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2006

## University of Central Florida Libraries, Annual Report 2005-2006

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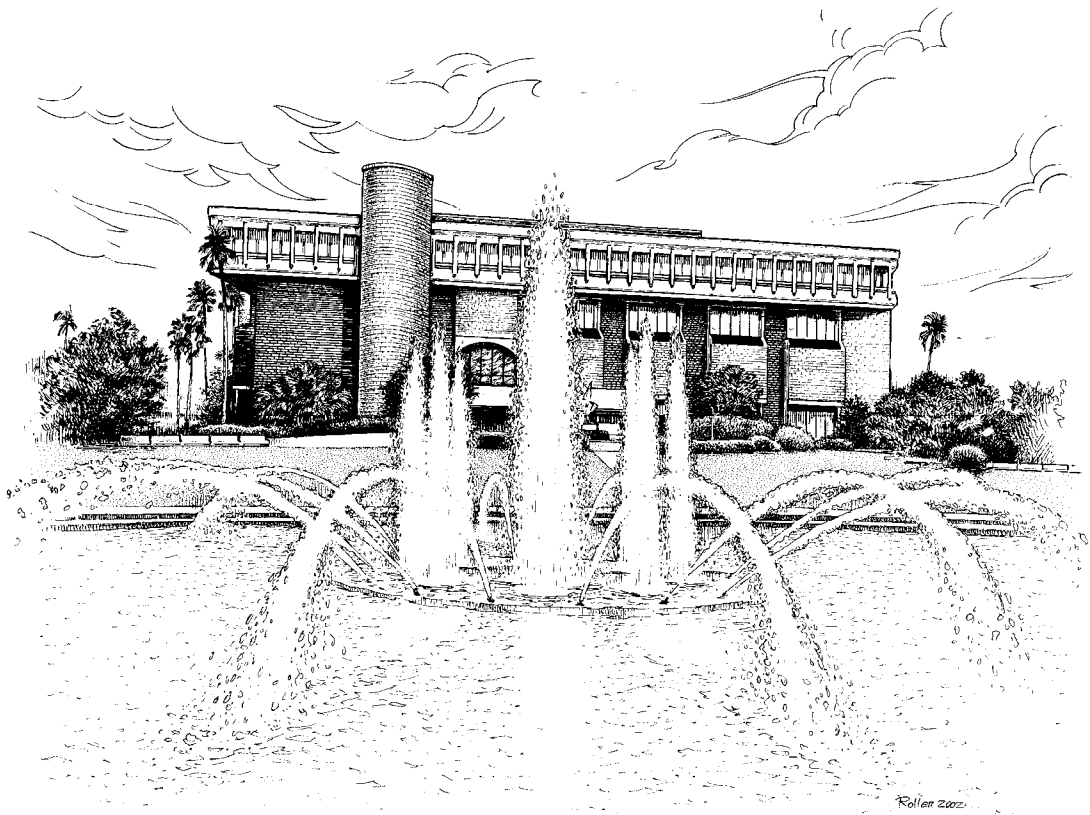
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University of  
**Central  
Florida**



# Libraries

Annual Report  
2005-2006

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## First Annual Library Staff Recognition Awards

### 25-29 Years

Debbie Weatherford &  
Alice Crist (missing is  
Cheryl Mahan)



### 20-24 Years

Raynette Kibbee,  
Jeannette Ward,  
Meg Scharf, &  
Marilyn Snow  
(missing Patricia  
Hall & Jim Mauk)



### 15-19 Years

Joanie Reynolds, Kim  
Montgomery, Athena (Tina)  
Candela, Roger Simmons, Carole  
Hinshaw, Gloria Coney, Deirdre  
Campbell, Pat Tiberii, Shidro  
Jones (missing Mem Stahley)



### 10-14 Years

Athena Hoepfner, Jack Webb,  
Selma Jaskowski, Jamie  
LaMoreaux, Meredith Semones,  
Buenaventure (Ven) Basco,  
Leticia Abulencia (missing Diane  
Clark & David Healy)



### 5-9 Years

Peter Spyers-Duran,  
Jacqui Johnson,  
Barry Baker,  
Eda Correa,  
Frank Allen,  
Jen Krolowitz,  
Susan MacDuffee,  
Elizabeth  
Killingsworth,  
Linda Colding,  
Elena Beredo,  
Joel Lavoie,  
Lyn Case,  
Davina Hovanec,  
Joseph Ayoub,  
Cynthia Kisby



Jeanne Piascik, Janet Girard, Penny Beile, Mary Lee Gladding-Swann, Greg McCoy, Kerry Wilson (missing:  
Joe Bizon, Rich Gause, Donna Goda, Pam Jaggernaut, Marcus Kilman, Allison King, Katie Kirwan,  
Tim Ryan, Ying Zhang)

The department of Information Literacy and Outreach was established in May and will support the university's Quality Enhancement Plan (QEP) for Information Fluency (IF). The QEP is an important part of the Southern Association of Colleges and Schools (SACS) reaffirmation for the university. SACS requires each institution to have a QEP, which is a course of action focused on improving student learning.

The new department has three primary areas of responsibility: coordination and planning of the Libraries' instructional services, including support of the university's Information Fluency QEP; support and coordination of library services to faculty members who are teaching online courses and students taking online courses; and marketing of the Libraries' information services. The department will coordinate all current and future library activities that support information fluency across the curriculum.

Elizabeth Killingsworth was named interim department head. Other members of the department are Jason Martin, Rachel Viggiano, Renee Montgomery, and Erica Baker. A new library faculty position of Information Literacy Librarian will be added to the department.

Throughout the year, the Libraries' staff and faculty prepared for "switch to production" (STP) for the new library management system Ex Libris ALEPH. Data preparation for migration continued during the year and data from both the NOTIS and Innovative systems were successfully migrated into ALEPH. 1,193,000 bibliographic records and 1,302,000 copy records were migrated from NOTIS to ALEPH. 42,200 patron records were migrated into ALEPH from NOTIS and 32,800 circulation loans were loaded from NOTIS.

Jeannette Ward, Associate Director for Collections and Technical Services, coordinated the effort and library staff and faculty on the Libraries' ALEPH Implementation and Migration (AIM) Team worked closely with the staff of the Florida Center for Library Automation (FCLA) on training and implementation issues.

The Libraries' STP date is scheduled for July 10, 2006.

On August 15 there was major flooding in the Special Collections stack area caused primarily by maintenance problems with the drains and pans of the HVAC units in the penthouse.

Some valuable archival collections were damaged consisting of 197 cartons and 47 boxes totaling 270 linear feet. 27 scrapbook packages of materials, 62 books as well as some Haitian paintings were also affected. Fortunately most materials were only slightly damaged due to the quick response of Special Collections staff.

The Libraries had previously made arrangements with a disaster recovery company, Munters, in the event that their services would be needed with the possibility



The Libraries table at the Diversity Breakfast 2006: (Back left to right) Kerry Wilson, Patricia Hall, Cheryl Mahan, Page Curry, **Barry Baker** (Director of Libraries), & Dwain Teague; (seated) Doug Dunlop, Nelsy Livingston, & Susan MacDuffee

of damage from hurricanes in mind. Within a few hours of the time that Munters was contacted, over 50 cubic feet of severely damaged materials were on their way via refrigerated truck to a Munters critical care recovery facility in Chicago, where all were restored to good condition.

The Libraries received the 2006 SOLINET Outstanding Library Program Award for Exceptional Accomplishment in Preservation for Central Florida Memory (CFM). This award recognized the CFM partnership as an outstanding library preservation effort in the Southeast.

The Libraries and the university's Business Services are planning a cybercafé, to be called Infusion, to be located on the entrance floor of the main library on the Orlando campus. It will feature 34 desktop PCs, upgraded wireless connectivity, closed caption television, bookshelves, recreational reading areas, collaborative workspace, and a Java City Coffee Shop. There will be seating for about 90 persons in the area with a variety of seating types. It will open in mid-August in time for the beginning of the fall 2006 semester.

The Brevard Educational Scholarship and Teaching (BEST) Center in the BCC/UCF Joint Use Library in Cocoa opened in October 2005. The Center is a valuable resource for Brevard schools, Brevard Community College, and UCF. The establishment of the center was a collaborative effort of Libraries' faculty in Cocoa and Orlando, coordinated by Allison King who also worked with local organizations and grant agencies.

The Libraries continued to work with Holzman Moss Architecture and university Facilities Planning on the library expansion and renovation program as various alternatives were explored.

As the main library nears full capacity, our options for carving out space for new and expanding services are decreasing. The collections continue to grow; there is a need for additional patron seating, as well as additional work space for Libraries' faculty and staff.

Library workspace to accommodate the collaborative nature of many student assignments is also at a premium, while the desire for quiet study areas remains steady. Respondents to the 2006 LibQUAL+ survey again indicated a growing need for both collaborative and quiet study space in the main Library.

There were 376 Library Instruction sessions attended by 9,105 students. During the spring semester alone there were 175 sessions. This is the largest number of sessions taught in the spring semester in the history of the program. The Library Instruction program continues to grow.

While overall statistics for the Ask A Librarian service went up slightly, chat sessions increased by 47% to a total of 3,757 sessions during the year. Reference Services librarians and senior LTAs staff the Libraries Ask A Librarian services 65 hours a week. Extended chat coverage is offered through the Association of Southeastern Research Libraries (ASERL) Chat project. Docutek chat software was chosen by ASERL to replace OCLC's Questionpoint software in order to provide more reliable service. Docutek software will be implemented for the fall 2006 semester. The Libraries began using Docutek locally as well during the summer.

The Media Services Department became a unit of the Circulation Department with the retirement of Roger Simmons, Head of Media Services. Circulation Services now consists of the Circulation, Media, Fines & Bills, Main Reserves, and Stacks Management units.

A major stacks shifting project was implemented and completed on the third floor of the main library to better arrange the collection, increase available shelving, and increase patron seating on that floor. By condensing the Current Periodicals collection, and also rearranging, shifting, and constructing new stacks, more than 550 new shelves were added to the floor and a large seating area in front of the stained glass window was created. The project also eliminated the confusing layout of the general collection items on that floor, resulting in a more efficient and natural flow of books by Library of Congress (LC) call number.

Circulation of the Libraries' collections decreased by 7% from last year with a total circulation of 358,640, compared with 388,886 for last year. Use of the collection by undergraduate students decreased by 3%, use by graduate students decreased by 19%, and use by faculty decreased by 7%.

The Libraries' Course Reserves policies and procedures were revised to comply with newly established University and Library Copyright Policies.

2005/2006 was the first full year of the Faculty Document Delivery Service. This new service encourages faculty to submit requests for items owned by the Libraries. Interlibrary Loan/Document Delivery Services staff members pull the requested items and digitize the items for electronic desktop delivery or have the book available for pick-up at the Circulation desk. The service is popular and over 3,400 requests were filled during the year.

The Interlibrary Loan (ILL) lending unit received over 28,000 requests from institutions with which the Libraries have reciprocal borrowing agreements. The staff filled over 21,000 requests by scanning, mailing, and/or faxing articles and delivering books via courier or mail service.

The Libraries' InfoSource has experienced substantial growth in all activities. The most remarkable increase came from research where billings went up 147%. These requests include business research, literature research, and patents and trademark searches. Partnerships were established with academic departments and research units, while also marketing and extending services to community-based organizations.

There was a 6% increase in the Libraries' materials budget from the previous year (2004/2005) as \$5,959,938 was spent during the year.

The Libraries print collections continued to grow at a somewhat faster rate as 48,974 volumes were added to the collections for a total of 1,318,426 volumes (an increase of 15% from 2004/2005) not including government documents. The overall print collection now has 1,624,871 volumes. In addition, access is provided to 49,735 electronic volumes for a total collection of 1,674,606 volumes.

The Libraries' serials collections also continued to grow as 573 new titles were added for a total of 16,368 titles, including 9,855 electronic titles.

Access to electronic resources continued to grow at a rapid pace. There were 3,693,737 searches of all databases provided to Libraries' users.

Over the past few years, an increasing percentage of the library materials budget is spent on electronic formats (monographs, serials, databases, and backfiles). This year \$2,267,460 or 38% was expended.

UCF Libraries faculty members have continued to take leadership roles in collaborating with the other State University Libraries (SUL) to work toward cooperative acquisition of databases and electronic journals, collaborative collection development, building the SUL's collection of digitized documents on Florida, and

improving public service to all students attending state-assisted universities in Florida.

Norman and Jean Gould and their sons Jeffery and Bruce donated their comprehensive collection of the statutes of all fifty states to the Libraries. Valued at over \$175,000, The Gould Family Library for Criminal Justice and Legal Studies is the result of that gift and is a wonderful addition to the collection. Almost 3,000 volumes were added to the collection. The Gould



Norman, Jeffrey, Bruce, and Jean Gould with Barry Baker (right) at the dedication ceremony in May 2006 with the plaque honoring the Gould Family Library for Criminal Justice & Legal Studies.

Family Library is now available to faculty, students, and the Central Florida community as part of the Libraries general collection.

The Libraries received a generous gift from Mrs. Phoebe Carpenter in the amount of \$100,000 designated for the BCC/UCF Joint-Use Library at Cocoa to develop collections in the humanities, with a focus on Renaissance England.

Under the direction of the Development Office, the Libraries' first faculty-staff campaign "Building for Tomorrow...Today" was very successful. With an initial goal of \$3,000, over \$6,000 was raised with a participation rate of 50% with the generous support of Libraries' faculty and staff.

The Development Office also established a monthly electronic newsletter, *In Development*, which is distributed to more than 300 alumni, friends, donors, faculty, and staff.

The University Archives completed appraisal and accessioning of all of the archival records from the President's Office. All materials in the universitywide non-current records storage area were reviewed for historical value during the annual appraisal. Records deemed valuable for institutional memory were

accessioned into the archives. Over 150 linear feet of University Records were added to the archives holdings this year.

University Archives staff sought out and received materials from Robert A. Bryan who served as Interim President of the University of Central Florida from 1991-1992. H. Trevor Colbourn, UCF's second president, also transferred video and other materials from his office.

The papers of Linda Van Scoyoc which document the Florida Women's Political Caucus were added as were the scrapbooks and papers of Harris Rosen, the owner of several major hotels in Orlando and an important figure in the Florida hospitality industry.

A photographic record was made of the Libraries' entire art collection to provide high-quality images for faculty and student research use.

Conservation assessment of the Libraries' art collections was conducted by a fine arts conservator. Recommendations and condition assessments will be used to evaluate preservation priorities and apply for grant funds

The Archimedes L. Patti Collection is enjoying interest from several out-of-state researchers. Images from the collection were provided to Dr. Fred Logevall of Cornell University, and research and materials from the unprocessed part of the collection were made available for other researchers. Images from the collection were provided for a forthcoming video on Ho Chi Minh.

Papers documenting the life, work, and paintings of the Florida artist, Joy Postle, were donated by Denise Hall. Postle is particularly known for her paintings of Florida birds.

Several outstanding facsimiles of illuminated manuscripts were acquired during the year. Precious volumes from the Vatican, the Russian National Library, the Morgan Library, and the Bodleian Library, Oxford, were faithfully reproduced and offered by the Skriptorium, a specialized vendor located in Austria.

Several significant titles were added to the Book Arts Collection. Three items were purchased from the Scripps College Press: *Unbuttoned, Cut & Dried*, and *Dorothy Drake*, as well as instituting a standing order for Scripps College Press publications. The Scripps College Press was founded in 1941 and in 1986 began a program of collaborative class books. Two letterpress books are produced each year by the typography class and the output of the Press is an inspiration to UCF students making their own books.

Other purchases included two leaves which are examples of early printing, one from a Catholic "Biblia Sacra" made by Casper Ulenberg in 1705 in Bamberg



Germany and the other from a Biblica Latina in Venice printed in 1519 by Lucantonio Giunta.

One of the many significant additions to the Bryant West Indies Collection was the *Historical Survey of the French Colony in the Island of St. Domingo*, Edwards, Bryan, 1st ed., published in 1797. A first edition children's book, *Jamaica Johnny*, was found at an antiquarian book sale and was also purchased for Bryant.

*Caribbean: Legacy of the Spirit* is a virtual exhibit developed by Special Collections to make available the resources in the Libraries' Bryant West Indies Collection. The part of the collection, "Our Island Homes," is now available online <http://library.ucf.edu/SpecialCollections/Exhibits/Virtual/Bryant/OurIslandHomes01.asp>. Images of paintings from the collection illustrate typical dwellings found in the countries of the Caribbean.

Special Collections sponsored the first annual Book Arts competition for student-produced artists' books in fall 2005. The competition included a purchase award of \$250 for each of the winning entries, which were added to the Libraries' Book Arts Collection. Winners for 2005 were Carolyn Davis, Christina Ottenwalder, and Whitney Stanton.

Among other important additions to the collections are **Classical Music Library**, a database containing recordings of music from medieval through contemporary times, including Chamber, Folk, Instrumental, Opera, Orchestral, Vocal, and Choral music, and images; **BioOne**, which provides electronic full-texts of high-impact bioscience research journals focused on the biological, ecological and environmental sciences, mostly published by small societies and non-commercial publishers previously unavailable online; and **The U.S. Congressional Serial Set** (1817-1980\*) and **American State Papers** (1789-1838), which provide PDF images of primary source material on many aspects of American history.

Digital Services created 61,307 digital images this year, of which 39,085 were produced for Central Florida Memory.

Digitization of the Harrison "Buzz" Price collection began with an initial set of papers and reports selected by Rosen College faculty. There are now 228 papers and reports in the collection. Digitization of this significant collection will provide students and researchers electronic access to scores of papers, speeches, consulting reports, feasibility studies, and economic impact studies in the field of tourism.

The Libraries' commitment to the Florida Heritage Project resulted in 7,423 images added as of June 2006.

The Electronic Theses & Dissertations (ETDs) collection grew to a total of 816 as of June 2006.

A Polycom 7800e system was purchased to enable the Libraries to have virtual video meetings with faculty and staff at libraries not on the Orlando campus. It can provide connectivity to four sites.

Working with the Office of Undergraduate Studies, African-American Studies, and the Office of Diversity Initiatives, the Libraries co-sponsored a series of exhibits and events based around the Maitland Art Center's traveling exhibit *Connecting Andre Smith and Zora Neale Hurston: Maitland and Eatonville as Joining Communities*. Exhibits were on display in the UCF Library January 3 through March 31, 2006. Events included a free, one-day regional conference, a community forum, and "An Evening with Zora" – as portrayed by Phyllis McEwen, Florida Humanities Council Road Scholar.

The Libraries hosted a lecture by Dr. Jody Cutler on "Social Conscience Inspires Regionalism: Andre Smith's Paintings of Eatonville" to accompany *Connecting Andre Smith and Zora Neale Hurston: Maitland and Eatonville as Joining Communities* exhibit.

The Universal Orlando Foundation Library at Rosen College continued to seek partnerships within the hospitality industry, resulting in cooperative projects with Wet 'n Wild and discussions with Walt Disney World corporate librarians.

The Libraries are participating as a grant partner with the University of South Florida School of Library and Information Science on "ALSTARS: Academic Librarians for Tomorrow's Academic Researchers," an IMLS grant funded project to recruit, educate, and train academic librarians.

Working with the UCF School of Film and Digital Media, plans are being developed for a 2,400 square foot library at the downtown campus. Anticipated opening is fall 2007.

Planning began with Lake Sumter Community College (LSCC) and Lake County Public Library System for a 50,000 square foot joint use library to be located on the LSCC South Lake campus. Projected opening is summer 2008.

Planning is also underway with Seminole Community College (SCC) for a joint use library facility on the SCC Lake Mary campus.

The Libraries constructed new library faculty offices in the technical services area on the third and fifth floors as part of a plan to improve utilization of space in those areas.

A Libraries Student Advisory Board was established and held its first meeting in April 2006. The Board is composed of both undergraduate and graduate students and serves as a forum for students and the library administration. Members of the Board respond to ideas and plans from the Libraries and bring forward their own questions, concerns, and suggestions.

The Curriculum Materials Center (CMC) developed a blog to create a sense of community between the CMC and its patrons. During the course of its development,

education faculty members were asked to partner with the CMC to use the blog for student assignments.

The Libraries donated 106 surplus PCs to the Louisiana State University Library School in October 2005. The PCs were redistributed to public schools and libraries in Louisiana suffering damage from Hurricanes Katrina and Rita.

The Florida Library Association Annual Conference President's Reception was held at Rosen College during the evening of April 19 with nearly 100 librarians from throughout the state in attendance.

The Universal Orlando Foundation Library at the Rosen College of Hospitality Management initiated a successful program to send duplicate gift titles to the hospitality management program at the University of Aruba. The Rosen College has a partnership with the University of Aruba.

There were several personnel changes of note during the year. Jeannette Ward was appointed Associate Director for Collections and Technical Services and Selma Jaskowski was appointed Assistant Director for Systems and Technology.

Milton Wolf resigned as Head, Collection Management, to take the position of Library Director of Chadron State College, Nebraska. As a result of that vacancy, the Collections Management department and the Acquisitions Services merged to form the Acquisitions and Collections Services Department. Athena Hoepfner, Electronic Resources Librarian, was moved from Systems & Technology into the newly created department.

A new full-time library faculty reference librarian position was created at the Daytona Beach CC/UCF joint use library in Daytona Beach and Dee Bozeman, previously part time adjunct librarian was appointed Reference Librarian.

Lyn Case was appointed as Head, Cataloging Services department. And Doug Dunlop, previously the metadata cataloger for the IMLS grant, was appointed cataloger for digital projects and metadata creation.

Corrine Bishop joined the Curriculum Materials Center as an adjunct librarian during the year.

Library faculty promotions this year included Linda Colding and Donna Goda to Associate University Librarian; and Barbara Alderman, Tim Bottorff, and Jason Martin to Assistant University Librarian.

Kim Montgomery received the Excellence in Librarianship Award.

David Woolard, Supervising LTA at the CMC and a Library Science masters student, participated in the Sunshine State Library Leadership Institute, a "comprehensive series designed to develop future leaders of Florida Libraries" begun in 2004/2005."

Roger Simmons, Head of Media Services retired in February 2006, with over 15 years of service to the university and the Libraries.

The Director's Advisory Group (DAG) created an employee service recognition program and the inaugural ceremony took place on December 5, 2005, awarding recognition gifts to staff for their years of service to the Libraries.



Liz Krieger (second from left), recipient of the June Stillman Memorial Scholarship poses with June's sister Jean, her husband Ken, their daughter, and Director Baker.

The Libraries again awarded two scholarships to Libraries staff. Ms. Carmen Serrano, student assistant in Acquisitions, was awarded the \$2,000 Lois Holt scholarship thanks to the generosity of the Lois Holt Foundation. The \$1,000 June Stillman Memorial Scholarship was awarded to Ms. Liz Krieger, student assistant in InfoSource.



Ed Hofma, administrator, Lois Holt Foundation, and Carmen Serrano, recipient of the 2005/06 Lois Holt Scholarship.

This overview can but mention only some of the outstanding accomplishments of the Libraries' staff and faculty during the year. That the Libraries have an outstanding reputation for exceptional service is due wholly to the talented staff and faculty that strive to provide the best in services and collections for the students, faculty, and staff of the university.

We are fortunate indeed to have such a staff and faculty.

**Barry B. Baker**  
Director of Libraries

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

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## HIGHLIGHTS of the YEAR in RETROSPECT

### ◆ General Administrative

- University Libraries and UCF Business Services are partnering to create a cybercafé on the main floor of the UCF Library. It will feature 34 desktop PCs, upgraded wireless connectivity, closed caption television, bookshelves, recreational reading areas, and collaborative workspace. The planned opening is August 2006.
- University Libraries is an official grant partner with the University of South Florida School of Library and Information Science on "ALSTARS: Academic Librarians for Tomorrow's Academic Researchers," a grant-funded project to recruit, educate, and train librarians.
- The Libraries donated 106 PCs to the Louisiana State University (LSU) Library School in October 2005. The PCs were redistributed to public schools and libraries suffering damage from Hurricanes Katrina and Rita.
- Library administration prepared an assessment document for six (6) Regional Campus Library locations, as part of the SACS Substantive Change review, August 2005.
- Library administration coordinated the build-out of new office space on the 5<sup>th</sup> floor of main library, 2006.

### ◆ Fiscal and Budget

- The fiscal office worked with UCF Finance and Accounting (F&A) to update procedures to ensure compliance with prompt payment policies.
- The fiscal office standardized reporting of OPS Summary reports to department heads and the monthly library summary report to provide timely budget information to library management.
- Completed training on Cardholder Information Security Procedures (CISP).
- Updated departmental authorization lists and obtained appropriate ethics form signatures.
- The library, F&A, and the state auditors reached an agreement in March on the coding of property for acquisitions materials.
- Cash handling procedures were strengthened in Circulation with the purchase of two cash registers.

### ◆ Human Resources and Staff Development

- The faculty Performance Evaluation Committee (PEC), facilitated by the Library Human Resources office, developed a new evaluation process to meet bargaining agreement requirements.
- The Mentoring Committee created a promotion criteria document called "Professional Activities Appropriate to Rank - PAAR."
- Director's Advisory Group created an inaugural employee service recognition ceremony on December 9, 2005, awarding recognition gifts to staff for stipulated years of service.

- The personnel librarian worked with LPAC and the faculty PEC to develop faculty goals-based position descriptions.

### ◆ Facilities (Receiving, Supplies & Mail, Copy Services)

- Library Systems & Technology staff, in consultation with the Shipping and Receiving office, developed an online supply ordering and notification system. When fully implemented the system will greatly facilitate communication, reduce paperwork, and expedite supply delivery.
- Temporarily relocated the Copy Service office (room 229) to facilitate construction of the cybercafé.

### ◆ Front Administrative Office

- Organized, updated, & redesigned Administration Web pages.
- Improved tracking and quantifying 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.
- Continued collecting, organizing, and maintaining library memorabilia, e.g., minutes, photos, reports, etc., in preparation to sending such materials to the archives.

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## REPORT on DEPARTMENTAL GOALS for 2005-2006

### ◆ General Administrative

- Implement system for collecting library fines: *To be finalized summer 2006*
- Participate in the integration of ALEPH system into acquisitions payment, library fines, and lost books: *To be finalized summer 2006*
- Complete renovation of 5<sup>th</sup> floor Special Collections Archive: *Accomplished.*
- Coordinate with UCF Business Services to open cybercafé in the main library: *To be finalized summer, 2006*
- Participate in SACS reaccreditation: *Accomplished*
- Investigate installation of security cameras in main library: *No action taken*

### ◆ Fiscal Office

- Successfully complete training for redistributed duties within the Fiscal Office to provide more accountability in processing, tracking; and reconciling: *Accomplished.*
- Field trip to the Universal Orlando Foundation Library at the Rosen College to tour facilities and promote understanding and better communication: *Accomplished.*
- Standardize reporting of OPS Summary reports to department heads and the monthly Library Summary report to provide information to Library management: *Accomplished.*
- Establish basic lines of backup for duties performed: *Accomplished.*



# Administrative Services (cont'd)

- Complete professional development training for all fiscal personnel: *Accomplished.*

## ◆ Human Resources

- Increase Web access to library human resources information: *Student Employment application and all hiring guidelines and forms are now online.*
- Work with department heads to identify required competencies and provide related training: *Gathered staff input to write revisions of classification specifications for existing and new LTA positions and proposed changes to UCF Human Resources. Training efforts were directed by departments toward ALEPH implementation.*

## ◆ Front Office

- Organize, update, weed, and redesign Intranet Web pages: This project was undertaken by the Systems & Technology programmer.
- Organize, update, and redesign as needed Administration and Library Development, Web pages: *Ongoing*
- Increase support for the day-to-day activities of the directors and managers within the Library Administration Office, including the new director of development, Associate Director, Collections & Technical Services, and Assistant Director, Systems & Technology: *Ongoing*
- Rearrange and reorganize conference room 512G to minimize clutter and maximize the usability of the space: *Little progress made.*
- Continue to track and quantify building/facilities/communications activities: *Ongoing*
- Explore a monthly Libraries staff newsletter – in answer to perception voiced in survey results that there is not enough communication in the Libraries: *This project has been taken on by the new Information Specialist working in the Development unit.*

## DEPARTMENTAL GOALS for 2006-2007

### ◆ General

- Implement system for collecting library fines
- Finalize work on cybercafé in main library.
- Develop plans for revitalization of main (2<sup>nd</sup>) floor of main library.
- Continue planning for library renovation/expansion.
- Participate in developmental planning for a medical library.
- Continue plans for a library for the School of Film and Digital Media.

### ◆ Fiscal Office

- While progress was made in identifying the resources and processes necessary for accepting payment for fines and book bills, more work is needed to ensure a smooth transition.
- Improve monitoring/tracking of monies due to the library.
- Write Cardholder Information Security Procedures (CISP) procedures for the Library.

- Review and update procedures as needed for the implementation of ALEPH.
- Document accounts payable, cash management, and purchasing.

## ◆ Human Resources

- Work with LPAC and faculty Performance Evaluation Committee to develop faculty goal-based position descriptions.
- Update Library Personnel database.
- Accommodate new PeopleSoft upgrade.
- Continue to evaluate and provide staff development opportunities that serve the best interest of the Libraries.

## ◆ Facilities

- Reoccupy room 229 for Copy/Printing services upon completion of library café.

## ◆ Front Office

- Continue to organize, update, and redesign as needed Administration, Library Development, and Intranet Web pages.
- Encourage the purchase of an online filing system for paper and electronic files, Paper Tiger, which allows among other things, keyword searching and archives designation.
- Hire and train the new OPS part-time clerk.
- Continue to increase support for the day-to-day activities of the directors and managers within the Library Administration Office.
- Perform a comprehensive key inventory.
- Develop a system to track individual telephone features to help justify costs statements and expedite changes, transfers, new lines, etc.

## CHANGES in STAFFING

Nelisa Sánchez resigned as Office Assistant effective January 20, 2006. Mr. Edwin J. Hernandez joined the Front Office as Office Assistant, March 10, 2006. Bethany Baker resigned as part-time OPS position, June 2, 2006.

## ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

### ◆ Offer the best undergraduate education available in Florida

The Libraries Payroll unit mounted an online application system for student employees, making it easier for undergraduate students to find work in the library.

### ◆ Be America's leading partnership university

- The Libraries donated 106 PCs to the LSU Library School in October 2005. The PCs were distributed to public schools and libraries to replace equipment damaged by Hurricanes Katrina and Rita.
- University Libraries is an official grant partner with the University of South Florida School of Library and Information Science on "ALSTARS: Academic Librarians for Tomorrow's Academic Researchers," a grant-funded project to recruit, educate, and train librarians.

# Administrative Services (cont'd)



## PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ◆ Building deficiencies threaten the collection and create a negative impression. A major water leak on August 15, 2005 damaged unique materials in Special Collections. Chronic high humidity levels risk long-term damage to collection materials. Poorly performing elevators reflect poorly on the library and university. Carpeting throughout the building is well past life expectancy. Recommendations include major building renovation or specific upgrades to address immediate deficiencies.
- ◆ The division of administrative responsibilities (budget, fiscal, and human resource issues) between University Libraries management and Regional Campuses management remains unclear. Recommendations include centralizing administrative functions within University Libraries.
- ◆ Training to upgrade current skills and learn new ones is needed. Often the training is available but there is insufficient backup support to staff offices. Backup support is needed to facilitate training and staff development programs.

## ACCOMPLISHMENTS of FACULTY and STAFF

### ◆ Frank Allen

- Chair, Southeastern Library Association President's Award Committee, 2005-06
- LAMA President's Program Committee, 2005-06
- Appointed to ACRL Research Committee, 2006
- Appointed to LAMA Program Committee, 2006
- Appointed to UCF Card Advisory Board, 2006-
- Library co-chair, Florida State Employee Charitable Campaign (FSECC), fall 2005
- Library Holiday Party committee, December 2005.

### ◆ Barry B. Baker

- Served as Member:
  - Association of Caribbean University, Research, and Institutional Libraries (ACURIL), Executive Council
  - ALA, Association of College & Research Libraries, Ethics Committee
  - Advisory Board, Caribbeana Portal Project
  - Association of Southeastern Research Libraries Board
  - Florida Library Network Council
  - Florida Library Services and Technology Act (LSTA) Advisory Council
  - State University Libraries (SUL) ALEPH Implementation Steering Committee
  - ACURIL Committee on Caribbean Library Consortium
- Council of State University Libraries, Vice-Chair, Chair Elect
- Editor, "Technical Services Report" in *Technical Services Quarterly*
- Editorial Board, ACURILEANA (electronic journal)
- Chair, ACURIL Academic Libraries Special Interest Group
- Chair, ACURIL Finance committee

- Presentation. *Central Florida Memory: A Unique Partnership*. IMLS CFM workshop, September 2005.



Administration & Systems staff loading PCs for donation to LSU: (foreground left to background right) Blake Stephens, Diane Clark, Page Curry, Selma Jaskowski, Dennis Padillo, Greg McCoy, and Davina Hovanec.

- Presentation and Panel Discussion. *Developing a code of ethics for ACURIL: Considerations*. ACURIL XXXVI, Aruba.
- Moderator, "Towards an Inclusive Information Society in the Caribbean: The Role of Academic Libraries," ACURIL XXXVI, Aruba.

### ◆ Parri Bolinger

- Workshops/Training
  - Reach for the Stars (parts 1 & 2)
  - Technology Update workshop (CFLC)
  - Boomers & Gamers workshop (CFLC)
  - Departmental Authorization List (DAL) 8.9 (F&A)
  - Asset Management Inquiry 8.9 (F&A)
  - Cardholder Info Security Proc (F&A)
  - Accounts Payable (F&A)
  - Creating Online Reqs 8.9 (F&A)
  - PO Inquiry 8.9 (F&A)
  - Budget/Journal Inquiry 8.9 (F&A)
  - AP Inquiry 8.9 (F&A)
  - Basic Navigation 8.9 (F&A)
- Member, Library Diversity Team, October 2005

### ◆ Diane Clark

- Member, University Asset Management Working Group
- Workshops/Training:
  - Communication
  - Teambuilding
  - Myers-Briggs
  - 7 Goals for 2005-2006

### ◆ Janet Girard

- Workshops/Training
  - Internal Controls (Lorman)

- Cardholder Info Security Proc (F&A)
- Department Authorization List (F&A)
- Accounts Payable (F&A)
- Creating Online Reqs 8.9 (F&A)
- PO Inquiry 8.9(F&A)
- Budget/Journal Inquiry 8.9 (F&A)
- AP Inquiry 8.9 (F&A)
- Basic Navigation 8.9 (F&A)
- Asset Management 8.9 (F&A)
- Chart of Accounts 8.9 (F&A)
- Departmental Authorization List (DAL) 8.9 (F&A)
- Report Query 8.9 (F&A)
- Travel Guidelines (F&A)
- PCard Holder/Approver (F&A)
- Performance Evaluations (HR)

## ◆ Edwin Hernandez

- Workshops/Training:
  - ABC's of Diversity, UCF
  - New Employee In-Processing Training
  - Library Payroll Training
  - PeopleSoft Payroll Processor Training
  - Notary Public Certification
  - ALEPH OPAC Training
  - Goal Setting Workshop, UCF HR
  - Intranet Training, Library
- Member:
  - Libraries' Evacuation Team
  - UCF Libraries' Heart Walk Team
  - Gould Dedication Ceremony Committee

## ◆ Raynette Kibbee

- Workshops/Training:
  - "State of the Web" Webinar
  - "Change my mind? No, you change yours!"
  - "Change – when you're not in control," CFLC
  - "Organizational change strategies," CFLC
  - Central Florida Memory Workshop on Digitization
  - "Technology Update," CFLC
  - "Boomers & Gamers," CFLC
  - "Performance Appraisals," Office of Development & Training
  - "Basic Navigation," UCF Financials
  - "Purchase Order Inquiry," UCF Financials
  - "Creating Online Requisitions," UCF Financials
  - "ALEPH OPAC Training," UCF Library
  - "Emotional Intelligence," video presentation, UCF Library
  - Intranet Training, UCF Library
- Member:
  - Web Advisory Committee/Library Administration Representative
  - Director's Advisory Group (ex-officio)

## ◆ Cynthia Kisby

- Presented two different fifty-minute sessions "Works Well with Others" and "Change my



Edwin Hernandez (Administration) greets guests for the dedication of the Gould Family Law Collection in May 2005. Assisting are Kristine Shrauger (Head, ILL/DDS) and her mother. Inset: Dedication Plaque

mind? No, you change yours!" at the South Atlantic Regional Conference of the Special Library Association on September 29, 2005 in Williamsburg, VA.

