves policy within current Copyright Law and established guidelines related to Reserves.

During the spring semester 2004 an hourly study of the foot traffic through the entrance/exit gates of the library was conducted. The purpose of the study was to determine peak foot traffic hours and to look more closely at the foot traffic during the late evening hours. Based on this study as well as patron suggestions, library hours were extended from 1:00 a.m. to 3:00 a.m. for five days during the week of spring finals. A second hourly foot count conducted during these five days of extended hours showed that over 4,300 patrons passed through the gates between the hours of 11:00 p.m. and 3:00 a.m., confirming a demand for library services during those hours.

While a major renovation project was being completed in Cataloging and Acquisitions Services areas, several staff members from those departments were temporarily relocated to and shared office space in Circulation Services. This

Circulation Services (cont'd)

provided the department an opportunity to get better acquainted with fellow library employees.

In addition staff assisted the Special Collections department during their renovation project by disassembling all of the shelving from that department and relocating it to a temporary storage room. Most of that shelving has since been used elsewhere in the main library building and also in the BEST Center, a new curriculum materials center being developed at the Joint-Use Library at Cocoa. These and other library projects resulted in temporarily removing some of the student study rooms from circulation to use for storage. This action was regrettable, but these renovations resulted in overall improved service to all library patrons, including students. At the request of the head of Special Collections, a portion of a range of stacks was removed from the entrance area to Special Collections to enhance patron access.

Once again the department assisted the Office of Operational Excellence and Assessment Support in their National Survey of Student Engagement. The department handed out bookstore coupons to students who completed the survey. Updated spreadsheets of students completing the survey were used to verify that only the appropriate students were given a coupon and at the completion of the survey, the total numbers of coupons handed out was supplied to the Office of Operational Excellence and Assessment Support.

In conclusion, and on a very positive note, new department staff member Jeremy McGrath was nominated for the first annual "Outstanding First-Year Student Advocate" award. This LINK-sponsored First-Year Experience Program solicited nominations from UCF students of faculty, staff, and administrators who were instrumental in the students' success during their first year at UCF. Twenty-nine nominations were received campus wide and having a library employee nominated was a positive reflection on the library as a whole.

REPORT on DEPARTMENTAL GOALS FOR 2004-2005

As a result of monitoring the growth of the library collection, stacks construction and shifting projects were undertaken on the third and fifth floors. The third floor stacks construction project

resulted in 196 new shelves for use in the HN-HX sections. On the fifth floor 168 new shelves were added in the TN-TP ranges.

The relocation of the department's shelving inventory was completed, with all materials being relocated from the Gifts & Exchanges office area to 151D, the new storage room located next to Special Collections on the first floor.

DEPARTMENTAL GOALS FOR THE YEAR 2005-2006

- ▶ Complete preparations and successfully convert to ALEPH on the STP date of July 8, 2006.
- ▶ Complete the review and update of departmental procedures manual.
- ▶ Complete the development of and then implement a departmental mission statement and services standard.
- ▶ Complete the review and modification of the department Reserves procedures to comply with both UCF and library copyright policies.
- ▶ Develop and implement written/formalized training procedures and exercises for all student assistants.
- ▶ Successfully fill the last remaining full-time staff position, the third night/weekend Circulation Desk Supervisor.
- ▶ Continue updating, improving, and expanding the department's Web-based informational resources and services.
- ▶ Continue to monitor collection growth and plan book shifting, furniture relocation, and shelving projects to meet anticipated needs.
- ▶ Successfully meet the newly established monthly departmental training objectives

CHANGES in STAFFING

In terms of staffing, in August 2004 six of the ten permanent department staff position were vacant. Five of these positions have been successfully filled.

- ▶ Hired:
 - Robbie Allen, Night/Weekend Circulation Desk Supervisor, November 2004
 - Gerald Dillon, Fines & Bills Supervisor, June 2005
 - Johnny Hill, Stacks Management Supervisor, April 2005
 - Jeremy McGrath, Day Circulation Desk Supervisor, January 2005

Circulation Services (cont'd)

- Shelly Hill, Stacks Management Supervisor, December 2004
- ▶ Resigned:
 - Stacey Allen, Fines & Bills Supervisor, October 2004
 - Rob Toth, Night/Weekend Circulation Desk Supervisor, July 2004
 - Ed Tumber, Week Day Circulation Desk Supervisor, July 2004

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 the Reserves unit to support the teaching mission of the university. Provided extended circulation privileges to graduate students to support their research needs.

- ▶ Become more inclusive and diverse

Continued the departmental practice of hiring minority and international students and staff.

- ▶ Be America's leading partnership university

Provided circulation privileges to:

- SUS, Community College, and public school students and educators from throughout Florida.
- state, national, and international researchers visiting UCF and visiting or employed at Research Park (fee required for some).
- community patrons (fee required).

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Robbie Allen
 - MLIS Information Session
 - Training:
 - Introduction to PeopleSoft Basics
 - Customer Service Training, Parts 1, 2, & 3
- ▶ Gloria Coney
 - Member, Search Committee, Circulation Services Department Head
 - Assisted with the UCF Empowerment Luncheon
 - Training:
 - "If You Want No Shoes and Shirt, then Give No Service"

- Customer Service Training, Parts 1, 2, & 3
- ▶ Gerald Dillon
 - Training:
 - Introduction to PeopleSoft Basics
 - Customer Service Training, Parts 1, 2, & 3
- ▶ Mary Lee Gladding
 - Member, Library Evacuation Team
 - Training:
 - Notary Public update
 - "If You Want No Shoes and Shirt, then Give No Service"
 - Customer Service Training, Parts 1, 2, & 3
- ▶ Johnny Hill
 - Training:
 - Introduction to PeopleSoft Basics
 - Customer Service Training, Parts 1, 2, & 3
- ▶ Shelly Hill
 - Member, Library Services to Disabled Patrons committee
 - Training:
 - "If You Want No Shoes and Shirt, then Give No Service"
 - Customer Service Training, Parts 1, 2, & 3
 - Introduction to PeopleSoft Basics
 - Student Records Inquiry 1 & 2
 - Interviewer Certification
 - Taming the Telephone
 - Change my mind? - Parts 1, 2, and 3
- ▶ Megan Humphries
 - Member, Search Committee, Circulation Services Department Head
 - Training:
 - "If You Want No Shoes and Shirt, then Give No Service"
 - Introduction to PeopleSoft Basics
 - Customer Service Training, Parts 1, 2, & 3
- ▶ Jessica Kelly
 - Member, Libraries Diversity Week Team
 - Training:
 - "If You Want No Shoes and Shirt, then Give No Service"
 - Customer Service Training, Parts 1, 2, & 3
 - Interviewer Certification
 - Introduction to PeopleSoft Basics
- ▶ Marcus Kilman
 - Committees:
 - SUS Circulation Subcommittee
 - Copyright Task Force Committee (chair)

Circulation Services (cont'd)

- ALEPH Implementation and Migration Team
 - Collection Development Manual Committee
 - Faculty Copyright Liaison
 - Training
 - Introduction to PeopleSoft Basics
 - Student Records Inquiry 1
 - Customer Service Training, Parts 1, 2, & 3
 - Memberships
 - FLA
 - ALA
 - ACRL
- ▶ Jeremy McGrath
- Training
 - Customer Service Training, Parts 1, 2, & 3
 - Introduction to PeopleSoft Basics
 - Student Records Inquiry 1
 - Nominated for the Outstanding First-Year Student Advocate Award

STATISTICS

Circulation Services
Table 1
Circulation Statistics

	2004/2005	2003/2004	2002/2003	2001/2002	2000/2001
ITEMS CIRCULATED:*					
Audiotape Tour	no longer used	86	168	525	1,209
A/V, Music, Videos	39,234	48,039	42,768	37,824	35,731
Browsing Collection	2,600	2,271	2,475	2,390	2,265
Documents, Maps	760	1,081	1,309	1,250	1,876
General Collection	346,204	344,795	342,454	313,187	285,607
Microfiche	88	149	113	80	105
Reserves	61,649	77,120	100,471	97,888	80,880
Group Study Room Keys	11,084	12,184	11,941	11,088	12,341
Headsets	7,025	54	8,781	14,486	11,644
Laptop Computers	29,803	16,347			
TOTAL ITEMS CIRCULATED	498,447	502,126	510,480	478,718	431,658
ITEMS SHELVED	331,195	285,226	335,363	397,639	391,012
BILLS PROCESSED:					
Fines	13,518	14,287	14,041	14,769	13,197
Books	4,660	4,214	3,926	3,643	4,348
TOTAL BILLS	18,178	18,501	17,967	18,412	17,545
OVERDUES	14,562	15,233	15,449	15,093	14,367
PATRON COUNT	901,633	1,002,873	1,019,978	886,752	898,266

*Includes circulation statistics for Curriculum Materials Center and the Rosen Library

Circulation Services (cont'd)

Circulation Services
Table 2
Circulation by Patron Type

	2004/2005	2003/2004	2002/2003	2001/2002	2000/2001
PATRON TYPE					
Undergraduate Students	285,709	263,382	271,544	259,758	231,149
Graduate Students	118,543	133,424	131,327	122,390	112,120
Faculty	40,617	39,942	36,726	33,716	32,548
Staff	11,202	12,794	15,154	11,447	10,015
Alumnae	4,904	5,767	7,490	7,326	5,568
Special Borrowers:	21,121	24,431	28,938	28,708	24,553
Affiliate	4,463	4,125	8,465	11,391	6,929
Courtesy	9,729	11,825	12,330	10,394	10,867
Associate/Subscriber	6,929	8,481	8,143	6,923	6,757
Library Charges:	16,351	22,386	19,479	15,373	15,705
Interlibrary Loan	11,113	13,707	13,384	9,422	9,850
Binding	2,711	6,422	2,912	2,750	1,985
Other	2,527	2,257	3,183	3,201	3,870
TOTAL ITEMS CIRCULATED	498,447	502,126	510,658	478,718	431,658

Circulation Services
Table 3
Circulation by Charge & By Renewal

	2004/2005	2003/2004	2002/2003	2001/2002	2000/2001
Items Charged	325,080	327,286	341,438	338,068	304,493
Renewals	173,367	174,840	169,220	140,650	127,165
Total Charges & Renewals	498,447	502,126	510,658	478,718	431,658
Renewals as % of Charges	53.30%	53.4%	49.6%	41.6%	41.8%

Marcus Kilman
 Acting Department Head, Circulation Services

Collection Management

HIGHLIGHTS of the YEAR in RETROSPECT

- ▶ Team Leader and Education Collection Development Librarian, Terrie Sypolt, prepared a detailed library analysis for the NCATE report.
- ▶ The Collection Development (CD) Handbook was completed. The CD Handbook is located in the Collection Management folder in G:/share within the CD Handbook folder.
- ▶ Collection development policies were written for each of the 51 funded subject areas. The policies are located in the Collection Management folder in G:/share within the Collection Management Policies - 2004-05 folder.
- ▶ Program reviews were expeditiously prepared and submitted by collection development librarians.
- ▶ New program proposals were prepared by collection development librarians.
- ▶ The Gifts & Exchange unit, under the guidance of Jack Webb and with the hard work of Nelsy Livingston, continued to evolve and streamline the gift process.

Four dedicated collection development librarians filled the crucial roles of Team Leaders:

- Richard Harrison, Humanities & Social Sciences
- Peter Spyers-Duran, Health & Sciences
- Terrie Sypolt, Education
- Ying Zhang, Business (recent appointment)

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 continued as the Antiquarian Librarian and bibliographer in the Collection Management department. Jack's expertise and knowledge of the Libraries' collection is invaluable to Collection Management and Gifts & Exchange.

▶ Gifts & Exchange

Gifts & Exchange was transformed from a storage area to an organized, efficient department under the guidance of Jack Webb and with the hard work of Nelsy J. Livingston. Several book sales were organized that generated funds of \$2,414.25.

REPORT on DEPARTMENTAL GOALS for 2004-2005

- ▶ Collection development policies were written for each of the 51 funded subject areas and were posted on G:/Share, the general access drive for the Libraries.
- ▶ Monthly Collection Management meetings were scheduled that included training, vendor demonstrations, and product trials.
- ▶ The minutes of the Collection Management Committee were posted on the Libraries' Intranet, on G:/Share and via Knightline, the Libraries listserv.
- ▶ The minutes of the Collection Resource Committee were posted on the Libraries' Intranet and on G:/Share.
- ▶ 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.
- ▶ The Faculty Resolution Subcommittee emerged from the Collection Management Committee and was chaired by Peter Spyers-Duran. The subcommittee created an important resolution addressing concerns about a new scholarly communications paradigm. It was presented by the head of Collection Management first to the Faculty Senate Library Advisory Committee, and then to the Faculty Senate, who modified and approved the resolution.
- ▶ Reviewed Core Bibliography for proposed Medical School Library.

DEPARTMENTAL GOALS for 2005-2006

- ▶ Continue to strive to meet and exceed the President's Five Goals.
- ▶ Continue toward the advancement of UCF Libraries attaining ARL status.
- ▶ Collection Development Handbook completed, available on G/Share.
- ▶ Collection Development Policies completed, available on G/Share.
- ▶ Provide training for Collection Development Librarians as needed.
- ▶ Streamline and improve the Gifts & Exchange Department operation.

Collection Management (cont'd)

- ▶ Begin a retrospective comparison of the UCF Libraries' collection to current and past editions of Books for College Libraries and identify gaps in our holdings (Jack Webb).
- ▶ Begin using OCLC collection analysis software to identify older materials that should be added to the library (Jack Webb).

CHANGES IN STAFFING

No changes in staffing.

ADVANCES 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 acquisitions of the Evans Collection, which contains everything ever printed in the United States prior to 1800, significantly enhances research from primary materials. There are only 114 libraries in the world who own this digital resource.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Milton T. Wolf
 - Service:
 - Served as library departmental liaison to the School of Optics and to the Institute for Simulation & Training. Also, wrote the first collection development policies for both of these units.
 - Provided several collection development training sessions in collaboration with major library vendors.
 - Taught in the Honors College (Spring Semester, 2005): Literature of Science Fiction, LIT 3313H.
 - Arranged for the noted writer/editor, Ben Bova, to speak as part of the Frankenstein exhibit events on campus, and introduced him. Also arranged for Dr. Jo Pransky, "the world's first Robotic Psychiatrist," to speak on campus, and with Jack Webb put up an exhibit in Special Collections on Science Fiction and Fantasy.



Milton Wolf and author/editor Ben Bova at Bova's lecture in the Live Oak Room, "Predicting the Future Through Science Fiction: Frankenstein Refuted."

Collection Management (cont'd)

- Committees/Libraries:
 - Chair, Collection Management Committee
 - Collections Resources Committee
 - Frankenstein Traveling Exhibit
 - Chair, Gifts Committee
 - Creativity:
 - Published: "Whither the Book?" in *Against the Grain*, V. 15, no. 6 (December 2004-January 2005), pp. 20, 22, 24.
 - Organized and moderated presentations and panel discussions on the Decline of the Monograph in Academic Libraries at the Charleston Conference, November 2005 and at the Joint Conference of NCLA/SELA held in Charlotte, NC.
 - Published: "Core Bibliography and Information Guide for the Bonus Years," (2005) developed for the Arizona State Library, Archives and Public Records: <http://dev.lib.az.us/carnegie/bibliography.cfm>
 - Professional Activities:
 - Member, SUL Collection Management Committee
 - Member, UCF University Research Council
 - Attended American Library Association's Annual Meeting.
 - Co-Chair, LITA's Imagineering Interest Group
 - Member, ALA's Intellectual Freedom subcommittee on Media Monopoly
 - Attended International Association for the Fantastic in the Arts Annual Conference and brought back about 500 books of science fiction/fantasy for the library.
 - Attended SUL CMC meeting in Gainesville on statewide collection analysis largely due to his "white paper" on the subject; co-chaired the meeting and organized vendor demonstrations of Collection Analysis Products at Gainesville.
 - Appointed Chief Negotiator by CMC to provide pricing models to Deans/Directors of CSUL for possible acquisition and use to further statewide development of quality collections both locally and at the consortial level within the Florida universities.
 - Attended conference co-sponsored by the College for Library Automation and the Florida Learning Consortium, "Portrait of the New Learner: Aligning Systems, Services, and Expectations," OCC, January 2005.
- ▶ Jack Webb
- Evaluated:
 - J. Paul Hartman collection, adding approximately 500 titles to the collection.
 - Remaining Donnelly donation books awaiting cataloging and managed to eliminate over 260 volumes that were duplicates, saving considerable cataloging costs in labor and cataloging fees.
 - Gifts & Exchange collection (in the process of assisting with the revamping of the unit) and added many titles to the general collection.
 - "Provisional record" books on the cataloging backlog shelves and reduced the amount from eight shelves to three. This created better access to these materials for our patrons.
 - Created a list of Donnelly Collection books in the general collection for Carla Summers, Head, Special Collections/ Archives, to help her determine which titles should be added to special collections.
 - Discovered 14 volumes of the Tennessee Studies in Literature on microfilm that were not in the catalog.
 - Initiated sharing rare ornithological publications received in Gifts & Exchange with other SULs and with the Cornell Ornithology Lab.
 - Established the methodology to use FCLA data to analyze the UCF Libraries' collection by comparing subject growth from year-to-year. Also used the data to compare subject concentrations to circulation statistics, and, finally to compare subject collections with the other SULs. The methodology included using Excel to create spreadsheets and graph the data for comparison. This process was presented to the collection development librarians on January 27, 2005.
 - Prepared a recommendation that gifts materials not added to the collection be sold on eBay. Although the proposition was not approved, much work was done researching the topic.
 - Discovered two UCF dissertations in gifts that were not part of the Libraries' collection.

Collection Management (cont'd)

- Creativity:
 - Contributed to the science fiction exhibit in special collections that was part of the Frankenstein exhibit.



One of the Science Fiction displays created by Jack Webb and Milton Wolf set up in Special Collections during the Frankenstein exhibit.

- Presented "Collection Analysis Using FCLA Data" to collection management librarians.
 - Provided CD-ROM of "Collection Analysis Using FCLA Data" for Milton Wolf to present to the statewide Collection Management Committee.
 - Presented "Collecting Science Fiction" and "Research Strategies for Science Fiction and Fantasy," as guest lecturer for LIT3313H, Science Fiction.
 - Presented "Underground Comix as Change Agents", a guest lecture for the Book Arts class.
 - Committees:
 - Gifts Committee.
 - Advisory member, Collection Management and Collection Resources Committees.
 - Central Florida Memory committee.
 - Participated in the promotion folder evaluation process.
 - Attended:
 - Lion/Safari demo.
 - Presentation by Alexander Street Press.
 - Training:
 - Endnote training.
 - ALEPH migration training.
 - OCLC Connexion training.
 - Demonstrations by OCLC and another company on collection analysis software.
- ▶ Andrea Von Jares
- Attended various training sessions and workshops during the year.
 - Assisted with the Core Bibliography & Information Guide for the Bonus Years Located at the Arizona State Library, Archives and Public Records, The Carnegie Center: <http://dev.lib.az.us/carnegie/bibliography.cfm>
- ▶ Nelsy J. Livingston
- Reorganized the Gifts and Exchange:
 - Reworked the area to accommodate book sales and research by collection development librarians
 - Increased available sorting space
 - Cleaned the area extensively
 - Worked with Systems & Technology to increase the number of computers available for searching
 - Worked with Circulation Services to remove the surplus materials stored in room 142.
 - Revised the acknowledgement letter.
 - Established personal contact with over a dozen donors through home and office visits to pick up donated materials, advancing the positive image of UCF Libraries in the community.
 - Increased bibliographic knowledge and advanced searching skills to identify and properly route gift materials received by UCF Libraries. Trained student assistants in these skills.
 - Hired and trained four student assistants
 - Created the donation form to obtain donor information.
 - Worked with Systems & Technology to create a computerized donation tracking system.
 - Initiated contact with community members to expand the scope of the UCF Libraries book sales and ultimately increased turnover in the materials held in the Gifts & Exchange unit.
 - Organized several book sales that generated \$2,414.25.
 - Received a leadership scholarship to attend Graduate School at Florida State University in pursuit of a specialized MLIS degree.

Collection Management (cont'd)

- Created the policy and procedures manual for the Gifts & Exchange unit (ongoing).
- Took over the book plating of special gift books.
- Began contacting other State University Libraries to share gift materials not needed by the UCF Libraries.
- Obtained many gifts from UCF faculty through office visits, increasing the positive relationships between teaching faculty and the Libraries.
- Committees:
 - Collection Resources and Collection Development Committees
 - Director's Advisory Group, October - February
 - Parliamentarian, USPS Staff Council
 - Gifts Committee.
- Attended:
 - 2004 American Library Association conference.
 - 2005 Florida Library Association conference and participated in the Librarians Serving the Public activities.
- Training:
 - Customer Service Leadership, UCF Training & Development (T&D)
 - Employment Law Workplace Violence, UCF T&D
 - Workplace Communication - Part 1, UCF T&D
 - Coaching Counseling, UCF T&D
 - Time Management, UCF T&D
 - The Leader's Role, UCF T&D
 - Business Writing, UCF T&D
 - Severe Weather Preparedness, UCF T&D

STATISTICS

Collection Management
 Table 1
 New Program Proposals Completed in 2004/05

New Program Proposals	Funding Request	Date
Anthropology – M.A.	\$28,000 (3 yrs.)	Feb-05
Applied Sciences – B.S.A.S.	\$30,000 (3 yrs.)	Mar-05
Business Administration – B.A.B.A.	\$24,000 (3 yrs.)	Mar-05
Early Childhood Education – B.S.	\$4,000 (1st year)	May-05

Collection Management
 Table 2
 Program Reviews Completed March 2005

Program Review	Prepared By
Cardiopulmonary Sciences - B.S.	Elizabeth Killingsworth
Computer & Information Sciences - B.S., M.S., Ph.D	Marcus Kilman
Computer Engineering - B.S., M.S., Ph.D	Marcus Kilman
Digital Media - BA/BS	Roger Simmons
Electrical Engineering - B.S, M.S., Ph.D.	Marcus Kilman
Electronic Engineering Technology - B.S.	Marcus Kilman
Engineering Technology - B.S.	Marcus Kilman
Information Systems Technology - B.S	Marcus Kilman
Information Technology - B.S.	Marcus Kilman
Optics - M.S. & Ph.D.	Milton T, Wolf
Radiologic Sciences - B.S.	Elizabeth Killingsworth

Collection Management
 Table 3
 Gifts & Exchange, FY 2004/05

ITEM	Received	Added	Discarded	Placed
Books	4,728	717	1,896	0
Periodicals	4,311	245	2,289	33
Documents	30	0	72	0
Computer Files	24	0	0	0
Kits	1	0	0	0
Manuscripts	2	0	14	0
Other	470	0	1,218	0
Maps/Atlases	0	0	0	0
Scores	13	0	0	0
Sound Recordings	168	0	0	0
Thesis	0	0	0	0
Video Recordings	36	0	0	0
Total	9,783	962	5,489	33

Milton T. Wolf
 Head, Collection Management

Curriculum Materials Center (CMC)

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.



Creating a friendlier, more supportive atmosphere; expanding student access to computers and technology; and providing the basis for outstanding patron service are the CMC's primary goals. Upper right: full-time staff member, Pam Jaggernaut



HIGHLIGHTS of the YEAR in RETROSPECT

This section could just as well be called "It was a year like any other year..." Recurrent themes appear to be staffing changes, area construction projects that impact patron access to the unit, and on-going promotion, provision, and rethinking of how the unit delivers services and resources.

This year's staffing changes consisted of a position turnover, a position upgrade, and the opportunity to hire an adjunct librarian. In April 2005, David Woolard replaced Andrea Dufault, who relocated to Tampa to attend library school and work for the Hillsborough County Public Library system. David comes to the CMC with circulation, reference, and government documents experience. The next staffing issue was the upgrade of the LTA position, currently filled by Nicole Sotak, to LTA Senior. This reclassification was based on increased responsibilities associated with the position, but also allows for more flexible scheduling on weekends. Towards the end of the year, the unit also received approval to hire an adjunct librarian to assist with special projects. At the time of this writing, Corinne Bishop had just signed a contract accepting the position. Pam Jaggernaut, night supervisor, completes the CMC staff roster.

A year-long renovation project outside the Education Complex prohibited easy access to the unit by faculty and students. Instead, patrons coming from classes in the Teaching Academy were forced to walk around the exterior of the building to reach the far entrance. Growth leads to continued renovation and expansion, so as one construction project ends, another begins. Construction of a parking garage adjacent to the unit is beginning, and it is anticipated completion will take more than a year. However, through challenges new opportunities are presented. Taking full advantage of an engaged staff and administrative support, great effort had been expended toward creating a friendlier and more supportive atmosphere, expanding student access to computers and technology, and providing the basis for outstanding patron service. It is the primary goal of the unit to continue.

