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University of Central Florida

Libraries
Annual Report
2006-2007

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The entrance floor of the main library on the Orlando campus became home to *Infusion*, a cybercafé joint venture with Business Services and the Libraries. Opening in August 2006, *Infusion* features 34 desktop PC's, seating for 89, upgraded wireless connectivity, closed caption plasma television, bookshelves for popular fiction and selected audio-books, collaborative workspace, casual and booth seating and a Java City café featuring a light menu. From the first day it opened, it has been very popular with students and faculty.

A major milestone in the Libraries' automation history occurred on July 10th, with the implementation of the State University Libraries' integrated library management system Ex Libris ALEPH. On the weekend of July 10, 2006 the Libraries switched from NOTIS to the ALEPH library management software system. The Libraries were in the last group of state university libraries to "switch to production" (STP).

In February 2007 planning began for the migration to version 18 of ALEPH, scheduled for fall 2007, with the formation of the Onward 18 committee of trainers and testers.

On October 22, 2006, a water leak from a burst pipe in the penthouse caused extensive damage to the collection housed on the 4th and 5th floors as well as materials in process in Cataloging Services on the 5th floor. Approximately 1,000 books and 650 periodical volumes were lost. The majority of damaged volumes were in nursing and psychology on the 4th floor.

Once again, the disaster recovery company, Munters, was contacted and they, working with Circulation staff who removed shelving and damaged volumes, extracted the water from the carpet in all flooded areas within hours of the discovery of the damaged materials.

A major cooperative effort by Circulation, Systems & Technology, and Acquisitions & Collection Services staff identified, inventoried and removed the wet, damaged volumes before further damage could be caused by mold. Circulation staff members Johnny Hill, Megan Humphries, and Shelly Wilson were instrumental, working extra hours to reduce the damage to the collection.

Planning began for two joint-use UCF/Community College library building projects. A new joint-use library is being planned for Seminole Community College in Sanford and with Lake Sumter Community College in Clermont. The Lake Sumter Community College project will also include Lake County Public Library as a partner. This project will be the first time the Libraries has had a joint-use library that would also serve users of a public library. Both buildings are scheduled for completion in 2009/2010.

The Libraries has also been involved in the planning for the new College of Medicine/Health Sciences Library in the new College of Medicine building on the Health Sciences campus at Lake Nona. That building is scheduled for completion in the spring of 2010.

Libraries Staff at the 2006 Diversity Breakfast
Seated: Doug Dunlop, Nelsy Livingston, Susan MacDuffee
L to R: Kerry Wilson, Patricia Hall, Cheryl Mahan, Page Curry, Barry Baker, Dwain Teague

The Libraries received the Association of Caribbean University, Research and Institutional Libraries (ACURIL) award for Document Preservation for Present and Future Generations 2007 for Central Florida Memory.

The Information Literacy and Outreach department (ILO), established in 2006, began planning, developing, and creating new information literacy modules in collaboration with Course Development & Web Services (CDWS). CDWS and ILO worked together to put together a draft curriculum outline, and established procedures for the production of modules. The modules are based on the ACRL Information Literacy Standards for Higher Education. A prototype module composed of two learning objects was produced with completion of the first set of modules scheduled for the summer 2008.

There were 434 library instruction classes attended by 11,164 students in the main library. That represents a 15% increase in the number of classes and a 23% increase in the number of students. There were 44 classes attended by 1,214 students at the Curriculum Materials Center, representing a 19% increase in the number of classes and a 33% increase in the number of students attending. The Universal Orlando Foundation (UOF) Library at the Rosen College of Hospitality Management also had a significant increase in the number of classes, with 26 classes (37% increase) attended by 792 students (42% increase).

Online instruction also increased over the previous year with 52 WebCT classes for an increase of 30% and 1,688 students for an increase of 36%. UCF librarians at the regional campus libraries began a program to embed librarians with WebCT courses several years ago and ILO worked to encourage faculty on the main campus to participate during the past year.

Library instruction classes at the Regional Campuses increased as well, primarily due to the involvement of

Regional Campus librarians in WebCT classes. There were 244 classes, a 98% increase, attended by 5,473 students, for a 139% increase.

The Information Literacy and Outreach department began publication of *InSTALLments*, a one-page monthly newsletter placed on the back of the door of each bathroom stall in the main library on the Orlando campus. This unique publication, with content supplied by public services departments, publicizes Libraries' resources and events. It is edited by Renee Montgomery and is very popular with students.

Overall statistics for the Ask A Librarian service increased by 8%, chat sessions continued to increase (19%) and e-mail sessions went up by 29%. Telephone sessions decreased by 3%. Ask A Librarian service offered 66 hours weekly of telephone and chat service, including 8 hours of collaborative chat per week to seven Association of Southeastern Research Libraries (ASERL) participating universities. During the fall and spring semesters, the University of Alabama Library School students staffed ASERL collaborative chat each evening until midnight, which increased the total number of available chat hours to 118 per week.

Another major shifting project was started during the year. This time it is the first floor where the collection will be arranged into a more logical sequence, eliminating the confusing layout, making it easier for users to locate needed materials. As the main library is

reaching full capacity for print volumes, shifting and rearranging the stacks will be ongoing.

On Saturday, April 26, the second "Cram 4 the Exam" sponsored by the Student Government Association was held for the first time in the main library. The library closed at the regular time, 7:00pm, on that day and reopened for UCF students only at 7:30pm, staying open until 1:00am. The idea was to provide fun activities for de-stressing and relaxation as well as areas for quiet study and research support from reference librarians and SARC (Student Academic Resource Center) as well as faculty.

Media Services provided light jazz music from the music collection at the desk on the 3rd floor throughout the evening. The music was very popular with students studying on the 3rd floor near the desk. So much so that jazz music from the collection is now played each Friday evening from 5:00 to 7:00 pm.

Overall the evening was a success with 1,180 students attending, far more than had been predicted. The Student Government Association is considering having another "Cram 4 the Exam" in the fall.
Overall circulation of the Libraries' collections decreased by 9% from last year with a total circulation of 326,562, compared with 358,640 for last year. Use of the collection by undergraduate students decreased by 3%, use by graduate students increased by 5% and use by faculty decreased by 3%.

Patrons can now conveniently pay library fines and bills in the library, instead of another location on campus. Concurrent with the July 2006 switch from NOTIS to ALEPH, all library fines and bills are now collected in the library. With the purchase of two smartcard readers library patrons can now pay their fines or other bills using their UCF ID Card, if desired.

The Interlibrary Loan (ILL) lending unit received over 36,000 requests during the year and filled 24,407 requests. The borrowing unit received 22,475 requests and filled 17,253 requests.

Document Delivery Services of ILL, which provides scanned articles and books for users at the regional campuses and distance learners as well as faculty and staff on the Orlando campus, continues to be popular with 7,234 requests filled during the year. Turnaround time is within eight to twenty-four hours.

Regional Campus librarians partnered with UCF teaching faculty to open a Writing Center in the BCC/UCF joint use library in Cocoa. The group received an Information Fluency Engagement Grant funded over three years for $42,500 to support the center.

The main library on the Orlando campus had a significant increase in the number of users, increasing to a total of 1,316,516, an increase of 29%, due in part to the opening of *Infusion* and improvement of the accuracy in 3M optical patron counting equipment.

The Curriculum Materials Center in the College of Education established a new record in the number of persons visiting the facility. 80,381 persons visited the CMC, a 9% increase over last year. Over 30,000 more persons visited the Center than five years ago in 2002/2003.

The Universal Orlando Foundation Library at the Rosen College of Hospitality Management also had a significant increase in the number of users as 98,446 persons used the library, up 22% over last year. That's 59% growth over the past three years.

The Libraries print collections continued to grow at about the same rate as last year as 52,467 volumes were added to the collections reaching a total of 1,368,780 volumes (an increase of 4% from 2005/2006), not including government documents. The overall print collection now has 1,676,734 volumes. In addition, access is provided to 186,431 electronic volumes for a total collection of print and electronic volumes of 1,863,165.

The Libraries' serials collection also continued to grow as 739 new titles were added for a total of 17,083 titles, including 10,515 electronic titles.

Access to electronic resources is continuing its rapid growth. There were 4,566,368 searches with 3,548,676 full text downloads of all electronic databases.

Electronic formats (monographs, serials, databases, and backfiles) make up an increasing percentage of the library materials budget. This year $2,424,702 or 41% was expended.

In addition to the NetLibrary electronic monograph collections purchased over the past few years, the Libraries began purchasing selected, appropriate electronic monographs. The first areas are reference from Xrefplus with a collection of 240 reference books; nursing from R-2Library with a beginning collection of 20 nursing books and psychology with a collection of over 1,000 books from the American Psychological Association and other publishers.

The Florida ILLiad Conference was held at UCF in December. The three-day event featured a State University Libraries Circulation and Interlibrary Loan User Group meeting, an ILLiad training session held by Atlas Systems, and a workshop with two keynote speakers: Cyril Oberlander, from the University of Virginia and Dru Zuretti from the Copyright Clearance Center. Kristine Shrauger co-chaired the event with Doug Hasty of Florida International University. Deirdre Campbell served as coordinator. This conference provided the ILLiad community in Florida an opportunity to meet, share, and learn new ways of using ILLiad.

Adding to its significant collections in the book arts, the Libraries acquired the Susan King/Paradise Press collection and archives. Featuring the work of Susan King, a book artist and writer, printer, teacher, and publisher, the collection is a primary source for research into artists, writers, bookmakers, printers, publishers, and critics living and working in the Los Angeles area

from the early 1970's into the 21st century. The collection contains a near complete collection of books by Susan King and Paradise Press.

Other important titles acquired in the books arts were *On Collecting William Morris: a Memoir* by Jack Walsdorf and *American Decorated Publishers' Bindings 1872 – 1929.*

University Orlando Foundation Library at the Rosen College of Hospitality Management

Four first editions of Zora Neal Hurston were acquired. They include *Jonah's Gourd Vine*, 1934, Hurston's first book; *Mules and Men*, 1936; *Their Eyes Were Watching God*, 1937, recognized as her masterpiece; and *Tell My Horse, Voodoo & Life in Haiti & Jamaica*, 1938.

Processing of the Joy Postle Papers donated last year by Denise Hall was completed. The papers document the life, work, and paintings of Joy Postle who was a Florida artist most known for her murals found in both residential and commercial buildings. She also published several books: *Glamour Birds of the Americas*, *Drawing Birds*, *Drawing Animals*, and *Fine Feathers*.

Several important acquisitions were added to the Bryant West Indies Collection, including Patrick Browne's *The Civil and Natural History of Jamaica*, 1756, illustrated by George Dionysius Ehret who was well known for his botanical illustrations; *Histoire Naturelle et Morale des Iles Antilles de L'Amérique*, 1665 and A. L. Stoffers' *Flora of the Netherlands Antilles*, 1962.

An important collection was received from Michael A. Spencer of Frederick, Maryland. The Michael A. Spencer Collection is a significant collection documenting research on flowering plants and bromeliads by Mr. Spencer, Lyman B. Smith, and Mulford and Racine Foster. It also features collections on Henry Nehrling, Julian Nally, and Theodore Mead.

Important Shakespeare titles were added with funds from the Phoebe Carpenter gift, including *The Players' Shakespeare,* 1923, a "Printed literatim from the First Folio of 1623," and the *Trevelyon Miscellany,* 1608, a facsimile edition from the Folger Shakespeare Library.

Significant acquisitions to the Tourism Collection included archives of *Splash* magazine and the Harris Rosen Scrapbooks and Papers, 1939 - 2005.

Among other significant acquisitions during the year was Early English Books Online 1473-1700, which "contains digital facsimile page images of virtually every work printed in England, Ireland, Scotland, Wales and British North America, and works in English printed elsewhere from 1473 to 1700."

Several university publications were fully cataloged and made accessible this year including *Pegasus*, *The Knight*, UCF graduate and undergraduate catalogs, twenty-five years of faculty and staff directories, and the *Central Florida Future*.

This year digital imaging activities added 64,983 images to digital collections including the Van Sickle Leftist Pamphlet Collection, Central Florida Memory, Florida Heritage, the Digital Library of the Caribbean, the Carey Hand Funeral Home Records, and the Bryant West Indies Collection expanding users' ability to access rare and/or uncataloged material not readily available in the collection.

The Electronic Theses & Dissertations (ETDs) collection grew to 1,021 in 2007 and made scholarly content produced at UCF available to a wider audience.

The Digital Collections Web page was enhanced to include project information and links to all currently available UCF Libraries Digital collections. Equipment was also purchased to expand digital collections to include video recording and processing.

The Systems & Technology department made significant improvements to the network infrastructure, upgrading the switches in the wiring closets to comply with campus standards, and replacing wireless access points with new devices. A new Domain Controller was installed on the Rosen campus, and a new server was installed for use with ALEPH development.

Special Collections processed collections including the Presidential Papers of Dr. H. Trevor Colbourn, additions to the Harrison "Buzz" Price Papers, the Florida Ephemera Collection, the Scott Simpkinson Collection and records of the UCF Foundation.

Special Collections & University Archives collected a total of 185 linear feet of manuscripts including the Susan King Papers, the *Splash Magazine* Archives, Space Shuttle Photographs and the Michael A. Spencer Collection of materials on Florida Natural History. Over 85 linear feet of records from university offices and organizations documenting the work and outreach of the university were also collected during the year.

Pegasus, the magazine of the UCF Alumni Association, has a regular feature in each issue using the University Photograph Collection. Known as "Remember When," it showcases a particular time in the history of the university.

The Libraries Development Office coordinated two well attended alumni events. Entitled *the UCF Libraries … Past, Present, and Future*, they were held in Seattle, Washington and Washington, DC for UCF alumni and donors to the Libraries in those cities.

Infusion (above)
Dale Salamacha, president, Media 1 Signs (who created & donated the distinctive sign); Barry Baker, Director of Libraries; and Rick Ream, Media 1 partner & general manager

Media 1 Signs made a gift-in-kind to the Libraries of the sign for *Infusion*, through the generosity of Dale Salamacha, President.

An exhibit of recently acquired illuminated manuscript facsimiles, *Love, Faith, and Myth* was held in Special Collections January 29 to March 29, 2007. The exhibit represented several categories of medieval life: Love/Honor, Faith/Devotion and Fantasy/Myth. The guest curator was Dr. Margaret Ann Zaho, of the Art Department. A full color illustrated catalog was produced to accompany the exhibit.

Special Collections & University Archives also produced a major exhibition entitled "A Knight Showcase," featuring the mission and achievements of the university archives project, to collect and preserve the history of the university. The exhibit featured a display of historical documents and photographs.

As a result of the Universal Orlando Foundation Library at the Rosen College of Hospitality Management's partnership with corporate librarians at Walt Disney World, the Disney librarians guest curated an exhibit of Disneyana and other materials from the private collections of Disney cast members. The exhibit, "How It All Began: Walt Disney World in the 70s," was a highlight of the fall semester.

There were several personnel changes of note in the Libraries Faculty during the year. Michael A. Arthur was appointed Head, Acquisitions and Collection Services in July. Dr. Mem Stahley resigned to take the position of Director of the Library at Brevard Community College in

August 2006 and Cynthia Kisby was appointed Head, Regional Campus Libraries in April 2007.

Corinne Bishop was appointed Information Literacy Librarian in the Information Literacy and Outreach Department. Three new Reference Librarians joined the Libraries Faculty: John Venecek, Melinda Gottesman, and Aysegul Kapucu. Lee Dotson became Digital Service Librarian in January 2007.

Ryan Bauer, 2006 recipient of the Lois Holt Scholarship poses with Ed Hofma, Holt Foundation administrator and John Stilwell's daughter Annie Bush with her husband Jimmie.

Min Tong became the first full-time librarian for the UCF/Lake Sumter Community College joint use library at South Lake.

Peter Spyers-Duran joined Cataloging Services full-time as a Serials Cataloger and Jack Webb took a full-time assignment in Cataloging as Monographic unit Coordinator. Ying Zhang moved into Acquisitions and Collection Services from Reference Services becoming Acquisitions Librarian.

Andy Todd was awarded the Information Fluency Fellowship for 2006/2008.

Ven Basco served as Vice President/President-Elect of the Asian/Pacific Librarians Association (APALA).

Dr. Linda Colding was elected Vice-President/President Elect of the Library Instruction Round Table.

Terrie Sypolt received the Florida Association of Teacher Educators (FATE) Mary L Collins Teacher Educator Award 2006.

Barry B. Baker was named Caribbean Information Professional of the Year 2007 at the XXXVII ACURIL (Association of Caribbean University, Research, and Institutional Libraries) Conference in Puerto Rico in June 2007.

Library faculty promotions this year included Dr. Penny Beile to University Librarian, Allison King to Associate

University Librarian and Elizabeth Konzak to Assistant University Librarian.

Terrie Sypolt received the Excellence in Librarianship Award.

Cheryl A. G. Mahan, University Librarian, Reference Services, retired in January 2007 with 30 years of service to the Libraries.

Carla M. Summers, Head, Special Collections & University Archives, retired in June 2007. She worked in Florida as an archivist, manuscripts librarian, and administrator for 30 years.

Deborah M. Ebster, Head, UOF Library at the Rosen College of Hospitality Management, retired from the Libraries in June 2007. Ms. Ebster was the first Head of the UOF Library at Rosen.

The Libraries awards two scholarships each year for student assistants and USPS employees: Lois Holt and June S. Stillman Memorial Scholarships. Since 1994, through the generosity of the Lois Holt Foundation, administered by long-time friend of the Libraries, John Stilwell, a $2,000 scholarship in Miss Holt's memory has awarded to a Libraries student assistant. This year's (and the last) recipient is Ryan Bauer, Hospitality Management major. With the passing of John Stilwell the Holt Foundation decided to take another direction. Twelve UCF Libraries student assistants have benefited through the years by the Foundation's support and generosity.

2006 recipient of the June S. Stillman Scholarship Elizabeth Krieger with scholarship co-founder Cheryl Mahan and Director of Libraries Barry Baker

The June S. Stillman Memorial Scholarship for Library Student Assistants and USPS Employees was established in tribute and memory of June Stillman, a charter librarian of our university. This year's recipient Elizabeth Krieger (a Forensic Sciences major) is the first to receive $2,000 from this scholarship.

An overview can only include a small part of the significant and outstanding accomplishments of the Libraries faculty and staff during the past year. The Libraries is fortunate to have a talented and creative staff and faculty dedicated to providing excellent services and collections for the university's students, faculty and staff.

Barry B. Baker
Director of Libraries

Administrative Services

UCF

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.

<div style="text-align:center">**Highlights of the Year in Retrospect**</div>

General Administrative
- University Libraries and UCF Business Services opened *Infusion*, a cybercafé joint-venture located on the main floor of the UCF Library, in August 2006. It features 34 desktop PCs, seating for 89, upgraded wireless connectivity, closed caption television, bookshelves for popular fiction, collaborative workspace, and a light food menu.
- Prepared preliminary program needs for a medical school library, including space requirements, staffing needs, position descriptions, and budgets.

Fiscal Office
- Finalized procedures for the library to collect overdue fines. Revised policies on billing and uncollectibles.
- The Fiscal Office successfully assumed accounts receivable duties, encompassing receivables for lost books, Interlibrary Loan, and InfoSource.
- The Senior Accounting Officer served as temporary property custodian and worked with office personnel to complete the yearly property scan, property transfers and account for off-campus property.
- Prepared an insurance report documenting inventory of print materials, estimated valuations and projected losses in the event of major damage to library facilities.

Human Resources & Staff Development
- Continued negotiations to create a fourth level in the Library Technical Assistant pay group.
- Created faculty Performance Evaluation Committee Web pages.
- Assisted in the Cumulative Progress Towards Promotion (CPTP) process.
- Enhanced the online student employment process by making applications viewable to the hiring official.
- Supplied information for a number of demographic and salary surveys.
- Successfully concluded seven faculty searches and eleven USPS hires.
- Facilitated major personnel transitions in Media Services.

Facilities (Buildings, Shipping & Receiving, Supplies, Copy and Printing Services)
- Continued participation in planning for new joint-use libraries at Seminole Community College (Sanford), and Lake Sumter Community College/UCF/Lake County Public joint-use library in Clermont.
- Developed a plan for compact shelving on the first floor of the main library, to address fast-approaching space shortages.
- Copy Services relocated back to its permanent offices with the opening of *Infusion*.
- Finalized plans for air conditioning and humidity control renovation in Special Collections & Archives.

Front Office
- Hired & trained the new office assistant, Sue Terrill, who joined the Libraries on March 9, 2007.

Staffing Changes
- Urvashi Campbell joined the Front Office on September 8, 2006 as part-time OPS clerk.
- Diane Clark retired as Accountant in February 2007.
- Edwin Hernandez accepted the position of Information Specialist on December 29, 2006.
- Cynthia Kisby assumed the role of Head, Regional Campus Libraries on April 20, 2007, while continuing to act in a limited capacity as Personnel Librarian.
- Sue Terrill joined the Front Office as Office Assistant on March 9, 2007.
- Kerry Wilson resigned as Copy Services Coordinator in June 2007.

Farewell to Diane Clark (Library Accountant and Mail Room supervisor), who retired in February 2007 after 17 years at the UCF Library.

Departmental Goals: 2006-2007

General Administrative
- Implement system for collecting library fines. *Accomplished*
- Finalize work on cybercafé in main library. *Accomplished*
- Continue planning for library renovation/expansion *Ongoing*
- Participate in developmental planning for a medical library *Ongoing*
- Continue plans for a library for the School of Film and Digital Media. *Furniture, fixture and space plans were finalized. Implementation is on indefinite hold.*

Fiscal Office
- Meet training goals established the previous year. *Accomplished*
- Documentation of cash management is 100% complete. Documentation for accounts payable is 50% complete. Documentation for purchasing is yet to be done. *Ongoing*
- Establish CISP (Cardholder Information Security Program) procedures, in conjunction with InfoSource. *Accomplished*

Human Resources & Staff Development
- Work with LPAC and PEC to develop faculty goals-based position descriptions. *Completed*
- Work with Systems & Payroll Manager to update Access personnel database. *Employee social security numbers were removed from the file.*
- Continue working with department heads to identify common competencies for library support staff positions. Provide appropriate training related to competencies. *Facilitated 29 programs. One common competency is orientation which is currently the department's responsibility as each new employee arrives.*
- Accommodate new PeopleSoft upgrade. *Accomplished without negative impact.*

Front Office
- Continue to organize, update, & redesign as needed Administration, Library Development, and Intranet Web pages *(Ongoing; Information Specialist now doing Development pages)*
- Encourage the purchase of an online filing system for paper & electronic files, Paper Tiger, which allows among other things, keyword searching and archives designation (time and place) *(Abandoned).*
- Continue to train the new Office Assistant and OPS part-time clerk *(Completed)*
- 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)*
- Perform a comprehensive key inventory *(Postponed until 2007/08)*
- Continue to help train the Information Specialist hired for Library Development *(Completed)*

Departmental Goals: 2007-2008

General Administrative
- Provide leadership for the Libraries in 2017 taskforce. Conclude study.
- Identify cost saving measures to offset budget reductions.
- Continue development of Web-based payment system for library fines and book bills.
- Continue planning for remodeling and updating of the main library.
- Develop plans with director for offsite/compact storage to relieve space issues in main library.

Fiscal Office
- Continue pursuing internal training opportunities.
- Reorganize duties among staff to accommodate new duties received from former accountant's retirement. Cross-train where appropriate.
- Complete documentation on accounts payable and purchasing.
- Work with Systems and Circulation to establish e-pay for fines and lost books collections.
- Work with internal auditors to establish/update accounts receivable procedures for ILL and InfoSource.

Human Resources & Staff Development
- Provide essential HR functions during staffing shortage and hiring freeze.
- Create a Libraries payroll information Web page on the Intranet.

Facilities (Buildings, Shipping & Receiving, Supplies, Copy and Printing Services)
- Take inventory of supply room merchandise. Make adjustments and organize where needed.
- Eliminate surplus backlog. Expedite surplus process.
- Familiarize with records retention policies. Relocate or destroy excess records where needed.
- Evaluate library policies for off-campus property. Make recommendations.
- Study supply requisitioning process. Make refinements where appropriate.
- Cross-train student employees in Copy/Printing Services and Supply/Receiving department.

Front Office
- Continue to organize, update, & redesign as needed Administration and Intranet Web pages.
- Explore online filing system for paper & electronic files, which allows at least keyword searching
- Continue to create, update & maintain procedures manuals for Front Office responsibilities
- Rearrange and reorganize conference room 512G to minimize the clutter and maximize the usability of the space
- 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.

UCF

Advancement Toward the President's Five Goals

❧ **Offer the best undergraduate education available in Florida**
- The Libraries educates UCF students for real-life work experience by providing employment for over 100 students per year.

❧ **Become more inclusive and diverse**
- Hired a full time librarian on a TN (Treaty NAFTA) visa.
- Participated in Library's diversity week activities.
- Represented the Library in two minority supplier events.

❧ **Be America's leading partnership university**
University Libraries continued its partnership with University of South Florida in support of librarian internships program ALSTARS.

Performance Enhancement Recommendations

- A water leak in the main library from a pipe failure in October, 2006 was the second major leak in 14 months, and caused extensive damage to the collection on the 5th and 4th floors. Recommendations include building system upgrades to address deficiencies.
- Monitor costs and make recommendations on areas that could save the Library money. An example is deleting insurance coverage on items for surplus even before the equipment leaves the building.

- Training to upgrade current skills and learn new ones, e.g., Web page creation skills, computer software programs, personnel and management issues, is needed to provide the most efficient support for Front Office staff. Often the training is available, but staffing constraints, e.g., OPS support only from 10:00 a.m.–2:00 p.m., hinder full-time support staff members' participation.
- Solutions to the filing issues in the Administration Suite need to be found. Paper files often go many years without being dealt with due to a lack of time and storage. A systematic way of organizing, finding, weeding, and archiving files is becoming more urgent.

Administrative Services
Table 1
Human Resources: FY 02/03-06/07

	FY 06/07	FY 05/06	FY 04/05	FY 03/04	FY 02/03
FWS Employment					
Employees	51	42	68	69	52
OPS Savings	$58,516.45	$46,812.26	$76,000*	$89,600	$48,000
Employee Turnover					
Hired-USPS	11	7	11	7	15
Hired- FAP	7	3	1	7	3
Total	**18**	**10**	**12**	**14**	**18**
Separated-USPS	16	6	10	7	9
Separated-FAP	5	2	3	3	2
Total	**21**	**8**	**13**	**10**	**11**
Staff Programs					
Video & Web	17	3	0	8	0
Guest presenters	12	11	32	29	30

* Fall & Spring Only

Congratulations to the 2006 UCF Libraries Heart Walk Team! In addition to walking a grueling 5K the team: Maureen & Noah Hernandez, Edwin Hernandez (Administration), Ruth Wiley (Reference), Elizabeth Killingsworth (ILO) and her sister Sherron Roberts, and Jason Martin (ILO) raised over $1,200!!!!

UCF

Statistics

A comparison of the number of requests submitted to UCF Work Control and the number of those requests that were completed shows that there was a 100% completion rate this year. In reviewing possible reasons for this 14% increase in completion as well as the 4% decrease in the total number of requests this year, we decided that it is due totally to the conscientious help of Manuela Santiago, Housekeeping, and Don Gillespie, Maintenance. There attention to problems arising in the building has been invaluable this year. The work they do is of superior quality and the library is very fortunate to have them assisting our staff.

Administrative Services
Table 2
Reported Building Problems, FY 05/06-06/07

Type of Problem	2006-2007		2005-2006	
	No. Reported	No. Complete	No. Reported	No. Complete
Cleaning	49	49	79	70
Clocks	6	6	17	17
Lights Out	36	36	51	45
Paint/ Patch	7	7	16	14
Install / Dismantle	73	73	35	34
Electrical	18	18	11	9
Plumbing	35	35	43	32
HVAC (Temp/Leaks)	56	56	83	78
Roofers and Leaks	16	16	10	10
Insects	15	15	2	2
Signs	1	1	11	4
Keys/ Locks	58	58	21	20
Doors	13	13	9	8
Elevators	28	28	31	25
Vending Machines	0	0	9	5
Recycle	7	7	4	3
Other	15	15	20	11
Totals	**433**	**433**	**452**	**387**
		100%		**86%**

Meg Beepath, part of the library's night cleaning crew from Physical Plant. Meg was named September 2006 UCF Employee of the Month

Our thanks to Don Gilespie (Physical Plant) and Manuela Santiago (Building Services)
Their conscientious work in the library has really made a difference in the number of building issues that are completed and/or prevented

For more complete Libraries Statistics please see:

Frank R. Allen
Associate Director for Administrative Services

Curriculum Materials Center

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

Highlights of the Year in Retrospect

Staffing issues led 2005/2006 highlights, and they continue to be the most significant issue of 2006/2007. As summer 2006 came to a close Corinne Bishop's adjunct contract expired and she left the unit. David Woolard, LTA Supervisor, accepted a position at Embry Riddle in July 2006. Todd Shipman's internship in the CMC also was over at the end of the summer semester. Pam Jaggernauth returned from educational leave awarded for spring 2006, but took maternity leave during the fall semester. This left the department head and Nicole Sotak, Senior LTA. The unit hired two part-time OPS workers, Michelle Benz and Holly Trusiak, to maintain unit operations, and Muriel Burrell, ALSTARS intern, completed the fall staff roster.

During this time the unit received a line for an additional librarian, and the department head served on a combined Public Services/CMC search committee. The committee presented four candidates for positions and each of the positions was filled except for the CMC. The LTA Supervisor position was posted in early fall 2006, but not filled until January 2007. Senior LTA Pam Jaggernauth was the successful candidate for the Supervisor position which in turn left the Senior LTA position vacant. The unit again relied on OPS workers to staff the public services desk, assist with the desk schedule, teach orientations, and so forth for the spring semester. Nicole Sotak engaged in an internship/loan arrangement with Reference during hours when the CMC was less busy.

In summer 2007 Jason Martin contributed a much needed 10 hours per week to the CMC. Jason came to the CMC with a background in reference, instruction, and collection development. His technical proficiency was immediately put to use and he completed the education information literacy tutorial started by Bishop. Karen Yarbrough spent 50% of her ALSTARS internship at the CMC during summer 2007. Jaggernauth, Sotak, and Benz rounded out the summer staffing schedule.
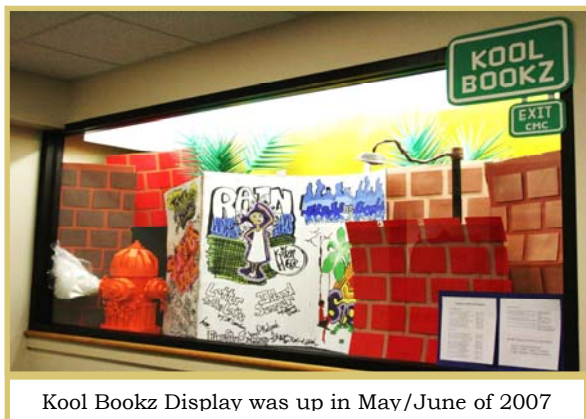
Kool Bookz Display was up in May/June of 2007

Departmental Goals: 2006-2007

Staffing:
- Determine CMC librarian responsibilities, create workspace, hire, and train. *Implemented to the point possible. Plans for new office construction (librarian workspace) were put on hold due to budget.*
- Create guide and rotating calendar for student assistant projects. *Implemented.*
- Continue staff and student assistant training on ALEPH circulation, reserves, and fines functions. *Implemented.*

Collections:
- Evaluate the multimedia collection based on EME2040 faculty input, circulation statistics, and other relevant criteria; make decisions regarding future of the collection. *Implemented.*
- Create an index and complete the guide to the poster collection. *Implemented.*
- 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. *Implemented.*

Marketing and Outreach:
- Update the CMC virtual tour on the unit's Web site. *In progress. Staffing shortages and lack of technical skills in unit forestalled development of virtual tour.*
- Attend College of Education meetings and promote CMC services and instruction, as warranted. *Implemented.*
- Meet with new Education faculty, present an overview of CMC and library services. *Implemented; staff attended relevant COE department and committee meetings.*

Services:
- Circulate selected CMC laptops out of the unit; monitor for impact on staffing, services, and hardware. *Implemented.*
- Complete Web-based tutorial for education, market it, and assess its efficacy as an instruction tool. *The tutorial is live, but its efficacy has not yet been assessed.*
- Monitor impact of ALEPH implementation on patrons; provide additional instruction and/ or create user guides on how to search the new system. *Implemented; instruction guides not necessary. Will revisit with Endeca implementation.*

Departmental Goals: 2007-2008

Collections:
- Create a portal for exemplary dissertation collection at request of COE faculty.
- Create a young adult award book finding aid for the Web site; purchase items on awards lists not currently owned.
- Update test collection holdings; continue to withdraw outdated items from collection.

Marketing and Outreach:
- Update the CMC virtual tour on the unit's Web site.
- Meet with new Education faculty, present an overview of CMC and library services.
- Revisit departmental newsletter; investigate blanket e-mails to faculty or other means of communication.

Services:
- Move reserves clean up to on-going status; review items for copyright compliance; create guide to copyright compliance for faculty.
- Revisit unit blog; sunset or maintain with up to date posts; check on interest of education faculty to use blog for student assignments.
- Market Web-based tutorial for education and assess its efficacy as an instruction tool.
- Continue to seek service and support opportunities with College of Education representatives.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
- A College of Education doctoral student was supplied to the CMC to answer students' technical questions. This arrangement was negotiated based on COE's request to load software needed to complete student assignments.
- The Tutorial for Information Literacy in Education (TILE) information literacy tutorial was completed and is now live. Additional modules and modifications are planned for the tutorial, including student assessment.
- The software collection was reviewed and outdated items deselected. Current software titles were purchased in an effort to update the collection.