- FLA Executive Board Director at Large 2005-2007
- FACRL Board member and Past President, April-2005 to April 2006

## ◆ Jennifer Krolowitz

- Conducted training workshop on employment Web site.
- Member, Director's Advisory Group
- Member, Bake-Off and Holiday Party Committees
- Attended HR Liaison Training at Human Resources

## ◆ Clare Vogt

- Workshops/Training:
  - Excel II (Continuing Education)
  - Reach for the Stars (parts 1 & 2)
  - PeopleSoft HRSA Basic Navigation (Human Resources/Student Accts)
  - PeopleSoft Payroll Processor
  - Cardholder Info Security Proc (F&A)
  - Accounts Payable (F&A)
  - Creating Online Requisitions 8.9 (F&A)
  - PO Inquiry 8.9 (F&A)
  - Budget/Journal Inquiry 8.9 (F&A)
  - AP Inquiry 8.9 (F&A)
  - Basic Navigation 8.9 (F&A)
  - Report Query 8.9 (F&A)
- Member, Holiday Party Committee, 2005

## ◆ Kerry Wilson

- Workshops/Training:
  - FrontPage
  - Student Hiring Workshop

# Administrative Services (cont'd)



## STATISTICS

Administrative Services  
**Table 1**  
 Human Resources: FY 01/02-05/06

	05/06	04/05	03/04	02/03	01/02
<b>FWS Employment*</b>	<b>42</b>	<b>68</b>	<b>69</b>	<b>52</b>	<b>23</b>
<b>Employee Turnover</b>					
Hired	10 (3 faculty)	12 (1 A&P)	14 (7 faculty)	18 (3 faculty)	16 (2 faculty)
Separated	8 (2 faculty)	13 (1 A&P, 2 fac)	10 (3 faculty)	11 (2 faculty)	15 (2 faculty)
<b>Staff Programs</b>					
Video & discussion	3	0	8	0	20
Guest presenters**	11	32	29	30	23

\*Federal Work Study employment was down this year due to reduced federal funding.

\*\*Staff Development programming is less than previous years due to the increase in Mentoring Committee programs and department training for ALEPH, which are not included in these statistics.

Administrative Services  
**Table 2**  
 Reported Building Problems, FY 2005/06

Type of Problem	No. Reported	No. Pending	No. Completed
Cleaning	79	7	72
Clocks	17	0	17
Doors	51	3	48
Electrical	16	1	15
Elevators	35	1	34
HVAC (Temp / Leaks)	11	1	10
Insects	43	8	35
Install / Dismantle	83	3	80
Keys/Locks	10	0	10
Lights Out	2	0	2
Paint/Patch	11	7	4
Plumbing	21	0	21
Roofers (Leaks)	9	1	8
Vending Machines	31	2	29
Other*	9	4	5
<b>Totals</b>	<b>452</b>	<b>47</b>	<b>405</b>
	100%	10%	90%

\*Carpet, Supplies, Moving, Re-stock, Misc.



Administration Staff at Farewell Party, June 2006: (Left to Right) Kerry Wilson, Parri Bolinger, Dwain Teague, Cynthia Kisby, Frank Allen, Janet Girard, Tim Ryan, Susan MacDuffee (Acquisitions), Meg Scharf, Bethany Baker, Raynette Kibbee, Clare Vogt

Frank R. Allen  
 Associate Director, Administrative Services

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

## HIGHLIGHTS of the YEAR in RETROSPECT

Staffing is a key factor in the effective functioning of departments, and this is especially true for smaller departments such as the CMC. As such, staffing issues are reported as a unit highlight.

Riddle as a reference librarian. At the time of this writing Corinne's contract is expiring and Todd's internship in the unit has ended. Pam returned to the unit at the end of the spring semester. Nicole Sotak, Senior LTA, completes the CMC staff roster.



Candid photos of the production crew as they set up and review a commercial for UCF. Part of the commercial was shot in the Curriculum Materials Center.



Despite significant staff changes, progress was made toward achieving identified unit goals. Notable highlights include implementing a CMC-managed blog and increasing technology support for education students. The blog was rolled out for use with EME2040 students as a course assignment in the spring semester. Approximately 100 students participated in the initial run and two additional sections used it over the summer. This initiative offers the opportunity for students to respond to topical posts in a public forum while considering the

educational purposes of social software. The blog assignment is a collaborative effort between the CMC and the College of Education.

With an eye toward seamless integration of information and technology

Corinne Bishop joined the CMC as an adjunct librarian at the beginning of the year. Corinne came to the CMC with experience in reference services, a specialization in virtual reference, and a background in instructional technology. This experience was quickly put to use to enhance the unit's Web site and develop electronic instructional aids.

Pam Jaggernauth was awarded educational leave and a competitive scholarship for spring 2006 and spent the semester on her studies.

During the same time David Woolard was accepted into the Sunshine State Leadership Institute, which is a competitive program to enhance leadership skills.

ALSTARS intern Todd Shipman joined the CMC for the summer 2006 and worked on a collaborative project for the Office of International Studies and the CMC.

After completing the leadership institute and receiving his MLIS degree David left the CMC staff to join Embry

services and to meet students' burgeoning technology needs, computers, software, and technical support were greatly expanded in the CMC. The Systems & Technology department installed 24 new PCs to bring the total number of workstations and laptops to 39. While doing so, they also loaded specialized software titles requested (and supplied) by the College of Education. In response, the College is providing a 10 hour per week doctoral candidate to the CMC to assist students with their technical questions. These hours were recently increased to 15 per week, and may soon increase to 20. At present the collaboration is working well.

## REPORT on DEPARTMENTAL GOALS for 2005-2006

### ◆ Staffing:

- Institute a comprehensive student training program as the unit relies heavily upon student assistants as service providers. *Implemented.*
- Hire and train adjunct librarian. *Implemented.*



- Continue cross training program in anticipation of staff absences. *Implemented.*
- ◆ **Collections:**
  - Review and possibly expand circulation policies for different collections. *Implemented.*
  - Acquire teaching materials requested by faculty, especially in those areas with few or outdated items (social sciences textbooks and multimedia software). *Implemented.*
  - Encourage donations of Florida-approved textbooks from faculty reviewers. *Implemented.*
- ◆ **Marketing and Outreach:**
  - Review faculty responses to the recently administered survey, and consider those consistent with the unit's mission for implementation. *Implemented.*
  - Continue to meet with new faculty, seek to be present at department 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. *Implemented.*
  - Rethink communication (unit newsletters) to faculty and students. *In progress. One newsletter was distributed this year, but other modes of communication are being considered.*
  - Update unit Web site and consider new technologies. *Implemented.*
- ◆ **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. Corinne has made significant progress on this project.*
  - Monitor students' technology needs and seek solutions, as warranted. *Implemented.*
  - Plan for large-scale handling of reserve items in anticipation of copyright procurement and ILS migration. *In progress. Reserves were successfully reentered into new ILS, but no reserves procedures that consider copyright issues have been formally developed.*
  - Implement and assess 100% customer service initiative. *Implemented.*

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## DEPARTMENTAL GOALS for 2006-2007

- ◆ **Staffing:**
  - Determine CMC librarian responsibilities, create workspace, hire, and train.
  - Create guide and rotating calendar for student assistant projects.
  - Continue staff and student assistant training on ALEPH circulation, reserves, and fines functions.

- ◆ **Collections:**
  - Evaluate the multimedia collection based on EME2040 faculty input, circulation statistics, and other relevant criteria; make decisions regarding future of the collection.
  - Create an index and complete the guide to the poster collection.
  - Continue to monitor Reserve items for copyright compliance; create a checklist to help staff and student assistants determine copyright compliance of items being placed on reserve by faculty.
- ◆ **Marketing and Outreach:**
  - Update the CMC virtual tour on the unit's Web site.
  - Attend College of Education meetings and promote CMC services and instruction, as warranted.
  - Meet with new Education faculty, present an overview of CMC and library services.



An example of the monthly displays at the CMC.

- ◆ **Services:**
  - Circulate selected CMC laptops out of the unit; monitor for impact on staffing, services, and hardware.
  - Complete Web-based tutorial for education, market it, and assess its efficacy as an instruction tool.
  - Monitor impact of ALEPH implementation on patrons; provide additional instruction and/or create user guides on how to search the new system.

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## CHANGES in STAFFING

- Corinne Bishop was hired as an adjunct librarian to work on on-going and special projects. Her contract expires in August 2006.
- Todd Shipman joined the CMC for the summer 2006 semester as an ALSTARS intern.

## **ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS**

### ◆ Offer the best undergraduate education available in Florida

- The unit implemented a blog to foster a sense of community between the CMC and its patrons. During the course of its development, education faculty asked to partner with the CMC to use the blog for student assignments. This project was spearheaded by Corinne Bishop.
- Systems & Technology installed 24 new computers and 5 education-specific software titles, thus greatly expanding computing capabilities in the CMC. The College of Education supplied a ten hour/week graduate student to answer students' technical questions.
- Documentation and tours were provided for the on-site NCATE visit. Library and technology support were commented upon positively in the site visit report.
- Two Mac computers with digital editing software were accepted from the COE for student use to complete electronic portfolio assignments.
- A faculty survey was administered and results were used to inform the future direction of CMC services and collections. At faculty request the circulation period for fiction books increased from one week to three weeks.
- The unit initiated a "100% Customer Service Satisfaction" program. Staff trained student assistants on operations, policies, and service standards. Student assistants were assessed with tests, exercises, and mystery patrons.

### ◆ Achieve international prominence in key programs of graduate study and research

Standardized test collection holdings that support the School Psychology and Counselor Education programs were greatly expanded. Faculty and graduate students from other institutions have also arranged to use the extensive test collection.

### ◆ Provide international focus to our curricula and research programs

Todd Shipman formatted and further developed curricula originally created by Fulbright-Hays program attendees. This project is a collaborative effort between the CMC and the Office of International Studies. Upon the completion of the curricula, the CMC will acquire materials that support their teaching. This will facilitate dissemination of culture-specific units and lesson plans to education students and local area teachers.

### ◆ Become more inclusive and diverse

- 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

- The unit continued its successful partnership with SUNLINK, which has resulted in an upgrade of the disabilities software on the Universal Access workstation and integration of their services and database into CMC instruction sessions.
- Two summer programs were conducted by Nicole Sotak for UCF Creative School students. These interactive sessions offer pre-service teachers the opportunity to work with students and curriculum materials in an authentic atmosphere.
- A meeting of the local chapter of the Association of Childhood Educators International (ACEI) was held in the CMC, where Nicole Sotak conducted the workshop "Thinking outside of the box: Creating effective displays."

## **PERFORMANCE ENHANCEMENT RECOMMENDATIONS**

The size of the facility precludes any significant growth of collections, hardware, or patron seating. With the addition of a librarian position, the CMC will investigate innovative ways to expand its services beyond the confines of its physical space. This expansion may include supplementing in-unit instruction with a tutorial, continuing the blog assignment, and updating the virtual tour of the unit. Laptops will also be circulated outside of the unit on a trial basis.

## **ACCOMPLISHMENTS of FACULTY and STAFF**

### ◆ Penny Beile

- Scholarship
  - Awarded Ph.D. in Curriculum and Instruction from UCF
  - Published, with Dave Boote, "Does the medium matter?: A comparison of a Web-based tutorial with face-to-face library instruction with education students," *Research Strategies*, 20(1/2): 57-68
  - Delivered "A multiple methods approach for assessing information literacy: Credible, outcomes-based, and accreditation amenable," at the April 2006 American Educational Research Association Annual Conference

- Service
  - ALA, ACRL: member of Sections Council and Leadership Council
  - ALA, Education and Behavioral Sciences Section: section vice-chair/chair elect; co-chair of the 2007 Program Planning Committee, member of Advisory Council, Executive Committee, and Research Committee.
  - Education reviewer for *Resources for College Libraries*

## ◆ Corinne Bishop

- Service
  - Volunteer, MLIS Information Day 2006
  - Proctored ICT Literacy Assessment test sessions
- Training
  - Access II, UCF Continuing Education
  - ALEPH training, UCF Libraries
  - Attended Mentoring Committee "Demystifying the IRB Process"

## ◆ Pam Jaggernauth

- Awards
  - Awarded employee educational leave, spring semester
  - Recipient of USPS Staff Council Scholarship
- Coursework: Completed nine classes toward SCC degree

## ◆ Nicole Sotak

- Conducted workshop titled "Thinking outside of the box: Creating effective displays," for the local chapter of the Association of Childhood Educators International (ACEI)
- Service
  - Member, Director's Advisory Group, plus served on two fundraiser events and awards committee
  - Member, College of Education HAPPY Hour initiative, CMC representative to the Annual Student Showcase event
  - Volunteer, MLIS Information Day
- Training: CFLC Technology Update
- Coursework: Completed four graduate courses toward USF library degree

## ◆ David Woolard

- Awards
  - Completed Sunshine State Leadership Institute
  - Awarded MLIS from FSU

Curriculum Materials Center  
Table 1  
Circulation: Five Year Comparison

	05-06	04-05	03-04	02-03	01-02
<b>Circulation Handling</b>					
Fiction	4,425	5,222	4,789	4,052	4,820
General	12,997	13,156	12,671	13,130	15,569
KDP	109	64	100	107	189
Picture	16,110	16,126	18,468	18,536	21,984
Professional	6,113	7,059	9,869	9,293	10,978
Textbooks	6,534	7,240	7,292	5,802	5,871
Multimedia	468	1,040	1,841	1,705	1,955
<b>Subtotal</b>	<b>46,756</b>	<b>49,907</b>	<b>55,030</b>	<b>52,625</b>	<b>61,366</b>
<b>Reserves</b>	<b>17,386</b>	<b>16,334</b>	<b>17,200</b>	<b>10,142</b>	<b>17,670</b>
<b>TOTAL</b>	<b>64,142</b>	<b>66,241</b>	<b>72,230</b>	<b>62,767</b>	<b>79,036</b>

Despite increased patron gate count, circulation statistics dropped slightly across almost all categories. By percentage, multimedia saw the most precipitous drop in collections. Technology classes that require software evaluation assignments have capacity enrollments, so efforts will be made to determine whether the decline is due to a dated collection or a dated medium.

Curriculum Materials Center  
Table 2  
Usage Statistics: Five Year Comparison

	05-06	04-05	03-04	02-03	01-02
Patron Count		64,879	60,506	49,455	58,575
Classes Taught		67	36	43	95
Students Taught		1,228	1,000	1,020	2,019

The unit realized a new record in the number of people visiting the facility. With the decline in circulation statistics, it is highly likely this usage is due to increased access to hardware, software, and technology support. The number of classes conducted by the CMC has returned to a fairly normal level. Previous highs are due to splitting larger classes of 60-75 students into more manageable groups of 6-8 students.

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 and future efforts will most likely be devoted to continuous service improvement and electronic or external classroom support.

Penny Beile  
Head, Curriculum Materials Center

## STATISTICS

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

## HIGHLIGHTS of the YEAR in RETROSPECT

- Secured Regional Campus (RC) Libraries budget for equipment, staffing, library materials, and technology.
- Distributed \$300,000 RC library materials allocation for FY 2005-06, at eight RC library sites: Cocoa, Palm Bay, Daytona Beach, Sanford/Lake Mary, South Lake, MetroWest, Osceola, and Ocala.
- The BEST Center, a joint-use RC curriculum materials center in Cocoa established as a result of collaboration among institutions, faculty, and librarians to serve Brevard schools, Brevard Community College, and UCF, opened in October 2005.



Allison King (UCF) and Helen Stewart-Dunham (BCC) at the BEST Center grand opening.

## REPORT on 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.
- ◆ Continued professional development initiatives and attended conferences that fulfilled committee responsibilities.
  - ◆ Hire new personnel to support unit goals.
  - ◆ Itemize new operating expenses to support unit goals.
    - Submitted RC Libraries business plan and budget request for FY 2006-07 to RC Vice Provost:
      - Secured \$396,000 to support RC Library collections and materials.
      - Secured \$379,168 to support RC Libraries expense, salary, and OPS requirements.
  - ◆ 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.
    - Updated RC Librarians' Letters of Assignment to include regional and systemwide assignments.
  - ◆ Continue outreach activities in Palm Bay to improve the library's image.
  - ◆ 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.
  - ◆ Continued monthly meetings and ongoing dialogue at Cocoa, Palm Bay, Daytona Beach, Sanford/Lake

# Regional Campus Libraries (cont'd)



Mary, Osceola, MetroWest, and South Lake to fulfill the mission of RC Libraries.

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## DEPARTMENTAL GOALS for 2006-2007

- ◆ Streamline all administrative areas of RC Libraries: (1) policy document commitments, (2) technology access and support, (3) personnel, and (4) materials.
- ◆ Improve coordination between community colleges and RC technology units for UCF network access, print services, and library resources access at each site.
- ◆ Enhance services and obtain an ongoing collection and materials budget for RC Libraries.
- ◆ Hire new full-time personnel to support unit goals; in particular expand part-time position at Sanford/Lake Mary to full-time.
- ◆ Continue implementation of growth support strategies for RC Libraries: (1) administrative management and planning and (2) modified services and funding model for library support.
- ◆ Incorporate consortium ideals in all areas of RC Libraries planning, management, and administration.
- ◆ Continue improvement of online library modules for WebCT classes and participate in the QEP.
- ◆ Continue soliciting grant and materials support for the BEST Center.
- ◆ Complete development of the GNRC and BEST Center Web sites.
- ◆ Continue professional development activities with library organizations and committees.

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## CHANGES in STAFFING

- Dr. Mem Stahley continued her dual responsibilities with RC as Director of RC Library Services and with University Libraries as Head of RC Libraries, to plan and develop library access and support services at all UCF RC locations.
- Hired and assigned a full-time librarian in the Eastern Region at Daytona Beach (Dee Bozeman).
- Hired and assigned a full-time visiting librarian in the Western Region at MetroWest and Osceola.
- Secured RC funding and began search for one full-time librarian assigned in the Western Region to South Lake.

- Southern Region Librarian, Barbara Alderman earned promotion from Instructor Librarian to Assistant University Librarian.
- RC Libraries Office Manager, Nancy Grossman, earned promotion to Administrative Assistant.
- Filled vacant part-time Office Assistant position in the Southern Region at Cocoa (Patricia Dyson).
- Filled vacant part-time Student Assistant position in the Southern Region at Cocoa.

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## ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ◆ Offer the best undergraduate education available in Florida
  - Received a gift from Mrs. Phoebe Carpenter to University Libraries designated for the BCC/UCF Joint-Use Library at Cocoa; \$100,000 paid at \$10,000 per year to develop collections in the Humanities, especially for Renaissance English courses.
  - Developed and launched the BEST Center, an RC curriculum materials center, at the Cocoa Joint-Use Library.
  - Continued participation in frequent RC Strategic Planning and Leadership Team meetings with the Vice Provost for:
    - Long- and short-term goals, planning, and structure development
    - New course/program awareness
    - Budget issues
    - Marketing updates
    - Leadership/management activities
  - Southern Region Librarians developed, incorporated, and monitored online library modules in WebCT courses:
    - NUR 3165 Critical Inquiry
    - NUR 4837 Health Care Issues, Policy, and Economics
    - PSY 3214 Research Methods in Psychology (two sections)
    - SOW 4232 Social Welfare Policies and Issues
    - TSL 4141 Issues in Second Language Acquisition
  - Contributed to data gathering and service and access components of SACS substantive change review.
  - Collaborated with University Libraries and the College of Education to provide information for the National Council for Accreditation of Teacher Education (NCATE) visit.
- ◆ Provide international focus to our curricula and research programs
  - Developed collections in support of international business, law, and politics curriculum.
  - Participated in community college international student events and displays.

## ◆ Become more inclusive and diverse

- Collaborated with BCC to present programs and displays for Black History Month.
- Collaborated with BCC to develop Diversity Week displays and student activities celebrating diversity.
- Continued to develop, update, and enhance RC Library Web pages and participated as a member of the UCF Libraries Web Advisory Committee.
- Hosted educators from the Turkmenistan Health Services Administration with an open house and tour of the BCC/UCF Joint-Use Library.
- Initiated and participated in a librarian mini-exchange program with Rosen.
- Promoted and initiated activities and displays for the BEST Center.
- Provided library tours for new faculty and students.

## ◆ Be America's leading partnership university

- Convened monthly meetings with community college 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.
- Convened research exchange/database review meetings with community college and UCF librarians at MetroWest, Osceola, and Palm Bay.
- Met and collaborated with new Valencia library partners at MetroWest to identify appropriate UCF library resources and services that will keep pace with future initiatives and expected enrollment growth, including: equipment, access, pay-for-print, collections, and staffing.
- Developed and created a new library Web site for our Valencia library partner at Osceola and created over a dozen Starting Point research guides for education students at that location.
- Coordinated purchase and delivery of three public access PCs and one staff PC and printer for Sanford/Lake Mary.
- Created a new Library Services brochure, Starting Point research guides, and library Web pages for Sanford/Lake Mary.
- Met with Seminole County, Seminole Community College, and UCF administrators regarding a new joint-use library building and partnership at Sanford.
- Met with Lake County, Lake Sumter Community College, and UCF administrators, regarding a new joint-use library building and partnership; toured joint-use facilities in St. Petersburg with Lake County administrators.

- Participated as invited member of BCC search committee for library buyer position.
- Provided additional backup for BCC circulation and reference staff, as needed.
- Provided UCF Office Assistant for cross-training at BCC circulation desk.
- Kept the BCC/UCF Joint-Use Library open during the BCC Spring Break week, providing reference, circulation and InfoLab services.
- Traveled 6,243 local area miles to fulfill systemwide administrative and partnering responsibilities.
- 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.

## *PERFORMANCE ENHANCEMENT RECOMMENDATIONS*

- Minimize delays and streamline decision-making between University Libraries and RC with regard to staffing, service, and access at RC libraries.
- Provide daily courier delivery service at each RC library location.

## *ACCOMPLISHMENTS of FACULTY and STAFF*

- Planned, developed, negotiated, and implemented RC library policies, services, and access with a variety of benchmarking tools including:
  - RC Libraries services summary matrix
  - RC Libraries equipment summary matrix
  - Inter-institutional hiring, training, and orientation checklists/packages
  - Service models
  - Funding models
  - Surveys and assessments
- Drafted a library cooperative agreement, in collaboration with Dean of Libraries and Learning Technology of Seminole Community College, and submitted to RC and University Libraries administration.
- Submitted draft recommendations for MOU between RC/University Libraries in support of RC Libraries.
- Coordinated and convened an acquisitions processing meeting with the Head of Acquisitions and all RC librarians to discuss the purchase of new materials.

## ◆ Training/Staff Development

- ACRL/CNI/EDUCAUSE first Joint Virtual Conference – Alderman, King, Todd
- ACRL training session, "Instruction Design: Tools, Techniques, and Strategies" - Todd
- ACRL PLDG meetings – Stahley
- ALA Annual Conference – Alderman, Stahley, Todd

# Regional Campus Libraries (cont'd)



- ALA Midwinter Meeting – Stahley
  - ALEPH training – Alderman, King, Todd
  - BCC training class on Blackboard Basics - King
  - BCC service learning workshop - King
  - CCLA meetings - King
  - CFLC workshop, *Space Allocation* - King
  - Ed-Media Conference - Todd
  - Evans Digital Collections training session – Alderman, Todd
  - FACRL workshop, *E-merging Technologies* - King
  - FCTL CIP workshops – Alderman, King, Todd
  - FLA Annual conference – King, Todd
  - Florida Regional Ask-A-Librarian (AAL) training – King, Todd
  - Gale Virtual Reference Library and InfoTrac training session – Todd
  - Live Text training session – Alderman, King, Todd
  - Living the Future 6 Conference - Alderman
  - Off-Campus Library Services Conference – Bozeman
  - Online desktop lecture, “Evaluating Online Instruction” - King
  - Oxford reference demonstration - King
  - Presentation on academic compact assessments – King
  - QEP Group meetings - King
  - SELA Leadership conference – King
  - SITE conference – King, Stahley
  - Sloan-C International Asynchronous Learning Networks Conference – Alderman, King, Todd
  - Training session by Dr. Paula Krist, “Academic Learning Compacts” – Todd
  - Web seminars (desktop lectures, online, etc.) - King
  - xrefer Web cast and demonstration - King
- ◆ Service
- ACRL Partnership Libraries Discussion Group (PLDG) meetings - Alderman, King, Stahley, Todd
    - PLDG chair, mailing list, administrative responsibilities - Stahley
  - ACRL/CNI/EDUCAUSE first joint virtual conference – Alderman, King, Todd
  - ALA
    - ERIC Usability Testing with Computer Sciences Corporation, participant volunteer - Alderman
    - NMRT advisement sessions for resume service – Stahley
    - READ Campaign – Alderman, King, Todd
  - ALEPH
    - DOG (OPAC) group meetings - King
    - OPAC subcommittee – King
    - Implementation and Migration committee – Alderman
    - Indexing committee – Alderman
  - BCC/UCF Ask-A-Librarian participation– Alderman, King, Todd
  - BCC Learning Resources (LRC) Advisory Committee meetings - Stahley, Grossman
  - BCC library faculty council meetings - Stahley
  - BCC search committee for Cataloging Librarian – King
  - BCC/UCF Diversity Week and Black History Month displays– King, Todd
  - BCC/UCF Library Relay for Life team – Alderman, King (honorary captain), Todd
  - BCC/UCF Honors College kickoff reception – King
  - BEST Center: initiated startup; planned space needs; requested and received equipment, furnishings and resources; reviewed new materials and donations; provided copy cataloging services; wrote funding proposals; participated in planning and staging grand opening ceremony – Alderman, King, Stahley, Todd
  - Copy catalog training and application with BCC Cataloger – King
  - Course Innovation Project – Alderman, King, Todd
  - Updated and/or created over 15 online library instruction modules and provided e-mail and online reference services – Alderman, King, Todd
  - Developed a Grants and Nonprofit Resource Center (GNRC) Web site – King, Todd
  - FLA
    - Academic Libraries Section – King
    - Continuing Education Committee - King
    - Information Literacy Group – King
    - Reference Group – King
    - State University System Group – King
    - Telephone, E-mail, Chat Reference Services Group - King
    - Annual conference 2006 local arrangements committee – Todd
    - Planning committee appointment – King
    - Library scholarship bash subcommittee – Todd
    - Silent auction subcommittee – Todd
  - Florida’s Ask-a-Librarian chat service participation – Alderman, King, Todd
  - MLIS Information Day committee member and panelist – Alderman
  - Mentored, managed, and evaluated MLIS student intern from FSU – Alderman, King, Stahley, Todd
  - My UCF/WebPrep orientation overview on library collections and services – Todd
  - National Library Week and Information Fluency display – Bozeman
  - Research and Creativity Forum, online library modules demonstration for WebCT classes – Alderman
  - Researched grant opportunities to benefit Boys and Girls Clubs of Brevard and middle school science students during their site visits to the BCC/UCF Joint-Use Library – King

- SACS/QEP National Advisory Board meetings – King, Stahley
  - SELA
    - Leadership Conference - King
    - Handbook Committee – King
    - Honorary Membership Committee – King
    - University and College Libraries and Adult Services Section – King
    - Volunteer at conference registration desk - King
  - Signage created and displayed for UCF wireless network at Cocoa – King
  - Starting Points (100+) and Web sites (5) created and/or maintained for RC Libraries at Cocoa, Palm Bay, Daytona, Sanford, Osceola, and South Lake – Alderman, Bozeman, Griesemer, Grossman, Harrington, King, Stahley, Todd
  - Strategic planning focus group meeting – King
  - Supervised two BCC service learning student volunteers in BEST Center – King
  - UCF tour leader for visiting groups – Alderman, King, Stahley, Todd
  - UCF collection management meetings – Alderman, King, Stahley, Todd
  - UCF database in-service training for library staff at Osceola – Todd
  - UCF Eastern Region search committee for librarian position at Daytona Beach – Grossman, Todd, Stahley
  - UCF Eastern Region search committee for adjunct librarian position at Sanford – Grossman, Stahley
  - UCF LPAC meetings – Stahley
  - UCF Libraries Mentoring Committee – Alderman, Stahley
  - UCF Libraries representative for joint library and CDWS efforts pertaining to the QEP - King
  - UCF Libraries Management Council meetings – Stahley
  - UCF Palm Bay Course Innovation Project sessions – Todd
  - UCF participation in National Poetry Month event at Cocoa – King
  - UCF RC Operations Committee meetings – Stahley
  - UCF RC orientation planning meeting – Stahley
  - UCF RC strategic planning team meetings and retreats- Stahley
  - UCF RC SDES planning retreat sessions - Stahley
  - UCF RC transfer student orientation sessions – Alderman, Bozeman, King, Todd
  - UCF RC Vice Provost staff meetings – Stahley
  - UCF RC Vice Provost budget workshop – Stahley
  - UCF research exchange meetings – Alderman, King, Stahley, Todd
  - UCF Library Faculty meetings – Alderman, King, Stahley, Todd
  - UCF Libraries Web Advisory Committee – Todd
  - UCF Online Reference Task Force (Chair) - King
  - UCF Southern Region nursing orientation session tour and display - Todd
  - UCF Southern Region quarterly Faculty Advisory Team meetings – King, Stahley
  - UCF-Southern Region search committee for Office Assistant – Alderman, King, Stahley, Todd
  - UCF-Southern Region search committee for Student Assistant – Alderman, King, Stahley, Todd
  - UCF teacher appreciation reception - King
  - UCF Web design, maintenance, support for six RC Library locations – Todd
- ◆ **Professional Memberships**
- ALA – Alderman, Bozeman, King, Stahley, Todd
    - Directory of Peer Consultants and Speakers - King
    - Library Instruction Round Table – King
    - Library Research Round Table – King
    - RUSA - King
  - ACRL – King, Stahley, Todd
    - Distance Learning Section – King
    - Educational and Behavioral Sciences Section – King
    - Instruction Section – King
    - Partnership Libraries Discussion Group (PLDG) – Alderman, King, Stahley, Todd
    - RUSA - King
    - Regional Campus Libraries Discussion Group – Bozeman, King, Stahley, Todd
    - University Libraries Section – King
  - FACRL - King
  - FLA – Bozeman, King, Stahley, Todd
  - Honor Society of Phi Kappa Phi – Todd
  - Honor Society of Beta Phi Mu - Todd
  - ISTE - Bozeman
  - Library Association of Brevard (LAB) - King
  - LAMA – King, Stahley
  - National Association of Female Executives (NAFE) – King
  - SELA - King
- ◆ **Presentations and publications**
- *Collaboration in Learning Communities: Making the BEST of It*, a paper presented at the AACE 2006 17<sup>th</sup> International SITE Conference– King, Stahley
  - Going Beyond WebCT Discussion Boards: Corporate Blogging in Distance Education, a SOTL poster session – Alderman, King, Todd
  - Guest speaker/instructor in online FSU class LIS 5916 Information Leadership - Stahley
  - *Library Research Modules in WebCT Classes: A Panel Discussion*, presented at the Sloan-C International Conference (2005) – Alderman, King, Todd
  - “Physician’s use of the personal digital assistant (PDA) in clinical decision making,” a journal



# Regional Campus Libraries (cont'd)



- article published in the *Journal of the Medical Library Association* - Todd
- *Providing Personalized Library Services in Online Classes: Challenges and Opportunities*, a discussion board presentation at the ACRL/CNI/EDUCAUSE conference - Alderman, King, Todd
- Research and Creativity Forum presentation - Alderman
- Shotgun Wedding, Arranged Marriage, or Match Made in Library Heaven, invited panel
- participant at ALA Annual 2006, Community and Junior College Libraries Section (CJCLS) program - Stahley.
- Sloan-C Asynchronous Learning Conference (2006) proposal submitted and accepted - Alderman, King, Todd
- UCF Faculty Focus articles (2) submitted - Alderman, King, Todd
- Panel presentation proposal submitted for ACRL 2007 conference - Alderman, King, Todd

## STATISTICS

The following tables illustrate the UCF contribution to reference services at Regional Campus Libraries (see Table 1), materials allocations and expenditures (see Table 2), a five-year expenditure summary for materials allocations (see Table 3), and instruction statistics (see Table 4).

Regional Campus Libraries  
Table 1  
UCF Contribution to Reference Services, 2005/06

	Eastern Region`		Southern Region		Western Region			
	Daytona	Sanford	Cocoa	Palm Bay	MetroWest	Ocala	Osceola	South Lake
Weekly Primary Hours	20	11	27	14	0	0	0	20
Weekly Backup Hours	0	9	20	10	20	0	0	0
Annual Percentage Saturday Coverage	N/A	N/A	33%	15%	N/A	0	0	0
Hours Open Per Week	79.5	73	71.5	66.5	73.5	70.0	72.0	52.5
Weekly Percentage Maximum	25%	27%	65%	36%	27%	0	0	38%

Regional Campus Libraries  
Table 2  
Materials Allocations & Expenditures, 2005/06

	Eastern Region`		Southern Region		Western Region				Totals
	Daytona	Sanford	Cocoa	Palm Bay	MetroWest	Ocala	Osceola	South Lake	
RC Allocations*	\$85,000	\$25,000	\$100,000	\$25,000	\$10,000	\$5,000	\$10,000	\$25,000	\$285,000
<b>Library Materials</b>									
Firm orders (monographs)	\$73,440	\$23,631	\$84,717	\$24,725	\$84,717	\$24,725	\$84,717	\$24,725	\$256,421
Periodicals	\$16,517	-	\$24,914	-	-	-	-	-	\$41,431
Standing orders	\$3,620	-	\$20,974	-	-	-	-	-	\$24,594
Binding Service	-	-	\$1,013	-	-	-	-	-	\$1,013
Volumes Bound (no.)	-	-	-	-	-	-	-	-	-
Microforms	-	-	-	-	-	-	-	-	-
Specials (Grants)	-	-	-	-	-	-	-	-	-
<b>Expenditures</b>	<b>\$93,577</b>	<b>\$23,631</b>	<b>\$131,618</b>	<b>\$24,725</b>	<b>\$ 8,385</b>	<b>\$3,800</b>	<b>\$ 9,815</b>	<b>\$27,908</b>	<b>\$323,459</b>

\*Plus \$15,000 allocation for general collection purchases systemwide.



# Regional Campus Libraries (cont'd)

Regional Campus Libraries  
 Table 3  
 Five-Year Expenditure Summary

	2005-06	2004-05	2003-04	2002-03	2001-02
Daytona Beach	93,577	28,564	64,088	122,258	56,885
Sanford/Lake Mary	23,631	-	-	-	-
Cocoa	131,618	57,576	102,836	200,032	172,473
Palm Bay*	24,725	-	-	-	-
Metro-West	8,385	-	-	-	-
Ocala	3,800	-	-	-	-
Osceola	9,815	-	-	-	-
South Lake	27,908	10,510	41,675	38,488	-
<b>Total</b>	<b>\$323,459</b>	<b>\$ 96,650</b>	<b>\$208,599</b>	<b>\$360,778</b>	<b>\$229,358</b>

\* Palm Bay appropriation included in Cocoa budget allocation until 2005-06

Regional Campus Libraries  
 Table 4  
 Instruction Statistics, 2005/06

	Eastern Region`		Southern Region		Western Region				Totals
	Daytona	Sanford	Cocoa	Palm Bay	MetroWest	Ocala	Osceola	South Lake	
<b>Library Instruction</b>									
No. of Classes	44	42	21	8	0	0	0	8	<b>123</b>
Student Attendance	635	796	527	181	0	0	0	148	<b>2,287</b>

Notes:

1. Statistics include community college library instruction classes taught by UCF Librarians.
2. Data collection methods for reporting online library instruction statistics do not allow for location specific identification.