REPORT on DEPARTMENTAL GOALS for 2004-2005

- ▶ Staffing:
 - Institute a comprehensive student training program as the unit relies heavily upon student assistants as service providers. *In progress.*

Curriculum Materials Center (cont'd)

- Implement planned leave guidelines for the unit. *Implemented.*
- Reinitiate staff cross training to ensure smooth operation in the event of absences. *Implemented.*
- ▶ Collections:
 - Focus on acquiring teaching materials in a variety of languages to reflect diversity of languages spoken in area schools; emphasize multicultural acquisitions. *Implemented.*
 - Approach entities such as the Office of International Studies and grants-funded education initiatives to build connections and collections in targeted areas. *Implemented.*
 - Deselect mathematics textbooks that are worn or outdated. *Implemented.* (Note: This process was greatly facilitated by an innovative approach suggested by Jeannette Ward. Items can now be withdrawn without physically moving them to the main library, in turn saving the unit and the library substantial time and energy.)
- ▶ Marketing and Outreach:
 - Continue to pursue a collaborative working relationship with SUNLINK representatives that will culminate in increased media center usage by students. *Implemented.*
 - Create, distribute, and analyze results of a faculty survey regarding unit services. *Implemented.*
 - Write and distribute unit newsletter to faculty. Format changed to targeted communication, including e-mail, journal alerts, and meetings with new faculty.
- ▶ Services:
 - Update the education Web tutorial. *In progress.* This is going to entail a complete revamping of the existing tutorial and significant knowledge of instructional design and advanced Web-editing skills. It is expected the adjunct will expedite completion of this goal.
 - Assist and support College of Education LiveText implementation (electronic portfolio software). *Implemented.*
 - Create unit report for NCATE teacher education program reaccreditation review. *Implemented.*
 - Develop and validate the Project SAILS-supported information literacy assessment instrument for education students. *Implemented.*

DEPARTMENTAL GOALS for 2005-2006

- ▶ Staffing:
 - Hire and train adjunct librarian.
 - Continue cross training program in anticipation of staff absences.
 - Institute a comprehensive student training program.
- ▶ Collections:
 - Review and possibly expand circulation policies for different collections.
 - Acquire teaching materials requested by faculty, especially in those areas with few or outdated items (social sciences textbooks and multimedia software).
 - Encourage donations of Florida-approved textbooks from faculty reviewers.
- ▶ Marketing and Outreach:
 - Review faculty responses to the recently administered survey, and consider those consistent with the unit's mission for implementation.
 - Continue to meet with new faculty, seek to be present at departmental or program meetings, present externally on CMC services and collections, and continue collaboration with SUNLINK, OCPS transition-to-work program, and College of Education grants and initiatives.
 - Rethink communication (unit newsletters) to faculty and students.
 - Update unit Web site with new technologies.
- ▶ Services:
 - Monitor students' technology needs and seek solutions, as warranted.
 - Plan for large-scale handling of reserve items in anticipation of copyright procurement and ILS migration.
 - Implement and assess 100% customer service initiative.
- ▶ Update the education Web tutorial.

CHANGES in STAFFING

- ▶ David Woolard replaced Andrea Dufault in April, 2005.
- ▶ The LTA position was upgraded to Senior LTA.

Curriculum Materials Center (cont'd)

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida
 - Served as a site for LiveText electronic portfolio training sessions offered to students. Staff served as adjunct instructors.
 - Became the *de facto* undergraduate education computing lab, after the last public student computing lab in the College of Education recently closed.
 - Expanded technology support to students by hosting digital editing hardware and software supplied by the College of Education. The CMC continues to be the only unit in this area of the campus that supports student printing.
 - Served as a beta test site for field administration of the Educational Testing Service's Information and Communication Technology test.
 - Completed fellowship from Project SAILS to create a bank of information literacy test items for pre-service teachers.
 - Hosted meeting of the UCF student chapter of the Florida Education Association (FEA) and presented "Creative Displays that Teach: From Idea to Implementation."
- ▶ Achieve international prominence in key programs of graduate study and research
 - Collaborated with faculty from the College of Education graduate program on developing a rubric for reviewing the literature. This rubric can be used for thesis and dissertation writing and has received national attention.
 - Provided documentation and tours for on-site visits for CACREP, the accreditation organization for the graduate level Counselor Education program.
 - Expanded unit presence to graduate students and faculty by speaking at doctoral student orientation and meeting with doctoral student groups and individuals several times throughout the year.
- ▶ Provide international focus to our curricula and research programs
 - Discussed obtaining Fulbright-Hays curricula for the unit with Office of

International Studies personnel. To date there has been little interest from OIS, but inclusion of the materials would facilitate dissemination of culture-specific curricula to students and local area teachers.

- Continued to purchase materials that emphasize ethnic and cultural diversity.

▶ Become more inclusive and diverse

- Created a display for the main library on African Americans in the Military. Unit displays showcase a number of inclusive and diverse materials that are available in the CMC.
- The CMC continues to host the Orange County Public Schools transition-to-work students. The transition-to-work program is designed to train physically and/or developmentally challenged students in job and communication skills.

▶ Be America's leading partnership university

- Continued successful partnership with SUNLINK representatives, which resulted in upgrading disabilities software on the Universal Access workstation and integrating instruction on their services and database into the CMC instruction sessions.
- Consulted at Nap Ford charter school, at request of Social Work faculty member Cheryl Green; hosted groups from the UCF Creative School, the Lake County student FEA, and the Research Park Behavior Center.
- Worked with Myrtle Harris, UWI-Mona, during her exchange at UCF, on the development of an information literacy assessment test and her publication manuscript.
- Continued partnership with COE and OCPS with the transition-to-work program. This program is designed to train physically and/or developmentally challenged students in job and communication skills.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Materials budget allocations remain an area of on-going concern. The unit apparently has no line-item budget, which leaves it particularly vulnerable to impact from budgetary fluctuations. Lack of a materials budget severely impacts long-range planning and management of collections.

Curriculum Materials Center (cont'd)

ACCOMPLISHMENTS of FACULTY and STAFF

▶ Penny Beile

- Creativity
 - Boote, David N. and Penny M. Beile. (2005). Scholars before researchers: On the centrality of the dissertation literature review in research preparation. *Educational Researcher* 34(6): 3-15 (featured article)
 - Beile, Penny M. (2004). The development and use of a Web-based library tutorial for education students. In Patricia Libutti (Ed.), *Digital resources and education libraries: Innovation, invention, and implementation*. ACRL: Chicago
 - Beile, Penny M. *Development and validation of a standards-based instrument for assessing pre-service teachers' information literacy levels*. Delivered at the American Educational Research Association Annual Conference, Montreal
- American Library Association, Education and Behavioral Sciences Section
 - Member:
 - Advisory Council
 - Executive Committee
 - Nominating Committee
 - Elected Member-at-Large
 - Chair, Research in Education and the Behavioral Sciences Committee
 - Co-chair, 2006 Conference Program Planning Committee.

▶ Pam Jaggernauth

- Director's Advisory Group
- Completed seven classes toward AA degree at Seminole Community College.

▶ Nicole Sotak

- Creativity:
 - *Bulletin Board Workshop*, Student chapter of Florida Educators Association, October 2004.
 - *Bulletin Boards for Literacy*, Florida League of Middle Schools Annual Conference, June 2005.
- Attended Florida League of Middle Schools Annual Conference, June 2005
- Committees
 - Chair, Libraries Diversity Week Committee
 - IT&R Annual Social Committee

- Completed five graduate courses toward degree in Library Science at USF.

▶ David Woolard

- Presented *Chatting Up Our Patrons: Virtual Reference at the UCF Libraries*, as a poster session with Jason Martin (Reference Services) at the ALA Annual Conference.
- Attended the American Library Association Annual Conference, Chicago.
- Completed 18 graduate hours toward a Master's in Library and Information Studies from Florida State University.
- Training:
 - *Google Like A Goo-Ru!*, CFLC Technology Training
 - HTML I - UCF Division of Continuing Education

STATISTICS

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

Curriculum Materials Center
Table 1
Circulation: Five Year Comparison

	04-05	03-04	02-03	01-02	00-01
Circulation Handling					
Fiction	5,222	4,789	4,052	4,820	4,086
General	13,156	12,671	13,130	15,569	11,606
KDP	64	100	107	189	103
Picture	16,126	18,468	18,536	21,984	15,991
Professional	7,059	9,869	9,293	10,978	8,294
Textbooks	7,240	7,292	5,802	5,871	4,601
Multimedia	1,040	1,841	1,705	1,955	*
Subtotal	49,907	55,030	52,625	61,366	44,681
Reserves	16,334	17,200	10,142	17,670	14,253
TOTAL	66,241	72,230	62,767	79,036	58,934

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

Despite increased patron gate count, circulation statistics dropped slightly across almost all categories. By percentage, multimedia saw the most precipitous drop in collections. As technology classes that require software evaluation assignments have capacity enrollments, this decline may be attributed to a worn and out-dated collection.

Curriculum Materials Center (cont'd)

Curriculum Materials Center
 Table 2
 Usage Statistics: Five Year Comparison

	04-05	03-04	02-03	01-02	00-01
Patron Count*	64,879	60,506	49,455	58,575	44,795
Classes Taught	67	36	43	95	26
Students Taught	1,228	1,000	1,020	2,019	673

*Patron Count was previously reported as Gate Count. Figures have been adjusted across all years for purposes of comparison.

The unit realized a new record in the numbers of people visiting the facility. This increase is particularly surprising given how difficult it was

for students to gain access to the unit throughout most of the year. Statistics also show the unit almost doubled the number of classes to the CMC in the last year. This marked increase can be explained by taking larger classes of 60-75 students and splitting them into more manageable groups of six to eight students for CMC instruction. This also explains the more moderate increase in the numbers of students taught.

Considering the available resources 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 and electronic or external classroom support.

Penny Beile
 Head, Curriculum Materials Center



This CMC display case, created by Nicole Sotak, Senior LTA, was one of many created in support of the traveling exhibit, *Frankenstein: Penetrating the Secrets of Nature*.

Interlibrary Loan/Document Delivery Services

HIGHLIGHTS of the YEAR in RETROSPECT

This past year was a year of change for Interlibrary Loan/Document Delivery Services (ILL/DDS). The department migrated to a new system, ILLiad, which revolutionized the entire operation and allowed the whole department to look at both interlibrary loan and document delivery in a new light. Gone are the days of paper chasing, patrons calling for a status check of their request, printing off the full-text articles for patrons, filing request after request, and struggling to provide document delivery service to our regional and distance learners. Thanks to the migration to ILLiad, the department has seen a vast improvement in services and operational organization. Staff has gone from taking an average of 24-48 hours from the time a request is submitted to processing a request in less than 10 hours for the same routine. Patrons now have the ability to view the status of their requests online 24/7, renew online, resubmit canceled requests, view a history of their requests, pick up articles electronically, and select the campus with which they would like to be affiliated. Before ILLiad, the staff was able to deliver only a portion of the articles electronically; now the staff only delivers articles electronically.

In the past, the ILL software used only allowed the department to have two units or specific areas: borrowing and lending. The Borrowing unit is responsible for requests coming from UCF patrons for items that are not owned by the UCF Libraries. The Lending unit is responsible for requests for materials owned by UCF Libraries coming from other libraries throughout the world. With the migration to ILLiad, ILL/DDS now has three units: borrowing, lending, and document delivery. Borrowing and Lending remain the same. The newly-added component, Document Delivery, allows patrons from the regional and branch campuses and the distance learners to submit requests to the ILL/DDS department for

items owned by UCF Libraries. The request is received in the Borrowing unit, verified, and then sent to the Document Delivery unit to be pulled, scanned and sent to the correct location or library.

The Document Delivery component of ILLiad has also allowed ILL/DDS to expand its services into new areas for UCF. With 24% of its faculty on tenure track, UCF has a large population of faculty working toward tenure. One way ILL/DDS determined it could assist the entire faculty was to add a new service called "Desktop Delivery for Faculty." This service provides electronic delivery of articles owned by UCF Libraries directly to the faculty member's computer. The ILL/DDS staff verifies the citation, pulls the requested article, and scans the article to the patron's desktop. Books are pulled and held at the circulation desk.

Between December 28, 2004 and June 30, 2005, this new service provided 669 requests from faculty on the UCF Main campus.

A second new service created was a pilot project called "Students with Disabilities." In collaboration with the Student Disability Services office, the staff began providing the same service as "Desktop Delivery for

Faculty" except geared toward UCF community members whose disabilities may require physical assistance, including but not limited to mobility impairments or the visually impaired. In addition to providing full-text assistance, items are mailed directly to the patron's home. While this service has not been adopted by the UCF community during its first six months of its existence, the staff hopes that the UCF community will begin to reap the benefits of it during the 2005-2006 year.

Another change that occurred during the switch to ILLiad was how ILL/DDS views faculty, students, and staff at the regional campuses. Upon the migration, patrons were allowed to choose a campus affiliation from which to pick up requested materials. Patrons are no longer required to be taking classes only at a regional



Interlibrary Loan/Document Delivery Services Staff: Front Row, left to right: Kristine Shrauger and Debra Robinson; Back Row, left to right: Joanie Reynolds, Pat Tiberii, Mike Dresser, and Deirdre Campbell

ILL/DDS (cont'd)

campus to qualify for desktop delivery of materials. An increase in the number of requests received by the regional campuses both in document delivery and interlibrary loan services is a direct result of this change. Since the migration to ILLiad, 1,529 regional campus requests were filled through document delivery and 798 requests were filled through interlibrary loan. According to the 2003-2004 Annual Report, ILL/DDS received 1,474 requests from distance learner patrons and patrons at the regional campuses. The large increase in requests over the previous year may be accounted for in several ways: the ease of submitting requests; the faster turnaround service; and the ability to choose the pick-up location regardless of where the patron is taking/giving classes.

The Lending unit also made two significant changes over the past year in addition to implementing ILLiad. The first change occurred in August 2004 when ILL/DDS started charging non-reciprocal institutions a fee for borrowing items from UCF. This change in fee structure happened when it was discovered that the Lending unit had loaned 8,000 items for free to non-reciprocal institutions, and the Borrowing unit was only able to borrow 1,000 items for free from them. The number of requests on the lending side has dropped by 5,202 requests over the last year, but the number of requests filled remained the same as in the previous years.

The second change was the decision not to loan media materials via interlibrary loan. While there was concern about the inability to borrow materials if ILL/DDS were unable to loan materials, it has thus far been unproven. Thanks to Acquisitions Services, ILL/DDS has been able to purchase many of the requested items that UCF patrons have made through regular acquisitions procedures. Eleven requests in six months have been turned down by the requesting libraries due to either loan policies and by Acquisitions Services because of the inability to purchase upon demand. Yet, on the lending side, staff has turned down 357 requests since January 1, 2005. This change in lending policy is viewed as a positive workflow change.

REPORT on DEPARTMENTAL GOALS for 2004-2005

The majority of the goals over the past year were centered on the migration to ILLiad and the new FirstSearch ILL module (now called WorldCat Resource Sharing). Both of these migration processes happened with a lot of planning and discussion among staff members about the transition. Policies and procedures were evaluated and revised. Job assignments were evaluated and some job duties were reassigned due to workflow differences within ILLiad. The ILL Web pages were revised and updated to go along with the new ILLiad module.

DEPARTMENTAL GOALS for 2005-2006

The goals for the coming year are:

- ▶ Continue spreading the word to all UCF faculty, students, and staff about our services.
- ▶ Examine implementing Odyssey.
- ▶ Consider implementing the bill manager portion of ILLiad.
- ▶ Look into E-Copy for the microfilm/microfiche machine.
- ▶ Investigate Direct Request and other ISO capabilities.
- ▶ Implement cross training of staff members.
- ▶ Update ILL Web pages in order to comply with ADA compliance.
- ▶ Investigate how to use ALBRIS to its full capabilities.

CHANGES in STAFFING

For the first time in a long time, the ILL/DDS department had two USPS staff openings. Deirdre Campbell and Kristine Shrauger worked together to coordinate the screening and hiring of two new hires:

- ▶ Michael (Mike) Dresser, a recent graduate of Stetson, started in Interlibrary Loan/Document Delivery Services about 45 days before the department migrated to ILLiad.
- ▶ After a long search process, Debra Robinson began February.

Marilyn Snow returned to full reference duties after splitting her duties in ILL/DDS for the past several years. Her work was much appreciated.

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida

The Interlibrary Loan/Document Delivery Services department filled 1,988 requests during the past year for undergraduates. We provided an additional 137 requests via document delivery services to undergraduate students at the UCF main campus in Orlando.

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

ILL/DDS created a new service, "Desktop Delivery for Faculty," through which UCF-owned articles requested via interlibrary loan are sent electronically directly to faculty desktops.

- ▶ Provide international focus to our curricula and research programs

ILL/DDS continues to provide interlibrary loan requests internationally. We have also reached out to our UCF students locally, nationally, and internationally.

In addition, Kristine Shrauger was elected to serve on the ALA STARS (Sharing Technology and Resources) International Interlibrary Loan committee.

- ▶ Become more inclusive and diverse

ILL/DDS created a new program, "Services for Students with Disabilities," to provide disabled students with assistance obtaining requested materials.

- ▶ Be America's leading partnership university

ILL/DDS maintained and improved existing reciprocal borrowing agreements with the state university and community colleges by participating in CFLC and SUL meetings; and by evaluating and revising our reciprocal borrowing agreements with others around the country.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Kristine Shrauger

- Committees
 - RUSA STARS representative to RUSA conference planning committee
 - ALA RUSA STARS International Interlibrary Loan committee

- CFLC ILL User Group, chair
- UCF Library Disabilities Service Committee, 2004-present
- SUL Interlibrary Loan Committee, chair, 2004-present

- Hosted and presented:

- "Meet and Greet" CFLC ILL User Group Meeting, August 2004, at the Rosen College of Hospitality Management
- "Welcome to Resource Sharing," CFLC ILL User Group Meeting

- Attended:

- ARL Library Management Skills Institute II, Los Angeles, October 2004
- ALA Mid-Winter Meeting, Boston
- ALA, Annual Conference, Chicago

- ▶ Deirdre Campbell

- Training:

- Interviewing Skills; UCF Training and Development
- ILLiad Training
- SOLINET WorldCat Resource Sharing: Beyond the Basics Workshop

- Attended:

- Two CFLC Interest Group meetings at the UOF Library
- Student Development and Enrollment Services Brown Bag Series:
 - Sanctioning the Millennial Student: A View of Today's College Student
 - Academic Dishonesty/Cheating Cases
 - Police Forms, Charges, Process and Procedures
 - Student Panel: Personal Stories of Sanctioned Students.
- Dr. John T. Washington Luncheon
- National Conference on Leadership Diversity: "Unleashing the Power," UCF Office of Diversity Initiatives

- Member, Student Conduct Review Board Member, UCF Office of Student Conduct, 2004/2005

- ▶ Michael Dresser

- Accompanied Kristine Shrauger on a round of visits to the regional campuses.

- Training:

- OCLC FirstSearch, SOLINET
- FirstSearch interface, CFLC ILL User Group, Cocoa campus.

ILL/DDS (cont'd)

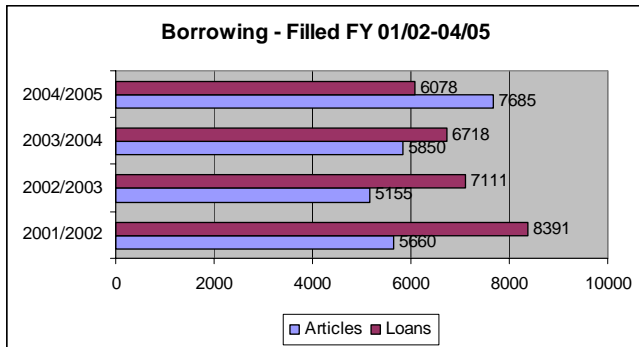
- ▶ Joan Reynolds
 - Attended three CFLC/ ILL Interest Group Meeting;
 - Training:
 - ILLiad Training
 - SOLINET WorldCat Resource Sharing: Beyond the Basics Workshop
- ▶ Debra Robinson
 - Training:
 - Basic ILL- CFLC
 - The Library: Check it Out
- ▶ Pat Tiberii
 - Received USPS 15-Year Service Award
 - Training:
 - Two CFLC Interest Group meetings
 - Cataloging Workshop
 - ILLIAD Training
 - SOLINET WorldCat Resource Sharing: Beyond the Basics
 - Served on the Library Evacuation Team

Interlibrary Loan/Document Delivery Services
Table 1
 Most Frequent Borrowers

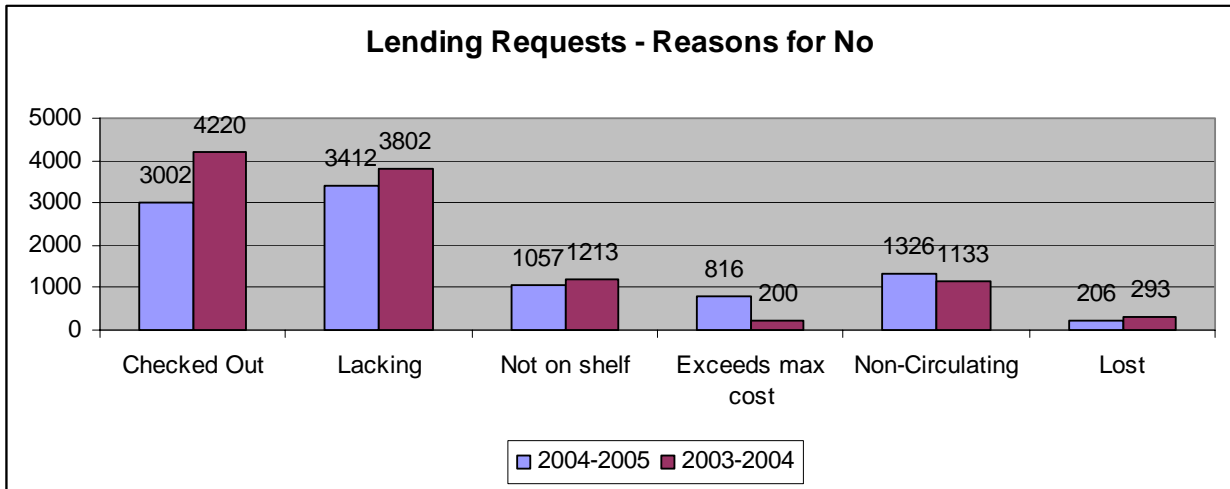
Department:	2004/2005
Psychology	1,612
Engineering	1,589
Foreign Language	1,393
Nursing	1,305
English	855
Education	844
History	819
Physical Therapy	519
Music	419
Sociology	391
Molecular Biology & Microbiology	213
TOTAL	9,959

STATISTICS

Interlibrary Loan/Document Delivery Services
Chart 1
 Borrowing: Filled FY 2001/02-2004/05



Interlibrary Loan/Document Delivery Services
 Chart 2
 Lending: Reasons for "No"



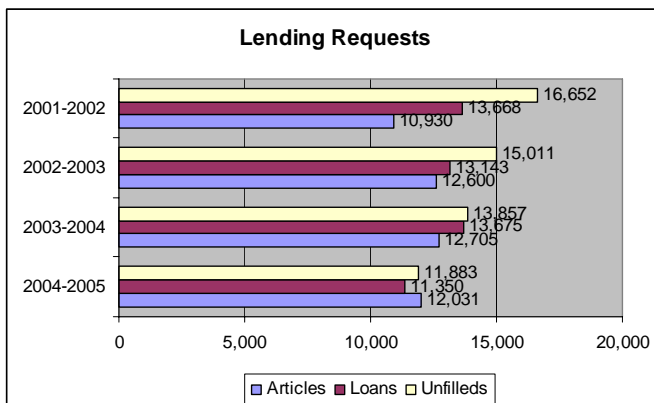
Interlibrary Loan/Document Delivery Services
 Table 2
 Most Requested Journals
 Published in the Last Five Years

Title	No. of Times Requested
Journal of Human Lactation	24
Nurse Education Today	22
Perception (London)	21
Journal of Psychactive Drugs	19
Academic Emergency Medicine	16
Manual Therapy	16
Materials Science Forum	15
Journal of Palliative Care	14
Revista de Estudios Hispánicos	14
Clinics in Sports Medicine	14

Interlibrary Loan/Document Delivery Services
 Table 3
 IFM Charges versus
 Number of Requests Filled/Unfilled
 Borrowing: FY 2003/04-2004/05

	2004-2005		2003-2004	
	IFM Charges	# of requests both unfilled and filled	IFM Charges	# of requests both unfilled and filled
July	\$1,178.00	1,102	\$1,468.50	998
August	\$966.25	766	\$942.00	751
September	\$1,671.25	1,753	\$1,307.25	1,380
October	\$1,779.34	1,510	\$1,720.50	1,535
November	\$1,960.65	1,387	\$1,193.00	1,192
December	\$1,121.99	1,159	\$1,012.25	710
January	\$1,496.00	1,752	\$653.00	1,058
February	\$2,769.29	2,023	\$1,740.00	1,461
March	\$2,703.52	2,114	\$1,510.60	1,503
April	\$2,008.75	1,110	\$1,470.75	1,294
May	\$1,939.63	1,209	\$1,366.79	1,087
June	\$2,982.34	1,889	\$1,322.50	1,316
TOTAL	\$22,577.01	17,774	\$15,707.14	14,285

Interlibrary Loan/Document Delivery Services
 Chart 3
 Lending Requests: FY 2001/02-2004/05



ILL/DDS (cont'd)

Interlibrary Loan/Document Delivery Services

Table 4

*IFM Charges versus
Number of Requests Filled/Unfilled
Lending: FY 2002/03-2004/05*

	2004-2005			2003-2004			2002-2003		
	<i>IFM Charges</i>	<i># of requests both unfilled and filled</i>	<i># of requests filled</i>	<i>IFM Charges</i>	<i># of requests both unfilled and filled</i>	<i># of requests filled</i>	<i>IFM Charges</i>	<i># of requests both unfilled and filled</i>	<i># of requests filled</i>
July	\$1,354.00	2,728	1,890	\$1,476.00	2,838	1,929	\$928.00	3,241	2,027
August	\$920.00	2,407	1,566	\$1,076.00	2,689	1,876	\$692.80	3,020	1,957
September	\$1,600.00	2,623	1,571	\$1,670.00	3,715	2,406	\$980.00	3,795	2,132
October	\$2,462.00	3,481	2,147	\$2,616.00	3,865	2,429	\$1,861.00	4,398	1,719
November	\$2,330.00	3,383	2,025	\$1,892.00	2,906	1,891	\$1,564.00	3,571	1,281
December	\$1,147.00	755	489	\$1,621.00	2,643	1,603	\$1,396.00	2,203	1,366
January	\$1,172.00	3,008	2,047	\$1,592.00	3,823	2,483	\$1,456.00	4,008	2,583
February	\$2,507.00	3,965	2,677	\$2,642.00	4,119	2,745	\$1,944.00	3,977	2,609
March	\$3,223.00	3,973	2,813	\$2,680.00	4,399	2,922	\$1,912.00	3,899	1,490
April	\$2,407.00	3,111	2,037	\$1,830.00	3,366	2,179	\$2,058.00	3,148	1,997
May	\$1,631.00	2,733	1,855	\$1,359.00	2,913	1,857	\$1,290.00	2,618	1,731
June	\$1,942.00	2,927	2,160	\$1,520.00	3,020	2,059	\$1,256.00	2,876	1,963
	\$22,695.00	35,094	23,277	\$21,974.00	40,296	26,379	\$17,337.80	40,754	22,855

Kristine J. Shrauger
Head, Interlibrary Loan/Document Delivery Services

HIGHLIGHTS of the YEAR in RETROSPECT

In July, the Periodicals/AV unit of the Circulation Services Department was reorganized to become a separate library department and renamed the Media Services department. The increasing demand for film and music media, as well as the growing need for certain types of computer software to be available on library PCs called for the creation of a distinct department to provide these services led by a librarian with technical knowledge and enough time to concentrate on developing them. Roger Simmons, as the new department head, brought his five years' experience in managing the daily Periodicals/AV operations to the position and was given a mandate to investigate physical improvements to the third floor location and the implementation of technological innovations and new equipment services.