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. The COE Child, Family and Community Sciences Department gave the CMC $5,000 to further update the test collection.
- The CMC hosted ALSTARS interns Muriel Burrell and Karen Yarbrough. The interns gained practical experience and worked on projects under the supervision of a librarian, which enhanced their understanding of academic library work.

Provide international focus to our curricula and research programs
- The CMC consistently and continually seeks to maintain a collection that reflects cultural, religious, and ethnic diversity. Books and items that are challenged based on their content are actively sought and included in the collection.

Become more inclusive and diverse
- The partnership with SUNLINK representatives continued, and has resulted in the integration of SUNLINK services into the CMC instruction sessions. Education students benefit from learning about the K-12 union catalog and technical support available for students with disabilities.
- 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 transition to work partnership continued with the College of Education and the Orange County Public Schools. This program is designed to train physically and/or developmentally challenged students in job and communication skills. This effort has created a sense of community between the transition students and students attending the college. It also supports OCPS programs and fosters community building with non-UCF entities.
- The CMC worked with staff from the main library to provide programming for students from the UCF Creative School and HAPPY Hour workshop attendees.

Performance Enhancement Recommendations

The size of the facility precludes any significant growth of collections, hardware, or patron seating. With the addition of the 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, collaborating with the College of Education Systems Office on providing technical services to students, and updating the virtual tour of the unit. As plans for a third College of Education building develop the unit department head will lobby for additional space.

Curriculum Materials Center
Table 1
Five Year Comparison: Usage

	2006/07	2005/06	2004/05	2003/04	2002/03
Patron Count	80,381	73,274	64,879	60,506	49,455
Classes Taught	44	37	67	36	43
Students Taught	1,214	914	1,228	1,000	1,020

The unit received over 30,000 more visits in 2006/2007 than in 2002/2003, and in doing so created a new record in the number of visits to the facility. Unit members have consciously sought to create an inviting atmosphere that offers access to needed hardware, software, and technology support that is complemented by high service levels and current collections. The number of classes conducted by the CMC is once again on the rise. Previous highs were due to splitting larger classes of 60-75 students into more manageable groups of six to eight students.

S T A T I S T I C S

Exceptional Education Bulletin Board for COE Child, Family, & Community Services department, May/June 2007

Penny Beile
Head, Curriculum Materials Center

Highlights of the Year in Retrospect

- Regional Campus (RC) Librarians partnered with UCF teaching faculty to open a Writing Center in the BCC/ UCF joint use library. The group was successful in obtaining an Information Fluency Engagement Grant funded over three years for a total of $42,500.
- Library instruction increased significantly due to the Regional Campus Librarians involvement in WebCT classes. The number of students reached has more than doubled.
- Regional Campus Libraries experienced significant leadership changes with the resignation of Dr. Mem Stahley effective August 8, 2006. Frank Allen, Director for Administrative Services, assumed acting responsibilities until Cynthia Kisby was hired as Head, Regional Campus Libraries, effective April 20, 2007.
- Hired Ms. Min Tong as a full time permanent librarian for Lake Sumter Community College/South Lake.

Staffing Changes
- Dr. Mem Stahley resigned effective August 7, 2006 and Cynthia Kisby assumed the role of Head, Regional Campus Libraries on April 20, 2007.
- Nancy Grossman joined Mem Stahley as a BCC employee as of July 1, 2007.
- Conducted a search and selected a candidate to be the UCF librarian at Seminole Community College but the contract is on hold pending hiring freeze.
- David Griesemer left the shared Regional Campus position at Valencia West and Lake Sumter to complete the last six months of his visiting contract in Cataloging Services.

Departmental Goals: 2006-2007

Due to the transition in leadership, interpretation of and information about accomplishments towards these goals is limited.

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. *Success in this arena depends on adequate staffing of tech support positions by Regional Campus Administration and community college partners. UCF computers at Valencia Community College Osceola are now on the VCC network and are able to print.*

Enhance services and obtain an ongoing collection and materials budget for RC Libraries. *Ongoing.*

Hire new full-time personnel to support unit goals; in particular expand part-time position at Sanford/Lake Mary to full-time. *Faculty search was successful but contract offer is pending due to hiring freeze.*

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. *Andy Todd served as Information Fluency Faculty Fellow. WebCT work is ongoing.*

Continue soliciting grant and materials support for the BEST Center. *Ongoing but stalled pending staffing.*

Complete development of the GNRC and BEST Center Web sites. *Ongoing but stalled pending staffing.*

Continue professional development activities with library organizations and committees.

See individual librarian accomplishments.

Departmental Goals: 2007-2008

- Develop a written collection development policy that includes statements about funding.
- Create a schedule for conducting collection assessments at regional campus libraries.
- Enhance Regional Campus Web pages with links to appropriate online tutorials, possible virtual tours for RC Libraries, and more partner specific information.

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Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
Regional Campus library services, consultations, and instruction strongly support undergraduate education.

Achieve international prominence in key programs of graduate study and research
Dee Bozeman presented a paper, *Joint-Use Library: Challenges and Successes*, at the Joint-Use Library International Conference in Manchester, England

Become more inclusive and diverse
Hired a full time librarian on a TN (Treaty NAFTA) visa.

Be America's leading partnership university
UCF Regional Campus Libraries is collaborating with Seminole Community College and Lake Sumter Community College on construction of two distinct joint use facilities.

RC librarians participated in the Central Florida Partnership Libraries meeting held at Seminole Community College

Performance Enhancement Recommendations

- New projects and services to additional regional campus libraries are limited by existing staffing levels.

Direct mail of interlibrary loan materials to UCF patrons is being explored as an option to courier services. However, this does not expedite return of materials which continue to travel via couriers. Daily courier service would be an enhancement.

Regional Campus Libraries
Table 1
Library Instruction Statistics

Campus	2006-07		2005-06	
	Classes	Students	Classes	Students
Daytona Beach	51	891	44	635
Sanford/Lake Mary	31		42	796
Cocoa	102	3005	21	527
Palm Bay	59	1577	8	181
Metro-West	1			
Ocala				
Osceola				
South Lake			8	148
Total	**244**	**5,473**	**123**	**2,287**

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.

3. 2006-07 data is incomplete due to staffing turnover.

Cynthia Kisby, Head, Regional Campus Libraries (center) with 2007 retirees Deb Ebster (Rosen) & Carla Summers (Special Collections), at Deb's Farewell bash.

Cynthia M. Kisby
Head, Regional Campus Libraries

![UCF logo]

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

UOF Library staff (left to right: Tim Bottorff, T.J. Ormseth, Deb Ebster, Dwain Teague, Gina Rippens, and Grenka Bajramoski) visiting Disney libraries.

- The library's partnership with the Disney librarians, initiated last spring, resulted in a rare and fascinating opportunity for the staff to tour several of Walt Disney World's unique corporate libraries. Following the visit, the corporate librarians curated a UOF Library exhibit of Disneyana and other materials from the private collections of Disney cast members. The exhibit, "How It All Began: Walt Disney World in the 70s," was a highlight of the 2006 fall semester and enjoyed by the entire Rosen College community.

- This year the UOF Library staff undertook a major retrospective collection development project in order to acquire hospitality-related materials published prior to the library's opening in 2004. Working in collaboration with Acquisitions & Collection Services through a vendor that specializes in out-of-print materials, past publications that the library did not own were identified and ordered to enrich the depth of the print collection.

- Library staff members were honored to host and assist Mrs. Trish Rosen, who paid a surreptitious visit for the purpose of using the Rosen Scrapbooks (donated last fall by her husband Harris) in preparation for a surprise presentation to Mr. Rosen during the grand opening of the Rosen Shingle Creek Resort, Sept. 9, 2006. Members of the library staff were also among other employees of the College who were photographed for a special Rosen College slide show featured during the opening celebration.

- The UOF Library and its staff were also proud to serve as the site for the 4th annual MLIS Information Day held on May 7, 2007.

Staffing Changes

- Sr. LTA Gina Rippens, evening and Sunday supervisor, resigned effective April 10, 2007. At the time of this report, the position remained vacant although an offer had been made to one of the candidates identified during the search.

- On Jan. 10, 2007 Muriel Burrell joined the UOF Library staff as a USF ALSTARS intern for the spring 2007 semester, continuing into the summer sessions. She assisted with collection development and other projects. Burrell's interest in practical application of her LIS coursework, combined with her willingness to learn new skills, and her background as a former Project Manager for GM, served the library well.

- Succumbing, at last, to the lure of ever-present wanderlust, department head Deb Ebster tendered her notice of retirement, officially ending a 32-yr. career in academic librarianship. Her last day of service to UCF Libraries coincided with the end of the fiscal year.

Departmental Goals: 2006-2007

Continue building collections, building programs and services, building relationships, and building community. *Ongoing. With the library's patron count soaring toward 100,000, the increase in our major statistics reflects the fact that we are effectively continuing to reach this goal and that the UOF Library is highly regarded on the Rosen College campus.*

Continue cooperative efforts with the Director of Library Development to promote library support among Rosen College alumni. *The department head collaborated with the Director of Library Development to identify and contact Rosen College alumni living in the Seattle area to extend an invitation to attend the University Libraries' reception held during the ALA Midwinter Conference in Seattle.*

Begin collaboration with the Rosen Public Relations coordinator to bring awareness of the facility and its resources to industry professionals. *Not addressed.*

Step up outreach to Rosen College faculty in order to become more effectively engaged in the teaching and learning process. *Some progress was made in the effort to connect with faculty during the past year through both formal and informal channels, resulting in an increased number of instructional sessions delivered to classes. However, continued efforts are needed to seek inclusion in campus meetings, particularly academic functions involving faculty, such as the Rosen College Research forums.*

Promote the use of resources for research, especially electronic and digital collections such as the Harrison Price Papers. *The Harrison Price collection was highlighted on the Library's website and faculty awareness has increased. Students in a new course on feasibility studies were assigned to use the papers as an original source for their research. Still, there is room for improvement in these promotional efforts.*

UCF

Departmental Goals: 2007-2008

- Tim Bottorff assumed the role of Interim Department Head in July 2007, following the retirement of Deb Ebster. Goals for the coming year will therefore focus on maintenance and continuity, in preparation for the eventual installment of a permanent Head Librarian.
- Maintain continuity of patron services during this year of transition.
- Continue marketing efforts to better promote the UOFL's services, resources, and collections.
- In light of having no budget for the purchase of new materials, continue to improve the collection through alternate means of acquisition and through greater emphasis on bibliographic and stacks maintenance.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

An effort was made to build the UOF Library's collections in support of the Rosen College's unique niche programs such as the new B.S. degree in Event Management. In this same vein, a program review and collection analysis was provided for a newly proposed bachelor's degree in Golf and Club Management (not yet approved by the BOT at the time of this report.)

Achieve international prominence in key programs of graduate study and research

- A new session on the use of citation software for research was especially well received by Rosen College graduate students and faculty alike.
- In support of the relatively new Ph.D. program in Hospitality Education (begun in 2005), UOF Library strengthened its holdings in materials on the scholarly writing process and research methods.

Provide international focus to our curricula and research programs

- UOF Library continues to support Rosen College faculty teaching at the University of Aruba primarily through the donation of surplus gift books to their library.
- The library's continued status as a World Tourism Organization (WTO) Depository Library supports undergraduate, graduate and faculty research, especially in the field of tourism.

Become more inclusive and diverse

- The UOF Library staff initiated and hosted the "ABC's of Diversity" training session for Rosen College faculty and staff on Sept. 15, 2006. Library staff also participated in the first Rosen College Diversity Week luncheon and the University Libraries' poster contest during fall 2006.
- The Department Head participated in the first national conference ever to focus on diversity issues that affect our nation's libraries. The Joint Conference of Librarians of Color (JCLC), held in Houston, TX, Oct. 11-15, 2006, brought together the five ethnic caucuses affiliated with the American Library Association: the American Indian Library Association, the Asian/Pacific Librarians Association, the Chinese Librarians Association, the Black Caucus, and REFORMA (the National Association to Promote Library and Information Services to Latinos and the Spanish Speaking).
- Diversity in hiring has always been a goal. Although the full-time staff has been mostly stable, student assistants this year hailed from different parts of the globe, i.e., Aruba, Puerto Rico, Norway, and the Republic of Moldavia.

Be America's leading partnership university

- UOF Library followed-up on a new partnership begun last spring with Disney corporate librarians for the exploration and pursuit of mutually beneficial projects and professional activities for collaboration.
- Continued partnership efforts with the library at the University of Aruba.

Performance Enhancement Recommendations

- This year the unit was plagued with ongoing technical issues with the Debitek card reader, the pay-for-print station, as well as the public and staff PCs and laptops. In addition to causing disruption in routine, these issues consumed unwarranted demands on staff time and actually brought service to a halt on more than one occasion. If the UOF Library staff is to continue to meet the hospitality management community's expectations for an extraordinarily high level of customer service, a thorough evaluation and assessment of hardware, software, and networking infrastructure seems advisable at this juncture in order to determine the source of these problems.

- As mentioned in the past, current bi-weekly courier service is inadequate to allow for the *timely* delivery of library materials to Rosen College patrons. Daily delivery among UCF's main, regional, and branch libraries would come closer to meeting the needs of this constituency.

UCF

Universal Orlando Foundation Library
Table 1
Public Service Statistics

	2006/07	2005/06	2004/05	2003/04*
USE OF THE FACILITY:				
Patron Count	98,446	80,889	61,941	19,438
WEBSITE:				
Hits on UOFL Web pages	175,485	137,673	97,048	10,091
INSTRUCTION:				
Classes Taught	26	19	23	4
Students Taught	792	558	662	43
MATERIALS CIRCULATED:				
General Collection	n/a	1,884	1,328	354
Audio/Visual	n/a	228	116	51
Browsing	n/a	155	126	n/a
Reserve	n/a	365	1,007	76
Laptops	n/a	4,622	1,634	10
Audio Sets	n/a	190	83	10
Renewals	n/a	140	25	n/a
Total Reserve Circulation	**5,266**	**n/a**	**n/a**	**n/a**
Total General Circulation	**3,693**	**n/a**	**n/a**	**n/a**
Total Materials Circulated	**8,959**	**7,584**	**4,319**	**481**
REFERENCE:				
Total Questions	**3,819**	**3,233**	**3,618**	**1,090**
Directional Questions	2,744	2,030	2,379	691
Library Reference, In Person	954	1,094	1,092	309
Library Reference, Via Phone	54	73	91	69
Library Reference, Via E-Mail	56	26	47	21
Research Consultations (PERCs)	11	10	9	n/a

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

Public Service Statistics

The UOF Library expanded its role as a vibrant place for research and student activity, as indicated by statistics such as an 18% increase (as compared to last fiscal year's figures) in the total number of questions asked, an 18% increase in total circulation of library materials, a 22% increase in patron count, a 27% increase in hits on the Website, and a 37% increase in the number of library instruction sessions taught. Mirroring trends at many academic libraries around the nation, the only statistical categories that declined were reference questions asked in person (down 13%) and reference questions asked via telephone (down 26%); on the other hand, the number of reference questions asked via e-mail increased by 115%.

STATISTICS

Library professionals and students from across the state gather to listen to speakers and network at the annual MLIS Day, hosted by the UOF library in May 2007

Collection Development Statistics

As in previous years, improving the collection remained a high priority. In this final year of "start up" materials funding, the size of the collection was increased by more than 19% over the past fiscal year. In addition to materials relating to core hospitality programs (e.g., lodging, restaurants, tourism, and theme parks), notable areas of development included event management materials (in support of the new Bachelor of Science degree program in that area), materials on research and the scholarly writing process (in support of graduate students in general and the hospitality education Ph.D. program in particular), and retrospective materials in all areas of hospitality management (in an effort to acquire additional key works published prior to the opening of the UOF Library).

Universal Orlando Foundation Library
Table 2
Four-Year Comparison: Collection Growth

	2006/07	2005/06	2004/05	2003/04
Total Collection	**7,611**	**6,393**	**5,526**	**3,297**
Rosen General	6,480	5,359	4,640	2,880
Rosen Reference	620	526	472	302
Rosen Browsing	278	325	264	n/a
Rosen Media	233	183	150	115
Rosen Periodicals	**153**	**146**	**135**	**117**

Universal Orlando Foundation Library
Table 3
Four-Year Summary: Gifts Added to the Library's Collection

	2006/07	2005/06	2004/05	2003/04*
Monographic Titles Added to the Collection	107	110	829	40
Number of Different Donors (not including anonymous donors)	13	14	105	7

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

The UOF Library continues to receive gifts on a regular basis from students, staff, faculty, and community members. More than 100 gifts were added to the collection this fiscal year, including many works relating to the food industry, general business management, general hospitality management, and travel and tourism. In addition, the Library continued to offer duplicate gift books to the hospitality management program at the University of Aruba, with which the Rosen College has established a successful partnership.

Deborah Ebster
Head, Universal Orlando Foundation Library at Rosen

Highlights of the Year in Retrospect

ALEPH version 15.5 (the integrated library management system went into production at the University of Central Florida Libraries on July 10, 2006. A committee of trainers and testers (Onward 18) was formed in February 2007 to coordinate the upgrade to version 18, scheduled for fall 2007.

Libraries Materials Expenditures	
$2,451,963	firm and approval items (regionals, specials and electronic monographs)
3,343,939	subscriptions (standing orders, periodicals, databases)
221,890	preservation (binding and microforms)
$6,107,792	**Total Materials Expenditure**

Government Documents Retrospective Project was planned and implemented. 25,000 items in the Government Documents collection have been linked to bibliographic records previously in the catalog, or added as part of this project.

Early English Books Online (EEBO)
The Libraries purchased and cataloged *Early English Books Online* (EEBO)**.**
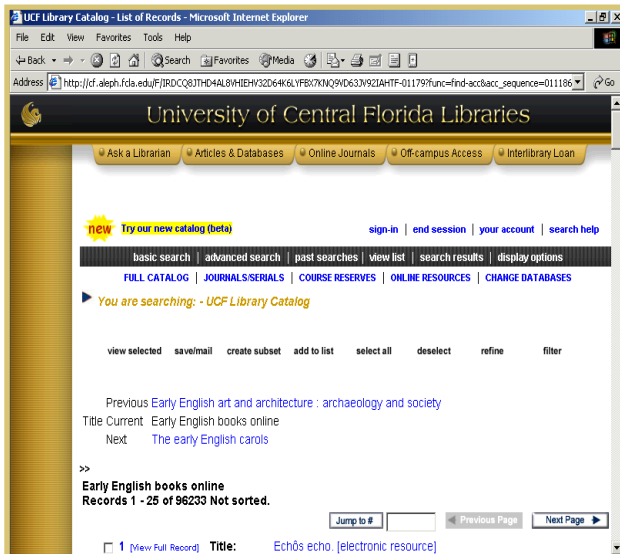
Screen Shot of the EEBO link in the Libraries catalog

 ". . . (EEBO) contains digital facsimile page images of virtually every work printed in England, Ireland, Scotland, Wales and British North America and works in English printed elsewhere from 1473-1700 - from the first book printed in English by William Caxton, through the age of Spenser and Shakespeare and the tumult of the English Civil War. "

Quoted from the EEBO Web site
http://eebo.chadwyck.com/home)

EEBO's cost was $120,228 which included the purchase of bibliographic records. With the expertise of Kim Montgomery, Electronic Resources Cataloger, and software with staff support from the Florida Center for Library Automation, over 96,000 catalog records for the materials in EEBO were added to the UCF catalog.

Water Damage
Burst pipes on October 22, 2006 caused considerable **water damage** to items in the cataloging area and books on the 5th, 4th and 3rd floors. Close to 1,000 books and over 650 periodical volumes were lost. Majority of the titles were in nursing and psychology on the 4th floor. A concerted, cooperative effort by Circulation, Systems and Collection Management staff identified, inventoried and removed the wet books before further damage could be caused by mold.

Electronic Books

To provide program and research library resources to an ever increasing and distributed University population, the Library has started to purchase selected, appropriate **electronic books**. The first three areas are Reference (Xrefplus) with a collection of over 240 reference books; Nursing (R-2Library) with a starting collection of 20 nursing books, and Psychology (Psychology) with a collection of over 1000 books from the American Psychological Association and other publishers.

Susan King Collection

The **Susan King Library Collection** was a major addition to Special Collections. Coordinated by Jack Webb, this collection has been cataloged.

Title: [Tikal Codex] / B. Schnabel, J. Borg
[8] folding triangles: all ill. ; 16 x 16 x 16 cm.

Pieced hand-dyed silk broad cloth over acid-free board, with silk onlays and glass beaded silk insertion stitches pattered after a pre-Columbian codex found in Guatemala. May be stored as a triangle and unfolded to either lie flat or form various 3-dimensional configurations.

From the Susan King Library

Departmental Goals: 2006-2007

Continued improvement of workflows between department and units of Technical Services. *Ongoing*

Continue improving communication and services to all other departments of the Library. *Ongoing*

Departmental Goals: 2007-2008

- Smooth upgrade to version 18 of the ALEPH LMS.
- Investigate v.18 enhancements, especially the ALEPH interaction with the ABLE binding software.
- Improve spine label printing.
- Prepare for the inflation impact on the 2008/09 materials allocation.

Jeannette Ward
Associate Director, Collections & Technical Services

UCF

The merger of two departments, Acquisitions and Collection Development, was finalized during the early part of 2006-07 with the filling of three positions in the newly formed Acquisitions & Collection Services department. The Head of Acquisitions and Collection Services, the Acquisitions Librarian, and the Office Assistant all began work during the first half of this reporting period.

Under the direction of the Associate Director for Technical Services, the department moved ahead with implementation of ALEPH 15.5 during most of the year. During the later stages of 2006-07, planning began for the migration to ALEPH 18.

Workflow analyses were completed for the functional areas of monographs, serials, binding, gifts, and electronic resources.

Changing trends in academic libraries combined with reductions in total acquisitions resulted in the need to reorganize staffing and workflow within the department, resulting in better efficiency and an overall savings in physical space. Two full-time positions were vacated and the decision was made not to fill the positions during 2007-2008. Plans are in place to return room 303B, currently housing the binding operations, to Administrative Services. The space will benefit the library by providing much needed space.

Gifts & Exchange ceased to be a separate unit and the full-time position was transferred to Acquisitions. As 2006-07 came to a close, staff members were in the final stages of planning for the move of binding operations to the first floor.

A project to identify potential materials for remote storage was completed. A list of bound print volumes for which the library has stable perpetual online access was developed. Staff then went to the shelves and counted the number of volumes while also measuring the linear feet of shelf space. Over 7,000 linear feet was identified with a total count of more than 46,000 items.

Departmental staff began a project to barcode bound periodicals. The project does not have an estimated completion date as time set aside for the project is dependent on routine workflow within the department.

Program Reviews:
- Health Information Management (program review and site visit), completed by Meredith Semones
- College of Nursing (site visit), Meredith Semones
- Athletic Training (site visit), Meredith Semones

Library Resources Expenditures
Five Year Summary

2006/2007	$5,914,637
2005/2006	$5,582,758
2004/2005	$5,226,595
2003/2004	$5,030,670
2002/2003	$5,501,054

Special Funding, 2006/07

Anthropology	$9,334
Conservation Biology	$19,500
Film	$18,000
Marriage & Family Counseling	$9,600
Sociology	$25,000
Statistics	$2,286
Total	**$83,720**

Selected use in electronic access

	2006/2007	2005/2006
Searches	4,566,368	3,693,737
Sessions	2,517,100	1,081,638
Full Text	3,548,676	2,539,466

Detailed listing in Statistics section at the end of report.

New Program Proposals:
- Completed by Michael Arthur:
  - Doctor of Nursing Practice, College of Nursing
  - Master of Science in Bioinformatics, College of Engineering and Computer Science
  - Master of Arts in Music, Arts & Humanities
  - Bachelor of Science in Biotechnology, Department of Molecular Biology & Microbiology
  - Bachelor of Science in Construction Management, Civil & Environmental Engineering Department
  - Bachelor of Science in Construction Engineering, Civil & Environmental Engineering Department
- Completed by Deb Ebster:
  - Bachelor of Science in Golf and Club Management, Rosen College of Hospitality Management
- Completed by Cheryl Mahan:
  - Bachelor of Arts in Latin American, Caribbean, and Latino Studies, LACLS Program

Training arranged for librarians and staff by Acquisitions & Collection Services:

- Gobi training for CD Librarians
- Blackwell & ebrary Seminar
- EBSCOhost Training
- WorldCat Collection Analysis Webinar
- Verde Webinar
- Films for the Humanities FMG On Demand, Webinar
- WorldCat Collection Analysis
- GOBI training for CD Librarians & Acquisitions
- WorldCat, Webinar featuring Paul Metz of Virginia Tech University
- Alibris for Libraries

Key purchases during 2006-2007

- Early English Books Online 1475-1700
- Historical New York Times
- JSTOR Business II Collection
- ProQuest's Digital Dissertations Full Text
- NetLibrary VI - SOLINET Shared Collection (e-books)
- PsycBooks (e-books)
- R2 from Rittenhouse (e-books)
- Springer Archive of Business and Economics
- Springer Archive of Earth and Environmental Sciences
- AccuNet/Ap Multimedia Archive
- Theatre in Video
- Hospitality and Tourism Full Text
- IbisWorld
- Mintel
- Resources for College Libraries
- Testing & Education Reference Center

Staffing

Michael A. Arthur, Head of Acquisitions & Collection Services, and Traci Milbuta, Office Assistant, were hired. Ying Zhang, Acquisitions Librarian transferred to the department from Reference Services.

Susan MacDuffee transferred from Acquisitions to Serials, Nelsy Livingston transferred from Gifts & Exchanges to Acquisitions, and Jamie LaMoreaux began reporting directly to the Electronic Resources Librarian.

Aurora Hudson and Inga Green resigned.

Departmental Goals: 2006-2007

Examine organization of department with the addition of an Electronic Resources Coordinator and an Acquisitions Librarian. *Michael A. Arthur began as Head of Acquisitions and Collection Services. The decision was made to fill the Acquisitions Librarian position. The Acquisitions Librarian and the Electronic Resources Coordinator report to the department head. Functional areas reporting to the new department head include acquisitions, serials, electronic resources, binding, and gifts. The department head works directly with those librarians who have collection development responsibilities and provides input for their individual evaluations. Collection development operations were organized under the librarian-faculty liaison model.*

Review and update if necessary, job descriptions. *Position descriptions were updated for staff members within acquisitions and electronic resources. New position descriptions for Acquisitions Librarian and Office Assistant were developed by the department head.*

Participate in the development and enhancement of financial information from ALEPH.
and

Explore efficiencies that may be possible with the ALEPH system such as EDI payments, claiming and check in patterns. *Under the direction of the Associate Director for Technical Services, staff within the department began to incorporate prediction patterns within ALEPH to aid with check-in and claiming of print periodicals. A project to include payment information from EBSCO Subscription Services in ALEPH order records was also completed and this will allow for EDI transfer of payment information. The Systems Department played a key role in developing a report that extracts payment information from ALEPH and formats it into a functional financial accounting report. This report permits more effective fiscal control internally, and expedites the process of balancing expenditures to University Accounting.*

Begin workflow analysis in specific units.
Workflow analyses were completed for the functional areas of monographs, serials, binding, gifts and electronic resources. Findings from these analyses have already resulted in changes within the department. Changes in workflow, staff relocations, physical relocation of operations and other changes designed to increase efficiency and effectiveness have been implemented or are planned for 2007-08. A report will be presented to the Associate Director for Technical Services along with a detailed succession plan. The report will outline the changes underway and recommend future directions. The succession plan will summarize major duties within the department and discuss training plans. The department head will present findings and discuss the merits of workflow analyses at the upcoming Charleston Conference: Issues in Book and Serial Acquisition, November 2007.

Departmental Goals: 2007-2008

- Effectively implement ALEPH 18 and take advantage of its capabilities such as EDI for payment transfer, and patron notification.
- Explore new roles for binding staff as traditional binding continues to decline.
- Complete preservation reviews of selected areas within the general collection to include: music scores, pre-1900 imprints, and damaged/brittle materials.
- Improve general staff knowledge particularly in pre-order searching and serials control.
- Complete bound periodical barcode project.
- Complete final steps of the workflow analysis project including the report and succession plans.

- Effectively adjust to anticipated funding reductions during 2007-2008, and plan for the impact of future reductions combined with annual inflation. Work closely with librarians and interested faculty to develop prioritized lists of continuing obligations in anticipation of necessary cuts to currently held titles.
- Create a system that will track electronic resource renewal notification dates, and fiscal control information.
- Create a system that will accept all COUNTER compliant database and journal usage reports and produce overall usage reports.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

- UCF Libraries continued to increase Internet resource access to provide course support to our students in different geographical areas. UCF Libraries added major new collections that support undergraduate education including: Early English Books Online and various e-book packages.
- The library completed program proposals for a number of undergraduate degrees, and expended funds set aside for specific degree programs in support of undergraduate programs.

Achieve international prominence in key programs of graduate study and research

Through consortium participation, UCF Libraries has been able to provide Internet access to a variety of scholarly, research publications to fit the needs of the university's research programs. The library added *ProQuest Dissertations and Theses* online. Librarian liaisons worked closely with faculty to evaluate and improve library collections in support of graduate study and research. Specific requests such as a site license to *Current Protocols in Microbiology* were a direct result of the interaction between the library and academic departments. The library participated in new program proposals for graduate level programs both at the master's and doctoral levels. Terrie Sypolt, Reference Librarian, reached the culmination of a multi-year plan to reach NCATE Tier 1 Status in selected areas of education. While Tier 1 has not been secured by the end of this reporting period, there is still a possibility of reaching designation in 2007-2008.

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. John Venecek, Reference Librarian, worked closely with Michael Arthur to develop a list of titles that would help internationalize the collection. The list of titles with an international focus was compared to the UCF Libraries' catalog to develop a final list for future purchase. The original list was developed by searching keywords, prominent authors, and subjects, with an international focus, in *Books in Print*. Progress toward purchasing the titles in priority order will be dependent on available funding.

Become more inclusive and diverse

Acquisitions and Collection Services staff members were encouraged to participate in diversity programs. The Office Assistant served as a member of the UCF Libraries' Diversity Committee.

Be America's leading partnership university

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

Traci Milbuta, Acquisitions & Collection Services, coordinates the very popular biannual book sale held by the Libraries.

digitalization projects).

Performance Enhancement Recommendations

Findings from the workflow analysis project have provided the opportunity to redirect staffing to areas of need. The continuous migration from print holdings to online access requires that staff receive not only training for new specific job duties, but that they also educate themselves on the trends in academic libraries so they are better prepared for inevitable and dramatic changes. Managers and supervisors in the department will focus on improving the knowledge and skill level of staff within the department with an eye toward cross training. This will allow the department to be more flexible during periods of staff changes and will help in the transition from print to electronic.

Katie Kirwan (standing) and Linda Seward were part of the project to barcode bound periodicals.