Dr. Mem Stahley  
 Head, Regional Campus Libraries

Universal Orlando Foundation (UOF) Library at Rosen College, a branch of the University Libraries, 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 celebrated its second anniversary January 5, 2005, in full swing. Among the highlights during this past year:

- The Florida Library Association (FLA) Annual Conference President's Reception was held at Rosen College on the evening of April 19, 2006 with nearly 100 librarians from all over the state in attendance. In addition to a delectable dessert buffet, participants enjoyed the al fresco music of 12-string guitarist Dominic Gaudious; a Wine Odyssey with Dr. Frank Juge; a pastry-making demonstration by Dr. Wilfried Iskat and a Library Open House, hosted by Tim Bottorff.
- A cooperative effort between Deb Ebster; Carla Summers, Head of Special Collections; University Archivist Elizabeth Konzak; and Director of Library Development Dwain Teague, formalized benefactor Harris Rosen's gift of personal papers and scrapbooks and laid the foundation for the acquisition of his additional business records by University Archives.
- The availability of a small but key selection of the newly digitized Harrison "Buzz" Price papers chosen by Rosen faculty, along with a searchable Web interface and finding aid prepared by Special Collections, was a welcome bonus to Hospitality Management students and faculty alike, particularly those involved in theme park management.



Archivist Liz Konzak (left) and Deb Ebster (far right) look on as Harris Rosen and Carla Summers, Head, Special Collections/University Archives, review part of Rosen's gift of personal papers and scrapbooks

doubled in size since the library opened two and a half years ago. See Table 1 at the end of this report for specific statistics.

The size and quality of the collection was once again bolstered by a large number of gifts to the UOF Library. Among the notable gifts to the library in FY 05-06 were several valuable market research reports, significant runs of several industry periodicals, and dozens of titles in the areas of cooking, travel, general management, and leadership. In addition, the UOF Library initiated a successful program to send duplicate gift titles to the

hospitality management program at the University of Aruba, with which the Rosen College has formed a thriving partnership. For a summary of gifts added to the collection, see Table 2 at the end of this report.

### ◆ Goal 2 – Building Programs and Services

With students residing on campus in the Rosen apartments for the first time during the fall 2005 semester, the UOF Library team was anxious to see if staffing levels and hours of operation would adequately meet the needs of users. For now, both appear to be adequate. Patron use of

the UOF Library was higher than ever this year, paralleling the growth in enrollment at Rosen College. See Table 3 at the end of this report for Public Service Statistics.

### ◆ Goal 3 – Building Relationships

During the past year members of the UOF Library team have continued to interact with colleagues and counterparts at the main campus and have also continued efforts to be an integral part of the Rosen campus as indicated by participation in the following activities:

- University/Libraries
  - Representative on Director's Advisory Group (DAG)
  - ALEPH Implementation & Migration Team meetings and training sessions
  - WAC Committee
  - Reference Librarian Exchange
  - Florida State Employees' Charitable Campaign
  - Library Faculty and Staff Campaign

## REPORT on DEPARTMENTAL GOALS for 2005-2006

### ◆ Goal 1 – Building Collections

Seeking to keep pace with the growth of the Rosen College's programs and student body, the UOF Library staff continued to build the collection aggressively. The size of the collection was increased by more than 15% over the past fiscal year, as many core areas were strengthened and many niche areas (e.g., theme parks & attractions, time-share management, spa management, etc.) were improved. In all, the collection has nearly

- UCF ALLIES
- UCF Diversity Week Celebration
- University Libraries Research & Creativity sessions
- Graduate Research Forum
- *Rosen Information Session* (an orientation and Open House for our colleagues from the University Libraries; the event was well-received with 18 library faculty & staff members in attendance).
- Rosen College
  - Rosen College Students' Welcome Back Hawaiian Luau Days
  - Transfer student and First-Time-in-College Orientations
  - "Beachside Escape" breakfast hosted by Event Management students for Rosen faculty & Staff
  - Rosen College Employees' Annual Dinner
  - Rosen College Alumni Association Holiday social

- Relationships with Area Libraries
  - Having served as a site not only for the 2006 FLA Annual Conference President's Reception, but also for meetings and training sessions for groups such as the FLA Board and the Central Florida Library Cooperative (CFLC), the Universal Orlando Foundation Library is also becoming known in the library community as well. In addition, this past spring Rosen librarians hosted 11 Walt Disney World corporate librarians for a Rosen campus tour, followed by afternoon tea, and discussion on possible areas for collaboration.

### ◆ Goal 4 – Building Community

The team continued to produce high quality hospitality-related exhibits for the enjoyment and education of patrons including:

- "Orlando's Historic Restaurants"
- "Making of a Zuckerbäcker: Apprenticeship and Tools of an Austrian Pastry Baker" (antique tools and memorabilia from the collection of Prof. Wilfried Iskat, Rosen College faculty)
- "George Millay: Water Park Pioneer" (honoring the legendary founder of Sea World and Wet 'n Wild)
- "The Pineapple, 'Princess of Fruits' and Symbol of Hospitality"

Continued regular publication of the library newsletter "Check It Out" and updating the UOF Library's Web site.

The wealth of resources available combined with the pristine, comfortable environment makes the library a welcoming "third space" for students, staff, and faculty alike.



Dr. Wilfried Iskat (above) demonstrating tools and techniques of an Austrian Pastry Baker. Among the crowd is Regional Campus librarian Andy Todd.

Library Exhibit (left): "Making of a Zuckerbäcker: Apprenticeship and Tools of an Austrian Pastry Baker" (antique tools and memorabilia from the collection of Prof. Wilfried Iskat, Rosen College faculty)





## DEPARTMENTAL GOALS for 2006-2007

Now that the UOF Library is established as a fully functional branch of UCF Libraries and an integral part of the Rosen campus, the major focus will shift to marketing its collections and services as follows:

- ◆ Step up outreach to Rosen College faculty in order to become more effectively engaged in the teaching & learning process
- ◆ Promote the use of resources for research, especially electronic and digital collections such as the Harrison Price Papers
- ◆ Begin to collaborate with the Rosen Public Relations coordinator to bring awareness of the facility and its resources to industry professionals
- ◆ Continue cooperative efforts with the Director of Library Development to promote library support among Rosen College alumni.

## CHANGES in STAFFING

- In August 2005 the team welcomed **Gina Rippens** to the UOF Library staff as evening supervisor and Sr. LTA responsible for ILL and Periodicals. Ms. Rippens replaced TJ Ormseth who was promoted last June to LTA Supervisor. Previously employed as an Office Associate at the University of Alabama, Birmingham, Rippens also has previous library experience at Auburn University and worked briefly several years ago in UCF Libraries' Special Collections Department. She holds both a B.A. and M.A. in History from Auburn University.
- With the mid-October resignation of Rowena Beredo, the lead Circulation and Course Reserves Sr. LTA position was vacated. **Grenka Bajramoski**, who at the time was already employed as OPS Library Assistant, was selected to fill the position, November 18, 2005. In addition to working full-time, Ms. Bajramoski is currently pursuing a B.S. degree in Marketing at UCF. Before coming to the UOF Library, she worked for Hallmark in customer service.
- **Christine Paola**, OPS Library Assistant, joined the staff part-time in February 2006 to assist at the service desk and also with special projects. Ms. Paola has several years' experience



working in both the Circulation and Technical Services Departments at the Providence, R.I., Public Library.

- ALSTARS Intern Tim Durling split his time between the main library and the UOF Library to work on special assignments during the spring and summer sessions while working towards his MLIS degree at USF.



ALSTARS intern Tim Durling (on the left) with UOF librarian Tim Bottorff

## ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ◆ Offer the best undergraduate education available in Florida

The library provided a program review and collection analysis in support of the proposal for the new Bachelor of Science in Event Management, approved by the Board of Trustees in spring 2006. The study of event management is garnering worldwide attention and UCF is the first university in the United States, and perhaps the world, to offer this degree. The library has already begun to acquire holdings in this area.

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

The library's affiliation with the World Tourism Organization, the leading international organization in the field of tourism, brings prestige and international prominence to the university. Our WTO Depository Library status supports graduate study and research in tourism and hospitality management.

- ◆ Provide international focus to our curricula and research programs

Whenever feasible, UOF Library continues to support Rosen College faculty who are teaching in the hospitality program at the University of Aruba.

- ◆ Become more inclusive and diverse

- UOF Library staff participated in activities in celebration of Diversity Week, fall 2005.
- UOF Library continued to seek diversity in hiring staff and student assistants.

◆ **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. This year, in addition to partnering with Wet 'n Wild on an exhibit honoring the "Father of Water Parks," George Millay, UOF Library faculty and staff met with corporate librarians from Walt Disney World to discuss library collections and services, possible areas for collaboration, and mutual professional interests.

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**PERFORMANCE ENHANCEMENT RECOMMENDATIONS**

While the Rosen shuttle has offered an improved schedule for the transport of students, staff, and faculty to and from the main campus, the transport of materials via the bi-weekly courier is inadequate to allow for the *timely* delivery of library materials to Rosen patrons.

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**ACCOMPLISHMENTS of FACULTY and STAFF**

◆ **Grenka Bajramoski:**

- Attended:
  - UCF New Employee Orientation
  - Annual Rosen Employees' Dinner
  - University Libraries' ALEPH Circulation training sessions
  - University Libraries' General Staff Meeting
  - Library Web Information Session
- Accomplishments:
  - Served as troubleshooter for ALEPH Circulation issues
  - Completed the following courses: Marketing; Marketing Research & Analysis; Marketing Intelligence; Professional Selling; Essentials of Management Information Systems; Legal and Ethical Environments of Business; Management of Organizations

◆ **Tim Bottorff:**

- Attended:
  - American Library Association (ALA) Annual Conference, New Orleans
  - Florida Library Association Annual Conference, Orlando
  - Central Florida Library Cooperative Quarterly Reference Interest Group Meetings
  - Florida Chapter of the Association of College and Research Libraries Fall

Workshop "E-Merging Technologies @ Libraries," Orlando

- Service:

- Served on the following committees:
  - o ACRL 2007 Annual Conference Contributed Papers Subcommittee
  - o FLA 2006 Annual Conference Scholarship Committee
  - o MLIS Information Day Committee
  - o UCF Libraries' Web Advisory Committee (WAC)
  - o UCF Libraries' ALEPH Implementation and Migration Committee
- Served as elected Chair of the CFLC Reference Interest Group
- Served as a Faculty Judge for the 2006 UCF Graduate Research Forum
- Participated in the UCF Librarian Exchange program with the Reference Department
- Served as an occasional book reviewer for Business Information Alert
- Served as co-curator for the exhibit "The Making of a Zuckerbäcker: Apprenticeship and Tools of an Austrian Pastry Baker"
- Maintained memberships in ALA, IRRT, RUSA, ACRL, and FLA



UOF Library staff members enjoying some down time during the holidays at the Orlando Culinary Institute. Left to right: Grenka Bajramoski, TJ Ormseth, Tim Bottorff, Gina Rippens, and Deb Ebster

◆ **Deborah Ebster, Department Head**

- Attended:
  - ALA International Relations Round Table (IRRT) Pre-conference, "Thinking Outside the Borders," New Orleans
  - American Library Association (ALA) Annual Conference, New Orleans
  - Florida Library Association (FLA) Annual Conference, Orlando
  - Florida Chapter of the Association of College and Research Libraries (FACRL)

Fall Workshop “E-Merging Technologies @ Libraries,” Orlando

- CFLC “Technology Update” workshop, University Libraries
- CFLC “Boomers & Gamers: Serving Different Generations” workshop, University Libraries



Phyllis Ruscella, director, USF Library, and Deb Ebster at the FLA President's reception held on the Rosen College campus.

- Service:
  - Served on the following committees:
    - o FLA 2006 Annual Conference Local Arrangements Committee; Chair of President's Reception subcommittee
    - o Regional Campus Reference Librarian Search Committee, LSCC/UCF Joint-use facility
    - o Accepted Library Personnel Advisory Committee (LPAC) 3-yr. term, 2006-2009
  - Continued to serve as editor-in-chief of library newsletter, “Check It Out”
  - Continued to serve as book reviewer on hospitality-related topics for Library Journal
  - Served as a panelist for MLIS Information Day 2006, University Libraries
  - Contributed a book review to University Libraries' National Library Week celebration exhibit
  - Selected to be a mentor for ACRL Dr. E.J. Josey Spectrum Scholar Program
  - Maintained memberships in ALA, RUSA, ACRL, and FLA

## ◆ Tanya Jo Ormseth, LTA Supervisor:

- Attended:
  - HR Performance Appraisal Workshop
  - Student Hiring Workshop, University Libraries
  - Purchasing Card Training
  - Microsoft FrontPage Online course
- Service:
  - Member, Director's Advisory Group (DAG)
  - Member, Library Faculty and Staff Campaign Committee
  - Key worker, Florida State Employees' Charitable Campaign
  - Member, Diversity Week Committee
  - UCF ALLIES member
- Accomplishments:
  - Co-curated “Orlando's Historic Restaurants” exhibit
  - Assisted with the design of “The Pineapple, ‘Princess of Fruits’ and Symbol of Hospitality” and George Millay: Water Park Pioneer” exhibits

## ◆ Gina Rippens, Sr. LTA:

- Attended:
  - UCF New Employee Orientation
  - Rosen College Employees' Annual Dinner
  - Library Web Information Session
- Accomplishments:
  - Implemented a basic tracking system for ILL and ICL requests and maintained statistics.
  - Participated in UOF Library Open House for University Libraries colleagues.
  - Completed shifting of both the general collection and the reference collections.
  - Assisted with “George Millay: Water Park Pioneer” exhibit.
  - Co-curated “Orlando's Historic Restaurants” exhibit.
  - Cooperated with Special Collections Department to process scrapbooks and personal papers of Harris Rosen.

## STATISTICS

Use of the Universal Orlando Foundation Library—both in-person and virtually—was higher than ever this year, as evidenced by statistics such as a 31% increase in patron count, a 42% increase in hits on the Web site, and a 76% increase in circulation of materials over last fiscal year's figures. Most notable was the increase in the circulation of library laptop computers. Statistics in other areas were high as well, confirming that the UOF Library remains an integral component of the highly-regarded Rosen College campus.



# Universal Orlando Foundation Library @ Rosen (cont'd)

Universal Orlando Foundation Library  
**Table 1**  
*Collection Growth: 2003/04-2005/06*

	Titles Held End of		
	2005/06	2004/05	2003/04
<b>Total Collection</b>	<b>6,393</b>	<b>5,526</b>	<b>3,297</b>
General	5,359	4,640	2,880
Reference	526	472	302
Browsing	325	264	n/a
Media	183	150	115
Rosen Periodicals	146	135	117

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

	2005/06	2004/05	2003/04
Titles Added	110	829	40
No. of Different Donors	14	105	7

\*The Library opened in Jan. 2004; statistics for FY 03-04 are from Feb.-Jun. 2004 only.

Universal Orlando Foundation Library  
**Table 3**  
*Public Service Statistics: 2003/04-2005/06*

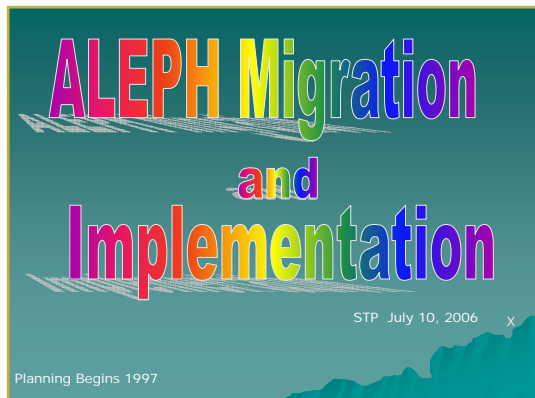
	FY 05-06	FY 04-05	FY 03-04*
<b>USE OF FACILITY:</b>			
Patron Count	80,889	61,941	19,438
<b>WEB SITE:</b>			
Hits on UOFL Web pages	137,673	97,048	10,091
<b>INSTRUCTION:</b>			
Classes Taught	19	23	4
Students Taught	558	662	43
<b>MATERIALS CIRCULATED:</b>			
General Collection	1,884	1,328	354
Audio/Visual	228	116	51
Browsing	155	126	n/a
Reserve	365	1,007	76
Laptops	4,622	1,634	10
Audio Sets	190	83	10
Renewals	140	25	n/a
<b>Total Materials Circulated</b>	<b>7,584</b>	<b>4,319</b>	<b>481</b>
<b>REFERENCE:</b>			
Directional Questions	2,030	2,379	691
Library Reference, In Person	1,094	1,092	309
Library Reference, Via Phone	73	91	69
Library Reference, Via E-Mail	26	47	21
Research Consultations (PERCs)	10	9	n/a

\*The Library opened in Jan. 2004; statistics for FY 03-04 are from Feb.-Jun. 2004 only

Deborah Ebster, Head  
 Universal Orlando Foundation Library at Rosen College



Technical Services was formed in August 2005 with the appointment of Jeannette Ward as Associate Director for Collections & Technical Services. Acquisitions, Binding, Cataloging, Collection Development, Gifts & Exchange, and Preservation all form Collections & Technical Services.



moved from the sorting area on the first floor to the processing area on the fifth floor.

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## *DEPARTMENTAL GOALS for 2006-2007*

- ◆ Continued improvement of workflows between department and units of Technical Services.
- ◆ Continue improving communication and services to all other departments of the Library

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## *CHANGES in STAFFING*

After lengthy searches, Lyn Case was hired as Cataloging Services department head, and Michael Arthur accepted the position as Acquisitions and Collections Services department head to start July 10.

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## *ACCOMPLISHMENTS of FACULTY and STAFF*

- ◆ Jeannette Ward:
  - Membership: ALA
  - Committees:
    - Project coordinator for new LMS
    - SUL Collections Resources Committee.
  - Attended:
    - Charleston Conference on Book and Serials Acquisitions, November 2005.
    - ALA, Midwinter, San Antonio, January 2006
    - ALA, Annual, New Orleans, June 2006
  - Presented Poster session "Privacy on the Web" at EDUCAUSE 2005, Orlando, October 2005
  - Participated (by invitation) in publisher's focus group at ALA, New Orleans.

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## *HIGHLIGHTS of the YEAR in RETROSPECT*

- The successful migration of data from both the NOTIS and INNOPAC systems into the new library management system, ALEPH.
- Additionally, the year was spent in learning and training for the implementation of the ALEPH system.
- By June 30, in preparation for STP (switch to production) date (July 10):
  - 1,193,400 bibliographic records were migrated from NOTIS to ALEPH
  - 1,302,000 NOTIS copy records were converted into ALEPH MARC HOL records.
  - 1,076,300 items were converted from NOTIS.
  - 42,200 patron records were migrated from NOTIS.
  - 32,800 loans were loaded from NOTIS, with only one error record, by far the lowest error rate in the SUL conversions.
  - Over 3,850 periodical orders were created in ALEPH from Innopac data.
  - 3,847 publication patterns loaded from files graciously contributed by Harvard, Iowa, MIT, McGill and Boston College.
  - 15,989 local authorities were converted from NOTIS to ALEPH and all remaining bibliographic headings were linked to a single copy of the locally-loaded LC and MeSH authority files which are be shared by all of the universities.
  - UCF has the usual logical bases for the Full Catalog, Journals/Serials and Course Reserves.
- The processing and cataloging of the Gould Criminal Justice and Legal Studies Collection was an example of the efficiencies attainable with the organization of Collections & Technical Services. Approximately 3,000 items were processed and cataloged without the physical items needing to be

Jeannette Ward

Associate Director, Collections & Technical Services



# Acquisitions & Collections Services

## HIGHLIGHTS of the YEAR in RETROSPECT

- The former separate departments of Acquisitions and Collection Development were reorganized as a combined department under a new position of Associate Director of Technical Services.
- The staff participated in the migration of data and training for ALEPH implementation.

### Library resources allocation

2005/06	2004/05	2003/04	2002/03	2001/02
\$5,582,758	\$5,226,595	\$5,030,670	\$5,498,056	\$5,101,297

### Special Funding:

Computer Art & Design	\$10,500
Conservation Biology	19,500
Education Sports & Fitness	12,000
Film	18,000
Marriage & Family Counseling	9,600
Nursing	18,000
<b>Total</b>	<b>\$87,600</b>

### Selected use in electronic access

	2005/2006	2004/2005
Searches	3,693,737	2,601,526
Sessions	1,081,638	
Full Text	2,539,466	1,822,103

Detailed listing available at end of this report.

### Program Reviews:

- Successful completion of NCATE (National Council for Accreditation of Teacher Education) by Terrie Sybolt.
- Successful completion of SACS review of the university.

### New Program Proposals:

- B.S. for Real Estate, College of Business was completed by Jason Martin.
- B.S. in Events Management, Rosen College of Hospitality Management was completed by Deb Ebster.

## REPORT on DEPARTMENTAL GOALS for 2005-2006

### Migration of acquisitions data and implementation of ALEPH.

Data from INNOPAC did not easily transfer to ALEPH. However, we were able to create spreadsheets with budget codes and vendor addresses that successfully loaded into ALEPH. Also, a spreadsheet matching order information and NOTIS bibliographic record numbers was created that enabled FCLA staff to create order records for over 3,500 periodicals. Training for ALEPH Acquisitions started in December, and was intense during May and June.

### Improve reports and statistics as a result of SACS requirement.

Began early investigation into statistics and reports produced by ALEPH to determine what will be needed in order to have information for future program reviews.

## DEPARTMENTAL GOALS for 2006-2007

- ◆ Examine organization of department with the addition of an Electronics Coordinator Librarian and an Acquisitions Librarian.
- ◆ Review and update, if necessary, job descriptions.
- ◆ Participate in the development and enhancement of financial information from ALEPH.
- ◆ Explore efficiencies that may be possible with the ALEPH system such as EDI payments, claiming, and check-in patterns.
- ◆ Explore the implementation of Collection Development and Acquisitions information on the Intranet.
- ◆ Begin work flow analysis in specific units.

## CHANGES in STAFFING

Milton Wolf, head of Collection Development, resigned to take a position as library director at Chadron State College, Nebraska. Jeannette Ward, head of Acquisitions, accepted the position of Associate Director of Technical Services. Administrative decisions resulted in combining the two departments; beginning a national search for a department head; and moving Electronic Resources Librarian, Athena Hoepfner, into the Acquisitions/Collections department.

Aurora Hudson was hired to fill a vacant Library Technical Assistant position in the Binding unit.

## 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

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

# Acquisitions & Collections Services (cont'd)



## ◆ Provide international focus to our curricula and research programs

Selected, acquired, and processed materials from international sources and on international topics related to the university's programs.

## ◆ Become more inclusive and diverse

Encouraged staff to participate in diversity programs.

## ◆ Be America's leading partnership university

Actively participated in regional and national groups to expand library resources (consortium purchases) and address mutual concerns (electronic archiving, resource digitalization projects).

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### **PERFORMANCE ENHANCEMENT RECOMMENDATIONS**

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

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### **ACCOMPLISHMENTS of FACULTY and STAFF**

#### ◆ Joe Bizon:

- Committees:
  - ALEPH Implementation and Migration Team
  - Search Committee, Head, Collection Development and Acquisitions Services (Jan-Mar 2006)
- Training: Performance Appraisal Workshop

#### ◆ Tina Candela:

- Training:
  - Teamwork Series
  - Two days OCLC Connexion
- Other:
  - Attended FLA
  - FSECC - Representative for Libraries

#### ◆ Aurora Hudson:

- Training:
  - New hire orientation
  - Excel 2003 Levels 1 and 2

#### ◆ Katie Kirwan:

- Training:
  - Excel 2003 Levels 1 and 2
  - Mediation Classes
- Attended:
  - Tour Rosen campus
  - Webcast: Always a River, Sometimes a Library

#### ◆ Jamie LaMoreaux:

- Committees:
  - Staff Council
  - Library Evacuation Team
  - Exhibits Committee
  - Library Diversity Committee
  - Directors Advisory Group
  - Search Committee, Associate Director, Technical Services

- Library Service Awards
- Service:
  - Library info kiosk volunteer
  - Student orientation volunteer
  - Traffic and Parking Committee advisor
  - Faculty Day Volunteer
  - FLA volunteer
- Attended the 11<sup>th</sup> VIP (Very Important Paraprofessional) Conference, May 2006

#### ◆ Nelsy Livingston:

- Committees:
  - Search Committee, Head, Collection Development & Acquisition Services
  - Search Committee, Training Coordinator, Human Resources,
  - Staff Council Parliamentarian
  - Staff Council Historian
  - Staff Council Photographer
  - University Staff Welcome Committee
- Training:
  - Teamwork Series
  - Supervisory Skills Series
  - Librarians Serving the Public Training
  - The Leader's Role
  - OCLC Connexion
  - Customer Service Leadership
  - Performance Appraisals
  - Employment Law
  - Interviewer Certification
- Attended:
  - FLA
  - MLIS Information Day

#### ◆ Susan MacDuffee:

- Committees:
  - IT&R Social
  - Library Fund Raising Campaign
- Training:
  - OCLC Connexion
  - Bullies in the Workplace workshop
- Service: Gould Reception volunteer
- Attended:
  - MLIS Information Day
  - Founders Day

#### ◆ Linda Seward:

- Training: OCLC Connexion
- Service: Student Orientation volunteer

#### ◆ Debbie Weatherford:

- Training:
  - Student Appraisal Workshop
  - Performance Appraisal workshop
- Attended: Tour of Rosen campus



# Acquisitions & Collections Services (cont'd)

## STATISTICS

### Acquisitions & Collections Services

Table 1

Current Five Years

	2005/06	2004/05	2003/04	2002/03	2001/02
<b>ITEMS RECEIVED</b>					
APPROVALS	23,441	23,222	25,060	29,934	21,977
FIRM ORDERS	10,899	5,519	5,654	11,676	14,729
GIFTS	742	3,501	2,090	3,183	3,536
STANDING ORDERS	1,431	2,657	2,892	5,074	7,207
<b>TOTAL</b>	<b>36,513</b>	<b>34,899</b>	<b>35,696</b>	<b>49,867</b>	<b>47,449</b>
<b>BOUND PERIODICALS</b>	<b>4,890</b>	<b>3,827</b>	<b>6,064</b>	<b>6,669</b>	<b>8,413</b>
<b>MICROFORMS</b>					
Film	562	564	575	616	657
Fiche	30,119	35,030	47,403	44,372	52,058
<b>TOTAL</b>	<b>30,681</b>	<b>35,594</b>	<b>47,978</b>	<b>44,988</b>	<b>52,715</b>
<b>PERIODICALS/SERIALS</b>					
Main (Print)	4,523	4,487	4,429	4,659	4,790
CMC (Print)	15	15	15	15	14
Rosen (Print)	92	90	97		
Brevard (Print)	158	163	187	190	197
Daytona (Print)	106	109	125	131	136
Newspapers	34	34	31	32	26
Serials	572	1,292	-	-	
E-Databases	371	362	324	316	305
E-Journals	7,424	7,315	5,650	4,160	3,955
print+online	(738)	(1,120)	(1,284)	(1,478)	(1,520)
e-only	(6,686)	(6,195)	(4,366)	(2,682)	(2,435)
<b>Total Active Subscriptions</b>	<b>13,295</b>	<b>13,867</b>	<b>10,858</b>	<b>9,503</b>	<b>9,423</b>
Ceased/Closed Periodicals	4,778	4,760	4,708	4,685	4,632
<b>Total Periodical Titles</b>	<b>18,073</b>	<b>18,627</b>	<b>15,566</b>	<b>14,188</b>	<b>14,055</b>

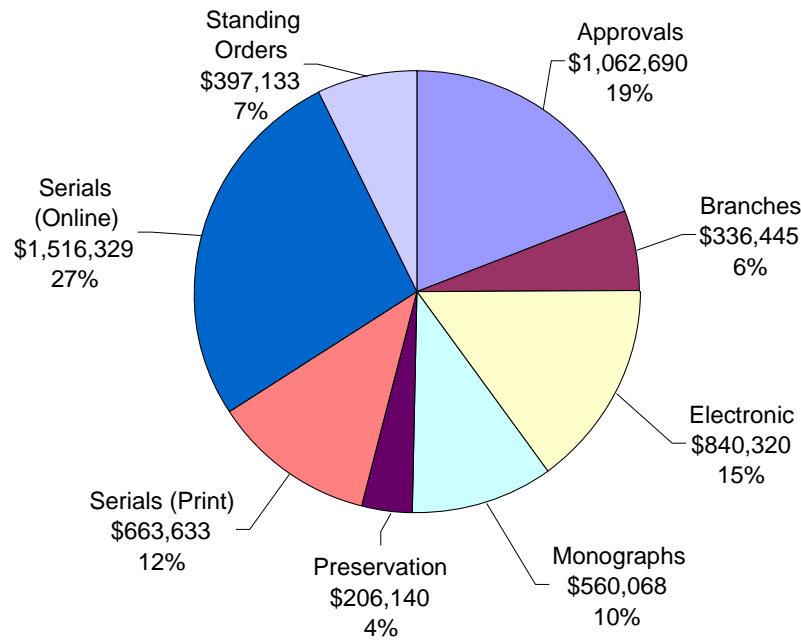
## Acquisitions and Collection Services

Chart 1

2005-2006 Expenditures

Expenditures 2005-06

\$5,582,758



## Acquisitions & Collections Services

Table 2

Percentage Comparison Current Five Years

	2005/06	2004/05	2003/04	2002/03	2001/02
<b>TOTAL Expenditures</b>	\$5,582,758	\$5,226,595	\$5,030,670	\$5,501,054	\$5,313,757
Approval	19%	21%	21%	21%	20%
Branches	6%	2%	4%	7%	4%
Electronic	15%	15%	17%	13%	11%
Monographs	10%	5%	7%	11%	16%
Preservation	4%	4%	5%	5%	6%
Serials	39%	46%	39%	36%	36%
Standing Orders	7%	7%	7%	7%	7%

Acquisitions & Collections Services  
*Table 3*  
*Branches & Regional Campuses*

	Approval	Monograph	Periodicals	Standing Orders	Online	Binding Microfilm	TOTAL	Databases*	TOTAL
CMC	\$0	\$23,231	\$433	\$350	\$0	\$0	<b>\$24,014</b>		<b>\$24,014</b>
Rosen	6,319	27,290	23,482	1,345	0	0	<b>\$58,436</b>		<b>\$58,436</b>
<b>TOTAL</b>	<b>\$6,319</b>	<b>\$50,521</b>	<b>\$23,915</b>	<b>\$1,695</b>	<b>\$0</b>	<b>\$0</b>	<b>\$82,450</b>		<b>\$82,450</b>
General	\$0	\$0	\$0	\$0	\$12,981	\$0	<b>\$12,981</b>		<b>\$12,981</b>
Eastern	0	87,974	16,517	3,621	9,096	0	<b>\$117,208</b>	\$30,769	<b>\$147,977</b>
Southern	0	95,391	23,638	20,974	14,052	2,289	<b>\$156,344</b>	\$33,872	<b>\$190,216</b>
Western	0	45,653	0	0	4,258	0	<b>\$49,911</b>	\$13,746	<b>\$63,657</b>
<b>TOTAL</b>	<b>\$0</b>	<b>\$229,018</b>	<b>\$40,155</b>	<b>\$24,595</b>	<b>\$40,387</b>	<b>\$2,289</b>	<b>\$336,444</b>	<b>\$78,387</b>	<b>414,831</b>

\*Prorated cost based on FTE



Library Spirit Day 2005 Contestants: (left to right) Acquisitions & Collections staff member Inga Green, Nelsy Livingston, and Susan MacDuffee

# Acquisitions & Collections Services (cont'd)



Acquisitions & Collections Services  
 Table 4  
 Five-Year Expenditure History

	2005/06	2004/05	2003/04	2002/03	2001/02
<b>MONOGRAPHS</b>	<b>\$1,623,263</b>	<b>\$1,361,154</b>	<b>\$1,408,440</b>	<b>\$1,786,253</b>	<b>\$1,791,328</b>
Approvals	1,062,690	1,080,294	1,060,994	1,176,201	995,760
Firm Orders	549,926	261,117	320,040	594,232	768,903
Replacements	10,647	19,743	27,406	15,820	26,665
<b>SERIALS TOTAL:</b>	<b>\$2,548,093</b>	<b>\$2,798,561</b>	<b>\$2,274,268</b>	<b>\$2,379,641</b>	<b>\$2,195,661</b>
Standing Orders	364,036	360,980	370,816	374,863	120,523
Periodicals	642,189	1,281,708	1,686,967	1,868,640	1,664,665
Periodicals Online	1,398,643	1,126,125	179,500	99,640	-
Newspapers	14,540	11,177	13,681	14,775	14,410
Reference	128,685	18,571	23,304	21,723	396,063
<b>BACK VOL/REPLACEMENTS</b>	<b>\$0</b>	<b>\$1,033</b>	<b>\$13,175</b>	<b>\$2,746</b>	<b>\$20,988</b>
Back Vol. Micro	0	193	0	84	0
Back Vol. Paper	0	0	13,175	1,822	20,173
Per Replacements	0	840	0	840	815
<b>ELECTRONIC</b>	<b>\$868,817</b>	<b>\$776,668</b>	<b>\$877,610</b>	<b>\$721,280</b>	<b>\$581,560</b>
Periodical Databases	117,686	90,514	347,794	173,695	-
Databases	565,578	460,949	430,447	453,052	-
Back Vol. & Monographs	185,553	225,205	99,369	94,533	-
<b>PRESERVATION</b>	<b>\$206,140</b>	<b>\$192,507</b>	<b>\$250,980</b>	<b>\$251,473</b>	<b>\$282,402</b>
<b>MICROFORMS</b>	<b>66,998</b>	<b>63,589</b>	<b>61,975</b>	<b>73,141</b>	<b>63,198</b>
Main	65,984	62,635	61,085	72,323	62,450
Brevard	1,014	954	890	818	748
<b>BINDING</b>	<b>139,142</b>	<b>128,918</b>	<b>189,005</b>	<b>178,332</b>	<b>219,204</b>
Main	137,866	126,338	187,493	173,775	214,460
Brevard	1,276	2,580	1,512	4,557	4,744
<b>AREA LIBRARIES</b>					
Eastern	\$121,536	\$28,578	\$64,088	\$122,259	\$56,885
Approvals			35,097	87,870	24,786
Firm Orders	101,398	13	1,003	4,280	1,578
Periodicals	16,517	25,174	22,932	25,222	25,814
Standing Orders	3,621	3,391	5,056	4,887	4,707
Southern	\$160,670	\$57,584	\$100,434	\$195,916	\$172,473
Approvals		22	13,590	77,732	79,931
Firm Orders	113,769	2,870	11,452	42,866	26,795
Periodicals	25,927	40,842	50,504	50,322	53,210
Standing Orders	20,974	13,850	24,888	24,996	12,537
Western	\$54,238	\$10,510	\$41,675	\$38,488	
Pre-Payments	-		0	-	212,460
<b>TOTAL</b>	<b>\$5,582,757</b>	<b>\$5,226,595</b>	<b>\$5,030,670</b>	<b>\$5,498,056</b>	<b>\$5,313,757</b>
UCF prorated share of:					
FCLA Funding	535,061	476,229	452,389	298,914	420,538
DLLI (FirstSearch)					
<b>TOTAL</b>	<b>\$6,117,818</b>	<b>\$5,702,824</b>	<b>\$5,483,059</b>	<b>\$5,796,970</b>	<b>\$5,734,295</b>



# Acquisitions & Collections Services (cont'd)

## Acquisitions & Collections Services

Table 5  
Database Usage

Service Name	Searches	Sessions	Full Text Access
ABC-CLIO	--	3,662	--
AHL	2,628	--	--
Historical Abstracts	1,363	--	--
Association of Computing Machinery	37,278	--	--
ACS	--	19,250	137,634
Choice Reviews	333	144	--
American Medical Assoc.	416	N/A	780
Annual Reviews	3,191	4,635	4,629
ARTstor	1,644	336	2,622
American Society for Microbiology	135	0	3,085
Alexander Street Press	4,027	1,235	25,070
Classical Music Library	1,692	1,336	1,297
BePress	--	--	362
BioOne	757	515	2,329
Blackwell Synergy	--	--	26,224
Blood Online	15	--	313
Bowker Ulrich's	7,544	6,164	--
Bowker Books in Print	12,151	1,955	--
Women Writers Project	--	--	248
Leisure Tourism Abstracts	241	117	--
CollegeSource	1,469	77,408	--
African American Biographical Database	350	281	284
Children's Literature Comprehensive Database	118	--	--
Chronicle of Higher Education	--	--	7,340
ComAbstracts	--	--	29,139
Conference Board	--	119	--
CQ	6,651	4,989	34,983
CSA	379,099	44,634	--
CSA RefWorks	--	1,248	--
CSA Sage	68,989	--	20,144
Cambridge journals online	226	--	2,074
CIAO	438	481	540
Gutenberg<e>	74	111	308
World News Connection	1,180	--	614
Duke	46	--	--
EBSCOhost	1,938,432	519,878	1,025,941
INSPEC and MEDLINE	2,234	986	--
Journals	9,188	3,897	322,554
Engineering Village/Compendes	1,921	503	4,628
eMedicine	9,183	9,520	--
Emerald	--	4,541	3,750
MetaSearch	32,487	59,367	--
Extenza	60	859	1,003
Florida State Documents	347	--	--
Other SUS catalog - WebLUIIS	21,909	--	--
SUS-wide catalog	18,682	--	--
UCF Catalog - WebLUIIS	*2841223	--	--
Fla. State Horticultural Soc. Proc.	1	--	--
FORMIS	6	--	--
Newspapers	294	--	--
PALMM	2,352	--	--
Everglades Online	64	--	--



# Acquisitions & Collections Services (cont'd)



Service Name	Searches	Sessions	Full Text Access
Sea Turtle Bibliography	663	--	--
Gale	407,835	97,357	83,950
Harmonie Park	1,561	--	--
Haworth Press	--	--	2,222
Highwire	4,153	5,863	41,650
IbisWorld	50	--	--
IEEE	--	--	37,636
Ingenta	--	--	6,342
IOP	--	--	10,000
ISI Web of Knowledge	--	22,657	--
JSTOR	80,605	--	100,533
Leadership Library	173	183	523
Academic	16,558	--	19,698
Congressional Serials Set	744	--	561
Corporate Affiliations Online	3,336	--	--
Statistical Universe	802	--	556
MathSciNet and AMS Journals	16,272	7,846	--
Mergent	13,868	--	47,898
Metapress	--	--	25,482
MIT Press	--	--	14
NEJM	752	--	3,241
NetLibrary	--	--	36,200
Evans, Orlando Sentinel, Serials Set	<b>9,629</b>	--	<b>17,439</b>
Nature	--	--	21,464
FirstSearch	157,650		
DNB, Grove Art, and Music	149	84	246
OVID	19,814	6,694	--
Portland Customer Service	--	--	2,108
Project Muse	5,457	7,131	12,602
Dissertation Abstracts	1,322	324	132
ProQuest	165,188	63,897	142,051
Political Risk Yearbook	--	183	--
ReferenceUSA	4,491	1,470	--
RLG Eureka	7,546	3,845	17,031
Analytical WebBase	221	1,827	1,427
Science	1,834	2,541	3,777
SciFinder	26,599	8,111	--
AAPT, AIP, APS, ASCE, ASME, AVS, ECS, LIA, SPIE	3,092	703	27,953
SPIE	3,146	796	7,368
STAT-USA	--	--	7,836
ValueLine	--	15,041	161,551
Wiley InterScience	8,132	17,638	12,233
Wilson	161,600	48,354	28,066
xrefer	1,280	922	1,781
	<b>3,693,737</b>	<b>1,081,638</b>	<b>2,539,466</b>

Jeannette Ward  
Associate Director, Technical Services

## HIGHLIGHTS of the YEAR in RETROSPECT

Cataloging Services underwent a hard and strenuous year involving the migration to ALEPH as well as the search for new leadership. Both activities proved to be successful ventures culminating in the hiring of Lyn Case as department head May 27, 2006 after an extended national search, and the completion of the ILS migration process that will take place with the upcoming Switch To Production (STP) on July 10, 2006.