At the time of this transition, the School of Film and Digital Media (SFDM) approached the library about housing and circulating their Film Division's large collection of feature films, shorts, and documentaries. The new department was ideally positioned to accommodate this request and the final agreement resulted in adding over one thousand VHS, DVD, and laser disk items to the Libraries' collections and also a commitment for annual funds from the SFDM for purchase of additional titles in the amount of \$10,000. To expedite the process of acquisition and make the collection promptly available for circulation, it was processed as a special reserve course and will receive full cataloging at a later time.

During the year, department staff began an investigation to identify new technologies being used and new types of services being offered by other libraries. The library literature and library Web sites provided a wealth of information and the department head made a visit to the Florida State University Libraries' Digital Media Center for a closer examination of their services and interviews with their staff. It was discovered that libraries are offering a wide range of computer software as well as technical advice on its use, and that presentation or display equipment and digital cameras are also on offer in some libraries. Plans began developing to introduce some of these services into Media Services and indeed throughout the library as part of an overall "resource commons" concept of service to patrons.

In the meantime, some modest improvements were made to services in the department. The group viewing room received a new 32-inch monitor and a DVD player capable of screening DVDs in formats from Europe as well as North America. Public-use PCs were moved from individual carrels to four tables in the area to facilitate group use. They proved to be popular and more will be added as space and funding for furniture becomes available. In addition, some carrel space with electrical power was made available for the use of the circulating laptop computers. More of this type of "docking station" is planned.

Academic libraries are experimenting with new technology for the delivery of music for course reserves. Streaming audio appears to be the best new option, but the cost and time to implement and maintain these systems makes them practical for only the largest music schools. A project using iPods for delivery at Baylor University seemed promising for use in the UCF Library, but upon investigation also proved to be more expensive than the current demand at UCF warrants. However, in the process of investigating this option, it was proposed that Media Services use the file sharing capability of iTunes to provide a music reserve listening option to students. A pilot project involving one graduate level music class was installed during the summer term. Tracks were made available over the campus wireless network and on a public PC in the department with the files being maintained on a PC server in the Media Services office. Initial usage was limited, but the project will be continued fall semester for classes with larger enrollment.

REPORT on DEPARTMENTAL GOALS for 2004-2005

Investigation of media services at academic libraries produced a wish list of computer software, media equipment, and new services to be implemented as building space and funding become available.

DEPARTMENTAL GOALS for 2005-2006

- ▶ Identify specific computer software needs of students that the department can purchase, install, and support.

Media Services (cont'd)

- ▶ Initiate two new media services by providing equipment and technical support.

CHANGES in STAFFING

Negotiations began to upgrade the two nightshift LTA positions to Senior LTA to correspond to the other USPS nightshift positions in the Libraries.

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
and
- ▶ Provide international focus to our curricula and research programs

Continued to operate a media reserve unit to support the teaching mission of the university.

- ▶ Become more inclusive and diverse

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

ACCOMPLISHMENTS of FACULTY and STAFF

Roger Simmons

- Committees:
 - Libraries Evacuation Team
 - Collection Resources Committee
 - Libraries Gifts Committee
 - ALEPH Implementation Team
 - Librarians' Personnel Advisory Committee

▶ Joseph Ayoub

- Training:
 - UCF Continuing Education computer courses: FrontPage 2002, Excel 2002, Access 2002
 - Interpersonal Communication, UCF Training & Development (T&D)
 - Customer Service, UCF T&D

▶ Bonnie Betz

- Committees/University
 - UCF Wellness Committee
 - USPS Staff Council:
 - Secretary
 - Fundraising Committee
 - Retreat Committee
 - Mentor Committee, chair
 - Welcome Committee
 - Special Activities Committee
- Committees/Libraries
 - Frankenstein Committee
 - IT&R Social Committee
 - Relay for Life Committee
 - Exhibits Committee
 - Chili Cook Off
 - Holiday Committee
- Training: Team Work Series, UCF T&D

▶ Jonathon Hanie

- Member, Libraries Evacuation Team
- Attended information sessions on:
 - ALEPH Implementation
 - Library Expansion & Renovation Meeting
 - Central Florida Memory Web Site

▶ Shidro Jones

- Committees/Libraries
 - Libraries Evacuation Team
 - ALEPH Implementation Team
 - Library Services to Disabled Patrons Committee

▶ Jim Mauk

- Member, ALEPH Implementation Team
- Attended information sessions on:
 - Staff Council
 - Library Expansion & Renovation
 - Central Florida Memory Web Site

STATISTICS

The use of media library materials in past years was reported in the Circulation Services statistical tables under the summary category of "A-V, Music, Videos," and now as "Media." In May 2005, new location names were assigned to each media format collection (CD, DVD, CD-ROM, Laser Disk, Audiocassette, Video, Record, and Misc.). Usage statistics for these collections will begin to be reported in the 2005/2006 annual report.

Media Services (cont'd)

The abbreviated statistics in this year's table indicate the data available from the last three years and demonstrate the effect of changes in video format. Since 2002, the format of choice for purchases of new video has changed to DVD from VHS. This has primarily impacted feature films where recent releases are the most heavily used portion of the video collection. Usage of the VHS video collection has fallen dramatically, while DVD usage as reflected in the "Media" figures shows strong increases.

Laptop computer usage shows fluctuations caused by the aging of the original equipment in 2003/2004 and increasing the inventory to 38 laptops in 2004/2005.

Media Services
Table 1
Circulation Statistics

	2004/05	2003/04	2002/03
ITEMS CIRCULATED:			
Media (CD & DVD) Collection	13,232	16,502	9,962
Restricted Access	191	196	206
Record Collection	41	161	116
Video (VHS) Collection	15,185	27,476	31,318
Laptop Computers	28,331	16,347	22,311
Group Viewing Room	297	331	355
Media Reserves	5,811	N/A	N/A

Roger D. Simmons
Head, Media Services

Public Services

Circulation Services, Interlibrary Loan/Document Delivery Services, Media Services, and Reference Services, as well as the activities of the Electronic Resources Librarian comprise the UCF Libraries' Public Services.

HIGHLIGHTS of the YEAR in RETROSPECT

New directions in information technology and the need to focus on development of a collection of resources in many formats, as well as the need to develop enhanced services to support teaching and learning with media resources led to the creation of the Media Services department in August 2004. Periodicals and Media (A/V) had been part of the Circulation Services department. Roger Simmons, who had headed Circulation, became the new head of Media Services. Marcus Kilman, who had previously worked in Reference and at the Joint Use Library at UCF at Cocoa, agreed to serve as interim head of Circulation Services. It has been an exciting year for both departments as services and procedures have been examined and revitalized.

The LibQUAL+2005 survey was administered this spring to the UCF community. Follow-up focus groups were conducted in the Honors College 4/26/05, 4/27/05, and 4/28/05.

The Committee on Services to Disabled Patrons was appointed and charged to assess the current state of library services to disabled patrons, make recommendations and increase the awareness of the staff to the needs of this patron group.

Illuminations, a brief newsletter for teaching faculty, was published for the first time in November 2004, and subsequently in February 2005 and May 2005, and edited by Renee Montgomery.

ACCOMPLISHMENTS of FACULTY and STAFF

► Meg K. Scharf

- With Frank Allen and Barry Baker, assisted in the formulation of objectives and assessment methods for the University's Institutional Effectiveness process.
- Continued to serve on the Advisory Board of the Karen L. Smith Faculty Center for Teaching and Learning. Served on the planning committees, participated, facilitated sessions, 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.

- Member, Frankenstein Committee, which brought the display *Frankenstein: Penetrating the Secrets of Nature* to UCF from October 27, 2004 to December 12, 2004. Participated in many events; with Cheryl Mahan, including being interviewed on WMFE-FM to publicize the exhibit and the events.
- Member, Central Florida Memory (CFM) project.
 - Served on Marketing and Assessment groups
 - Attended the IMLS workshop on Assessment and Evaluation of grant activities, Washington, DC.
- Presentations:
 - "The Central Florida Memory Project," with Mary Ann Hodel, Cynthia Cardona, Tara Olivero, Donna Cohen, Linda Sutton, and Selma Jaskowski, at the Central Florida Library Cooperative 16th Annual Meeting, Celebration, FL
 - "Libraries Scan Their Environments Using LibQUAL+," with Phyllis L. Ruscella of USF, a two-hour program at the Annual Conference and Exhibition of the Florida Library Association, Jacksonville
- Conducted Affinity Mapping sessions, with Athena Hoepfner, with students and with faculty at the FCTL Summer Institute in April/May 2004; presented results in a poster session "An Affinity for Users," EDUCAUSE, Denver
- Facilitator, LAMA's Women Administrator's Discussion Group. Led the discussion at the ALA Annual and Midwinter conferences.
- Member, Poster Sessions Committee of the Planning Committee for the Association of College and Research Libraries Conference, Minneapolis
- Answered requests for information from the media: the *Orlando Sentinel*, *Central Florida Future*, and requests from students and other broadcasting outlets (*Dr. G: Medical Examiner* on Discovery Health and *Big Man on Campus*). Articles appearing in the *Central Florida Future* included:

Public Services (cont'd)

- August 23, 2004, "Late Fees for Absent Students," and a follow-up on August 30, 2004, "Reader Views"
- November 11, 2004, "Frankenstein Brings the Library to Life"
- March 24, 2004, "Library Increases Patrol for Students"
- February 7, 2005, "The Library is Trying to Catch Up"
- April 7, 2005, "Library Books Get Delivered"
- The *Orlando Sentinel* published "UCF Library to Get High-Tech Makeover" on June 3, 2005, on the front page.

STATISTICS

Since 2002, the UCF Libraries has participated in LibQUAL+, 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.

LibQUAL+ allows libraries to benchmark results, comparing survey responses to those of other institutions. This year, the norms tables which provide a percentile for mean responses in similar institutions are not yet available at the time of this writing. At the end of 2005, a new mechanism for calculating norms will be made available.

Public Services
Table 1
LibQUAL+ 2005 Results: Library as Place (UCF)

Year	2005	2004	2003	2002
Minimum Acceptable	6.38	6.42	6.32	6.16
Desired	7.93	7.81	7.77	7.49
Perceived	6.81	6.79	7.12	6.71
Adequacy Gap	0.43	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.

**Norms tables for comparison are available for all participating non-ARL institutions.

***Norms tables are not yet available.

Public Services
Table 2
LibQUAL+ 2005 Results: Information Control/Access to Information (UCF)

Year	2005	2004	2003	2002
Minimum Acceptable	6.58	6.90	6.80	6.70
Desired	8.10	8.22	8.18	8.05
Perceived	7.07	6.92	7.36	7.02
Adequacy Gap	0.49	0.02	0.52	0.32
Norms in Percentile	***	44.00**	56.00**	46.00*

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

**Norms tables for comparison are available for all participating non-ARL institutions.

***Norms tables are not yet available.

Public Services
Table 3
LibQUAL+ 2005 Results: Affect of Service (UCF)

Year	2005	2004	2003	2002
Minimum Acceptable	6.23	6.54	6.32	6.16
Desired	7.76	7.89	7.77	7.49
Perceived	6.97	6.95	7.12	6.71
Adequacy Gap	0.73	0.36	0.75	0.55
Norms in Percentile	***	45.00**	42.00**	46.00*

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

**Norms tables for comparison are available for all participating non-ARL institutions.

***Norms tables are not yet available.

Public Services
Table 4
LibQUAL+ 2005 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	6.40 (6.38)	6.90 (6.58)	6.49 (6.23)
Desired	7.87 (7.93)	8.26 (8.10)	7.88 (7.76)
Perceived	6.45 (6.81)	6.85 (7.07)	6.83 (6.97)
Adequacy Gap	0.38 (0.43)*	-0.6 (+0.02)	0.33 (0.73)
Norms in Percentile	39.00 (38.00)	36.00 (44.00)*	38.00 (45.00)*

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

Public Services (cont'd)

LibQUAL+ 2005 Results: Sample Comments

The new little desk with the librarian looks inviting. Every time I pass it I know I am welcome to sit down and get answers to my questions. I like the personal attention from library staff. The staff at book check-out and video check out seem more attentive.

Undergrad, Business

Interlibrary loan has really improved this year. It was nice to go up there but it is easier to pick books up at the main desk.

Graduate, Business

Please keep up the online library access and keep making it easier to access and to use databases! You've done an awesome job so far in this, and I appreciate it. Having good access to journal articles and databases online is essential for my research, and I feel so empowered as a scholar by the resources the library has made available to me. I don't have much time to learn about the resources, however, so the easier you can make it for faculty to learn on their own and to access valuable information, the better for the faculty and the university overall. Thanks!

Faculty, Business

LIBRARY WOULD BE A MORE DESIRABLE PLACE IF COFFEE AND SNACK ARE ALLOWED

Undergraduate, Health Sciences

The library set up (Architecturally) is very confusing. I find it hard to navigate in the building and to be honest, everything is so old (in that tacky 70s way) that I'm not thinking about learning I'm thinking about how stupid and out of date the place looks. It doesn't give me confidence about the resources I'm going to find there. I do find that the computers although not spanking new, do work effectively. I would also hope that at some point, we could get a better fiction section in our library the pickings really are very few.

Undergraduate, Performing and Fine Arts

There are far too many individual study cubbies. There are not nearly enough TABLES available for groups to study. My colleagues and I take 20 minutes a day searching each floor for a table available for our use. That is completely unnecessary. Get rid of 50% of these individual study cubbies and make room for more groups. Also, you offer us students laptop computers, but you give us NOWHERE to plug them in. Walk around your library and count the amount of tables that are placed near a wall outlet. . . . imagine my frustration after searching every floor for a table near an outlet, only to give up, sit down and let my laptop die in an hour.

Undergraduate, Humanities

Staff at both Cocoa and Palm Bay are almost always knowledgeable and pleasant. Wish more online materials were full text and a bit easier to navigate.

Graduate, Education

It would be nice to see an addition of a 24 hour service area. But before that even happens, I would like to see more books made available through electronic means.

Undergraduate, General Studies

The library has made spectacular progress with electronic access to journals. There are still a few gaps but I presume these are due to budget decisions. Book holdings are very good also.

Faculty, Health Sciences

Overall, I am very satisfied with the library and the staff. Suggestions for improvement: (1) have a convenient location for a book return drop box, preferably a drive-up. Returning books can be a chore at times; (2) make the online journal searches more user friendly, perhaps by incorporating a tutorial to the software; (3) it would be nice to have some brightly lit seating areas to read prospective materials.

Faculty, Communications

I'd like to make a push for more money for journals. . . . If there is something that faculty can do to document needs for this, i.e., whatever YOU guys need to take to the provost to request/justify additional funding for this, I'd be happy to do my part.

If we want to become Research I . . .

Faculty, Humanities

Meg K. Scharf
Associate Director, Public Services

HIGHLIGHTS of the YEAR in RETROSPECT

Frankenstein, Penetrating the Secrets of Nature, a traveling exhibition developed by the National Library of Medicine, the National Institute of Health, and the American Library Association and funded by a grant from the National Endowment for the Humanities was on display October – December, 2004. Cheryl Mahan, Principle Investigator, capably led a committee that spent three years planning the groundwork for twenty-four events, seven displays, and a cinema series intended for students, faculty, staff and the local community. In addition, there were three very successful Frankenstein-themed competitions for UCF students. The winning competitions were for Short Film: *The Doctor's Folly* by Brenna Martin; Short Story: *Taubergeist* by Marshal Blessing; and Ten-Minute Play: *The Progeny* by Ayla Harrison. Over 1,300 attendees made this event one of the highlights of the year and one of the most successful events in library history. See photographic highlights of the extravaganza elsewhere throughout this report and in the "FrankenSerts."



(L to R) Kerry Wilson, Hal Mendelsohn, Susan MacDuffee, Carole Hinshaw, Renee Montgomery & Cheryl Mahan setting up the *Frankenstein: Penetrating the Secrets of Nature* traveling exhibit.

A Quality Enhancement Program (QEP) Task Force wrote a white paper on information fluency as a universitywide initiative. The UCF QEP Leadership Team accepted the proposal. As a result information fluency will be implemented as a component in courses across the curriculum. Members of the task force from Reference Services were: Elizabeth Killingsworth, Rachel Viggiano, Donna Goda, Linda Colding, and Carole Hinshaw. The task force also included Penny Beile from the Curriculum Materials

Center, Catherine Steffens from Cataloging Services and Meg Scharf, Associate Director of Public Services.

Using Camtasia software, Donna Goda designed and developed streaming videos for students and other library users. In addition to the videos for business (Cornerstone) and nursing, the growing collection now includes criminal justice, psychology, and general instruction on finding books and journal articles.

Donna Goda organized the second annual MLIS Information Day. An interactive program included a variety of speakers and a panel from the partnership campuses.

During spring semester 2005 assessments of ENC1101 and ENC1102 classes was conducted by Dr. Linda Colding, Coordinator, Library Instruction. Analyses of pre-tests and post-tests have been completed.

Terrie Sypolt collaborated with Dr. Phil Koger and Dr. Arnold Munroe, coordinators of the EDF2005 and EDF4603 courses, to development assignments that were integrated with an online library instruction tutorial. They later developed tools to assess the tutorial modules and classroom presentations designed for these courses.

Although reference desk statistics continue to fall, Ask A Librarian is providing a bright light in patron service. This virtual service, especially chat, is being embraced by the youngest generation of information seekers and users. Meredith Semones, Coordinator, Ask A Librarian, provided some interesting statistics from the service. Chats have more than doubled and e-mail requests have dropped, which attests to the growing popularity of the chat service. For FY 2004-2005:

- Total telephone calls 8,453 (down 4%)
- Total e-mails 1,202 (down 21%)
- Total chats 1,995 (up 98%).

The toll-free number is averaging more that 100 calls per month. With the switch from the cumbersome FCLA proxy server to EZProxy in 2004 all UCF students and faculty have benefited with a more seamless access to electronic subscription resources. Distance learners especially appreciated this new and simplified means to access the Libraries' electronic resources and journals.

Six reference librarians and two Sr. LTAs staff Ask A Librarian for a total of 75 hours per week during

Reference Services (cont'd)

the fall and spring semesters. On February 2, 2004, UCF joined ASERL and began providing 84 hours of chat-based reference service to users at 11 participating member libraries. Currently, UCF provides six hours of service per week to this collaborative pilot partnership. The partners help extend local service hours on Sundays and evenings when local staff are unavailable. A breakdown of service hours are:

- UCF Libraries' coverage:
 - Monday-Thursday, 10:00 am-8:00 pm;
 - Friday, 10:00 am-5:00 pm; Saturday, 1:00 pm-5:00 pm
- Partner (ASERL) Libraries' coverage:
 - Monday-Friday, 9:00 am-10:00 am;
 - Sunday, 11:00 am-8:00 pm

ASERL will continue investigating various chat software including QuestionPoint, Docutek, RightNow, Inc, Trillian and others to determine which is the most cost-effective, advantageous, and viable local and collaborative virtual reference service for Ask A Librarian.

The Libraries' fee-based search service, Library Information Network & Exchange (LINE), was renamed Information Source (InfoSource) and Ying Zhang was appointed unit coordinator.

REPORT on DEPARTMENTAL GOALS for 2004-2005

Collaborate with Government Documents librarian and Cataloging Services to begin the government documents retrospective cataloging project. *Some progress was made and it is anticipated that more progress will be made in 2005-2006.*

Collaborate with Rachel Viggiano to identify distance audience and market library services to faculty and students. Ms. Viggiano designed a faculty services Web page which will improve communication with all faculty. She also has collaborated with CDWS to provide assistance to faculty who teach Web-based courses. The URL for the faculty services page is <http://library.ucf.edu/Services/Faculty.asp>.

Facilitate and collaborate with Systems & Technology to design a virtual library video. Task force will redesign library instruction tutorial and design other Web-based instructional technologies. Collaborated with Systems & Technology for technical support and vision. *Although this was a goal for the year, streaming*

instructional videos became the priority this year because of the greater need. Donna Goda designed streaming videos for general instruction, business, criminal justice, and nursing.

Task force will investigate how to revitalize reference services. Investigate redesigning reference desk configuration. *A task force made some recommendations, but due to budget constraints, this project will be considered at a later date.*

Identify upgraded software, site licenses, and other innovative software that will improve instruction and benefit staff. Camtasia, Elluminate, iLinc were a few of the conferencing and instructional software programs that were identified. Discussion is ongoing. Donna Goda used Camtasia to produce several streaming videos.

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. *No progress was made on this goal, but it may be investigated further.*

DEPARTMENTAL GOALS for 2005-2006

Continue partnership with Cataloging Services to expedite retrospective cataloging of older U.S. government documents. Peter Spyers-Duran has a partial job assignment to Cataloging Services with the primary goal of cataloging the backlog of U.S. government documents. Consider utilizing or hiring support staff to aid in expediting this project.

A task force will recommend policies and procedures for weeding the reference collection.

A task force will collaborate with Circulation Services and Periodicals/Media Services to facilitate and improve communication with staff at all public service desks.

CHANGES in STAFFING

- ▶ Hired:
 - Cynthia Burris, Office Manager
 - Robin Chan, Senior Library Technical Assistant, Government Documents & Ask A Librarian

Reference Services (cont'd)

- ▶ Resigned:
 - Jennifer Krolowitz moved to Library Administration.
 - David Woolard moved to CMC.

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida
 - Terrie Sypolt collaborated with the College of Education to design and assess a tutorial that met the requirements for NCATE accreditation.
 - The Library Instruction continues to provide quality research instruction to students in undergraduate education.

- ▶ Be America's leading partnership university

Ying Zhang, Coordinator of Information Source, expanded partnerships with UCF Technology Incubator, Technology Transfer, Department of Management's "Invention, Innovation and Commercialization Curriculum," and the Office of Research and Commercialization, designing marketing materials (brochures, folders and logo) in collaboration with UCF Marketing, compiling a database for potential clients from major Florida metropolitan areas, collaborating with the new Director for Library Development, adding 68 new clients, and processing 480 requests for a total of \$19,654.18.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

A major goal for the coming year is to investigate and implement a viable plan to catalog a huge backlog of U. S. and Florida government documents. Hiring additional catalogers or outsourcing the project may need to be considered.

A vital project in preparation for the UCF Libraries' transition to the new ALEPH integrated library management system in 2006, our government documents staff have been working closely with Cataloging Services on several important projects to improve future access to the documents held by the library. For example, we are in the process of displaying 1,500 formerly suppressed bibliographic records in the online library catalog and correcting 5,000 bibliographic records which were never linked in the online catalog to the actual physical items owned by the UCF Libraries. When these projects are complete, we will begin reconciling our

online catalog entries with all our current Government Documents holdings.

Because of enrollment growth and the increase in class sizes, the library's two electronic classrooms cannot accommodate many library instruction classes. Classroom 235A has 17 workstations and classroom 235C has 22 workstations. Students can double up, but that is not an optimum learning situation. Over 30% of scheduled classes were taught in other academic classrooms, which do not have computer workstations. Planning for a larger classroom in the main library which would accommodate at least 60 users would enhance both teaching and learning. Using room 223 as a library instruction room could be an alternative. This would necessitate purchasing at least 50 laptops.

The "millennial generation" needs a one-stop area where they can accomplish tasks and projects requiring a variety of software. Renovation of a portion of the library's main floor into an information commons or research arcade would broaden the Libraries mission.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Buenaventura Basco, Peter Spyers-Duran, Rachel Viggiano, and Ying Zhang were promoted to Associate University Librarian.
- ▶ Dr. Linda Colding, Jason Martin, and Rachel Viggiano attended the year-long Sunshine State Library Leadership Institute.



Dr. Linda Colding (back row, third from left), Rachel Viggiano (second row, second from right) and Jason Martin (front row, second from right) at the 2005 Sunshine State Library Leadership Institute.