S T A T I S T I C S

Acquisitions Services
Table 1
Current Five Years

	2006/07	2005/06	2004/05	2003/04	2002/03
Items Received					
Approvals	25,362	23,441	23,222	25,060	29,934
Firm Orders	10,163	10,899	5,519	5,654	11,676
Gifts	3,193	742	3,501	2,090	3,183
Standing Orders	2,069	1,431	2,657	2,892	5,074
TOTAL	**40,787**		34,899	35,696	49,867
Bound Periodicals	**3,615**	**4,890**	**3,827**	**6,064**	**6,669**
Microforms					
Film	457	562	564	575	616
Fiche	30,707	30,119	35,030	47,403	44,372
TOTAL	**31,164**		35,594	47,978	44,988
Periodicals/Serials					
Main (Print)	4,523	4,523	4,487	4,429	4,659
CMC (Print)	15	15	15	15	15
Rosen (Print)	92	92	90	97	
Brevard (Print)	146	158	163	187	190
Daytona (Print)	114	106	109	125	131
Newspapers	34	34	34	31	32
E-Databases	377	371	362	324	316
E-Journals	7,929	7,424	7,315	5,640	4,160
Print+Online	(698)	(738)	(1120)	(1284)	(1478)
E-Only	(7231)	(6686)	(6195)	(4366)	(2682)
Total Active Subscriptions	**13230**	**12723**	**12,575**	**10,848**	**9,503**
Ceased/Closed Periodicals	4789	4778	4,760	4,708	4,685
Total Periodical Titles	**18,019**	**17,501**	**17,335**	**15,556**	**14,188**

Acquisitions and Collection Services
Chart 1
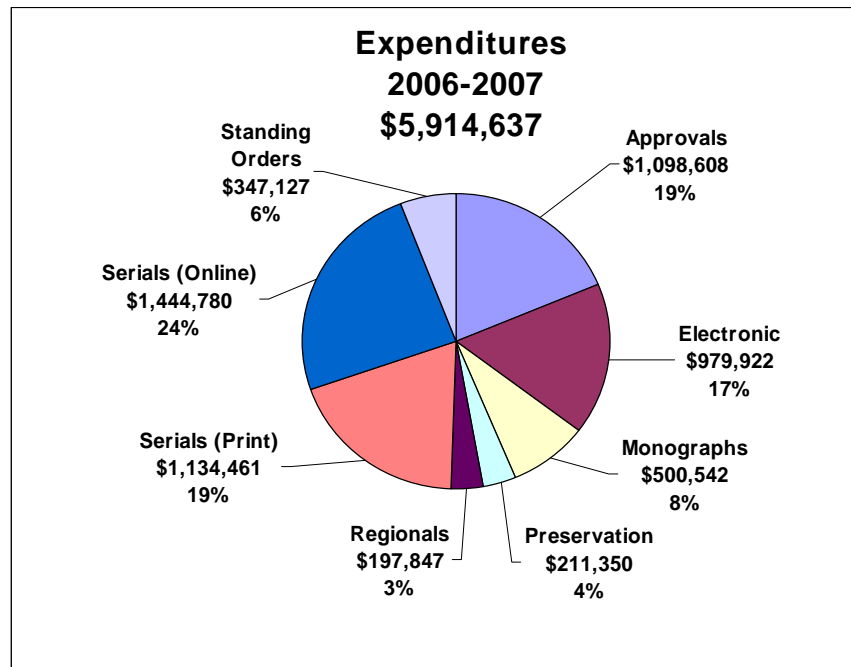
Expenditures
2006-2007
$5,914,637

Standing Orders $347,127 6%

Serials (Online) $1,444,780 24%

Serials (Print) $1,134,461 19%

Regionals $197,847 3%

Preservation $211,350 4%

Monographs $500,542 8%

Electronic $979,922 17%

Approvals $1,098,608 19%

Acquisitions and Collection Services
Table 2
Percentage Comparison Current Five Years

	2006/2007	2005/06	2004/05	2003/04	2002/03
TOTAL Expenditures	**$5,914,638**	**$5,582,758**	**$5,226,595**	**$5,030,670**	**$5,501,054**
Approval	19%	19%	21%	21%	21%
Branches	3%	6%	2%	4%	7%
Electronic	17%	15%	15%	17%	13%
Monographs	8%	10%	5%	7%	11%
Preservation	4%	4%	4%	5%	5%
Serials	43%	39%	46%	39%	36%
Standing Orders	6%	7%	7%	7%	7%

Acquisitions Services
Table 3
Branches and Regional Campuses, 2006/07 Expenditures

	Approval	Monograph	Periodicals	Standing Orders	Databases*	Binding Microfilm	Total
Rosen	$7,063	$30,612	$25,045	$355	$1,425	0	$64,500
CMC		25,887	414	365		0	26,666
Eastern		67,627	13,651	3,710	55,110	0	140,098
Southern		37,248	19,915	17,333	62,071	2,289	143,377
Western		31,553	0	0	40,207	0	71,760
TOTAL	**$7,063**	**$192,927**	**59,025**	**6,163**	**158,813**	**2,289**	**$446,401**

*Prorated cost based on FTE

Acquisitions & Collection Services (cont'd)

Acquisitions Services
Table 4
Five-Year Expenditure History

	2006/07	2005/06	2004/05	2003/04	2002/03
MONOGRAPHS	**$1,606,075**	**$1,623,263**	**$1,362,187**	**$1,408,440**	**$1,789,253**
Approvals	1,098,608	1,062,690	1,080,294	1,060,994	1,176,201
Firm Orders	500,542	549,926	262,150	320,040	594,232
Replacements	6,925	10,647	19,743	27,406	15,820
SERIALS TOTAL:	**$2,926,368**	**$2,548,093**	**$2,798,561**	**$2,274,268**	**$2,379,641**
Standing Orders	347,127	364,036	360,980	370,816	374,863
Periodicals	1,120,031	642,189	1,281,708	1,686,967	1,868,640
Periodicals Online	1,444,780	1,398,643	1,126,125	179,500	99,640
Newspapers	14,430	14,540	11,177	13,681	14,775
Reference		128,685	18,571	23,304	21,723
ELECTRONIC	**$979,922**	**$868,817**	**$776,668**	**$877,610**	**$721,280**
Periodical Databases	118,781	117,686	90,514	347,794	173,695
Databases	738,161	565,578	460,949	430,447	453,052
Back Vol. & Monographs	122,980	185,553	225,205	99,369	94,533
PRESERVATION	**$204,425**	**$206,140**	**$192,507**	**$250,980**	**$251,473**
MICROFORMS	**72,648**	**66,998**	**63,589**	**61,975**	**73,141**
Microforms/Main	71,563	65,984	62,635	61,085	72,323
Microforms/Brevard	1,085	1,014	954	890	818
BINDING	**131,777**	**139,142**	**128,918**	**189,005**	**178,332**
Main	131,080	137,866	126,338	187,493	173,775
Brevard	697	1,276	2,580	1,512	4,557
AREA LIBRARIES					
Eastern	**$84,988**	**$121,535**	**$28,578**	**$64,088**	**$122,258**
Approvals	-	-	-	35,097	87,870
Firm Orders	67,627	101,398	13	1,003	4,280
Periodicals	13,651	16,517	25,174	22,932	25,222
Standing Orders	3,710	3,621	3,391	5,056	4,887
Southern	**$81,306**	**$160,671**	**$57,584**	**$ 100,434**	**$195,916**
Approvals	-	-	22	13,590	77,732
Firm Orders	44,597	113,769	2,870	11,452	42,866
Periodicals	19,376	25,927	40,842	50,504	50,322
Standing Orders	17,333	20,974	13,850	24,888	24,996
Western	**$31,553**	**$54,238**	**$10,510**	**$41,675**	**$38,488**
TOTAL	**$5,914,637**	**$5,582,757**	**$5,226,595**	**$5,030,670**	**$5,501,056**
UCF prorated share of: FCLA Funding	$482,824	$535,061	$476,229	452,389	298,914
TOTAL	**$6,397,461**	**$6,117,818**	**$5,702,824**	**$5,483,059**	**$5,799,966**

Acquisitions Services
Table 5
Database Usage

Service Name	Searches	Sessions	Full Text Access
AAPT, AIP, APS, ASCE, ASME, AVS, ECS, LIA, SPIE	5,895	963	34,955
ABC-CLIO	319	294	--
Lexis Nexis Academic	68,640	--	79,928
ACS	13,581	17,818	33,730
African American Biographical Database	396	241	156
AHL	2,519	2,048	--
Alexander Street Press	1,802	5,088	17,363
American Medical Assoc.	399	--	2,050
American Society for Microbiology	322	--	5,474
Analytical WebBase	655	--	5,305
Annual Reviews	2,255	4,571	3,608
Artstor	5,186	534	8,086
Association of Computing Machinery	8,744	--	--
BePress	--	--	408
BioOne	1,071	2,624	2,962
BIOSIS	1,754	794	--
Blackwell Synergy	19,337	59,252	31,049
Blood Online	18	--	723
Bowker Books in Print	10,692	1,574	--
Bowker Ulrich's	5,079	2,894	--
Cambridge journals online	454,590	--	32,437
CCH-Legal Prof. Library	--	97	--
CCH-Tax Usage	--	1,669	--
Children's Literature Comprehensive Database	104	--	--
Choice Reviews	493	288	--
Chronicle of Higher Education	--	--	96,646
CIAO	618	507	1,559
Classical Music Library	2,635	1,955	4,492
CollegeSource	1,641	117,243	--
ComAbstracts	--	--	6,246
Congressional Serials Set	4,367	--	3,067
CQ	11,510	17,543	8,427
CSA	98,004	225,992	31,886
CSA RefWorks	--	3,685	--
CSA Sage	478,698	--	34,019
Dissertation Abstracts	64,972	70,361	--
DNB, Grove Art, and Music	3,799	1,952	7,666
Duke	129	--	732
EBSCOhost	1,597,871	656,029	789,422
ECO	--	--	2,907
Emerald	1,699	5,346	6,349
Engineering Village/Compendes	7,479	1,877	26,865
Evans, Orlando Sentinel, Serials Set	9,824	3,937	16,532
Extenza			642
FirstSearch	44,391	34,202	4,311
Gale	11,240	7,665	9,754
Gale	504,020	202,536	1,105,668
Gutenberg <e>	211	444	1,185
Haworth Press	--	--	1,023
Highwire	7,443	--	60,526
Historical Abstracts	1,400	1,496	--
Historical Statistics of the United States	472	907	1,091
Hoover's Online	--	44,499	275,965
IbisWorld	65,451	--	--

Service Name	Searches	Sessions	Full Text Access
IEEE	54,680	--	39,342
Ingenta	45,645	1,103	2,521
IOP	--	--	10,887
SI Web of Knowledge CrossSearch	4,819	939	--
Journal Citation Reports	4,020	1,989	--
JSTOR	101,891	--	154,573
Leadership Library	255	106	461
Leisure Tourism Abstracts	610	327	--
Liebert	74	1,308	146
MathSciNet and AMS Journals	19,896	12,156	--
Mergent	12,631	--	53,714
Metapress	--	--	8,411
MetaSearch	292,954	38,155	--
MINTeL	1,408	1,689	8,494
Nature	2,801	--	18,019
NEJM	601	--	4,534
NetLibrary	--	--	36,660
Ovid	18,506	5,244	--
Oxford Journals Online	1,193	1,774	11,415
PALMM	1,023	--	--
Portland Customer Service	--	--	1,163
Proc.Soc. for Experimental Bio. and Med.	-	--	79
Project MUSE	8,937	5,665	14,438
ProQuest	112,003	785,676	143,391
Reference USA	5,390	1,770	13,835
Science	2,126	2,599	11,949
Science Direct	63,484	76,153	103,927
SPIE	1,143	--	9,328
Springer Verlag	--	--	17,676
Statistical Universe	2,290	--	1,406
Stat-USA	--	--	6,652
Taylor and Francis	--	--	1,010
Theater in Video	--	58	--
Valueline	--	3,183	43,601
Web of Science/CrossSearch/WOS-WS	119,328	25,766	--
Wiley InterScience	8,524	24,352	26,477
Wilson	155,708	25,948	40,643
Women Writers Project	--	69	760
World Development Indicators		252	4,396
xrefer	2,703	1,894	3,554
Total	**4,566,368**	**2,517,100**	**3,548,676**

Michael A. Arthur
Head, Acquisitions & Collection Services

Highlights of the Year in Retrospect

Cataloging Services began the year with the STP (switch-to-production) to the ALEPH V.15.5 ILS after a six week freeze of the NOTIS online system. Department re-organization activities began to coincide with the implementation of new workflows. Major accomplishments this year included increased production levels and faster throughput of materials coupled with an exceptionally low average error rate of 0.2%. As a result the number of new titles and volumes being added to the collection increased significantly. Many special projects were also developed to clear out backlogs that had built up in some areas, also adding to the higher year long totals.

Cataloging Activities

Cataloging Services continued to provide increased access for various collections and formats throughout the year even as staff and librarians worked through the process of learning functionality of the new ALEPH system. Approximately 150,000 electronic resource records were added for the *Early English Books Online*, as well as the *Evans Collections*. The government documents retrospective cataloging project was fully instituted this year with the addition of an OPS staff member as well as a mobile "cataloging cart" for working out in the stacks area. As part of this project, nearly 25,000 of the 350,000 items in the collection have been reviewed.

Several unique university publications were fully cataloged and made accessible this year including: *Pegasus*, *The Knight*, UCF graduate and undergraduate catalogs, twenty-five years worth of faculty and staff directories, as well as the complete run of the *Central Florida Future*. Cataloging of the book items from the Susan E. King acquisition housed in special collections was completed in June of 2007.

Previous projects to fully catalog 2003 UCF theses and dissertations and the 2006 electronic theses and dissertations were completed this year. Another special project began in the spring 2006 to catalog a large collection of feature films donated to the library by the School of Film and Digital Media. This group of approximately 1,000 titles, as well as an additional 300 newly purchased titles in spring 2007, were completed in June 2007.

Facility

Space was slightly re-configured in room 502 to accommodate increased amounts of materials being received from Acquisitions. This allowed for a more open and less cluttered workroom and enhanced staff productivity. An additional plan to re-locate some staff from room 321 to room 502 was cancelled due to flooding caused by burst pipes.

Organization

A new organization plan was developed for the department, and work units (monographic, special formats, electronic resources) were created. Three librarians were put in place to serve as a coordinators for each of those units. Existing workflows for CMC materials were trimmed by eliminating many non-cataloging activities that had been absorbed by support staff over the years. The librarians' assignments were also evaluated and cleaned up to allow for greater focus in their areas of specialization. Workflow practices continued to be evaluated throughout the year as needed.

Functional training and review for the new ALEPH system continued. Several post-STP training sessions were provided for staff and librarians they gained more familiarity through working with the new modules and system.

In December 2006, review and preparations began for the upgrade to version 18 of the ALEPH ILS slated for fall 2007. All training will be developed and provided at the local institutions so the Onward 18 group was convened by Project Coordinator Jeannette Ward, and all cataloger librarians were enlisted to serve as testers and trainers for the new version.

Staffing Changes

- Peter Spyers-Duran officially changed assignments to join Cataloging Servicest full-time as the serials cataloger. Jack Webb also accepted a full-time assignment as the Monographic Unit Coordinator and principal Special Collections cataloger and department liaison.
- Yvonne Rivera was selected as the successful candidate for a newly reinstated Sr. LTA position. She is responsible for copy cataloging materials, as well as overseeing regional materials shipments and the delivery of new materials to Circulation Services.
- Ashley Romans was hired as OPS for the government documents retrospective cataloging project.
- Todd Shipman, a USF MLIS graduate student, worked with Doug Dunlop in the metadata unit.
- Visiting Librarian David Griesemer transferred from a branch assignment and worked with the department for six months assisting with Cental Florida Memory.

Partnerships

Cataloging Services staff continues to participate on various levels in a variety of consortia activities and committees including: review of the statewide implemen-tation of Endeca, CFLC, TSPC, CAGER and DDAC. Cataloging activities are contributed to FHP and CFM.

Cataloging Services (cont'd)

Departmental Goals: 2006-2007

Organization & Leadership

- Continue to develop a Department structure to encourage communication, initiative, planning for growth, and accountability. *Reorganized the department and streamlined workflows, instituted the "FIFO" (first in, first out) method, as well as "Friday Cleanup" in order to not have materials sitting on shelves and in individuals' workspaces for unnecessary lengths of time. Divided the department into units and developed coordinator roles to manage those units. Instituted the use of small "work groups" to address workflow questions, concerns or problems with other departments within the library.*

Service Orientation

- Provide cataloging services to all UCF campuses and departments in a cooperative, efficient, and fair manner. *Distributed the regional campus materials to all staff instead of only having one person assigned to catalog these materials. Also began distributing special collections and archives materials among librarians according to format.*

Outreach

- Establish partnerships on campus with other local, regional, state, and national institutions and with vendors.
  - *Continued to work cooperatively with state Technical Services Planning Committee (TSPC), Central Florida Library Cooperative (CFLC), Florida Heritage Project (FHP).*
  - *Participated in Library Faculty Day training.*

Human Resources

- Provide enrichment and evaluative opportunities for department staff. *Presented training and opportunities for travel and attendance at both local university and library sponsored events. Provided continued training for staff on ALEPH V.15.5 functionality and began developing training for upgrade to V.18 ALEPH.*

Information Resources

- Maximize access to a broad range of diverse materials in appropriate formats. *Provided access to a wide range of materials including: government documents, electronic resources, media, and special collections and archives.*

Technology

- Incorporate appropriate emerging technologies into the workflow to provide efficient, effective services to Cataloging clients. *Fully explored and incorporated ALEPH 15.5 functionalities to increase efficiency and improve service levels. Implemented the University of Florida-developed label program to work with the new ALEPH system thereby eliminating the previous time-consuming, costly, and wasteful method of label printing out of OCLC Connexion. Also learned and implemented FCLA developed GenLoad program to facilitate the local batch loading of records into the catalog.*

Physical Facilities

- Provide a healthy, ergonomically correct, spacious workspace that is conducive to a smooth, efficient workflow and comfort of the employees. *Made rearrangements to provide for more book cart space and instituted a program to help clean out backlogged items from individual workspaces and offices.*

Rey Parulan (left), Jeanne Piascik, and Jorge Santiago display some unusal materials ready to be cataloged.

Departmental Goals: 2007-2008

- Continue to refine and streamline workflows and operations of the department.
- Train and involve all librarians in some aspect of metadata creation for digital objects, and work to set standards for bibliographic control of these objects.
- Look for and develop methods to aid in communication and information dissemination.

- Review work assignments of librarians and staff and plan for shifts in emphasis of collection development, changes in formats of materials being collected or budget cutbacks.
- Provide necessary functional training for upgrade to ALEPH V. 18.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
Increased production levels, developed faster turnaround times with higher accuracy rates thereby providing better access to materials. Services for regional campuses were improved by distributing materials to all staff for cataloging.

Achieve international prominence in key programs of graduate study and research
Provided increased access to electronic and digital resources; research, foreign language, media, special collections and archives materials, and US government documents. Participated in campus process to convert and provide access to electronic theses & dissertations. Provided access to documents and materials for International Education tier one status achievement.

Provide international focus to our curricula and research programs
Employed multi-lingual staff, 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, OPS and faculty employees. Cataloged diverse materials requiring additional skills.

Be America's leading partnership university
Worked in cooperation with the State University Libraries (SUL) and Florida Center for Library Automation (FCLA) on the implementation of the ALEPH system as well as the development and implementation of Endeca. Participated in TSPC, Cataloging & Access Guidelines for Electronic Resources (CAGER), Digital Development & Access Committee (DDAC) , SUL Authorities Sub Committee FHP, and CFM.

Performance Enhancement Recommendations

- Additional full-time librarian needed to serve as all multi-tasking cataloger to alleviate large workloads and assignments of current catalogers.
- Additional permanent USPS staff positions needed to establish full-time. Bibliographic Maintenance unit and to permanently staff government documents.

- Purchase large screen monitors for staff to ease eye strain due to new format of V. 18 ALEPH screen layouts and type.
- Continue reconfiguration of space in rooms 502 and 321.
- Continue training for cataloging and cross-training for Acquisitions staff.

Cataloging Services staff in the "Haunted Forest," October 31, 2006
(l to r): Eda Correa, Letty Abulencia, Rey Parulan, Peter Spyers-Duran, Jeanne Piascik, Alice Crist (who creates a magical environment for the Libraries staff each year), Anna Dvorecky, and Catherine Steffens. The department that "haunts" together stays together.

Cataloging Services (cont'd)

UCF

Cataloging Services
Table 1
Cataloged Materials: Titles 2006 - 2007

PRINT	Added	Deleted
Orlando	36,250	705
Curriculum Materials Center	1,718	89
BCC: Brevard	1,438	94
CFCC: Ocala	105	0
DBCC: Daytona	568	366
FSEC: Cocoa	147	3
LSCC: Leesburg, Clermont, Sumter	171	0
UOF Library at Rosen	1,045	72
SCC: Sanford/Lake Mary	339	0
VCC: Metrowest, Osceola	235	0
Outsourced		
TechPro	38	0
Print Total	**42,054**	**1,329**

ELECTRONIC		
Database	12	8
Government Documents	92	9
Journals	1,944	4
Monographs	137,020	57
Electronic Total	**139,068**	**78**

MICROFORM TITLES		
Orlando		
Microform	8	0
Microfiche	168	0
Microform Total	**176**	**0**

US GOV'T DOC TITLES		
Cataloged	4,296	1,166
Outsourced (MARCIVE)	11,843	0
Microfiche	2	1
US Gov't Doc Total	**16,141**	**1,167**

GRAND TOTAL	**197,439**	**2,574**

MEDIA	Added	Deleted
Orlando		
Computer Discs	0	237
CDs (Music/Audio)	113	0
CD Roms	127	28
DVDs	1,044	0
Phonorecords	0	108
Videorecordings	560	0
Other	3	7
Sub-total	*1,847*	*380*
Curriculum Materials Center		
Cassettes/Audio Tapes	6	0
CDs (Music/Audio)	34	0
CD Roms	39	145
DVDs	51	0
Flash Cards	43	0
Games	101	0
Media Kits	16	0
Models	5	0
Posters	17	0
Realia	13	0
Toys	9	0
Videorecordings	6	0
Other	8	4
Sub-total	*348*	*149*
UOF Library at Rosen		
CD Rom	1	0
DVDs	6	0
Videorecording	1	0
Sub-total	*8*	*0*
Regional Campuses		
CDs (Music/Audio)	6	0
CD Roms	24	0
DVDs	330	0
Media Kits	6	0
Videorecordings	72	0
Other	9	0
Sub-total	*447*	*0*
GRAND TOTAL	**2,650**	**529**

Cataloging Services
Table 2
Cataloged Materials: Volumes 2006 - 2007

PRINT	Added	Deleted		MEDIA	Added	Deleted
Orlando	41,089	1,086		**Orlando**		
Curriculum Materials Center	2,662	334		Cassettes/Audio Tapes	128	2
BCC: Brevard	2,105	112		Computer Discs	0	371
CFCC: Ocala	120	0		CDs (Music/Audio)	340	0
DBCC: Daytona	618	396		CD Roms	196	8
FSEC: Cocoa	272	113		DVDs	1,176	0
LSCC: Leesburg, Clermont, Sumter	177	0		Phonorecords	0	133
Rosen	1,115	72		Videorecordings	652	0
SCC: Sanford/Lake Mary	401	0		Other	2	4
VCC: Metrowest, Osceola	254	0		*Sub-total*	*2,494*	*518*
Outsourced				**Curriculum Materials Center**		
TechPro	39	0		Cassettes/Audio Tapes	6	0
Print Total	**48,852**	**2,113**		CD Music/Audio	41	0
				CD Roms	57	338
ELECTRONIC				Computer Game Cartridges	6	0
Database	0	0		DVD	53	0
Government Documents	300	3		Games	169	0
Journals	60	0		Media Kits	18	0
Monographs	136,405	6		Models	7	0
Electronic Total	**136,765**	**9**		Posters	72	0
				Realia	16	1
MICROFORM				Toys	9	0
Orlando				Videorecordings	8	3
Microform	48	0		Other	10	4
Microfiche	169	0		*Sub-total*	*472*	*346*
Microform Total	**217**	**0**		**UOF Library at Rosen**		
				CD Roms	2	0
U.S. GOV'T. DOC.				DVDs	6	0
Cataloged	7434	1,309		Videorecordings	3	0
Outsourced (MARCIVE)	11843	0		*Sub-total*	*11*	*0*
Microfiche	1	1				
U.S. Gov't. Doc. Total	**19,278**	**1,310**		**Regional Campuses**		
				CDs (Music/Audio)	7	0
GRAND TOTAL	**205,112**	**3,432**		CD Roms	28	0
				DVDs	446	0
				Media Kits	26	0
				Videorecordings	96	0
				Other	12	0
				Sub-total	*615*	*0*
				GRAND TOTAL	**3,592**	**864**

Cataloging Services
Table 3
Five Year Comparison
Titles Cataloged – All Locations

	2006/07	2005/06	2004/05	2003/04	2002/03
Print	197,439	47,528	44,327	64,848	57,043
Non-Print	2,650	1,324	695	768	1,472
Total	**200,089**	**48,852**	**45,022**	**65,616**	**58,515**

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

	2006/07	2005/06	2004/05	2003/04	2002/03
Print	205,112	55,386	44,327	73,497	77,807
Non-Print	3,592	2,551	695	1,612	2,724
Total	**208,704**	**57,937**	**45,022**	**75,109**	**80,531**

Cataloging Services
Table 5
2006/07 Highlights

Bib Maintenance	
Barcodes (damaged, missing)	84
Holdings	30,948
Labels (corrections, damaged, missing)	2,720
Location change	1,037
MARC fields	18,831
Rebinds	1,019
Replacements	251
Review of Bib maintenance request	1,246
Transfers	237
ULS (Create/Update)	17
Unlinked	46
Other	909
Total	**57,345**

Cataloging	
Browsing books	309
Derive new record	398
MARC fields	28,856
OCLC error reports	48
Original cataloging	159
Priorities	351
Provisionals	103
Other	3,097
Total	**33,321**

Former Libraries Employees (left to right:): Phyllis Hudson (Reference), who completed phased retirement in May 2002, with Margie Roberts and Myrtle White, who both retired in the late 1980s from Cataloging..

Lyn Case
Head, Cataloging Services

In 2006-2007, Circulation Services, Information Literacy and Outreach, Interlibrary Loan/Document Delivery Services and Reference Services comprise the UCF Libraries Public Services.

Highlights of the Year in Retrospect

Information Literacy & Outreach

In summer 2006, a new Public Services department, Information Literacy and Outreach (ILO), began work on the challenge of supporting the Information Fluency initiative at UCF. Information Fluency is the confluence of information literacy, critical thinking, and technology competency. The campuswide initiative came out of the 2006 process of reaffirmation of UCF's accreditation by the Southern Association of Colleges and Schools (SACS). SACS mandates that each institution undergoing reaffirmation develop a Quality Enhancement Plan (QEP) that will be evaluated by SACS after five years. Information literacy is the component of Information Fluency central to the library's mission of supporting teaching and learning at UCF.

The new department is led by interim head Elizabeth Killingsworth. Erica Baker, Jason Martin, Renee Montgomery, and Rachel Viggiano moved to the new department from Reference Services. A successful search found Corinne Bishop to fill a new librarian position designed to work closely with Course Development and Web Services on the development of WebCT modules. The modules can be used by teaching faculty to deliver (and reinforce) information literacy instruction. Production of the modules is well underway, with an expected release date for use in Web-delivered courses in 2008. At the end of 2006-2007, the search for a permanent ILO department head is moving forward.

Infusion

The opening of *Infusion* in August 2006 created a new excitement about the library as a learning space. The seating configuration and computers, browsing collection, enhanced wireless access, copy services, classrooms and plasma screen TV, along with food and beverage service from Java City proved to be a magnet for students, faculty, staff, and visitors. Although many come simply to snack or to drink coffee, many others come to study, to work in groups, to read, and to use the library's electronic resources for research.

Student reaction has been particularly gratifying. Some student comments collected in October 2006:

■ "I can really concentrate here. It's not loud, but there is a consistent level of noise from the counter and all the people in here and it helps me stay focused. The wireless connection? It's always good in here, I can always get things done." Undergrad, Engineering

■ "This is our whole case group. We like it when we can get a booth – that's s the best – and we try to have all of our meetings here. We use our laptops and we can get ready for class." "The connection is good. . . I used the chat service (Ask A Librarian) from here last week." . . . "This is a great idea. We would probably be somewhere in the library anyway, but it is really nice to be here." . . . "I like the colors. I like this booth a lot." A group of Undergrads, Business

■ "When do you think is the best time to come in and get a whole table? It's hard to get a seat." Undergrad, English

■ "This is the best place on campus to do work. I tell people to always look for me here, if they can't find me anywhere else." Undergrad, English

■ "Having computers here is really good for me. My mom asked me if I was sitting around drinking coffee all day and I told her yes, but it's not what she thinks. I'm doing homework and projects. Yes, I use library stuff – I just got an article in EBSCO." Undergrad, Business

New Design for Library 2nd Floor

The overwhelmingly positive response to *Infusion* and the ongoing efforts to plan improvement or change for facilities and service points to provide better service led to an effort to plan a new design for the library's 2nd (main) floor. A small committee, led by Meg Scharf, was appointed: Frank Allen, Carole Hinshaw, Selma Jaskowski, and Marcus Kilman. Design firm KZF's Ann Quist, who created the design for *Infusion*, was retained to design the rest of the floor in a way that complemented and continued the ambiance and atmosphere of *Infusion*. The group began to meet during fall semester 2006 and held several forums for librarians and staff to express ideas about transforming the floor into an attractive, comfortable learning space, blending print resources, technology, group and individual seating configurations, and delivery of reference and information services. Currently, 154 seats are available to students on the main floor outside of *Infusion*. A new design would add more seating and computers in an attractive, dynamic layout. The committee's notes were posted on an Intranet forum. Some examples of concerns expressed included the need for librarian consultation areas, questions about the possible location of and service to Government Documents and the Reference collection, whether more computers were needed in the area, and if the classrooms could be considered part of the project. Some of the challenges to implementing a plan for renovation in the library building (built in

1968 and renovated and enlarged in 1984) include adding capacity for more electrical outlets, adding to the technology infrastructure, adding capacity to the HVAC system, and the possible requirement to add a sprinkler system. Meeting some or all of these challenges would increase the cost of the project's implementation. KZF has produced a preliminary design for the space, and the committee is waiting for a cost estimate for the project to be compiled by KZF, with the help of UCF's A&I (Alterations and Improvements) unit.

Student Advisory Board

2006-2007 marked the second year of the Libraries Student Advisory Board. At the Fall and Spring meetings, lively discussions were held on the facilities and services of the library. Much of what was discussed serves to confirm what is already known about UCF students. However, there are a few surprises: Student Board members were far more engaged and interested in the implementation of ALEPH, in policies of collection development, and cataloging than librarians would have guessed. The Board responded to the opening of *Infusion* and to efforts to remodel the main floor with great enthusiasm.

InSTALLments

InSTALLments has been greeted by loyal readership and great enthusiasm! *InSTALLments* is a colorful monthly newsletter posted on the backs of stall doors in the restrooms of the main library building. The inaugural issue appeared in August 2006. The name InSTALLments was proposed by **Pat Tiberii** of Interlibrary Loan/Document Delivery Services. Each Public Services department takes turns contributing content for the monthly issue, which is published mid-month. **Renee Montgomery** of ILO compiles the content and edits, formats, lays out and publishes each issue. Renee also links each issue to the Libraries News page, so that it can be enjoyed by distant readers. *InSTALLments* publicizes Libraries resources and events.

Cram 4 the Exam

On Saturday, April 26, 2007, the Libraries co-hosted "Cram 4 the Exam" with UCF's Student Government. The main library closed at 7p.m., as usual, but reopened only for students at 7.30p.m. This was the second "Cram"; the first one took place in December 2006 at the Student Union. It attracted 250 students, and was held in the afternoon and evening. Student Government Academic Services Coordinator **Zephyr Wilkins** approached the library about the possibility of hosting "Cram" at the end of spring semester.

Students begin filing in for spring semester "Cram 4 the Exam."

This is a new idea and an experiment for Student Government. After the first event held last December, Student Government has been receiving calls from other universities seeking information and guidance on how to do it on their campuses.

Jacob Gardner, winner of $50 bookstore gift card, one of four door prizes

Fun activities for de-stressing and relaxation, including: jazz music on the 3rd floor (called the "Jazz Lounge"), board games area on the 1st floor, snack food (chips, cookies, granola bites, chocolate chunks, and Scooby-Doo fruit gummies) & sodas were given away, and door prizes (gift certificates to the UCF Bookstore for $50 and $75). Java City in the *Infusion* area remained open until 1:00am as well, for students who wanted to purchase coffee and more substantial food. Study and research support was available for attending students, including participation from SARC (Student Academic Resource Center), and reference librarians and faculty were on hand to offer direction, advice, tutoring, and last minute research assistance. "Resource Alley" on the main floor offered giveaways of scantrons, highlighters, pens, pencils and study tips handouts. 4th and 5th floors were reserved for quiet study. UCF Bookstore had a book buy-back table, so that as study was completed, students could sell back their books.

Result: 1,180 students attended and enjoyed the evening, a far greater outcome than Student Government expected.

Zephyr Wilkins (black shirt, left), Student Gov't Academic Svcs. Coordinator, opens a box of sodas as students crowd around the snacks give away table

Meg K. Scharf
Associate Director, Public Services

Conversion to ALEPH

The dominant event and effort for Circulation Services this year revolved around the conversion to the new library management software ALEPH. Over the weekend of July 9, 2006 the UCF Libraries switched from NOTIS to ALEPH Version 15.5. Although the STP to ALEPH went well, the conversion was not without some problems that affected both library patrons and Circulation staff. The biggest problems were: the failure of the patron uploads at STP so none of our patrons' library IDs were uploaded or active; the de-activation of the library IDs of all of the UCF graduate students (on two other separate occasions); and the failure of new students enrolling for the fall 2006 semester to be uploaded into ALEPH. Each of these problems resulted in a great deal of work for staff and frustration for our patrons, but were eventually sorted out and corrected. Despite these and other minor problems, some still continuing, the graphical user interface (GUI)-based ALEPH system greatly improves the day-to-day processing of patrons at the Circulation and Media desks, since routine functions such as processing holds/recalls, renewing books, circulation of materials, and activating patron IDs can be accomplished more efficiently and quickly.

Changes to Fines & Bills Processes

With the STP and implementation of ALEPH V15.5 many changes were made to the Fines & Bills processes. Payment of overdue fines was transferred from the University Cashier's Office to Circulation Services, i.e., all Libraries related fines, damages, and book bills are now paid in the library. As a result of this shift and the retirement of other Libraries staff, the financial and accounting responsibilities for the department Fines & Bills supervisor Gerald Dillon have greatly increased. Dillon completed UCF Financial Office training modules allowing him to process refund requests. As part of this overall process, Circulation Services began placing university blocks on student accounts which are at least $100 and 90 days overdue. Also, investigation into Web payment of library fines and bills has also begun. Revenues collected at the library have greatly increased because of this shift. It should also be noted that the increased numbers of payments made at the library has made a significant impact on the workload of the Circulation Desk supervisors. Further increases in payment of fines at the circulation desk may result in the need to increase staffing levels at the desk.

Patron Service

Efforts to improve patron service continued during this year. Staff training included teambuilding training and activities such as the "Flip-the-Tarp" activity, an evaluation of study room and reserves policies to improve service, and completion of the update of the department policies and procedures manual. Student assistant orientations, evaluations, and training processes were evaluated and formalized to improve student assistant performance and thus patron services.

Cram for the Exam

On Saturday, April 21, the library hosted the "Cram 4 the Exam" event sponsored by the SGA. The library closed at 7pm on that day and re-opened to UCF students only from 7:30pm to 1:00am. Gerald Dillon, Jessie Fredison, and several student assistants volunteered to work that evening to keep the Circulation and Media desks open. Also during the evening at the media desk, Media services provided light jazz music from the Libraries' music collection. The jazz was very popular with students studying in the immediate are of the Media desk and based on feedback jazz music from the media collection is now played each Friday evenings from 5pm-7pm.