Other notable events for this year included the reorganization of Technical Services by the new Associate Director Jeannette Ward, who also served as the ALEPH Implementation and Migration (AIM) project coordinator as well as Acting Department Head for Cataloging. Electronic Resources cataloger, Kimberly Montgomery was the recipient of the 2006 Excellence in Librarianship award.



Kim Montgomery (center) received the 2006 Excellence in Librarianship award at the Founder's Day celebration on April 5, 2006. Pictured with her are Lyn Case, Head of Cataloging Services, and coworker Jack Webb, who received the Excellence Award in 1997.

### ◆ Cataloging Activities:

Cataloging Services continued to provide increased access to various collections and formats amidst a flurry of migration activities. Of particular note was the work done to ready the Gould Collection of law books for the opening reception held in May. Over 2,991 items and 56 records were entered into the catalog in time for both the public reception held to honor the donors and the final transfer of data before STP.

This year also marked the completion of a two-year long pre-migration data clean-up project that resulted in successful test loads and final loads for the transition to ALEPH.

Prior to the migration, the government documents unlinked items project was fully completed in the spring. Retrospective cataloging for older U.S. documents continues as well as the cataloging of new incoming documents.

Over 6,000 records were added to Central Florida Memory (CFM) this year. Access to Orange County Voter Records, Carey Hand funeral records, and the Rollins College *Sandspur* newspaper was provided through the 30,000 objects and 40,000 pages created during the past year. Other digital projects included the use of DigiTool for the Bryant Collection paintings and the creation of Encoded Archival Descriptions (EAD) for Archives collections.

Approximately 461 items from the Susan E. King Collection were cataloged for Special Collections. Various enhancements and fields were included in records so that acquisitions sources, autographs, and other specialized information could be indexed for new searching capabilities of ALEPH. Work also increased on the newly organized University Publications held in Archives. Locations were created for the 7,000 copies of UCF Theses and Dissertations.

Cataloging Services for existing regional and branch campus materials continued to increase along with the addition of new partnerships at MetroWest, Valencia Community College, and Central Florida Community College in Ocala.

Electronic resources completed cataloging of the xrefer Plus database and also cataloged all database titles with paid subscription access in the A to Z list.

Cataloging of a large donation of DVD and video titles began in the spring semester. The collection was donated in fall 2005 for the new School of Digital Film and Media, slated to open at the downtown campus in fall 2006. A total of 170 titles from this group were added to the main library's media collection for future transfer to the new location.

### ◆ Facility:

Under the direction of Jeannette Ward, new office spaces were constructed in 502 and 321. This addition allowed Catherine Steffens to move into an office inside the department. Jack Webb moved from 373 into 502. After Lyn Case was made department head she moved into 502C. Doug Dunlop was relocated to one of the two new offices built in 321. The other new space was reserved for the serials cataloger position left vacant by Case.

More room was made to accommodate additional OPS staff in 502 utilizing an area that was previously allocated for metadata cataloging. Other USPS staff members rearranged personal workstations to better

# Cataloging Services (cont'd)



suit their needs. Plans are ongoing to add shelving and make better use of floor space in 321.

## ◆ Organization:

Lyn Case began developing plans for an overhaul of the department's organizational structure which will entail dividing up the current department into formal work units with Librarian Coordinators in supervisory roles. Descriptors for these new positions will be drawn up and implemented in the coming academic 2006-2007 year.

Revamping work flows was also begun in preparation for the STP in order to streamline processes and increase production. Procedural documentation is currently being written for the new ALEPH system as well.

More efficiency was needed in the cataloging and delivery of regional campus materials. Case, together with Jeannette Ward, instituted a change in the handling of these materials in which they would be distributed among all USPS staff for cataloging instead of just one person. The packing and preparation for courier delivery was previously a function of the regional campus cataloger; this activity was moved out of that work flow as well.

Functional training and data review took place throughout the year. Several members of the department served on the ALEPH Implementation and Migration Committee and served as trainers for other staff and librarians by developing in-house sessions for Cataloging.

## ◆ Staffing:

In early July Lyn Case accepted the position of department head after an exhaustive national search was re-opened when the original search, begun in September 2005, failed. Case became a member of the Cataloging Services in May 2000 and has previously cataloged special collections and serials.

Jeannette Ward, in addition to her duties as Associate Director for Collections & Technical Services, Acquisitions Head, and AIM coordinator, served as Acting Head of Cataloging Services throughout the year until the position was filled.

A new full-time librarian position was added in Cataloging for digital projects and metadata creation. A national search was conducted during the fall semester, and Doug Dunlop, who had been hired the previous year on an IMLS grant for Central Florida Memory (CFM) was chosen as the successful candidate in January 2006.

Yvonne Rivera was retained as OPS and given an increase in hours to take on additional assignments within the department. These included cataloging of materials for the general collection in addition to her work on special collections and archives materials.

Prospective library school student Linda Sterchele joined the department as a volunteer during spring

2006. When funds became available, she was offered OPS hours to work in the department to help with various copy cataloging and special projects.

Nuria Curras resigned from her adjunct position in E-Resources to take a full-time position with Valencia Community College Library in May 2006.

## ◆ Partnerships:

Throughout the Implementation process for ALEPH migration, Cataloging worked closely with the Florida Center for Library Automation (FCLA) to facilitate a smooth transition. Communication was achieved through e-mails and contact with appropriate personnel at FCLA was constant. AIM members and others from Cataloging attended numerous functional training workshops presented by FCLA. Ward and Case went on a site visit to the University of Florida (UF) to observe ALEPH Acquisitions and Cataloging work flows.

Cataloging Services continued its involvement with other CFM institutions assisting with grant writing, providing original cataloging, and review of the metadata. Doug Dunlop worked closely with Edna McClellan, Head of Technical Services at Olin Library, Rollins College, to catalog the *Sandspur* newspaper. Dunlop also worked collaboratively with the Orange County Regional History Center in providing access to the voter registration records for the CFM project. In addition, Cataloging Services and Library Systems & Technology collaborated to figure out the logistics of adding metadata to the content management system; CONTENTdm, and the uploading of materials.

Cataloging Services continues to contribute to the Florida Heritage Project. All the materials selected for 2006 and most of the ones selected for 2007 were processed. Jack Webb continues to streamline processes and work collegially with Digital Services & Special Collections personnel to facilitate the improved work flow and faster turnaround times.

Acquisitions and Cataloging have worked together closely throughout the year in preparation for the ALEPH system migration. There were several sessions held to provide for cross training members of both departments.

A heavy team effort was made towards the timely preparation of the Gould gift between Cataloging, Acquisitions, and Reference/Government Documents to select, process, and catalog the close to 3,000 volumes that made up the collection.

There was regular participation with Central Florida Library Cooperative (CFLC). The librarians attended the Cataloging Interest Group meetings, and Catherine Steffens also attended the Government Documents Interest Group meetings. The department served as a

resource for other libraries and institutions in the region on cataloging issues.

## REPORT on DEPARTMENTAL GOALS for 2005-2006

### Priorities for Action (PFA), Operational Objectives (OO), & Goals Accomplished 2005-2006

◆ **Organization & leadership:** Continue to develop a departmental 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 increased in-house training - *accomplished by regularly scheduled training*

**OO 2:** Continue work toward moving the printed departmental policies and procedures handbook to a Web-based product for development as a more comprehensive staff resource. Include local standards and actual examples - *purposely delayed due to ALEPH migration activities*

**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 Annual Letter of Assignment/ Position Descriptors and evaluation processes - *all librarians set goals & demonstrated progress towards goals*

**OO 4:** Continue to work with Library Administration to develop a formula by which to assess the space needs per employee in accordance with the growth factors and national or regional standards - *reviewing on regular basis; moved Steffens and Correa into newly constructed office spaces in 502, Dunlop into new office in 321, moved Webb into office vacated by Case in 502*

**OO 5:** Increase the statistical analysis of department activities, i.e., routine monthly statistics and projects - *accomplished initial goal; continue to refine process (update and modify current statistics forms to reflect ALEPH functions*

**OO 6:** Continue to revise local practice as we work with the ALEPH system and become familiar with what it can and cannot do - *completed final phase of pre-migration clean-up*

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

**PFA 1:** Provide cataloging for special formats.

**OO 1:** Continue providing bibliographic access to specialized materials within the

collection - *increased the type and number of titles to which access was provided; began more digital projects; continued to provide access to large donated research collections, continued access to archives material; increased access to special collections materials*

**OO 2:** Continue to provide bibliographic access to electronic resources - *continued to catalog new titles and reviewed maintenance on previously cataloged titles; continued one USPS, continued contract for one adjunct; plans to add one librarian in 2005-2006 were unsuccessful due to budgetary constraints*

**OO 3:** Investigate the use of PURLs and the use of link checker software in relation to FCLA's projects and ALEPH - *delayed*

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

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

**OO 1:** Facilitate with all clients for greater understanding of each other's needs in their particular setting - *continuing; added services for new regionals for 2006*

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

**OO 3:** Continue the librarywide training begun in 2001 by the department to create a greater understanding of cataloging and its processes - *conducted training for Connexion and for ALEPH*

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

**OO 1:** Continue the successful new titles list - *currently suspended, investigating new methods being developed at UF to work in conjunction with ALEPH*

**OO 2:** Continue to review patron comments for any refinements in the list - *not currently receiving any patron feedback*

**PFA 3:** Provide retrospective cataloging for the Florida Solar Energy Center (FSEC) materials.

**OO 1:** Continue the retro-conversion project as funds are available - *resumed by OPS personnel*

**OO 2:** Continue to establish item records for previous holdings - *resumed by OPS personnel*

**OO 3:** Provide original cataloging for retro-conversion project materials as needed - *suspended indefinitely*

◆ **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; Connexion; investigate and implement Macro Express and GenLoad*

**OO 2:** Continue to analyze and revise as necessary the work flow 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 - *completed*

**OO 4:** Have access to permanently assigned laptops with appropriate cataloging software in the department - *currently have only one usable laptop, requesting additional, upgraded laptops for next year*

**OO 5:** Work with Systems & Technology and Library of Congress to provide better access to cataloging tools such as *LC Cataloger's Desktop* - *completed, now using 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 3<sup>rd</sup> and 5<sup>th</sup> floors - *improved response time, and streamlined process for requests through use of Intranet forms*

**PFA 2:** Employ Catalyst's features to streamline Cataloging operations of patterned cataloging - *superseded by ALEPH technologies as of STP July 10, 2006*

**OO 1:** Continue to employ template to make cataloging more efficient and accurate for appropriate materials - *continuing to use for theses & dissertations, provisional, "not in OCLC"*

**OO 2:** Continue to use the global change feature to handle authorities functions, with emphasis on the ALEPH implementation - *complete for pre-ALEPH clean-up, will continue using for ALEPH system*

**OO 3:** Continue to analyze other opportunities for the application of the software to daily cataloging operations - *continuing*

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

**PFA 1:** Continue partnerships with CFLC, FCLA, other State University Libraries (SUL) libraries and committees, OCLC, SUL 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, Government Documents Interest Group, & FLA - *continuing*

**OO 3:** Continue discussion with OCLC on improving the services to the area campuses - *continuing*

**OO 4:** Offer internships and/or field study opportunities - *no interested applicants this year*

**OO 5:** Continue to provide volunteer opportunities - *one volunteer, later converted to OPS during the year*

**OO 6:** Add NACO partnerships - *submitted application for Florida NACO Funnel; implementation delayed due to ALEPH migration activities*

**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 - *incorporated government documents support staff into copy cataloging work flow*

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

**OO 3:** Work with Government Documents to link all unlinks; create items for MARCIVE records - *completed pre-ALEPH migration*

◆ **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 work flow - *accomplished with increased new staff & 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 & other workshops*

**OO 4:** Continue to work on a strong commitment and accountability by all staff;

adding OPS position to facilitate quality control  
- *accomplished*

**PFA 2:** Assess USPS position descriptions, faculty annual assignments, 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 annual assignments during the year to be revised during academic year if needed - *continuing*

**OO 3:** Work on adding needed staff - *added one metadata cataloger librarian; continued public services librarian on partial assignment; continued Webb's increased hours in Cataloging; added some staff OPS hours*

◆ **Physical Facilities:** Provide a healthy, ergonomically correct, spacious workspace that is conducive to a smooth, efficient work flow 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 Administration to plan for a contiguous workspace more conducive to the work flow, comfort, and efficiency - *continuing to work for long term solution*

**OO 2:** Improve air quality for employees and improve the preservation of materials by adhering to preservation standards in properly cleaning of the older materials prior to their receipt in Cataloging - *continuing advocacy*

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

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## DEPARTMENTAL GOALS for 2006-2007

### ◆ Organization & leadership

Continue to develop a Department structure to encourage communication, initiative, planning for growth, and accountability.

### ◆ Information Resources

Maximize access to a broad range of diverse materials in appropriate formats.

### ◆ Service Orientation

Provide cataloging services to all UCF campuses and departments in a cooperative, efficient, and fair manner.

### ◆ Technology

Incorporate appropriate emerging technologies into the workflow to provide efficient, effective services to Cataloging clients.

### ◆ Outreach

Establish partnerships on campus, with other institutions, with local, regional, state, national, and with vendors.

### ◆ Human Resources

Provide enrichment and evaluative opportunities for Department staff.

### ◆ Physical Facilities

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

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## CHANGES in STAFFING

- Hired Lyn Case as department head in May 2006.
- Doug Dunlop started as the Metadata Cataloger in January 2006.
- Nuria Curras resigned as adjunct librarian for electronic resources in May 2006.
- Increased Yvonne Rivera's hours as OPS to include quality control activities and cataloging.
- Converted Linda Sterchele from volunteer to OPS.

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## ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

### ◆ Offer the best undergraduate education available in Florida

- Continued to streamline work flow 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 work flow, procedures, and training modules; added more OPS staff hours

### ◆ Achieve international prominence in key programs of graduate study and research

- Continued to streamline work flow to provide faster access to materials; added metadata cataloger, added more OPS staff hours.
- Participated in three cataloging outsourcing agreements – TechPro, MARCIVE, SOLINET/netLibrary
- Increased access to electronic and digital resources; research, foreign language, media, special collections materials, and US government documents; increased netLibrary e-book holdings
- Participated in campus process to convert to electronic theses & dissertations (ETDs)
- Worked with Collection Management to provide access to large collections; continued adjuncts to perform their original cataloging

# Cataloging Services (cont'd)



- Expanded access to archival, 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, and faculty employees
  - Cataloged diverse materials requiring additional skills

- ◆ Be America's leading partnership university
  - Worked in cooperation with SUL libraries and FCLA on:
    - Participation on CAGER with emphasis on common cooperative opportunities, standards for e-journal cataloging, minimum standards for vendor supplied MARC records
    - TSPC, Authorities Sub-Committee, State Indexing Committee - all emphasizing ALEPH conversion
  - Continued participation in NACO; expanding participation with UF Floridiana funnel project
  - Participated in Central Florida Memory digital project with Orange County Library System, Orange County Regional History Center, Olin Library (Rollins College), and the Museum of Seminole County History; converted metadata to Dublin Core, controlled vocabulary to LCSH; participated in IMLS grant writing, Cataloger/Metadata Working Group; hired full-time UCF metadata cataloger
  - Presented CFM metadata information at CFLC Annual Meeting

- ◆ Regional campus activity:
  - Continued delivery of service to regional campuses, FSEC.
  - Streamlined packing and inventory for regional campus materials
  - Began planning for partnership with Seminole Community College's Libraries & Information Technology Division

- ◆ Other:
  - Completed pre-migration data clean-up
  - Completed unlinked items for Government Documents
  - Provided ALEPH functional training for all staff and librarians

- ◆ Strategic Directions
  - Using technology reviewed and migrated data in test and final production for ALEPH migration
  - Converted digital resources' access to Dublin Core

- Continued cooperative efforts with CFM projects; retrospective government documents project; nearing completion of cataloging of all materials in Special Collections, thirty years of un-cataloged items; now providing access to both paper and digital formats for University Archives.
- Continued motivational campaigns to challenge department in reaching goals and learning new ALEPH system.

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## PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ◆ Need for unified space large enough to reorganize department into work teams for efficiency and increased emphasis on specific knowledge area
- ◆ Need for additional staff with high technology skills in specialized subject, format areas
- ◆ Lack of adequate number of printers in 502
- ◆ Continued increase in 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 status, add more electronic & digital resources
- ◆ Not receiving advisory information regarding e-resources
- ◆ 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.

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## ACCOMPLISHMENTS of FACULTY and STAFF

- ◆ Training/Staff Development:
  - Acquisitions Demonstrations on Orders: Montgomery
  - "A Gentle Introduction to Library IT," Part I, II, & III: Piascik, Steffens
  - ALA Annual Conference: Piascik
  - ALCTS PreConference - A Supervisor's Academy: Case
  - ALEPH:
    - Authorities Meeting: Piascik
    - Data Conversion Meeting: Montgomery, Piascik
    - Getting Around: Montgomery, Piascik
    - Functional Training: All
  - ASIS&T Annual meeting Case
  - CFLC Technology Update: Piascik
  - Copy Cataloging with the Connexion Client: Case, Correa, Sterchele
  - Creating a Poster Session: Steffens
  - DigiTool Demonstration: Montgomery
  - Do's and Don'ts of PowerPoint: Steffens
  - EAD Webcast from Society of American Archivists: Case, Montgomery, Steffens, Webb

- Educational Testing Service's Information and Communication Technology Literacy Assessment: Steffens
- Excel Database, Charts and Graphs: Spyers-Duran
- Government Print Office Fall Depository Library Council Meeting: Steffens
- FLA Annual Conference: Case, Correa, Dvorecky, Piascik, Steffens
- GenLoad: Cataloging Librarians
- Getting Organized: Abulencia, Crist
- IEEE Xplore Update: Montgomery
- Introduction to EAD and Archival Description: Dunlop
- Leadership Excellence: Ogreten
- MARC According to DACS: Archival Cataloging Workshop: Steffens
- Measuring Information Fluency Student Learning Outcomes: Steffens
- Metadata Standards and Applications: Dunlop
- NEFLIN, Library of Congress Subject Headings: Spyers-Duran
- OCLC Collection Analysis: Webb
- Present Like a Pro: Piascik
- Primo Webinar: Montgomery, Webb
- Reader Demo on Early American Imprints: Webb
- Say What You Mean: Piascik
- Scopus Demo: Webb
- Strategies for Getting into Print: Steffens
- Student Employment Workshop: Ogreten, Parulan
- Successful Searcher in the Connexion Client: Case, Correa, Sterchele
- Understanding and Troubleshooting Modern PCs, Part I: Piascik
- Verde: Montgomery, Webb
- Web Taxonomy Workshop: Dunlop

#### ◆ Degree completion:

- Peter Spyers-Duran received his M.A. in Applied Economics, UCF, August 2005

#### ◆ Professional memberships:

- ACRL: Spyers-Duran
- ALA: Case, Correa, Montgomery, Piascik, Spyers-Duran, Steffens
- ALCTS: Case, Correa, Montgomery, Piascik, Steffens
- ASIS&T: Case, Montgomery
- FLA: Correa, Piascik, Steffens
- GODORT: Steffens
- OLAC: Piascik

#### ◆ Presentations/Creative Works:

- "Advanced ALEPH Cataloging" – departmental presentation: Piascik
- "ALEPH Pre-Functional Training": Case, Montgomery, Ogreten, Piascik
- "Copy Cataloging in ALEPH" – departmental presentation: Correa, Piascik, Steffens
- "Getting Around the Desktop": Case
- "Government Documents: To Catalog or Not To Catalog – That is the Question": presented by Steffens at the FLA Annual Conference
- "Low Cost Library Database Maintenance," FLA Poster Session: Piascik
- MLIS Information Day: Correa
- "Searching in ALEPH and Web OPAC": Montgomery
- "Underground Comics as Agents of Change," Book Arts Class: Webb

#### ◆ Service:

- ALA Annual Conference: Piascik
- ALEPH Implementation and Migration Committee: Case, Correa, Montgomery, Piascik, Spyers-Duran
- ALEPH Indexing Team: Montgomery, Spyers-Duran
- CFLC Cataloging Interest Group: Case, Correa, Dunlop, Montgomery, Piascik, Steffens
- Exhibits Committee (Library): Johnson
- FCLA:
  - Authorities Subcommittee: Piascik
  - CAGER: Montgomery
- FLA Technical Services Interest Group: Correa
- Florida State Employees Charitable Campaign: Case, Crist
- Gift Committee: Webb
- Government Documents Interest Group: Steffens
- Library Evacuation Team: Crist, Dvorecky
- NACO-AV Funnel Representative: Piascik
- Search Committee, Head, Acquisitions & Collection Development: Johnson
- Search Committee, Head, Cataloging Services: Webb, Steffens, Parulan
- Technical Services Planning Committee: Montgomery



# Cataloging Services (cont'd)



## STATISTICS

Cataloging Services  
TABLE 1  
Cataloged Materials: Titles 2005-2006

PRINT TITLES			MEDIA TITLES		
	ADDED	DELETED		ADDED	DELETED
Orlando	32,067	1,278	<b>Orlando</b>		
Curriculum Materials Center	579	241	Cassettes/Audio Tapes	6	4
Brevard	1,279	147	CDs (Music/Audio)	67	2
Daytona	870	242	CD-ROMs	83	6
Florida Solar Energy Center	261	88	DVDs	206	4
Lake Sumter	567	0	DVD-ROMs	0	1
Metrowest	5	0	Filmstrips		
Ocala	15	0	Phonorecords	0	1
Osceola	13	0	Realia		
SCC Sanford/Lake Mary	10	0	Videorecording	274	37
Rosen	575	58	<b>Sub-total</b>	<b>638</b>	<b>57</b>
<b>OUTSOURCED</b>			<b>Curriculum Materials Center</b>		
TechPro	30	0	Cassettes/Audio Tapes	1	0
<b>TOTAL PRINT TITLES</b>	<b>36,271</b>	<b>2,054</b>	Charts	1	0
<b>ELECTRONIC</b>			DVDs	1	0
Database	150	0	Games	8	0
Government Documents	9	7	Globes	1	0
Journals	912	4	Media Kits	3	2
Monographs	418	7	Models	5	0
netLibrary	4,562	0	Phonorecords	0	30
<b>TOTAL ELECTRONIC TITLES</b>	<b>6,051</b>	<b>18</b>	Posters	7	28
<b>MICROFORM TITLES/Orlando</b>			Realia	4	0
Microfiche	230	1	Toys	5	0
<b>TOTAL MICROFORM TITLES</b>	<b>230</b>	<b>1</b>	Videorecording	17	2
<b>U.S. GOV'T. DOC. TITLES</b>			Other	0	6
Cataloged	2,106	470	<b>Sub-total</b>	<b>7</b>	<b>53</b>
Outsourced (MARCIVE)	2,861	0	<b>Rosen</b>		
Microfiche	9	5	Cassette/Audio Tapes	1	0
<b>TOTAL US GOV'T. DOC. TITLES</b>	<b>4,932</b>	<b>4,976</b>	CDs (Music/Audio)	1	0
<b>GRAND TOTAL</b>	<b>47,528</b>	<b>2,548</b>	CD-ROMs	2	0
			DVDs	3	0
			Videorecording	2	1
			<b>Sub-total</b>	<b>18</b>	<b>9</b>
			<b>Regional Campuses</b>		
			Cassette/Audio Tapes	2	2
			CDs (Music/Audio)	8	0
			CD-ROMs	8	1
			DVDs	147	0
			Media Kits	4	0
			Videorecording	65	1
			<b>Sub-total</b>	<b>234</b>	<b>4</b>
			<b>GRAND TOTAL</b>	<b>1,324</b>	<b>195</b>

Cataloging Services  
**TABLE 2**  
*Cataloged Materials: Volumes 2005-2006*

PRINT TITLES			MEDIA TITLES		
	ADDED	DELETED		ADDED	DELETED
Orlando	38,945	2,266	<b>Orlando</b>		
Curriculum Materials Center	767	259	Cassettes/Audio Tapes	14	5
Brevard	1,536	154	CDs (Music/Audio)	500	21
Daytona	954	245	CD-ROMs	106	1
Florida Solar Energy Center	588	223	DVDs	1,328	0
Lake Sumter	572	0	DVD-ROMs	4	0
Metrowest	17	0	Filmstrips	0	84
Ocala	15	0	Phonorecords	11	0
Osceola	13	0	Realia	1	0
SCC Sanford/Lake Mary	631	11	Videorecording	187	4
Rosen	13	0	<b>Sub-total</b>	<b>2,151</b>	<b>115</b>
<b>OUTSOURCED</b>			<b>Curriculum Materials Center</b>		
TechPro	33	0	Cassettes/Audio Tapes	4	1
<b>TOTAL PRINT TITLES</b>	<b>44,084</b>	<b>3,158</b>	CDs (Music/Audio)	5	0
<b>ELECTRONIC</b>			CD-ROMs	0	4
Database	9	0	Charts	2	0
Government Documents	9	7	DVDs	1	0
Journals	27	0	Games	12	0
Monographs	134	0	Globes	1	0
netLibrary	4,562	0	Laserdiscs	0	2
<b>TOTAL ELECTRONIC TITLES</b>	<b>4,741</b>	<b>7</b>	Media Kits	7	8
<b>MICROFORM TITLES/Orlando</b>			Models	7	0
Microfiche	230	1	Phonorecords	0	34
<b>TOTAL MICROFORM TITLES</b>	<b>230</b>	<b>1</b>	Pictures	13	0
<b>U.S. GOV'T. DOC. TITLES</b>			Posters	8	0
Cataloged	3,441	386	Realia	0	3
Outsourced (MARCIVE)	2,861	0	Toys	7	0
Microfiche	29	5	Videorecording	26	2
<b>TOTAL US GOV'T. DOC. TITLES</b>	<b>6,331</b>	<b>391</b>	<b>Sub-total</b>	<b>93</b>	<b>54</b>
<b>GRAND TOTAL</b>			<b>Rosen</b>		
<b>55,386</b>	<b>3,557</b>		Cassette/Audio Tapes	1	0
			CD-ROMs	7	0
			DVDs	3	0
			Videorecording	2	1
			<b>Sub-total</b>	<b>13</b>	<b>1</b>
			<b>Regional Campuses</b>		
			Cassette/Audio Tapes	2	2
			CDs (Music/Audio)	8	0
			CD-ROMs	4	1
			DVDs	186	0
			Media Kits	2	0
			Videorecording	92	1
			<b>Sub-total</b>	<b>294</b>	<b>4</b>
			<b>GRAND TOTAL</b>	<b>2,551</b>	<b>174</b>

# Cataloging Services (cont'd)



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

	2005/06	2004/05	2003/04	2002/03	2001/02
Print	47,528	44,327	64,848	57,043	61,404
Non-Print	1,324	695	768	1,472	1,591
<b>Total</b>	<b>48,852</b>	<b>45,022</b>	<b>65,616</b>	<b>58,515</b>	<b>62,995</b>

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

	2005/06	2004/05	2003/04	2002/03	2001/02
Print	55,386	50,141	73,497	77,807	65,758
Non-Print	2,551	1,355	1,612	2,724	2,742
<b>Total</b>	<b>57,937</b>	<b>51,496</b>	<b>75,109</b>	<b>80,531</b>	<b>68,500</b>

Cataloging Services  
*Table 5*  
*2005-2006 Highlights*

Authorities/Bib Maintenance	
Barcodes (damaged, missing)	385
Change format	94
Duplication of disks	4
Holdings	9,747
Labels (corrections, damaged, missing)	2,509
Location change	2,450
MARC fields	167,452
Rebinds	1,258
Replacements	289
Review of Bib maintenance request	5,542
Transfers	33
ULS (Create/Update)	110
Unlinked	2,090
Other	5,698
<b>TOTAL</b>	<b>197,661</b>

Cataloging	
Authorities	1,787
Browsing books	154
Derive New Record	207
MARC fields	17,216
OCLC error reports	13
Original cataloging	283
Priorities	211
Provisionals	9
Other	2,881
<b>TOTAL</b>	<b>22,761</b>



Lyn Case  
 Head, Cataloging Services

Cataloging staff take a break from ALEPH preparations to enjoy some Halloween fun in front of the backdrop created for the occasion. (left to right) Eda Correa, Lettie Abulencia, Rey Parulan, Peter Spyers-Duran, Jeanne Piascik, Halloween Queen Alice Crist, Anna Dvorecky, and Catherine Steffens.

In 2005-2006, Circulation Services, Interlibrary Loan/Document Delivery Services, Media Services and Reference Services comprise the UCF Libraries Public Services.

## *HIGHLIGHTS of the YEAR in RETROSPECT*

Every ten years, the university's accreditation is reviewed and reaffirmed by the Southern Association of Colleges and Schools, or SACS. The 2006 SACS reaffirmation had an exciting impact on Public Services.

A committee of faculty and administrators from other universities arrived for the site visit to UCF, April 18 - 21, 2006, as part of UCF's reaffirmation of accreditation. The Libraries involvement in the reaffirmation process for UCF began well over a year prior to the site visit, with the preparation of documentation to demonstrate that UCF is in compliance with the SACS requirements for institutions of higher education. The Libraries provided text and information that was folded into the university's detailed Compliance Certification document, which was completed in early September 2005. The documentation was favorably reviewed by an "off-site" SACS team. More information on the process and the university's response is available at <http://iaaweb.ucf.edu/oeas/sacs/sacsreaff.asp>.

SACS also now requires that institutions prepare and implement a Quality Enhancement Plan (QEP). The white paper on Information Fluency, written by a team of librarians led by Elizabeth Killingsworth was selected.

A university team and a number of committees, some including librarians, have been at work since spring 2005 determining how the ideas of the white paper can be implemented at UCF. More information about QEP can be found at: <http://www.if.ucf.edu/>. The SACS committee members attended sessions on the QEP and reviewed documentation and the information they received at the sessions. UCF did very well with the SACS visit. The SACS visiting committee was very excited about UCF's vision for Information Fluency and said it believes that the QEP will become nationally visible.

Public Services is now faced with the great challenge of supporting Information Fluency at UCF. Information Fluency (IF) is the confluence of Information Literacy, Critical Thinking, and Technology Competency. The component of IF that is most closely aligned with the mission of the Libraries is Information Literacy. In 2006-2007, a new department will be formed to support Information Literacy activities. Work has already begun with Course Development and Web Services to plan WebCT modules, and librarians are working with the ACRL Standards for Information Literacy to find ways to achieve student learning outcomes which demonstrate that the standards are being met, through library instruction, WebCT modules, and support of the teaching faculty.

Roger Simmons retired as Head of the Media Services Department in February 2006. Roger came to UCF in 1990 as Head of Circulation Services. After Roger's retirement, Media Services was recombined with Circulation Services, under the leadership of Marcus Kilman. The two units perform many of the same functions (circulation, reserves, staffing service desks, customer service) and have the same goal of providing excellent customer service.