Reference Services (cont'd)

- ▶ Elizabeth Killingsworth received the Excellence in Librarianship Award.
- ▶ Cheryl Mahan chaired the highly successful *Frankenstein: Penetrating the Secrets of Nature* exhibit.
- ▶ Corinne Bishop, Sr. LTA, completed an MLIS at Florida State University.
- ▶ Dr. Linda Colding and Donna Goda were accepted in Immersion '05, a nationally competitive seminar on information literacy.
- ▶ Donna Goda, Richard Harrison, Hal Mendelsohn, and Terrie Sypolt completed ACRL Web courses.
- ▶ Jason Martin:
 - Co-presented "Foreign Patents on the Web" with Cynthia Banicki of the PTDLP (invited speaker).
 - Presented "Wide World of Espacenet" for the PTDLA Roundtable at the 2004 ALA Annual Conference.
 - Spoke at ALA Spectrum Scholars Professional Options Fair on 24 June.
 - Wrote an article accepted for publication in *College & Research Libraries News* entitled "Reaching the Next Edison: Marketing Your PTDL Collection."
 - Wrote an article accepted for publication *Faculty Focus* entitled "The Golden Treasure of the Golden Knights: The PTDL at UCF."
 - Wrote an article published in the *IP Journal of the PTDLA* entitled "The Wide World of Espacenet: Basic Searching in the Espacenet Worldwide Database."



Elizabeth Killingsworth received the 2005 Excellence in Librarianship Award,

- ▶ Richard Harrison:
 - Fulfilled requirements for the NEH grant, *Becoming an American Writer: The Life and Works of Isaac Bashevis Singer*, by planning and coordinating a public lecture at the library by Dr. Henry Abramson, Associate Professor, History and Judaic Studies, at Florida Atlantic University. Harrison received the annual "Every Little Bit Counts" Award from the Office of Research and Commercialization for smallest UCF research grant (\$450) for the Singer grant.
 - As liaison to Office of Academic Affairs planned and coordinated UCF's second annual Showcase of Undergraduate Research Excellence (SURE).



Donna Goda (front right) and Richard Harrison greet guests at the 2005 Showcase of Undergraduate Research (SURE).

Reference Services (cont'd)

STATISTICS

Reference Services
Table 1
Government Documents Statistics, 2004-2005

	2003/04	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Grand Total
U.S. Documents															2004-05
Print-Received	270,600	144	262	215	184	197	107	206	189	216	141	62	115	2,038	
Deleted		33	33	39	52	270	38	56	25	26	64	9	535	1,180	
														858	271,458
Microfiche-Received	821,103	670	552	553	661	746	175	832	688	543	605	526	500	7,051	
Deleted		1	0	0	93,364	0	0	0	6	0	0	16	0	93,387	
														-86,336	734,767
Electronic Prod. Rec'd-Received	3,969	0	26	0	10	25	1	18	6	10	5	28	0	129	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
														129	4,098
FL Documents															
Print-Received	33,805	27	59	4	52	6	3	96	22	8	128	7	5	417	
Deleted		0	0	0	4	0	0	17	1	16	3	8	1	50	
														367	34,172
Electronic Prod. Rec'd-Received	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	
														0	3
Local Documents															
Print-Received	0	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	
														0	0
Microfiche-Received	0	0	0	0	93,489	0	0	0	0	0	0	0	0	93,489	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
														93,489	93,489
Electronic Prod. Rec'd-Received	0	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	
														0	0
Patents															
CD-ROMS-Received	179	6	6	6	3	3	4	5	3	2	3	3	5	49	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
														49	228
DVDs-Received	774	10	9	9	6	10	6	10	6	8	7	11	15	107	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
														107	881
Microfilm-Received	8,906	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	
														0	8,906
Maps															
Received	3,574	6	3	20	5	0	0	4	0	0	4	1	0	43	
Deleted		0	0	2	0	1	0	0	0	0	1	0	0	4	
														39	3,613
Growth in U.S. Documents Collection															
	210.17 ft	1' 8.5"	3' 4"	2' 5"	3' 2.5"	3' 7.5"	2' 2"	4' 7"	3' 6"	1' 10.5"	3' 3"	2' 3"	2' 5"	34.33 ft	244.5 ft

Reference Services (cont'd)

Reference Services
Table 2
Reference, 2004-2005

Self Guided Tours	1,584
PERCs	139
Reference Desk Questions	38,239

Reference Services
Table 3
Ask A Librarian Statistics, 2004-2005

Phone	8,453
E-mail	1,202
Chat	1,986
Ask A Librarian Total	10,445

Reference Services
Table 4
Library Instruction Statistics, 2004-2005

Classes Taught	376
Number of Students	8,017
Visiting Groups	1
Number of Students	50

Reference Services
Table 5
Information Source Statistics, 2004-2005

Citation Searches	9
Document Delivery	306
InfoSource Research	26
Special Borrower Cards	218



Ruth Wiley, Donna Goda, and Nelsy Livingston (Collection Management) greet participants to the 2005 Master in Library Information Science Information Day.

Reference Services
Table 6
UCF Information Source (formerly LINE)
Five-Year Summary: Transactions

Type of Transaction	2004/05	2003/04	2002/03	2001/02	2000/01
Document Delivery	306	549	603	841	1,206
Research Requests	35	53	64	42	95
Special Borrower Agreements	1	1	3	3	4
Special Borrower Cards	218	279	323	414	429
Through Agreements	24	30	51	148	198
For Individuals	194	249	272	266	231
TOTAL	560	882	993	1,300	1,734

Reference Services (cont'd)

Reference Services
 Table 7
 UCF Information Source (formerly LINE)
 Five-Year Summary: Financial

	2004/05	2003/04	2002/03	2001/02	2000/01
Document Delivery*	\$4,655.10	\$8,015.99	\$7,911.65	\$9,607.30	\$12,904.51
Research / Online Searching	\$3,505.00	\$3,777.00	\$1,210.23	\$2,106.24	\$2,513.59
Special Borrower Agreements	\$300.00	\$300.00	\$900.00	\$1,200.00	\$2,200.00
Special Borrower Cards	\$7,295.00	\$9,445.00	\$11,300.00	\$15,545.00	\$16,785.00
Through Agreements	\$1,130.00	\$1,475.00	\$2,355.00	\$6,785.00	\$8,980.00
For Individuals	\$6,165.00	\$7,970.00	\$8,945.00	\$8,760.00	\$7,805.00
Other Charges	\$8,331.08	\$16,273.82	\$16,063.16	\$17,561.76	\$24,789.50
Copyright Fees	\$5,237.07	\$9,234.36	\$9,298.60	\$10,032.05	\$13,651.75
Delivery Fees	\$801.01	\$1,857.96	\$1,844.56	\$2,419.71	\$3,042.75
Document Handling Fees	\$365.00	\$816.50	\$772.00	\$800.00	\$1,760.00
Rush Fees	\$1,928.00	\$4,365.00	\$4,148.00	\$4,310.00	\$6,335.00
Other	\$ -	\$ -	\$ -	\$ -	\$ -
Total Billings	\$24,086.18	\$37,811.81	\$37,385.04	\$46,020.30	\$59,192.60
Direct Costs**	\$6,634.43	\$12,582.06	\$12,335.74	\$14,694.55	\$19,571.60
Net Income	\$17,451.75	\$25,229.75	\$25,049.30	\$31,325.75	\$39,621.00

*Including book loans, interlibrary loans and vendor acquisitions

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

Carole Hinshaw
 Head, Reference Service

Regional Campus Libraries

HIGHLIGHTS of the YEAR in RETROSPECT

- ▶ Secured regional campus (RC) libraries budget for equipment, staffing, library materials, and technology.
- ▶ Developed program-based funding models for each RC library location. Final allocation totaled \$300,000.
- ▶ Developed three-tier service model using student credit hour (SCH) enrollments and program offerings to determine library service and support level recommendations.
- ▶ Participated in regional campus proposals for the new Bachelor of Arts in Business Administration and Bachelor of Applied Science programs, including comprehensive library collection analyses at all RC and partner community college locations.
- ▶ Participated in SACS reaffirmation compliance documents, including data for university and community college services, access, staffing, and facilities.
- ▶ Participated in student and faculty survey development for regional campuses and university libraries. The instruments were administered systemwide as part of information gathering processes for the SACS report.

REPORT on DEPARTMENTAL GOALS for 2004-2005

- ▶ Submitted RC libraries business plan and budget request to RC Vice Provost for upcoming fiscal year.
- ▶ Developed four materials funding options for RC libraries with formula variables for (1) full-time enrollment (FTE), (2) student credit hour enrollment (SCH), (3) unduplicated regional academic program offerings, and (4) weighted unduplicated regional academic program offerings. The options were used to propose funding levels at RC libraries.
- ▶ Secured support from RC in the amount of \$300,000 for RC libraries, using funding Option 3 formula variable for unduplicated RC academic program offerings.
- ▶ Secured support from RC in the amount of \$379,873 for RC libraries' expense, salary, and OPS requirements.
- ▶ Submitted draft recommendations for memorandum of understanding between RC/University Libraries (UL) in support of RC libraries.

- ▶ Secured RC Level III funding to purchase:
 - Six new PCs for replacement of aging equipment assigned to Southern Region staff.
 - Three new public access PCs, one new staff PC, and two new printers for expanded services at UCF's Sanford/Lake Mary location.
 - One new PC for librarian at South Lake.
 - One new PC for the BEST Center at Cocoa.
- ▶ Continued ongoing dialogue at Cocoa, Palm Bay, Daytona Beach, Sanford/Lake Mary, Osceola, MetroWest, and South Lake to fulfill the mission and vision of the RC Libraries.
- ▶ Continued creative endeavors of writing, publishing, and presenting.
- ▶ Fulfilled committee responsibilities with ACRL, ALA, FACRL, FLA, LAB, LAMA, NAFE, and SELA.
- ▶ Expanded and enhanced the Web presence of the UCF RC Libraries.

DEPARTMENTAL GOALS for 2005-2006

- ▶ Implement growth support strategies for RC Libraries:
 - Administrative management and planning.
 - Three-tier service model for library support.
- ▶ New programs: Confirm sites for three-year allocation funding for Bachelor of Arts in Business Administration and Bachelor of Applied Science, fall 2005.
- ▶ New services: Provide onsite services at all Level II and Level III locations.
- ▶ Enhanced programs or services: Commit to ongoing collection and materials budget for RC libraries.
- ▶ Professional development initiatives: Attend professional library association conferences (ALA, ACRL, FLA, and LAMA) and convene Partnership Libraries Discussion Group (PLDG) meetings.
- ▶ Hire new personnel to support unit goals.
- ▶ Itemize new operating expenses to support unit goals.
- ▶ Review and update all inter-institutional and cooperative agreements and memoranda of understanding.
- ▶ Update full-time RC librarians' Letters of Assignment to include regional or systemwide assignments.
- ▶ Continue outreach activities in Palm Bay to improve the library's image.

Regional Campus Libraries (cont'd)

- ▶ Continue one-on-one follow-up from the reference desk and short informational sessions with BCC Palm Bay staff.
- ▶ B. Alderman to apply for promotion from Instructor Librarian to Assistant Librarian.
- ▶ Continue rewriting and redeveloping library instruction methods for the diverse student population.
- ▶ Continue outreach to RC teaching faculty.
- ▶ Continue improving online library modules for WebCT classes.
- ▶ Work on a group project with Southern Region librarians, BCC partnership librarians, Orlando librarians, or RC librarians.
- ▶ Submit additional grant proposal for BEST Center funding.
- ▶ Complete copy cataloging for BEST Center materials for the October 2005 Grand Opening.
- ▶ Assist with completing the GNRC Web site.
- ▶ Actively participate in FLA's Planning Committee.
- ▶ Develop and market library handouts, Web pages, and promotion materials.

CHANGES in STAFFING

- ▶ Dr. Mem Stahley continued, in her dual responsibilities with RC as Director of RC Library Services and with UL as Head of RC Libraries, to plan and develop library access and support services at all of UCF's RC locations.
- ▶ Secured RC funding for expanding .50 FTE adjunct librarian position at Daytona Beach to 1.0 FTE librarian in Fiscal Year 2005-06.
- ▶ Filled 1.0 FTE vacant librarian position, Southern Region.
- ▶ Filled .50 FTE vacant adjunct librarian position in Western Region.
- ▶ Filled new .50 FTE adjunct librarian position in Eastern Region.
- ▶ Filled 1.0 FTE vacant OPS office assistant position and .50 FTE vacant OPS student assistant position to support the UCF librarians and BCC Cataloging and Circulation departments in the Southern Region.

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida
 - Submitted RC preliminary Southern Association of Colleges and Schools (SACS) reaffirmation report.
 - Completed collection analysis project and submitted program proposal for two new academic RC programs, Bachelor of Applied Science (BAS) and Bachelor of Arts in Business Administration (BABA).
 - Advanced strategies and setup for the Cocoa joint-use CMC, known as, "The Brevard Educational Scholarship and Teaching (BEST) Center." Collaborated with main campus library Cataloging Services and Brevard Community College Cataloging to develop a system for adding materials. Selected and acquired available materials for the BEST Center.
 - Participated in frequent RC Operations Committee, Process Action Team, and individual meetings with the Vice Provost, 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 student events and displays.
- ▶ Become more inclusive and diverse
 - Expanded Southern Region librarian Andy Todd's responsibilities to include systemwide RC library Web page updates and enhancements.
 - Made draft recommendations and contacts to coordinate and facilitate administration of RC student services survey instrument to 3,700 RC students.
 - Gathered and submitted UL input and output measure statistics for RC locations.
 - Distributed Library Services Assessment Survey to all RC faculty.
 - Submitted monthly activities summary report to report on RC library issues in each region.

Regional Campus Libraries (cont'd)

▶ Be America's leading partnership university

In the 2004/05 academic year, the university has moved towards expanding programs at RC locations where library services will be necessary for the continued success of faculty and students. Highlights for the library contribution follow:

- Convened monthly meetings with community college library partners at UCF Cocoa, Palm Bay, Daytona Beach, Sanford/Lake Mary, MetroWest, Osceola, and South Lake to discuss and resolve issues, share expertise, manage ongoing action items, and assess and review service strategies at each location.
- Met weekly with UL department heads. Traveled 8,418 local area miles to fulfill systemwide administrative and partnering responsibilities.
- Consulted with community college partners to integrate college and university academic calendars into adjunct librarians' work schedules to create preliminary contract worksheets for use by RC Administration.
- Updated information in the library services summary matrix for all UCF RC library locations. These data are used to assign service level and justify funding and support at partner sites.
- Updated the "UCF Reference Librarian Orientation Checklist" for new adjunct librarians hired at Sanford/Lake Mary and South Lake. This form is provided to our partner community college colleagues to expedite training and assimilation of UCF RC adjunct librarians.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ Although a baseline orientation checklist, ongoing action discussion, and main campus library reference service objectives were adopted, expanded training and development relative to RC librarian performance objectives is imperative to address the unique challenges and difficulties face by RC librarians. 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 RC library initiatives.
- ▶ Minimize delays and streamline decision-making between UL and RC with regards to

staffing, service, and access at Regional Campus libraries.

ACCOMPLISHMENTS of FACULTY and STAFF

▶ Professional memberships

- ALA – Alderman, King, Stahley, Todd
 - Business Reference and Services Section - King
 - Collection Development and Evaluation Section – King
 - History Section - King
 - Library Instruction Roundtable - King
 - Library Research Roundtable - King
 - Machine-Assisted Reference Services Section - King
 - Management and Operation of User Services Section - King
 - RUSA - King
- FLA – Alderman, King, Stahley, Todd
 - Academic Libraries Section - King
 - Information Literacy Group – King
 - Reference Group & Telephone, E-Mail, Chat Reference Services Group – King
 - State University System Group - King
- ACRL – Alderman, King, Stahley, Todd
 - Educational and Behavioral Sciences Section - King
 - Distance Learning Section - King
 - Instruction Section - King
 - Partnership Libraries Discussion Group (PLDG) – Alderman, King, Stahley (Chair), Todd
 - Regional Campus Libraries Discussion Group – King, Stahley
 - ACRL University Libraries Section - Communications Committee - Stahley
- Beta Phi Mu Honor Society – Todd
- Phi Kappa Phi Honor Society - Todd
- LAB – Alderman, King, Stahley
- LAMA – King, Stahley
 - Buildings and Equipment Section - King
 - Fundraising and Financial Development Section - King
 - Human Resources Section - King
 - Library Organization and Management Section - King
 - Measurement Analysis and Evaluation Section - King
 - Public Relations and Marketing Section - King

Regional Campus Libraries (cont'd)

- Systems and Services Section - King
- NAFE - King
- SELA - King
 - Reference and Adult Services Section - King
 - University and College Library Section - King
- ▶ Training/Staff development
 - ACRL Conference - Stahley
 - ALA Annual conference - Alderman, Stahley, Todd
 - ALA Midwinter Meeting - Stahley
 - ALEPH Circulation System Training - Alderman
 - BCC Library Faculty Council - Stahley
 - CCLA and Florida Distance Learning Consortium Workshop - Stahley
 - E-Learn Conference - King
 - FACRL Workshop: Visions of Change - King
 - LAMA National Institute - Stahley
 - SELA Conference - King
 - UCF PeopleSoft Financials classes (Budget/Journal Inquiry; Basic Navigation; PO Inquiry; Creating Online Requisitions; Chart of Accounts; Reporting Essentials) - Grossman, Stahley
 - WebCT Essentials: A Foundation for Teaching Online - King
- ▶ Presentations and publications
 - "Teaching, Learning, and Technology for Concurrent-Use Programs: The Partnership Library Experience in Central Florida," an invited article published in the *Journal of Educational Media & Library Sciences* - Stahley
 - "Partnership Libraries: An Overview," a presentation at the Vice Provost RC management retreat - Stahley.
 - "EZProxy Access to Library Resources from Non-Network Sites," a presentation at a UCF RC Operations Committee meeting - Stahley
 - "The Perfect Recipe: Blending Library Instruction and Research Help into Online WebCT Classes," a poster session and presentation at SELA - Alderman, King
 - "Faculty-Librarian Collaboration: Meeting the Information Technology Challenges of Distance Education," published in the *Journal of Public Affairs Education* - King (co-author)
 - "Information Commons: An Emerging Trend in Libraries," presented at a SELA conference session and published in the *Southeastern Librarian* report on SELA - King
- "Librarians and Instructors: Partners in Quality for Research Incentive Web Courses," presented at E-Learn Best Practices session and published in proceedings for the World Conference on E-Learning in Corporation, Government, Health, & Higher Education - King (co-author)
- "Enhancing Psychology Courses with Faculty-Librarian Partnerships" - King (co-author)
- "Personal Digital Assistants (PDAs): Barriers but Opportunities," published in the *Journal of Electronic Resources in Medical Libraries* - Todd (co-author)
- ▶ Service
 - ALA NMRT advisement sessions for resume service - Stahley
 - ALA tutorial on accessibility - King
 - ALA ULS Communications Committee, 2005 - Stahley
 - ACRL Partnership Libraries Discussion Group (PLDG) established - Stahley
 - PLDG meetings 2005 - Alderman, Stahley, Todd
 - Alexander Press collection development workshop - Todd
 - Ask-A-Librarian participation with BCC - Todd
 - BCC Learning Resources (LRC) Advisory Committee meetings - Stahley, Grossman
 - BCC/UCF Diversity Week displays - King
 - BCC/UCF Library Relay for Life team - Alderman, King (honorary captain), Todd
 - Collection Resources Committee Task Force on Online Reference, Chair - King
 - Copy catalog training and application with BCC Cataloger - King
 - Coverage provided on circulation, reference, and InfoLab desks during BCC in-service days and BCC Spring Break - Alderman, King, Todd
 - Developed a variety of UCF online library instruction modules - Alderman, King, Todd
 - Developed a Grants and Nonprofit Resource Center (GNRC) website - King, Todd
 - FLA Continuing Education Committee member - King
 - FLA Planning Committee appointment - King
 - Florida's Ask-a-Librarian chat service participation - King

Regional Campus Libraries (cont'd)

- Florida's Ask-A-Librarian training – Todd
- Frankenstein exhibits advertising activities at main campus library, designed and displayed at Cocoa - King
- Mentored, managed, and evaluated MLIS student intern from FSU – Alderman, King, Stahley, Todd
- National Library Week activities – King
- OCLC World Cat Collection Analysis workshop - Todd
- Participated in six Web-based training programs - King
- Submitted letter proposals to Coca Cola and Sony requesting funds for BEST Center materials - King
- Starting points (100+) and five Web sites created and/or maintained for RC Libraries at Cocoa, Palm Bay, Daytona Beach, Sanford, Osceola, and South Lake – Alderman, King, Todd, Grossman, Stahley
- SELA Handbook committee member - King
- UCF collection management meetings – Alderman, King, Stahley, Todd
- UCF FCLA collection analysis demonstration/training - Todd
- UCF Library mentoring committee workshops - Stahley
- UCF LPAC meetings - Stahley
- UCF medical databases training – Alderman.
- UCF Provost Hickey's promotion and tenure meeting - Stahley
- UCF Provost Hickey's search committee member for RC Vice Provost RC - Stahley
- UCF RC Operations Committee meetings - Stahley
- UCF RC orientation planning meeting - Stahley
- UCF RC Process Action Team (PAT) meetings for Management Reporting, Student Services, and Technology and Learning Support teams - Stahley
- UCF RC retreat sessions - Stahley
- UCF RC Vice Provost staff meetings - Stahley
- UCF RC Vice Provost budget workshop – Stahley
- UCF research exchange meetings – Alderman, King, Stahley, Todd
- UCF search committee for UCF Librarian at the BCC/UCF Joint-Use Library – Alderman, King Stahley (Chair)
- UCF search committees chair for adjunct librarians at South Lake and Sanford – Stahley
- UCF Southern Region quarterly Faculty Advisory Team meetings – King, Stahley
- UCF-Southern Region search committee for office assistant – Alderman, King
- UCF-Southern Region search committee for student assistant – Alderman, King
- UCF Southern Region open house booth - Todd
- UCF Transfer Student Orientation sessions – Alderman, King, Todd
- UCF library faculty meetings – Alderman, King, Stahley, Todd
- UCF weekly department heads meetings - Stahley
- UCF "My UCF/Webprep" orientation – Todd
- UCF Web editing sessions - Todd
- UCF Wilson Web database training – King, Todd



BCC/UCF librarians and staff form the top fundraising team during Relay for Life of Cocoa 2005.

STATISTICS

The following tables illustrate the UCF contribution to reference services at Cocoa and Palm Bay (see Table 1), a five-year comparative statistical analysis of materials and instruction for Cocoa and Palm Bay (see Table 2), a statistical analysis of materials and instruction for RC Libraries (see Table 3), and five-year expenditures for RC Libraries (see Table 4).

Regional Campus Libraries (cont'd)

Regional Campus Libraries
 Table 1
 Contributions to Reference Services
 at Regional Campus Libraries, 2004/05

	Cocoa	Palm Bay
Weekly primary hours	29	14
Weekly backup hours	23	10
Annual percentage Saturday coverage	34%	12%
Weekly percentage maximum	51%	38%

Regional Campus Libraries
 Table 2
 Five-Year Comparative Analysis of Materials and Instruction for Cocoa and Palm Bay

	2004-05	2003-04	2002-03	2001-02	2000-01
Library Materials					
Expenditure	\$ 0	\$102,836	\$200,032	\$172,473	\$266,591
Binding service	\$2,580	\$1,512	\$4,557	\$4,680	\$4,024
Volumes bound	300	174	651	533	419
Library Instruction					
Students attending classes	694	578	217	135	317
Classes	32	29	14	22	18, 2 tours
Students attending online classes	596	368	-	-	-
Online classes	20	16	-	-	-
Reference coverage (hrs/week)	43-76	41-72	30-44	29.5-44.6	32-52

Regional Campus Libraries
 Table 3
 Statistical Analysis of Materials and Instruction for Regional Campus Libraries, 2004-05

	Daytona	Cocoa and Palm Bay	South Lake
Library Materials			
Appropriation (approvals)	\$0	\$0	\$0
Firm orders (monographs)	\$0	\$1,844	\$10,510
Periodicals	\$25,174	\$37,300	\$0
Standing orders	\$3,390	\$13,850	\$0
Binding service	\$0	\$2,580	\$0
Volumes bound (number)	0	300	0
Microforms	\$0	\$955	\$0
Specials (Grants)	\$0	\$1,047	\$0
Library Instruction			
Students attending classes	173	694	208
Classes	11	32	7
Students attending online classes	0	596	0
Online classes	0	20	0
Start-up costs (furnishings, supplies)	\$0	\$0	\$0
Reference coverage (hrs/week)	24	43-76	30

Regional Campus Libraries (cont'd)

Regional Campus Libraries
Table 4
Five-Year Summary of Expenditures for Regional Campus Libraries

	<i>2004-05</i>	<i>2003-04</i>	<i>2002-03</i>	<i>2001-02</i>	<i>2000-01</i>	<i>Total</i>
Cocoa and Palm Bay	\$57,576	\$102,836	\$200,032	\$172,473	\$266,591	\$991,315
Daytona Beach	\$28,564	\$64,088	\$122,258	\$56,885	\$213,841	\$638,852
South Lake	\$10,510	\$41,675	\$38,488	\$ 0	\$ 0	\$80,163
Total:	\$96,650	\$208,599	\$360,778	\$229,358	\$480,432	\$1,375,817

Dr. Mem Stahley
Head, Regional Campus Libraries

Special Collections/University Archives

The mission of Special Collections, a department within the University Libraries created in August 2001, is to provide services central to the library and university community in support of research, teaching, and service. We collect books that have a central function to the curriculum and that cannot be replaced and primary source materials that support long-term research goals.

HIGHLIGHTS of the YEAR in RETROSPECT

This has been an exciting year for Special Collections at the UCF Libraries. It has also been a demanding one professionally, creatively, and physically. It began with the completion of room 150 creating 1,617 linear feet of box storage to hold manuscript collections and new staff offices. The room provided a secure place to move most of the book collections while the main storage space was under renovation. Three hurricanes followed. We wrapped the stack ranges on the fifth floor with plastic twice and kept the reading room open despite almost emergency conditions.