Extended Hours for Final Exams

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

Media

To support the Office of Undergraduate Studies' "meStories" video competition again this year, handheld digital cameras and portable disk hard drives were temporarily placed in Media Services for circulation to students participating in the project. The unit also sorted through the hundreds of DVDs and videos cassettes donated by the School of Film & Digital Media (SFDM), weeding out those unsuitable for the library's collection.

Shifting Project

A major shifting project began to eliminate the "weave" in the collection on the first floor of the library. This is a follow-up to the similar project completed on the third floor of the library last year. These projects are part of the continuing efforts of the Stacks unit to simplify the layout of the library

Fines & Bills Supervisor Gerald Dillon instructs student assistants David Arbor and Kristen Cremonese on retrieving data from ALEPH.

collection and make it easier for patrons to locate books and other items as well as freeing up additional shelving wherever possible. On Sunday, October 20, a malfunction of the air handler units in the library resulted in major flooding within the building, especially on the fourth floor. Circulation personnel and student assistants responded to the emergency in a timely manner, removing shelving and water damaged books to minimize the effects from the flooding. While all Circulation personnel on duty at the time responded and helped mitigate and reduce the damage to the collection, special thanks go to Stacks unit staff Johnny Hill and Megan Humphries, who both came in on their day off, and Shelly Wilson, who stayed many extra hours that Sunday.

Staffing Changes

Johnny Hill was promoted to Stacks LTA Supervisor and Gloria Coney was promoted to Day Circulation LTA Supervisor. Hill and Coney have made significant improvements in the performance and morale of staff within their respective units. Shidro Jones retired in January. Bonnie Betz, Val Gary, Jessica Kelly, and Aimee Aldahondo resigned. Martha Cloutier was hired as Circulation Desk Supervisor. Nathan Schweer is the new Night/Weekend Circulation Desk Supervisor. Stephen Nordlinger was hired as Media Desk Supervisor. Lisa Castellano, Jessie Fredison, and Danielle Harris were hired as OPS Night/Weekend Circulation Desk Supervisors. Four permanent positions are currently open in the department.

Stacks Staff from left-to-right, Johnny Hill, Megan Humphries, Shelly Wilson, and Mary Gladding

Getting ready for the first "U-C-F" home game are student assistants LJ Joseph, Colleen Wickham, Eddie Flemming, and Circulation Desk Supervisor Lisa Castellano (lower row).

Departmental Goals: 2006-2007

- Continue towards full implementation of ALEPH. *ALEPH version 15 was successfully and fully implemented.*

- Continue working towards improving all aspects of patron service. *Continued training and evaluation of department procedures to improve patron services*

- Continue to evaluate stacks management and shifting requirements as the library approaches maximum shelving capacity. *Began the first floor shifting project to improve the collection layout on that floor and to add new shelving where possible.*

- Successfully fill the two open Sr. LTA positions within the department. *Hired Martha Cloutier and Nathan Schweer to fill two open Sr. LTA positions.*

Departmental Goals: 2007-2008

- Begin planning and training for implementation and STP to ALEPH V18 in October.
- Complete the first floor stacks shifting project and continue to look for innovative ways to add shelving to the library without losing patron-seating space as the library rapidly approaches maximum shelving capacity.
- Successfully fill the open Sr. LTA and LTA Supervisor positions within the department
- Fully implement university blocks for delinquent student patron accounts

Media Desk Supervisor Joseph Ayoub and student assistant Heather Sutton check the availability of a DVD for a patron

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
and

Provide international focus to our curricula and research programs
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)

Circulation Desk Supervisor Martha Cloutier and student assistant Amber Schultz assist student Gentria Mills at the Reserves desk.

Performance Enhancement Recommendations

Purchase of four-person tables to replace the old four person study carrels would provide more comfortable and better-used patron seating. Some time in 2008 shelving capacity in the Library will reach maximum and patron seating capacity may have to be reduced to accommodate collection growth.

Circulation Services
Table 1
Five Year Comparison

	2006/07	2005/06	2004/05	2003/04	2002/03
ITEMS CIRCULATED:*					
A-V, Music, Video, DVD**	24,795	50,111	39,234	48,039	42,768
Browsing Collection	2,015	2,450	2,600	2,271	2,475
Documents	455	555	760	1,081	1,309
General Collection	299,297	305,524	346,292	345,030	342,735
Reserves**	128,215	58,565	61,649	77,120	100,471
Group Study Room Keys**		11,453	11,084	12,184	11,941
Headsets**		10,323	7,025	54	8,781
Laptop Computers**		32,750	29,803	16,347	N/A
TOTAL ITEMS CIRCULATED	**454,777**	**471,731**	**498,447**	**502,126**	**510,480**
ITEMS SHELVED	**294,772**	**317,788**	**331,195**	**285,226**	**335,363**
BILLS PROCESSED:					
Fines not available in ALEPH		13,845	13,518	14,287	14,041
Books not available in ALEPH		4,253	4,660	4,214	3,926
TOTAL BILLS		**18,098**	**18,178**	**18,501**	**17,967**
OVERDUES Not Available		**16,489**	**14,562**	**15,233**	**15,449**
PATRON COUNT	**1,316,516**	**1,018,775**	**901,633**	**1,002,873**	**1,019,978**

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

** Reserves statistics in ALEPH include Video reserves, laptops, headsets, and study room keys

Acquisitions and Collection Services
Table 2
Percentage Comparison Current Five Years

	2006/07	2005/06	2004/05	2003/04	2002/03
Total Expenditures	$5,914,638	$5,582,758	$5,226,595	$5,030,670	$5,501,054
Approval	19%	19%	21%	21%	21%
Branches	3%	6%	2%	4%	7%
Electronic	17%	15%	15%	17%	13%
Monographs	8%	10%	5%	7%	11%
Preservation	4%	4%	4%	5%	5%
Serials	43%	39%	46%	39%	36%
Standing Orders	6%	7%	7%	7%	7%

Circulation Services
Table 3
Circulation by Patron Type

	2006/07	2005/06	2004/05	2003/04	2002/03
Patron Type					
Undergraduate Students	269,109	277,901	285,709	263,382	271,544
Graduate Students	101,329	96,575	118,543	133,424	131,327
Faculty	36,696	37,939	40,617	39,942	36,726
Staff	10,869	11,675	11,202	12,794	15,154
Alumnae	4,745	4,798	4,904	5,767	7,490
Special Borrowers	20,443	23,369	21,121	24,431	28,938
Affiliate	4,319	5233	4,463	4,125	8,465
Courtesy	8,875	9844	9,729	11,825	12,330
Associate/Subscriber	7,249	8292	6,929	8,481	8,143
Library Charges:					
Interlibrary Loan	11,279	12122	11,113	13,707	13,384
Binding	not used in ALEPH	3065	2,711	6,422	2,912
Other	307	4287	2,527	2,257	3,183
TOTAL ITEMS CIRCULATED	**454,777**	**471731**	**498,447**	**502,126**	**510,658**

Media staff and student assistants from left-to-right, Jonathan Hanie, Jim Mauk, Sarah Whiteville, Gloria Coney, and Amanda Branham

Marcus Kilman
Head, Circulation Services

The Information Literacy and Outreach (ILO) department has had an extremely productive year. The new department, established in May 2006, consists of: Elizabeth Killingsworth, interim department head; Jason Martin, Instructional Initiatives Librarian; Rachel Viggiano, Distance Librarian; Renee Montgomery, Outreach Librarian; Corinne Bishop, Information Literacy Librarian; and Erica Baker, Senior LTA

Information Literacy & Outreach Depart (left to right):
Erica Baker, Rachel Viggiano, Jason Martin, Elizabeth Killingsworth (acting head), Corinne Bishop, Renee Montgomery

Highlights of the Year in Retrospect

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The focus of the new ILO department has been to continue to refine and enhance our face-to-face instructional capabilities and teaching strategies, to increase our outreach to students and our ability to teach information literacy knowledge and skills through online instructional resources.

To establish the identity of the department and increase the awareness of ILO within the library, ILO held an Open House for the library on September 29, 2006. Each member of the new department created a poster to be displayed at the Open House describing his or her job duties and major areas of responsibility. A continuously running PowerPoint gave attendees the "big picture" of the department and the role ILO plays both within the library and within the university.

One major, ongoing project for the department is the planning, development, and creation of new information literacy online modules in collaboration with Course Development and Web Services (CDWS). When the new fiscal year began, ILO had worked to put together a draft curriculum outline with CDWS and established procedures to a certain point for the production of the modules. Creation was on hold while a new Information Literacy Librarian was hired for ILO, and a new instructional design specialist was hired for CDWS. Both positions were filled by exceptionally talented professionals, Corinne Bishop in December 2006 and Patricia LeClaire in January 2007, respectively. The main job responsibility for both positions is the creation of the information literacy online modules.

Once these crucial positions were filled, planning and production of the modules began in earnest. The modules are based on the ACRL Information Literacy Standards for Higher Education, and are created using a unique system developed by CDWS that allows for the creation of discreet units of learning containing three sections: (1) content for the student to work through; (2) a practice section of questions with feedback for students to test their knowledge; and (3) an assessment section where students are quizzed and scores are counted.

Major milestones for the year on the information literacy online modules project include:
- Production of a prototype module composed of two learning objects within the new system
- Presentation and marketing of the prototype at the FCTL Summer Conference
- Presentation of the information literacy module project at the ACRL Annual Conference
- Faculty feedback sessions on the prototype for both teaching faculty and librarians
- Student usability testing on the prototype
- Development of a marketing plan and scheduling for additional usability testing and the completion of the first "set" of modules in summer 2008

Another major focus for ILO is both face-to-face and online instructional support. Many librarians throughout the main library and regional campuses support both forms of instruction. Coordination of

Information Literacy & Outreach
Table 1
Face-to-Face Instruction Statistics

	2006/07	2005/06	Result
Undergraduate classes	367	320	14.6% increase
Graduate classes	67	56	19.6% increase
Total # classes	**434**	**376**	**15.4% increase**
Undergraduate students	9842	8100	21.5% increase
Graduate students	1322	1005	31.5% increase
Total # students	**11164**	**9105**	**22.6% increase**

instructional efforts falls to ILO, and this year statistics show an increase in our ability to reach both students and faculty. Both face-to-face and online instruction has increased over the previous year.

One area where ILO has worked to increase library presence is within WebCT courses. UCF librarians working at the regional campuses began a program to embed librarians within WebCT courses several years ago, and only recently has ILO sought to increase the participation of faculty from the main campus.

For each online class, a librarian monitors the class discussion group throughout the semester, and answers all library-related questions. In addition, a tailored online module and a library assignment are created for the course. The library quiz is graded, feedback given, and scores added to the course by the librarian. The success of the program is evident by the increase in both the number of courses and the number of students that have been helped by a librarian in their online courses.

Online resources to support student learning of information literacy competencies are continually created and updated. Jason Martin performed a complete revision of the Library Research Tutorial,

(http://library.ucf.edu/ResearchTutorial), and Captivate videos are continuing to be updated. These online resources are used both in conjunction with face-to-face instruction as a reinforcement of learning objectives, and as separate learning components that faculty can use to supplement their courses.

Also, this year the classrooms within the main library were updated with additional equipment. Richard Harrison and Donna Goda sought and were awarded a $10,850 Undergraduate Teaching Equipment Grant. With this grant, ILO was able to purchase classroom management software, a classroom response system (classroom clickers), a sympodium, wireless mice, and new projectors.

ILO has worked throughout the year to increase visibility of the Libraries and its resources. One of the most successful initiatives is the publication of *Installments*, a one-page, bi-monthly, library newsletter placed on the inside door of each bathroom stall in the library building on the main campus. Renee Montgomery is responsible for editing content supplied by the public services departments, and all have done an excellent job to create a unique and very successful publication.

Information Literacy & Outreach
Table 3
WebCT Statistics: Classes & Students
Undergraduate & Graduate

	2006/07	2005/06	Result
Classes			
Undergraduate	23	17	35% increase
Graduate	29	23	26% increase
Students			
Undergraduate	847	673	26% increase
Graduate	841	572	47% increase

Also, several presentations to increase our visibility have been given. Several members of the ILO team visited the University of South Florida librarians. An in-depth presentation was given on the information literacy modules project for approximately 25 attendees. A presentation was also given to the Public Services Planning Committee. The ILO team also gave an extremely well-received poster session on the project at the ACRL Annual Conference in Baltimore.

ILO has also worked to increase communication and networking activity with our community college and university partners throughout central Florida. ILO coordinated a meeting on December 11, 2006 of local information literacy and instruction librarians for a one-day meeting to share ideas and facilitate future partnerships. From this meeting, an information literacy wiki was created to more easily share information and ideas. (http://ilpartners.pbwiki.com)

Information Literacy & Outreach
Table 2
WebCT Statistics: Classes & Students

	2006/07	2005/06	2004/05	2003/04	2002/03	2001/02
Classes	**52**	**40**	**21**	**9**	**6**	**4**
Students	**1688**	**1245**	**627**	**182**	**155**	**124**

Staffing Changes

- Corinne Bishop was hired as the new Information Literacy Librarian in December 2006.
- A search committee was formed to hire a permanent head of the ILO department. The search closed upon a university hiring freeze July 2007.
- Jason Martin transferred to the Curriculum Materials Center with 25% of his job responsibilities remaining in ILO.

Departmental Goals: 2006-2007

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) *In progress*
- Support for all QEP pilot programs *Accomplished*
- Support for all Enhancement Grant awardees *Accomplished*

Development of a comprehensive plan for the creation and maintenance of online resources to support information literacy goals. *Accomplished*

Development of various tools (workshops, online tutorials, Web pages) which allow library instruction librarians to stay abreast of current instruction and information literacy methods. *Accomplished*

Building assessment components into face-to-face library instruction and online instruction. *On hold*

Creation of a marketing plan for information and instructional services. *On hold*

Outreach to faculty teaching online courses and outreach to students taking online courses. *In Progress*

Departmental Goals: 2007-2008

- Continue production of the first set of information literacy online modules to be made available for faculty and student use by fall 2008
- Create a marketing plan for the first set of information literacy online modules
- Continue production of the next set of information literacy online modules
- Increase awareness of and use of embedded librarians in WebCT courses

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
- Partnering with Course Development and Web Services (CDWS) resulting in the creation of online information literacy modules to increase the information literacy skills and knowledge of all undergraduates. Rollout of the first set of modules will begin fall 2008.
- Offering tailored course-specific, library instruction classes to all faculty members teaching under-graduate courses.
- Embedding librarians in select undergraduate WebCT courses to enhance student learning in the online environment.
- Collaborating with all QEP Information Fluency projects to integrate Information Fluency into the undergraduate curriculum.

Achieve international prominence in key programs of graduate study and research
- Offering tailored course-specific, face-to-face, library instruction classes to all faculty members teaching graduate courses.
- Embedding librarians in select graduate courses to enhance graduate student learning in the online environment.
- Supporting the research efforts of graduate students and faculty members with workshops and one-on-one instruction in citation management software, such as Endnote, resulting

in more efficient research efforts by students and faculty members.

Be America's leading partnership university
- Collaborating with local community college and private university librarians to share ideas and resources for teaching information literacy skills resulting in more opportunities for partnerships.
- Supporting local schools through library instruction for high school students.

Performance Enhancement Recommendations

The Information Literacy and Outreach department will be severely limited in its ability to increase performance over the next year due to staffing constraints. One librarian has transferred to the CMC. This position is unable to be filled due to a university hiring freeze. Another librarian will be on maternity leave for six months. Adding personnel to

.

Elizabeth Killingsworth
Acting Head, Information Literacy & Outreach

Highlights of the Year in Retrospect

During the past year, Interlibrary Loan/Document Delivery Services (ILL/DDS) has had many unique opportunities to reach out to the resource sharing community.

Florida ILLiad Conference

Kristine Shrauger with co-chair Douglas Hasty from Florida International University (FIU) hosted the Florida ILLiad Conference/Workshop in December 2006. Deirdre Campbell served as coordinator for the event held at the UCF Library. This three-day event began with a State University Library (SUL) Circulation and Interlibrary Loan User Group meeting. The first day of the meeting brought together department heads from all of the SULs to discuss various issues and topics. The next day representatives from Atlas Systems, Inc. held four training sessions on ILLiad software. Approximately 20 attendees came from across the country to attend the training, which included the following: copyright with ILLiad, customizing new Web pages, and create reports using Microsoft Access. The last day of the event featured two keynote speakers: Cyril Oberlander (University of Virginia) and Dru Zuretti (Copyright Clearance Center). Both presenters provided the audience of 50 attendees with some thought provoking information on future trends, such as integrating digital services with resource sharing, creating home delivery services (similar to Amazon), and the latest interpretations of the copyright laws.

The Florida ILLiad Conference was an opportunity for the entire UCF ILL/DDS to participate in planning and hosting this event. It gave the ILLiad community in Florida a chance to meet, share, and learn new ways of using the ILLiad product.

CFLC ILL User Group

CFLC ILL User Group meetings were another avenue in which all ILL/DDS staff participated and reached out to others in the Resource Sharing community:

- Mike Dresser and Kristine Shrauger spoke at one of the CFLC ILL User Group meetings on the topic of deflections, custom holdings, and policy directories.
- Kristine Shrauger led a discussion on overdues, lost books and invoices in which Deirdre Campbell, Debra Robinson, and Pat Tiberii participated.
- Pat Tiberii, Mike Dresser, Debra Robinson, Deirdre Campbell, and Kristine Shrauger attended a workshop on DLLI Services (statewide courier) and United States Postal Services.
- Mike Dresser and Joanie Reynolds attended a meeting on copyright issues concerning ILL/DDS.

Nationally, Kristine Shrauger:

- Led a Hot Topics Discussion Group at the Midwinter Meeting of the American Library Association in Seattle and again at the Annual Meeting in Washington, DC.
- Presented a poster session at the OCLC ILLiad Annual Conference in Virginia Beach, VA in March.
- Presented a poster session at the American Library Association Annual Meeting in Washington, D.C. in collaboration with Michelle Foss (University of Florida) on serving distance learners and regional campus patrons.
- Presented a poster session at the American Library Association Annual Meeting in Washington, D.C. in collaboration with Liz Konzak, UCF Archivist, on Digitization upon Demand.

Florida ILLiad Conference, December 2006

Taking a break to network (above) and roundtable discussions groups draw names for prizes

UCF Libraries Associate Director for Public Services Meg Scharf welcomes participants

Other Highlights

ILL/DDS had two ALSTARS interns this past year: Karen Yarbrough and Todd Shipman. Each spent time learning different aspects of interlibrary loan, such as pulling books, scanning documents, sending requests, and updating materials. Shipman, with his foreign language skills, was an added asset in helping locate foreign language requests.

Todd Shipman and Mike Dresser created an information session for the department on wikis.

One of the biggest workflow changes for the department came in January 2007 when the UCF Libraries acquired *ProQuest Digital Dissertations* full-text. This database has saved staff time, shipping charges, the cost of purchasing the item from UMI, cost and labor of binding the purchased dissertation, and the cataloging of the item. Over 300 requests have been received and filled since January. Thanks to Acquisitions & Collection Services for acquiring the database.

Borrowing and Document Delivery Services

Over the past year, 22,475 requests were submitted to the Borrowing unit. Of those requests, the department was able to fill 11,501 article and 5,752 loan requests.

Document Delivery Services pulls articles and books for patrons who take classes at one of the regional branch campuses or are distance learners. Document Delivery Services also pulls requests for faculty members and staff at the main campus. Over the past year, Document Delivery Services filled approximately 6,293 articles and 941 book or multimedia items. Student assistants Tyson Carter and Doug Del Vecchio processed the majority of the requests. They did an outstanding job of keeping the turnaround time within 8 - 24 hours, making sure the articles were clean copies and the books were delivered to the correct location.

Tyson Carter was the award runner-up for the John T. Washington Award essay contest. In addition, he also won the UCF Bookstore scholarship, which pays for his textbooks for the coming year.

Lending

The Lending unit, which fills requests from other libraries with materials from our library, received 17,063 article and 19,043 loan requests last year. Of the 36,106 requests, we filled 11,946 article and 12,461 loan requests. This is about equivalent of the number of requests that the department received the previous year.

One outstanding achievement made by Pat Tiberii was the ability to convert articles from PDF to tiff using software and then importing them into Ariel or Odyssey. This has been a huge savings in the amount of paper that is being printed on a daily basis.

ILL/DDS had the privilege of having two student assistants graduate this year. Natasha Bellocq was with ILL/DDS for five years and by the time she graduated, she knew every aspect of the lending unit and was trusted to help run the department in Tiberii's absence. Silda Nalerio was with the department for just over two years.

Student assistant Tyson Carter part of the highly efficient document delivery team – and winner of the UCF Bookstore scholarship – free textbooks for the academic year 2007/08.

Student assistants (left to right) Silda Nalerio, Shavonne Miller, Jennell Birdsong, Tyson Carter, and Arianna Santiago are invaluable to ILL/DDS for maintaining the efficiency of thedepartment.

UCF

Departmental Goals: 2006-2007

Create ILLiad Web pages unique to faculty, distance learners, and users at the regional and branch campuses. *Toward the end of the year, ILLiad migrated from 7.0 to 7.2.2.0. This migration process created some new work patterns for everyone, but mainly impacted three areas: lending overdues, library addresses, and Web pages. Mike Dresser branded the Web pages making them unique to UCF Libraries.*

Locate and participate in UCF outreach activities to promote the library and ILL. *The department did a tremendous amount of outreach over the past year attending meetings within the library, attending faculty brown bag luncheons, CFLC meetings and the ILLiad conference.*

Continue to look at improving customer service in ILL for borrowing, document delivery, and lending. *Ongoing*

Investigate how to create daily, weekly, and monthly statistical reports from ILLiad. *Ongoing*

Establish and implement Florida's first ILLiad conference. *Kristine Shrauger with co-chair Douglas Hasty (FIU) hosted the first Florida ILLiad Conference/ Workshop in December 2006.*

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. *Todd Shipman worked on one of the goals from last year. He reviewed GIF (Global ILL Framework) Interlibrary Loan and Document Delivery between Japan and the United States and created a proposal that was sent to Library Administration.*

Departmental Goals: 2007-2008

- Continue reaching out to the resource sharing community and the UCF patrons
- Implement the invoice system for the Borrowing and Document Delivery

- Follow up on the GIF proposal.
- Migrate to ILLiad 8.0 when it becomes available.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
In striving to offer the best undergraduate education available in Florida, the ILL/DDS works to fill as many valid ILL/DDS requests as possible. Last year, we received 4,616 requests and we were able to fill 3,269 of those requests.

Achieve international prominence in key programs of graduate study and research
In response to one faculty's pursuit of research, the ILL department has created a relationship with a library in Romania.

Provide international focus to our curricula and research programs
We have borrowed or lent materials to 149 institutions outside of the United States.

Be America's leading partnership university
ILL/DDS continues to work with the partner libraries to provide full-text articles and books to UCF faculty, students and staff. In the past year, we have filled 5,665 ILL and DDS requests.

Performance Enhancement Recommendations

Creating a daily campus courier route to all of the regional campuses is the top priority for the department.

Establishing a strong relationship with Reference Services to assist with unfilled requests is another strong priority.

Another recommendation is taking a serious look at unmediated borrowing and if and how it could be incorporated into the ILL/DDS and Circulation.

Kristine Shrauger (head, ILL/DDS) with Genie Powell, Vice President for Support & Training for Atlas Systems, Inc. (ILLiad) at the Florida Conference

Interlibrary Loan/Document Delivery Services
Table 1
Borrowing, Lending & DDS Statistics, 2005/06

Borrowing		
Total Submitted		22,475
Filled		
	Articles	11,501
	Loans/Books	5,752
Lending		
Requests Rec'd		36106
	Articles	17063
	Loans/Books	19043
Filled		
	Articles	11946
	Loans/Books	12461
Document Delivery Service		
Filled		
	Articles	6293
Books/Multimedia		941

Some interesting ILL/DDS statistics:

Delivery, formerly known as DLLI, the statewide courier service:
- sent 8,911 packages
- received 8,882 packages
- UCF Libraries is the top academic institution user of this service

Borrowing and Document Delivery Services
- Registered ILLiad users:
  - 6,774 UCF faculty, students and staff
  - 2,606 graduate students
- The top five departments are:
  - Nursing – 2,576
  - Psychology – 1,368
  - Foreign languages – 1,326 requests
  - History – 1,190
  - English – 1,002
- The top journals:
  - *Nurse Educator* – 137 requests
  - *Journal of Nursing Administration* – 60 requests
  - *Nursing Research* – 38 requests
  - *Journal for Nurses in Staff Development* – 37 requests
  - *New York Times* – 36 requests
- The top reasons requests were canceled:
  - Available at the UCF Main Campus Library – 2,793 requests
  - Exhausted all possible sources – 573 requests
  - Duplicate Request – 388 requests
  - Foreign Language (could not locate the item in English, do you still want the item) – 205 requests

Lending
- Received the most requests for the following journal titles:
  - *Illness, Crisis, and Loss* – 76 requests
  - *Water Science and Technology: a Journal of the International Association on Water Pollution Research* – 66 requests
  - *European journal of psychology of Education = Journal Européen de Psychologie de l'Education* – 55 requests
  - *European Eating Disorders Review: the Journal of the Eating Disorders Association* – 53 requests
  - *Total Quality Management & Business Excellence* – 51 requests
- Average turnaround time for all items was: 1.17 days
- Top five reasons requests were turned down:
  - Item was checked out – 3,101 requests
  - Lack the particular volume or issue – 3,018 requests
  - Not on shelf – 1,050
  - Exceeds max cost – 739
  - In process (monograph) – 509

Kristine Shrauger
Head, Interlibrary Loan/Document Delivery Services

Reference Services

Highlights of the Year in Retrospect

- The documents staff, in partnership with Cataloging Services, made great progress in cataloging a massive backlog of U. S. government documents.
- A Reference Services taskforce recommended policies and procedures for an extensive weeding of the reference collection after which librarians began a systematic plan for designating reference books for future relocation to other areas in the library facility. A study of atlases located in Reference was undertaken and these volumes will be included in the relocation assessment of all reference books. Beginning in May 2007, reference librarians began reviewing databases, journal subscriptions, book approval plans, and other acquisition plans in anticipation of major budget cuts during the coming year.
- Ven Basco has significantly revitalized the Research Consultations Program, which is evident when comparing the statistics for the last three years.

Research Consultations Three Comparison		
2007	**2006**	**2005**
331	141	139

Ask A Librarian Reference Service

Online chat is fast becoming the preferred mode of communication for reference service. This year UCF's Ask A Librarian Service offered approximately 66 hours of both telephone and chat service per week to UCF students, faculty and staff, and to community patrons This total included eight hours of collaborative chat per week for seven ASERL (Association of Southeastern Research Libraries) participating universities. During the fall and spring semesters, University of Alabama Library school students staffed ASERL collaborative chat each evening until midnight, which brought the total available chat hours to 118 hours per week. ASERL sponsored an iPod chat chance drawing contest for students chatting with a librarian at each participating institution. iPods were awarded in fall 2006 and spring 2007.

From January 2005 through June 2006, the UCF chat service answered approximately 5,025 chats. From that total, Donna Goda analyzed 4,154 chats in a study to determine whether certain types of questions are asked at specific times of the semester. Following are the five top categories of questions with the corresponding number of chats initiated: Library Policies/Card Activation (1,196),

Research (800), Database Questions (466), Journals (693), and Books (650). Only the spring 2006 semester showed a clear usage pattern, with all categories peaking about the middle of the semester. However, Library Policies/Card Activation and Database Suggestions spiked upward again toward the end of the semester.

Government Documents

Rich Gause, Patricia Hall, and Robin Chan have worked very closely with Cataloging Services throughout the year. Most of these joint efforts centered on the multi-year project to retrospectively catalog the entire U.S. Documents Collection. The State Library stopped providing classification numbers for Florida documents this year, shifting that task to the receiving libraries such as UCF. Cooperative efforts to assign appropriate classification numbers began with several other depository libraries. Marketing Florida and U.S. documents included highlights in various display case exhibits for a total of four months. A major effort at weeding and shifting allowed the documents collection to absorb documents previously shelved elsewhere in the library, freeing up over 200 shelves for the General Collection and Reference. Another major project involved the review of discard lists from other depository libraries to fill gaps in the UCF collection. Some examples of materials acquired include GPO Monthly Catalog (20 missing volumes from 1905-1950), U.S. Reports (378 missing volumes from 1875-1986), U.S. Congressional Serial Set (1,847 missing volumes from 1906-1978), various decennial Census publications (over 100 volumes from 1910-1960), various Smithsonian publications (950 volumes from 1884-1994), and Congressional hearings regarding the attack on Pearl Harbor (39 volumes), Watergate (36 volumes), and Un-American Activities (201 parts from the McCarthy hearings).

Ask A Librarian Statistics Two Year Comparison			
Service	**2006/07**	**2005/06**	**Inc/Dec from 05/06**
Telephone Calls	5835	5,992	-2.5%
E-mail	1254	966	+29%
Chats	4462	3,757	+18.7%
TOTALS	**11.551**		

InfoSource

The past fiscal year was dismal compared to previous years. Document delivery/book loans and research were down. The reduction of activity is attributed to personnel changes in two of our major clients. Librarians at two firms moved to other companies. Even though, they left contact information with their respective firms there has been a marked reduction in orders.

InfoSource has been routinely sending marketing letters and brochures to purchasers of special borrower cards. InfoSource has also used the UCF Campus Announcements to advertise services to students, faculty, staff, alumni and the community, resulting in two research projects. The two InfoSource announcements specifically addressing faculty citation search services prompted contact from interested faculty. Ven Basco presented *Options for Citation Tracking: Web of Science, Google Scholar, and DIALOG* at the UCF Summer 2007 Faculty Development Conference, April 30, 2007. He also presented a program on resources for business research at the "Advanced Invention to Venture" workshop, April 13, 2007. Lastly, Ruth Wiley and Ven Basco presented the poster session, *UCF InfoSource: Adventures of the Researchers* at FLA 2007 on April 12, 2007.

On a brighter note, this was the third year that InfoSource has provided market research for teams participating in the University of Central Florida's Business Plan Tournament called *The Joust.* Building a reputation with business students should increase the need for this type of research. The long term effect could increase InfoSource's market research business if students carry this positive experience to the work place.

UCF InfoSource
Five-Year Summary of Transactions

Type of Transaction	2006/07	2005/06	2004/05	2003/04	2002/03
Document Delivery	165	428	306	549	603
Research Requests	27	49	35	53	64
Special Borrower Agreements	2	1	1	1	3
Special Borrower Cards	270	279	218	279	323
Through Agreements	62	20	24	30	51
For Individuals	208	259	194	249	272

ALSTARS intern Muriel Burrell (left) and InfoSource's Ruth Wiley at the 2007 MLIS Day held at the UOF Library at Rosen.

Selected *InfoSource* Statistics

First time clients this fiscal year	24
Invoiced Special Collection Clients	9
Faculty Citation Searches	13

- ALSTARS Interns University of South Florida School of Library & Information Science: Muriel Burrell, Tim Durling, Todd Shipman, Karen Yarbrough.
- **Retired:**
  - Cheryl Mahan, Librarian 1/07
- **Resigned:**
  - Robbie Allen, Senior Library Technical Assistant Ask A Librarian Service received MLIS, University of South Florida, December 2006.

Staffing Changes

- **Hired:**
  - Melinda Gottesman, Librarian 3/07
  - Aysegul Kapucu, Librarian 5/07
  - Nola Pettit, Senior Library Technical Assistant, Ask A Librarian Service 5/07
  - John Venecek, Librarian 1/07
  - Lorelle Anderson, Adjunct Librarian Fall Semester 2006
  - Jennifer Raraigh-Hopper Adjunct Librarian Fall Semester 2006

UCF

With the launch of the Information Fluency/ QEP 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. *With the launch of the QEP/Information Fluency programs reference librarians identified many outreach opportunities with academic faculty. It was a challenge to add this additional workload to the ongoing traditional responsibilities. However, some progress was made through university committees and IF pilot projects.*

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. *Additional priorities took precedent over implementing an "integrated service model" at all public service desks. Opportunities may present themselves during the coming year 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. *The continuing collaboration between Government Documents and Cataloging Department made progress towards the government documents retrospective cataloging project. The overall goal is to catalog the entire U.S. government documents collection. Through improved workflow and staff initiatives additional progress is expected to continue for several years.*

- Investigate and implement appropriate technologies for expanding research services online and through social networking communities, such as wikis and instant messaging.
- Develop an outreach program and encourage all reference librarians to expand their efforts to contact, to educate and collaborate with faculty to build an understanding of the services and resources available to students.

Diana Lam, fall 2006 recipient of the ASERL-sponsored IPOD Nano drawing for students using the chat service, with (from left to right) Frank Allen (Associate Director, Administrative Services), Carole Hinshaw (head, Reference Services) & Meredith Semones (Coordinator, Ask A Librarian)

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

The mission of the Reference Services Department is to provide information resources and services to the University community in a manner that supports and enriches the institution's education research and service missions. The Reference Services Department, in particular, assists all users in accessing information and provides resources and services to meet the research needs of the students, faculty & staff.

Be America's leading partnership university

InfoSource, UCF Libraries' fee-based research service, has experienced substantial growth in all activities. The Fourth 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 net working event involved many UCF and Central Florida librarians and faculty and thereby promoted partnership opportunities and community service.