A successful search for a Head of Circulation Services was conducted, resulting in the appointment of Marcus Kilman as Head of Circulation Services.

The Libraries' first Student Advisory Board was formed and held its first meeting. A dynamic group of students discussed ideas and issues relating to library services, resources, and facilities. This group will be another vehicle for communication with students and a way to listen to their needs. The Board members enthusiastically asked questions about group study rooms, the media, print, and electronic collections, the work of student assistants, and the new learning space/coffee area.

Planning continued for the new learning space close to the library entrance. It is set to open at the start of the 2006 academic year. A "Name That Space" contest was held to select a name for the area, which will include computer workstations, enhanced wireless access, the library classrooms, coffee service, the browsing collection, and more. Erica Baker, Jeremy McGrath, Renee Montgomery, and Joanie Reynolds served on the committee that solicited and screened the entries. Brittany Cooke, a UCF junior, submitted the winning name: Infusion.

An examination of space and service points in the library continued throughout 2005-2006. Marcus Kilman, Carole Hinshaw, and Meg Scharf visited three libraries in Georgia which have renovated library learning space with a great impact on services: Emory University, Georgia Tech and University of Georgia. A discussion of the future of services was begun by the Blended Services committee. Committee members were Joseph Ayoub, Ven Basco, Linda Colding, Mike Dresser, Johnny Hill, Jessica Kelly, and Ruth Wiley, with Carole Hinshaw and Kristine Shrauger serving as co-chairs. They explored options for changing the location of service points in the library, service improvements, and staffing of service points. Information gathering and discussion will continue as decreasing space becomes a greater challenge in the main library, and technology and the needs of students continue to change.

# Public Services (cont'd)



The LibQUAL+ 2006 survey was administered this spring to the UCF community. 1,400 responded to this year's survey.

perceived level of service received and the minimally acceptable level of service.

## 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. Participated in strategic planning for the Center during 2005-2006. Interviewed as part of external review process for the Center.
- Served as a member of the Central Florida Memory (CFM) project. Served on Marketing and Assessment groups; worked on IMLS grant application; completed successful application for the SOLINET Outstanding Library Program award for CFM; submitted CFM assessment materials to the IUPUI/IMLS tutorial project "Shaping Outcomes."
- With Athena Hoepfner and Karla Kitalong, assisted by LEAD scholar Jody Clark, conducted Web usability sessions with students; presented results in a session called "Building Your Usability Toolkit: Affinity Mapping & User Scenarios" at Computers in Libraries 2006, Washington, DC.
- Chair, Search Committee, Head of Circulation Services; Member, College of Sciences Dean, Search Committee
- Member, Library Administration and Management Association MAES, Using Measurement Data for Library Planning Committee for 2005-2006; Nominating Committee and Program Committee.
- With Kristine Shrauger, presented poster session at the LibQUAL+ Share Fair, "Library as Place: UCF," June 26, 2006, New Orleans. Invited by the Association of Research Libraries to participate in a focus group of LibQUAL+ "power users," June 27, 2006.

LibQUAL+ allows libraries to benchmark results, comparing survey responses to those of other institutions who choose to administer the survey. The last two charts show UCF's results paired with the average results of the participating State University Libraries of Florida. UCF's results are higher than the statewide average in every dimension.

1,400 respondents completed the survey in 2006.

### Public Services

Table 1

*LibQUAL+ 2002-2006 Results: Library as Place (UCF)*

Year	2006	2005	2004	2003	2002
Minimum Acceptable	6.47	6.38	6.42	6.32	6.16
Desired	7.92	7.93	7.81	7.77	7.49
Perceived	7.12	6.81	6.79	7.12	6.71
<b>Adequacy Gap</b>	<b>0.65</b>	<b>0.43</b>	<b>0.36</b>	<b>0.75</b>	<b>0.55</b>

### Public Services

Table 2

*LibQUAL+ 2002-2006- Results: Information Control/Access to Information (UCF)*

Year	2006	2005	2004	2003	2002
Minimum Acceptable	6.67	6.58	6.90	6.80	6.70
Desired	8.06	8.10	8.22	8.18	8.05
Perceived	7.30	7.07	6.92	7.36	7.02
<b>Adequacy Gap</b>	<b>0.63</b>	<b>0.49</b>	<b>0.02</b>	<b>0.52</b>	<b>0.32</b>

### Public Services

Table 3

*LibQUAL+ 2002-2006 Results: Affect of Service (UCF)*

Year	2006	2005	2004	2003	2002
Minimum Acceptable	6.42	6.23	6.54	6.32	6.16
Desired	7.81	7.76	7.89	7.77	7.49
Perceived	7.16	6.97	6.95	7.12	6.71
<b>Adequacy Gap</b>	<b>0.74</b>	<b>0.73</b>	<b>0.36</b>	<b>0.75</b>	<b>0.55</b>

## 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

Public Services

Table 4

*LibQUAL+ 2006 Results: Mean Results, Participating SULs (State University Libraries)*

Note: Five SULs participated in 2006. UCF results are in parentheses for comparison.

Dimension of Library Service	Library as Place	Information Control	Affect of Service
Minimum acceptable	6.55 (6.47)	6.91 (6.67)	6.63 (6.42)
Desired	7.93 (7.92)	8.21 (8.06)	7.95 (7.81)
Perceived	6.76 (7.12)	7.01 (7.30)	7.03 (7.16)
<b>Adequacy Gap</b>	<b>0.21 (0.65)</b>	<b>0.10 (0.63)</b>	<b>0.40 (0.74)</b>

Public Services

Table 5

*LibQUAL+ 2005 Results: Mean Results, Participating State University Libraries of Florida*

Note: Four SULs participated in 2005. UCF results are in parentheses for comparison.

Dimension of Library Service	Library as Place	Information Control	Affect of Service
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)
<b>Adequacy Gap</b>	<b>0.05 (0.43)</b>	<b>-0.05 (0.49)</b>	<b>0.34 (0.73)</b>

## 2006 LibQUAL+ Survey Results: Comments

- They are always a friendly staff and very helpful! *Undergrad, Education*
- I want to see more staff coming up to me and asking what I need. *Undergrad, Education*
- My service experience with the library has been fantastic. They even followed up with some information when initially they couldn't help me. I am currently satisfied with the way the library is set up and run. Keep up the good work. *Undergrad, Science/Math*
- Would like to see the library cut down the noise level. There are times when I have been near other students who are just socializing or talking on their cell phones. I have just decided its [sic] not worth the drive to use your library when the public library has better control of this problem. *Undergrad, Education*
- Many people answer their cell phones and talk on their phones on the second floor. I think it should be emphasized more that that floor is for quiet study only. Also, I would like the automatic logoff time for the article and database service to be extended [sic]. Five more minutes would be helpful. *Undergrad, Science/Math*
- I would like to see more coputers [sic] because I find it hard to find an open computer quite often. I would also love to see more study rooms. The library has plenty of useful cubicles for studying, but sometimes people are loud or you may need to study in a group and way too often all of the study rooms are taken. A quiet study area is a priority and a must have for focused college students. *Undergrad, Business*

## Public Services (cont'd)



- Every time I have needed help, the staff at the Main Campus Library has been fast, friendly, and incredibly knowledgeable [sic]. I have never left the library or Web site disappointed. **Graduate, Education**
- I think the library deserves some beautification. **Undergrad, Humanities**
- So far the library has been helpful to both my educational and personal endeavors. The website could be changed so that it is more user-friendly. It would also be great if there was a more inviting study space (quiet environment with comfy chairs and soft elevator music or mozart [sic] playing in the background). It would make coming to the library to study more appealing. **Undergrad, Business**
- Basically the library services have been ok but they could be a lot better. **Undergrad, Education**
- generally [sic] found online resources were very good, however had trouble accessing Hoover's and Valueline databases form off-campus. Databases would not let me access information at times due either to not allowing proxy access or limitations on subscriptions UCF has. **Undergrad, Business**
- Librarians readily available via chat which is great, excellent online website **Undergrad, Business**
- improving [sic] the library website and make it easier to navigate. Also, have more quiet study rooms. Overall the system is good =) **Undergrad, Science/Math**
- It is incredibly difficult to find ANYTHING in the library if you haven't been given some kind of tutorial, or are walking around with the purple slip of paper. The 3rd and 4th floors especially are just set up weird. **Undergrad, Humanities**
- make [sic] the library more inspiring and maybe even speakers come here. Also possibly a garden or more nature section. **Undergrad, Business**
- In general, I find the UCF library to be quite good, though I tend to use the Internet more frequently, as a Comp. Sci. major. **Undergrad, Engineering**
- The workers are usually courteous, the information is good, and usually easy to access. However, the nature of the library isn't good if you're an individual that likes to study out loud, or if you're a group. For instance, the quiet study rooms are not sound proof, and you can hear other students who are talking at normal tones of voice. It's not much of a "getaway" and there's not much eye appeal. Or natural light. I usually want to get out of the library because it is so dim and hushed. **Undergrad, Performing and Fine Arts**
- I feel our library is great. It can always use improvement especially with online maneuvering [sic], but most libraries do. I would like to see more historical journals online and a better stock of current and if possible updated versions of books. **Undergrad, Humanities**
- I really like our library. it gives me an excellent place to study. The vast amount of resources are [sic] extremely useful in aiding me in my classes. However, because of the great size of the library and because of the countless resources offered, it would be helpful if the library had a way to teach users about how to fully use the library and about how to access resourses [sic] (eg. instructional classesor [sic] seminars). **Undergrad, Engineering**
- Staff is friendly and helpful for the most part; however the online services, such as the journal database, are difficult to navigate at times. The website is set up such as that the immense amount of information is overwhelming. Also not sure which articles are on the shelf in the library and which articles in the databases are strictly online, or at another location. **Undergrad, Other**
- The library is sub-standard for a state university of the size it serves. I understand this is probably budgetary restrictions, but UCF is a huge school, it needs a huge library. Also, there are very few comfortable chairs. I don't like to study at a cubicle, I would rather have soft chairs arranged around coffee tables where I can be comfortable when I study. **Undergrad, Business**

Meg K. Scharf  
Associate Director, Public Services

## HIGHLIGHTS of the YEAR in RETROSPECT

With the February 2006 retirement of Roger Simmons, the Media Services Department merged back into the Circulation Services Department. Circulation Services currently consists of the Circulation, Media, Fines & Bills, Main Reserves, and Stacks Management units. This year's annual report for Circulation Services reflects these changes.



Director of Libraries Barry Baker (left) with Roger Simmons, Head, Media Services, at Roger's retirement party in February 2006.

In July 2006 the UCF Libraries will switch from NOTIS to ALEPH. Departmental preparation for this conversion had continued throughout this year with the department head's membership in the ALEPH Implementation and Migration (AIM) team. Various in-house and off-site training sessions for department head and/or staff were planned, conducted, and attended during the year in preparation for the Switch To Production (STP) in July 2006.

During this year the emphasis has continued within the department on self evaluation and self examination in terms of improving service to our patrons. A complete revision of the department's procedures manual was completed. The department also completed the development of a mission statement and service standards policy. Monthly staff training/learning sessions continued this year. At the suggestion of departmental staff, Reference Librarians conducted training sessions on the use of various databases that students often ask for assistance with. Formal, written training procedures for student assistants were also developed and in-house training sessions for student assistants are planned for the start of the fall 2006 semester. Additionally, all departmental staff participated in the Myers-Briggs Type Indicator evaluation and session with the goal that understanding and appreciating our own differences can be transferred to our patrons thus improving patron service.

With assistance from the Office of Development & Training in UCF Human Resources, a Mystery Shopper evaluation program was arranged. This program consists of "mystery shopper" patrons coming over to the Circulation Services desks to actually use the departmental services and evaluate the quality of service received. Working with the department head, the "mystery shoppers" were instructed to present staff at the service desks with "difficult" patron problems or attitudes. Departmental staff members were not made aware of the Mystery Shopper project until after all of the "mystery shopper" interactions had taken place and Human Resources staff presented the results of the project to the staff. The results of the project were very positive with only three minor recommendations for improvement coming from Human Resources. However, based upon these recommendations, departmental staff formed three teams to develop their own ideas and solutions to these recommendations, which have been implemented by the department.

Continuing with the department's efforts to implement and follow new copyright policies and procedures, a complete inventory of all reserve materials was completed. All materials on reserve that did not meet copyright guidelines or that no longer were needed on reserves were removed. Faculty-owned items that had been placed on reserves for more than one semester were removed, returned to the faculty and ordered by the library, or donated to the library by the faculty for cataloging and placement on reserves.

Based on patron suggestions and a demand for services, it was decided to continue extended library hours from 1:00 am to 3:00 am for five days during the weeks of the fall and spring semester finals.

The Media Services unit replaced ten of the older laptops with ten new laptops for patrons to use in the library. The circulation procedures for the laptops were also streamlined to make checking out the laptops quicker and easier for library patrons. In addition, the loan period for the portable DVD players was increased from two hours to three days to encourage circulation of the under-utilized players.

To support the Office of Undergraduate Studies' "meStories" video competition, ten handheld digital cameras and portable disk hard drives were temporarily placed in Media Services for circulation to students participating in the project. The department also continued to support the annual LINK "Amazing Race" scavenger hunt this year. The "Amazing Race" is a timed hunt for students to acquaint themselves with the various services available on campus.

During construction of the new Infusion coffee shop/learning space in the library, a departmental office and storage space was made available to the Copy Services



unit. This arrangement worked well as Copy Services then did not have to relocate to an area too distant from their normal service location on the main floor and near the entrance to the library. Additionally, the stacks for the Browsing Collection, as well as the collection itself, were relocated to an area next to the Media Services desk on the 3<sup>rd</sup> floor during construction.

Two major shifting projects were completed on the third floor during this year. In the first project, the current periodicals collection was compressed and relocated, and the general layout of the collection in the original section of the library (by LC classification) was rearranged in a more logical progression to make it easier for patrons to locate library materials. In the second project, the layout of the collection in the newer section of the library was rearranged to eliminate the "weave," again to make it easier for patrons to locate materials. As an additional benefit of these projects, a total of more than 500 new shelves were added to the 3<sup>rd</sup> floor, and new seating near the stained-glass window for approximately 40 patrons was added.

## *REPORT on DEPARTMENTAL GOALS for 2005-2006*

- ◆ Completed preparations for the STP date of July 10, 2006 conversion to ALEPH.
- ◆ Successfully completed the review and update of the department's procedures manual.
- ◆ Completed the development and implementation of a departmental mission statement and services standard.
- ◆ Completed the review and modification of the departmental reserves procedures to comply with both UCF and library copyright policies.
- ◆ Developed and implemented written/formalized training procedures and exercises for all student assistants.
- ◆ Successfully filled the last remaining full-time staff position, the third night/weekend Circulation Desk Supervisor with Aimee Aldahondo.
- ◆ Continued updating, improving, and expanding the department's Web-based informational resources and services.
- ◆ Continued to monitor collection growth and plan book shifting, furniture relocation, and shelving projects to meet anticipated needs.
- ◆ Successfully met the new established monthly departmental training objectives.

## *DEPARTMENTAL GOALS for 2006-2007*

- ◆ Continue towards full implementation of ALEPH
- ◆ Continue working towards improving all aspects of patron service

- ◆ Continue to evaluate stacks management and shifting requirements as the library approaches maximum shelving capacity
- ◆ Successfully fill the two open Sr. LTA positions within the department

## *CHANGES in STAFFING*

Aimee Aldahondo was hired as a Night/Weekend Circulation Desk Supervisor in September 2005. Robbie Allen, Night/Weekend Circulation Desk Supervisor transferred to the Ask A Librarian Service and Jeremy McGrath, Day Circulation Desk Supervisor transferred to the Development Office. Two positions are currently open in the department.

## *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 department 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)

## *PERFORMANCE ENHANCEMENT RECOMMENDATIONS*

Purchase of sufficient new seven-shelf stacks to replace the remaining six-shelf stacks could provide much need additional shelving. Also, purchase of four-person tables to replace some of the four-person carrels would provide more comfortable and better used patron seating as the four-person carrels are not very popular with library patrons.

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## ACCOMPLISHMENTS of FACULTY and STAFF

### ◆ Aimee Aldahondo

- Training:
  - ABCs of Diversity
  - Introduction to PeopleSoft Basics
  - PeopleSoft Student Records Inquiry One
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Reference Training Sessions 1 & 2
  - Various ALEPH Training Sessions

### ◆ Joseph Ayoub

- Service: Blended Services Task Force
- Training:
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Various ALEPH Training Sessions

### ◆ Bonnie Betz

- Service
  - University Wellness Committee
  - USPS Staff Council Committee
  - IT&R Social Committee
  - Holiday Committee
  - Exhibits Committee
  - Member Library Diversity Team
- Training:
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Various ALEPH Training Sessions

### ◆ Gloria Coney

- Service:
  - UCF Empowerment Luncheon
  - Member Library Diversity Team
- Training:
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Reference Training Sessions 1 & 2
  - Various ALEPH Training Sessions

### ◆ Gerald Dillon

- Training:
  - PeopleSoft Student Records Inquiry One
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Reference Training Sessions 1 & 2
  - Various ALEPH Training Sessions

### ◆ Val Gary

- Training:
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Various ALEPH Training Sessions

### ◆ Mary Lee Gladding-Swann

- Service: Member Library Evacuation Team
- Training:
  - Interviewer Certification
  - I-9 Workshop
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Reference Training Sessions 1 & 2
  - Various ALEPH Training Sessions

### ◆ Jonathon Hanie

- Service: Member Library Evacuation Team
- Training:
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Various ALEPH Training Sessions

### ◆ Johnny Hill

- Training:
  - ABC's of Diversity
  - PeopleSoft Student Records Inquiry One
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Reference Training Sessions 1 & 2
  - Various ALEPH Training Sessions

### ◆ Megan Humphries

- Training:
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Reference Training Sessions 1 & 2
  - Various ALEPH Training Sessions

### ◆ Shidro Jones

- Service:
  - Evacuation Team Member
  - Member Library Services to Disabled Patrons
  - Member ALEPH Implementation Team
- Training:
  - Myers-Briggs Type Indicator Session & Training

- Mystery Shopper Session & Follow-Up Training
- Reference Training Sessions 1 & 2
- Various ALEPH Training Sessions

## ◆ Jessica Kelly

- Service: Blended Services Task Force
- Training:
  - FLA Annual Conference, July 2006
  - PeopleSoft Student Records Inquiry One
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Reference Training Sessions 1 & 2
  - Various ALEPH Training Sessions

## ◆ Marcus Kilman

- Service:
  - Copyright Task Force Committee (chaired)
  - ALEPH Implementation and Migration Team (member)
  - Faculty Copyright Liaison
- Training:
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Various ALEPH Training Sessions
  - Interviewer Certification 1 & 2
- Memberships:
  - FLA
  - ALA
  - ACRL

## ◆ Jim Mauk

- Service: Member, ALEPH Implementation and Migration Team
- Training:
  - Myers-Briggs Type Indicator Session & Training
  - Customer Service Training Seminar
  - Mystery Shopper Session & Follow-Up Training
  - Reference Training Sessions 1 & 2
  - Various ALEPH Training Sessions

## ◆ Shelly Wilson

- Service: Member, Library Services to Disabled Patrons
- Training:
  - Always a River, Sometimes a Library
  - ABC's of Diversity
  - Rejuvenate Your Life in 21 Days
  - Customer Service Workshop
  - Course Reserves & Copyright
  - Say What You Mean, Parts 1 & 2
  - Mr. Potato Head & Leadership Skills
  - Climbing the Career Ladder, Parts 1 & 2
  - Reach for the Stars, Part 1
  - Communication and Teambuilding
  - Myers-Briggs Type Indicator Session & Training
  - Mystery Shopper Session & Follow-Up Training
  - Reference Training Sessions 1 & 2
  - Various ALEPH Training Sessions



At a time when seating in the building is so hard to find, this small oasis of additional seating area in front of the Leonardo Nierman stained glass, *Genesis*, is a welcome sight.



# Circulation & Media Services (cont'd)

## STATISTICS

### Circulation & Media Services

Table 1

#### Circulation Statistics

	2005/2006	2004/2005	2003/2004	2002/2003	2001/2002
<b>ITEMS CIRCULATED:*</b>					
AV, Music, Videos, DVDs	50,111	39,234	48,039	42,768	37,824
Browsing Collection	2,450	2,600	2,271	2,475	2,390
Documents, Maps	555	760	1,081	1,309	1,250
General Collection**	305,524	346,292	345,030	342,735	313,792
Reserves	58,565	61,649	77,120	100,471	97,888
Group Study Room Keys	11,453	11,084	12,184	11,941	11,088
Headsets	10,323	7,025	54	8,781	14,486
Laptop Computers	32,750	29,803	16,347		
<b>TOTAL ITEMS CIRCULATED</b>	<b>471,731</b>	<b>498,447</b>	<b>502,126</b>	<b>510,480</b>	<b>478,718</b>
<b>ITEMS SHELVED</b>	<b>317,788</b>	<b>331,195</b>	<b>285,226</b>	<b>335,363</b>	<b>397,639</b>
<b>BILLS PROCESSED:</b>					
Fines	13,845	13,518	14,287	14,041	14,769
Books	4,253	4,660	4,214	3,926	3,643
<b>TOTAL BILLS</b>	<b>18,098</b>	<b>18,178</b>	<b>18,501</b>	<b>17,967</b>	<b>18,412</b>
<b>OVERDUES</b>	<b>16,489</b>	<b>14,562</b>	<b>15,233</b>	<b>15,449</b>	<b>15,093</b>
<b>PATRON COUNT</b>	<b>1,018,775</b>	<b>901,633</b>	<b>1,002,873</b>	<b>1,019,978</b>	<b>886,752</b>

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

\*\*Statistics for Microfiche & Audiotape Tour have been added into General Collection due to lack of circulation

### Circulation & Media Services

Table 2

#### Circulation by Patron Type

	2005/2006	2004/2005	2003/2004	2002/2003	2001/2002
<b>PATRON TYPE</b>					
Undergraduate Students	277,901	285,709	263,382	271,544	259,758
Graduate Students	96,575	118,543	133,424	131,327	122,390
Faculty	37,939	40,617	39,942	36,726	33,716
Staff	11,675	11,202	12,794	15,154	11,447
Alumni	4,798	4,904	5,767	7,490	7,326
<b>Special Borrowers:</b>	<b>21,121</b>	<b>24,431</b>	<b>28,938</b>	<b>28,708</b>	<b>24,553</b>
Affiliate	5233	4,463	4,125	8,465	11,391
Courtesy	9844	9,729	11,825	12,330	10,394
Associate/Subscriber	8292	6,929	8,481	8,143	6,923
<b>Library Charges:</b>	<b>16,351</b>	<b>22,386</b>	<b>19,479</b>	<b>15,373</b>	<b>15,705</b>
Interlibrary Loan	12122	11,113	13,707	13,384	9,422
Binding	3065	2,711	6,422	2,912	2,750
Other	4287	2,527	2,257	3,183	3,201
<b>TOTAL ITEMS CIRCULATED</b>	<b>471,731</b>	<b>498,447</b>	<b>502,126</b>	<b>510,658</b>	<b>478,718</b>

Marcus Kilman  
Head, Circulation & Media Services

# Information Literacy & Outreach



## *HIGHLIGHTS of the YEAR in RETROSPECT*

In May 2006 the UCF Libraries created a new department on the main campus, Information Literacy and Outreach (ILO). The new department has three main areas of responsibility: coordination and planning of the Libraries' instructional services, including support of the university's Information Fluency Quality Enhancement Plan (QEP); support and coordination of library services to faculty members teaching online courses and students taking online courses; and marketing of the Libraries' information services.

Elizabeth Killingsworth is serving as interim department head until a national search can be conducted. The ILO department is supported by Jason Martin, Instructional Initiatives Librarian; Rachel Viggiano, Distance Learning Librarian; Renee Montgomery, Outreach Librarian; and Erica Baker, Senior LTA. A new Information Literacy Librarian is also being added to the department.

## *The long-term goals*

- ◆ Support for all Information Fluency Quality Enhancement Plan (QEP) projects, including:
  - A major project to develop a series of Information Literacy modules in partnership with Course Development and Web Services (CDWS)
  - Support for all QEP pilot programs
  - Support for all Enhancement Grant awardees
- ◆ Development of a comprehensive plan for the creation and maintenance of online resources to support information literacy goals
- ◆ Development of various tools (workshops, online tutorials, web pages) which allow library instruction librarians to stay abreast of current instruction and information literacy methods
- ◆ Building assessment components into face-to-face library instruction and online instruction
- ◆ Creation of a marketing plan for information and instructional services
- ◆ Outreach to faculty teaching online courses and outreach to students taking online courses



The Information Literacy & Outreach staff (from left to right): Jason Martin, Elizabeth Killingsworth, Rachel Viggiano, Erica Baker, Vicki Gailey, and Renee Montgomery.

Elizabeth Killingsworth  
Interim Head, Information Literacy & Outreach

## HIGHLIGHTS of the YEAR in RETROSPECT

Interlibrary loan has seen an increase in the past year in the number of interlibrary loan and document delivery requests. Requests from faculty members have risen along with requests for document delivery items from regional, branch campus, and distance learner users. This increase in activity has kept the ILL/DDS department busy over the past year as the department settles into using the ILLiad management software system. Staff worked to customize the ILLiad software to provide unique work flows for each individual's work flow. Creating new work flows, print templates, and automated e-mail messages has allowed staff to increase productivity, quality of service, and cross-training opportunities.



Mike Dresser became the Web designer for the department. Using his skills and creativity, Mike transformed the out-of-the-box Web pages that came with ILLiad to Web pages with UCF Libraries' branding; conformed the pages to be more ADA compliant;

and created registration pages for the lending unit.

### ◆ Borrowing Unit

In our quest to achieve a higher standard of customer service, Borrowing has continued to work with the Acquisitions & Collections Services department to add books to the collection instead of borrowing the books via interlibrary loan. The department submitted over 250 *current* year imprint requests to be purchased instead of borrowed. In addition, Borrowing also continued its program of integrating requests for out-of-print books from Alibris using WorldCat Resource Sharing. Over 250 requests have been submitted to Alibris for *rare and out-of-print items*. The Purchasing Books upon Demand program has been successful in supplying faculty and students with materials in a timely fashion and has added value to the collection.

### ◆ Document Delivery Unit

Faculty members are successfully using the Faculty Document Delivery Services in the first full year of this service. The Faculty Document Delivery Service encourages faculty from any UCF campus to submit requests for items owned by UCF Libraries. ILL/DDS staff pull the requested items and either digitize them for electronic desktop delivery or have the book available at the circulation desk for pick-up. Over 3,400 requests were filled in 2005/2006 for items that were owned by UCF Libraries.

Although ILL/DDS staff created and distributed brochures and posters to promote services for students

with disabilities, there have been few requests for this service.

As new regional campuses crop up around Central Florida, ILL/DDS continues to work with each campus to provide interlibrary loan and document delivery assistance. Numerous discussions have taken place on work flow, collaborative efforts between the various campuses, and how the ILL/DDS can provide access to Libraries' collections for UCF patrons. Submissions from regional campuses, branch campuses, and distance learners have increased over 6,000 since 2003-2004 to a total of over 8,400 requests in this year.

### ◆ Lending Unit

Over 2,500 reciprocal agreements have been established with other Interlibrary Loan departments throughout the United States. The majority of agreements are located in the southeast. Of the 36,870 requests that were received in the past year, approximately 30,088 requests were from libraries with reciprocal agreements.

While a certain percentage of all requests cannot be lent or photocopied for various reasons, the ILL/DDS staff makes every effort to fill as many requests as possible. Of the 30,088 requests that were submitted to the department, staff was able to fill 22,364 (74%) requests. Reasons for denial included:

- UCF lacked the needed issue/volume (3,001)
- UCF-owned, checked out/in use (2,842)
- Non-circulating items – multimedia, reference, special (1,467)
- Exceeds max cost (642)

Upon the implementation of ILLiad in January 2005, two longstanding policies were changed. The first policy change, which is part of a national trend, was to no longer lend multimedia items via interlibrary loan. While the policy decision was made in the fall 2004, the full impact of that policy has been felt this year with the increased number of unfilled requests. Around 625 requests for multimedia items were rejected this year. Recently, OCLC developed an enhancement to WorldCat Resource Sharing, **deflection**, which filters the lending string based on OCLC Policy Directories. ILL/DDS staff created a filter that will prevent acceptance of any requests for multimedia items. The combined effects of refusing multimedia requests and creating a filter for multimedia requests have streamlined the activities in lending.

The second policy change was to work with Special Collections and University Archives to allow their materials to circulate via interlibrary loan. This also began in January 2005, but the full impact was not felt until this year. Over 300 requests have been accepted since January 2005. Requests are routed to Special Collections and University Archives for review. If less

# ILL/Document Delivery Services (cont'd)



than 50 pages and copyright free, items are scanned and e-mailed to the requestor. For books, requests are sent via UPS to the requestor's interlibrary loan department and are placed in their Special Collections department for the duration of the loan period.

It is always nice to hear from our faculty, students and staff. Some of the comments that staff members have received in 2005-2006 are:

- "Today I successfully defended my lengthy master's thesis in Sociology. Without the support services of ILL or desktop delivery my thesis would have been considerably harder to have completed. Living in Brevard, getting to the main campus is always a trek, and your services have saved me considerable time, energy, and gas..."
- "Thank you for sending the article. This is a great service."
- "This is my first experience with ILL. What a great service!!! Thanks so much for the efforts behind getting this information for me."
- "I just wanted to say thank you for your wonderful service. I especially appreciate your help while I am doing this huge literature review for my research classes! You have made my life easier...especially getting the European journal articles so quickly! I also want to mention, I would be broke if I had to buy these articles myself."
- "Thank you, thank you, thank you! I am so pleased with this service, I hope you know how much this means to me to be able to not only access these hard to find items, but to be able to access them so quickly and efficiently. I'm guessing you've saved me a couple of weeks of begging around different libraries, literally. Thank you again for this invaluable service."

Overall, the past academic year has been one of teambuilding within the department, collaboration with other departments, and spreading our wings.

## REPORT on DEPARTMENTAL GOALS for 2005-2006

Most of the goals over the year were related to the implementation of ILLiad.

- ◆ Continue spreading the word to all UCF faculty, students, and staff about our services.

Ongoing.

- ◆ Implement cross training of staff members.

Staff members were cross-trained to assist and/or act as back-up in absences.

- ◆ Examine implementing Odyssey.

Odyssey, a component of ILLiad, was implemented in late spring 2006 for Borrowing, Lending, and Document Delivery. This implementation took about nine months to complete.

- ◆ Consider implementing ILLiad's Billing Manager.

The Billing Manager, another component of ILLiad, has not been implemented. After several months of trial and error, the department found workarounds.

- ◆ Look into E-Copy for the microfilm/microfiche machine.

Not addressed.

- ◆ Investigate Direct Request and other ISO capabilities.

Direct Request was once again evaluated and the decision was made not to turn it on at this time as it is unwarranted by the current request load.

- ◆ Update ILL Web pages in order to comply with ADA compliance.

On-going

- ◆ Investigate how to use Alibris to its full capabilities.

Over the past year, the Borrowing staff has been purchasing out-of-print books upon demand from Alibris using WorldCat Resource Sharing. Over 200 requests have been submitted to Alibris using the Borrowing String. Over 60 books have been acquired and added to collection using these tools.



Sr. LTA Deirdre Campbell holding an ALIBRIS envelope

- ◆ Evaluate ISO (International Standards Organization) capability.

ISO was not evaluated over the past year. With the advent of the medical school or joining of other consortia, ISO may be warranted.

## DEPARTMENTAL GOALS for 2006-2007

- ◆ Create ILLiad Web pages unique to faculty, distance learners, and users at the regional and branch campuses.
- ◆ Locate and participate in UCF outreach activities to promote the library and ILL.
- ◆ Continue to look at improving customer service in ILL for borrowing, document delivery, and lending.
- ◆ Investigate how to create daily, weekly, and monthly statistical reports from ILLiad.
- ◆ Establish and implement Florida's first ILLiad conference.
- ◆ Explore the possibilities of joining the Global ILL Framework (GIF) Project, a reciprocal agreement providing interlibrary loan and document delivery between Japan and the United States.

## ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ◆ Offer the best undergraduate education available in Florida

Provided over 4,400 interlibrary loan and document delivery requests to undergraduates.

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

Provided over 14,000 interlibrary loan and document delivery requests to graduate students.

- ◆ Provide international focus to our curricula and research programs

ILL/DDS continues to fill requests from requests throughout the world. In addition, we have begun to fill more and more requests for our own patrons internationally.

- ◆ Become more inclusive and diverse

Continued to hire student assistants from a variety of countries, such as Netherlands, Bahamas, etc.

- ◆ Be America's leading partnership university

Over the past year, the ILL/DDS department has worked with the regional and branch campuses to provide over 8,400 requests for faculty, students and staff.

## PERFORMANCE ENHANCEMENT RECOMMENDATIONS

As the Interlibrary Loan/Document Delivery Services department continues to see an increase in the number of requests, it becomes increasingly difficult to maintain the high quality of service without the addition of another digital scanning station. Article requests constitute the greatest number of requests submitted to the department and with only two

stations currently available, access is becoming an issue. Staff members need the capability to digitize requests not only for UCF faculty, students, and staff but also to maintain our turnaround time with other libraries throughout the world.

Another potential enhancement is the delivery of books to faculty offices. This enhancement would greatly improve the level of customer service that ILL/DDS and the library can provide to UCF's faculty. In addition, such a service would provide more exposure to library services available to faculty members and others on UCF Campuses.