Fall semester saw work to upgrade the office spaces. After leaks through the windows and from the roof, the carpets were replaced by tile flooring and the walls painted. The offices were refitted with surplus furniture from the Office of Distributed Learning. The modular office furniture was redesigned by staff to fit the current office spaces, then moved and put together by the vendor with the assistance of department staff.



Mold Cleanup Project

Over the holidays, Munters was supervised in mold cleanup and the removal of the book collections to temporary storage in room 150. Over 900 boxes of archival materials were relocated to several group study rooms in the building. The staff continued to provide assistance to patrons while the materials were in temporary storage. Numerous temporary location guides and inventories were created to track the movement of the collections.

Materials returned from temporary storage to newly renovated space in the fifth floor stacks in June 2005. The book materials were re-sorted out of their collection designations into one call number run to



Members of the Special Collections/University Archives Staff: (L to R): front row, Carla Summers, Judith Beal, Juliet Kamper; back row (L to R), OPS employees: Whelma Cabanawan, Shannon Collier, Stefanie Storm, Skinner Louis, Jasset Tharp

facilitate access. A new shelving layout maximized the storage space in the fifth floor stacks providing an area that now holds 1,762 linear feet of box storage and 2,033 feet of book storage. The renovations created a space to better preserve materials by stabilizing the environment in which they are stored. The ability to control climate and humidity within a prescribed temperature and humidity range greatly extends the life of the holdings.



Liz Konzak, University Archivist, and OPS staff member Shannon Collier in the newly renovated and reconfigured stacks area on the fifth floor.

► University Records Project

The University Records Project was begun as a response to the lack of materials to support the 40th anniversary celebrations. The project team surveyed the holdings of the Central Receiving Building that serves at the university's "records center." After reviewing listings of materials from

Special Collections/University Archives (cont'd)

67 university offices, project staff appraised series from 32 offices. Approximately 200 linear feet of records were accessioned as a result of this review.

Project staff worked closely with the Office of the President. Previously held papers from Dr. Charles N. Millican, the first president; Steven Altman, the third president; and documentation on interim president Robert A. Bryan were collected and processed. Finding aids for these collections have been converted into Encoded Archival Description (EAD), can be viewed on the University Archives Web site, and will soon be contributed to the state university libraries PALMM Archival Collections page. Documentation from the Office of the President, spanning the office life of several presidents, was collected from storage areas. Sixty-two linear feet of records documenting UCF presidencies have been accessioned to the Archives. The first accession of records totaling 10.25 linear feet has been processed and a finding aid is available.

Working with the Pegasus Alumni magazine, project staff instituted a feature, "History Mystery," that publishes two unidentified university photographs in every issue to help the University Archives identify the photographs. Alumni response has been good and the feature will continue indefinitely as the *Pegasus* changes format in the fall 2005.

And last, but not least, an official University Archives Policy – Policy Number 4-005 – was created to establish precedence that historical and administrative documents from university offices be preserved for the institutional memory of the university community.



Snap shot of the University Archives Web site.

▶ Sponsored Research

The Central Florida Memory Project, funded by IMLS, was a major project throughout the year. Two

hundred and fifty voter registration books for Orange County dated between 1913 and 1940 were located through efforts surrounding the project. It was thought that these materials were lost. They will go to CFM partner, the Orange County History Center. Other involvement has included creating metadata and access to the Carey Hand memorabilia, participation in the Storyline Committee, planning for the workshop to be held in September 2005, helping to hire and advise the grant staff, picking up items for digitization, and creating finding aids.

▶ Access

The Special Collections Web site was completely redesigned and updated to better serve our users. The process was a learning experience about the importance of the Web as an access point to special and archival collections. This redesign clarified the department's mission and was thoughtfully created. The Web site has greatly facilitated finding special collections materials. Upgrading our Web presence in preparation for mounting databases and online finding aids to make collections more accessible is an ongoing goal of the department.



Snap shot of the newly designed Special Collections Web site.

To make the Web site more user-focused, usability testing on the old design was completed, allowing us to evaluate what changes needed to be made. Library employees and student assistants were given a form to fill out with information from the Web site. Their actions browsing the Web site were observed, as well as their ability to find information from the site. Participants commented about the negative and positive aspects of the design. The results were compiled and used to create a new, user-friendly design. The cross section in ages and perspectives of those who participated in the testing process helped us create a design that better serves our main user groups in the university community, both students and faculty. The redesign significantly enhanced our

Special Collections/University Archives (cont'd)

Web presence, increasing access to our collections, many of which are not cataloged. Online finding aids, collection descriptions, contact information, research policies, online forms, and exhibit information were added or updated. The redesign and generation of new content for the Web site, completed over a period of several months, required many hours of work from all Special Collections staff. The completed redesign creates the necessary structure and navigation for mounting online searchable databases for our collections. User testing for the new Web site will be a goal for next year.

REPORT on DEPARTMENTAL GOALS for 2004-2005

An ongoing goal is to acquire significant print materials and continue to upgrade the long-term care of these collections. The hiring of a Rare Books Librarian was delayed to give needed professional staff support to the University Records Project. However, materials were acquired with State of Florida (66%) and endowment (34%) funding. The Special Collections budget is .08% of the total Libraries materials budget. Major focus was on the Book Arts (roughly 68% of the monies spent) and on the West Indies. Also went "shopping" in the circulating collection, looking primarily at the Donnelly Collection, and transferring 138 titles to Special Collections.

It has been important to the department to increase the numbers of those who use the collection – our goal this year was to increase outreach by 20%. Renovations were a significant barrier to this goal but the scope of those served has broadened, reaching out to a greater variety of classes, disciplines and interests. The number of undergraduate and graduate students that used our collections increased 11%. The Special Collections reading room was a classroom for students and faculty in the Book Arts, Linguistics and Literature, Visual Arts Administration, History, and English. Many undergraduates were assisted with individual consultations to locate rare and unique materials for their research and papers.

Work on the Harrison (Buzz) Price papers has been continual over the year. An accession of 78 linear feet has been preliminarily processed and an initial finding aid completed, although there is still more work to be done. To enable greater access to the materials, the faculty of the Rosen College of Hospitality Management assisted with the selection

of materials from the collection for digitization. Out of the thousands of documents in the collection, the selected 140 economic reports, feasibility studies, and charrettes were digitized for student access. A searchable Web interface is currently being created to allow for distance access and greater search ability across the collection.

DEPARTMENTAL GOALS for 2005-2006

The department will always be concerned with the safety of the collections and staff but much of the hard work surrounding the housing of the collection is completed. The department looks forward to the accomplishment of the following goals:

- ▶ Build quality, in-depth collections in the history of Florida and the Central Florida region; tourism and attraction development in the United States and the Caribbean; and the Book Arts.
- ▶ Curate the art collections including those acquired as pieces to support the academic program and those acquired through donation to be used in the building. Perform a conservation survey to define and triage treatment.
- ▶ Advocate a departmental budget of at least 2% of state materials budget.
- ▶ Enhance public service through outreach with a focus on the reading room. Support library understanding of the department's procedures and collections.
- ▶ Provide access to manuscript and public/organizational records collections through the continued implementation of EAD as the end result of the thoughtful processing of collections.
- ▶ Develop virtual exhibits based on the Caribbean materials held in the Bryant Collection.
- ▶ Partner with university units and organizations external to the university to further the Libraries and university's goals.
- ▶ Advocate personnel for the department to integrate those activities that are now funded by the OPS budget.
- ▶ Develop of list of projects for outside funding, targeting both individuals and foundations.
- ▶ Upgrade access to the print collections including preliminary records for all backlog print items and the cataloging of theses and dissertations. Assist in the implementation of ALEPH, the Libraries' new online catalog.

Special Collections/University Archives (cont'd)

CHANGES in STAFFING

- ▶ **Judith Beale** was welcomed to the staff as Project Archivist for the University Records Project. Ms. Beale has worked at Rollins College as Visiting Archivist and at the Orange County Regional History Center. She has a Masters Degree in Public History from UCF and has been invaluable in the identification, acquisition, arrangement, and description of University records.
- ▶ **Juliet Kamper** coordinates our digital products and is directly responsible for the beauty and functionality of the Web site. Ms. Kamper is a graduate of the UCF Digital Media department and holds a Librarians Serving the Public scholarship to the Florida State University School of Information Science.
- ▶ **Shannon Collier**, a recent graduate of the Art department and an excellent photographer, has lead our efforts to obtain high quality digital and analog images of the over 400 art pieces held by the department in anticipation of the visit of the art conservator. Ms. Collier is also responsible for the redeployment of the art pieces in the new stacks.

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida

Increased the number of undergraduate and graduate students who received bibliographic instruction by 11% through May of FY 04/05. Teaching the use of unique and rare materials and discussing research methods for manuscripts, archives and rare books is central to the mission of the department. Sixteen classes and 288 students used the Special Collections reading room as a classroom to present their research findings to fellow students and faculty in the Book Arts, Linguistics and Literature, Visual Arts Administration, History & Historians, and English Composition.

Served 20 undergraduate students through Individual Research Consultations on their research projects and class assignments.

Provided internship opportunities in exhibit design, museum registration methods, archival

processing, and photography to students in Visual Arts Administration and Public History.

Participated in the Library's Faculty Open House Day.



Dr. Walter Gaudnek at the reception hosted by Special Collections for his exhibit on Hitler ART.

Sponsored lecture and reception for Dr. Walter Gaudnek's exhibit "Hitler ART and Ideological Megalomania: an Artist Looks at the Nazi Past."

Promoted use of Special Collections in the classroom through participation in the Faculty Summer Conference Poster Session.

Hosted lecture by Dr. Rosalyn Howard on "Black Seminoles in the Bahamas" to accompany the *Red Bays: Legacy of the Spirit Exhibit*.

Coordinated with the Rosen College of Hospitality Faculty to select materials from the Harrison Price Papers for digitization to promote access to and use of the collection by undergraduates.

Provided materials for *UCF Metro* with Linda Chapin on "UCF Shakespeare Festival" videotape. Displayed the *Ultimate Sci-Fi Collection* exhibit in Special Collections Reading Room using Special Collections Fantasy and Horror Collection.

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

Participated in the Library's MLIS Information Day.

Worked with faculty researcher to make materials from the unprocessed Archimedes L. Patti Papers available and provided images from the collection for a forthcoming book on Patti.

Special Collections/University Archives (cont'd)

Worked with graduate researcher to make materials from the unprocessed Children's Home Society of Florida Collection available.

Promoted use of Special Collections materials to faculty and researchers at the Office of Research & Commercialization's "Eat, Meet and Greet".

Exhibits included "The Space Program: The Promise of Central Florida" and "Caribbean: Legacy of the Spirit," curated by Elizabeth Konzak and "Haiti: Legacy of the Spirit," curated by Carla Summers.

The Special Collections Web site was totally redesigned with new pages for materials based on format. The look and feel of the site was considerably upgraded through the incorporation of images from the collections. Since large groups of materials are not accessible in the Libraries' online catalog, this upgrade was a major activity for the department.

Participated in:

- Institute of Museum and Library Services, Central Florida Memory Project, Second Phase, \$413,000, funded.
- LSTA/FCLA, Opening Archives: Teaching EAD in Florida to Improve Access, \$52,951, funded.

The University Archives Project documents the administrative and intellectual framework of the university. By documenting the university as a whole, the institutional memory is preserved and new students, staff, and faculty are taught about what came before to the community's diversity in research, curriculum, and partnerships.

Provided information regarding the Carey Hand Funeral Home Collection and Central Florida Memory Project for a *Tampa Tribune* article.

Special Collections has contributed archival finding aids (guides describing the unique collections) encoded into the archival standard of Encoded Archival Description (EAD) to the statewide database Archival Collections, a part of the PALMM project. The finding aids join others from the SUS creating a statewide searchable collection of archival description to better serve our researchers.

- ▶ Provide international focus to our curricula and research programs

Extensive holdings added to Bryant West Indies Collections, see new accessions.

- ▶ Become more inclusive and diverse

Partnered with the African-American Studies department to sponsor a traveling exhibit from the Maitland Art Center *Connecting Andre Smith and Zora Neale Hurston: Maitland and Eatonville as Joining Communities*. The exhibit will be the centerpiece of *Connecting the Community: Maitland and Eatonville*, a series of exhibits, lectures and events planned for spring 2006.

Received donation of yearbooks and hosted visit from the Central Florida Muslim Student Academy, May 2005.

Images from the Bryant West Indies Collection were used in the production of the *Chattel House* film documentary produced by Dr. Gladstone Yearwood, Director of the Zora Neale Hurston Film Institute. The U.S. premiere of the film was held at UCF, January 2005.

Provided images from the Bryant West Indies Collection to students for a class project on Caribbean Art for an online high school class.

Collected materials on the Florida efforts for the Equal Rights Amendment.

- ▶ Be America's leading partnership university

Partnerships continued and were initiated with these groups outside the University:

Society of Florida Archivists. UCF Libraries is the host of the *Guide to Florida Archives and Manuscript Repositories*, an online directory of Florida repositories compiled in 1999 by Carla Summers through grants from the Florida Humanities Council, the Florida State Historical Records Advisory Board, and the Society. This guide is the only directory of Florida repositories in existence.

State University Libraries. Participated in the PALMM/Florida Heritage Project through the selection of UCF's contributions and the management of access to materials selected for conversion.

SUL Special Collections Task Force leadership (SCTF was comprised of heads of all SUL Special Collections departments.)

Special Collections/University Archives (cont'd)

Orange County History Center, Orange County Regional Library System, Rollins College, and the Seminole County History Center were partners on the Central Florida Memory Project.

Bryant Caribbean reports were given to various Caribbean libraries and individuals including the libraries of the University of the West Indies and the Dominican Republic.

Partnerships within the University included service to the Zora Neale Hurston Film Institute, UCF Metro, Frey Institute, Heritage Alliance, Flying Horse Press, UCF Women's Club, and the Departments of Art, English, History, Theater, and Film and Digital Media. Met with Director of Digital Media Convergence Labs to discuss opportunities for collaboration between the Labs and Special Collections.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

The theses and dissertations collection contains the archival copy of FTU and UCF Master's theses and doctoral dissertations to 2004, when the theses and dissertations went to an electronic format, as well as the Undergraduate Honor's theses from their inception in 1990 to the current year. During the renovation this collection was resorted to make it more accessible. Also in the University Archives, a thorough survey of the University Archives' un-cataloged publications was conducted. The survey provided the means to give temporary call numbers to university-produced publications. The cataloging of university publications is the department's highest priority.

Although we have made great strides in accomplishing our goals of archival quality storage with temperature and humidity control, we will have to continue to work with building maintenance and Physical Plant to keep our newly renovated areas at a constant temperature and low humidity.

Funds, both from the state and from endowments, were available at about .08% of the Libraries materials budget this fiscal year. Special collections professional literature sets 5% as the standard for a solid budget. The department has set a lower goal but money must become available to build the collections.

Subject specialty for selecting in all collecting areas continues to be an issue. Because of the small budget, small staff, and the lack of subject specialty, the department has placed its sole emphasis on collecting in the book arts, Floridian, the West Indies, the university historical records, and tourism.

A significant portion of the manuscript materials in Special Collections and the University Archives lack proper processing and cataloging. A large backlog of materials prohibits patron access to these unique and special sources of research. The University Records Project has been a great success but without continued funding for the Project Archivist position, continuity of the project and future processing of manuscript materials will be difficult. There is still a great need for archival processing and cataloging to make the materials accessible and useable for the university community.

In many collections held by both Special Collections and the University Archivist, uncataloged audio/visual media including reel-to-reel tapes, videotapes, betamax and audiotapes exist. Some of these materials are at least 30 years old and are unstable due to climatic damage and age-related deterioration. The equipment necessary to view these items to just check their condition is no longer available at UCF. It is necessary to convert them to a more stable permanent format for preservation and to make them more accessible.

ACCOMPLISHMENTS of FACULTY and STAFF

► Judith Beale

- Service
 - Surveyed records of university offices
 - Reviewed records from the Office of the President
 - Arranged records of Dr. Millican, Dr. Altman, and the first group from the Office of the President
 - Created EAD finding aids for those records
- Training
 - "Style Sheets for EAD--Delivering You Finding Aids on the Web"
 - GroupWise training

Special Collections/University Archives (cont'd)

- Professional Activities
 - Presented, "Dr. Charles Norman Millican: Community Builder," at the Florida Historical Society Annual Meeting
 - Moderated session "Connect to the Web," at the Society of Florida Archivists Annual Meeting
 - Facilitated Society of Florida Archivists Annual Meeting lunch roundtable discussion, "How to Process a Collection"
 - Maintained memberships in Society of American Archivists, Society of Florida Archivists, and Southern Historical Association
- ▶ Shannon Collier
 - Service
 - Photographed Libraries' art collection
 - Assisted Special Collections move and deployment
 - Coordinated deployment of art collection
 - Training
 - MLIS Information Day
- ▶ Becky Hammond
 - Service
 - Researched and wrote short history of the *Florida Review*, a student literary magazine, for future Library Art Wall exhibit.
 - Researched and wrote short history of the University of Central Florida and biographies of UCF presidents for Special Collections Web page.
 - Inventoried and identified negatives and slides from Public Affairs (News and Information Office).
 - Processed 71 boxes of Project Reports and other materials in the Harrison Price Collection.
 - Training
 - Attended OfficeMax Vendor show for Campus staff.
 - "Bloom Where You Are Planted," Human Resources.
- ▶ Dannie Helm
 - Service/University
 - Conducted instructional sessions for undergraduate classes
 - Member, Alumni Association Scholarship Committee
 - Service/Library
 - Member, Library Exhibits Committee
- Member, Frankenstein Exhibit Committee
- Volunteer, Library Info Kiosk
- Training
 - Attended International Digital Media and Art Association Annual Meeting, Orlando
 - Leadership Excellence Series, UCF Human Resources
 - Library Student Employment Workshops
- Professional Activities/Service
 - Storyline and Selection committees for Central Florida Memory Project
 - Presented poster session at the 2005 Summer Faculty Development Conference
 - Consultant, City of Maitland Downtown Revitalization Plan, Maitland Historical Society
 - Wrote article "Number Please: Carl H. Galloway and the Founding of the Winter Park Telephone Company," accepted for publication January 2006 issue *Reflections from Central Florida*
 - Presented paper, *Reaching for the Stars: A Vision for the University of Central Florida, Central Florida Research Park* at the 2005 Florida Historical Society Annual Meeting
 - Presented paper, *Getting Connected: Technology for Collections Management and Access, Microsoft Access* at the 2005 Society of Florida Archivists Annual Meeting
 - Maintained memberships in National Council on Public History, Oral History Association, AASLH, National Trust, AAM, SEMC, FAM, Florida Trust, FHS, SFA.
- ▶ Juliet Kamper
 - Service
 - Redesigned Special Collections Web site
 - Created digitization standards for special collections department
 - Assisted Kristine Shrauger, head of ILL/DDS, with implementation of ILLIAD system
 - Coordinated Carey Hand database project for Central Florida Memory
 - Coordinated Special Collections' move and redeployment
 - Professional Activities/Service
 - 2005 FLA conference in Jacksonville
 - 2005 iDMAa conference in Orlando
 - FSU Librarians Serving the Public scholarship

Special Collections/University Archives (cont'd)

- Entered FSU College of Information Science graduate program
- Training
 - UCF Library orientation

▶ Elizabeth Konzak

- Service/University
 - University Archives Records Project to identify archival records of the university
 - University Archives Open Stacks Day to inform the university community of findings and accessions
 - Conducted instructional sessions for undergraduate classes.
 - Supervised undergraduate interns in class projects.
- Service/Library
 - Exhibits:
 - “The Space Program: The Promise of Central Florida” Library Second Floor Cases
 - “The Lou Frey Institute of Politics and Government at the University of Central Florida” Library Second Floor Case
 - “Legacy of the Spirit: The Caribbean” Special Collections Reading Room
 - Metadata Working Group, Metadata Cataloger Search Committee, Central Florida Memory Project
 - Member, Diversity Week Committee
 - Panelist, MLIS Information Day
 - Member, ALEPH Implementation Committee
 - Managed move and redeployment of collections
- Training
 - International Digital Media Arts Association Annual Meeting
- Professional Activities/Service
 - American Library Association Annual Conference
 - ACRL Rare Books and Manuscripts Section Pre-conference
 - Society of American Archivists, annual meeting, Boston
 - Florida Historical Society Meeting Presentation, “Building Community in East Central Florida”
 - Society of Florida Archivists Meeting Presentation, “Standardizing Archival Description for EAD Implementation”
 - Society of American Archivists, Diversity Committee

- Maintained memberships in ALA, ACRL, Rare Books and Manuscripts Section, Society of American Archivists, Society of California Archivists, Society of Florida Archivists.

▶ Carla Summers

- Service/Library
 - Chair, Curators Group, Central Florida Memory
 - Chair, Search Committee, Director of Library Development
 - Member, LPAC
- Training
 - Student Dispute Mediation Training
- Professional Activities/Service
 - American Library Association Annual Conference
 - Society of American Archivists, annual meeting, Boston
 - Society of Florida Archivists, annual meeting, Tampa
 - Member, Academy of Certified Archivists, Finance Committee, member
 - Darden Foundation, case statements for graduate assistant in political papers and naming boardroom, \$100,000, not funded
 - Member, Digital Library of the Caribbean Planning Committee, that met in Puerto Rico in July 2004
 - Frey Institute, Frey Papers Project, \$16,500, funded
 - *Haiti: Legacy of the Spirit*, exhibit
 - Harrison Price Papers Project, \$5,000, funded
 - Institute of Museum and Library Services, Central Florida Memory Project, Second Phase, \$413,000, funded
 - LSTA/FCLA, Opening Archives: Teaching EAD in Florida to Improve Access, \$52,951, funded
 - Elected to Council, Society of American Archivists, 2005-2008
 - Chair, Society of Florida Archivists Program Committee, 2005 Annual Meeting
 - Reviewed article nominated for publication in *Provenance*, the journal of the Society of Georgia Archivists
 - Member and chair, State University Libraries, Special Collections Task Force
 - Texas A&M University, peer review for candidate for promotion to University Librarian

Special Collections/University Archives (cont'd)

STATISTICS

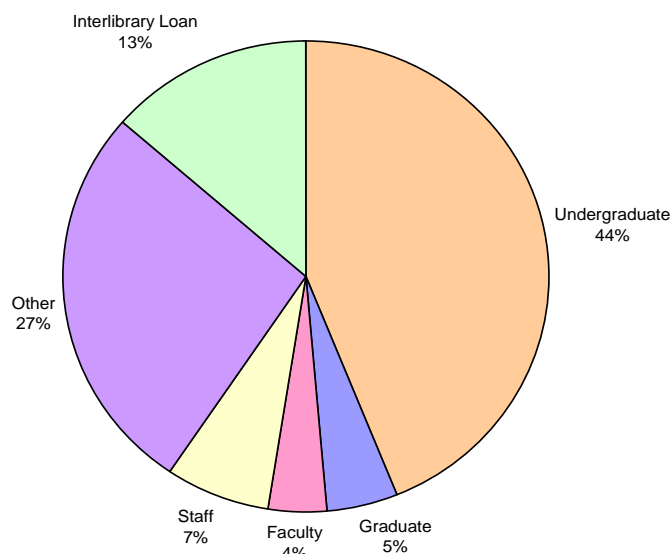
Special Collections
Table 1
Cataloged Monographs, FY 2004-2005

Collection	# of Monographs
Book Arts & Typography Collections	843
Bryant West Indies Collection	1,977
Engineering Collection	551
Floridiana Collections	728
Horror-Fantasy Collection	178
Reference Collection	32
Special Collections	4,576
University Archives	1,319
TOTAL	10,204

With the redeployment of the collections in the renovated stacks and in anticipation of the implementation of ALEPH, UCF Libraries new online catalog, Special Collections has been doing a careful deaccessioning of materials and consolidating collecting areas. Approximately 3,000 Education Research Project Reports were transferred from the University Archives to the general circulating collection. In addition, 900 monographs that were duplicate titles in the University Archives collection or titles that did not lie within the collecting mission were transferred out. Overall, the total number of cataloged monographs dropped from FY 2004 to FY 2005, as the collections were refined and some non-archival materials were transferred to the circulating collection in order to facilitate patron access. At the same time, 143 items were identified and transferred to Special Collections from the circulating collection, primarily from the Donnelly Collection, due to their rare and unique nature. While the cataloging backlog has been reduced over the last fiscal year, a substantial backlog, primarily of University Archives materials, still remains. A survey of the University Archives uncataloged publications was conducted. The survey provided Archives with the means to give temporary call numbers to university-produced publications waiting cataloging, so they could be made accessible for staff and patrons. Thus, after the renovation, university publications and serials are included in the call number run but are not reflected in this report, as they are not cataloged. Another impact on holding numbers for the print collections is the movement of the theses and dissertations to electronic format. The University

Archives contains the archival hardcopy of FTU and UCF master's theses and doctoral dissertations to 2004 and undergraduate honor's theses from their inception in 1990 to the current year. The collection, when moved during renovation, was compacted and re-organized by year and author to allow better access. Special Collections/Archives

Chart 1
Collections Use by Patron Category, FY 2005



Special Collections/University Archives (cont'd)

Manuscript and Records Collections, Art of the Caribbean and Latin America & Print Materials, New Accessions FY 2004-2005

▶ Eleanor Sleight



Eleanor Friend Sleight, a great friend of the UCF Libraries, loaned several pieces of Caribbean art to UCF Libraries Special Collections department. This gift greatly enhances the William L. Bryant Collection of West Indies art, artifacts, and rare books which she helped to build.

▶ *Devon House* Given by Lisa Parker



From Lisa Parker, through a gift/purchase, the Libraries received several pieces of Jamaican art for the Bryant Collection including lithographs by Colin Garland, *Devon House* by Sydney McLaren, and *Titian* by David Boxer.