Ask A Librarian collaborative virtual reference service offers extended chat coverage through eight ASERL (Association of Southeastern Research Libraries) 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

Some conditions that make the goals of Reference Services challenging are:

- During the first six weeks of fall and spring semester, students stand in line to use computers for research, e-mail, media, software, and various other uses.
- Seating space is at a premium during midterms and finals. Students can be found sitting in stairwells, using stools as tables, and sitting in corners on the floor.

- During fall and spring semesters, many computers were out of order due to the lack of electrical and network infrastructure.
- It is imperative that some funding be provided in the near future to correct roof leakage and replace or upgrade HVAC, electrical systems and network systems in order to provide a pleasant and productive learning environment for all who enter the building.

Vice Provost for Academic Affairs Dr. John (Rick) Schell poses with Cheryl Mahan

Celebrating 30 Years with the UCF Libraries

Cheryl Mahan with the stained glass Pegasus she received at the Founder's Day Convocation, April 2007

Reference Services
Table 1
Reference Statistics for 2006/07

Ask A Librarian Total	**11,551**
Phone	5,835
E-mail	1,254
Chat	4,462
Self Guided Tours	**1,229**
PERCs	**331**
Reference Desk Questions	**35,014**
Information Source Statistics	
Citation Searches	15
Document Delivery	165
InfoSource Research	12
Special Borrower Cards	270
Documents Statistics	
U.S. Documents	
Volumes Received	4,885
Volumes Deleted	3,885
Total Volumes	**1,000**
Microfiche Received	7,961
Microfiche Deleted	82
Total Microfiche	**7,879**
Electronic Products Received	127
Electronic Products Deleted	1
Total Electronic Products	**126**
Florida Documents	
Documents Received	594
Documents Deleted	85
Total Florida Documents	**509**
Microfiche Received	0
Microfiche Deleted	0
Total Florida Microfiche	**0**
Electronic Products Received	
Electronic Products Deleted	14
Total FL Electronic	**0**
Local Documents	
Volumes Received	0
Volumes Deleted	0
Total Volumes	**0**
Microfiche Received	0
Microfiche Deleted	0
Total Microfiche	**0**
Electronic Products Received	0
Electronic Products Deleted	0
Total Electronic Products	**0**
Patents	
CD-ROM Received	44
CD-ROM Deleted	0
Total CD-ROMs	**44**
DVDs Received	112
DVDs Deleted	0
Total DVDs	**112**
Total Microfilm Received	0
Total Microfilm Deleted	0
Total Microfilm	**0**
Maps Received	183
Maps Deleted	0
Total Maps	**183**
Growth in U.S. Documents Collection (Approx. in ft)	**168.83**

Statistical Summaries

Flanked by Meredith Semones (Coordinator, Ask A Librarian) and Associate Director for Public Services Meg Meg Scharf, psychology major Brittney Thomas displays the iPOD she received in spring 2007 for the ASERL-sponsored drawing to promote the chat service.

Ven Basco, InfoSource, tries his hand at the bean bag toss at the 2007 IT&R Social in May.

Reference Services
Table 2
Government Documents

	2005/06	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Grand Total
U.S. Documents								2006-2007							
U.S. Print	271,785														272,785
Received		108	141	183	138	163	240	584	139	440	672	1,957	120	4,885	
Deleted		316	53	86	378	128	69	149	37	60	27	2,053	529	3,885	
														1,000	
U.S. Microfiche	741,501														749,380
Received		557	1,101	622	396	758	442	703	648	719	514	186	1,315	7,961	
Deleted		3	6	2	70	0	1	0	0	0	0	0	0	82	
														7,879	
U.S. Electronic Products	4,227														4,353
Received		13	12	16	20	3	11	10	3	8	13	11	7	127	
Deleted		0	0	0	0	0	0	0	0	0	1	0	0	1	
														126	
FL Documents															
FL Documents	34,660														35,763
Received		7	84	5	13	164	14	5	131	12	132	9	18	594	
Deleted		1	4	4	0	19	1	0	7	9	2	18	20	85	
														509	
FL Microfiche*	0														0
Received		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	
FL Electronic Products	14														28
Received		0	4	0	0	0	0	0	5	0	5	0	0	14	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
														14	
Local															
Local Documents	0														0
Received		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	
Local Microfiche	93,489														93,489
Received		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	
Local Electronic Products	0														0
Received		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	
Patents															
Patents CD-ROMs	277														321
Received		3	4	3	4	3	3	5	5	4	4	4	2	44	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
														44	
Patents DVDs	990														1,102
Received		9	9	9	9	7	7	13	11	9	9	11	9	112	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
														112	
Patents Microfilm	8,906														8,906
Received		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	
Maps	3,643														3,826
Received		0	0	0	6	0	0	0	0	0	0	172	5	183	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
														183	
Growth in U.S. Documents Collection (in ft.)															
	265.58														434.41
		1.15	0.94	1.94	1.88	4.15	1.85	1.52	1.52	2.54	17.46	131.08	2.81	168.83	

* - Florida Microfiche is a new category for the 2006-2007 fiscal year.

Carole S. Hinshaw
Head, Reference Services

Library Development

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 campus-wide constituencies. Several primary accomplishments include:

■ *The UCF Libraries…Past, Present, and Future.* Alumni event coordinated for UCF alumni and library donors in Washington, D.C. – June 23, 2007.

■ *The UCF Libraries…Past, Present, and Future.* Alumni event coordinated for UCF alumni and library donors in Seattle, WA – January 20, 2007.

■ Collaborated with UCF Foundation to implement on-line giving via the Library Development webpage.

Staffing Changes

Edwin Hernandez, former Office Assistant in Library Administration, assumed the newly created Information/Communication Specialist position on December 29. Hernandez brought to the position an extensive military background, combined with marketing and special events planning experience.

Departmental Goals: 2006-2007

Continue identifying new potential library donors, as well as cultivating and stewarding current donors. *Identified, cultivated, and solicited donors for the UCF Libraries.*

Establish first Library Development Annual Report to document library external relations and fundraising activity. *Ongoing*

Host author lecture event for library friends/donors in the spring 2007. *Ongoing*

Collaborate with UCF Foundation to implement online giving via the Library Development Web page. *Working with the UCF Foundation added a link* (http://foundation.ucf.edu/OnlineGiving/lib/OnlineGiving.asp) *link from the Library Development Web pages directly to the Foundation for online giving.*

Departmental Goals: 2007-2008

■ Continue identifying new potential library donors, as well as cultivating and stewarding current donors.

Director of Library Development Dwain Teague (right) with Information Specialist Edwin Hernandez

Librarians Linda Colding and Carole Hinshaw pose with UCF Alum, Class of '78, Jeff Lehman; UCF Alum, Class of '79, Barbara Lanier and husband in Seattle

Director of Libraries Barry Baker (right) with UCF Alum, Class of '89, Barbara Vennman and her husband in Washington DC

Dwain Teague
Director of Library Development

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

Highlights of the Year in Retrospect

Adding to the collections was the focus for the year. Special Collections and University Archives had a good materials budget and many donated their collections culminating years of negotiation.

Book Arts

The Libraries obtained the Susan King/Paradise Press Archives and Collection. The Archives and Collection is a primary source for research into a network of artists, writers, bookmakers, printers, publishers, critics, curators, and activists primarily living and working in Los Angeles beginning in the early 1970s and moving forward about 30 years. Focusing on Susan King, one of the key innovators, practitioners, and teachers of artists' books, the Archives casts a wide net to include many of the primary instigators and participants of Southern California feminist art and particularly its manifestation within the emerging movements of artists' books and book art. In total the Archives comprises about 60 linear feet of material plus a near complete collection of books by Susan King and Paradise Press. This marvelous collection adds considerable depth to our Book Arts focus and complements our women's artists' holdings. Other additions to the Book Arts include *On Collecting William Morris: A Memoir by Jack Walsdorf* and *American Decorated Publishers' Bindings 1872-1929*.

Floridiana

For Floridiana four first editions of Zora Neal Hurston works were added. They include *Jonah's Gourd Vine*, 1934, Hurston's first book; *Mules and Men*, 1936; *Their Eyes Were Watching God*, 1937, her masterpiece; and *Tell My Horse, Voodoo & Life in Haiti & Jamaica*, 1938, to complement the Bryant West Indies Collection. Acquiring these beautiful books with their books jackets is a significant step towards making the UCF Library the repository of record for the Central Florida region.

Completed the processing of the Joy Postle Papers. Postle was born on January 20th, 1896 in Chicago and studied at the Art Institute of Chicago. She arrived in Florida in 1934 and was involved in the WPA Art Project. Postle published several books: *Glamour Birds of the Americas*, *Drawing Birds*, *Drawing Animals* and *Fine Feathers*. She is probably most famous for the murals she painted in both commercial premises and private houses. Her murals adorned walls in Texas, North Carolina, and Florida. Her papers join other women Florida artists papers held by the department.

Other Florida books included *Wild Life in Florida with a Visit to Cuba* by F. Trench Townshend, 1875, which was illustrated by frontis engraving and a map of Florida prepared by the Mintern Brothers. This is a well written account of hunting and fishing in Florida with plenty of geography and natural history thrown in. Of special interest is the author's trip to Cuba with discussions of the insurgency and a first hand report of the practice of slavery at a sugar plantation.

Bryant West Indies

Rare materials were added including Patrick Browne's *The Civil and Natural History of Jamaica*, 1756, illustrated by George Dionysius Ehret who was well known for his botanical illustrations; and two Haitian paintings, one by Claude O'Bin. Several art catalogs documenting the work of Haiti and Cuba artists were also purchased. A new focus for the Bryant was begun in 2006, that of collecting natural history as well as arts and culture. To that end, Charles de Trochefort's *Histoire Naturelle et Morale des Iles Antilles de L'Amérique*, 1665 and A. L. Stoffers' *Flora of the Netherlands Antilles*, 1962, were obtained.

Michael A. Spencer Collection

The Michael A. Spencer Collection, documenting the research on flowering plants and bromeliads of Mr. Spencer, Lyman Smith, and Milford and Racine Foster, was acquired together with his collections on Henry Nehrling, Julian Nally, and Theodore Mead. A
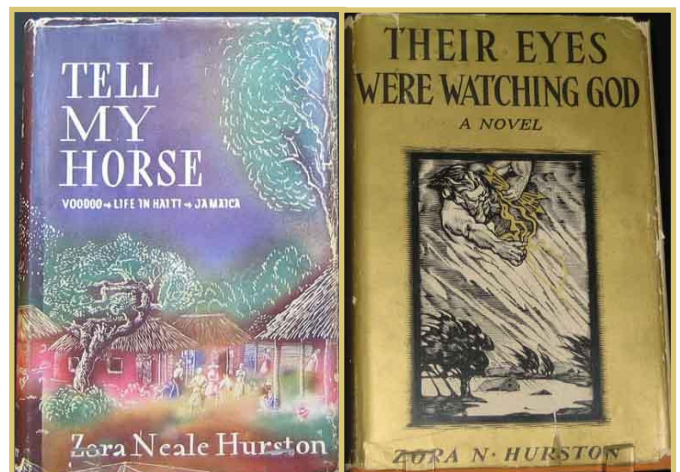
Tell My Horse and *Their Eyes Were Watching God*, by Zora Neale Hurston
Two first edition Zora Neale Hurston monographs purchased this year. A collection of materials pertaining to the Zora Neale Hurston festival held annually in Eatonville was made available earlier in the year.

recent accession of the Spencer Collection contains 163 unique journal titles, 1,021 monographs and 72 boxes of subject files and manuscripts.

Tourism

Big accessions to support research into tourism and attraction management included the Splash Archives (the journal of the World Water Park Association) and the Harris Rosen Scrapbooks and Papers, 1939-2005.

Italian and Shakespeare Books

The Special Collections Print Librarian negotiated with James Miller for further accessions of Italian books for the circulating collection. Rare Shakespeare titles were added including *The Players' Shakespeare*, 1923 a "Printed literatim from the First folio of 1623" and the *Trevelyon Miscellany*, 1608, a facsimile edition of one of the greatest treasures in the collection of the Folger Shakespeare Library titles with money donated by Carpenter family.

Student Assistants

Many of the Special Collections & University Archives accomplishments this past year would not have been achieved without the help of our dedicated group of student assistants. Among their projects this past year:

- Approximately 20 collections were processed by Jessica Achberger and Ryan Groves including the Florida Ephemera Collection, the Disney Ephemera Collection, and the Zora Neale Hurston Festival Collection. Several University office collections were processed including the UCF Alumni Association Records, UCF Foundation, Inc. Records and the Records of the Office of Research and Graduate Studies.
- EAD collection finding aids were generated which brought our overall online total for the year to over 70.
- All of the student assistants helped to physically bring in the very large Michael A. Spencer collection where they unpacked rows of boxes, arranged hundreds of books and manuscript materials, and created initial inventory lists to be used for further processing.
- Two virtual exhibits were created by Jonathon Teasley as continuations to physical exhibits curated by Special Collections & University Archives – "Illuminated Manuscripts" (spring 2007) and "University Archives" (fall 2006).
- Several students graduated from their respective undergraduate and graduate programs including Whelma Cabanawan who moved to California and is now working for the Coalition for Humane Immigrant Rights of Los Angeles. Jessica Achberger also graduated and was accepted into the University of Texas at Austin where she will pursue her PhD in African History. Students Lindsay Mazziotto, Jonathon Teasley, and Jamie Winholtz will be with the department through the fall 2007 and spring 2008 semesters continuing to learn archival

processing techniques, preservation, and creating various virtual and physical exhibits using the collections.

Staffing Changes

- Alexandra Olson, Senior Archivist, left for a professional library position at the end of 2006.
- Public History graduate assistant April Anderson took the Senior Archivist position on the same day that she graduated with her MA.
- Juliet Kamper graduated with her MLS from Florida State University and is now pursuing librarianship opportunities in Florida.
- Graduate Assistant Ryan Groves will be leaving the department to become a teaching assistant with the UCF Department of History for the fall 2007 semester.
- University Archivist and Manuscripts Curator Elizabeth Konzak left in May 2007 to take a supervisory position with the Hoover Institution at Stanford University.
- Carla Summers, Department Head, retired from the University Libraries at the end of the fiscal year. Other Staff Accomplishments:
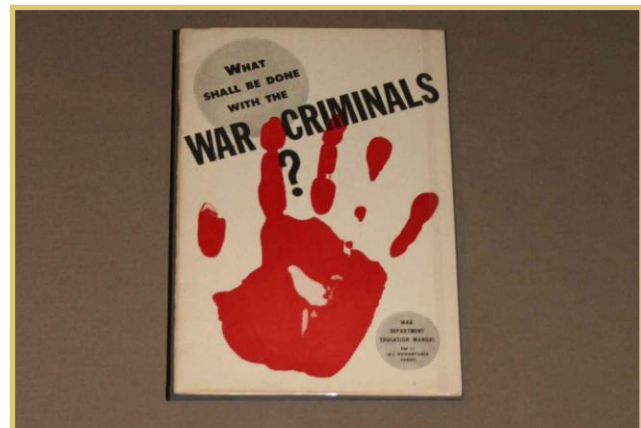
One of the 42 pamphlets created by the U.S. War Department under the series title "G.I. Roundtable," 1943–45. The pamphlets were created to "increase the effectiveness of the soldiers and officers and fighters during the war and as citizens after the war." Many addressed the possibilities of a postwar world.
University of Central Florida Libraries, Special Collections and University Archives

Van Sickle Pamphlet on Display in Washington DC
The UCF Libraries went on display to an international audience when Special Collections and University Archives loaned the United States Holocaust Memorial Museum one of the Van Sickle collections pamphlets entitled, "What Shall be Done with the War Criminals?" This particular exhibit is free to the public and runs from May 2007 to January 2008.

Special Collections & University Archives (cont'd) UCF

Departmental Goals: 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. *Continued to develop our Florida artists initiative by completing the Joy Postle Collection and adding a virtual exhibit of Postle's work. This work was funded by donor, Denise Hall. Negotiated with the George Millay family for papers documenting attractions management. Worked to accession and process the Michael A. Spencer collection. His first accession of Mead Nehrling and Nally materials is processed along with an upgrade of our existing Henry Nehrling papers finding aid. Accessioned the Susan King materials. Her library has been cataloged thanks to cataloger, Jack Webb. Worked to define the provenance of 19th century state papers acquired through purchase.*

Define collecting for the Sciences and Engineering including weeding engineering, accounting, math as well as limited editions, Patti and duplicates. *Developed and implemented strategies for learning about collecting the natural sciences to complement Michael A. Spencer collection. Met with UCF faculty Drs. Quigley and Taylor. Also looked to the tropical plant business, bromeliads cultivation and native plant industry and movement for possible collecting opportunities.*

Collect, preserve, and provide access to the University Records by working with university offices and organizations. *Contacted the UCF photographer and provided ongoing advocacy to preserve the UCF historical record focusing on the Office of the Provost. Completed work with Marketing. Advocate cataloging of UCF publications, the department's top cataloging priority.*

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. *Referred plan to deaccession library building art to Director of Libraries.*

Advocate a department budget of at least 1% of state materials budget. *Received an excellent budget this year at almost 1%.*

Enhance public service through outreach with a focus on the reading room. *Working with faculty, developed an exhibit on illuminated manuscript holdings and purchased lockers for the reading rooms.*

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. *Significant series have been processed and made available. They include the Nally and Nehrling Papers, the Children's Home Society of Florida, and the UCF Presidents' Papers.*

Continue enhancements to virtual exhibit based on the Caribbean materials held in the Bryant Collection. *The Bryant West Indies Collection virtual exhibit and EAD finding aids in the Bryant Collection are the current year's contribution to greater access to the materials.*

Design a project to microfilm/digitize the *UCF Future* and work with all Special Collections/ University Archives in State University Libraries to make it happen.
- *Prepared the Nehrling Letters project, funded by Florida Heritage Project monies.*
- *Retro fitted the oversize shelves to better house collections.*
- *Developed a grant proposal to preserve the Children's Home Society media.*

Partner with University units and organizations external to the University to further the Libraries and the University's goals. *Supervised UCF History Department and USF Library School internships.*

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

Develop list of projects for outside funding, targeting both individuals and foundations. Complete sponsored projects
- *University Archivist Elizabeth Konzak wrote an FCLA/LSTA/EAD continuation grant.*
- *Carla Summers completed the QEP information fluency grant project.*

Upgrade access to the print collections including preliminary records for all backlog print items and the cataloging of theses and dissertations. *Simplified the cataloging backlog database and verified content. Met with Cataloging Services to discuss goals.*

Advocate better management of department's digital assets. *Continued to wait for a useable searchable image database for department images with metadata, a librarywide decision.*

Build recognition of the University Archives as the source for University history, heritage and memory.
- *Sponsored exhibit, events and publications around the Knights Showcase exhibit in fall 2006.*
- *Created a permanent university history exhibits in Alumni Center.*

Departmental Goals: 2007-2008

- Complete a national search for and hire a new department head for Special Collections & University Archives.

Advancement Toward the President's Five Goals

🦅 **Offer the best undergraduate education available in Florida**

- Hosted lecture by Dr. Margaret Zaho to accompany the Love, Faith, Myth, Manuscript Facsimiles in UCF Special Collections exhibit.
- Participated in university events to encourage use of the Special Collections in Research
- Sponsored Book Arts Contest for student produced artists' books.
- 30 new EAD finding aids created and uploaded to the Special Collections and University Archives Website.
- Contributed finding aids to the statewide finding aid database, PALMM's Archival Collections.
- Redesigned and improved functionality of Reading Room to provide better service and access to research materials adding lockers funded by LIFE.
- Submitted proposal to a local foundation to fund upgrading reading room shelving.
- Received a QEP flower grant to teach under-graduates to use primary sources in research.
- Received donation to develop virtual exhibit on the Joy Postle Collection.
- Processed collections including the Presidential Papers of Dr. H. Trevor Colbourn, additions to the Harrison "Buzz" Price Papers, the Florida Ephemera Collection, Scott Simpkinson Collection, and the records of the UCF Foundation.
- Hosted a Lead Scholar.
- Participated in the Florida Center for Library Automation, "Opening Archives: Teaching EAD in Florida to Improve Access, 2005-2006," an LSTA grant to train Florida archivists in the implementation of Electronic Archival Description. Designed the workshops, served on the steering committee and as a regional trainer, assisted with two Central Florida workshops, including coordinating an additional workshop held at UCF.
- Involved in the effort to apply for a continuation grant with the Florida Center for Library Automation for Opening Archives: Teaching EAD in Florida to Improve Access, 2006-2007, an LSTA grant to train Florida archivists in the implementation of Electronic Archival Description. Continuation grant will fund a second set of workshops, and the development of an advanced workshop.
- Provided volunteer opportunities in Special Collections and University Archives to under-graduate students.
- Produced University Archives exhibition entitled "A Knight Showcase" demonstrating to the UCF community how much the University Archives Project had achieved. Organized three events during the exhibition attended by faculty, staff, alumni, students, and community members.

- Redesigned the Special Collections and University Archives Web page for increased access.
- Provided individual personal tours of the collections to Dr. Walter Taylor; Jo Sparks, Town and Gown Historian; and Joe Hornstein, UCF Athletics.
- Created re-usable exhibit on Dr. Millican.
- Continued to support a University Archives display in the lobby of the Fairwinds Alumni Center.
- Contributed Van Sickle pamphlet to exhibit at the Holocaust Museum in Washington, DC.

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

- Served on the faculty thesis committee for graduate student in Public History. This student is processing the Children's Home Society Archives in lieu of writing a thesis and creating an online exhibit.
- Supported the research of the History Department by hosting an exhibit on the Turpentine site on UCF's Campus.
- Collected a total of 185.25 linear feet of manuscripts including the Susan King Papers, the Splash Magazine Archives, Space Shuttle Photographs and the Michael Spencer Collection materials on Florida Natural History.
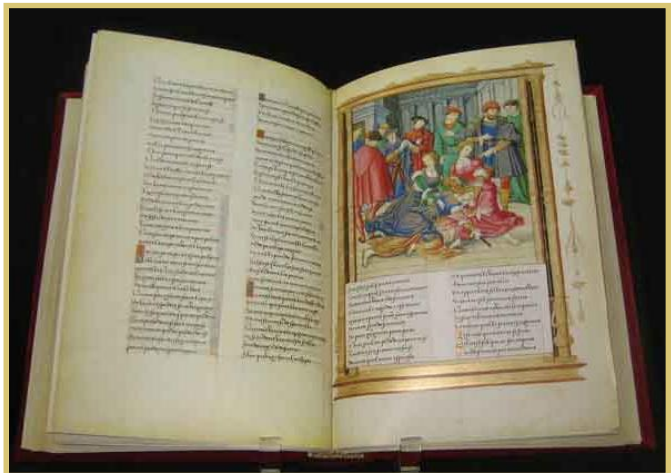
Romance of the Rose
Part of a large purchase of illuminated manuscript facsimiles, *Romance of the Rose* was featured in a 2007 Special Collections exhibit titled: "Love, Faith, and Myth: Illuminated Manuscripts Facsimiles at the UCF Libraries". The exhibit was co-curated by visiting UCF art instructor Dr. Margaret Ann Zaho.

Provide international focus to our curricula and research programs

- Participated in the digital Library of the Caribbean (dLOC).

Become more inclusive and diverse

- University Archives collects and provides access to historical documents that showcase the university's continuing dedication to diversity, international curricula and research.
- Completed the processing of all records relating to the Office of the President, including collections of papers from each president and interim presidents as well as records of the Office.
- Created a virtual exhibit documenting the Children's Home Society of Florida, one of the first children's charities in the state.
- Collected over 85 linear feet of records from university offices and organizations, documenting the work and outreach of UCF.

Be America's leading partnership university

- Staff supported local and regional cultural institutions through consultancy and service on advisory boards.
- Worked with State Archives of Florida to identify the provenance of a set of 19th century state papers.
- Loaned materials from the Lou Frey Papers to the Orange County Regional History Center for an exhibit that runs from June to December 2007. In conjunction with the exhibit, Senior Archivist Judith Beale wrote an article on Lou Frey that appeared in *Reflections* magazine.

- Partnerships within the University included service to the Alumni Association, UCF Athletics, UCF Retirees Association, UCF News and Information Office, the Frey Institute, the UCF Foundation, and the Departments of Art, English, History, Modern Languages, Theater, Women's Studies and the School of Film and Digital Media, Marketing, and *Pegasus* magazine.
- 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 Department highlights unidentified photographs from the University Photograph collection on their Website to assist with identification of the photographs.
- Assisted the College of Education prepare for their 40th anniversary celebration.
- All together, the University Archives participated in many diverse campus events for alumni, athletics, students and retirees to showcase the Archives and collect materials.

Performance Enhancement Recommendations

- There continues to be a great need for cataloging support where we are the library of record, university publications. In a search for cataloging copy for the department's uncataloged Van Sickle pamphlets, 259 out of 305 have copy available. We are continuing to search our monograph backlog to supply copy for cataloging. Only a small percentage of our backlog, mostly university publications, is original cataloging.

- As the department head retires, the Libraries has an opportunity to examine staffing. The Special Collections and University Archives department head should have better support to further the Libraries' goals of identifying great collections and bringing in donations of materials and funds. One recommendation could be that the department head be named the Department Head & University Archivist and that the existing line become the Assistant University Archivist and Manuscript Curator and that a third faculty line be added for a Special Collections Print Librarian.

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Special Collections and University Archives
Table 1
Collections In Catalog

	Number
Book Arts & Typography Collections	1,377
Bryant West Indies Collection	2,118
Engineering Collection	556
Floridiana Collections	868
Horror-Fantasy Collection	179
Manuscripts/cataloged	11
Reference Collection	43
Special Collections	4,580
University Archives	1,374
Records series/cataloged	3
Books, theses and dissertations	6,592
Total Cataloged Materials	**17,227**

Almost 400 books from the Susan King library have been cataloged this year as well as locations added to over 6,500 theses and dissertations.
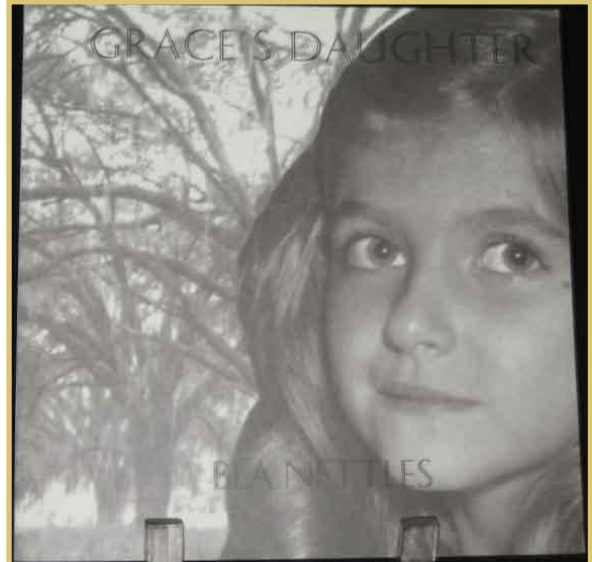
Grace's Daughter by Bea Nettles
Special Collections and University Archives acquired 14 books this past year by autobiographical book artist Bea Nettles, professor of art books and photography at the University of Illinois. Nettles' art books are created in large part from her photography. Highly regarded in the world of book artists, these additions of Nettles' work will be invaluable to UCF student book artists.

Special Collections & University Archives
Table 2
Patron Counts

	2006/07	2005/06	2004/05	2003/04	2002/03	2001/02
Gate Count	1,859	1,638	840	830	671	526
Students Taught	81	521	288	252	152	

University Archives exhibit, October 2006
The University Archives exhibit (August – November 2006) showcased FTU/UCF history and memorabilia. Three successful events brought alumni and former educators back to their alma mater resulting in material donations and new contacts.

Special Collections and University Archives
Table 3
*Manuscript Collections: 1,040 Linear Feet ***

	Linear Feet
Artists Papers	
Albin Polasek Collection, 1910-1982	2.00
Doris Leeper Papers, 1951-1999	6.00
Joy Postle Papers, 1912-2006	6.00
Iva Kitchell-Webster Papers 1947-1984	0.50
Sol & Sadie Malkoff Papers, 1939-1999	7.00
Walter Gaudnek Collection,1945-2003	4.90
Rose Feinman Papers, 1986-1996	3.00
Book Arts Collections	
Zines Collection, 1996-ongoing	1.00
Florida History Collections	
Children's Home Society of Florida Collection, 1903-2002 (bulk 1920-1987)	0.54
Florida Ephemera Collection	11.25
Florida Image Collection	1.65
Florida Lifestyle Radio, 1997-1999	0.50
Henry Nehrling Papers, 1886-1970	3.00
Paul Hartman Slide Collection	
Thomas & Georgine Mickler Collection of Arnold, Bennett, and Tanner Family Diaries, 1899-1974	2.00
Thomas & Georgine Mickler Sermon Collection, 1880-1933	3.00
Thomas & Georgine Mickler Map Collection	7.50
The Michael Spencer Collection	152.00
Literary Collections	
Archimedes L. Patti Papers	
Duerr, Howard J. Papers, 1911-1978	9.40
Local and Central Florida History	
Ben White Raceway Papers, 1947-1978	0.50
Carey-Hand Funeral Home Records, 1891-1952	22.00
Central Florida Heritage Initiative Collection	
Educator's Oral History Collection, 1998-ongoing	3.00
Wekiva Resources Council Map Collection	1.00
Political Papers	
Beatrice B. Ettinger Papers, 1964-1998	5.30
Phyllis J. Hudson Political Papers, 1966-2005	5.00
Lou Frey Papers, 1947-2006	28.50
George L. Stuart Jr. Political Papers, 1977-1990	114.00
Lynda Van Scoyoc Women's Political Caucus, 1970-2000	3.80
Social Movement Collections	
James C. Clark Research Papers, 1937-1996. 2 Boxes	2.50
Van Sickle Leftist Pamphlet Collection, 1920's -1970's	3.75
Space Program Collections	
Scott Simpkinson Papers, circa 1959-1981	12.80
Wagar, Howard C. Space Collection, 1940-1981	18.60
NASA Photographs Collection	
Travel and Tourism Collections	
The William L. Bryant West Indies Collection	
Disney Ephemera Collection	
Stephen Danks Lodwick Papers, 1964-2002, 5 boxes	4.00
Harrison "Buzz" Price Papers, 1956-2003	193.75

*Not all holdings in linear footage count are listed here. Linear footage count reflects manuscript materials only.

Special Collections and University Archives
Table 4
University Archives: 756 Linear Feet*

	Linear Feet
General Information Collections	
Vertical File, 1965-current	11
University Scrapbooks Collection, 1960-2002. 18 Boxes, 22 books	13.40
History of the University Seal, 1966-1968	0.50
News and Information Collection, 1968-2005	6.00
Photographs and Visual Materials	
University Photographs, 1965-1998	13.50
University Building Renderings, 1966-1968	3.00
University Audio, Visual, and Multi-Media Collection, 1970-2006, 14 Boxes	16.80
UCF Metro with Linda Chapin Video Collection, 2001-ongoing	
Office of the President	
Office of the President: 1, 1973-1994,	10.25
Office of the President: 2, 1968 - 1994, 12 Boxes	11.50
Office of the President: 3, 1982-1993	2.10
Office of the President: 4, 1968-1995	6.00
Office of the President: 5, 1972-2001	16.00
Charles Norman Millican Presidential Papers, 1963-1978	8.80
H. Trevor Colbourn Presidential Papers, c. 1978-1989	2.00
Steven Altman Presidential Papers, 1989-1991	9.00
Collected Materials on Robert A. Bryan, 1991-1997	(inch) 1.00
Hitt, John, Inauguration Records, 1992	4.00
University Memorabilia, 1963-ongoing	27.00
Gambrell, Carroll B. Vice-Presidential Papers, 1967-1978	20.00
Ellis, Leslie L. Vice-Presidential Papers, 1978-1986,	7.00
University Office Records	
University of Central Florida Athletics Collection, 1968-2006	8.40
University of Central Florida Equal Opportunity Office Records, 1969-1987	1.00
Office of Graduate Studies Records, 1970-1991	6.00
University Marketing Office Publications Collection, 1987-2005	1.00
Office of Public Affairs Manuscripts, undated	1.00
University Registrar Manuscripts, undated	1.00
University Relations Records, McGinnis, D. Robert, 1986-1993	8.00
25th Anniversary Events Records, 1988	4.50
University Finance and Accounting Office	2.00
University Physical Plant	7.00
University Organizations Records	
Lou Frey Institute of Politics and Government, 2003-2005	0.50
University of Central Florida Faculty and Alumni Manuscripts, 1972-2001	2.00
Staff Council, 1971-1992	4.00
University of Central Florida Theatre, 1969-ongoing	
University of Central Florida Women's Club, 1969-ongoing	
Alumni Association Records	
University of Central Florida Faculty and Alumni Manuscripts, 1972-2001	
University Library Records	
University Library Exhibits Records, 1969-1979	2.80
Library Frankenstein Exhibit Materials, 2004	
Walker, Lynn, Library Director, 1967-1983,	23.00
Allison, Anne Marie, Library Director, 1983-1997	18.00
Library Blueprints	
Library Photographs	

*Not all holdings in linear footage count are listed here. Linear footage count reflects manuscript materials only.

Carla M. Summers
Head, Special Collections & University Archives

Highlights of the Year in Retrospect

Applications Development
■ **Intranet**

Four new intranet applications were added, each of which have complete integration into the permission system allowing very granular application of rights to the functions that follow. All systems use a uniform interface with common controls including sorting, reverse sorting, column selection, appearance and preferences.