## ACCOMPLISHMENTS of FACULTY and STAFF

### ◆ Deirdre Campbell

- Service:
  - Staff trip to USF, July 2005
  - Member, Student Conduct Board Member 2005-2006
  - Internship, Seminole County Educational Center
  - Internship, City of Sanford
- Training:
  - Mr. Potato Head and Leadership Skills
  - Understanding How Body Language/Cultural Language and Background Play a Part in the Student Hearing Process
  - Academic Dishonesty
  - Lecture with the Polish speaker
  - Video session – Emotional Intelligence
- Received Library Recognition Award for 15 Years of Service

### ◆ Mike Dresser

- Service:
  - Staff trip to USF, July 2005
  - Attended a number of CLFC-ILL Interest Group meetings
  - Member, Web Advisory Committee
- Training: Microsoft FrontPage training

### ◆ Joanie Reynolds

- Service:
  - Staff trip to USF, July 2005
  - Attended:
    - MLIS Information Day
    - Office of Research & Commercialization (ORC) Luncheons
    - Various CFLC ILL User group meetings
    - Learning Space / Coffee Shop naming contest
- Training: Commerce Clearing House Workshop





# ILL/Document Delivery Services (cont'd)



## ◆ Debra Robinson

- Service:
  - Staff trip to USF, July 2005
  - Member, Diversity Team, 2005
  - Attended a number of CLFC-ILL Interest Group meetings
- Attended:
  - "Zora is My Name" with Ruby Dee, Student Union
  - Diversity Breakfast
- Training:
  - Climbing career, UCF HR
  - Presenting Like a Pro, UCF HR
  - Reach for the Stars, UCF HR
  - Time Management, UCF HR
  - ABC's of Diversity, UCF HR

- Evacuation Team member
- Received Library Recognition Award for 15 Years of Service
- Training: Video presented by Cynthia Kisby for preview and feedback: "Emotional Intelligence"
- Attended "Zora is My Name" with Ruby Dee, Student Union

## ◆ Kristine Shrauger

- Service:
  - Staff trip to USF
  - Member, University Research Council, 2005 – present
    - Subcommittee, President's Incentive Grant, 2005
  - Search Committees:
    - Head, Circulation Services
    - Reference Librarian, Daytona Beach Community College
  - National Committees:
    - STARS, International Committee
    - STARS, Conference Planning Committee
  - Member, Library Disability Services Committee, 2004-present
  - Chair, SUL Interlibrary Loan Committee, 2004-
  - Chair, CFLC ILL User Group, 2004-2005
  - Chair, CFLC ILL Manual
- Presentations:
  - Presenter, ILLiad International Conference, "Implementation of ILLiad with multiple pickup sites," Dublin, OH, March 2006
  - Poster Session, "Using Out-of-Print Book Dealers in the WorldCat Resource Sharing Lending String," ALA Conference, New Orleans, June 2006
  - Poster Session, with Meg Scharf, "Library as Place," LibQUAL+ Share Fair, ALA Conference, New Orleans, June 2006

## ◆ Patricia Tiberii

- Service:
  - New Intranet training, TAG, UCF Library
  - Staff trip to USF, July 2005
  - Member:
    - IT&R Social Committee, "Knights, Camera, Action"

## STATISTICS

Interlibrary Loan/Document Delivery Services  
*Table 1*  
 Most Frequent Borrowers

Department:	2005/2006
Nursing	2,594
Engineering	2,244
Foreign Languages	1,950
Psychology	1,392
History	1,278
Education	1,147
English	1,097
Communicative Disorders	570
Biology	564
<b>TOTAL</b>	<b>12,836</b>

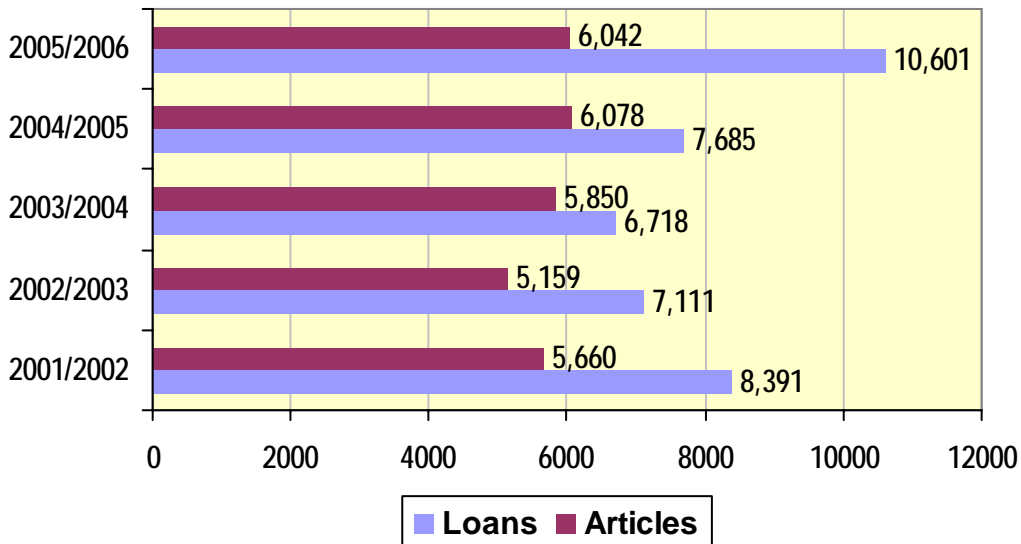
Interlibrary Loan/Document Delivery Services  
*Table 2*  
 Most Requested Journals  
 Published in the Last Five Years

Title	2005/2006
Thesaurus: boletín del Instituto Caro y Cuervo.	24
British journal of nursing: BJN.	22
Latin American theatre review.	21
Infection control and hospital epidemiology.	19
Michigan journal of community service learning.	16
Scholarly inquiry for nursing practice.	16
Contemporary nurse: a journal for the Australian nursing profession.	15
Infection Control and Hospital Epidemiology	14
Revista de Estudios Hispánicos	14
Clinics in Sports Medicine	14

## Interlibrary Loan/Document Delivery Services

Chart 1

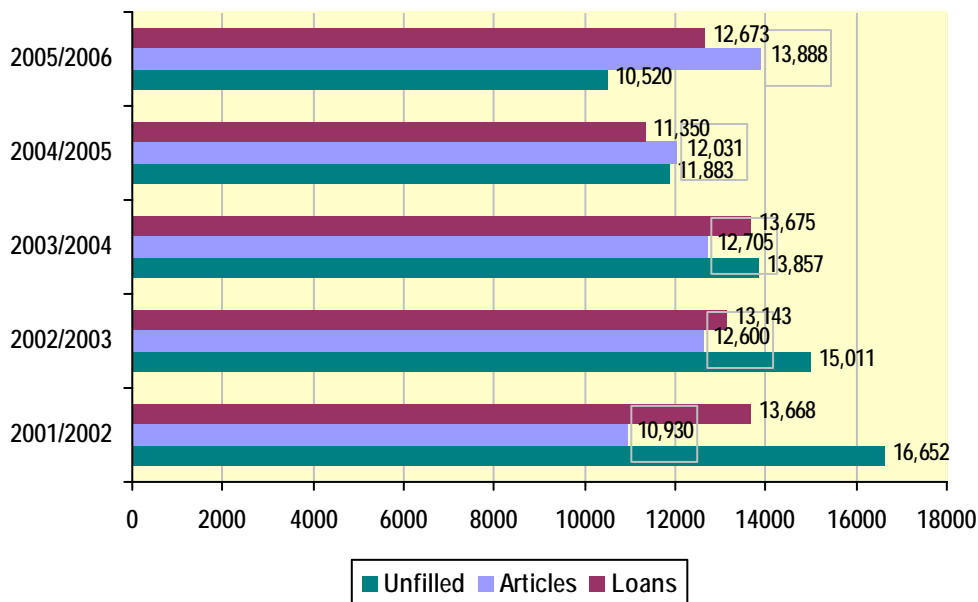
*Borrowing Fill Rate: Five-Year Comparison*



## Interlibrary Loan/Document Delivery Services

Chart 2

*Lending Requests: Five-Year Comparison*



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



Reference Services Faculty, Staff & Student Assistants: Front Row (left to right): Ruth Wiley, Terrie Sypolt, Sophia Blair, Rachel Viggiano, Elizabeth Killingsworth, Cathryn Young, Erica Baker. Back Row (left to right): Meredith Semones, Ven Basco, Cheryl Mahan, Rich Gause, Linda Colding, Jason Martin, Renee Montgomery, Cindy Burris, Robbie Allen, Elizabeth Cunningham.

## ***HIGHLIGHTS of the YEAR in RETROSPECT***

UCF's emphasis on the SACS Information Fluency Quality Enhancement Plan (QEP) had a major impact on Reference Services. The multi-year university initiative begins a cultural change whereby information fluency will become instilled across disciplines and courses. The Information Fluency initiative offers library faculty an opportunity to integrate literacy standards into classroom teaching and will strengthen the Libraries' vital role in the education process.

To best utilize existing skills and knowledge several librarians and one LTA were reassigned to the Information Literacy and Outreach (ILO) department in May 2006. The new department includes Elizabeth Killingsworth, acting head; librarians Jason Martin, Renee Montgomery, Rachel Viggiano; and Sr. LTA Erica Baker.

The QEP outlines a number of tasks that require collaboration between librarians and academic faculty concerning ACRL Information Literacy Standards, library content, and assessment of student learning outcomes. ILO will facilitate and coordinate the efforts of librarians assigned to four pilot programs:

- Burnett Honors College: Carole Hinshaw
- Department of Philosophy: Richard Harrison
- School of Nursing: Elizabeth Killingsworth
- Strategies for College Success (SLS 1501): Dr. Linda Colding

### ◆ Ask A Librarian Reference Service

Six librarians and three Sr. LTAs staff the UCF Libraries' Ask A Librarian reference service six days per week (Monday -Saturday) for a total of 65 hours of local coverage. Extended chat coverage is offered through eight ASERL participating institutions. From February-April 2006 graduate students enrolled in the University of Alabama School of Library and Information Studies staffed the ASERL collaborative chat service to extend the service until midnight.

Chat virtual reference service becomes increasingly popular each year. However, to increase awareness, ASERL sponsored an iPod contest in February 2006. An iPod was awarded to a randomly selected patron who used the service at each ASERL institution. This promotion achieved the objective and all ASERL libraries more than doubled the number of chats from the previous month. Docutek chat software was selected by ASERL to replace QuestionPoint in an effort to provide more reliable service. UCF began using Docutek during the summer, while the ASERL group will begin coverage fall semester 2006.

### Ask A Librarian Statistics

FY 2005-2006

Service	Total No.	Inc/Dec from 04/05
Telephone Calls	5,992	-29%
E-mail	966	-19%
Chats	3,757	+88%

#### ◆ Government Documents

Government documents librarian, Rich Gause, and staff focused on coordination with Cataloging Services on various issues regarding database cleanup for the transition to ALEPH and procedures for the retrospective cataloging project. Timely and accurate access to the materials in the Government Documents collection was improved by a complete revision of the processing and cataloging procedures, including additional allocation of cataloging staff hours. Step-by-step instructions for researching legislative histories were provided online to guide a large number of graduate and undergraduate students with their principal semester assignment. Access to the Urban Documents Microfiche collection was expanded through the creation of a series of descriptive Web pages. Three new subscription databases now provide digital access to government information: American State Papers, CQ Historic Documents Series, and U.S. Congressional Serial Set.

#### ◆ Library Instruction

During the period May 2005 – April 2006, 371 Library Instruction (LI) sessions and 8,852 students were taught. During the spring semester, 175 sessions were taught. This is the largest number of sessions taught in the spring semester in the history of the program. This significant increase may indicate new growth in the LI program.

During the fall semester 2005, an assessment of ENC 1101 and 1102 classes was conducted. A pre-test was given prior to receiving library instruction. The post-test was given to the instructor to administer and return to the instruction coordinator approximately one month after instruction. Analysis of the pre-tests and post-tests shows scores increased 70% in the areas covered for ENC 1101 and 50% in the areas



Meg Scharf (Associate Director, Public Services) and Meredith Semones present an iPod to Ms. Sen, the winner of the ASERL Chat contest.

covered for ENC 1102. This indicates that many learning outcomes were achieved, but additional work is needed. There are great expectations that the emphasis on information fluency will determine future achievements in this area.

#### REPORT on DEPARTMENTAL GOALS for 2005-2006

- ◆ Continue partnership with Cataloging Services to expedite retrospective cataloging of older U.S. government documents. Consider utilizing or hiring support staff to aid in expediting this project.

The collaboration between Government Documents and Cataloging Department made progress towards the government documents retrospective cataloging project. Through improved workflow and staff initiatives additional progress is expected in 2006-2007.

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

A task force recommended policies and procedures for an extensive weeding of the reference collection. The goal is to move approximately one half of the collection to the general collection. Cooperation with Cataloging and Circulation has been imperative throughout this slow but steady process.

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

Through training and other interdepartmental initiatives communication has improved amongst other public service departments.

# Reference Services (cont'd)



## DEPARTMENTAL GOALS for 2006-2007

- ◆ With the launch of the Information Fluency/OEP programs librarians will identify many opportunities to work with academic faculty on a personal basis. The challenge will be to add this additional workload to the ongoing traditional responsibilities.
- ◆ Implementing an "integrated service model" at all public service desks may provide opportunities for all public service librarians and staff to work more closely together.
- ◆ Continue partnership with Cataloging Services to expedite retrospective cataloging of U.S. government documents.

## CHANGES in STAFFING

### ◆ Hired:

- Robbie Allen, Senior Library Technical Assistant, Ask A Librarian Service
- Erica Baker, Senior Library Technical Assistant
- Robin Chan, Senior Library Technical Assistant, Government Documents/Ask A Librarian Service
- Corinne Bishop, Adjunct Librarian

### ◆ Transferred to Other Departments:

- Elizabeth Killingsworth, Acting Head, Information Literacy & Outreach
- Jason Martin, Information Literacy & Outreach
- Renee Montgomery, Information Literacy & Outreach
- Rachel Viggiano, Information Literacy & Outreach
- Peter Spyers-Duran, Cataloging Services

### ◆ Resigned:

- James Fox, Library Technical Assistant, Ask A Librarian Service

## ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ◆ Offer the best undergraduate education available in Florida

Rich Gause, Government Documents Librarian, improved access to the Urban Documents Microfiche Collection providing thousands of periodic reports that were issued by approximately 500 selected U.S. and Canadian urban area agencies and departments. <http://library.ucf.edu/govdocs/icud/> Several hundred items dealing with health and medicine were also added to the UCF Libraries' federal depository selection profile in preparation for the new medical school. These collections will be invaluable in existing and future curricula and programs.

- ◆ Be America's leading partnership university

- InfoSource, UCF Libraries' fee-based research service, has experienced substantial growth in all activities. The most remarkable increase (147%) came from research billings. These requests include business research, literature research, and patents and trademark searches. Ying Zhang, Coordinator, InfoSource, established partnerships and collaborated with academic departments and research units, while also marketing and extending services to community-based organizations. Here are some of the highlights:
  - Total billing increased from \$19,657.18 to \$27,287.65, a growth of 38.82%.
  - Research requests increased from 19 to 32 requests, generating 147% more billings than same period last year.
  - Document delivery grew 33.26%.
  - Acquired 29 new clients.
  - Offered new service: implemented electronic delivery as the default method for all document delivery. Resulted in savings in shipping costs for clients and improved timeliness.
  - Market research results helped two clients win top places in the Joust Central Florida Business Plan Contest
  - Collaborated and assisted Special Collections and Interlibrary Loan to improve service
- The Third Annual MLIS Information Day, a day-long workshop organized by Donna Goda, highlighted the opportunities of librarianship as a career and continued to attract important speakers and leading professionals. This networking event involved many UCF and Central Florida librarians and faculty, promoting partnership opportunities and community service.
- Ask A Librarian collaborative virtual reference service offered extended chat coverage through eight ASERL participating institutions. With the goal of providing late night service graduate students enrolled in the University of Alabama School of Library and Information Studies staffed the ASERL collaborative chat service until midnight.

## PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Although great strides have been made in implementing a viable plan to catalog the massive backlog of U. S. and Florida government documents, staff in Reference, Government Documents and Cataloging must remain focused on this long range project. This project is vital to providing public access to United States and Florida documents.

## ACCOMPLISHMENTS of FACULTY and STAFF

### ◆ Promotions:

- Dr. Linda Colding, Associate University Librarian
- Donna Goda, Associate University Librarian
- Jason Martin, Assistant University Librarian

### ◆ Robbie Allen

- University of South Florida MLIS degree anticipated completion December 2006.
- Partnered with Robin Chan to create a *MySpace.com* account for Ask A Librarian.

### ◆ Buenaventura Basco

- Chair, APALA Finance Committee
- Chair, Association for Library Collections & Technical Services (ALCTS)
- Representative, Collection Management & Development Section (CMDS) Policy & Planning Committee

### ◆ Cynthia Burris

- Chair, Exhibits Committee Chair
- Web Advisory Committee
- Provided graphic support for the UCF New America Juried Art Exhibit, Substance Abuse Film Series, and National Book Week Exhibit.

### ◆ Robin Chan

- Partnered with Robbie Allen to create a *MySpace.com* account for Ask A Librarian.

### ◆ Dr. Linda K. Colding

- Selected and attended ACRL's 2005 National Immersion Program - Program Manager track
- MIVER (Military Installation Voluntary Evaluation Review) visits to Offutt Air Force Base, Nebraska and Misawa Air Force Base, Japan
- Published "Will They Stay or Will They Go: Predictors of Academic Librarian Turnover." *Advances in Library Administration and Organization*, 23, 271 - 289. (2006).

### ◆ Richard Gause

- Co-authored chapter "Access to Local Governmental Information," *Local and Regional Government Information: How to Find It, How to Use It* - Mary Martin, editor (Greenwood Press, 2005).

### ◆ Donna Goda

- Organized Third Annual MLIS Information Day
- Florida ACRL presentation on Camtasia
- Completed streaming videos using Camtasia, including Business/Cornerstone/Capstone, Psychology, Criminal Justice, Nursing, and General Research.

### ◆ Patricia Hall

- Member, Annual IT&R Social Committee
- Collaborated with Cataloging Services to catalog and improve access to Florida and United States government documents records.



### Richard Harrison:

- Coordinated the Annual Showcase of Undergraduate Research Excellence for the UCF Vice Provost and Dean of Undergraduate Studies
- Served on the inaugural UCF Research Week Planning Committee.

### ◆ Elizabeth Killingsworth

- Appointed Acting Head of Information Literacy & Outreach.



Holiday revelers Rachel Viggiano, Elizabeth Killingsworth, Ruth Wiley, Cindy Burris, Robin Chan & Erica Baker enjoy the food & festivities at the 2005 Winter Party.

- As chair of the Quality Enhancement Plan (QEP) Library Team researched, developed, and wrote white paper "Integrating Information Fluency Across the Curriculum," which was accepted by the University QEP Planning Team.
- Served as Library Faculty Senator.

### ◆ Jason Martin:

- Chair, 2006-2007 Florida Library Association Continuing Education Committee
- Co-presented poster session "Chatting Up Our Patrons: Virtual Reference at the UCF Libraries" with David Woolard
- Published "That's the Way We Do Things Around Here: An Overview of Organizational Culture," *Electronic Journal of Academic and Special Librarianship*, Vol.7, #1, Spring 2006. <http://southernlibrarianship.icaap.org/index.html>

### ◆ Cheryl Mahan

- Edited "Internationalizing Your Research Guide," UCF Office of International Studies
- Hosted Dr. Roman Strongin and Dr. Alexandre Grodzinski for East European Linkage Institute
- Organized the scholarship event for the 2005 recipients of the Lois Holt and June Stillman scholarships
- Member of the Latin American, Caribbean, and Latino Studies (LACLS) Committee
- Chair, LACLS Research Committee.

# Reference Services (cont'd)



## ◆ Hal Mendelsohn

- Co-chair Membership Committee, Southeastern Library Association.
- Set up the Membership Table and arranged for free gifts for the SELA/Tennessee Library Association Annual Meeting and.

## ◆ Renee Montgomery

- Member, Subcommittee for UCF Collaborative, Supportive Environment, which developed a list of goals to promote a CSE on the UCF Campus
- Examined the Collection Development Policies for education areas in preparation for NCATE and SACS.

## ◆ Meredith Semones

- Chair, Librarians' Personnel Advisory Committee.

## ◆ Peter Spyers-Duran

- Chair, ERC Science Subcommittee
- Member of PSPC, OPAC Subcommittee
- Co-Moderator of STS-1, the listserv of the Science and Technology Section (STS) of the Association of College & Research Libraries

## ◆ Terrie Sypolt

- Member, Instructional Resources Committee of the NCATE team for the 2005 visit to the College of Education; assisted in preparation of library documentation for 21 academic areas and with the College of Education SACS report.
- Presented "The Dream of Three Academicians and a Tutorial: Raising Information Literacy" at the Southeastern Library Association Annual Conference
- Elected member, Board of Directors, Florida Association of Teacher Educators (FATE), representing the Colleges and Universities of the East Central Region; member, Membership Committee; and chair, Conference Facilities committee.

## ◆ Rachel Viggiano

- Served as Faculty Senator and was a member of the following Faculty Senate committees:
  - Graduate Council
  - Curriculum Committee
  - Awards & Appeals
  - Library Advisory Committee
- Published "Online Tutorials as Instruction for Distance Students," *Internet Reference Services Quarterly* 9.1/2 (2004):37-54.
- Presented poster session at the ALA Annual Conference in Chicago, "Collaborating with Instructional Designers to Teach Faculty"
- Member of ACRL Distance Learning Section Electronic Resources Committee

## ◆ Ruth Wiley

- Secretary, Library Exhibits Committee; developed a database for exhibitors and a related database for exhibits; curated exhibit on "Library Staff: Recommended Summer Reading."
- Team taught EDC 2005 class with Terri Sypolt.
- Attended several workshops and training classes.
- Designed door signs for the FATE Conference.
- Continued MLIS course work at the University of South Florida.

## ◆ Ying Zhang

- Panelist "Federated Search Engines: Lessons Learned," 21st Annual *Computers in Libraries* Conference
- Attended Special Libraries Association annual conference
- Member, Nomination Committee, Chinese American Librarians Association (CALA)
- Provided market research data that enabled two UCF student teams to win the top prizes in 2006 TEC Business Plan Contest.



Susan MacDuffee (Acquisitions & Collections) and Ven Basco show off their Black & Gold for Spirit Day 2005.



# Reference Services (cont'd)

## STATISTICS

Reference Services  
 Table 1  
 Government Documents Statistics, 2005-2006

	2004-05	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Grand Total
<b>U.S. Documents</b>															2005-06
Print-Received	<b>271,458</b>	118	58	143	129	79	101	75	90	77	196	45	107	1,218	
Deleted		40	177	71	51	26	33	26	34	33	47	333	20	891	
														327	<b>271,785</b>
Microfiche-Received	<b>734,767</b>	601	508	569	804	361	244	524	492	323	618	700	993	6,737	
Deleted		0	0	0	1	0	0	0	0	0	2	0	0	3	
														6,734	<b>741,501</b>
Electronic Prod. Rec'd-Received	<b>4,098</b>	15	16	13	2	6	0	0	16	18	14	2	27	129	
Deleted	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
														129	<b>4,227</b>
<b>FL Documents</b>															
Print-Received	<b>34,172</b>	29	25	4	68	111	4	10	168	6	8	0	95	528	
Deleted		8	0	17	1	4	1	0	0	9	0	0	0	40	
														488	<b>34,660</b>
Electronic Prod. Received	<b>3</b>	0	0	0	0	5	0	0	5	0	0	0	1	11	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
														11	<b>14</b>
<b>Local Documents</b>															
Print-Received	<b>0</b>	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	<b>0</b>
Microfiche-Received	<b>93,489</b>	0	0	0	93,48	9	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	<b>93,489</b>
Electronic Prod. Received	<b>0</b>	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	<b>0</b>
<b>Patents</b>															
CD-ROMS-Received	<b>228</b>	4	4	4	4	4	4	4	4	4	4	4	5	49	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
														49	<b>277</b>
DVDs-Received	<b>881</b>	7	10	9	9	9	10	9	10	9	9	9	9	109	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
														109	<b>990</b>
Microfilm-Received	<b>8,906</b>	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	<b>8,906</b>
<b>Maps</b>															
Received	<b>3,613</b>	4	0	6	0	13	0	4	1	3	0	0	0	31	
Deleted		0	0	0	0	1	0	0	0	0	0	0	0	1	
														30	<b>3,643</b>
<b>Growth in U.S. Documents Collection</b>															
	244.5 ft	5.1	1.67	1.17	0.23	1.98	1.56	0.56	2.08	0.85	2.83	0.13	2.92	21.08ft	265.58ft



# Reference Services (cont'd)

Reference Services  
Table 2  
Service Statistics: 2005-2006

Ask A Librarian Total		
Phone		5,946
E-mail		916
Chat		3,757
<b>Total Transactions</b>		<b>10,619</b>
Reference		
Self Guided Tours		1,229
PERCs		141
Reference Desk Questions		31,617
Library Instruction Statistics		
Classes Taught		376
Number of Students		9,105
Visiting Groups		0
Number of Students		0
Information Source Statistics		
Citation Searches		13
Document Delivery		428
InfoSource Research		36
Special Borrower Cards		279

Reference Services  
Table 3  
UCF InfoSource Five-Year Summary: Transactions

Type of Transaction	2006/ 07	2004/ 05	2003/ 04	2002/ 03	2001/ 02
Document Delivery	428	306	549	603	841
Research Requests	49	35	53	64	42
Special Borrower Agreements	1	1	1	3	3
Special Borrower Cards	279	218	279	323	414
Through Agreements	20	24	30	51	148
For Individuals	259	194	249	272	266
<b>TOTAL</b>	<b>757</b>	<b>560</b>	<b>882</b>	<b>993</b>	<b>1,300</b>

Reference Services  
Table 4  
UCF InfoSource  
Five-Year Summary: Financial

	2005/06	2004/05	2003/04	2002/03	2001/02
<b>Document Delivery*</b>	<b>\$5,881.73</b>	<b>\$4,655.10</b>	<b>\$8,015.99</b>	<b>\$7,911.65</b>	<b>\$9,607.30</b>
<b>Research / Online Searching</b>	<b>\$5,486.25</b>	<b>\$3,505.00</b>	<b>\$3,777.00</b>	<b>\$1,210.23</b>	<b>\$2,106.24</b>
<b>Special Borrower Agreements</b>	<b>\$300.00</b>	<b>\$300.00</b>	<b>\$300.00</b>	<b>\$900.00</b>	<b>\$1,200.00</b>
<b>Special Borrower Cards</b>	<b>\$9,395.00</b>	<b>\$7,295.00</b>	<b>\$9,445.00</b>	<b>\$11,300.00</b>	<b>\$15,545.00</b>
Through Agreements	\$960.00	\$1,130.00	\$1,475.00	\$2,355.00	\$6,785.00
For Individuals	\$8,435.00	\$6,165.00	\$7,970.00	\$8,945.00	\$8,760.00
<b>Other Charges</b>	<b>\$9,080.03</b>	<b>\$8,331.08</b>	<b>\$16,273.82</b>	<b>\$16,063.16</b>	<b>\$17,561.76</b>
Copyright Fees	\$5,373.21	\$5,237.07	\$9,234.36	\$9,298.60	\$10,032.05
Delivery Fees	\$471.32	\$801.01	\$1,857.96	\$1,844.56	\$2,419.71
Document Handling Fees	\$787.00	\$365.00	\$816.50	\$772.00	\$800.00
Rush Fees	\$2,408.50	\$1,928.00	\$4,365.00	\$4,148.00	\$4,310.00
Other	\$40.00	\$ -	\$ -	\$ -	\$ -
<b>Total Billings</b>	<b>\$30,143.01</b>	<b>\$24,086.18</b>	<b>\$37,811.81</b>	<b>\$37,385.04</b>	<b>\$46,020.30</b>
<b>Direct Costs**</b>	<b>\$6,782.01</b>	<b>\$6,634.43</b>	<b>\$12,582.06</b>	<b>\$12,335.74</b>	<b>\$14,694.55</b>
<b>Net Income</b>	<b>\$23,361.00</b>	<b>\$17,451.75</b>	<b>\$25,229.75</b>	<b>\$25,049.30</b>	<b>\$31,325.75</b>

\*Including book loans, interlibrary loans and vendor acquisitions

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

Carole Hinshaw  
Head, Reference Services

## HIGHLIGHTS of the YEAR in RETROSPECT

The Library Development Office actively promoted the UCF Libraries via special events, mailings, tours, and personal visits. Continued collaboration with the UCF Foundation ensured the Libraries were well represented to all campuswide constituencies. Several primary accomplishments include:

- Director of Library Development made more than 300 contacts with 145 alumni, friends, and potential donors via personal visits, phone calls, e-mail, or letters.
- Secured more than \$600,000 in gifts, pledges, and gifts-in-kind.
- Oversaw the redesign of the Library Development Web page.



Left to Right: Dr. Mem Stahley, Head, Regional Campus Libraries; Barry B. Baker, Director of Libraries; Dr. John Carpenter, Assistant Professor, English; and Dr. Jim Drake, Director, Southern Regional Campuses with (seated) Ms. Phoebe Carpenter, longtime UCF friend and advocate, who recently made a \$100,000 pledge to establish the John Archer Carpenter Library Enhancement Fund, which will provide funding toward the purchase of books, electronic resources/media, and scholarly research in English, Humanities, and Renaissance English Literature at the BCC Library.

- Collaborated with the UCF Foundation Advancement Services Department to include the UCF Libraries as a giving option on the UCF Foundation online giving page.
- Collaborated with the Universal Orlando Foundation Library at the Rosen College to mail an annual fund appeal to spring 2006 Hospitality Management Graduates.
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## REPORT on DEPARTMENTAL GOALS for 2005-2006

- Identified, cultivated, and solicited donors for the UCF Libraries.
- Executed inaugural library faculty/staff campaign, *Building for Tomorrow...Today!* With an initial goal of \$3,000, the generous support of the library

faculty and staff resulted in more than \$6,000 actually being raised. An outstanding participation rate of 50% was achieved in this campaign.

- Expanded library volunteer base by making significant contacts with alumni library advocates in Orlando, Boca Raton, Tampa, and Tallahassee.
- Established monthly electronic newsletter, *In Development*, which is distributed to more than 300 alumni, friends, donors, faculty, and staff.

## DEPARTMENTAL GOALS for 2006-2007

- ◆ Continue identifying new potential library donors, as well as cultivating and stewarding current donors.
- ◆ Establish first Library Development Annual Report to document library external relations and fundraising activity.
- ◆ Host author lecture event for library friends/donors in the spring 2007.
- ◆ Collaborate with UCF Foundation to implement online giving via the Library Development Web page.

## CHANGES in STAFFING

Jeremy McGrath, former Senior LTA in Circulation, assumed a newly created position, Information Specialist, on May 19. He brings vast experience to the position, having worked in both academic and public libraries, as well as historical societies. Jeremy is responsible for development related special events, publications, Web site management, donor interaction, etc.



Left to right: Andrea Von Jares, former UCF Libraries employee; Liz Konzak, University Archivist; Eleanor Sleight, donor to the Bryant West Indies Collection; and Carla Summers, Head of Special Collections.

## ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

### ◆ Provide international focus to our curricula and research programs

Secured funding to purchase a subscription to *Zaman*, a prestigious newspaper which publishes both in Turkish and English in the U.S., and has won numerous awards, especially for its modern page layout and contributions to intercultural understanding.

### ◆ Become more inclusive and diverse

Via collaboration with the Library Disability Services Committee, secured funding toward the purchase of a new Kurzweil 1000 reader (a device that scans print material and then reads it aloud to the visually impaired), as well as a Microsoft Natural Keyboard Pro (an ergonomically correct keyboard to assist library users with disabilities).

### ◆ Be America's leading partnership university

Secured funding for the BCC/UCF joint-use library in Cocoa that will be utilized to purchase materials to supplement their holdings for the study of English, the Humanities, and Renaissance English Literature.

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## PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Additional position to oversee the library annual fund so the Director of Library Development can focus primarily on major gifts.

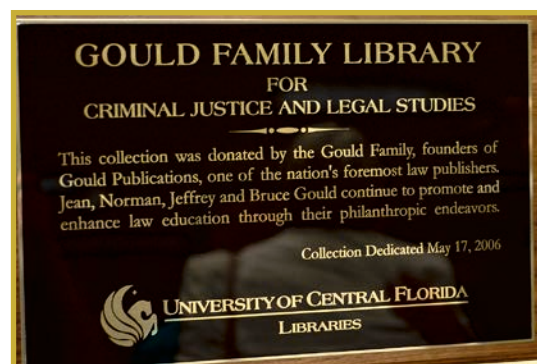
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## ACCOMPLISHMENTS of FACULTY and STAFF

### ◆ Dwain Teague, Director of Library Development

- Miscellaneous Accomplishments
  - Promoted library donors, as well as library giving opportunities, in *Tribute*, the UCF Foundation annual fund newsletter. Approximately 20,000 UCF alumni and friends received this publication.
  - Interviewed by Charna Davis Wiese for *UCF Profiles*, the cable news show that spotlights UCF activity. Discussed the history of the UCF Libraries, as well as our many programs/services, and giving opportunities.

- Coordinated photo opportunity with the UCF Sports Marketing Office to have publicity photos of the Women's Basketball Team taken in the library. The theme for the year was *A New Chapter*.
- Presented three-year library fundraising plan to Barry Baker and Joyce Henckler, UCF Foundation, November 1, 2005.
- Event Participation
  - UCF Foundation Board meeting, September 23, 2005.
  - BEST (Brevard Educational, Scholarship, and Teaching) Center dedication at the BCC/UCF Joint-Use Library, October 19, 2005.
  - Rosen College of Hospitality Management Alumni Meeting, December 6, 2005.
  - UCF Board of Trustees meeting, December 7, 2005.
  - UCF Alumni Chapter meeting in Stuart, FL, February 28, 2006.
  - Retired Faculty Association Luncheon, March 23, 2006.
  - Zora Neal Hurston event hosted by Special Collections, March 23, 2006.
  - Greeter for the Florida Library Association President's Reception on the Rosen Campus, April 19, 2006.
  - Post-graduation reception for Rosen College Graduates on the Rosen Campus and assisted Deb Ebster with tours of the Universal Orlando Foundation Library, May 6, 2006.
  - Dedication of the Gould Family Library for Criminal Justice and Legal Studies on May 17, 2006.



The plaque in honor of the Gould Family Library. If you look carefully you'll see Jean Gould's reflection in the plaque.

- Conference Activity
    - ASERL Conference, Atlanta, May 11, 2006.
    - Presented poster session entitled *Connecting with Your Donors: Tips and Strategies for Marketing Your Library to Obtain Significant Collections and Financial Gifts* at the Florida Library Association Annual Meeting in Lake Buena Vista, April 20, 2006.
  - Committee Assignments
    - Planning Committee for the ALADN (Academic Library Advancement Development Network) Annual Conference in Las Vegas, NV, March 26 – 29, 2006. Coordinated opportunity for library donor, Buzz Price, to participate in a Donor Voices panel to share why he chose to give his collection to UCF Special Collections.
    - Member, Prospect Research Coordinator Search Committee for the UCF Foundation.
- ◆ **Jeremy McGrath, Information Specialist**
    - Took over responsibilities for *In Development* and Web development for the Library Development Office.
    - Began to arrange and conduct local and international donor visits and presentations.
    - Developed preliminary mailings for “A Knight Showcase” and began developing programming and activities for the three associated events to the Special Collections and University Archives exhibit.
    - Workshops: After beginning in the position, began, on June 8, the FrontPage 2003 Level 1 online workshop, offered through the UCF Continuing Education department.

Dwain Teague  
Director, Library Development



Barry B. Baker, Director of Libraries, and other University Officials, at the BEST Center Dedication, BCC/UCF Joint-use library in Cocoa.

# Special Collections & University Archives



The mission of Special Collections and University Archives, 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. Special Collections acquires books that have a central function to the curriculum and that can't be replaced and primary source materials that support long-term research goals. The University Archives is the official repository of all aspects of life at the University of Central Florida.

## HIGHLIGHTS of the YEAR in RETROSPECT

The University Archives is a repository in its own right. Administrating the University Archives fits nicely into the mission of the University Libraries and the Archives has been growing in visibility and importance within the library and the university community. The past few years have been very significant and have included the creation of a universitywide records policy and hiring professional archivists to develop the program. In recognition of this work, a focused effort was initiated to insure that "University Archives" is included in the name of the department. Besides this public face, the University Archives has completed surveying and accessioning archival records from the Office of the President. Most of these materials are now available for research as well as the University Photograph Collection.



A project that has been on the drawing board for many years was begun in 2005/2006. *Caribbean: Legacy of the Spirit* is a virtual exhibit that provides an ideal setting to showcase and make available the rich resources the Libraries hold for the study of the region. It brings the Bryant West Indies Collection into the digital age.



Introductory Web screen for *Caribbean: Legacy of the Spirit*

A component of the virtual exhibit, "Our Island Homes," was first launched as a physical exhibit on May 19, 2006. The paintings illustrate typical dwellings found in the West Indies. In subsequent phases that build the virtual exhibit, thematic interpretations of the collection will be added. *Caribbean: Legacy of the Spirit* will also include a searchable database linking to images and metadata for many of the monographs, paintings, objects, textiles, sound recordings, and slides in the collection. The digitization of the materials will help bring the vibrant culture and folk life of the Caribbean documented in the Bryant West Indies Collection to the World Wide Web. Jody B. Cutler, Ph.D., UCF Assistant Professor of Art History, wrote an excellent essay entitled "More Than Tourist Art?" for the site.