▶ *Christ Triumphant* by Jean Camille Nasson



Jon and Rosemary Masters, collectors of naive art, donated two contemporary sculptures. About the first piece, *Christ Triumphant* by Jean Camille Nasson, Rosemary Masters says, "On the one hand it seems to us to embody the triumph of Jesus over the chains of sin. On the other hand, it stands for the triumph of the Haitian people over the suffering of slavery." Nasson, born in Haiti in 1961, is a transitional figure, mixing metal and wood in religious symbolism. His work has been displayed at the Frost Art Museum in Miami. The other piece, by Derek Webster, an artist from Honduras who works in Chicago, is called *Green Figure* and

was purchased at the Ute Stebich Gallery, Lenox, Massachusetts, in 1991. These sculptures bring a contemporary focus to the Bryant holdings and are exuberant and fresh.

▶ Congressman Lou Frey, Jr.



Special Collections worked with the Lou Frey Institute for Politics and Government at the University of Central Florida creating a collection documenting the Institute and its political symposium. The collection will be added to as the Institute continues grows.

▶ Space Research Collection

Fred I. Mahan has donated materials that enhance our space research collection, complementing other holdings in the area including the Scott Simpkinson Papers and Wagar scrapbooks.

▶ *Meadow Rock* by Jill Timm



Purchasing for the Book Arts Collection was focused on women artists and their work with the goal to select from each artist a range of books using techniques that can be replicated by beginning students to books that are complex and inspiring. Works by Karen Kunc of Blue Heron Press, Emily Martin of Naughty Dog Press, and Laura Russell and Jill Timm of Mystical Places Press were added to the Collection

Special Collections/University Archives (cont'd)

▶ Selection from the Susan King Library



The Susan King Library was also added to the Book Arts holdings. This library was created over the last 30 years and comprises 750 items including handmade books, pamphlets, trade books, journals, broadsides, posters, and cards. Many of the items are inscribed and signed to Susan King. It is quite eclectic and includes examples of artists' books in a broad range of formats and styles plus representative works from many presses. Susan E. King is an artist and writer who started making books after she moved to Southern California in the 1970s

to be part of the experimental Feminist Studio Workshop. She was eventually studio director at the Women's Graphic Center at the Woman's Building. Her work is in major collections including The Getty Center, Bel Air; the Bibliothèque Nationale, Paris; the Museum of Modern Art Library, New York; and the Victoria and Albert Museum Library, London. UCF Libraries' Book Arts collection holds two of her works, *Lessons from the South* and *Treading the Maze: an Artist's Book of Daze*.

▶ *Lonely Tyleneol* Donated by Flying Horse Editions



Flying Horse Editions donated *Lonely Tyleneol* by David Humphrey (images) and Sharon Mesmer (text) to the Special Collections department's Book Arts Collection. David Humphrey is a widely exhibited artist known primarily for his paintings. He has received numerous awards and grants, including a Guggenheim Fellowship. Sharon Mesmer, a poet, is a former student of Allen Ginsberg. She is a recent recipient of the New York State Humanities Grant for Poetry and has published three books of poetry. Ryan Burkhart and Larry Cooper of Flying Horse Editions,

in collaboration with Humphrey and Mesmer, made *Lonely Tyleneol* over a period of 18 months. Each volume contains 80 hand-printed pages using letterpress, silkscreen and etching techniques and is hand-bound in the finest of archival materials. Located on the UCF campus, Flying Horse Editions has been making artists' books since 1996. Flying Horse donates a copy of each book it publishes to the Libraries' Special Collections department.

▶ East Coast Railroad Brochures



Florida ephemera from long time collectors Dick and Yvonne Punnett of Ormond Beach were added to Floridiana including several Florida East Coast Railroad brochures from the turn of the 20th century. These Florida railroad materials were digitized and added to the state university libraries Web site Florida Heritage (<http://palm.m.fcla.edu/fh/>) and the Florida Electronic Library's (<http://www.flelibrary.org/>) Florida on Florida.

▶ New Unprocessed Presidential Papers



University Archives accessioned approximately 200 linear feet of historical records documenting many aspects of the university including Presidents' papers.

▶ Selection from the Strawn Citrus Labels



David and Frances Strawn contributed Theodore Strawn Inc. citrus labels. These colorful pieces of Florida history document the Bob White Brand that was a specialty of the Strawn groves in De Leon Springs, Florida.

Carla Summers
Head, Special Collections/University Archives

Systems & Technology

HIGHLIGHTS of the YEAR in RETROSPECT

► Applications Development

- Fine-tuned the Electronic Thesis and Dissertation (ETD) form through which 530 ETDs have been submitted.
- Wrote a news management system that distributes data into multiple parts of the Libraries' Web site and stores news in a standard database format.
- Wrote a universal form processor that can take any HTML form's data and send it to a database, e-mail, or client e-mail with auto response support for a receipt page and flag required fields.
- Designed and implemented three different custom desktops for the Libraries' public access PCs. They incorporate the style and elements of the new Web page design, so there is a consistent look for the user.
- Created a minutes tracking and storing database and interface, so staff users can quickly browse and download meeting minutes. Designated users may also submit additional minutes to the database.
- Redesigned and unified the appearance of the Libraries' Intranet in preparation for a more extensive overhaul.
- Currently rebuilding and reorganizing the Intranet. The new design will incorporate the look of the main homepage and will give current information, via dynamic modules called widgets. Each of ten widgets will perform a unique function that interacts with some other part of the new Intranet site. The widgets include a Meeting Minutes tracker, Today on the Calendar, Announcements from Admin., Library News, Today's Weather, an Image of the Day, and Your Active Service Requests. Any of the widgets may be turned on or off based on the users' preference.
- Integrating a pre-built forum system into the new Intranet site, which automatically gathers user information and creates user accounts based on how the user loads the Intranet page.
- Wrote a calendar system to integrate all calendar-based information. The calendar combines three-four separately maintained calendars into one. Users can view months, weeks, days, and events dynamically. They can edit, add, and browse the calendar events and can set preferences for how their calendar is viewed.



Front Row (top to bottom): Athena Hoepfner, Lee Dotson, Page Curry, Selma Jaskowski
Back Row (top to bottom): Davina Hovanec, Blake Stephens, Greg McCoy, Scott Milbuta, Joel Lavoie

► Digital Services

- Created 69,592 digital images this year, a 279% increase over last year. The increase in material scanned was a result of receiving grant funding from IMLS to expand Central Florida Memory, in addition to funds received from FCLA to contribute to the Florida Heritage Collection. Digital image processing includes scanning, cropping, color correcting, bundling, and loading digital images for several digital projects. Each project requires the use of different formats, standards, and software packages.
- Added equipment and staff. Scanners were purchased with IMLS grant funds and FCLA equipment money to support work on Central Florida Memory and the Florida

Systems & Technology (cont'd)

Heritage Collection, respectively. Five students were hired to work on digital image creation for the Central Florida Memory project.

- Sponsored a student intern from the MIS program at UCF. He assisted with digital image creation and database management for the Carey Hand Funeral Home collection.
- Assisted in the CONTENTdm software upgrade, testing new features, and performing test loads in anticipation of loading 40,000 images for Central Florida Memory.

► Infrastructure

- Managed Libraries' network operations, servers, storage systems, security, and related infrastructure.
- Installed an additional fibre channel storage chassis to existing storage area network (SAN) providing an additional five drives and 533 GB.
- Purchased a larger uninterruptible power supply.
- Installed ILLiad on the Libraries' Web server and deployed client software to ILL staff.
- Installed Pharos UniPrint network printing software at Universal Orlando Foundation Library at the Rosen College and deployed client software on public PCs and laptops.

► 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.
- Using Microsoft SQL 2000 and VB.NET, developed a new Donor/Gifts database and redesigned the technical support master database.
- Maintained and supported all library-related computer functions including repairs, replacements, and installation of hardware and software.
- Printed full-sized color posters on the new large format poster printer.
- Installed 71 staff PCs, 30 laptops for patron loan, and 6 departmental laptops.

► Web Services

- Implemented updates and maintained the Libraries' Web pages, including the main site, regional campuses, Intranet, and Central Florida Memory.

- Designed, mocked-up, and built the appearance, functionality, and infrastructure of the Libraries' new Web page. The new site went live in April 2005.
- Designed a new look for the Central Florida Memory Web site and upgraded the digital content management software from CONTENTdm 3 to CONTENTdm 4. The site was also completely rebuilt and meets all accessibility guidelines.
- Developed a homepage image and theme for the new *Florida Historical Quarterly* Web site. The *Florida Historical Quarterly* was previously located in the Florida Heritage Collection in the Publication of Archival, Library & Museum Materials (PALMM) site (<http://palmm.fcla.edu/home.html>) but its popularity with users resulted in it becoming a separate collection.

REPORT on 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. *Infrastructure improvements needed in Room 137 and the wiring closets would total around \$300,000. Discussions are underway with Computer Services' Network Operations group regarding its campus infrastructure purchasing plans which will include equipment for Room 137. Library Systems is coordinating its equipment purchases to correspond with campus plans.*
- 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. *A BetterLight scanning camera system was purchased in June 2004. Digital Services and Systems staff received training in its operation and support in July 2004. An additional Kodak scanner was added with IMLS grant funding to support the Central Florida Memory imaging work. The value of our contribution to statewide digital collections was acknowledged when the Florida Historical Quarterly (our contribution to the Florida Heritage Collection on*

Systems & Technology (cont'd)

PALMM in 1999) was voted to be made its own separate collection in 2005.

- ▶ *Reclassify the office assistant position to reflect digital imaging duties. The Systems & Technology office assistant position was reclassified to Digital Imaging Technician in October 2004.*
- ▶ *Continue redesigning the Libraries' Intranet and Active Directories features on servers. With the addition of a fulltime programmer/analyst, a complete redesign of the Intranet is underway. It will include the redesign of the personnel database, room and van scheduling calendars, equipment inventory, and technical support reporting mechanisms. The redesign of the Libraries' Web pages went live in April 2005.*
- ▶ *Continue to evaluate server performance to more efficiently support logical functional areas. A new main server and new Web server will be put into production in Summer 2005. Work continues on maximizing performance.*
- ▶ *Finalize and monitor Electronic Thesis and Dissertation submission processes. The collection of ETDs grew to 530 spring semester. Procedures for submitting and processing ETDs are still being refined as each step is evaluated for accuracy and efficiency.*
- ▶ *Review staff assignments to ensure efficient use of resources and expertise. As departmental requirements evolve into more functional divisions, staff will be assessed and their assignments will be adjusted to better serve the needs of the Libraries. This assessment will take into consideration training pursued, skills developed, and interest in the work. Fortunately, Systems staff possess a high degree of enthusiasm for IT work and interest in undertaking new, challenging projects that expand and enhance technology in the Libraries.*
- ▶ *Continue to offer professional development opportunities for staff. Staff have attended free sessions offered by the University, Microsoft, and Adobe.*
- ▶ *Finalize policies and procedures for applications development, infrastructure support, Web services, digital services, and technical support. Work is ongoing. The Libraries' new Web design went live April 2005. Reorganization efforts are underway to simplify the process of Web work and make the implementation of new Web pages occur more quickly. The personnel, work order, and inventory databases are being re-written. Some data will be combined with the intention*

to streamline data structures to deliver results more efficiently.

DEPARTMENTAL GOALS for 2005-2006

- ▶ Improve network infrastructure.
- ▶ Move two new servers into production.
- ▶ Complete reorganization of Web editing, implementation, and support duties.
- ▶ Implement videoconferencing capabilities in conference room(s).
- ▶ Expand Digital Services facility to support additional digital project commitments.
- ▶ Investigate possible solutions for creating and supporting an institutional repository.
- ▶ Resolve regional campus computing support issues.
- ▶ Investigate connectivity and environmental issues that will affect implementation of an information commons.
- ▶ Evaluate needs for redefining and expanding Systems staffing.

CHANGES in STAFFING

Blake Stephens joined the team as programmer/analyst.

ADVANCEMENT 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, Orange County Regional History Center, Rollins College, and the Museum of Seminole County History, on Central Florida Memory.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Space continues to be an issue for the department. The Digital Services office is one 632-square foot room housing 6 staff as well as PCs, scanners, reprographic station, and the materials being digitized. With the expansion of work every year, the need for additional space for staff and equipment also expands. The Systems office is 1,100 square feet (including offices). It is often filled with equipment waiting for

Systems & Technology (cont'd)

deployment or surplus because there is little storage space available elsewhere.

ACCOMPLISHMENTS of FACULTY and STAFF

▶ Page Curry:

- Central Florida Memory, Digital Services Support
- Workshops:
 - Empowering Ideas: Adobe Creative Suite 2 on Tour, Orlando
 - Interviewer Certification Training, UCF Human Resources

▶ Lee Dotson:

- Committees:
 - Central Florida Memory, Digital Services Support
 - DPPC/DDAC: Monthly conference call with FCLA and state institutions. Attended annual committee meeting at UCF in November 2004
- Attended Empowering Ideas: Adobe Creative Suite 2 on Tour, Orlando

▶ Athena Hoepfner:

- Committees/Libraries:
 - Mentoring Committee, Recorder
 - Web Implementation Committee, Chair
 - ALEPH Implementation & Migration Committee
 - Collections Resources Committee
 - Web Direction Committee
 - Copyright Task Force
- Committees/FCLA:
 - Collection Management Committee
 - Electronic Collections Committee
- Conferences:
 - Computers in Libraries 20, Washington, DC
 - Internet Librarian 2004, Monterey, CA
 - EDUCAUSE 2004, Denver
- Presentations:
 - "OpenURL: Choices, Choices!" Internet Librarian 2004, Monterey CA
 - "An Affinity for Users," with Meg Scharf. Poster Session, EDUCAUSE, Denver
 - "Data Integration," AITP Gainesville Chapter Monthly Meeting, Gainesville,
- Workshops and Training:
 - NSSE Follow-up Workshops: Academic Rigor, Communication in the Disciplines,

Applying Mathematical Concepts, Collaboration and Support Services

- MetaSearching: Present and Future Prospects MetaLib: Version 3 for Users and Non Users Connection Information
- Presentation Magic: Public Speaking and Presentation Skills. Dawn Jensen, CFLC
- Portrait of the New Learner Workshop, FTEC, Orlando
- An Update on Digital Libraries, Web Seminar
- Usability: Designing for User Success, ARL Webinar
- E-Collection Development for the Academic E-library, ACRL Online Workshop

▶ Selma K. Jaskowski:

- Committees/Libraries:
 - Search Committee for Associate Director for Collections and Technical Services
 - Web Direction Committee
 - Systems Group
 - ALEPH Implementation & Migration Committee
 - Central Florida Memory Operations Committee
 - Mentoring Committee
 - Site Supervisor, International Librarian Exchange Program
 - COOP Committee
 - Network Security Team
 - Chair, Technology Advisory Group
- Committees/FCLA:
 - General Liaison
 - Digital Projects Planning Committee/Digital Development and Access Committee
 - Project Manager for UCF Library, Florida Heritage Project
 - Systems/Networking Committee
- Digital Project Development:
 - Central Florida Memory
 - Electronic Theses and Dissertations
 - Florida Heritage Project
 - Carey Hand Funeral Records
 - Harrison Price Papers
 - Institutional Repository
- Conferences:
 - Florida Library Association Annual Conference, Jacksonville
 - Computers in Libraries, Washington, DC

Systems & Technology (cont'd)

- Florida Chapter Association of College & Research Libraries, Fall Meeting, Orlando
- Presentations:
 - “Central Florida Memory: Library-Museum Partnership with Punch!” Florida Library Association Annual Conference, Jacksonville
 - “Central Florida Memory,” Central Florida Library Cooperative Annual Meeting, Keynote Panel, Celebration, FL
 - Orientation of New Employees, various times throughout the year
- ▶ Joel Lavoie:
 - Committees/Libraries:
 - ALEPH Implementation & Migration Committee
 - Director’s Advisory Group
 - Central Florida Memory Web Design and Server Support
 - Attended Computers in Libraries, Washington, DC
 - Conducted Orientation of New Employees, various times throughout the year
 - Workshops:
 - Interviewer Certification Training, UCF Human Resources
- ▶ Greg McCoy:
 - Committees/Libraries:
 - UCF Student Conduct Board
 - Web Implementation Committee
 - Web Direction Committee
 - Information Technology & Resources Coordinating Council
 - Director’s Advisory Group
 - o Chair, Holiday Party
 - Training:
 - Cisco CCNA Training
 - Attended various Microsoft seminars focusing on security and server administration
 - Presentations:
 - Network Security, Libraries Technology Advisory Group
 - Power Protection, Libraries Technology Advisory Group

- ▶ Scott Milbuta:
 - Committees/Libraries:
 - Emergency Evacuation Team
 - Holiday Party Committee
 - Received B.S. in Computer Information Technology from UCF
- ▶ Blake Stephens:
 - Central Florida Memory Web Design and Server Support

STATISTICS

Systems & Technology
Table 1
Electronic Theses & Dissertations

Submissions:	
January 2004 – June 2005	530

Systems & Technology
Table 2
Digital Projects Statistics: 2003/04-2004/05

Project	Images Scanned	
	2004-2005	2003-2004
Central Florida Memory	23,006	-
Florida Heritage	19,631	11,642
Carey Hand	6,528	405
IST	4,559	12,751
Harrison Price Papers	15,838	-
Special Requests	30	63
Total Images	69,592	24,861

Systems & Technology (cont'd)

Systems & Technology
 Table 3
 Web Usage Statistics: 2004/05

	All Web Pages	Library Main	E-Reserves	CFM
Total Hits	42,358,726	38,018,962	455,784	488,640
Average Hits per day	116,050	104,161	1,248	1,338
Visitors	2,109,902	1,733,577	45,029	36,517
Unique IPs	325,336	266,580	13,355	8,745
One-time visitors	230,382	189,108	7,677	6,981
Total data transferred (Mbytes)	608.46GB	267.14GB	245.17GB	6.75GB
Average Data transferred per day (Mbytes)	1,707.03MB	749.46MB	687.83MB	18.93 MB

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

	2004-2005	2003-2004	2002-2003	2001-2002	2000-2001
Work Orders					
Logged	1,158	1,122	1,031	1,012	1,229
Completed	1,166	1,122	1,026	1,005	1,224
Network Printing, Total pages	567,069	538,396	348,725	46,136†	--
PCs					
Public	203	210	201	182	174
Staff	187	186	180	159	150
Classrooms	43	43	43	43	41
Laptops					
Public	61	54	32	21	19
Staff	17	23	19	23	23
Public Network Printers	6	6	4	4	--
Staff Printers	35	33	28	36	40
Staff Terminals	1*	1*	1*	1*	1*
Servers					
Win2K	6	4	4	4	5
Unix*	1	1	1	1	1
Staff	8 FTE 1 Adjunct	7 FTE 1 Adjunct 1 OPS	7 FTE 1 Adjunct	6 FTE 1 Adjunct	6 FTE 1 Adjunct

† 12/20/2001 - 6/30/2002

* INNOPAC (Acquisitions/Serials system)


Selma K. Jaskowski
 Head, Systems & Technology

Universal Orlando Foundation Library

Universal Orlando Foundation (UOF) Library at the Rosen College of Hospitality Management serves the needs and interests of Rosen College's students, faculty, and staff, as well as the needs of the greater UCF community. The library also serves as an information resource center for the hospitality industry in central Florida.

HIGHLIGHTS of the YEAR in RETROSPECT

The library's first full year of operation, as exhilarating as any roller coaster ride, brought numerous successes. Among them:

- Confirmation from the World Tourism Organization (WTO) headquarters in Madrid, Spain, that the library's application to become a WTO Depository Library had been accepted. The logo features a stylized globe with latitude and longitude lines, set against a blue background. Below the globe, the text reads "Depository Library at the WORLD TOURISM ORGANIZATION".
- The library joined only four other academic libraries in the U.S. in receiving this distinction: Cornell University, New York University, Northwestern University, and the University of Hawaii. The WTO collection, consisting primarily of monographs, is gradually enriched with new publications each year and is managed according to international library standards.
- Proclamation by Dean Abraham Pizam on behalf of the faculty of the Rosen College, that the week of October 18-22, 2004, was to be Universal Orlando Foundation Library Week – a week during which the Rosen College “[called] upon students, faculty, staff, administrators, and UCF citizens to recognize the many outstanding accomplishments of the management and staff of the Universal Orlando Foundation Library at the Rosen College of Hospitality Management.”



Dean Abe Pizam, Frank Allen, Deb Ebster, Tim Botorff, and Linda Black displaying the proclamation announcing October 18-22, 2004 as “Universal Orlando Foundation Library Week”



UOF Library staff: Rowena Beredo, Grenka Bajramoski, Deb Ebster (seated), Linda Black, TJ Ormseth, & Tim Botorff

- A generous gift resulting from a book drive launched by Mr. Lee Cockerell, Executive VP of Operations at Walt Disney World, of 1,159 books on management and leadership donated by Disney Cast Members. Each volume was customized with a bookplate bearing the name of the individual donor and the following quotation from Walt Disney himself: “*There is more treasure in books than in all the pirates' loot on Treasure Island . . . Best of all, you can enjoy these riches every day.*”



Frank Allen, Linda Black, Nelsy Livingston, Deb Ebster and Lee Cockerell, Executive VP of Operations, Walt Disney World, who presented the UOF Library with over 1,100 books on management and leadership collected from a WDW staff book drive.

REPORT on DEPARTMENTAL GOALS for 2004-2005

► Goal 1 - Building Collections

In order to meet the needs of Rosen College's fast-growing undergraduate and graduate degree programs, improving the depth, quality, and the size of the collection was a major area of focus for

Universal Orlando Foundation Library (cont'd)

2004/2005. In all, the size of the collection has been increased by 68% since the end of 2003/2004.

Universal Orlando Foundation Library
Table 1
Collection Growth: 2003/04-2004/05

Rosen	Titles Held	Titles Held	% Growth
General	4,640	2,880	61%
Reference	472	302	56%
Browsing	264	n/a	n/a
Media	150	115	30%
Total Collection	5,526	3,297	68%
Periodicals	135	117	15%

The growth of the collection was accelerated by a large number of gifts to the library in 2004/2005. Thanks to the generosity of donors of all types – students, staff, faculty, community members, executives from Walt Disney World – the library was able to add hundreds of hospitality and business books to the collection, as well as significant runs of several industry periodicals. All told, gifts to the library accounted for an astounding 68% increase in the total size of the collection.

Universal Orlando Foundation Library
Table 2
Gifts Added to the Library's Collection

	2003/2004*	2004/2005
Titles Added	40	829
Number of Different Donors	7	105

*The library opened in Jan. 2004; statistics for 2003/2004 are from Feb.-Jun. 2004 only.

► Goal 2 - Building Programs and Services

Not surprisingly the public services statistics for 2004/2005 are robust, illustrating that the library offers a comfortable place for group or individual study, and through its services – such as instruction and reference in all its various formats – is facilitating student learning and research. (See Table 3, Public Service Statistics)

► Goal 3 - Building Relationships

During the past year UOF Library staff have gotten to know their colleagues and counterparts at the main campus and have also become an integral part of the Rosen campus as indicated by the following activities:

- Member on Director's Advisory Group (DAG)
- USPS Staff Council
- DAG Chili Cook-Off
- UCF Heart Walk



Robust public services statistics show that the library offers a comfortable place for group or individual study is facilitating student learning and research

- FSECC Campaign
- MLIS Information Day
- Diversity Week activities, including the Diversity Breakfast and the University Libraries' poster contest
- ALEPH Implementation & Migration
- Librarian Exchange program

UOF Library also hosted many visitors from the main library, notably the Acquisitions Services staff, Richard Harrison (Reference Services), Dwain Teague (director, Library Development), Milton Wolf (head, Collection Management), UWI Caribbean exchange librarian Myrtle Harris, and many others.

Library staff took advantages of many opportunities to get to know their Rosen colleagues and co-workers by participating in activities held on the Rosen campus, such as:

- Rosen Welcome Back Expo
- Aramark's Just 4U Luncheon
- "Rosenween" Costume Contest



"Rosenween" Costume Contestants UOFL's Linda Black, Dharma Olivi, and TJ Ormseth

Universal Orlando Foundation Library (cont'd)

- 2004/2005 State of the College Address and Scholarship Awards Ceremony
- Adult CPR Certification Training
- Spring Fling potluck luncheon

And like counterparts at the main library, we hosted a "Faculty Day" Open House at the UOF Library on March 1, 2005.

▶ Goal 4 - Building Community

The library has become a central gathering spot and an important academic resource for Rosen students, faculty, staff, and the hospitality community. Yet as a staff we wanted to contribute to the Rosen environment by enriching the social, intellectual, and cultural fabric of the campus as well. The following efforts were strides in that direction:

- Co-hosted and participated in the Rosen campus Allies Advance Workshop.
- Enrolled in Brodart's McNaughton Plan for purchase of a "browsing" or popular reading collection, which allows us to provide the Rosen campus with recreational reading materials they would normally have to borrow from the public library or via interlibrary loan. Without a doubt the most popular titles have been Mitch Albom's *The Five People You Meet in Heaven* and the phenomenal bestseller, *The Da Vinci Code*.
- Tim Bottorff has become the Faculty Advisor and Webmaster to the Future Writers' Club, a recently formed Rosen-based student club that encourages universitywide membership.
- Continued to produce high quality exhibits for the enjoyment and education of patrons, including:
 - Airline Industry Exhibit: "The Way We Were" (Milman memorabilia)
 - "The Making of an Amusement Park Attraction: Stephen Danks Lodwick and the Creation of Dudley Do-Right's Ripsaw Falls"
 - "20th Century Menus"
 - "Grand Hotels: Orlando's Landmarks 1880s-1980s"
 - "Rosen Faculty Publications" display
 - "1500 Magical Gifts: An Exhibit Celebrating the Disney Cast Member Donation to the Library"
- Continued to regularly publish the library newsletter "Check It Out" and keep the UOF Library's Web site updated.