- *Database Subjects* – This is an application to replace the Database Subjects files on the public Website. This system manages database subjects pages, database resources, and sections for the resources. It can output all pages with a single mouse click, as well as generate a full A-Z listing of all database resources. It supports WikiCode on all description fields and resources may be loaded into customized sections on a per-page basis.

- *Intranet Files (G:\Share)* - This lets staff members who can log into the intranet access the files they've stored on G:\Share from anywhere in the world. Files are loaded through a special pipe and can be viewed or downloaded just as if they were inside the main library building.

- *Financial Data* - Financial information can be easily pulled (one click) from FCLA into our own local database where it is stored, and descriptive information is added for reports. This system offers grouping by five different categories for quick live report generation with totals calculation on each section as well as multiple year support and automatic archiving of old data. When values must be edited manually, the application can go into manual mode, unlocking the ability to change the monetary values until automatic mode can be restored.

- *Equipment Database* - This is the database backend for the successor to the MiB Master inventory management system used by Systems & Technology. It comprises eight different information tables and has been integrated into the rest of the intranet's systems. The interface for this database is pending.

- **Improvements to existing intranet applications:**

- *Public News* - Many improvements have been made to this application. It now fully supports channels, so regional campuses or special sections can be created which remain independent from the main library news. Commenting ability has been added for the public to add comments to any story (approval process detailed below). It has received numerous cosmetic improvements as well as being renamed a "blog." The miniature news list that displays news headings and links to the full stories got overhauled and now also supports channels and enjoys more flexibility in its usage on the site.

- *News & Comments Administration* - News administration has been and will continue to improve. The interface and convenience additions, like live examples of code and story previews, have been simplified. When comments are posted by the public, they are added to a holding queue to await approval. Comments may be reviewed, and even modified, before being approved or denied. Data adding/saving now uses the new SQLScribe function.

- *Users & Departments Database Administration* - Integration with our Windows Active Directory LDAP server is now supported. User information in this database may be synchronized with the server's user accounts, providing more automation and live data to both server administrators and general staff. Authorized users can also see a user's specific permissions from this interface and see a listing of all the service requests the specific user has placed. Data adding/saving now uses the new SQLScribe function.

- *Meeting Minutes* - This area experienced a major overhaul. Many sections were completely rewritten to allow easier and dynamic file management. Comments may now be made to groups, files may be modified after they are submitted, and all forms were redesigned to be more visually appealing. Data adding/saving now uses the new SQLScribe function.

- *Service Requests* - This received numerous updates and has been widely adopted throughout our libraries. A short list of major improvements includes new filters for viewing data, presentation improvements, and integration with the personnel database.

Blake Stephens, Programmer Analyst

- *Intranet Preferences* - A new section got added which lets a user choose whether a relative dates (3 months ago) or absolute dates (November 3, 2006) is wanted. Settings here are immediately available in every intranet application including, but not limited to, Service Requests and Calendar.
- *Permission Infrastructure* - The permission system was redesigned to allow easier maintenance and integration into applications. The system is now completely database driven.
- *UCFcommon & IntranetFunctions Function Libraries* - These libraries receive almost daily updates to their code, improving efficiency, functionality, capability, and quality. These now provide vital standardized functionality to every Web application on our internal and public Websites. Major recent improvements include the following:
  - *SQLScribe* - A standardized method for adding or updating records in a database via a simple three-step process.
  - *Column Selector* - Ability to choose what columns are displayed or not in any table on any intranet application. Includes default selection, all, none, required columns, and custom user selections.
  - *Wiki Code Formatter* - Converts plain text written in WikiCode format to HTML.
  - *Universal Tracking and Logging System* - Integrates with the permission system (now database-based) and logs any action done on the site that requires a permission. Logs timestamp, user, what the user did, and what data the user affected.
  - *Get Permissions Improvements - Simplified the interface to expect less information and output more.*
  - *LDAP Query Support - Applications can now interact with our LDAP server for user information queries.*
  - *Template Processing* - Templates can be written to replace hand-coded interfaces to many operations, including e-mails and Web pages. Templates support sending variables as well as variable replacements for keywords.
  - *Application Documentation –*
  - UCFcommon.pm, IntranetFunctions.pm, Calendar.pm, WikiCode.pod and Permissions.pm are all fully documented and available for staff viewing on the intranet in the "Lib Sites Documen-tation" section.

Public PC Desktops
- Custom desktop pages have been created for public and classroom machines. 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.
- 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 the make and model of the machine.

Printing and Graphics
- Around 356 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 64,983 digital images this year for various projects including the Van Sickle Leftist Pamphlet collection, Central Florida Memory, Florida Heritage, Digital Library of the Caribbean, as well as special requests. Digital image processing included scanning, cropping, color correcting, bundling, and loading digital images. Each project requires the use of different formats, standards, and software packages.
- Created 35 video files for projects including Theater, Lou Frey, and Special Collections selections.
- Created 11 audio files for the Lou Frey project.
- Enhanced the Digital Collections Webpage to include project information and links to all currently available UCF Libraries' digital collections.
- Purchased equipment to expand digital collections to include video recording and processing.
- A full-time OPS position was converted to a permanent full time LTA – Imaging Specialist position.
- Consulted with faculty from English and Humanities departments regarding digital projects.
- Created a wiki to promote communication and collaboration among Central Florida Memory partners.
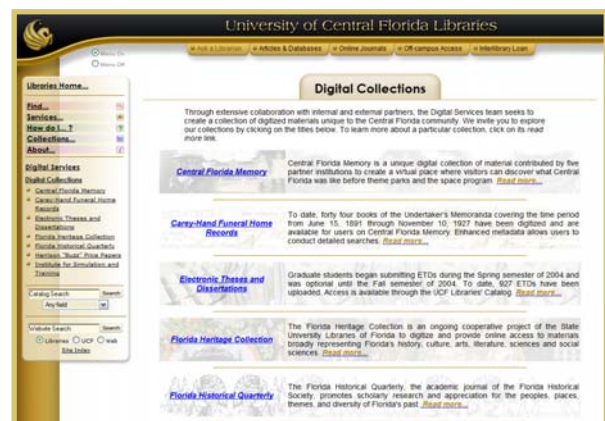
Digital Collections Web Page

Infrastructure

- Managed Libraries' network operations, servers, storage systems, security, and related infrastructure, to include:
  - Application of services packs, patches, group policies, and updates
  - Maintenance of key library server applications
    - ILLiad document delivery system
    - Pharos Uniprint "pay-for-print" network printing
  - Creation and preservation of historical statistical data for Web services and "pay-for-print" network printing
  - Evaluation of new products and services
  - Data backup, retention, and recovery
  - Communication with vendors (Dell, Microsoft , Cisco, & Fluke)
  - Improvements to network infrastructure.
    - Installed Cisco Catalyst 4500s in 2M and 5S closets
    - Installed Cisco Catalyst 3560Gs in five closets (1S, 1N, 3S, 3N, 4N)
    - Upgraded Cisco equipment in 4N closet
    - Replaced existing 12 Wireless Access Points with new devices
  - Added new servers into production.
    - Installed new Domain Controller server and related services to Rosen campus
    - Installed new server for use with ALEPH development
  - Assisted with the implementation of videoconferencing capabilities in library via the Polycom system.
  - Established environmental security systems and monitoring solutions for suspect computers.
  - Creation of FTP delivery site for digital images to partners and patrons of Digital Services and Special Collections.

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.

Web Services

- Created an advanced styling stylesheet. It brings more uniformity and enforcement of library-approved appearances to many Web pages. It incorporates Web page integration into the navigation scheme via color-coded sections and highlighting.
- Delivered two classes for staff Web page developers on HTML and Web development.
- Performed over 20 1-on-1 training sessions for Web editors for more in-depth instruction about HTML, CSS, Libraries' styling guidelines, the future of the Libraries' Website, how to improve their pages, and answered questions. Most sessions ran two hours.
- Redesigned the Library Development Web pages.
- Designed, built, and implemented a new design for the *InDevelopment* Newsletter.
- Designed, built, and implemented a new exhibit for author Mary Monroe using cutting edge graphics, HTML, CSS, Javascript and animation to create a life-like stage complete with moving curtains to present information and photos.

Libraries Home Page

Staffing Changes

- Scott Milbuta accepted a programmer analyst position in the Registrar's Office in May 2007.
- John O'Connor transitioned from an OPS position to an LTA - Imaging Specialist position in January 2007.
- Lee Dotson became Digital Services Librarian in January 2007.
- Todd Shipman joined Digital Services for the summer 2007 semester as an ALSTARS intern to work on a Government Documents digitization project.

UCF

Departmental Goals: 2006-2007

- Implement a network storage solution to support expanding digital collections. *Equipment was purchased. Implementation will be completed by December 2007.*

- Resolve network and server issues that have been interfering with operations. *Several meetings were held with Computer Services staff to evaluate the problems. Systems staff was able to solve one problem without assistance. The other problem (slow network speed) was deemed within normal parameters by Computer Services. There is still a multi-casting issue to be resolved.*

- Expand staffing to include another programmer/ analyst and computer support analyst, and a digital imaging technician. *Additional programmer and computer support positions were not approved. An LTA position was moved to Digital Services and serves as a solution for an imaging technician.*

Departmental Goals: 2007-2008

- Complete code cleanup of the Libraries' Web pages.
- Offer more instruction to the Web Working Group and Web editors for continuing the development of the Libraries' Web site according to established standards and practices.
- Develop a plan for expanding digital collections by evaluating archived image collections, establishing additional partnerships with UCF and local groups, and identifying grant funding.
- Explore methods for marketing local digital collections to a worldwide audience.
- Partner with UCF campus colleges and the K-12 community to increase student use of digital collections for primary source materials.
- Pursue options for integrating Web 2.0 technologies into library services.
- Establish an efficient production and delivery method for ALEPH reports and notices.
- Evaluate wireless signal strength throughout the building and install additional access points in weak areas.
- Discover solutions to the multi-casting problem that is preventing time-effective updates to PCs.

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; with the Orange County Library System, Orange County Regional History Center, Rollins College, and the Museum of Seminole County History on Central Florida Memory; and developing the Digital Library of the Caribbean (dLOC) with state university and Caribbean university participants.

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. The hiring freeze prohibits plans to add technical support, programming, and digital imaging staff for the foreseeable future.

Space continues to be an issue for the unit. The Digital Services office is one 632 square foot room housing 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 waiting for deployment or surplus because there is little storage space available elsewhere.

John O'Connor, LTA Digital Services, at the scanner

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Electronic Theses & Dissertations

Submissions:

1 Jan 2004 – 30 June 2007   **1,021**

Systems & Technology
Table 1
Network Printing

Printer	2006-07	2005-06	2004-05	2003-04
2A	157,831	256,677	233,720	198,832
2B	69,255	59,636	56,573	60,051
3A	4,067	48,394	59,279	40,971
Lobby	361,091	227,188	213,950	238,542
CMC	60,536	-	-	-
Color	7,655	5,565	3,547	-
Rosen	42,153	11,503	10,172	-
TOTAL	**702,588**	**608,963**	**577,241**	**538,396**
Active Network Addresses	0			
Assigned Network Ports	502			

Systems & Technology:
Standing – Lee Dotson, Greg McCoy, Selma Jaskowski, Joel Lavoie, Page Curry
Seated – Davina Hovanec, John O'Connor, Blake Stephens

Systems & Technology
Table 2
Web Page Statistics

	2006-07	2005-06	2004-05	2003-04
Total Hits	74,072,826	45,984,103	22,214,402	13,828,792
Average Hits per day	202,954	125,982	61,113	38,133
Visitors	1,252,397	1,069,674	927,615	760,532
Unique IP's	504,610	453,641	406,126	348,012
Total data transferred (Mbytes)	343,025	354,201	278,315	259,322
Data transfer per day (Mbytes)	937	969	782	716
Stats for LibraryMain	**2006-07**	**2005-06**	**2004-05**	**2003-04**
Total Hits	66,773,165	41,440,519	20,982,273	13,096,917
Average Hits per day	182,940	113,536	57,486	35,784
Visitors	1,010,262	904,462	803,096	678,944
Unique IP's	461,382	414,789	373,128	320,189
Total data transferred (Mbytes)	324,803	209,224	154,143	121,426
Data transfer per day (Mbytes)	889.87	573.22	422.31	331.76
Stats for Reserves	**2006-07**	**2005-06**	**2004-05**	**2003-04**
Total Hits	84,766	387,147	455,918	509,974
Hits per day	231	1,060	1,249	1,393
Visitors	14,618	36,618	45,079	46,753
Unique IP's	5,640	11,232	13,356	16,300
One-time visitors	3,187	5,993	7,672	10,984
Total data transferred (Mbytes)	23,572	148,511	251,136	253,338
Data transfer per day (Mbytes)	64.42	406.88	688.03	692.17
Stats for CFM	**2006-07**	**2005-06**	**2004-05**	**2003-04**
Total Hits	5,867,581	3,060,751	487,921	146,516
Hits per day	16,075	8,385	1,329	751
Visitors	177,971	73,340	36,629	10,606
Unique IP's	26,003	15,978	8,777	3,064
One-time visitors	18,535	12,436	7,010	2,212
Total data transferred (Mbytes)	282,020	171,489	6,922	3,389
Data transfer per day (Mbytes)	772.66	469.83	18.87	17.39
Stats for ILLiad	**2006-07**	**2005-06**	**2004-05***	**2003-04**
Total Hits	1,347,137	1,081,517	232,544	n/a
Hits per day	3,690	2,963	897	n/a
Visitors	44,215	45,406	23,196	n/a
Unique IP's	10,106	9,204	5,375	n/a
One-time visitors	5,561	4,902	3,060	n/a
Total data transferred (Mbytes)	36,536	33,608	18,463	n/a
Data transfer per day (Mbytes)	100.10	92.08	71.28	n/a
Stats for SELA	**2006-07**	**2005-06**	**2004-05**	**2003-04**
Total Hits	177	14,169	55,746	75,385
Hits per day	18	38	152	205
Visitors	5,331	9,848	19,615	24,229
Unique IP's	1,479	2,438	5,490	8,459
One-time visitors	979	1,672	3,852	6,764
Total data transferred (Mbytes)	7	21	1,372	2,263
Data transfer per day (Mbytes)	0.02	0.06	3.77	6.19

*Incomplete year

Systems & Technology
Table 3
Digital Services Statistics

Project	Images Scanned			
	2006-07	2005-06	2004-05	2003-04
Administration	267	-	-	-
Bryant Collection	429	8,106	-	-
Carey Hand	2,327	266	6,528	405
Central Florida Memory	2,042	25,811	23,006	-
Central Florida Memory Outsourced	-	13,274	-	-
Children's Home Society	416	-	-	-
Digital Library of the Caribbean(dLOC)	3,228	-	-	-
Florida Heritage Project	1,531	7,423	19,631	11,642
Harrison Price Papers	-	228	15,838	-
ILL	112	-	-	-
IST	-	-	4,559	12,751
Special Collections	1,318	3,728	-	-
Special Requests	-	277	30	63
Van Sickle Project	53,313	2,194	-	-
Total Images	**64,983**	**61,307**	**69,592**	**24,861**

	Audio/Video Files			
Lou Frey	11	-	-	-
Theater, Special Collections requests	35	-	-	-
Total Audio/Video	**46**	**-**	**-**	**-**
Total Digital	**65,029**	**61,307**	**69,592**	**24,861**

Systems & Technology
Table 4
Technical Support Statistics

	2006-07	2005-06	2004-05	2003-04
Work Orders Logged	1,177	1,208	1,158	1,122
Work Orders Completed	1,177	1,202	1,166	1,122
Public PCs	231	203	203	210
Staff PCs	189	189	187	186
Public Laptops	71	61	61	54
Staff Laptops	17	17	17	23
Public Printers	7	7	7	6
Staff Printers	35	35	35	33
Staff Terminals*	0	1	1	1
Classroom PCs	43	43	43	43
Win2K3 Servers	9	6	6	4
Unix Server*	1	1	1	1

*Innopac (Acquisitions/Serials system)
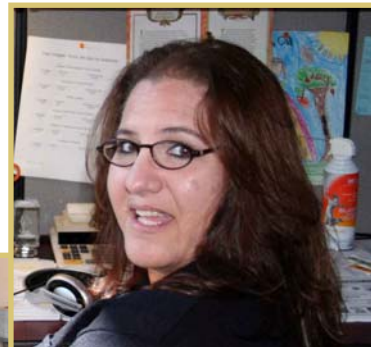
Clockwise: Joel Lavoie, Page Curry, Lee Dotson, Davina Hovanec, and Greg McCoy.

Selma K. Jaskowski
Head, Systems & Technology

Statistical Summary 2006-2007

VOLUMES HELD	OWN 6/30/06	ADDED	DELETED	OWN 6/30/07
Main Library	1,192,741	44,743	1,086	1,236,398
Brevard	38,591	2,105	112	40,584
Daytona	21,278	618	396	21,500
South Lake	2,330	177	-	2,507
Universal Foundation Library at Rosen College	6,131	1,115	72	7,174
Curriculum Materials Center (CMC)	31,918	2,662	334	34,246
MetroWest	17	254	-	271
Ocala	15	120	-	135
Osceola	13	-	-	13
Sanford/Lake Mary	13	401	-	414
Florida Solar Energy Center volumes (FSEC)	25,379	272	113	25,538
Subtotal print volumes	1,318,426	52,467	2,113	1,368,780
Electronic volumes (netLibrary, other)	49,735	136,705	9	186,431
TOTAL	**1,368,161**	**189,172**	**2,122**	**1,555,211**
CATALOGED TITLES ALL LOCATIONS & MATERIALS	**1,210,582**	**200,089**	**3,103**	**1,407,568**
MICROFORM UNITS				
Microfilm				
Main Library	61,496	457		61,953
FSEC	1	-		1
Microfiche - General				
Main Library	1,173,761	1,245		1,175,006
FSEC	56,522	-		56,522
Documents Microfiche (ASI, CFR, CIS, IIS, SRI)	823,714	29,462		853,176
Microfiche Government Documents	834,990	7,961	82	842,869
U.S. Patents (Microfilm)	8,906	-	-	8,906
TOTAL	**2,959,390**	**39,125**	**82**	**2,998,433**
GOVERNMENT DOCUMENTS				
Print:				
U.S. Government	271,785	4,885	3,885	272,785
Florida Government	34,660	594	85	35,169
Subtotal Print Gov't Documents (for IPEDS)	306,445	5,479	3,970	307,954
(Total IPEDS holdings incl. Gov Docs)	1,674,606	194,651	6,092	1,863,165
Non-Print:				
U.S. Electronic (CD-ROM, DVD, floppy)	4,227	127	1	4,353
Florida Electronic (CD-ROM, DVD, floppy)	27	1	-	28
U.S. Patents (CD-ROM, DVD)	1,267	156	-	1,423
Maps	3,643	183	-	3,826
TOTAL	**315,609**	**5,946**	**3,971**	**317,584**
SERIALS SUBSRIPTIONS				**-**
Periodicals all locations:				
Print Journals	4,894	-	4	4,890
E-Journals (Dual format + e-only)	7,424	531	-	7,955
Newspapers	34	-	-	34
E-Databases	371	6	-	377
FSEC Serials	95	10	-	105
Federal Depository Program (FDP) print serials	547	63	-	610
FDP e-serials (dual format + e-only)	2,431	155	-	2,586
Serials (Annuals, Yearbooks, Numbered series)	572	-	65	507
Total Active Serial Subscriptions	**16,368**	**765**	**69**	**17,064**
Total Electronic Serial Subscriptions	***9,855***	***686***	***-***	***10,541***
Total Inactive Titles	4,778	11	-	4,789
MEDIA VOLUMES				
Main	28,432	2,494	518	30,408
Curriculum Materials Center	5,543	472	346	5,669
Regional Campuses and Rosen	677	626	-	1,303
Florida Solar Energy Center	7,958	-	-	7,958
TOTAL	**42,610**	**3,592**	**864**	**45,338**

Media Volumes

MEDIA VOLUMES	Own 6/30/06	Added	Deleted	Own 6/30/07
Main				
Cassettes/AudioTapes	2,419	128	2	2,545
CD/ROMs	1,907	196	8	2,095
Compact discs(music)	4,128	340	371	4,097
Compact discs(other)	14	-	-	14
DVDs	2,518	1,176	-	3,694
DVD ROMS	5	-	-	5
Filmstrips	500	-	-	500
Laser discs12"	203	-	-	203
Mediakits	80	-	-	80
Other	85	2	4	83
Phonograph records	2,459	-	133	2,326
Pictures	11	-	-	11
Slides	166	-	-	166
Video Recordings	13,937	652	-	14,589
Total-Main	**28,432**	**2,494**	**518**	**30,408**
Curriculum Materials Center				
Cassettes/Audiotapes	404	6	-	410
CD-ROMs	639	57	338	358
Compact discs	318	41	-	359
DVD	32	53	-	85
Filmstrips	399	-	-	399
Games	37	175	-	212
Kits	516	-	-	516
Laser discs12"	60	-	-	60
Maps	13	-	-	13
Media kits	32	18	-	50
Models	31	7	-	38
Pictures	128	72	-	200
Multi-media	156	-	-	156
Other	33	19	4	48
Phonograph records	961	-	-	961
Realia	105	16	1	120
Software	724	-	-	724
Transparencies	15	-	-	15
Video Recordings	940	8	3	945
Total - CMC	**5,543**	**472**	**346**	**5,669**
Regional Campuses and Rosen *				
Compact discs (music)	56	7	-	63
Cassettes/Audiotapes	27	-	-	27
CD/DVD	218	452	-	670
CD-ROMS	40	30	-	70
Other	25	38	-	63
Video Recordings	311	99	-	410
Total - Branches	**677**	**626**	**-**	**1,303**
Florida Solar Energy Center				
Cassettes/Audiotapes	58	-	-	58
CD-ROMs	104	17	-	121
Films	10	-	-	10
Slides	7,572	-	-	7,572
Video Recordings	214	-	-	214
Total - FSEC	**7,958**	**17**	**-**	**7,975**
TOTAL MEDIA VOLUMES	**42,610**	**3,609**	**864**	**45,355**

Financial Profile (Expenditures)

	Salaries - Full-time (1)	Part-time Personnel (2)	Operating Expense (3)	Capitalized Furniture and Equipment (4)	Library Materials (5)	Library Total Expenditures (E&G)
2006/07	$5,757,430	$615,997	$912,573	$326,322	$6,156,952	**$13,769,274**
2005/06	$5,384,859	$579,478	$643,044	$309,754	$5,959,938	**$12,877,073**
2004/05	$5,194,929	$600,094	$670,940	$278,665	$5,623,985	**$12,368,613**
2003/04	$4,888,517	$629,670	$640,077	$265,957	$5,038,828	**$11,463,049**
2002/03	$4,296,132	$485,397	$580,051	$291,864	$5,494,106	**$11,147,550**
2001/02	$4,079,542	$498,804	$466,875	$248,930	$5,303,915	**$10,598,066**
2000/01	$3,772,100	$531,520	$582,724	$276,841	$5,680,840	**$10,844,025**
1999/00	$3,535,793	$415,740	$555,175	$294,239	$5,173,357	**$9,974,304**
1998/99	$3,327,091	$370,865	$556,161	$532,554	$4,715,882	**$9,502,553**
1997/98	$2,904,608	$402,503	$617,979	$225,644	$4,681,696	**$8,832,430**

(1) Includes fringe benefits.

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

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

(4) Includes furniture, computer hardware and software > $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.

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 forPrint Serials	(5) Disbursed forPrint Monographs	(6) Electronic Resources (1) (Mono, Serials D/B& Backfiles)	(7) Other Library Materials (Microfilms, A/V back vols)	(8) Contract Binding	(7) Total Expenses (4+5+6+7+8)
2006/07	$5,117,519	$1,039,433	$6,156,952	$1,656,816	$1,638,870	$2,545,859	$183,630	$131,777	$6,156,952
2005/06	5,221,715	738,223	5,959,938	1,546,789	1,817,561	2,267,460	188,986	139,142	$5,959,938
2004/05	5,119,744	504,241	5,623,985	1,755,693	1,771,959	1,902,793	64,622	128,918	5,623,985
2003/04	4,657,717	381,111	5,038,828	2,198,148	1,481,547	1,057,110	113,018	189,005	5,038,828
2002/03	4,414,238	1,079,868	5,494,106	2,385,428	1,960,508	820,920	153,037	174,213	5,494,106
2001/02	5,070,877	233,038	5,303,915	2,494,547	1,853,618	581,560	154,986	219,204	5,303,915
2000/01*	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

* Restarted to conform to ASERL definitions

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

Notes to Materials Budget

FY 2006/07	$		
		131,542	Departmental program funds loaded into base budget
		65,890	Flood Expenditures - Materials
		14,178	Sociology, Statistics, anthropology program funding
		261,937	Library internal operating conversions
		524,586	Temporary loan from renovation funds
		31,300	Lost Book Fees
		10,000	Office of Research
	$	**1,039,433**	**Total**
FY 2005/06	$	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
	$	**738,223**	**Total**
FY 2004/05	$	300,000	Regional Campus funds
		138,020	Departmental program funds loaded into base budget
		16,550	Film, A&S and Sports
		20,000	IST
		6,000	Theater
		10,000	Office of Research
		13,671	Replacements (Binding Revenue of T&D discontinued)
	$	**504,241**	**Total**
FY 2003/04	$		
		250,000	University Special
		6,411	Arts and Sciences
		30,000	Rosen College of Hospitality Management
		43,909	Revenue (Replacements and thesis/dissertation)
		20,000	IST
		10,000	Office of Research
		20,791	Operations sweep
	$	**381,111**	**Total**
FY 2002/03	$	136,998	Operating budget sweeps
		62,000	Molecular Biology Support
		500,000	University Special
		32,680	Thesis reimbursements and book replacement
		43,190	Additional academic program support
		195,000	Regional Campus Support
		100,000	AA Reserve
		10,000	Sponsored Research
	$	**1,079,868**	**Total**

FY 2001/02:	$		
		62,000	Mid-year operating budget sweep
		27,087	Thesis reimbursements
		5,152	Book replacements
		28,799	Academic program support
		10,000	Sponsored Research
		100,000	Area campus support
	$	**233,038**	**Total**
FY 2000/01:	$	350,000	lapsed full-time salary monies
		4,531	Book replacements
		32,842	Thesis reimbursements
		10,000	Sponsored Research
		27,000	Engineering materials support
		682	Other
	$	**425,055**	**Total**
FY 1999/00:	$	585,500	Lapsed full-time salary monies
		28,000	OPS salary sweep
		43,699	Thesis/Dissertation/Lost Book Recoveries
		43,637	Equipment conversion
		27,000	Engineering
		10,000	Sponsored Research
	$	**737,836**	**Total**
FY 1998/99:	$	375,718	Lapsed Salary Monies
		30,000	Public Administration Dept
		10,000	Sponsored Research Transfer
		32,491	Thesis/Dissertation Recoveries
		10,000	Psychology Dept
		17,000	Foreign Languages
	$	**475,209**	**Total**
FY 1997/98:	$	14,531	OCO Reallocation 11/26/97
		13,000	Spanish Program Transfer
		10,000	Sponsored Research Transfer
		31,038	Book OCO Recoveries
		343,284	Lapsed Salary Monies
		132,000	Reserve Money Conversion
	$	**543,853**	**Total**

UCF

Abulencia, Leticia - Sr. LTA, Cataloging Services
- **Training/Development**
  - ALEPH Training
  - Social Security Session, Library Admin

Alderman, Barbara - Librarian BCC/Palm Bay
- **Creative Works**
  - "Integrating Writing and Research: A Collaborative Project to Promote Information Fluency on a Regional Campus." QEP Engagement Grant awarded to UCF Southern Region faculty Lauren Miller, Charles Viggiano, Jerry Sublette, Barbara Kyle, Allison King, Barbara Alderman, and Andrew Todd, for fall 2007 to spring 2010
  - "Corporate Blogs as a Teaching Tool for HSA Programs," with UCF Teaching Faculty Donna Malvey and UCF Librarians Andrew Todd and Allison King as part of the Distance Education Faculty Forum, Association of University Programs in Health Administration (AUPHA) Annual Meeting in Orlando, June 2007
  - "Moving Beyond Venn Diagrams: Using Concept Mapping to Visualize the Search Strategy Process," with Allison King and Andrew Todd, ACRL 13th National Conference in Baltimore, Maryland, March/ April 2007
  - "The Business of Blogs in the Online Classroom: Moving from Me to We," with UCF Teaching Faculty Donna Malvey and UCF Librarian Allison King, 12th Sloan-C International Conference on Asynchronous Learning Networks: *The Power of Online Learning: Realizing the Vision.* November 2006
  - "Meeting in an Online World: Library Modules in WebCT Classes,"with Allison King and Andy Todd, UCF FCTL *Faculty Focus*, 5 (3):7-8. (August 2006)
- **Service**
  - Served as supervising faculty for Civil Rights Research interns for summer semester
  - Ongoing development and maintenance of library modules in selected WebCT classes
  - Mentoring Committee Member
  - Eric Content Development Group participant

Allen, Frank – Associate Director, Administrative Services
- **Creative Works**
  - "Toward a Formula-Based Model for Academic Library Funding: Statistical Significance and Implications of a Model Based upon Institutional Characteristics," with Mark Dickie, *College & Research Libraries* 68, no. 2: 170-181 (March 2007)
  - "Top Ten Assumptions for the Future of Academic Libraries and Librarians: A Report from the ACRL Research Committee," with James L. Mullins and Jon R. Hufford, *College and Research Libraries News*, 68, no.4: 240+ (April 2007)

- **Service**
  - Interim collection development liaison to the Department of Economics, School of Business Administration, 2006
  - Association of Research Libraries (ACRL) Research Committee, 2006-07
  - Library Administration and Management Association Program Committee (a division of the American Library Association), 2006-07
  - Interim Head, UCF Regional Campus Libraries, summer 2006 – spring 2007
  - Search Committee, Head, UCF Regional Campus Libraries, winter- spring 2007, Chair
  - Search Committee, South Lake Librarian, UCF Regional Campus Libraries, fall 2006-winter 2007, Chair
  - Florida State Employee Charitable Campaign (FSECC), fall 2006, Library co-chair
  - Libraries in 2017 Taskforce, a strategic planning committee commissioned by the Director of Libraries, Chair

Anderson, April Karlene – Sr. Archivist Special Collections & University Archives
- Became the new Senior Archivist in May 2007 after working for two and a half years as an OPS graduate assistant under Elizabeth Konzak.
- **Creative Works**
  - Arranged and described the Children's Home Society of Florida Collection, one of the largest manuscript collections in the manuscript repository. Created an accompanying virtual exhibit that highlights items from the collection.

April Anderson

  - Participated in the Florida Library Association's poster session and presented "Unlocking Local History: The Public Historian's Role in Connecting the Community to the Library." The session included a poster showing images from the Children's Home Society of Florida collection as well as the accompanying virtual exhibit featuring flipbook software. The session generated a huge response and many contacts with several public libraries were created.
  - Helped with the planning, creation, and implementation of the Knight Showcase Exhibition, which was displayed in the UCF Libraries main floor in fall 2006. Other activities associated with the exhibit included working three events where tours were given and the creation of some of the exhibit promotional materials.
  - Designed and implemented Illuminated Manuscripts exhibit with Alexandra Olsen, spring 2007.
- **Memberships**
  - Society of Florida Archivist (SFA)
  - Society of American Archivist (SAA)
  - Phi Alpha Theta (National History Honors Society)
  - UCF Alumni Association

- **Service**
  - Participated in the Welcome Expo, fall 2006
  - Participated in the Coaches Tour, fall 2006
  - Designed and implemented a Book Arts exhibit in the second floor exhibition area for the Exhibits Committee, spring/summer 2007
  - Assisted UCF art professor Dr. Walter Gaudnek in exhibiting materials from his collection housed in our archive in spring 2007
  - Assisted in classroom outreach including undergraduate and graduate Public History courses taught by Dr. Vibert White in spring 2007
  - Participated in Diversity Week in the library by helping to create the winning 3-dimensional poster
  - **Library Committees**
    - Departmental Web Editor and part of the Web Working Group
    - Exhibits Committee
- **Training/Development**
  - Modern Archives Institute, sponsored by the National Archives and Records Administration in Washington, DC, June 2007. Received 7.5 Continuing Education units
  - "Metadata for Digitization and Preservation," sponsored by SOLINET
  - "Preservation Options of PDF-A," sponsored by Society of American Archivists
  - "Opening Archives: Teaching EAD in Florida to Improve Access" workshop sponsored by FCLA's.
  - FrontPage training in fall 2006, sponsored by FCLA.
  - Digitool worksho, sponsored by Archives Florida.
  - Web Editors workshop, UCF Libraries
  - "Reach for the Stars: UCF's Past, Present, & Future," UCF Human Resources, Parts 1 & 2

Michael A. Arthur – Department Head
Acquisitions & Collection Services
- **Creative Works**
  - "How to hit the ground running; What to do while still in library school," UCF MLIS Information Day, Rosen College for Hospitality Management, Orlando, May 2007
  - "Developing a Crystal Clear Future for the Serials Unit in an Electronic Environment: Results of a Workflow Analysis," with T. Graves, *Serials Review*. 32 (4). pp.238-246. (2006)
  - "SR Visits: Mariners' Museum and Library," with M.E. Higgins, *Serials Review*. 32 (4). pp. 285-287. (2006)
- **Service**
  - *Charleston Conference : Issues in Book and Serial Acquisition*, Charleston, SC, served as a mentor
  - North American Serials Interest Group, Annual Conference, Nominations and Elections Committee 2007, appointed to Conference Planning Committee for 2008

- **University**
  - Student Conduct Review Board
- **State University Libraries**
  - Collection Planning Committee
  - CPC Working Group on JANUS Challenges, Co-Chair
  - Alibris for Libraries – Advisory Board
- **UCF Libraries**
  - Collection Management Council, Chair
  - Library Management Council
  - Library Faculty Council, Vice Chair
  - Search Committee, Head, Regional Campus Libraries

Ayoub, Joseph – Sr. LTA
Media/Circulation Services
- **Training/Development**
  - Introduction to PeopleSoft (PS1000)
  - "Flip-the-Tarp" teambuilding activity/training
  - Student Records One (SR2010)
  - Wikis, Blogs, Podcast, Facebook, and RSS
  - Endeca Training Session, Library
  - Student Employment Workshop, Library
  - Interviewer Certification Workshop, UCF
  - Internet Communications

Bajramoski, Grenka – Sr. LTA
UOF Library at Rosen
- **Training/Development**
  - HTML 1 & 2
  - PeopleSoft SA/HR 8.9: Basic Navigation
  - Access 1 & 2
  - Publisher 1 & 2
  - "Time Management: Accomplishing More"
  - Behind-the-scenes staff tour of Walt Disney World corporate libraries
  - Completed 48 credit hrs. of Business and Marketing coursework while working full-time.