The first ever Book Arts Competition was inaugurated in fall 2005! A dream of former department head, Ellen Anderson, the Book Arts Competition is open to UCF students who made a book during the calendar year. The competition included an award of \$250 for the winning entries, which are added to the Libraries' Book Arts Collection. Winners for 2005 were:

- *Slide Show*, by Carolyn Davis, an accordion foldout book, forms a circle mimicking the shape of a slide carousel. Fifteen slides from her grandparent's trip to Canada in 1961 are recreated and placed into slots in the carousel. The feel of each image, the sounds the images make when removed from the carousel-like book, and the black and white color scheme reminds readers of family slideshows before i-photo and flickr.com made those gatherings a fading memory.
- *Ornamental*, by Cristina Ottenwalder, inspired by the use of ornamentation in Islamic art, consists of two circular discs that lift apart, revealing four small books. Each book addresses different aspects of ornamentation. The doily pattern, used throughout the books, reinforces her extended meditation on the function of the design that





readers usually see through without stopping to notice the patterns. Just a few weeks after obtaining *Ornamental* it was borrowed by the Brevard County Museum of Art and Science for an exhibit on the Book Arts.

- *Brown*, by Whitney Stanton, uses a traditional codex book form to appeal to both children and adult readers. The illustrations, accompanied by a poem borrowed from *Hailstones and Halibut Bones: Adventures in Color*, eloquently and playfully reinforce and extend the poem's metaphors and puns.

Judging criteria are based on recent work by Johanna Drucker, a prominent book artist and librarian. The department plans to make this an annual competition.

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## REPORT on DEPARTMENTAL GOALS for 2005-2006

The following goals were defined for the year at the department retreat in May 2005.

- ◆ 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.

The Libraries' holdings of Florida Congressional Papers were made more accessible through the processing of the Lou Frey Papers. An oral history was conducted with Mr. Frey. Staff made a visit to Congressman John Mica to request his papers. The papers of Florida artist Joy Postle were obtained. The Libraries will hold the library and papers of noted book artist, Susan King.

- ◆ 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.

A conservation survey was conducted of all art work and new images were created to document the art and book collections.

- ◆ Advocate a department budget of at least 1% of state materials budget.

Although not obtaining 1%, it was a good budget year for the department.

- ◆ Enhance public service through outreach with a focus on the reading room. Support library staff members' understanding of the department's procedures and collections.

Senior Archivist, Dannie Helm, designed and implemented an excellent exhibit and conference on the artist Andre Smith. Selections of reports from the Harrison Price Papers are available online.

- ◆ 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.

Thirty UCF EADs have been added to the library Web site and FCLA's Archival Collections, Florida's union catalog for archives and manuscript collections. University Archivist, Liz Konzak revised UCF Libraries collections Web page in Archival Collections.

- ◆ Develop virtual exhibits based on the Caribbean materials held in the Bryant Collection.

See highlights of the year's accomplishments.

- ◆ Partner with university units and organizations external to the university to further the Libraries' and the university's goals.

See report on accomplishments relative to the President's goals below.

- ◆ Advocate personnel for the department to integrate those activities that are now funded by the OPS budget.

The following positions have been identified as important to departmental functions, a Print librarian, a Library Technical Assistant for the print collections, a Digital projects coordinator and a senior archivist.

- ◆ Develop list of projects for outside funding, targeting both individuals and foundations.

A proposal was written for the Institute of Museum Services for the third phase of Central Florida Memory. Proposals to foundations for support for the Book Arts Competition and new bookcases for the reading room were submitted but not funded. Funded proposals include money for lockers for the reading room, processing the Lou Frey Papers, and creating a Web site for the Joy Postle Papers. Other proposals to private donors are still in the works.

- ◆ 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.

Elizabeth Konzak has been the department representative to the ALEPH implementation team. The department continues to advocate better access to University publications.

## DEPARTMENTAL GOALS for 2006-2007

- ◆ 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; arts in the Caribbean and the Book Arts.
- ◆ Define collecting for the Sciences and Engineering.
- ◆ Collect, preserve, and provide access to the University Records by working with university offices and organizations.
- ◆ 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. Implement the completed conservation survey to triage treatment.
- ◆ Advocate a department budget of at least 1% of state materials budget.
- ◆ Enhance public service through outreach with a focus on the reading room.
- ◆ 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.
- ◆ Continue enhancements to virtual exhibit based on the Caribbean materials held in the Bryant Collection.
- ◆ Continue to enhance the preservation of the collections.
- ◆ Partner with University units and organizations external to the University to further the Libraries and the 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. Complete sponsored projects.
- ◆ Upgrade access to the print collections including preliminary records for all backlog print items and the cataloging of theses and dissertations. Continue to assist in the implementation of ALEPH, the Libraries new online catalog.
- ◆ Advocate better management of Department's digital assets.
- ◆ Build recognition of the University Archives as the source for University history, heritage and memory.

## CHANGES in STAFFING

Long-time staff member and Senior Archivist, **Dannie Helm**, left the department to become Executive Director of the St. Augustine Historical Society. **Shannon Collier**, Collections Aide, left the department to become a graduate student at the University of Florida, seeking an MFA. **Juliet Kamper**, who coordinated our digital production and Web site development, reduced her hours to complete a fellowship at the Florida State

University School of Information Science. **Alexandra Olson** accepted the Senior Archivist position and will finish her MSLS at the University of South Florida in May 2007. **April Anderson**, a graduate student in Public History at UCF, works to process the archives and manuscripts held by Special Collections and University Archives. Ms. Anderson will be processing the Children's Home Society Archives in lieu of a thesis.



This item from the Libraries' rare books collections is an example of the technique of fore-edge painting from the 19th century. The method was to fan the fore-edge of the text block (the outer edge) and clamp it. Then, a water color painting would be executed on the fanned leaves. When dry, the fore-edge would most commonly be gilt, less commonly marbled. With this concealment, the existence of the painting would be unknown unless the fore-edge was fanned. A project to photograph some of the rarest of the department's holdings was undertaken in summer 2006.

## ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

- ◆ Offer the best undergraduate education available in Florida
  - The number of undergraduate and graduate students who received bibliographic instruction increased 34%. The tasks of teaching the use of unique and rare materials and discussing research methods in manuscripts, archives, and rare books are central to the mission of the department. 23 classes and 387 students used the Special Collections reading room.
  - Served 23 undergraduate students through Individual Research Consultations on their research projects and class assignments.
  - Provided internship opportunities in exhibit design, museum registration methods, and photography to students in the Photographic Exhibition and Display Class, spring semester.
  - Promoted use of Special Collections in the classroom through participation in the Faculty Summer Conference Poster Session and the Faculty Winter Conference.
  - Sponsored exhibit and hosted reception of student produced artists' books.



## Special Collections & University Archives (cont'd)

- Participated in Leadership Week 2006 and hosted a Lead Scholar Assistant spring semester.
- Hosted Lecture by Dr. Jody Cutler on "Social Conscience Inspires Regionalism: Andre Smith's Paintings of Eatonville" to accompany *Connecting Andre Smith and Zora Neale Hurston: Maitland and Eatonville as Joining Communities* exhibit.
- New online forms created for appointment requests, individual research consultation requests, instruction requests, reference questions, registration, and instruction evaluation.
- 30 new EAD finding aids created and uploaded to the Special Collections and University Archives Web site. Finding aids were also contributed to the statewide finding aid database, PALMM's Archival Collections.
- University Archives finding aids were reorganized on the Web site to facilitate student research.
- Sponsored Book Arts Contest for student produced artists' books.
- Hosted an archives and manuscripts undergraduate intern from UCF History department.
- ◆ **Achieve international prominence in key programs of graduate study and research**
  - Participated in the library's MLIS Information Day.
  - Promoted use of Special Collections materials to faculty and researchers at the Office of Research & Commercialization's "Eat, Meet and Greet."
  - Held Open House to showcase the department and its collections and facilitate their use.
  - Worked with Kristin Congdon in the School of Film and Digital Media to host traveling, interactive exhibit "4" *Binding Unbound* Project. Dr. Congdon used exhibit as part of class project in her graduate course Applied Contemporary Humanities.
  - Supported the research of the history department's graduate course Intro to Public History taught by Dr. Vibert White. Provided research assistance for university collections and hosted the final project for the course, an historical university tour.
  - Redesigned and improved functionality of Reading Room to provide better service and access to research materials. (Moved back into 501C June 2005.)
  - Photographed entire art collection to provide high quality images for faculty and student research use.
  - Provided images from the Patti collection to Dr. Fred Logevall of Cornell University for his book research.
  - Hosted a graduate student intern from the USF School of Library and Information Sciences.
  - Photographed and organized the University Memorabilia collection in preparation for exhibition.
- ◆ **Provide international focus to our curricula and research programs**
  - Participated in mechanisms for the wider dissemination of materials that document the Caribbean including the digital Library of the Caribbean (dLOC).
  - The University Archives collects and provides access to historical documents that showcase the university's continuing dedication to international curricula and research.
- ◆ **Become more inclusive and diverse**
  - Curated exhibit and sponsored reception of recently donated art work from the Caribbean and West Indies.
  - Hosted exhibit and lecture of African-Americana by private collector, Carol Mundy.
  - Worked with faculty member to host reception on Haitian Culture for Diversity Week.
  - Collected over 170 linear feet of records from university offices and organizations, documenting the work and outreach of UCF.
  - Worked with the Office of Undergraduate Studies, African-American Studies and the Office of Diversity Initiatives to co-sponsor a series of exhibits and events based around the Maitland Art Center's traveling exhibit "Connecting Andre Smith and Zora Neale Hurston: Maitland and Eatonville as Joining Communities." Exhibits were on display in the UCF Library January 3 through March 31, 2006. Events included a free, one-day regional conference, a community forum, and "An Evening with Zora" – as portrayed by Phyllis McEwen, Florida Humanities Council Road Scholar.
  - Collections holding women's political papers were processed.
  - Provided images from the Bryant Collection for the Zora Neale Hurston Digital Archives project.
  - Added several contemporary and traditional Haitian paintings to the Bryant West Indies Collection.
  - Spoke to Pan Hellenic Council meeting of the historically black fraternities to encourage them to donate their materials.
- ◆ **Be America's leading partnership university**
  - Staff supported local and regional cultural institutions through consultancy and service on advisory boards.
  - Loaned the Brevard Museum of Art and Science 25 books from the Book Arts Collection for "Reading Between the Lines: Artists' Books" exhibit spring 2006.
  - In preparation for the second proposal to IMLS for continued funding of Central Florida Memory, spoke with numerous prospective participants in this digital collection documenting the region. Visited Stetson University, the Winter Garden Historical Foundation, Bethune-Cookman College and other repositories to develop partnerships.
  - Partnerships within the university included service to:
    - Undergraduate Studies
    - Graduate Studies
    - Alumni Association
    - UCF Athletics
    - UCF Retirees Association



- UCF News and Information
- Office of Diversity Initiatives
- Frey Institute
- Departments of
  - African American Studies
  - Art
  - English
  - History
  - Modern Languages
  - Theater
  - Women's Studies
  - School of Film and Digital Media.

A close relationship with the Alumni Association has allowed us to collect materials from a variety of sources on topics of interest to researchers on university history, to identify photographs in our collection, and to explain our role to a large cross section of the university community. The University Alumni magazine, *Pegasus*, has a continuing feature appearing in each issue using the University Photograph collection. First appearing as "History Mystery" to help identify unidentified photographs, it has moved on to be a "Remember When" feature showcasing a particular time in the history of the university. UCF News and Information has helped the University Archives to identify photos and produce a continual display of university photographs at the Fairwinds Alumni House and for use on the UCF channel. Archives staff also helped the School of Nursing to research and illustrate a book celebrating their 25<sup>th</sup> anniversary. All together, the University Archives participated in 14 diverse campus events for alumni, athletics, students and retirees to showcase the Archives and collect materials.



At the January 20, 2006 reception honoring renowned collector of African American materials, Carol Mundy, University Archivist Elizabeth Konzak and Senior Archivist, Judith Beale met with Tommie Nelson, holding a picture of himself in younger days from the University Archives.

## PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- Except for monograph cataloging for Special Collections materials, there continues to be a great need for acquisitions and cataloging support especially where we are the library of record, university publications.
- To build a research collection the department needs a Special Collections Print Librarian and a Print LTA.
- In August 2005 a unit overflowed and spilled water over many of our most precious manuscript collections on the fifth floor. Quick action resulted in the items being dried and returned to the stack area in Room 150. The humidity has been a concern despite renovations to meet minimum standards for stack areas. Plans are in the works for correcting some of these difficulties.
- The Web is the department's third major access point for all use, after the online catalog and the reading room. Digitized materials are increasingly being used by patrons and department staff. Special Collections will work to enhance its capabilities in Web design and providing support for digitization.

## ACCOMPLISHMENTS of FACULTY and STAFF

### ◆ Judith Beale

- **University Service**
  - Completed survey and accessioning of Office of the President Records
  - Arranged and described or supervised the arrangement and description of five out of six record groups from Office of the President.
  - Reviewed records of 76 university offices stored at Central Receiving.
  - Surveyed and accessioned materials from the Alumni Association's storage area.
  - Identified, arranged and described the University Photographs Collection which has formed the basis of the department's outreach efforts.
  - Arranged and described papers on the History of CREOL.
  - Monitored environment in 150C to ensure that it is up to standard.
  - Provided reference service to the School of Nursing to allow them to write their history for their 25<sup>th</sup> anniversary celebration.
  - Maintained and adapted stylesheets as necessary for department's EAD finding aids.
  - Helped teach a public history class on using the University Archives.
  - Outreach with alumni, athletics department, students, retirees, and administrators.



## Special Collections & University Archives (cont'd)

- Helped organize the creation of a DVD advertising the University Archives to be shown in the Alumni House.
- Helped early planning of the Knight Showcase Exhibition, which ultimately went up in the next academic year.
- **Sponsored Research Lou Frey Grant**
  - Arranged and described a collection of audio tapes separated from the Lou Frey Collection.
  - Arranged and described the Lou Frey Institute materials.
  - Arranged and described two collections of women's political papers.
  - Partially appraised and created basic EAD finding aid for the George Stuart papers.
  - Arranged Lou Frey Collection Oral history Interview with Lou Frey
  - Helped organize the creation of a DVD advertising the Lou Frey Papers.
- **Training**
  - Describing Archives: A Content Standard
  - MARC According to DACS: Archival Cataloging to the New Descriptive Standard...
  - EAD Tips & Tricks: Converting between MARC and EAD
  - Technology Update, CFLC
  - Soaring to Excellence
  - Diversity Training
- **Professional Activities/Service**
  - Maintained memberships in SFA and SAA
  - Attended SFA Annual Meeting, May 2006.
- ◆ **Shannon Collier**
  - **Service**
    - Photographed a selection of the Book Arts Collections
    - Assisted with the purchasing of Book Arts materials.
    - Assisted the art conservator in the evaluation of the Art Collection.
    - Processed Bryant Slide collection for Bryant Virtual Exhibit.
    - Assisted with *Connecting the Community: Maitland and Eatonville* exhibit and conference.
  - **Professional Activities**
    - Society for Photographic Education Southeast Regional Conference
  - **Training:** ABC's of Diversity
- ◆ **Becky Hammond**
  - **Service**
    - Arranged materials in the Vertical File Collection, typed new labels and inserts and transferred items into new folders.
    - Created alphabetical inventory list that was used as a basis for the creation of the online Finding Aid in the Archives Web page.
- Created temporary call number slips for un-cataloged "L" series university publications.
- Created finding aid inventory document and for all un-cataloged "L" series university publications and duplicates. Arranged materials on shelves using the temporary call numbers.
- Created color coding plan for Special Collections and Archives Master File.
- Researched periodicals for possible purchase and addition to Special Collections, concentrating on the department's main collections areas - tourism and attraction development, state and local history, the Book Arts and the Caribbean and West Indies.
- Collected and boxed copies of *Central Florida Future* and sent patron use copies to the bindery.
- Collected university publications such as the alumni magazine *Pegasus* and commencement programs. Contacted various departments and offices about acquiring missing copies.
- Collected programs, news releases and other documents related to the University Theatre, the UCF/Orlando - Shakespeare Festival and the Orlando Repertory Theatre Collections and updated the collection finding aids binders.
- Member, Library Holiday Party Committee.
- Member, Library Diversity Committee.
- **Training**
  - GroupWise Basic and Advanced, Computer Services
  - Getting Organized, Human Resources
  - Goal Setting: Dream It, Reach It, Human Resources
  - Library Web page Orientation, Library
- ◆ **Juliet Kamper**
  - **Service**
    - Coordinated Carey Hand database project for Central Florida Memory
    - Attended CFM Workshop at Downtown Orange County Public Library
    - Hurricane preparation and cleanup
    - Bryant virtual exhibit design and content
    - Creation of new image reproduction forms and tracking database to manage reproduction requests
    - Identifying items to purchase for Special Collections
    - Creating dummy cards and new procedure for pulling books
    - Designed and printed holiday card and invitations
    - Created Book Arts contest brochures and Web site

- Conducted training and created procedures for scanning and printing photos
- Bibliographic maintenance and collection management
- Development of American Decorated Publisher's binding collections in Book Arts
- Equipment request
- **Training**
  - Getting Organized UCF HR training
  - ABCs of Diversity
  - SOLINET Cataloging classes
  - New library intranet training
  - ALEPH training
- **Professional Activities/Service**
  - 2006 FLA conference, Orlando
  - FSU Librarians Serving the Public scholarship
  - FSU College of Information Science graduate program
  - Presented poster session at the 2006 Summer Faculty Development Conference
- ◆ **Elizabeth Konzak**
  - **University Service**
    - University Archives Outreach events: 14 presentations about the services and collecting efforts of the Archives to community, alumni, athletic, student and retiree groups.
    - Conducted instructional sessions for undergraduate classes
    - Supervised undergraduate and graduate internships and class projects
  - **Library Service**
    - Member, Metadata Working Group, Central Florida Memory Project
    - Participant, MLIS Information Day, April 2006
    - Department Representative, Web Advisory Committee, 2005-Present
    - Department Representative, ALEPH Implementation Committee, 2005-2006
  - **Training**
    - Describing Archives: A Content Standard
    - Describing Archives: A Content Standard for MARC
  - **Professional Activities/Service**
    - Preserving Central Florida's Heritage, UCF Special Collections and University Archives, invited speaker, East Orlando Kiwanis Club
    - Publication: "Best Practice Guidelines for the Implementation of EAD Version 2002 in Florida Institutions," Opening Archives Steering Committee, Florida Center for Library Automation, Gainesville, Florida, 2005.
    - Grant Activity: FCLA's Opening Archives: Teaching EAD in Florida to Improve Access, 2005, (funded) Project design, writing and editing for an LSTA grant to train Florida archivists in the implementation of Encoded Archival Description. <http://www.fcla.edu/clini/OpeningArchives>
- archivists in the implementation of Encoded Archival Description. <http://www.fcla.edu/clini/OpeningArchives> Serving as a part of the Steering Committee and as a Regional EAD trainer for Central Florida.
- Maintained memberships in ALA, ACRL, Rare Books and Manuscripts Section, Society of American Archivists, Society of California Archivists, Society of Florida Archivists.
- Member, Society of American Archivists Diversity Committee, 2004-2005.
- ◆ **Carla Summers**
  - **University Service**
    - Librarians' Personnel Advisory Committee, member, 2006-2007
    - Libraries Mentoring Committee, member, 2005-2006
    - Libraries Promotion Evaluation Committee, member, 2005
  - **State Service**
    - Consulting, City of Maitland, Charlotte County Historical Society, Citrus County Historical Society.
    - International Society of Appraisers, Central Florida Chapter, speech, Collecting Florida Ephemera, May 21, 2006.
  - **Service To The Profession**
    - Society of American Archivists, Council, 2005-2008. Serve on Technology Strategic Planning
    - Group, Development Committee and liaison with assigned SAA subgroups including the Katrina/Rita Recovery Fund.
  - **Sponsored Research**
    - Institute of Museum Services, Central Florida Memory Project, Third Phase, not yet funded.
    - Holt Foundation, proposal for new book cases, not funded.
    - Requested and received Lead Scholar.
    - QEP Information Fluency starter grant, \$1,000, funded
    - SAA Foundation board development grant design.
  - **Training**
    - Focus: Achieving Your Highest Potential, Franklin Covey
    - WebWise, IMLS conference on the use of the Web for special materials
    - Academic Library Advancement and Development Network, annual meeting
    - Grants 101: Professional Grant Proposal Writing
    - Society of American Archivists, annual meeting



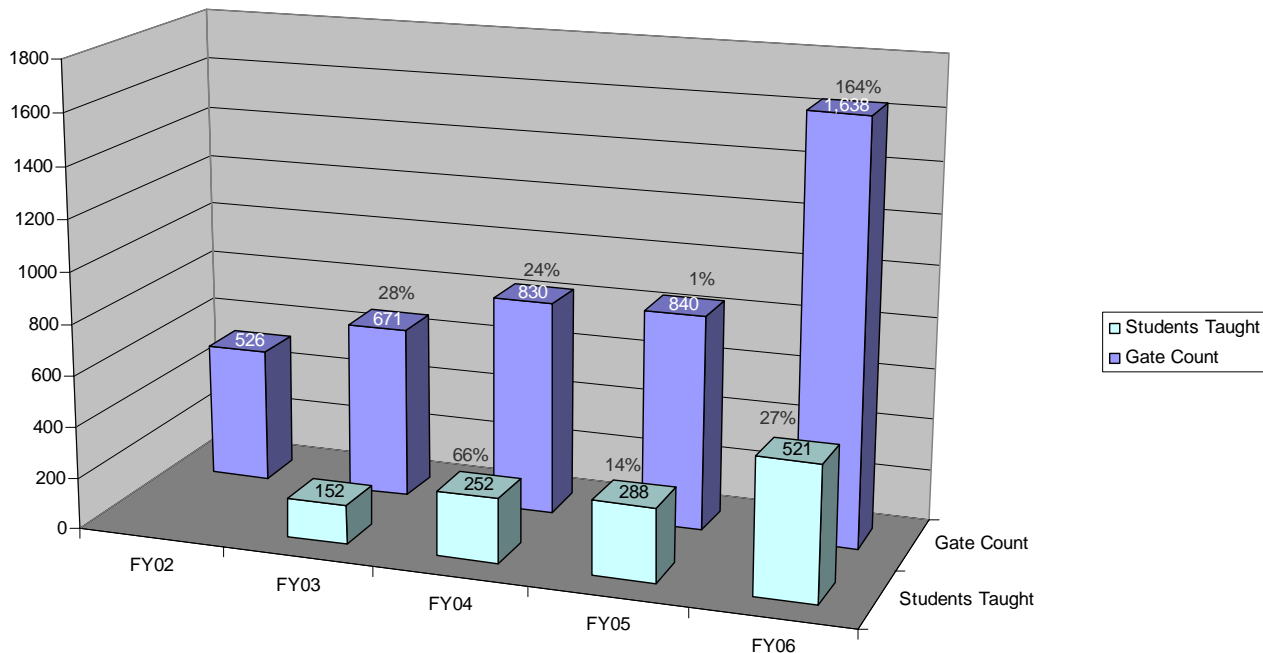
# Special Collections & University Archives (cont'd)

## STATISTICS

### Special Collections & University Archives

Chart 1

Patron Count, FY 2001/02-2005/06



### Special Collections & University Archives

Table 1

Print Collections, 2005-2006

Print Collections	Total
Book Arts & Typography Collections	1,250
Bryant West Indies Collection	1,998
Engineering Collection	577
Flordiana Collections	760
Horror-Fantasy Collection	178
Reference Collection	44
Special Collections	4,752
University Archives	1,374
<b>TOTAL CATALOGED MONOGRAPHS</b>	<b>10,933</b>

## Special Collections & University Archives

Table 2

### Manuscript Collections, 2005-2006

<i>Total of 1,254 linear feet*</i>	
<b>Artists Papers</b>	
Albin Polasek Collection, 1910-1982	2 linear ft.
Doris Leeper Papers, 1951-1999	6 linear ft.
Joy Postle Papers, 1912-2006	6 linear ft.
Iva Kitchell-Webster Papers 1947-1984	.5 linear ft.
Sol & Sadie Malkoff Papers, 1939-1999	7 linear ft.
Walter Gaudnek Collection, 1945-2003	2 linear ft.
Rose Feinman Papers, 1986-1996	3 linear ft.
Book Arts Collections	**
Zines Collection, 1996-ongoing	1 linear ft.
<b>Florida History Collections</b>	
Children's Home Society of Florida Collection, 1903-2002 (bulk 1920-1987)	**
Florida Ephemera Collection	**
Florida Image Collection	**
Florida Lifestyle Radio, 1997-1999	.5 linear ft.
Henry Nehrling Papers, 1886-1970	3 linear ft.
Paul Hartman Slide Collection	**
Thomas & Georgine Mickler Collection of Arnold, Bennett, & Tanner Family Diaries, 1899-1974	2 linear ft.
Thomas & Georgine Mickler Sermon Collection, 1880-1933	3 linear ft.
Thomas & Georgine Mickler Map Collection	**
<b>Literary Collections</b>	
Archimedes L. Patti Papers	**
Duerr, Howard J. Papers, 1911-1978	**
<b>Local and Central Florida History</b>	
Ben White Raceway Papers, 1947-1978	.5 linear ft.
Carey-Hand Funeral Home Records, 1891-1952	**
Central Florida Heritage Initiative Collection	**
Educator's Oral History Collection, 1998-ongoing	**
Wekiva Resources Council Map Collection	**
<b>Political Papers</b>	
Beatrice B. Ettinger Papers, 1964-1998	5.3 linear ft.
Phyllis J. Hudson Political Papers, 1966-2005	5 linear ft.
Lou Frey Papers, 1947-2006	28.5 linear ft.
George L. Stuart Jr. Political Papers, 1977-1990	114 linear ft.
Lynda Van Scoyoc Women's Political Caucus, 1970-2000	3.8 linear ft.
<b>Social Movement Collections</b>	
James C. Clark Research Papers, 1937-1996	2 boxes, 2.5 linear ft.
Van Sickle Leftist Pamphlet Collection, 1920's -1970's	**
<b>Space Program Collections</b>	
Scott Simpkinson Papers, circa 1959-1981	**
Wagar, Howard C. Space Collection, 1940-1981	17.75 linear ft.
<b>Travel and Tourism Collections</b>	
Stephen Danks Lodwick Papers, 1964-2002	5 boxes, 4 linear ft.
Harrison "Buzz" Price Papers, 1956-2003	102.5 linear ft.

\*Not all holdings in linear footage count are listed here.

\*\*Collections without reported linear feet are unprocessed or ongoing accessions



# Special Collections & University Archives (cont'd)

Special Collections & University Archives  
Table 3  
University Archives Collections, 2005-2006

<i>Total of 457 linear feet+</i>	
<b>General Information Collections</b>	
Vertical File, 1965-current	11 linear ft.
University Scrapbooks Collection, 1960-2002	18 Boxes, 13.4 linear ft & 22 books
History of the University Seal, 1966-1968	.5 linear ft.
News and Information Collection, 1968-2005	6 linear ft.
<b>Photographs and Visual Materials</b>	
University Photographs, 1965-1998	13.5 linear ft.
University Building Renderings, 1966-1968	3 linear ft.
University Audio, Visual, and Multi-Media Collection, 1970-2006	14 boxes, 16.8 linear ft.
UCF Metro with Linda Chapin Video Collection, 2001-ongoing	**
<b>Office of the President</b>	
Office of the President: 1, 1973-1994	10.25 linear ft.
Office of the President: 2, 1968 - 1994	12 boxes, 11.5 linear ft.
Office of the President: 3, 1982-1993	2.1 linear ft.
Office of the President: 4, 1968-1995	6 linear ft.
Office of the President: 5, 1972-2001	16 linear ft.
Charles Norman Millican Presidential Papers, 1963-1978	8.8 linear ft.
H. Trevor Colbourn Presidential Papers, c. 1978-1989	2 linear ft.
Steven Altman Presidential Papers, 1989-1991	9 linear ft.
Collected Materials on Robert A. Bryan, 1991-1997	1 linear in.
Hitt, John, Inauguration Records, 1992	4 linear ft.
University Memorabilia, 1963-ongoing	27 linear ft.
Gambrell, Carroll B. Vice-Presidential Papers, 1967-1978	20 linear ft.
Ellis, Leslie L. Vice-Presidential Papers, 1978-1986	7 linear ft.
<b>University Office Records</b>	
University of Central Florida Athletics Collection, 1968-2006	8.4 linear ft.
University of Central Florida Equal Opportunity Office Records, 1969-1987	1 linear ft.
Office of Graduate Studies Records, 1970-1991	6 linear ft.
University Marketing Office Publications Collection, 1987-2005	1 linear ft.
Office of Public Affairs Manuscripts, undated	1 linear ft.
University Registrar Manuscripts, undated	1 linear ft.
University Relations Records, McGinnis, D. Robert, 1986-1993	8 linear ft.
25th Anniversary Events Records, 1988	4.5 linear ft.
<b>University Organizations Records</b>	
Lou Frey Institute of Politics & Government, 2003-2005	.5 linear ft.
University of Central Florida Faculty and Alumni Manuscripts, 1972-2001	2 linear ft.
Staff Council, 1971-1992	4 linear ft.
University of Central Florida Theatre, 1969-ongoing	**
University of Central Florida Women's Club, 1969-ongoing	**
<b>University Library Records</b>	
University Library Exhibits Records, 1969-1979	2.8 linear ft.
Library Frankenstein Exhibit Materials, 2004.	**
Walker, Lynn, Library Director, 1967-1983	23 linear ft.
Allison, Anne Marie, Library Director, 1983-1997	18 linear ft.
Library Blueprints	**
Library Photographs	**

\*Not all holdings in linear footage count are listed here.

\*\*Collections without reported linear feet are unprocessed or ongoing accessions

Carla Summers  
Head, Special Collections & University Archives

## HIGHLIGHTS of the YEAR in RETROSPECT

### ◆ Applications Development

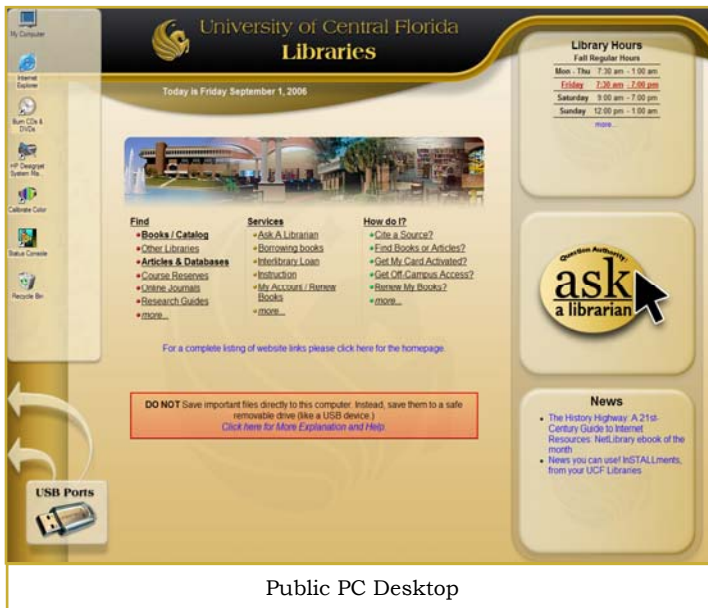
#### - Intranet

- **Service Requests:** A universal service request system was built which handles the majority of internal departmental and inter-departmental functions. Computer and network repairs, graphics, poster production, scanning, supply requests, and buildingwide upgrade projects can be submitted. The system supports a multi-level approval process including request editing and e-mailing, and live tracking of requests submitted by and for users. It, like all other database-driven tables, supports full intuitive sorting as well as a technician filter, completed requests filter, and dynamic row coloring based on the request's age.
- **New Widgets:** A Marketplace menu (also recently rebuilt to match Dining Service's menu-system change), Announcements, Forum, Techs on Call, My Service Requests, and Calendar Approval have been added. An Intranet Reminder works as a notification system when new pending Service Requests and Calendar Events are received.
- **Integrated Permission System:** A custom built, expandable, easy-to-operate permission and control interface has been incorporated into every major dynamic application on the Intranet. It is used in conjunction with integrated domain-based Windows 128-bit authentication to provide security and ensure users can only access what they are allowed to access.
- **Machine Data:** A machine information and tracking database interface.
- **Site Search Data:** A comprehensive summary and log of everything that has ever been searched for from our "Website Search" feature on the Libraries' Web site.
- **Site Documentation:** An organized source for all documentation written about all Perl-based modules and functions that drive every script on any of the library-affiliated Web sites.
- **Improved Applications:**
  - **Calendar:** Received a major overhaul, updating the data storage method, event duration, major appearance update, mouse-over tooltips, more cookie-based preferences, permission integration, a My Events list for all events submitted or modified, a fully customizable color-coded event status system, an approval front-end (with integrated widget), and integration with the newly-formed Users and Departments table.
  - **Minutes:** Implemented a minor set of updates to better incorporate minutes into the permission system and to add more dynamic and editable meeting-group information, including adding living documents links and download now options.
  - **Library News:** This was integrated into the security of the Intranet from its original place on the main Web site, and now uses the standard look and functionality, as well as security, of all other Intranet applications, and a preview feature that lets the user see what the news post will look like if it were on the live Web site, before posting it publicly.
  - **Intranet Preferences** is currently being overhauled to allow more options than the existing On/Off features.
  - Today's Weather was updated to The Weather Channel's new schema, and now has an incorporated "Severe Weather Tracking Map."



New, improved Intranet Home Page

## ◆ Public PC Desktops



Public PC Desktop

- The number of custom desktop pages has doubled. They have been deconstructed and reconstructed into highly modular works. A change to one file will update all desktop pages so each has custom looks, dimensions, and content. The public machines have all been migrated to this new system and all use a custom image.
- A machine tracking script was created that runs on each computer, sending vital system information to a central database, accessible via the Intranet. It stores the current user information, the serial number, and make and model of the machine.

## ◆ Printing and Graphics

- More than 350 linear feet (2 feet wide) of library advertisements, informational signs and displays were designed and produced on high grade semi-gloss and high-gloss poster paper for use at conferences, for library exhibits, and other library-affiliated projects.

## ◆ Digital Services

- Created 61,307 digital images this year, 39,085 of them part of the Central Florida Memory collection. Digital image processing included 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.
- Purchased equipment to expand digital collections to include audio recordings as well as a film scanner to convert film and slides in-house.
- A student technician working part-time moved into a full-time OPS position.
- Quality control for the 51,000 images in Central Florida Memory was begun by student technicians.

- Archive copies of the CFM collection were produced on CD, DVD, and hard drives for the CFM partners.
- A promotional digital video for CFM was produced by a Digital Services technician to be distributed on CD.

## ◆ Infrastructure

- Managed Libraries' network operations, servers, storage systems, security, and related infrastructure.
- Coordinated and installed a Cisco Catalyst 6500 as core infrastructure for Library.
- Coordinated and participated in the installation of server room backup power system.
- Installed a Cisco Catalyst 4500 in 2M closet.
- Installed a new domain controller server and related services.
- Installed a new Web server and migrated existing sites.

## ◆ Technical Support

- Maintained Knightline, the Libraries' listserv, and Southeastern Library Association (SELA) listserv.
- Provided support for INNOPAC, the Libraries' Web pages, public and staff access to the network, GroupWise, and Pegasus.
- Implemented and maintained reports for the new library management system (ALEPH).
- Maintained and supported all library-related computer functions including repairs, replacements, and installation of hardware and software.
- Expanded poster printing services on the large format poster printer in Systems.
- Replaced 20 public PCs, installed 32 PCs in the Infusion Café, and 15 laptops for patron loan.