DEPARTMENTAL GOALS for 2005-2006

Goals for 2004/2005 are all ongoing, i.e., to continue building:

- Collections
- Programs & Services
- Relationships and
- Community, mindful of the needs of new student residents on campus as of the fall semester 2005.

CHANGES in STAFFING

- ▶ Grenka Bajramoski, OPS Library Assistant, joined the staff part-time in August 2004 to assist at the service desk and with special projects. Ms. Bajramoski has five years of customer service experience working at Hallmark.
- ▶ With the resignation of Linda Black, the position of LTA Supervisor was vacated at the end of April, 2004. On the recommendation of the search committee, Sr. LTA Tanya Jo (TJ) Ormseth was promoted to the position effective June 17, 2005. In addition to many years of library experience, Ms. Ormseth holds a Bachelor of General Studies from the University of Nebraska, a Master of Arts in Legal and Ethical Studies from the University of Baltimore, and has the distinction of being the first female manager of two different restaurant chains (Steak & Ale and Applebee's) in the state of Florida.



TJ Ormseth
LTA Supervisor

Universal Orlando Foundation Library (cont'd)

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.
 - The library continued to select and acquire materials to support and enhance both the undergraduate as well as the graduate curricula in hospitality management.
 - The UOF Library Instruction program continued to instill awareness and promote the importance of information literacy for undergraduates and graduate students alike.
 - ▶ Provide international focus to our curricula and research programs
 - As a WTO Depository Library, UOF Library has a standing order for all official publications in all languages in which WTO publishes, including English, French, Spanish and the few published in Russian. As the leading international organization in the field of tourism, WTO undertakes large research, analysis, and data-gathering projects in a variety of segments and regions and is the only intergovernmental organization that serves as a global forum for tourism policy and associated issues.
 - Whenever feasible, UOF Library supports Rosen College faculty teaching in the hospitality program at the University of Aruba.
 - ▶ Become more inclusive and diverse
 - UOF Library continued to seek diversity in hiring staff and student assistants.
 - Library employees participated in the universitywide celebration of Diversity Week activities, fall 2004.
 - UOF Library staff took leadership in bringing an Allies Advance to the Rosen campus.

- ▶ Be America's leading partnership university
 - Continued to partner with Orange County Regional History Center to bring high quality exhibits within the field of hospitality to the UOF Library.
 - Continued to seek collaborative partners within the hospitality industry to support projects such as the local chapter of International Special Events Society's (ISES) awards competition.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

As the Rosen College's programs continue to grow, it is necessary that the library continue to receive adequate funding to support the college's directive to meet accreditation mandates and faculty and student expectations. As evidenced by a survey administered to faculty in spring 2004, the question which received the lowest score was the one centered on whether the library provided sufficient print and other materials on site.

Compliance with Digital Millennium Copyright in an age of emerging electronic technologies continues to provide provocative challenges. More universitywide dialogue on the subject to enhance faculty and librarians' awareness is needed.



Grand Hotels, one of the many exhibits created by UOFL staff, was created in association with the Orange County Regional History Center.

Universal Orlando Foundation Library (cont'd)

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Rowena Beredo, Sr. LTA:
 - Attended Interviewer Certification
 - Completed coursework in Library Research, Research Methods, Organizational Communication and Group Dynamics.
- ▶ Tim Bottorff, Public Services Librarian, Instructor:
 - Attended:
 - Florida Chapter of the Association of College and Research Libraries (FACRL) Fall Workshop "Visions for Change"
 - Central Florida Library Cooperative (CFLC) Reference Interest Group Meetings (three)
 - Association of College and Research Libraries (ACRL) National Conference and Pre-Conference on "Information Literacy in the Disciplines"
 - Florida Library Association (FLA) Annual Conference
 - American Library Association (ALA) Annual Conference
- ▶ Service:
 - Elected chair, CFLC Reference Interest Group
 - Created *Hospitality-Lib*, a professional listserv designed to facilitate the sharing of information among hospitality librarians
 - Served as a committee member and panelist for MLIS Information Day
 - Served as a Faculty Judge for the UCF Graduate Research Forum
 - Served on several university and library committees, including two search committees, the ALEPH Implementation and Migration Committee, and the Taskforce on Online Reference
 - Served as Faculty Advisor and Webmaster for the Future Writers Society (student organization)
 - Participated in the Librarian Exchange program with the Reference Services Department
 - Maintained memberships in ALA, RUSA, ACRL, FLA, and Beta Phi Mu
- ▶ Deborah Ebster
 - Attended:
 - Association for Research Libraries (ARL) Library Management Skills Institute I: "The Manager"
 - Florida Chapter of the Association of College and Research Libraries (FACRL) Fall Workshop "Visions for Change"
 - Florida Educational Technology Conference (FETC), "Portrait of the New Learner: Aligning Systems, Services and Expectations"
 - CFLC Workshop "Google Like a Guru"
 - Florida Library Association (FLA) Annual Conference
 - FLA Pre-Conference - Harvard Leadership Institute, "Leadership & Change: Becoming an Effective Agent of Change in the Contemporary Library"
 - American Library Association (ALA) Annual Conference
 - Service
 - Served on search committee for UCF Libraries Director of Library Development
 - Served as a panelist for MLIS Information Day
 - Selected as book reviewer in relevant hospitality-related subject areas for *Library Journal*
 - Volunteer, ACRL AFAS/ARTS Section Program "Chicago Blues: From the Delta to the World," ALA Annual Conference
 - Maintained memberships in ALA, RUSA, ACRL, FLA and FACRL.
- ▶ Tanya Jo Ormseth - Sr. LTA, promoted to LTA Supervisor 6/17/05:
 - Attended:
 - Diversity Week Breakfast
 - Rosen College's Spring-Fling luncheon
 - CFLC Interlibrary Loan Interest Group meeting at Rosen.
 - Service:
 - Served on the University Libraries' Diversity Team and coordinated UOF Library's Diversity Week activities

Universal Orlando Foundation Library (cont'd)

- Member of ALLIES and jointly coordinated (with Student Services staff) library's hosting of ALLIES Advance Workshop at Rosen
- Participated in and took 2nd place in the DAG/Relay for Life Chili Cook-off
- Key worker, UCF Annual FSECC Charity Campaign

In spring 2005 as part of a SACS-based initiative, University Libraries surveyed the Rosen College faculty with six questions regarding their experience with the UOF Library. The survey employed a five-point Likert scale with a response of "1" reflecting "strongly agree" and a response of "5" reflecting "strongly disagree." The six questions and mean responses from 21 Rosen College faculty are listed below:

- ▶ The library Web site enables me to locate information on my own: 1.8 (between strongly agree and agree)
- ▶ The library provides sufficient electronic resources for my research and class instruction: 1.8 (between strongly agree and agree)
- ▶ Knowledgeable library employees effectively answer my questions: 1.7 (between strongly agree and agree)
- ▶ The library provides sufficient print and other on-site materials: 2.1 (agree)
- ▶ The library provides services and equipment that allow me to readily access the information I need on site, from home, or office: 1.8 (between strongly agree and agree)
- ▶ The library is a comfortable, inviting place for study, learning and research: 1.8 (between strongly agree and agree)

Accompanying comments were quite positive, with expressions of such terms as "great staff," "wonderful staff," "excellent staff," "extremely knowledgeable," "warm and inviting space," "excellent service," "going above and beyond the call of duty," "they are terrific!," "terrific service," and "a showcase."

Deborah Ebster, Head
Universal Orlando Foundation Library at Rosen College

STATISTICS

As 2004/2005 represented the first full year of service at the Universal Orlando Foundation Library, the tables below may provide a baseline for the measurement and use of the Library.

Universal Orlando Foundation Library
Table 3
Public Service Statistics: 2003/04-2004/05

	FY 04-05	FY 03-04*
USE OF THE FACILITY:		
Patron Count	61,941	19,438
Lockers Checked Out	4	5
Study Rooms Used	140	34
INSTRUCTION:		
Classes Taught	23	4
Students Taught	662	43
MATERIALS CIRCULATED:		
General Collection	1,328	354
Audio/Visual	116	51
Browsing	126	n/a
Reserve	1,007	76
Laptops	1,634	10
Audio Sets	83	10
Renewals	25	n/a
Total Materials Circulated	4,319	481
REFERENCE		
Directional Questions	2,379	691
Library Reference, In Person	1,092	309
Library Reference, Via Phone	91	69
Library Reference, Via E-Mail	47	21
PERCs	9	n/a

*The Library opened in Jan. 2004; statistics for 2003/2004 are from Feb.-Jun. 2004 only

▶ Faculty Perceptions

Another indicator of a successful year is users' perceptions. Given the hospitality community's mandate for a high standard of customer service, the major hallmark of the UOF Library has been – since its inception – **superior** customer service.

Statistical Summary 2004-2005

VOLUMES HELD	OWN 6/30/04	ADDED	DELETED	OWN 6/30/04
Main Library	1,117,081	36,123	2,065	1,151,139
Brevard	35,231	2,370	392	37,209
Daytona	20,485	145	61	20,569
Lake Sumter/UCF	1,051	707	-	1,758
Universal Foundation Library at Rosen College	3,807	1,737	33	5,511
Curriculum Materials Center (CMC)	31,158	955	703	31,410
Florida Solar Energy Center volumes (FSEC)	24,507	689	182	25,014
<i>Subtotal Print Volumes</i>	1,233,320	42,726	3,436	1,272,610
Electronic volumes (netLibrary, other)	40,058	5,001	22	45,037
TOTAL	1,273,378	47,727	3,458	1,317,647
CATALOGED TITLES ALL LOCATIONS & MATERIALS				
TOTAL	1,121,210	45,022	1,759	1,164,473
MICROFORM UNITS				
Microfilm				
Main Library	60,370	564	-	60,934
FSEC	1	-	-	1
Microfiche				
Main Library	1,169,857	3,904	-	1,173,761
FSEC	56,522	-	-	56,522
Other Microfiche (ASI, CFR, CIS, IIS, SRI)	762,469	31,126	-	793,595
Microfiche Government Documents	821,103	7,153	-	828,262
U.S. Patents (Microfilm)	8,906	-	-	8,906
TOTAL	2,879,228	42,747	-	2,921,975
GOVERNMENT DOCUMENTS				
Print:				
U.S. Government*	270,600	2,038	1,180	271,458
Florida Government*	33,805	417	50	34,172
<i>Subtotal Print Gov't Documents (for IPEDS)</i>	304,405	2,455	1,230	305,630
<i>(Total IPEDS Holdings incl. Gov Docs)</i>	1,577,783	50,182	4,688	1,623,277
Non-Print:				
U.S. Electronic (CD-ROM, DVD, floppy)	3,969	129	-	4,098
Florida Electronic (CD-ROM, DVD, floppy)*	16	-	-	16
U.S. Patents (CD-ROM, DVD)	953	156	-	1,109
Maps*	3,574	43	4	3,613
TOTAL	312,917	2,783	1,234	314,466
SERIALS SUBSCRIPTIONS				
	OWN 6/30/04	INCREASE	DECREASE	
Periodicals all locations:				
Print Journals	4,853	11		4,864
E-Journals (Dual format + e-only)	5,650	1,665		7,315
Newspapers	31	3		34
E-Databases	324	38	-	362
FSEC Serials	109	6	11	104
Federal Depository Program (FDP) print serials*	592	-		592
FDP e-serials (dual format + e-only)*	1,967	-		1,967
Serials*	1,292	-		1,292
TOTAL ACTIVE SERIAL SUBSCRIPTIONS*	14,818	1,723	11	16,530
<i>Total Electronic Serial Subscriptions</i>	7,617	1,665	-	9,282
TOTAL INACTIVE TITLES	4,708	52		4,760
MEDIA VOLUMES				
Main	25,222	1,253	79	26,396
Curriculum Materials Center	5,670	15	181	5,504
Brevard/UCF Library	220	56	-	276
Daytona Beach	1	1	-	2
Lake Sumter	36	-	-	36
Universal Foundation Library at Rosen College	31	30	-	61
Florida Solar Energy Center	7,918	23	-	7,941
Total Media Volumes	39,098	1,378	260	40,216
* Beginning count restated				

Media Services (cont'd)

- ▶ Initiate two new media services by providing equipment and technical support.

CHANGES in STAFFING

Negotiations began to upgrade the two nightshift LTA positions to Senior LTA to correspond to the other USPS nightshift positions in the Libraries.

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
and
- ▶ Provide international focus to our curricula and research programs

Continued to operate a media reserve unit to support the teaching mission of the university.

- ▶ Become more inclusive and diverse

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

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ Roger Simmons
 - Committees:
 - Libraries Evacuation Team
 - Collection Resources Committee
 - Libraries Gifts Committee
 - ALEPH Implementation Team
 - Librarians' Personnel Advisory Committee
- ▶ Joseph Ayoub
 - Training:
 - UCF Continuing Education computer courses: FrontPage 2002, Excel 2002, Access 2002
 - Interpersonal Communication, UCF Training & Development (T&D)
 - Customer Service, UCF T&D

- ▶ Bonnie Betz
 - Committees/University
 - UCF Wellness Committee
 - USPS Staff Council:
 - Secretary
 - Fundraising Committee
 - Retreat Committee
 - Mentor Committee, chair
 - Welcome Committee
 - Special Activities Committee
 - Committees/Libraries
 - Frankenstein Committee
 - IT&R Social Committee
 - Relay for Life Committee
 - Exhibits Committee
 - Chili Cook Off
 - Holiday Committee
 - Training: Team Work Series, UCF T&D

- ▶ Jonathon Hanie
 - Member, Libraries Evacuation Team
 - Attended information sessions on:
 - ALEPH Implementation
 - Library Expansion & Renovation Meeting
 - Central Florida Memory Web Site

- ▶ Shidro Jones
 - Committees/Libraries
 - Libraries Evacuation Team
 - ALEPH Implementation Team
 - Library Services to Disabled Patrons Committee

- ▶ Jim Mauk
 - Member, ALEPH Implementation Team
 - Attended information sessions on:
 - Staff Council
 - Library Expansion & Renovation
 - Central Florida Memory Web Site

STATISTICS

The use of media library materials in past years was reported in the Circulation Services statistical tables under the summary category of "A-V, Music, Videos," and now as "Media." In May 2005, new location names were assigned to each media format collection (CD, DVD, CD-ROM, Laser Disk, Audiocassette, Video, Record, and Misc.). Usage statistics for these collections will begin to be reported in the 2005/2006 annual report.

Media Services (cont'd)

The abbreviated statistics in this year's table indicate the data available from the last three years and demonstrate the effect of changes in video format. Since 2002, the format of choice for purchases of new video has changed to DVD from VHS. This has primarily impacted feature films where recent releases are the most heavily used portion of the video collection. Usage of the VHS video collection has fallen dramatically, while DVD usage as reflected in the "Media" figures shows strong increases.

Laptop computer usage shows fluctuations caused by the aging of the original equipment in 2003/2004 and increasing the inventory to 38 laptops in 2004/2005.

Media Services
Table 1
Circulation Statistics

	2004/05	2003/04	2002/03
ITEMS CIRCULATED:			
Media (CD & DVD) Collection	13,232	16,502	9,962
Restricted Access	191	196	206
Record Collection	41	161	116
Video (VHS) Collection	15,185	27,476	31,318
Laptop Computers	28,331	16,347	22,311
Group Viewing Room	297	331	355
Media Reserves	5,811	N/A	N/A

Roger D. Simmons
Head, Media Services

Media Volumes

	Own 6/30/04	Added	Deleted	Own 6/30/05
Main				
Cassettes/AudioTapes	2,403	11	4	2,410
CD/ROMs	1,679	123	-	1,802
Compact Discs (music)	3,172	479	2	3,649
Compact Discs (other)	18	-	4	14
DVDs	951	253	14	1,190
DVD ROMS	1	-	-	1
Filmstrips	584	-	-	584
Laser Discs 12"	204	-	1	203
Media Kits	79	1	-	80
Other	83	1	-	84
Phonograph Records	2,445	4	1	2,448
Pictures	11	-	-	11
Slides	166	-	-	166
Video Recordings	13,426	381	53	13,754
Subtotal-Main	25,222	1,253	79	26,396
Curriculum Materials Center				
Cassettes/Audiotapes	411	-	10	401
CD-ROMs	639	6	2	643
Compact Discs	337	-	24	313
DVD	28	3	-	31
Filmstrips	399	-	-	399
Games	25	-	-	25
Kits	516	-	-	516
Laser Discs 12"	135	-	73	62
Maps	13	-	-	13
Media Kits	34	-	1	33
Models	24	-	-	24
Pictures	115	-	-	115
Multi-media	156	-	-	156
Other	27	-	1	26
Phonograph Records	1,046	-	51	995
Realia	98	1	2	97
Software	724	-	-	724
Transparencies	15	-	-	15
Video Recordings	928	5	17	916
Subtotal-CMC	5,670	15	181	5,504
Other Branches*				
Compact Discs (music)	49	7	-	56
Cassettes/Audiotapes	10	16	-	26
CD/DVD	13	8	-	21
CD-ROMS	15	15	-	30
Other	-	23	-	23
Video Recordings	201	18	-	219
Subtotal-Branches	288	87	-	375
Florida Solar Energy Center				
Cassettes/Audiotapes	58	-	-	58
CD-ROMs	65	23	-	88
Films	10	-	-	10
Slides	7,572	-	-	7,572
Video Recordings	213	-	-	213
Subtotal-FSEC	7,918	23	-	7,941
TOTAL MEDIA VOLUMES	39,098	1,378	260	40,216

* 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)
2004/2005	\$5,119,744	\$504,241	\$5,623,985	\$1,755,693	\$1,771,959	\$1,902,793	\$64,622	\$128,918	\$5,623,985
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

*Restated to conform to ASERL definitions

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

NOTES: Funds from Other Sources

FY 2004/2005	\$ 300,000	Regional Campus funds
	138,020	Departmental program funds loaded into base budget
	16,550	Film, A&S and Sports
	20,000	IST
	6,000	Theater
	10,000	Office of Research
	13,671	Replacements (Binding Revenue of T&D discontinued)
	\$ 504,241	
FY 2003/2004	\$ 250,000	University Special
	6,411	Arts and Sciences
	30,000	Rosen College of Hospitality Management
	43,909	Revenue (Replacements and thesis/dissertation)
	20,000	IST
	10,000	Office of Research
	20,791	Operations sweep
	\$ 381,111	Total
FY 2002/2003	\$ 136,998	Operating budget sweeps
	62,000	Molecular Biology Support
	500,000	University Special
	32,680	Thesis reimbursements and book replacement *
	43,190	Additional academic program support
	195,000	Regional Campus Support
	100,000	AA Reserve
	10,000	Sponsored Research *
	\$ 1,079,868	Total
FY 2001/2002:	\$ 62,000	Mid-year operating budget sweep
	27,087	Thesis reimbursements*
	5,152	Book replacements*
	28,799	Academic program support
	10,000	Sponsored Research*
	100,000	Area campus support
	\$ 233,038	Total
FY 2000/2001:	\$ 350,000	Lapsed full-time salary monies
	4,531	Book replacements *
	32,842	Thesis reimbursements *
	10,000	Sponsored Research *
	27,000	Engineering materials support
	682	Other
	\$ 425,055	Total
FY 1999/00:	\$ 585,500	Lapsed full-time salary monies
	28,000	OPS salary sweep
	43,699	Thesis/Dissertation/Lost Book Recoveries*
	43,637	Equipment conversion
	27,000	Engineering Department
	10,000	Sponsored Research*
	\$ 737,836	Total

NOTES: Funds from Other Sources (cont'd)

FY 1998/99:	\$	375,718	Lapsed Salary Monies
		30,000	Public Administration Department
		10,000	Sponsored Research Transfer*
		32,491	Thesis/Dissertation Recoveries*
		10,000	Psychology Department
		17,000	Foreign Languages*
	\$	475,209	Total
FY 1997/98:	\$	14,531	OCO Reallocation 11/26/97
		13,000	Spanish Program Transfer*
		10,000	Sponsored Research Transfer*
		31,038	Book OCO Recoveries*
		343,284	Lapsed Salary Monies
		132,000	Reserve Money Conversion
	\$	543,853	Total
FY 1996/97:	\$	150,000	Library Salary Conversion (to Book OCO)
		62,300	E & G Reserve Conversion (to Book OCO)
		22,692	Library Book OCO Funds Recoveries
		26,744	Library/CMC Equipment OCO Funds
FY 1995/96:	\$	5,000	Biological Sciences Department (Transfer to Book OCO)
		123,551	Library Salary Conversion (to Book OCO)
		84,027	Library OCO Funds (Charge to Library E & G)
		6,312	Library LINE/Auxiliary Equipment OCO
		750	Arts & Sciences Department (Transfer to Book OCO)
		18,543	Library/CMC Equipment OCO Funds
FY 1994/95:	\$	15,000	FCLA
		1,674	English Department
		886	Canadian Studies Grant and other
		86	Library Concession Expense (Change to Lib Concession)
		3,840	Library Expense (Change to Library Expense)
FY 1993/94:	\$	250,000	Academic Affairs/I&R Reserves
		84,163	SUS Tech Spcp
		193,774	Library Salary Conversion
		14,075	Library OPS Conversion
		9,500	Library Expense Conversion
		7,784	Library Equipment OCO (Charge to Library OCO)
		1,249	Library Line/Aux (Charge to Line Account)
		22,964	Library Expense (Charge to Library Expense)
		10,000	Sponsored Research Funds (Charge to Library DSR Overhead)
		70,000	LUIS Databases (Pd by FCLA)
FY 1992/93:	\$	250,000	Academic Affairs/I&R Reserves
		23,600	Library OPS Conversation
		295,507	Library Salary Conversion
		39,119	Library Expense Funds
		500	Film Program
		381	AHEC Nursing

*Negative expenses, not budget transfers

Financial Profile (Expenditures)

	2004-05	2003-04	2002-03	2001-02	2000-01	1999-2000
Salaries-Full-time(1)	\$5,194,929	\$4,888,517	\$4,295,132	4,079,542	\$3,772,100	\$3,535,793
Part-time Personnel(2)	600,094	629,670	485,397	498,804	531,520	415,740
Operating Expense(3)	670,940	640,077	580,051	466,875	582,724	555,175
Capitalized Furniture and Equipment(4)	278,665	265,957	291,864	248,930	276,841	294,239
Library Materials(5)	5,623,985	5,038,828	5,494,106	5,303,915	5,680,840	5,173,357
LibraryTotalExpenditures(E&G)	\$12,368,613	\$11,463,049	\$11,147,550	\$10,598,066	\$10,844,025	\$9,974,304

(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.