Baker, Barry - Director of Libraries
- **Awards/Promotions**
  - Received ACURIL Caribbean Information Professional of the Year 2007 Award.

- **Creative Works**
  - **Presentations**
    - o "Central Florida Memory: The Development of a Collaborative Digitization Partnership Model Serving Learning Communities,"4th Pan Commonwealth Forum on Open Learning, Ocho Rios, Jamaica
    - o "A Journey Through the Millennia to the 21st Century Library and Beyond," Learning Institute for the Elders, UCF
    - o "Central Florida Memory: A Collaborative Digitization Partnership Model." ACURIL XXXVII, Puerto Rico
- **Service**
  - ALA, Association of College & Research Libraries, Ethics Committee
  - Advisory Board, Caribbeana Portal Project
  - Florida Library Network Council
  - Digital Library of the Caribbean (dLOC) Executive Committee
  - Southeastern Library Association, Constitution & Handbook Committee
  - Council of State University Libraries, Chair
  - Florida Center for Library Automation Board, Chair
  - ACURIL Academic Libraries Special Interest Group, Chair
  - ACURIL Finance Committee, Chair,
  - Editor, "Technical Services Report" in *Technical Services Quarterly*
  - Editorial Board, *ACURILEANA* (electronic journal)
  - Moderator, "Library 2.0 in Word and Deed, ACURIL XXXVII, Puerto Rico

Baker, Erica – Sr. LTA
Reference Services
- Accepted into the Library Science master's program at Florida State University.

Basco, Buenaventura – Librarian
InfoSource/Reference Services
- **Creative Works**
  - "UCF InfoSource: Adventures of the Researchers," with Ruth Wiley a poster session, FLA Annual Conference, April 2007
- **Service**
  - Jury Member who selected the American Library Association Spectrum Scholars
  - President-elect of the Asian/Pacific Librarians Association (APALA)
  - Collection Management & Development Section (CMDS), Chair
  - Planning Committee Member of ALCTS committee, which drafted the divisions strategic plan.

Beale, Judith – Sr. Archivist
Special Collections & University Archives
- **Creative Works**
  - Made two presentations at SFA
  - Presented to UCF Women's Club
  - Published an article in *Reflections* about the Lou Frey Papers
  - Wrote regular "Remember When" articles for *Pegasus* magazine
  - Edited Archives virtual exhibit for our Web site
  - Revised UCF Special Collections Web page on the Archives Florida Web site
- **Memberships**
  - Academy of Certified Archivists
  - Society of American Archivists
  - Society of Florida Archivists
  - Southern Historical Association
  - UCF Women's Club
  - UCF Alumni Association
- **Service**
  - Search committee, Head, Special Collections & University Archives
- **Training/Development**
  - FrontPage
  - Society of American Archivists Annual Meeting
  - Qualified as a Certified Archivist
  - EAD workshop
  - SOLINET metadata workshop
  - Web Editors workshop, Library
  - Archives Florida wokshop on Digitool
  - Digital Libraries Webinar
  - SAA Webinar on PDF-A
  - Society of Florida Archivists Annual Meeting
  - Changing Library Culture Webinar
  - ENDECA Training

Beile, Penny– Department Head
Curriculum Materials Center
- **Creative Works**

  Penny Beile

  - "On Literature Reviews of, and for, Educational Research," with David N. Boote, A Response to the Critique by Joseph Maxwell." *Educational Researcher* 35(9), 32-35. (December 2006)
  - "Factors that Contribute to Students' Information Literacy Skills: The Role of the Academic Faculty," American Educational Research Association Annual Conference, Chicago, IL, April 2007
  - "The Changing Face of Scholarly Communication for Educators: New Skills, Issues, and Models for Publishing," Society for Information Technology in Teacher Education (SITE) Annual Conference, San Antonio, TX, March 2007
  - "The ILAS-ED: A Standards-based Instrument for Assessing Pre-service Teachers' Information

Literacy Levels," Society for Information Technology in Teacher Education (SITE) Annual Conference, San Antonio, TX, March 2007
- "Get Organized. Get Scholarly. Get Done," with Becky Fiedler (Florida Institute of Technology), Society for Information Technology in Teacher Education (SITE) Annual Conference, San Antonio, TX, March 2007
- "Increase Your Productivity!: Technology Tools for Scholarship and Collaboration," with Rebecca Fiedler and Andy Tinkham, accepted as workshop at the 2006 Annual Conference of the Association for Educational Communications and Technology, Dallas, TX, October 2006
- **Service**
  - ALA, ACRL: Sections Council, secretary, and Leadership Council, member
  - ALA, Education and Behavioral Sciences Section: section chair; Advisory Council, member, and Executive Committee, member
  - Educational Testing Service's National Advisory Committee, member
  - SACS consultant for North Georgia College and State University's Information Literacy Quality Enhancement Plan

Bishop, Corinne – Librarian
Information Literacy & Outreach
- **Creative Works**
  - "Stepping Out of the Library: Web 2.0 Technologies for Libraries," Florida Health Services Library Association Annual Conference, June 2007
  - "Information Literacy" Faculty Center Teaching and Learning workshop, April 2007
  - Wiki poster session, Florida Library Association Annual Conference, April 2007
  - Three-hour wiki training classes, Central Florida Library Cooperative, December 2006; February & March 2007
- **Service**
  - Moderator, Florida Library Association Internet Interest Group
  - MLIS Information Day Committee 2007
  - Holiday Party Planning Committee 2006
  - "Virtual Reference, Real Evaluation," with Donna Goda, the first ALA Virtual Poster Session on evaluating digital reference services

Bizon, Joe – LTA Supervisor
Acquisitions & Collection Services
- **Training/Development**
  - ALEPH 15.5 implementation and ALEPH 18 migration

Bolinger, Parri – Accountant
Administrative Services
- **Service**
  - Holiday Party Committee
- **Training/Development**
  - Payroll Authorizer 8.9 Delta
  - Financials Cardholder Information Security Procedures (CISP)

Bottorff, Tim – Librarian
UOF Library at Rosen
- **Awards/Promotions**
  - Achieved promotion to the rank of Assistant University Librarian
- **Creative Works**
  - Presented a Panel Presentation at the FLA 2007 Annual Conference
  - Wrote two book reviews for *Business Information Alert*
- **Memberships**
  - ALA
  - RUSA
  - ACRL
  - FLA

Tim Bottorff

- **Service**
  - National
    - ACRL 2007 National Conference Contributed Papers Committee
    - Facilitated a Roundtable Discussion at the ACRL 2007 National Conference MLIS Information Day Committee, 2007
  - University
    - Served as a Faculty Judge for the 2007 UCF Graduate Research Forum
  - Libraries
    - Department representative, UCF Libraries' ALEPH Implementation and Migration (AIM) Committee
    - UCF Libraries' Electronic Resources Work-group (ERW)
    - Department representative, UCF Libraries' Web Working Group (WWG), formerly the Web Advisory Committee
    - Completed a second term as elected Chair of the CFLC Reference Interest Group
    - Participated in the UCF Librarian Exchange program with the Reference Department
- **Training/Development**
  - ALA 2007 Annual Conference, Washington, D.C.
  - ACRL 2007 National Conference, Baltimore, MD
  - FLA 2007 Annual Conference, Lake Buena Vista, FL
  - CFLC Annual Meeting and three Quarterly Reference Interest Group Meetings

- Two College of DuPage Webcasts: "Next Gen Librarianship" and "Best New Technologies"
- ACRL Webcast, "The Role of the Librarian in Combating Plagiarism"
- A special, behind-the-scenes tour of four libraries at Walt Disney World
- "ABC's of Diversity," UCF
- "Advanced FrontPage," UCF Libraries
- "Career Track Video Series," (4 sessions), UCF Libraries
- UCF "Sexual Harassment" training session
- "Time Management/Accomplishing More," UCF

Burris, Cynthia – Office Manager
Reference Services
- **Creative Works**
  - Provided Web site designs and graphical support for MLIS Information Day 2007, Asian/Pacific American Librarians Association, International Polar Year exhibit
- **Service**
  - Libraries' Exhibits Committee.

Campbell, Deirdre – Sr. LTA
Interlibrary Loan/Document Delivery Services
- **Awards/Promotions**
  - Received her Masters in Public Administration in August 2006

Deirdre Campbell

Candela, Tina – LTA Supervisor
Acquisitions & Collection Services
- **Service**
  - Library Information Kiosk
  - FSECC Library Representative
- **Training/Development**
  - "Work : pleasure or pain?" Library Workshop
  - "Winning with people," Library Workshop
  - 12th Annual Joseph C. Andrews Mentoring Breakfast

Case, Lyn – Department Head
Cataloging Services
- **Creative Works**
  - Lewis & Clark Grant Proposal/Application
- **Memberships**
  - ALA
  - ALCTS
  - ASIS&T
  - FLA
  - LAMA
- **Service**
  - CFLC Cataloging Interest Group
  - FAMU Law Library Open House
  - Florida State Employees Charitable Campaign
- **Training/Development**
  - ALEPH Training
  - CFLC Session on Camtasia
  - Computer Vision Lecture Series-Artificial Intelligence

- Endeca Information Session
- First Time Mediators Training
- FLA Annual Conference
- Libraries in Virtual Spaces - Second LifeLocal Holdings MARC Records
- Performance Appraisals
- Search Committee Training
- SOLINET Metadata Webinar
- Technology Trends in Academic Libraries

Castellano, Lisa – OPS
Circulation Services
- **Training/Development**
  - Introduction to PeopleSoft (PS1000)

Cloutier, Martha – Sr. LTA
Circulation Services
- **Training/Development**
  - CPR Adult
  - First Aid
  - Introduction to PeopleSoft (PS1000)
  - Student Employment Workshop
  - Student Records One (SR2010)

Colding, Linda – Librarian
Reference Services
- **Awards/Promotions**
  - Promoted to Associate University Librarian
- **Service**
  - Elected Vice-President/President elect of LIRT
  - Served as the sole Librarian and provided library expertise during two MIVERs (Military Installation Voluntary Education Reviews)
  - Selected for the UCF Student Conduct Board
- **Training/Development**
  - Graduated from the UCF Leadership Enhancement Program

Coney, Gloria – LTA Supervisor
Circulation Services
- **Service**
  - UCF Empowerment Luncheon
  - Member Library Diversity Team
  - Member Library Evacuation Team
- **Training/Development**
  - "Flip-the-Tarp" teambuilding activity/training
  - CPR Adult

Correa, Eda – Librarian
Cataloging Services
- **Creative Works**
  - Wrote six biographical entries for the encyclopedia, *Hispanic American Biographies*
  - "Introduction to Cataloging Spanish Language Monographs," presentation, SOLINET workshops

Eda Correa

- "Best Practices for Providing Access to Spanish Language Materials: a Cataloger's Perspective," presentation, ALA Annual Conference
  - ■ **Memberships**
    - ALA
    - ALCTS
    - FLA
    - SALALM
  - ■ **Training/Development**
    - ALEPH Training
    - ALA Annual Conference
    - FLA Annual Conference
    - Technology Trends in Academic Libraries (training)

Crist, Alice – Sr. LTA
Cataloging Services
- ■ **Service**
  - FAMU Law Library Open House
  - Florida State Employees Charitable Campaign
- ■ **Training/Development**
  - ALEPH Training
  - Social Security, Library Admin. Session

Curry, Page – Digital Imaging Tech
Digital Services/Systems & Technology
- ■ **Service**
  - Central Florida Memory, Digital Services Support
  - Orientation for New Employees
- ■ **Training/Development**
  - Audio/Video digitization
  - Film/Slide digitization

Dillon, Gerald – Sr. LTA
Circulation Services
- ■ **Training/Development**
  - Basic Navigation 8.9 (FNNV110)
  - Chart of Accounts 8.9 (FNCA110)
  - AP Inquiry 8.9 (FNAP110)
  - Budget/Journal Inquiry 8.9 (FNGL110)
  - Reporting Essentials 8.9 (FNRP110)
  - "Flip-the-Tarp" teambuilding activity/training

Dotson, Lee – Librarian
Digital Services/Systems & Technology
- ■ **Creative Works**
  - ● **Presentations**
    - "Digital Dilemmas: The Life and Times of a Digital Collection," co-presented poster session, ALA nnual Conference, Washington D.C., June 2007
    - "Scanning the Past: Central Florida Memory," co-presented poster session, FLA Annual Conference, Lake Buena Vista, April 2007
    - "Six Things You Should Know About Central Florida Memory," co-presented, Osceola County Principals' Meeting, March 2007
    - "Top 10 Lessons Learned Working on Central Florida Memory," co-presented, CFLC Annual Meeting, Celebration, December 2006

- "Central Florida Memory for 4th grade," for the Orange County Public Schools Teach-In, East Lake Elementary, November 2006
- "Scanning the Past: Central Florida Memory," co-presented poster session, LITA National Forum, Nashville, October 2006
- Planned and implemented Fun in the SUN (Socially intrigUing techNologies), a 13 week online learning program based on PLCMC's Learning 2.0 project, to give UCF Libraries' faculty and staff the opportunity to learn about Web 2.0 applications.

- ■ **Service**
  - ● **State/FCLA**
    - Digital Development and Access Committee
    - Life Events Metadata Task Force
  - ● **University**
    - UCF Electronic Theses and Dissertations Group
  - ● **Libraries**
    - Central Florida Memory, Digital Services Support
    - Central Florida Memory Grant Writing Committee
    - Library Technology Advisory Group
    - Libraries' Diversity Week Team
  - ● **Digital Project Development**
    - Central Florida Memory/iArchives microfilm conversion
- ■ **Training/Development**
  - ALA Annual Conference, Washington D.C., June 2007
  - FLA Annual Conference, Lake Buena Vista, April 2007
  - LITA National Forum, Nashville, October 2006
  - "Telling It Like It Was: Doing Oral History," FLA Preconference, Lake Buena Vista, April 2007
  - State University System ETD Workshop, Gainesville, March 2007
  - EAD DigiTool Training, Orlando, January 2007
  - Metadata Summit, Orlando, November 2006
  - Encoded Archival Description, Orlando, September 2006

Screen Shot: Fun in the Sun!

Dunlop, Doug – Coordinator Librarian
Digital Resources/Cataloging Services
- **Creative Works**
  - "Digital dilemmas: The life and times of a digital collection," ALA Annual Conference, June 2007
  - Lewis & Clark Grant Proposal/Application
  - "Scanning the Past: Central Florida Memory," presented at 2007 FLA Annual Conference
  - "Scanning the Past: Central Florida Memory," presented at 2006 LITA National Forum
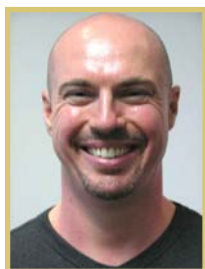- **Memberships**
  - ALA
  - AMIA
  - ASIS&T
  - FLA
  - VRA
- **Service**
  - Director's Advisory Group
  - Diversity Week Committee
  - ETD Working Group
  - Exhibits Committee
  - Metadata Summit
  - Public Services Search Committee
- **Training/Development**
  - ALEPH Training
  - ALA Annual Conference; FLA Annual Conference
  - AMIA, Workshop on Moving Image Metadata

Doug Dunlop

Ebster, Deborah, Department Head
UOF Library at Rosen
- **Creative Works**
  - Contributed regular book reviews to *Library Journal* on business etiquette and hospitality-related topics
- **Memberships**
  - ACRL
  - ALA
  - BCALA
  - FLA
  - IRRT
  - RUSA
- **Service**
  - Regional Campus Reference Librarian Search Committee, LSCC/UCF Joint-use facility
  - Library Personnel Advisory Committee (LPAC)
  - MLIS Information Day Committee 2007
  - MLIS Information Day Presenter, "Getting the Most Out of Conferences," Rosen Campus Library
  - Presented overview of library services at Rosen College Faculty Retreat, Lake Buena Vista, FL
  - ACRL Spectrum Scholar Mentor

Deb Ebster

- Continued to serve as editor-in-chief of library newsletter, "Check It Out"
- **Training/Development**
  - ACRL National Conference, Baltimore, MD
  - FLA Annual Conference, Lake Buena Vista, FL
  - ALA Midwinter Conference, Seattle, WA
  - Charleston Library Conference, Charleston, SC
  - Joint Conference of Librarians of Color (JCLC), Dallas, TX
  - ACRL Spectrum Scholar Mentor Training workshop at ALA Midwinter
  - ACRL Webcast, "Role of the Librarian in Combating Plagiarism"
  - UCF "ABC's of Diversity" Training
  - UCF "Leadership Secrets of Santa Claus," HR training workshop
  - Behind-the-scenes staff tour of Walt Disney World corporate libraries
- Featured as subject of "Building a Library for the Business of Fun," in the *Job of a Lifetime* column, February 2007, *College & Research Libraries News*

Fredison, Jessica – OPS
Circulation Services
- **Training/Development**
  - Introduction to PeopleSoft (PS1000)
  - Student Records One (SR2010)

Girard, Janet – Sr. Accounting Officer
Administrative Services
- **Training/Development**
  - Customer Services: focus on the Customer
  - Payroll Authorizer 8.9 Delta
  - Effort Certification & Reporting
  - Property & Inventory Control
  - National Seminars Group/Padgett-Thompson: Managing Multiple Priorities & Projects
  - National Seminars Group/Padgett-Thompson: Building Budgeting Skills
  - Purchasing: Florida Minority Supplier Development Council (FMSDC) Central Chapter Council (Minority Suppliers event)
  - Purchasing: Diversity in Purchasing (Minority Suppliers event)

Gladding-Swann, Mary Lee – Sr. LTA
Stacks/Circulation Services
- **Service**
  - Member, Library Evacuation Team
  - Notary Public
- **Training/Development**
  - Time Management/Accomplishing More
  - Goal Setting
  - Conflict Resolution Using TKI
  - Student Records One (SR2010W)
  - "Flip-the-Tarp" teambuilding activity/training

Goda, Donna – Librarian
Reference Services
- **Awards/Promotions**
  - Received Ph.D. International Relations, Florida International University
  - Promoted to Associate University Librarian
  - Collaborated with Richard Harrison and submitted a proposal for an Undergraduate Teaching Equipment Grant. The UCF Libraries was awarded a total of $10,850.00 to purchase equipment supporting problem-based library instruction for undergraduates. The Libraries will purchase the following: (1) the e-Instruction student response system; (2) the NetOp School for Windows classroom management software; and (3) the SMARTBoard interactive whiteboard and software
- **Creative Works**
  - "Virtual Reference, Real Evaluation," with Corinne Bishop in the first ALA Virtual Poster Session on evaluating digital reference services
- **Service**
  - Organized 4th Annual MLIS Information Day

Gottesman, Melinda – Librarian
Reference Services
- **Creative Works**
  - Creation and maintenance of the Reference Wiki (http://ucfinstruction.pbwiki.com) to promote knowledge sharing and collaboration between members of Reference Services
  - Creation of the two citation style starting points (APA and MLA). Published a book review of 'Cicero, Classicism and Popular Culture' for *Teaching History*

Hall, Patricia – Sr. LTA
Government Documents/Referernce Services
- **Creative Works**
  - Assumed control of coordinating the book jacket display, one of means of alerting patrons and staff about new books received, and she revised procedures for the book jacket display.
  - Curated informative displays to advertise the UCF Libraries' government documents collections, which has increased interest among patrons and staff

Hammond, Becky- LTA
Special Collections & University Archives
- **Training/Development**
  - Communication, Human Resources
  - Teambuilding, Human Resources
  - Myers-Briggs Workshop, Human Resources
  - ALEPH class, UCF Library

Hanie, Jonathon – LTA
Media/Circulation Services
- **Service**
  - Member, Library Evacuation Team
- **Training/Development**
  - "Flip-the-Tarp" teambuilding activity/training
  - CPR Adult

Harrison, Richard – Librarian
Reference Services
- **Awards/Promotions**
  - Collaborated with Donna Goda and submitted a proposal for an Undergraduate Teaching Equipment Grant. The UCF Libraries was awarded a total of $10,850.00 to purchase equipment supporting problem-based library instruction for undergraduates. The Libraries will purchase: (1) the e-Instruction student response system; (2) the NetOp School for Windows classroom management software; and (3) the SMARTBoard interactive whiteboard and software.
- **Service**
  - For the fourth consecutive year, co-coordinated the annual Showcase of Undergraduate Research Excellence
  - Served on the Faculty Senate's ad hoc committee to revamp the student perception of instruction survey.
  - Continued to work one-quarter time as a special assistant to the Vice Provost for Academic Affairs.

Hernandez, Edwin – Information Specialist
Library Development/Administrative Services
- **Service**
  - UCF Libraries Disabilities Committee
  - UCF Libraries Diversity Committee
  - American Heart Association - Part of the University of Central Florida Libraries Team which raised $3,200 in donations
- **Training/Development**
  - Personal Power II – Staff Training Resource from UCF Libraries Media Services
  - GroupWise 6.5
  - Organization Development & Training, UCF HR
  - Interviewer Certification, UCF HR
  - Say What You Mean: Basics in Writing, Editing & Proofing-Part I, UCF HR
  - Say What You Mean: Basics in Writing, Editing & Proofing-Part II, UCF HR
  - Coping with Difficult People, UCF HR
  - Time Management/Accomplishing More, UCF HR

Hill, Johnny – LTA Supervisor
Stacks/Circulation Services
- **Service**
  - Libraries in 2017 Strategic Planning Committee
- **Training/Development**
  - First Aid
  - Performance Appraisals
  - Leadership Secrets – Santa Clause
  - Mr. Potato Head & Leadership
  - Reach for the Stars Parts I & II
  - Leadership Excellence Series
    - Emotional Intelligence
    - Laws of Leadership I – IV
    - Situational Leadership I
    - Myers-Briggs Type Indicator
    - Change Management I
  - "Flip-the-Tarp" teambuilding activity/training

Hinshaw, Carole – Department Head
Reference Services
- **Awards/Promotions**
  - Received Florida Humanities Grant to fund exhibit and programs about Jack Kerouac and the 50th anniversary celebration of *On the Road* and his connection to central Florida
- **Service**
  - In partnership with Rotary International and Library of Congress' Open World Program hosted Russian teachers' visit to the library and College of Education
  - Member, SUL PSPC Information Literacy Subcommittee

Carole Hinshaw

Hoeppner, Athena–Electronic Resources Librarian
Acquisitions & Collection Services
- **Creative Works**
  - "Affinity Mapping: Doing it in Public." Internet Librarian 2006, Monterey, CA, October 2006
  - "Imbedding MetaLib In Database Web Pages: Usability Issues." ELUNA 2007. Spearfish, SD, June 2007
  - Information Fluency Workshop for the Summer Research Academy, June 2007
- **Service**
  - **Libraries**
    - Electronic Resources Workgroup, Chair
    - Strategic Planning Committee
    - Web Working Group
    - Electronic Resources Subcommittee
  - ASIST, Florida Chapter, Chair
  - ASIST, SIG-ED, Communications Office
- **Training/Development**
  - Internet Librarian 2006, Monterey, CA, October 2006
  - ASIST Annual Meeting, Austin, TX, November 2006

- ELUNA 2007. Spearfish, SD, June 2007

Humphries, Megan – Sr. LTA
Stacks/Circulation Services
- **Training/Development**
  - Coping with Difficult People
  - Time Management/Accomplishing More
  - CPR Adult
  - First Aid
  - Getting Organized
  - Leadership Secrets – Santa Clause
  - Mr. Potato Head & Leadership
  - "Flip-the-Tarp" teambuilding activity/training

Jaggernauth, Pam – LTA Supervisor
Curriculum Materials Center
- **Awards/Promotions**
  - Graduated from SCC with High Honors AA degree
- **Training/Development**
  - Attended HTML I and II class from UCF Continuing Education
  - Completed the UCF Supervisory Skills Series

Pam Jaggernauth

Jaskowski, Selma – Assistant Director
Systems & Technology
- **Creative Works**
  - **Presentations**
    - "Workflow: who does what in functioning ETD programs," co-presented with Joel Lavoie, ETD Workshop, University of Florida, Gainesville FL, March 2007
    - "Six Things You Should Know About Central Florida Memory," co-presented, Osceola County Principals' Meeting, March 2007
    - Tour of UCF Libraries' technology for visitors from Kenya, November 2006
    - "Digital Collections at UCF Libraries," for visiting educators from Russia, October 2006
    - "Top 10 Lessons Learned Working on Central Florida Memory," co-presented, CFLC Annual Meeting, Celebration, December 2006
    - Orientation of New Employees, various times throughout the year
    - "Workflow: Who does what in functioning ETD programs," co-presented with Joel Lavoie, ETD Workshop, University of Florida, Gainesville FL, March 2007
- **Service**
  - **State/FCLA**
    - CSUL Technology Advisory Group
    - Digital Development and Access Committee
    - General Liaison
  - **University**
    - Library Advisory Committee
    - COOP Committee
    - Network Security Team

o School of Film and Digital Media Search Committee (postponed)
- **Libraries**
  o Search Committee, Head, Special Collections and University Archives, Chair
  o Library Student Advisory Board
  o Web Working Group, Chair
  o 2nd Floor Renewal Task Force
  o Technology Advisory Group, Chair
  o ALEPH Implementation & Migration Committee
  o Central Florida Memory Operations Committee
  o Central Florida Memory Grant Writing Committee
- **Digital Project Management**
  o Central Florida Memory
  o Electronic Theses and Dissertations
  o Florida Heritage Project
  o Carey Hand Funeral Records
  o Institutional Repository development
  o Digital Library of the Caribbean (dLOC)
- **Training/Development**
  - "Telling It Like It Was: Doing Oral History," FLA Preconference, Lake Buena Vista, April 2007
  - WebWise Conference, Washington, DC, February/ March 2007
  - EAD DigiTool Training, Orlando, January 2007
  - Metadata Summit, Orlando, November 2006

Selma Jasckowski

Johnson, Jacqui – Sr. LTA
Cataloging Services
- **Service**
  - Search Committee, Head, Libraries Human Resources and Staff Development
o **Training/Development**
  - ALEPH Training
  - Just for Copy Cats

Kapucu, Aysegul – Librarian
Reference Services
- **Creative Works**
  - Implemented Del.ici.ous-Social Bookmarking Tool for the library
  - Presentation at CFLC Reference Interest Group meeting on Reference 2.0

Kibbee, Raynette – Sr. Admin. Assistant
Administrative Services
- **Service**
  - Web Working Group
  - Director's Advisory Group (ex-officio)
- **Training/Development**
  - "Rejuvenate Your Life in 21 Days," 07-18-06, presentation by Inez Bracy, UCF Library
  - FrontPage, CFLC
  - "Work: Pain or Pleasure?", Part 1, CFLC at Library
  - "Work: Pain or Pleasure?", CFLC at Library
  - "PeopleSoft 8.9 for Authorizers," UCF HRIS

- "Student Employment Update," UCF Library Payroll Manager
- "Preservation Options of PDF," Webinar by SAA
- "Second Life Library Issues, UCF Library
- "Practical Strategies for Building a Library 2.0 Game Plan," ACRL Webcast;
- Attended Printing Services Open House, October 2006, UCF

Killingsworth, Elizabeth –Department Head (Interim) Information Literacy & Outreach
- **Creative Works**
  - "Braving the New Waters of Information Fluency," with Jason Martin, Renee Montgomery, and Rachel Viggiano, Poster presented at the ACRL Annual Conference, Baltimore, MD, March 2007.
- **Service**
  - Vice President/President-Elect, Florida Chapter, ACRL
  - Search committee, Information Literacy Librarian, Chair
  - Search committee, Instruction Design Specialist, CDWS
- **Training/Development**
  - Completed participation in the Sunshine State Library Leadership Institute

King, Allison – Librarian
BCC Campus
- **Awards/Promotions**
  - "Integrating Writing and Research: A Collaborative Project to Promote Information Fluency on a Regional Campus." QEP Engagement Grant awarded to UCF Southern Region faculty Lauren Miller, Charles Viggiano, Jerry Sublette, Barbara Kyle, Allison King, Barbara Alderman, and Andrew Todd, for fall 2007 to Spring 2010

Allison King

- **Creative Works**
  - "Corporate Blogs as a Teaching Tool for HSA Programs," with UCF Teaching Faculty Donna Malvey and UCF Librarians Andrew Todd and Barbara Alderman as part of the Distance Education Faculty Forum, Association of University Programs in Health Administration (AUPHA) Annual Meeting, Orlando, June 2007
  - "Moving Beyond Venn Diagrams: Using Concept Mapping to Visualize the Search Strategy Process," with Andrew Todd and Barbara Alderman, ACRL 13th National Conference in Baltimore, Maryland, March/April 2007
  - "The Business of Blogs in the Online Classroom: Moving from Me to We," with UCF Teaching Faculty Donna Malvey and UCF Librarian Barbara Alderman, 12th Sloan-C International Conference on Asynchronous

Learning Networks: *The Power of Online Learning: Realizing the Vision.* November 2006

- "Meeting in an Online World: Library Modules in WebCT Classes," with Barbara Alderman and Andy Todd, UCF FCTL *Faculty Focus*, 5 (3):7-8. (August 2006)

■ **Service**
- Supported the Grants and Nonprofit Resource Center (GNRC)
- Supported the Brevard Educational, Scholarship, and Testing Center (BEST)

Kirwan, Katie – Sr. LTA
Binding/Acquisitions & Collection Services
■ **Training/Development**
- Leadership Excellence, HR
- Building a CV that Best Represents You, HR

Kisby, Cynthia – Department Head
Regional Campus Libraries
■ **Creative Works**
- Presented three-hour workshops CFLC, October 2006, February 2007 and at the ALA Annual Conference, June 2007
- Plenary speaker at Florida Health Science Library Association Annual Meeting, June 2007
- Invited panel speaker for FLA Annual Conference, April 2007
- Presented customized workshops for Florida State University Libraries, March 2007

■ **Service**
- Concluded service as FLA Board Member in April 2007

Konzak, Elizabeth – Archives Librarian
Special Collections & University Archives
■ **Creative Works**
- **Presentation**
  ○ "Preserving the Past to Present to the Future," Central Florida Library Cooperative, October 2006
- **Publication**
  ○ Opening Archives, Improving Access to Hidden Archival Collections. Florida Libraries, *Journal of the Florida Library Association*, Fall 2006.
- **Grant**
  ○ FCLA's Opening Archives: Teaching EAD in Florida to Improve Access, 2005, (funded) continuation grant, 2006 (in process) Project design, writing and editing for an LSTA grant to train Florida archivists in the implementation of Encoded Archival Description http://www.fcla.edu/dlini/OpeningArchives/

■ **Memberships**
- ALA
- ACRL

Liz Konzak

- Rare Books and Manuscripts Section, Society of American Archivists
- Society of Georgia Archivists
- Society of Florida Archivists.