Central Florida Memory Home Page: [www.cfmemory.org](http://www.cfmemory.org)



## ◆ Web Services



- Implemented updates and maintained the Libraries' Web pages including the main site, regional campuses, Intranet, and Central Florida Memory.
- A Website Search feature was added to the standard menu to allow users to search the entire Web site from any page. Site Search uses the Google API inside a custom built searching application. The user's search information is gathered and stored for use by the Libraries' Web site developers and content people to judge what information patrons are actively seeking, and what they are having trouble finding. Since its implementation, there have been over 6,200 searches performed with an average of 45 searches a day, averaging 15 minutes apart.
- A new and improved printer-friendly version of the Web site is only visible when pages are printed. The site's navigation is hidden and a special print-header is activated.
- Library News received a "channels" feature which lets news posters choose a category of news under which to post their stories. Each channel shows up on its own page and has its own RSS feed, which are 100% standard compliant and dynamically generated.
- Library Maps was given some much needed attention by re-creating all floor maps in Adobe Illustrator (a vector graphics editing program) to output clean and readable maps for patrons. The regional campuses were not forgotten and their overhaul came in the form of integrating the Google Maps API into the Libraries' site, giving each campus library an informational push-pin on the dynamically generated street/satellite map of central Florida.

## REPORT on DEPARTMENTAL GOALS for 2005-2006

### ◆ Improve network infrastructure.

New Cisco equipment and a server room backup power system were installed.

### ◆ Move 2 new servers into production.

A new domain controller and Web server were brought into production.

### ◆ Complete reorganization of Web editing, implementation, and support duties.

Work is ongoing as the former Web Implementation Committee has been reformed as the Web Advisory Committee. Editing, implementation, and support duties are currently being discussed.

### ◆ Implement videoconferencing capabilities in conference room(s).

A Polycom 7800e was purchased.

### ◆ Expand Digital Services facility to support additional digital project commitments.

Planning for future projects, staffing, and space is ongoing.

### ◆ Investigate possible solutions for creating and supporting an institutional repository.

The Florida Center for Library Automation (FCLA) is purchasing DigiTool from Ex Libris (the state university libraries' library management system vendor). DigiTool is designed to manage institutional repository collections as well as collections like electronic theses and dissertations, and will replace the software used for managing the Florida Heritage Collection. UCF Libraries will participate with other state university libraries in using DigiTool to manage a variety of digital collections.

### ◆ Resolve regional campus computing support issues.

Computing support for the regional campuses was transferred to the regional campus IT team. This was the solution supported by the UCF Libraries Systems & Technology unit.

### ◆ Investigate connectivity and environmental issues that will affect implementation of an information commons.

A committee was created to put together a plan for renovating the second floor.

### ◆ Evaluate needs for redefining and expanding Systems staffing.

A search began for a Digital Services Librarian, and a budget request was submitted for an additional programmer/analyst position.

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## *DEPARTMENTAL GOALS for 2006-2007*

- ◆ Implement a network storage solution to support expanding digital collections.
- ◆ Resolve network and server issues that have been interfering with operations.
- ◆ Expand staffing to include another programmer/analyst and computer support analyst, and a digital imaging technician.

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## *CHANGES in STAFFING*

Selma Jaskowski was promoted to Assistant Director for Systems & Technology.

Athena Hoepfner, Electronic Resources Librarian moved to Acquisitions & Collections Services.

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## *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.
  - Systems & Technology will participate in developing the digital Library of the Caribbean (dLOC) with state university and Caribbean university participants.

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## *PERFORMANCE ENHANCEMENT RECOMMENDATIONS*

Additional staff is needed to respond to the expanding responsibilities of the unit for systems support, technical support, digital imaging, and Web services and to implement new technologies. A search for a Digital Services Librarian is underway. Adding technical support, programming, and digital imaging staff is a goal for the next year.

Space continues to be an issue for the unit. The Digital Services office is one 632 square foot room housing six staff as well as PCs, scanners, a large reprographic station, storage equipment, 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 awaiting deployment or surplus because there is little storage space available elsewhere.

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## *ACCOMPLISHMENTS of FACULTY and STAFF*

- ◆ Page Curry:
  - UCF Committee Assignments:
    - Central Florida Memory, Digital Services Support
    - Search Committee, Cataloger/Metadata Specialist
  - Conferences:
    - Photo Marketing Association Trade Show, Orlando, February 2006
- ◆ Lee Dotson:
  - UCF Committee Assignments:
    - Central Florida Memory, Digital Services Support
  - Conferences:
    - Photo Marketing Association Trade Show, Orlando, February 2006
  - Presentations:
    - Presented at Orange County Public Schools Teach-In, East Lake Elementary: "What is Central Florida Memory?" November 2005.
    - Presented at Central Florida Memory Workshop: "Behind the Scenes: See How It's Done," September 2005.
  - FCLA Committee Assignments:
    - DDAC: Monthly conference call with FCLA and state institutions.
- ◆ Selma K. Jaskowski:
  - UCF Committee Assignments:
    - Chair, Search Committee, Cataloger/Metadata Specialist
    - Library Advisory Committee
    - Web Direction Committee
    - ALEPH Implementation & Migration Committee
    - Central Florida Memory Operations Committee
    - Central Florida Memory Grant Writing Committee
    - School of Film and Digital Media Library Planning Group
    - Mentoring Committee
    - COOP Committee
    - Network Security Team
    - Chair, Library Technology Advisory Group
  - FCLA Committee Assignments:
    - General Liaison
    - Chair-Elect, Digital Development and Access Committee
    - Project Manager for UCF Libraries, 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
- Bryant West Indies Collection Virtual Exhibit
- Institutional Repository
- Digital Library of the Caribbean (dLOC)
- Conferences:
  - ELUNA, Knoxville, June 2006
  - EDUCAUSE, Orlando, October 2005
- Workshops:
  - Training session on ALEPH password and print administration, Gainesville, April 2006
- Presentations:
  - Central Florida Memory Workshop, Orange County Library System, September 2005
  - Orientation of New Employees, various times throughout the year
- Recognition:
  - Recognized for ten years of service
- ◆ **Joel Lavoie:**
  - UCF Committee Assignments:
    - ALEPH Implementation & Migration Committee
  - Workshops:
    - Training session on ALEPH password and print administration, Gainesville, April 2006
    - Completed supervisor certification, UCF Human Resources,
    - Attended Windows Server 2003 Training Seminar, UCF
  - Conferences:
    - EDUCAUSE, Orlando, October 2005
    - Photo Marketing Association Trade Show, Orlando, February 2006
  - Presentations:
    - Central Florida Memory Workshop, Orange County Library System, September 2005
    - Orientation of New Employees, various times throughout the year
  - Recognition:
    - Recognized for five years of service
- ◆ **Greg McCoy:**
  - UCF Committee Assignments:
    - UCF Student Conduct Review Board

- Information Technology & Resources Coordinating Council
- Network Security Team
- UCF Departmental Security Coordinator
- Web Direction Committee
- Director's Advisory Group
- Co-Chair, Holiday Party Committee
- Library Emergency Team
- Workshops:
  - Attended various seminars presented by Microsoft, Cisco, and Dell
  - Attended UCF Human Resources training
    - Time Management
    - Getting Organized
- Conferences:
  - EDUCAUSE, Orlando, October 2005
- Recognition:
  - "Returning Member of the Year" from UCF Office of Student Conduct
  - Recipient of "Star Series" award from UCF Human Resources
- ◆ **Scott Milbuta:**
  - UCF Committee Assignments:
    - Library Emergency Team
    - Director's Advisory Committee
- ◆ **Blake Stephens:**
  - UCF Committee Assignments:
    - Central Florida Memory Web Design and Server Support
    - Web Advisory Committee

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## STATISTICS

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

<b>Total Submissions</b>	<b>1 January 2004 – 30 June 2006</b>
	816

Systems & Technology  
 Table 2  
 Web Usage Statistics, FY 2004/05 & 2005/06

	All Web Pages		Library Main		E-Reserves		CFM	
	2005/06	2004/05	2005/06	2004/05	2005/06	2004/05	2005/06	2004/05
Total Hits	87,356,723	42,358,726	79,623,869	38,018,962	358,871	455,784	1,875,163	488,640
Average Hits per day	457,804	116,050	436,618	104,161	983	1,248	5,137	1,338
Visitors	2,731,216	2,109,902	2,339,982	1,733,577	33,356	45,029	59,831	36,517
Unique IPs	402,345	325,336	352,327	266,580	10,890	13,355	14,546	8,745
One-time visitors	278,495	230,382	245,194	189,108	5,933	7,677	11,362	6,981
Total data transferred (Mbytes)	981.3 GB	608.46GB	385.4 GB	267.14GB	132.54 GB	245.17GB	286.85 GB	6.75GB
Average Data transferred per day (Mbytes)	2,753.1 MB	1,707.03MB	1,081.12 MB	749.46MB	371.84 MB	687.83MB	804.75 MB	18.93 MB



Systems & Technology Staff: Page Curry, Davina Hovanec, Scott Milbuta, Selma Jaskowski, Lee Dotson, Blake Stephens, Joel Lavoie, Greg McCoy

Systems & Technology  
*Table 3*  
 Digital Projects Statistics: Scanned Images, 2003/04-2005/06

Project	2005-2006	2004-2005	2003-2004
Central Florida Memory	25,811	23,006	-
Central Florida Memory Outsourced	13,274	-	-
Florida Heritage	7,423	19,631	11,642
Carey Hand	266	6,528	405
IST	-	4,559	12,751
Harrison Price Papers	228	15,838	-
Special Requests	277	30	63
Bryant Collection	8,106	-	-
Special Collections	3,728	-	-
Van Sickle Project	2,194	-	-
<b>Total Images</b>	<b>61,307</b>	<b>69,592</b>	<b>24,861</b>

Systems & Technology  
*Table 4*  
 Technical Support Statistics, Five-Year Summary

	2005-2006	2004-2005	2003-2004	2002-2003	2001-2002
Work Orders logged	1,208	1,158	1,122	1,031	1,012
Work Orders Completed	1,202	1,166	1,122	1,026	1,005
Network Printing, Total Pages	608,963	567,069	538,396	348,725	46,136 <sup>†</sup>
Public PCs	203	203	210	201	182
Staff PCs	189	187	186	180	159
Public Laptops	61	61	54	32	21
Staff Laptops	17	17	23	19	23
Public Printers	7	7	6	4	4
Staff Printers	35	35	33	28	36
Staff Terminals	1*	1*	1*	1*	1*
Classroom PCs	43	43	43	43	43
Win2K Servers	6	6	4	4	4
Unix Server*	1	1	1	1	1

<sup>†</sup>12/20/2001 – 6/30/2002

\*Innopac (Acquisitions/Serials system)

Selma K. Jaskowski  
 Assistant Director, Systems & Technology



# Statistical Summary 2005-2006

	OWN 6/30/05	ADDED	DELETED	OWN 6/30/06
<b>VOLUMES HELD</b>				
Main Library	1,151,139	43,868	2,266	1,192,741
Brevard	37,209	1,536	154	38,591
Daytona	20,569	954	245	21,278
South Lake	1,758	572	-	2,330
Universal Foundation Library at Rosen College	5,511	631	11	6,131
Curriculum Materials Center (CMC)	31,410	767	259	31,918
MetroWest	-	17	-	17
Ocala	-	15	-	15
Osceola	-	13	-	13
Sanford/Lake Mary	-	13	-	13
Florida Solar Energy Center volumes (FSEC)	25,014	588	223	25,379
<i>Subtotal print volumes</i>	<i>1,272,610</i>	<i>48,974</i>	<i>3,158</i>	<i>1,318,426</i>
Electronic volumes (netLibrary, other)	45,037	4,705	7	49,735
<b>TOTAL</b>	<b>1,317,647</b>	<b>53,679</b>	<b>3,165</b>	<b>1,368,161</b>
<b>CATALOGED TITLES ALL LOCATIONS &amp; MATERIALS</b>	<b>1,164,473</b>	<b>48,852</b>	<b>2,743</b>	<b>1,210,582</b>
<b>MICROFORM UNITS</b>				
Microfilm				
Main Library	60,934	562	-	61,496
FSEC	1	-	-	1
Microfiche - General				
Main Library	1,173,761	-	-	1,173,761
FSEC	56,522	-	-	56,522
Documents Microfiche (ASI, CFR, CIS, IIS, SRI)	793,595	30,119	-	823,714
Microfiche Government Documents	828,262	6,731	3	834,990
U.S. Patents (Microfilm)	8,906	-	-	8,906
<b>TOTAL*</b>	<b>2,921,981</b>	<b>37,412</b>	<b>3</b>	<b>2,959,390</b>
<b>GOVERNMENT DOCUMENTS</b>				
Print:				
U.S. Government *	271,458	1,218	891	271,785
Florida Government *	34,172	528	40	34,660
<i>Subtotal Print Gov't Documents (for IPEDS)</i>	<i>305,630</i>	<i>1,746</i>	<i>931</i>	<i>306,445</i>
<b>(Total IPEDS holdings incl. Gov Docs)</b>	<b>1,623,277</b>	<b>55,425</b>	<b>4,096</b>	<b>1,674,606</b>
Non-Print:				
U.S. Electronic (CD-ROM, DVD, floppy)	4,098	129	-	4,227
Florida Electronic (CD-ROM, DVD, floppy) *	16	11	-	27
U.S. Patents (CD-ROM, DVD)	1,109	158	-	1,267
Maps*	3,613	31	1	3,643
<b>TOTAL</b>	<b>314,466</b>	<b>2,075</b>	<b>932</b>	<b>315,609</b>
<b>SERIALS SUBSCRIPTIONS</b>				
Periodicals all locations:				
Print Journals	4,864	30	-	4,894
E-Journals (Dual format + e-only)	7,315	109	-	7,424
Newspapers	34	-	-	34
E-Databases	362	9	-	371
FSEC Serials	104	2	11	95
Federal Depository Program (FDP) print serials*	592	-	45	547
FDP e-serials (dual format + e-only)*	1,967	464	-	2,431
Serials (Annuals, Yearbooks, Numbered series)	1,292	-	720	572
<b>TOTAL ACTIVE SERIAL SUBSCRIPTIONS*</b>	<b>16,530</b>	<b>614</b>	<b>776</b>	<b>16,368</b>
<i>Total Electronic Serial Subscriptions</i>	<i>9,282</i>	<i>573</i>	<i>-</i>	<i>9,855</i>
<b>TOTAL INACTIVE TITLES</b>	<b>4,760</b>	<b>18</b>	<b>-</b>	<b>4,778</b>
<b>MEDIA VOLUMES</b>				
Main	26,396	2,151	115	28,432
Curriculum Materials Center	5,504	93	54	5,543
Regional Campuses and Rosen	375	307	5	677
Florida Solar Energy Center	7,941	26	9	7,958
<b>Total</b>	<b>40,216</b>	<b>2,577</b>	<b>183</b>	<b>42,610</b>

\* Beginning count restated

# Media Volumes



	Own 6/30/05	Added	Deleted	Own 06/30/06
<b>Main</b>				
Cassettes/Audiotapes	2,410	14	5	2,419
CD/ROMs	1,802	106	1	1,907
Compact Discs (music)	3,649	500	21	4,128
Compact Discs (other)	14	-	-	14
DVDs	1,190	1,328	-	2,518
DVD ROMS	1	4	-	5
Filmstrips	584	-	84	500
Laser Discs 12"	203	-	-	203
Media Kits	80	-	-	80
Other	84	1	-	85
Phonograph Records	2,448	11	-	2,459
Pictures	11	-	-	11
Slides	166	-	-	166
Video Recordings	13,754	187	4	13,937
<b>Subtotal-Main</b>	<b>26,396</b>	<b>2,151</b>	<b>115</b>	<b>28,432</b>
<b>Curriculum Materials Center</b>				
Cassettes/Audiotapes	401	4	1	404
CD-ROMs	643	-	4	639
Compact Discs	313	5	-	318
DVD	31	1	-	32
Filmstrips	399	-	-	399
Games	25	12	-	37
Kits	516	-	-	516
Laser Discs 12"	62	-	2	60
Maps	13	-	-	13
Media Kits	33	7	8	32
Models	24	7	-	31
Pictures	115	13	-	128
Multi-media	156	-	-	156
Other	26	10	3	33
Phonograph Records	995	-	34	961
Realia	97	8	-	105
Software	724	-	-	724
Transparencies	15	-	-	15
Video Recordings	916	26	2	940
<b>Subtotal-CMC</b>	<b>5,504</b>	<b>93</b>	<b>54</b>	<b>5,543</b>
<b>Other Branches*</b>				
Compact Discs (music)	56	-	-	56
Cassettes/Audiotapes	26	3	2	27
CD/DVD	21	197	-	218
CD-ROMS	30	11	1	40
Other	23	2	-	25
Video Recordings	219	94	2	311
<b>Subtotal-Branches</b>	<b>375</b>	<b>307</b>	<b>5</b>	<b>677</b>
<b>Florida Solar Energy Center</b>				
Cassettes/Audiotapes	58	-	-	58
CD-ROMs	88	24	8	104
Films	10	-	-	10
Slides	7,572	-	-	7,572
Video Recordings	213	2	1	214
<b>Subtotal-FSEC</b>	<b>7,941</b>	<b>26</b>	<b>9</b>	<b>7,958</b>
<b>TOTAL MEDIA VOLUMES</b>	<b>40,216</b>	<b>2,577</b>	<b>183</b>	<b>42,610</b>

\* 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 <sup>(1)</sup> (Incl. Serials and Backfiles)	(7) Other Library Materials (Microfilms, a/v, back vols)	(8) Contract Binding	(7) Total Expenses (4+5+6+7+8)
2005/2006	\$5,221,715	\$738,223	\$5,959,938	\$1,546,789	\$1,817,561	\$2,267,460	\$188,986	\$139,142	\$5,959,938
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

\*Restated to conform to ASERL definitions

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



# Funds from Other Sources—10 Year Synopsis



## Notes to Materials Budget

FY 2005/2006	\$	9,500	AA Undergraduate Studies
		160,042	Departmental program funds loaded into base budget
		12,000	Education Sports and Fitness
		100,116	Library internal operating conversions
		396,000	Regional Campus Support
		19,565	Lost Book Fees
		31,000	Economics Ph.D.
		10,000	Office of Research
	<b>\$</b>	<b>738,223</b>	
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)
	<b>\$</b>	<b>504,241</b>	
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
	<b>\$</b>	<b>381,111</b>	<b>Total</b>
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 *
	<b>\$</b>	<b>1,079,868</b>	<b>Total</b>
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
	<b>\$</b>	<b>233,038</b>	<b>Total</b>



# Funds from Other Sources (cont'd)

## Notes to Materials Budget (cont'd)

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
	<b>\$</b>	<b>425,055</b>	<b>Total</b>
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*
	<b>\$</b>	<b>737,836</b>	<b>Total</b>
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*
	<b>\$</b>	<b>475,209</b>	<b>Total</b>
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
	<b>\$</b>	<b>543,853</b>	<b>Total</b>
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

# Financial Profile (Expenditures)



	2005-06	2004-05	2003-04	2002-03	2001-02	2000-01	1999-2000
Salaries-Full-time(1)	\$ 5,384,859	\$5,194,929	\$4,888,517	\$4,295,132	4,079,542	\$3,772,100	\$3,535,793
Part-time Personnel(2)	\$579,478	600,094	629,670	485,397	498,804	531,520	415,740
Operating Expense(3)	643,044	670,940	640,077	580,051	466,875	582,724	555,175
Capitalized Furniture and Equipment(4)	309,754	278,665	265,957	291,864	248,930	276,841	294,239
Library Materials(5)	5,959,938	5,623,985	5,038,828	5,494,106	5,303,915	5,680,840	5,173,357
<b>Library Total Expenditures (E&amp;G)</b>	<b>\$12,877,073</b>	<b>\$12,368,613</b>	<b>\$11,463,049</b>	<b>\$11,147,550</b>	<b>\$10,598,066</b>	<b>\$10,844,025</b>	<b>\$9,974,304</b>

(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.

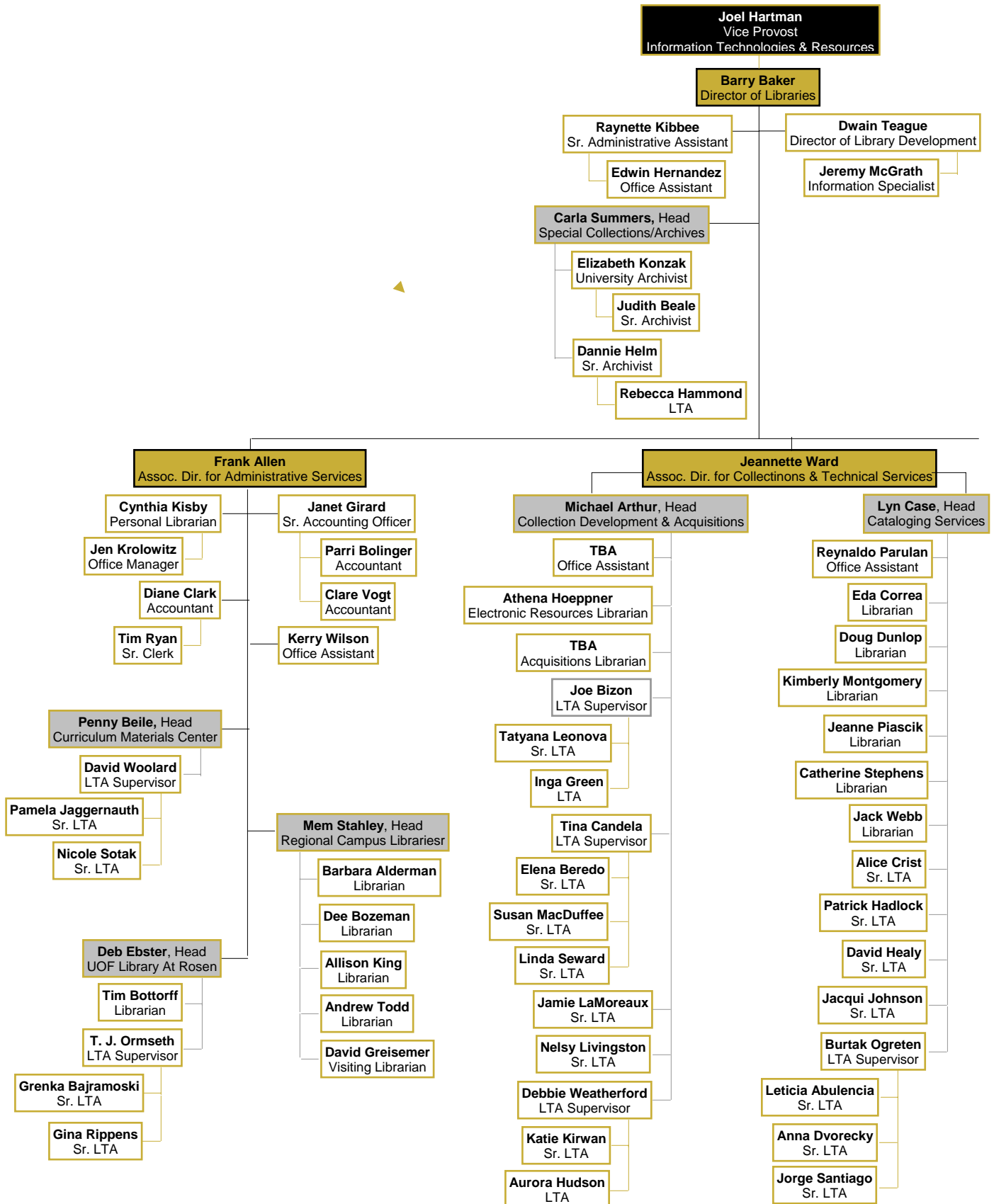
All figures include encumbrances as of fiscal year end.

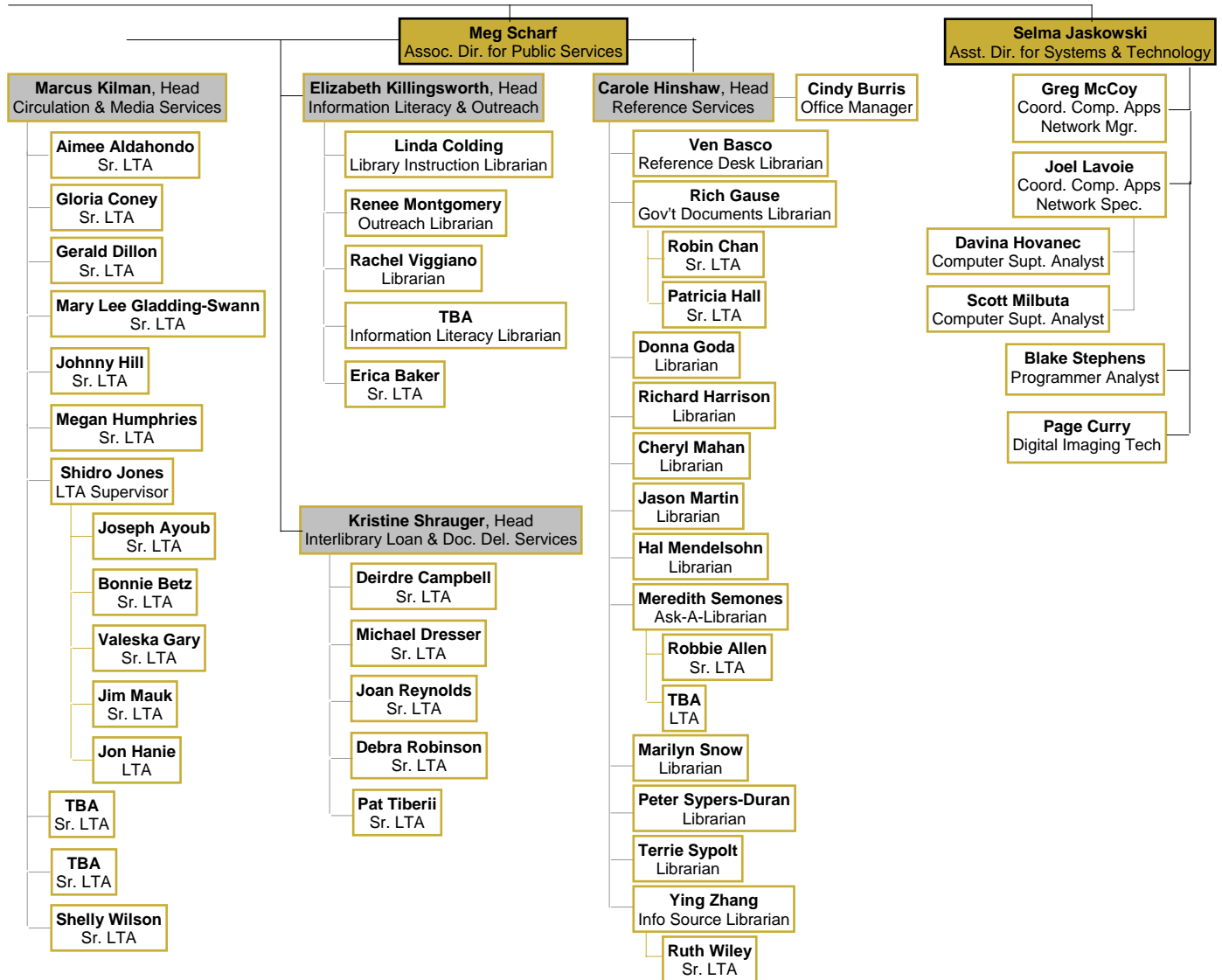


## 2005/2006 Library Advisory Committee

Committee Member	College/Program Represented	Term
Baker, Barry	Director of Libraries	Ex Officio
Allen, Frank	Libraries/Associate Director, Administrative Services	Ex Officio
Jaskowski, Selma	Libraries/Assistant Director, Systems & Technology	Ex Officio
Scharf, Meg	Libraries/Associate Director, Public Services	Ex Officio
Ward, Jeannette	Libraries/Associate Director, Collections & Technical Services	Ex Officio
Viggiano, Rachel	Faculty Senate Representative/Library Reference Services	04/05-05/06
Efthimiou, Costa	Arts & Sciences/Physics	05/06-07/08
Janz, Bruce	Arts & Sciences/Philosophy	04/05-06/07
Unfilled	Burnett College of Biomedical Sciences	
Parikh, Mihir	Business Administration/Management Information Systems	04/05-06/07
Ousley, Denise	Education/Teaching & Learning Principles	05/06-07/08
Divo, Eduardo	Engineering & Computer Sciences/Engineering Technology	04/05-06/07
Covelli, Maureen	Health & Public Affairs/Nursing	05/06-07/08
Milman, Ady	Rosen College of Hospitality Management/Tourism, Events & Attractions	05/06-07/08
LiKamWa, Patrick	School of Optics	05/06-07/08
Eaglin, Ron	Chair of Chairs/Engineering & Computer Sciences/ Engineering Technology	04/05-06/07
Schell, John (Rick)	College Dean/Undergraduate Studies	05/06-07/08
Unfilled	Undergraduate Student	05/06
Unfilled	Graduate Student	05/06

# Organization Chart





# UCF Libraries Staff (as of June 30, 2006)



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

A&S	Arts & Sciences	CSE	Collaborative Support Environment
AA	Academic Affairs	DACS	Describing Archives: A Content Standard
AACE	Association for the Advancement of Computing in Education	DAG	Director's Advisory Group
ACEI	Association of Childhood Educators International	DAL	Departmental Authority List
ACRL	Association of College & Research Libraries	DBCC	Daytona Beach Community College
ACURIL	Association of Caribbean University, Research & Institutional Libraries	DDAC	Digital Development & Access Committee
ADA	Americans with Disabilities Act	DDS	Document Delivery Services
AIM	ALEPH Implementation & Migration	DLI	Distance Learning Library Initiative
ALA	American Library Association	dLOC	digital Library of the Caribbean
ALADN	Academic Library Advancement Development Network	DOG	Design of the OPAC Group (ALEPH)
ALCTS	Association for Library Collections & Technical Services	DVD	Digital Video Disc
ALEPH	Automated Library Expandable Program	E&G	Educational & General
ALSTARS	Academic Librarians for Tomorrow's Academic Researchers	EAD	Encoded Archival Description
AP	Accounts Payable	EDI	Electronic Data Interchange
APALA	Asian Pacific American Librarians Association	ELUNA	Ex Libris Users of North America
API	Application Programming Interface	ERC	Electronic Resources Committee
ARL	Association of Research Libraries	ERIC	Education Resources Information Center
ASERL	Association of Southeastern Research Libraries	ETD	Electronic Theses & Dissertations
ASI	American Society of Indexers	F&A	Finance & Accounting
ASIS&T	American Society for Information Science & Technology	FACRL	Florida Chapter, Association of College & Research Libraries
AV	Audiovisual	FATE	Florida Association of Teacher Educators
BCC	Brevard Community College	FCLA	Florida Center for Library Automation
BEST	Brevard Education Scholarship & Teaching	FCTL	Faculty Center for Teaching & Learning
BWI	Book Wholesalers, Inc.	FDP	Federal Depository Program
CAGER	Cataloging & Access Guidelines for Electronic Resources	FLA	Florida Library Association
CALA	Chinese American Librarians Association	FSEC	Florida Solar Energy Center
CD	Compact Disk	FSECC	Florida State Employees' Charitable Campaign
CD	Collection Development	FSU	Florida State University
CDWS	Course Development & Web Services	FTE	Full-Time Equivalent
CFLC	Central Florida Library Cooperative	FWS	Federal Work Study
CFM	Central Florida Memory	FY	Fiscal Year
CFR	Code of Federal Regulations	GIF	Global Interlibrary Loan Framework
CIP	Course Innovation Project	GNRC	Grants & Nonprofit Resource Center
CIS	Congressional Information Service	GODORT	Government Documents Round Table
CISP	Cardholder Information Security Procedures	HAPPY	Having Active Participation Prepares You
CJCLS	Community & Junior College Libraries Section (ALA)	HOL	Holdings
CMC	Curriculum Materials Center	HR	Human Resources
CMDS	Collection Management & Development Section	HRSA	Human Resources Student Accounts
CNI	Coalition for Networked Information	HTML	HyperText Markup Language
COOP	Continuity of Operations Program	HVAC	Heating, Ventilating, & Air Conditioning
CQ	Congressional Quarterly	ICL	Intercampus Loan
CREOL	Center for Research & Education – Optics & Lasers	ICT	Information & Communication Technology
		IIS	Index to International Statistics
		ILL	Interlibrary Loan
		ILO	Information Literacy & Outreach
		ILS	Integrated Library System
		IMLS	Institute for Museum and Library Services
		IP	Internet Protocol
		IPEDS	Integrated Postsecondary Education Data System
		IRB	Institutional Review Board
		IRRT	International Relations Round Table



# Abbreviations & Acronyms (cont'd)

ISO	International Organization for Standards	PFA	Priority for Action
IST	Institute for Simulation & Training	PLDG	Partnership Libraries Discussion Group
ISTE	International Society for Technology in Education	PSPC	Public Services Planning Committee
IT	Information Technology	QEP	Quality Enhancement Program
IT&R	Information Technologies & Resources	RC	Regional Campus
IUPUI	Indiana University/Purdue University Indianapolis	ROM	Read Only Memory
KDP	Kappa Delta Pi (Education Honor Society)	RSS	Really Simple Syndication
LACLS	Latin American, Caribbean, & Latino Studies	RUSA	Reference & Users Services Association
LAMA	Library Administration & Management Association (ALA)	SAA	Society of American Archivists
LC	Library of Congress	SACS	Southern Association of Colleges & Schools
LCSH	Library of Congress Subject Heading	SCC	Seminole Community College
LI	Library Instruction	SDES	Student Development & Enrollment Services
LINK	Learning & Interacting with New Knights	SELA	Southeastern Library Association
LPAC	Librarians' Personnel Advisory Committee	SFA	Society of Florida Archivists
LRC	Learning Resource Center	SITE	Society for Information Technology & Teacher Education
LSCC	Lake Sumter Community College	SOLINET	Southeastern Library Network
LSTA	Library Services & Technology Act	SOTL	Society of Teaching & Learning
LSU	Louisiana State University	Sr.LTA	Senior Library Technical Assistant
LTA	Library Technical Assistant	SRI	Statistical Reference Index
LUIS	Library User Information System	STARS	Sharing Technology & Resources
MARC	Machine Readable Cataloging	STP	Switch To Production
MeSH	Medical Subject Headings	STS	Science & Technology Section (ACRL)
MIVER	Military Installation Voluntary Education Review	SUL	State University Libraries
MLIS	Master of Library & Information Science	T&D	Training & Development
MOU	Memorandum of Understanding	TAG	Technology Advisory Group
MSLS	Master of Science in Library Science	TEC	Technology Entrepreneur Center
NACO	National Coordinated Cataloging Operations	TSPC	Technical Services Planning Committee
NAFE	National Association for Female Executives	UCF	University of Central Florida
NCATE	National Council for Accreditation & Teacher Education	UF	University of Florida
NEFLIN	Northeast Florida Library Information Network	ULS	University Libraries Section (ACRL)
NMRT	New Members Round Table	UOF	Universal Orlando Foundation
NOTIS	Northwestern Online Total Integrated System	UPS	United Parcel Service
OCLC	Online Computer Library Center	USF	University of South Florida
OCO	Operating Capital Outlay	USPS	University Support Personnel System
OCPS	Orange County Public Schools	VHS	Video Home System
OLAC	Online Audiovisual Catalogers	WAC	Web Advisory Committee
OO	Operational Objective	WTO	World Tourism Organization
OPAC	Online Public Access Catalog		
OPS	Other Personnel Services		
ORC	Office of Research & Commercialization		
PAAR	Professional Activities Appropriate to Rank		
PALMM	Publication of Archival Library & Museum Materials		
PC	Personal Computer		
PDA	Personal Digital Assistant		
PEC	Performance Evaluation Committee		
PERC	Personalized Electronic Research Consultation		