2004/2005 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
Viggiano, Rachel	Faculty Senate Representative	04/05-05/06
Friend, Craig	Arts & Sciences/History	03/04-05/06
Cooper, Larry	Arts & Sciences/Art	04/05
Janz, Bruce	Arts & Sciences/Philosophy	04/05-06/07
Parikh, Mihir	Business Administration/Management Information Systems	04/05-06/07
Divo, Eduardo	Engineering & Computer Sciences/Engineering Technology	04/05-06/07
Boote, David	Education/Educational Studies	02/03-04/05
Brown, E.J.	Health & Public Affairs/Nursing	02/03-04/05
Eaglin, Ron	Chair of Chairs/Engineering & Computer Sciences/ Engineering Technology	04/05-06/07
Pizam, Abe	College Dean/Rosen School of Hospitality Management	03/04-05/06

UCF Libraries Staff (as of June 30, 2005)

Abulencia, Leticia	Cataloging Services	Kilman, Marcus	Circulation Services
Alderman, Barbara	Partnership Library Services	King, Allison	Partnership Library Services
Allen, Frank	Administrative Services	Kirwan, Katie	Acquisitions/Binding
Allen, Robbie	Circulation Services	Kisby, Cynthia	Administrative Services
Ayoub, Joe	Periodicals/AV	Konzak, Elizabeth	Special Collections/Archives
Baker, Barry B.	Administrative Services	Krolowitz, Jen	Administrative Services
Basco, Ven	Reference Services	LaMoreaux, Jamie	Acquisitions Services
Beale, Judith	Special Collections/Archives	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	MacDuffee, Susan	Acquisitions/Binding
Betz, Bonnie	Periodicals/AV	Mahan, Cheryl	Reference Services
Bishop, Corinne	Reference Services	Martin, Jason	Reference Services
Bizon, Joe	Acquisitions Services	Mauk, Jim	Periodicals/AV
Bolinger, Parri	Administrative Services	McCoy, Greg	Systems & Technology
Bottorff, Tim	UOF Library at Rosen	McGrath, Jeremy	Circulation Services
Burris, Cindy	Reference Services	Mendelsohn, Hal	Reference Services
Campbell, Deirdre	Interlibrary Loan	Milbuta, Scott	Systems & Technology
Candela, Tina	Acquisitions Services	Montgomery, Kimberly	Cataloging Services
Case, Lyn	Cataloging Services	Montgomery, Renee	Reference Services
Chan, Robin	Government Documents	Ogreten, Burak	Cataloging Services
Clark, Diane	Administrative Services	Ormseth, T.J.	UOF Library at Rosen
Colding, Linda	Reference Services	Parulan, Reynaldo	Cataloging Services
Coney, Gloria	Circulation Services	Piasek, Jeanne	Cataloging Services
Correa, Eda	Cataloging Services	Reynolds, Joan	Interlibrary Loan
Crist, Alice	Cataloging Services	Robinson, Debra	Interlibrary Loan
Curry, Page	Systems & Technology	Ryan, Tim	Administrative Services
Dillon, Gerald	Circulation Services	Sánchez, Nelisa	Administrative Services
Dresser, Michael	Interlibrary Loan	Santiago, Jorge	Cataloging Services
Dvorecky, Anna	Cataloging Services	Scharf, Meg	Administrative Services
Ebster, Deborah	UOF Library at Rosen	Semones, Meredith	Reference Services
Fox, James	Reference Services	Seward, Linda	Acquisitions Services
Gary, Valeska	Periodicals/AV	Shrauger, Kristine	Interlibrary Loan
Gause, Rich	Government Documents	Simmons, Roger	Periodicals/AV
Girard, Janet	Administrative Services	Snow, Marilyn	Reference Services
Gladding-Swann, May Lee	Circulation Services	Sotak, Nicole	Curriculum Materials Center
Goda, Donna	Reference Services	Spyers-Duran, Peter	Reference Services
Hadlock, Patrick	Cataloging Services	Stahley, Mem	Partnership Library Services
Hall, Patricia	Government Documents	Steffens, Catherine	Cataloging Services
Hammond, Rebecca	Special Collections/Archives	Stephens, Blake	Systems & Technology
Hanie, Jon	Periodicals/AV	Summers, Carla	Special Collections/Archives
Harrison, Richard	Reference Services	Sypolt, Terrie	Reference Services
Healy, David	Cataloging Services	Teague, Dwain	Administrative Services
Helm, Dannie	Special Collections/Archives	Tiberii, Patricia	Interlibrary Loan
Hill, Johnny	Circulation Services	Todd, Andrew	Partnership Library Services
Hill, Shelly	Circulation Services	Viggiano, Rachel	Reference Services
Hinshaw, Carole	Reference Services	Vogt, Clare	Administrative Services
Hoeppner, Athena	Systems & Technology	Von Jares, Andrea	Collection Management
Hovanec, Davina	Systems & Technology	Ward, Jeannette	Acquisitions Services
Humphries, Megan	Circulation Services	Weatherford, Debbie	Acquisitions/Binding
Jaggernaut, Pamela	Curriculum Materials Center	Webb, Jack	Cataloging Services
Jaskowski, Selma	Systems & Technology	Wiley, Ruth	Reference Services
Johnson, Jacqui	Cataloging Services	Wilson, Kerry	Administrative Services
Jones, Shidro	Periodicals/AV	Wolf, Milton	Collection Management
Kelly, Jessica	Circulation Services	Woolard, David	Curriculum Materials Center
Kibbee, Raynette	Administrative Services	Zhang, Ying	Reference Services
Killingsworth, Elizabeth	Reference Services		

Organization

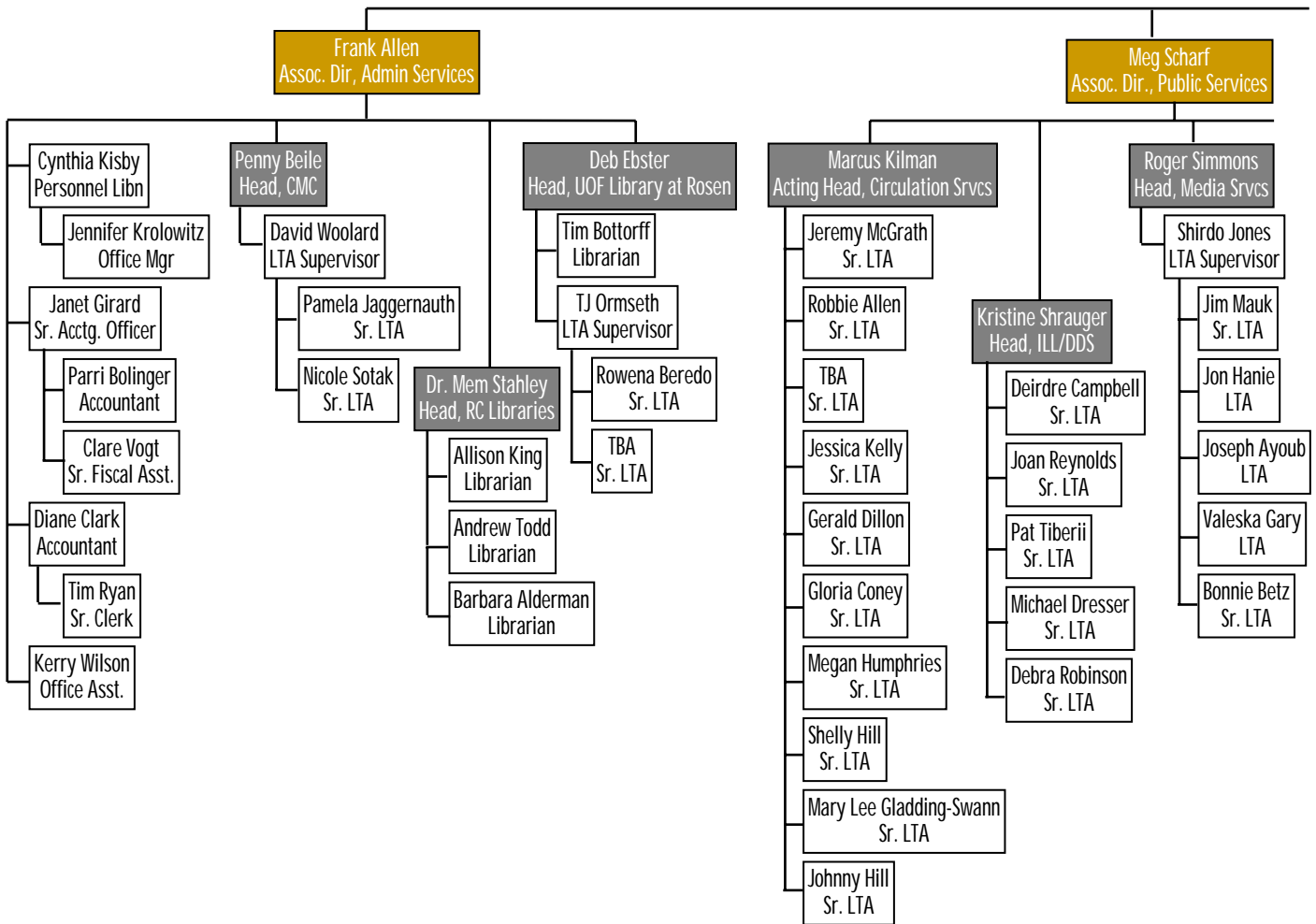
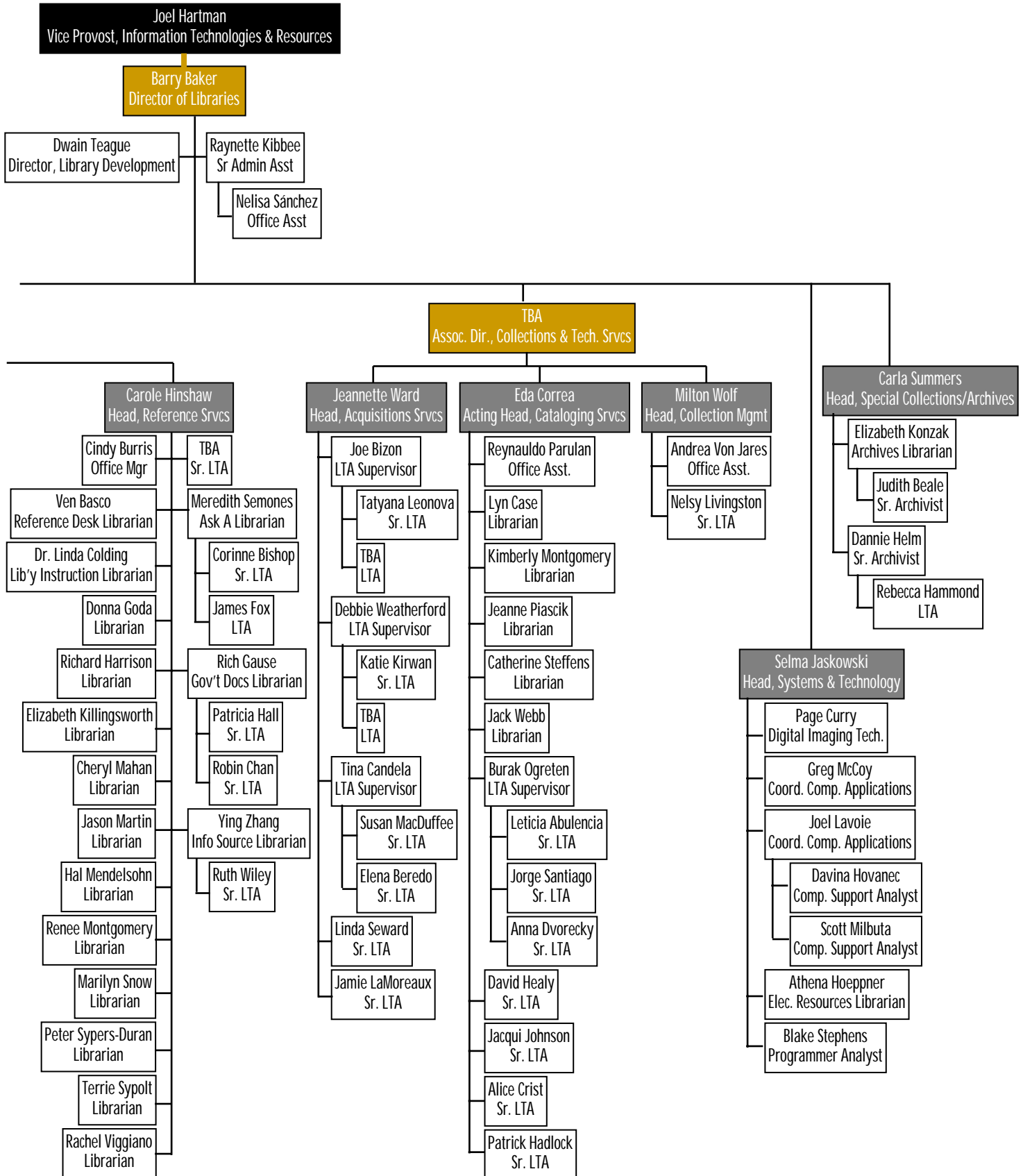


Chart (as of June 30, 2005)



Abbreviations & Acronyms

A&P	Administrative & Professional	DBCC	Daytona Beach Community College
A&S	Arts & Sciences	DDAC	Digital Development & Access Committee
AA	Academic Affairs	DLI	Distance Learning Library Initiative
AACR	Anglo-American Cataloging Rules	DPCC	Digital Project Planning Committee
AAL	Ask A Librarian	DSR	Division of Sponsored Research
AAM	Asian & African Materials	DVD	Digital Video Disc
AASLH	American Association for State & Local History	E&G	Educational & General
ACRL	Association of College & Research Libraries	EAD	Encoded Archival Description
ACS	American Cancer Society	EBSCO	Elton B. Stephens Company
ACS	American Chemical Society	ETD	Electronic Theses & Dissertations
ACURIL	Association of Caribbean University, Research & Institutional Libraries	F&A	Finance & Accounting
ADA	Americans with Disabilities Act	FACRL	Florida Chapter, Association of College & Research Libraries
AFAS	African American Studies	FAM	Florida Association of Museums
AHEC	Area Health Education Center	FAMU	Florida Agricultural & Mechanical University
AIM	ALEPH Implementation & Migration	FCLA	Florida Center for Library Automation
AITP	Association of Information Technology Professionals	FCTL	Faculty Center for Teaching & Learning
ALA	American Library Association	FDP	Federal Depository Program
ALCTS	Association for Library Collections & Technical Services	FEA	Florida Education Association
ALEPH	Automated Library Expandable Program	FETC	Florida Educational Technology Conference
ARL	Association of Research Libraries	FHP	Florida Heritage Project
ASERL	Association of Southeastern Research Libraries	FHS	Florida Historical Society
ASI	American Society of Indexers	FLA	Florida Library Association
AV	Audiovisual	FSEC	Florida Solar Energy Center
BA	Bachelor of Arts	FSECC	Florida State Employees' Charitable Campaign
BABA	Bachelor of Arts in Business Administration	FSU	Florida State University
BAS	Bachelor of Applied Science	FTE	Full-Time Equivalent
BCC	Brevard Community College	FWS	Federal Work Study
BWI	Book Wholesalers, Inc.	FY	Fiscal Year
CACREP	Council for Accreditation of Counseling & Related Educational Programs	GNRC	Grants & Nonprofit Resource Center
CAGER	Cataloging & Access Guidelines for Electronic Resources	HR	Human Resources
CCLA	College Center for Library Automations	HTML	HyperText Markup Language
CCNA	Cisco Certified Network Associate	HVAC	Heating, Ventilating, & Air Conditioning
CD	Compact Disk	I&R	Instruction & Research
CD	Collection Development	IIS	Index to International Statistics
CDWS	Course Development & Web Services	ILL	Interlibrary Loan
CFLC	Central Florida Library Cooperative	ILL/DDS	Interlibrary Loan/Document Delivery Services
CFM	Central Florida Memory	ILS	Integrated Library System
CFR	Code of Federal Regulations	IMLS	Institute for Museum and Library Services
CIS	Congressional Information Service	IP	Internet Protocol
CLC	Children's Learning Center	IPEDS	Integrated Postsecondary Education Data System
CMC	Curriculum Materials Center	ISES	International Special Events Society
COE	College of Education	ISO	International Organization for Standards
COOP	Continuity of Operations Program	IST	Institute for Simulation & Training
CREOL	Center for Research & Education - Optics & Lasers	IT&R	Information Technologies & Resources
CSUL	Council of State University Libraries	LAB	Library Association of Brevard
CUC	Connecting the UCF Community	LAMA	Library Administration & Management Association (ALA)
DAG	Director's Advisory Group	LC	Library of Congress
		LCSH	Library of Congress Subject Heading

Abbreviations & Acronyms (cont'd)

LINE	Library Information Network & Exchange	SAN	Storage Area Network
LINK	Learning & Interacting with New Knights	SCC	Seminole Community College
LITA	Library & Information Technology Association	SCH	Student Credit Hour
LMS	Library Management System	SCI-FI	Science Fiction
LPAC	Librarians' Personnel Advisory Committee	SCTF	Special Collections Task Force
LRC	Learning Resource Center	SEALL	Southeastern chapter of the American Association of Law Libraries
LSCC	Lake Sumter Community College	SELA	Southeastern Library Association
LSTA	Library Services & Technology Act	SEMC	Southeastern Museums Conference
LTA	Library Technical Assistant	SFA	Society of Florida Archivists
LUIS	Library User Information System	SFDM	School of Film & Digital Media
MAES	Measurement, Assessment & Evaluation Section	SLA	Special Libraries Association
MARC	Machine Readable Cataloging	SOLINET	Southeastern Library Network
MIS	Masters in Information Science	Sr.LTA	Senior Library Technical Assistant
MIT	Massachusetts Institute of Technology	SRI	Statistical Reference Index
MLIS	Master of Library & Information Science	STARS	Sharing Technology & Resources
MS	Microsoft	STP	Switch To Production
MUSE	Multi-User Simulated Environment	SUL	State University Libraries
NACO	National Coordinated Cataloging Operations	SURE	Showcase of Undergraduate Research Excellence (UCF)
NAFE	National Association for Female Executives	SUS	State University System
NASIG	North American Serials Interest Group	T&D	Training & Development
NCATE	National Council for Accreditation & Teacher Education	T&D	Technology & Development
NLM	National Library of Medicine	TMQ	Total Management Quality
NMRT	New Members Round Table	TSPC	Technical Services Planning Committee
NOTIS	Northwestern Online Total Integrated System	UCF	University of Central Florida
NSSE	National Study of School Evaluation	UL	University Libraries
OCLC	Online Computer Library Center	ULS	University Libraries Section (ACRL)
OCO	Operating Capital Outlay	UOF	Universal Orlando Foundation
OLAC	Online Audiovisual Catalogers	URL	Uniform Resource Locator
OO	Operational Objective	USF	University of South Florida
OPS	Other Personnel Services	USPS	University Support Personnel System
PALMM	Publication of Archival Library & Museum Materials	UWI	University of the West Indies
PC	Personal Computer	VHS	Video Home System
PERC	Personalized Electronic Research Consultation	WTO	World Tourism Organization
PFA	Priority for Action	YBP	Yankee Book Peddler
PLDG	Partnership Libraries Discussion Group	YTD	Year to Date
PO	Purchase Order		
PTDL	Patent & Trademark Depository Library		
PTDLP	Patent & Trademark Depository Library Program		
PURL	Persistent Uniform Resource Locator		
QEP	Quality Enhancement Program		
RC	Regional Campus		
ROM	Read Only Memory		
RUSA	Reference & Users Services Association		
SACS	Southern Association of Colleges & Schools		
SAILS	Standardized Assessment of		

Frankenstein: Penetrating the Secrets of Nature

University of Central Florida Libraries
October 27-December 10, 2004



Cheryl Mahan
Principal Investigator for Grant
Ringmaster and driving force behind
the people, displays, and events that
comprised this extravaganza.

The next few pages showcase photographs of many (but by no means all) of the events, displays, speakers, activities, and people involved during the visit of *Frankenstein: Penetrating the Secrets of Nature*. More photos can be found elsewhere in this report.



Local artist, Scott Sylvester,
created his 7-foot tall version
of the Creature with book
jackets, paper, and tape.



THE Exhibit



Exhibit panels and part of the popular culture display created on the library's 72-foot "Art Wall"



Panels from the traveling exhibit itself (above & right).
Right above, Renee Montgomery peeking around the corner of another pan

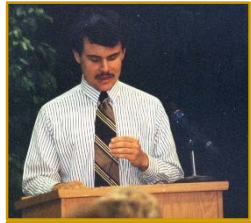


el.

Cinema Series Titles

- Young Frankenstein* (1974)
- Thomas Edison's *Frankenstein* (1910)
- Abbott & Costello Meet Frankenstein* (1948)
- Universal's *Frankenstein* (1931)
- Mary Shelly's Frankenstein* (1994)

Student Competitions



Short Story
Computer Engineering major, Marshall Blessing, reading a portion of his winning short story, "Taubergeist."



Ten-Minute Play
Theater major Ayla Harrison (at podium) introducing her winning play, "The Progeny," which was read/acted by (not in order seen in the picture) Ashely Barnett as Mary, Jennifer Morrison as Claire, Mark Koenigh as Shelley, Sand Shenkman as Byron, Jesse Lenoir as Polidori, Taira Layner as May and Suzanna Richardson as the narrator.
Foreground: Ayla receiving her award from Theater professor, Belinda Boyd.

Short Film
Digital Media & Graphic Design major, Brenna Martin, who won for her silent film, *The Doctor's Folly*, here standing in front of a poster for Universal Studio's 1931 production of *Frankenstein*.

Speakers & Events

Some of the Speakers and Events held during the Exhibits's stay (see legend on next page)



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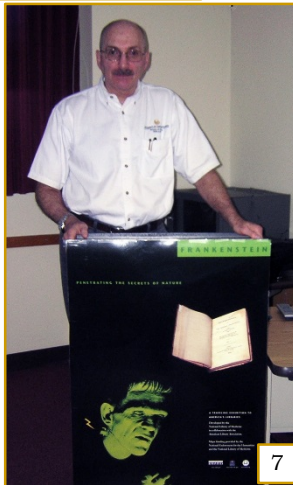
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FRANKENSTEIN

Penetrating the Secrets of Nature

UCF LIBRARY DIRECTIONS HOURS THANKS TO COMMITTEE CONTACT US

HOME EVENTS DISPLAYS CINEMA SERIES VIDEOS & MUSIC MARY & SHELLEY SUGGESTED RELATED READING LINKS STUDENT COMPETITIONS



Original drawing of Frankenstein's creature by Charles Roller, Creative Director, UCF Marketing

Favorite Frankenstein Movie Poll

In the spirit of the election season, please vote for your favorite Frankenstein movie!

The University of Central Florida Libraries is proud to host the traveling exhibit, *Frankenstein: Penetrating the Secrets of Nature*, October 27 through December 10, 2004.

The exhibit uses the creature of Mary Shelley's nineteenth-century novel, *Frankenstein*, as well as Hollywood film versions of the story as touchstones for discussions about gothic literature, popular culture, diversity, science fiction, medical ethics, scientific experimentation, and the nature of life.

The free exhibit is open to the public and will be on display in the lobby of the main library on the Orlando campus. Please use the links on this site to learn more about the speakers, cinema series, displays, and student competitions in film, short story, and drama that are scheduled in conjunction with the exhibit. For more details about the exhibit itself, link to the [American Library Association Frankenstein](http://www.americanlibraryassociation.org/frankenstein) website.

Developed by the National Library of Medicine in collaboration with the American Library Association, the exhibit has been made possible by major grants from the National Endowment for the Humanities, Washington, D.C., and the National Library of Medicine. The traveling exhibition is based upon a major exhibition produced by the National Library of Medicine in 1997-1998.

Web site created for the exhibit, <http://library.ucf.edu/Frankenstein>, featuring original drawing of the creature by UCF Marketing's Charles Roller.



11



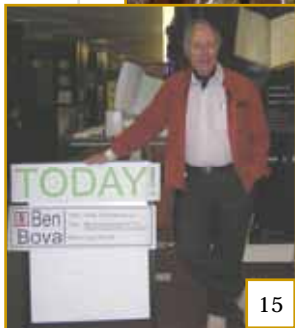
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- 1 Docents** Jamie LaMoreaux, Ginny Farmer, Cindy Burris, Nuria Curras, & Cheryl Mahan sporting lab coats emblazoned with the original Charles Roller drawing of the Creature
- 2 Creating a Monster: Fright Make-up for Amateurs** Kristine Tollefson, Theater, & her models: Shea Elsmore, Matt Brown, & Brenna Martin
- 3 iTeam: The Interactive Frankenstein Experience** With the backdrop of the large pipe-and-drape "stage" enclosure erected in the Reference, left: Professor Lori Ingle (SFDM, seated) and her writers: Brady Elowski, Marc Shapins, Chrissie Lavender and Matt London; and right: The iTeam: back row: Ken Ingraham, Curt del Principe, Donte Bonner, Jenn McElroy, Ryan Jones; front row: front row: Daryn Kahn, Jay Barwick, Rob Coll, Shannon Beeby, Kelly Klein – Reclining: Kristen Breunig
- 4 It Was a Dark and Stormy Night** Dr. John Schell, Asst. Vice President, Academic Affairs and Dean, Undergraduate Studies, gave the opening lecture on the life of Mary Shelley
- 5 Creating Life from the Lifeless: the Art of Cloning** Dr. Alison Morrison-Shetlar, Director, FCTL
- 6 I Was Frankenstein's Monster! Orlando's Mr. Magic, Harry Wise, Reminisces & Does Prestidigitation** (also presented for Learning Institute for Elders - LIFE)
- 7 What Science Did Mary Shelley Know and When Could She Have Known It?** Dr. Michael Bass, professor emeritus, School of Optics
- 8 Scary Movies and the Screenwriters Who Create Them** LA screenwriter, Mark Kruger (also spoke at the Honors luncheon and gave a workshop for students in the Comm. Building)
- 9 Biotechnology: Boon or Bane?** Dr. Henry Daniell, professor and trustee chair, Molecular Biology & Microbiology, who work in the engineering of transgenic plants that produce pharmaceuticals to treat cancer, cardiovascular disease, diabetes and hepatitis, as well as vaccines for anthrax, plague, cholera, and other bioterrorism agents
- 10** Henry Petit, chair, Cinema Committee CAB & Laura Waltrip, Asst. Director, Office of Student Involvement, who generously funded most of our film costs
- 11 Bioethics Panel Discussion** Dr. Ronnie Hawkins, Philosophy; Dr. Leslie Lieberman, Anthropology; and Dr. Randy Tompkins, Florida Hospital College of Health Services with moderator Stephan Ihde (standing), Nicholson School of Communication, & Renee Montgomery, panel organizer
- 12 The Frankenstein Complex and Its Impact on Robotics** The world's first robotic psychiatrist, Joanne Pransky, and her friend Brett (Buzz) Dawson, who runs the Robot Campus and is involved with the Robot Outreach Program on campus. (also spoke at Honors luncheon)
- 13 You, Me, and The Other: Frankenstein and Diversity** Dr. Bette Tallen, Office of Diversity Initiatives
- 14 Cinematic Legacy of Frankenstein: Gender, Power, Horror, Humor** Dr. Caroline (Kay) Picart, FSU professor of English & author of three books on Frankenstein films (also spoke for Honors luncheon)
- 15 Predicting the Future through Science Fiction: Frankenstein Refuted** Science fiction writer Dr. Ben Bova, a six-time winner of the Hugo Award and former editor of *Analog*
- 16 Frankenstein's Three Brains: Cognitive Neuro-Science-Fiction** Dr. Shaun Gallagher, professor and chair, Philosophy; director, Cognitive Sciences Program, & co-editor, interdisciplinary journal, *Phenomenology and the Cognitive Sciences*

The Displays



Ultimate Sci-Fi Collection
Part of the display created for Special Collections by Jack Webb & Milton Wolf



Final Respects: Victorian Mourning & Funeral Customs
On loan from the Maitland Historical Society



Transgenic Cloning: A Fantastic Future
Created by Peter Syfers-Duran, highlights US patents collection



Electified by Frankenstein
Creator of *Bound & Gagged* and co-creator of *The Middletons*, nationally syndicated editorial cartoonist Dana Summers provided many examples of his often Frankenstein-themed work, including a self-portrait as the Creature.



FrankenToys
Front row: Parri Bolinger, Ajwad Ansari, Ying Zhang, Ruth Wiley & Nuria Curras
Back row: Marilyn Snow, Sue Creighton, Terrie Sypolt, Peter Syfers-Duran, Corinne Bishop, Meg Scharf, Jamie LaMoreaux, David Woolard, Cindy Burris, Barry Baker & Ginny Farmer



FrankenThemed Book Jackets



Monster of the Month
Created as part of the Halloween "set" in the Staff Lounge



Close-Up of the Children's Book display



Frankenstein: The Novel Since 1818 - Never Out of Print