■ **Service**
- **State**
  ○ Society of Florida Archivists, Secretary
  ○ CFM Steering Committee
  ○ Regional EAD trainer for Central Florida.
- **University**
  ○ University Archives Outreach events: 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, class projects, and volunteers
  ○ College of Education 40th Anniversary Committee
- **Library**
  ○ Metadata Working Group
  ○ Central Florida Memory Project
  ○ Web Working Group
  ○ Libraries in 2017 Strategic Planning Committee

Krolowitz, Jennifer – Office Manager
Administrative Services
■ **Awards/Promotions**
- Assumed responsibility for Leave of Absence and Workers Comp processing
■ **Creative Works**
- Presented two student hiring workshops, August 16 & 18, 2006
■ **Service**
- Represented the Libraries at the UCF part-time job fair, September 2006
- Participated in campuswide New Student Orientation, June 2007
■ **Training/Development**
- Work: Pleasure or Pain, Library, September 2006
- PeopleSoft Conversion, F & A, October 2006
- Second Life Library Issues, Library, March 2007
- EEO Faculty Search Guidelines, HR, April 2007

Lamoreaux, Jamie – Sr. LTA
Acquisitions & Collection Services
■ **Service**
- **State**
  ○ Volunteered at FLA Annual Conference
- **University**
  ○ Traffic and Parking Appeals Committee
  ○ Staff Council Member
- **Libraries**
  ○ Library Associates Committee
  ○ Library Exhibits Committee
  ○ Library Evacuation Team
  ○ Department Social Committee
  ○ Volunteered at library info kiosk, student orientation, Faculty Day

- **Training/Development**
  - Attended ALA Annual Conference, Washington, DC, June 2007
  - Attended VIP Conference, spring 2007
- **Progress toward B.A. in Theater at UCF**
  - Directing

Lavoie, Joel – Coord. Computer Applications Systems & Technology
- **Awards/Promotions**
  - Recognized for 10 years of service
- **Creative Works**
  - "Workflow: Who does what in functioning ETD programs," with Selma Jaskowski, University of Florida, Gainesville FL, March 2007
- **Service**
  - **State**
    - Search Committee for Florida Digital Archive Manager (failed due to hiring freeze)
  - **University**
    - Campus ETD working group
  - **Libraries**
    - ALEPH Implementation & Migration Committee
    - ALEPH Onward 18 Committee
    - Search Committee, Digital Services Librarian
    - Web Working Group
    - Libraries in 2017 Strategic Planning Committee
    - Central Florida Memory Web Design and Server Support Committee
- **Training/Development**
  - "Telling It Like It Was: Doing Oral History," FLA Preconference, Lake Buena Vista, April 2007
  - ELUNA, Spearfish, SD, June 2007

Livingston, Nelsy – Sr. LTA Acquisitions & Collection Services
- **Awards/Promotions**
  - Completed MLIS at Florida State University
- **Creative Works**
  - Presented poster session at the FLA annual conference
  - Writing for the Library Field and MLIS Career Day, FSU
- **Service**
  - Attended UCF Diversity Breakfast
- **Training/Development**
  - Awarded Education Leave – Spring 2007
  - Leadership Training for Librarians Serving the Public (FSU & FLA)
  - Leadership Secrets of Santa Claus, UCF HR

MacDuffee, Susan – Sr. LTA Acquisitions & Collection Services
- **Training/Development**
  - HR: Self defense for Women
  - HR: CPR
- **Progress toward B.A. in Art History at UCF**
  - African Art
  - 20th Century Art

Susan MacDuffee

Martin, Jason – Librarian Information Literacy & Outreach
- **Awards/Promotions**
  - Awarded a Flower Grant to study the Information Seeking Behaviors of UCF Undergraduate Students
- **Creative Works**
  - **Publications**
    - "I Have Shoes Older Than You: Generational Diversity in the Library." *The Southeastern Librarian* 54, no. 3 (2006): 4-11
  - **Presentations**
    - "Telling Our Own Future: Results of Online Survey Concerning the Future of the Academic Library 'As A Place'," FLA Annual Conference, Orlando, April 2007
    - "Info Savvy," with Renee Montgomery, UCF Faculty Center for Teaching and Learning New Faculty Orientation, August 2006
  - **Poster Sessions**
    - "A Place For Us: The Relevancy of the Academic Library 'As A Place'," 4th International Evidence Based Library and Information Practice Annual Conference, Durham, NC, May 2007
    - Judged a Highly Commended poster session
    - "Charting A Future Course: Results of An Online Survey Concerning the Future of the Academic Library 'As A Place'," ACRL Annual Conference, Baltimore, MD, March 2007
    - "Braving the New Waters of Information Fluency," with Elizabeth Killingsworth, Renee Montgomery, and Rachel Viggiano, ACRL Annual Conference, Baltimore, MD, March 2007
    - Completed TILE project started by Corinne Bishop. The tutorial is located at http://library.ucf.edu/CMC/TILE/Default.asp
  - **Roundtable**
    - "Taking Over the Reins: How areNextGen Librarians Learning to Lead Academic Libraries?," facilitated with Robin Kear and Nora Gits, ACRL Annual Conference, Baltimore, MD, March 2007
- **Service**
  - **State**
    - FLA Continuing Education Committee, Chair
    - FLA Conference Committee
    - Selected Vice Chair/Chair Elect, FLA Leadership Development Committee
    - Coordinated the FLA Continuing Education Committee's fall workshop "Preserving the Past to Present to the Future," UCF Library, October 2006
    - Personal reflections speaker (Invited Speaker), Sunshine State Library Leadership Institute III, Ocala, FL, February 2007

- o Adjudicator of applications to the Sunshine State Library Leadership Institute Group Three, 2006
- o SUL Public Services Planning Committee: OPAC Subcommittee
  - **University**
    - o Student Conduct Review Board
    - o Served as a mediator for Dispute Resolution Services
  - **Libraries**
    - o Served as Chair of the Mentoring Committee
    - o Captain, 2006 and 2007 UCF Libraries Heart Walk team
- ■ Began coursework for Doctorate of Education in Educational Leadership August 2006

Mauk, Jim – Sr. LTA
Media/Circulation Srvices
- ■ **Service**
  - ALEPH Implementation and Migration Team (member)
- ■ **Training/Development**
  - "Flip-the-Tarp" teambuilding activity/training

McCoy, Greg – Coord. Computer Applications
Systems & Technology
- ■ **Service**
  - **International**
    - o Served as part of Mission team where I installed the first wireless 'hot spot' in Northern Kenya at the Kenya Methodist University's Library
  - **University**
    - o Student Conduct Review Board
    - o Information Technology & Resources Coordinating Council
    - o Network Security Team
  - **Libraries**
    - o Library Web Working Group
    - o Director's Advisory Group
    - o Holiday Party Committee, Co-Chair
    - o Library Emergency Team
- ■ **Training/Development**
  - Attended various seminars presented by Microsoft, Cisco, and Dell
  - Attended UCF Human Resources training
    - o First Aid
    - o Coping with Difficult People
    - o Performance Appraisals
    - o Climbing the Career Ladder
    - o Goal Setting
    - o CPR
    - o Property & Inventory Control
  - Attended UCF Library Human Resources video series
    - o Motivating Your People
    - o Communication
    - o Developing Your Staff
  - Polycom training
  - Flukes Networks Workshop
  - Leadership Conference in Chicago

Mendelsohn, Hal – Librarian
Reference Services
- ■ **Creative Works**
  - Curated a library exhibit - *In Their Own Words - U.S. Presidents: Washington to G. W. Bush*
- ■ **Service**
  - Developed a Mentoring program for Southeastern Library Association
  - Partnered with Renee Montgomery to organize a collection development workshop for faculty
- ■ Appointed Patent Librarian

Milbuta, Traci – Office Assistant
Acquisitions & Collection Services
- ■ **Service**
  - Diversity Committee
  - IT&R Social Committee
  - Department Social Committee/Treasurer
  - Coordinated library book sales
- ■ **Training/Development**
  - Leadership Secrets, UCF HR
  - Self defense for Women, UCF HR
  - CPR, UCF HR
- ■ **Progress toward B.A. in Art History at UCF:**
  - 19th Century Art
  - 20th Century Art
  - Greek & Roman Art
  - MesoAmerican Art

Montgomery, Kimberly – Librarian
Cataloging Services
- ■ **Creative Works**
  - Taught Authority Control Workshop with Jeanne Piascik
- ■ **Memberships**
  - ALA
  - ALCTS
  - ASIS&T
  - Phi Kappa Phi Honor Society
- ■ **Service**
  - SUL CAGER
  - Libraries in 2017 Strategic Planning Committee
  - Metadata Summit
  - Onward 18! Committee
- ■ **Training/Development**
  - CFLC Session on Camtasia
  - Encoded Archival Description Workshop
  - FLA Annual Conference

Montgomery, Renee – Outreach Librarian
Information Literacy & Outreach
- ■ **Creative Works**
  - "Braving the New Waters of Information Fluency" poster session co-presenedt with Jason Martin, Elizabeth Killingsworth and Rachel Viggiano at ACRL's 13th National Conference. Baltimore, MD, March 2007

- "Reaching Out to Tell the Academic Library's Story" panel presentation for the 2007 Annual Florida Library Association Conference and Exhibits (panel accepted January 2007, submitted with Gloria Colvin, FSU Librarian) Lake Buena Vista, FL, April 2007
- "Academic Information Literacy" panel speaker for the 2007 Annual FLA Conference and Exhibits (co-present with members of the Statewide Information Literacy Subcommittee of the Public Services Planning Committee) Lake Buena Vista, FL, April 2007
- Partnered with Hal Mendelsohn to organize a collection development workshop for faculty

- **Service**
  - **State**
    - Statewide Information Literacy Subcommittee
    - SUL Public Services Planning Committee
  - **Local**
    - CFLC Continuing Education Committee, Chair; created online survey for CFLC Continuing Education Committee
  - **University**
    - UCF Representative for ASERL Collaborative Virtual Reference Marketing Committee
    - Connecting the University Community (CUC) Committee
    - CUC Graduate Education Program (GEP) Subcommittee
  - **Libraries**
    - Helped coordinate the CRAM 4 the Exam at the Library event
    - Library Liaison Outreach Event
    - Provided major support to students and faculty using Endnote software
- **Training/Development**
  - Georgia Conference on Information Literacy, October 2006
  - ACRL Conference, March/April 07
  - FLA Annual Conference, April 07

Nordlinger, Stephen – Sr. LTA
Media/Circulation Services
- **Service**
  - UCF's Escape (self-defense) Founder & Instructor
  - Notary Public
- **Training/Development**
  - Student Employment Workshop
  - Endeca Workshop
  - Internet Communications
  - Currently enrolled in Arabic III

O'Connor, John – LTA
Digital Services/Systems & Technology
- **Creative Works**
  - Created Database for keeping track of archival DVDs
- **Training/Development**
  - "Telling It Like It Was: Doing Oral History," FLA Preconference, Lake Buena Vista, 10 April 2007
  - Audio digitization

Ogreten, Suphi – LTA Supervisor
Cataloging Services
- **Service**
  - Libraries in 2017 Strategic Planning Committee
  - Web Working Group
- **Training/Development**
  - ALEPH Training
  - Performance Appraisals
  - Student Hiring Workshop

Ormseth, Tanya Jo, LTA Supervisor
UOF Library at Rosen
- **Creative Works**
  - Co-designed "Inside the World of Celebrity Chefs" and "Bringing Wine to Life: Wine Education at Rosen" exhibits and exhibit brochures
  - Initiated the invitation to speaker Michael Freeman, and publicized and hosted the "ABC's of Diversity" training session for all Rosen College faculty and staff

TJ Ormseth

- **Service**
  - Director's Advisory Group (DAG)
  - Diversity Week Committee
  - UCF ALLIES
  - Faculty & Staff Library Campaign Committee
  - Florida State Employees Charitable Campaign (FSECC) Keyworker
  - Staffed UOF Library table at Rosen College New and Transfer Student Orientation
- **Training/Development**
  - Supervisory Skills Series, UCF HR
  - Performance Appraisal, UCF HR
  - Student Hiring Workshop, University Libraries
  - Microsoft PowerPoint online course
  - Behind-the-scenes staff tour of Walt Disney World corporate libraries

Parulan, Rey – Office Assistant
Cataloging Services
- **Service**
  - Holiday Party Committee
- **Training/Development**
  - ALEPH Training
  - FrontPage Training
  - Libraries in Virtual Spaces - Second Life
  - Student Hiring Workshop, Library
  - Technology Trends in Academic Libraries

Piascik, Jeanne – Librarian
Cataloging Services
- **Creative Works**
  - "Clean Up Your Catalog," presented at the FLA Annual Conference
  - Lewis & Clark Grant Proposal/Application, with Lyn Case and Doug Dunlop

Jeanne Piascik

- **Memberships**
  - ALA
  - ALCTS
  - FLA
  - OLAC
- **Service**
  - Authority Control Workshop
  - OLAC Conference Program Committee
  - Search Committee, Digital Services Librarian
  - FAMU Law Library Open House
  - CFLC Cataloging Interest Group
  - Onward 18! Committee
  - SUL TSPC Authorities SubcommitteeVice Chair/Chair Elect of the Technical Services Member Group of FLA
- **Training/Development**
  - ALEPH Training
  - ALA Annual Conference
  - Endeca Information Session
  - FLA Annual Conference
  - OLAC Biennial Conference
  - Performance Appraisals
  - Self Defense: Escape (Women)

Reynolds, Joanie – Sr. LTA
Interlibrary Loan/Document Delivery Services
- **Awards/Promotions**
  - Celebrated 20 years at the UCF Libraries
- **Service**
  - Served on the Library Diversity Team

Joanie Reynolds

Rivera, Yvonne – Sr. LTA
Cataloging Services
- **Training/Development**
  - ALEPH Training
  - Just for Copy Cats

Ryan, Tim – Sr. Clerk
Administrative Services
- **Training/Development**
  - First Aid, UCF, November 2006
  - CPR/AED, UCF, December 2006

Santiago, Jorge – Sr. LTA
Cataloging Services
- **Service**
  - FAMU Law Library Open House
  - Library Diversity Week Team
- **Training/Development**
  - ALEPH Training

Scharf, Meg K. – Associate Director Public Services
- **Creative Works**
  - With Barry Baker, Frank Allen, Selma Jaskowski and Jeannette Ward, assisted in the formulation of objectives and assessment methods for the University's Organizational Effectiveness process.

Meg Scharf

  - Presentation with Lee Dotson and Selma Jaskowski on Central Florida Memory to Osceola County's annual meeting of school librarians and school media center coordinators.
  - Participation in a presentation at CFLC's annual meeting on Central Florida Memory.
  - "Got Survey Fatigue? - We've Got Help!" LAMA MAES program with Steve Hiller at ALA Annual Meeting, Washington, DC, June 2007
  - With Regina McBride, presentation on Outcomes and Assessment to ACRL leadership at ALA Annual Meeting, Washington, DC, June 2007.
  - EDUCAUSE 2006, served as convener for the conference program, "Information Fluency in the Digital Age," October 2006; facilitator for "Birds of a Feather" lunch on library learning spaces.
- **Service**
  - **National**
    - LAMA MAES, Using Measurement Data for Library Planning Committee for 2006-2007 (incoming chair); Nominating Committee and Program Committee.member
    - ACRL Subcommittee on Assessment, Secretary
  - **University**
    - Advisory Board, Karen L. Smith Faculty Center for Teaching and Learning (FCTL)
    - Search Committee, Director, FCTL
  - **State**
    - SUL Public Services Planning Committee. The Committee continues involvement with matters connected to planning for Endeca and cooperative services. Attended all conference calls. Hosted and chaired the December 2006 meeting of the Committee at UCF. Attended an SUL brainstorming meeting on the future of SUL committees in Gainesville, FL, November 2006.
    - Central Florida Memory (CFM) project; Marketing and Assessment groups.
  - **Library**
    - Search Committee, Head, Information Fluency & Outreach, Chair
    - ACRL Subcommittee on Assessment, Secretary

Schweer, Nathan – Sr. LTA
Circulation Services
- **Training/Development**
  - Student Employment Workshop
  - Introduction to PeopleSoft (PS1000)
  - Student Records One (SR2020)

Semones, Meredith – Librarian
Ask A Librarian/Reference Services
- **Service**
  - Libraries' Personnel Advisory Committee, Chair

Seward, Linda – Sr. LTA
Acquisitions & Collection Services
- **Awards/Promotions**
  - Annual employee service award – 5 years
- **Service**
  - Director's Advisory Group
- **Training/Development**
  - Retirement for Women, UCF HR

Sotak, Nicole – Sr. LTA
Curriculum Materials Center
- **Awards/Promotions**
  - Awarded Master's Degree in Library and Information Science, USF, December 2006.
- **Creative Works**
  - Presented a poster session at the FLA Annual Conference, April 2007
  - Conducted three interactive programs for students from the UCF Creative School, July 2007
  - Held a bulletin board workshop for the COE HAPPY Hour series, September 2006
- **Service**
  - Kerouac in Florida Exhibit and Programs Committee
  - Director's Advisor Group (DAG)
  - DAG Library Service Recognition Awards Ceremony Committee, Chair
  - COE HAPPY Hour Committee
  - 40th Anniversary History Committee
  - Volunteer, UCF Libraries MLIS Information Day
- **Training/Development**
  - Attended American Library Association Annual Conference, June 2007
  - Attended HTML I and II class, UCF Continuing Education
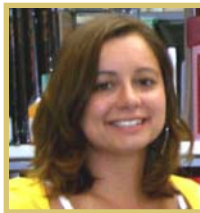
Nicole Sotak

Spyers-Duran, Peter –Coordinator Librarian
Serials/Cataloging Services
- **Memberships**
  - ACRL (STS)
  - ALA
  - ALCTS
- **Service**
  - **National**
    - ACRL Science and Technology Section, ECC Science Subcommittee
  - **University**
    - Faculty Senate
    - Faculty Senate Budget and Administrative Subcommittee
    - Graduate Studies Appeals Committee
    - Professional Development Leave Committee
- **Training/Development**
  - ALA Annual Conference
  - ALCTS, Comprehensive Series Training
  - Excel Pivot tables & Pivot Charts
  - SOLINET Basic Mark Tagging for Serials Webinar

Steffens, Catherine – Coordinator Librarian
Government Documents/Cataloging Services
- **Memberships**
  - ALA
  - ALCTS
  - FLA
  - GODORT
- **Service**
  - CFLC Cataloging Interest Group
  - Director's Advisory Group
  - UCF Faculty Senate Ethics Task Force
  - FAMU Law Library Open House
  - UCF Golden Rule Review Committee
  - Libraries Information Kiosk
  - MLIS Information Day
- **Training/Development**
  - ALEPH Training
  - ALA Annual Conference
  - EDUCAUSE Webinar about Technology & Teaching
  - Endeca Information Session
  - FLA Annual Conference
  - Information Literacy: Best Practices Webcast
  - SOLINET Union Listing/Holdings Webinar
  - Technology Trends in Academic Libraries

Stephens, Blake – Programmer Analyst
Systems & Technology
- **Service**
  - Central Florida Memory Web Design and Server Support
  - Web Working Group

Summers, Carla – Department Head
Special Collections & University Archives
- **Creative Works**
  - QEP Information Fluency starter grant, $1,000, final report.
- **Memberships**
  - Society of American Archivists
  - Institute of Certified Records Managers
  - Society of Florida Archivists
  - Recertified for five years with Academy of Certified Archivists
- **Service**
  - **University**
    - Librarians' Personnel Advisory Committee
    - "Illuminated Manuscripts at UCF, Love, Faith, and Myth" exhibit, January – March, 2007
  - **State**
    - Consulting, City of Maitland, Charlotte County Historical Society, Citrus County Historical Society
    - Speech, Winter Park Appraisers Group, Collecting Florida Ephemera
  - **Profession**
    - Society of American Archivists, Council, 2005-2008
    - Technology Strategic Planning Group, SAA
    - Chair, Fundraising Committee, SAA
    - Liaison with assigned SAA subgroups including the Katrina/Rita Recovery Fund
    - Elected as Council's representative to the Executive Committee
- **Training/Development**
  - Society of American Archivists, annual meeting, Washington, DC

Carla Summers

Sypolt, Terrie – Librarian
Reference Services
- **Awards/Promotions**
  - Received Florida Association of Teacher Educators (FATE), Mary L. Collins Teacher Educator Award 2006
  - Received Excellence in Librarianship Award
- **Creative Works**
  - Organized the FATE East Central Regional meeting, "First Year Teacher Retention," held at UCF, April 2007
  - Partnered with Renee Montgomery to revise and streamline the Education Library Tutorial
  - Worked to enhance the UCF Libraries' education collection in order to achieve research status in the near future. A list of online reference sources and a list of selective Web sites have been added to the Education Subject Web page

Terrie Sypolt

Terrill, Sue – Office Assistant
Administrative Services
- **Training/Development**
  - "Fun in the Sun," UCF Libraries Technical Advisory Group
  - "Second Life Library Issues," UCF Library

- "Notary Education Program," Florida Department of State
- "Introduction to PeopleSoft 8.9 for Time Processors," HR Payroll Services
- "Student Employment Review," UCF Library

Tiberii, Pat – Sr. LTA
Interlibrary Loan/Document Delivery Services
- **Service**
  - Elected to Director's Advisory Group
  - Holiday Party Committee
  - IT&R Social Planning Committee

Pat Tiberii

Todd, Andy – Librarian
BCC Campus
- **Awards/Promotions**
  - "Integrating Writing and Research: A Collaborative Project to Promote Information Fluency on a Regional Campus." QEP Engagement Grant awarded to UCF Southern Region faculty Lauren Miller, Charles Viggiano, Jerry Sublette, Barbara Kyle, Allison King, Barbara Alderman, and Andrew Todd, for fall 2007 to spring 2010
- **Creative Works**
  - Created the Valencia/UCF Joint-Use Libraries (Osceola and Metrowest) Web sites
  - "Information Literacy: A brief overview with examples of practice." Presented at the UCF Faculty Center for Teaching and Learning (FCTL) Winter Conference, December 2006 and at the College of Nursing Faculty Development Workshop, January 2007
  - "Corporate Blogs as a Teaching Tool for HSA Programs." Presented as part of the Distance Education Faculty Forum by UCF Teaching Faculty Donna Malvey and UCF Librarians Andrew Todd, Allison King, and Barbara Alderman at the Association of University Programs in Health Administration (AUPHA) Annual Meeting in Orlando, June 2007.
  - "Moving Beyond Venn Diagrams: Using Concept Mapping to Visualize the Search Strategy Process." by Allison King, Andrew Todd, and Barbara Alderman at the ACRL 13th National Conference in Baltimore, Maryland, March/April 2007.
  - With Allison King and Barbara Alderman, "Meeting in an Online World: Library Modules in WebCT Classes." UCF FCTL *Faculty Focus*, 5 (3):7-8. (August 2006)
- **Service**
  - Libraries Web Working Group (formerly Web Advisory Committee)
  - FCTL Faculty Fellow for Information Literacy (one of four Information Fluency Faculty Fellows) from August 2006 to present.
  - Acted as liaison for UCF teaching faculty to the UCF Libraries Information Literacy/Outreach Department and the UCF Information Fluency Initiative, including providing three hours per week for walk-in consultations in the Faculty Center for Teaching and Learning

Tong, Min – Librarian
LSCC Campus
- **Training/Development**
  - Completed new librarian orientation at UCF Orlando before beginning work at UCF/LSCC on June 25, 2007

Min Tong

Viggiano, Rachel – Librarian
Information Literacy & Outreach
- **Awards/Promotions**
  - Awarded a QEP flower grant to develop a plan to imbed more librarians in online courses
- **Creative Works**
  - With Elizabeth Killingsworth, Jason Martin and Renee Montgomery, "Braving the New Waters of Information Fluency." Poster presented at the Association of College and Research Libraries' Annual Conference, Baltimore, MD, March 2007
- **Service**
  - Libraries in 2017 Strategic Planning Committee
  - Member, Library Mentoring Committee
  - Chair, Librarians' Personnel Advisory Committee

Vogt, Clare- Accountant
Administrative Services
- **Service**
  - Holiday Party Committee
- **Training/Development**
  - "Work . . .Pleasure or Pain?" UCF Libraries, Personnel, September 2006
  - HR Payroll Processor
  - Cardholder Information Security Procedures
  - Diversity in Purchasing, Student Union, May 2007

Ward, Jeannette – Associate Director
Collections & Technical Services
- **Memberships**
  - ALA
- **Service**
  - American Chemical Society Editorial Advisory Board, Pricing Policy; Seattle, January 2007.
  - Project coordinator for new LMS
  - SUL Technical Services Planning Committee

Weatherford, Debbie – LTA Supervisor
Binding/Acquisitions & Collection Services
- **Training/Development**
  - HR: Leadership lesson from Mr. Potato Head
  - HR: Winning with people
  - HR: Conflict resolution
  - Annual employee service award – 30 years

Webb, Jack – Coordinator Librarian
Monographs/Cataloging Services
- **Creative Works**
  - Cataloging department presentation on cataloging at Faculty Outreach Day

- **Service**
  - Metadata Summit
  - Search Committee, Head, Special Collections & University Archives
- **Training/Development**
  - ALEPH
  - Encoded Archival Description Workshop
  - GenLoad Training (FCLA)
  - Local Holdings Workshop on the Web (OCLC)
  - OCLC Webinar on Serials
  - Publication Patterns Workshop
  - Student Hiring Workshop

Wiley, Ruth – Sr. LTA
InfoSource/Reference Services
- **Awards/Promotions**
  - Graduated with a MLIS degree from University of South Florida
- **Creative Works**
  - "UCF InfoSource: Adventures of the Researchers," with Ven Basco a poster session, FLA Annual Conference, April 2007
- **Service**
  - Libraries' Exhibits Committee; designed a database for exhibitor contact information and for past exhibits

Wilson, Shelly – Sr. LTA
Circulation Services
- **Service**
  - Library Services to Disabled Patrons
  - Web Implementation Committee
- **Training/Development**
  - Coping with Difficult People
  - Time Management/Accomplishing More
  - Getting Organized
  - Leadership Secrets – Santa Claus
  - Telephone Courtesy
  - First Aid
  - CPR Adult
  - "Flip-the-Tarp" teambuilding activity/training

Zhang, Ying – Librarian
Acquisitions & Collection Services
- **Creative Works**
  - Articles accepted for *Encyclopedia of Chinese Business Entrepreneurs*
  - Presented at UCF Faculty Outreach Program on UCF Library Book and Serial Acquisitions, February 2007
- **Service**
  - Membership Director, Chinese American Librarian Association Southeast Chapter
  - Search Committee, Head, Special Collections & University Archives
- **Training/Development**
  - *Charleston Conference : Issues in Book and Serial Acquisition,* Annual Conference, 2007

Library Advisory Committee 2006-2007

The Library Advisory Committee is a Reporting Committee of the UCF Faculty Senate.

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
Harrison, Richard	Faculty Senate Representative/Library Reference Services	06/07-07/08
Efthimiou, Costa	College of Sciences/Physics	05/06-07/08
Janz, Bruce	College of Arts & Humanities/Philosophy	04/05-06/07
Cole, Alex	Burnett College of Biomedical Sciences	05/06-07/08
Parikh, Mihir	Business Administration/Management Information Systems	04/05-06/07
Vacant	College of Education	05/06-07/08
Divo, Eduardo	Engineering & Computer Sciences/Engineering Technology	04/05-06/07
Vacant	College of Health and Public Affairs	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
Donnelly, Amy	Undergraduate Student	06/07
Peterson, Brian	Graduate Student	06/07

Abulencia, Leticia	Cataloging Services
Alderman, Barbara	Partnership Library Services
Allen, Frank	Administrative Services
Anderson, April	Special Collections/Archives
Arthur, Michael	Acquisitions Services
Ayoub, Joe	Periodicals/AV
Bajramoski, Grenka	UOF Library at Rosen
Baker, Barry B.	Administrative Services
Baker, Erica	Reference Services
Basco, Ven	Reference Services
Beale, Judith	Special Collections/Archives
Beile, Penny	Curriculum Materials Center
Beredo, Elena	Acquisitions Services
Bishop, Corinne	Reference Services
Bizon, Joe	Acquisitions Services
Bolinger, Parri	Administrative Services
Bottorff, Tim	UOF Library at Rosen
Dee Bozeman	Partnership Library Services
Burris, Cindy	Reference Services
Campbell, Deirdre	Interlibrary Loan
Candela, Tina	Acquisitions Services
Case, Lyn	Cataloging Services
Chan, Robin	Government Documents
Cloutier, Martha	Circulation Services
Colding, Linda	Reference Services
Coney, Gloria	Circulation Services
Correa, Eda	Cataloging Services
Crist, Alice	Cataloging Services
Curry, Page	Systems & Technology
Dillon, Gerald	Circulation Services
Dotson, Denise Lee	Systems & Technology
Dresser, Michael	Interlibrary Loan
Dunlop, Doug	Cataloging Services
Dvorecky, Anna	Cataloging Services
Gause, Rich	Government Documents
Girard, Janet	Administrative Services
Gladding-Swann, Mary Lee	Circulation Services
Goda, Donna	Reference Services
Gottesman, Melinda	Reference Services
Hadlock, Patrick	Cataloging Services
Hall, Patricia	Government Documents
Hammond, Rebecca	Special Collections/Archives
Hanie, Jon	Periodicals/AV
Harrison, Richard	Reference Services
Healy, David	Cataloging Services
Hernandez, Edwin	Administrative Services
Hill, Johnny	Circulation Services
Hinshaw, Carole	Reference Services
Hoeppner, Athena	Acquisitions Services
Hovanec, Davina	Systems & Technology
Humphries, Megan	Circulation Services
Jaggernauth, Pamela	Curriculum Materials Center
Jaskowski, Selma	Systems & Technology
Johnson, Jacqui	Cataloging Services
Kapucu, Aysegul	Reference Services
Kibbee, Raynette	Administrative Services
Killingsworth, Elizabeth	Reference Services
Kilman, Marcus	Circulation Services
King, Allison	Partnership Library Services
Kirwan, Katie	Acquisitions/Binding
Kisby, Cynthia	Administrative Services
Krolowitz, Jen	Administrative Services
LaMoreaux, Jamie	Acquisitions Services
Lavoie, Joel	Systems & Technology
Leonova, Tatyana	Acquisitions Services
Livingston, Nelsy	Collection Management
MacDuffee, Susan	Acquisitions/Binding
Martin, Jason	Reference Services
Mauk, Jim	Periodicals/AV
McCoy, Greg	Systems & Technology
Mendelsohn, Hal	Reference Services
Milbuta, Traci	Acquisitions Services
Montgomery, Kimberly	Cataloging Services
Montgomery, Renee	Reference Services
Nordlinger, Stephen	Circulation Services
O'Connor, John	Systems & Technology
Ogreten, Burak	Cataloging Services
Ormseth, T.J.	UOF Library at Rosen
Parulan, Reynaldo	Cataloging Services
Pettit, Nola	Reference Services
Piascik, Jeanne	Cataloging Services
Reynolds, Joan	Interlibrary Loan
Robinson, Debra	Interlibrary Loan
Rivera, Yvonne	Cataloging Services
Ryan, Tim	Administrative Services
Santiago, Jorge	Cataloging Services
Scharf, Meg	Administrative Services
Schweer, Nathan	Circulation Services
Semones, Meredith	Reference Services
Seward, Linda	Acquisitions Services
Shrauger, Kristine	Interlibrary Loan
Snow, Marilyn	Reference Services
Sotak, Nicole	Curriculum Materials Center
Spyers-Duran, Peter	Cataloging Services
Steffens, Catherine	Cataloging Services
Stephens, Blake	Systems & Technology
Sypolt, Terrie	Reference Services
Teague, Dwain	Administrative Services
Terrill, Susan	Administrative Services
Tiberii, Patricia	Interlibrary Loan
Todd, Andrew	Partnership Library Services
Tong, Min	Partnership Library Services
Venecek, John	Reference Services
Viggiano, Rachel	Reference Services
Vogt, Clare	Administrative Services
Ward, Jeannette	Acquisitions Services
Weatherford, Debbie	Acquisitions/Binding
Webb, Jack	Cataloging Services
Wiley, Ruth	Reference Services
Wilson, Shelly	Circulation Services
Zhang, Ying	Acquisitions Services

Organization Chart

UCF

Joel Hartman
Vice Provost
Information Technologies & Resources

Barry Baker
Director of Libraries

Raynette Kibbee
Sr. Administrative Assistant

Dwain Teague
Director of Library Development

Sue Terrill
Office Assistant

Edwin Hernandez
Information Specialist

TBA
Special Collections/Archives

TBA
University Archivist

Judith Beale
Sr. Archivist

April Anderson
Sr. Archivist

Rebecca Hammond
LTA

Frank Allen
Assoc. Dir. for Administrative Services

Jeannette Ward
Assoc. Dir. for Collectinons & Technical Services

Cynthia Kisby
Personal Librarian

Janet Girard
Sr. Accounting Officer

Michael Arthur, Head
Acquisitions & Collection Services

Lyn Case, Head
Cataloging Services

Jen Krolowitz
Office Manager

Parri Bolinger
Accountant

Traci Milbuta
Office Assistant

Reynaldo Parulan
Office Assistant

TBA
Accountant

Clare Vogt
Accountant

Athena Hoeppner
Electronic Resources Librarian

Eda Correa
Librarian

Tim Ryan
Sr. Clerk

TBA
Office Assistant

Ying Zhang
Acquisitions Librarian

Doug Dunlop
Librarian

Joe Bizon
LTA Supervisor

Catherine Stephens
Librarian

Penny Beile, Head
Curriculum Materials Center

Tatyana Leonova
Sr. LTA

Peter Sypers-Duran
Librarian

Pamela Jaggernauth
LTA Supervisor

TBA
LTA

Kimberly Montgomery
Librarian

Nicole Sotak
Sr. LTA

Tina Candela
LTA Supervisor

Patrick Hadlock
Sr. LTA

TBA
Sr. LTA

Cynthia Kisby, Head
Regional Campus Librariesr

Elena Beredo
Sr. LTA

Jeanne Piascik
Librarian

Barbara Alderman
BCC/Palm BayLibrarian

Susan MacDuffee
Sr. LTA

Alice Crist
Sr. LTA

TBA
UOF Library At Rosen

Dee Bozeman
DBCC Librarian

Linda Seward
Sr. LTA

David Healy
Sr. LTA

Tim Bottorff
Librarian

Allison King
BCC Librarian

Jamie LaMoreaux
Sr. LTA

Jack Webb
Librarian

T. J. Ormseth
LTA Supervisor

Andy Todd
BCC Librarian

Nelsy Livingston
Sr. LTA

Burtak Ogreten
LTA Supervisor

Grenka Bajramoski
Sr. LTA

Min Tong
LSCC Librarian

Debbie Weatherford
LTA Supervisor

Leticia Abulencia
Sr. LTA

Anna Dvorecky
Sr. LTA

TBA
Sr. LTA

TBA
SLM Librarian

Katie Kirwan
Sr. LTA

Jacqui Johnson
Sr. LTA

Yvonne Rivera
Sr. LTA

TBA
LTA

Jorge Santiago
Sr. LTA

Meg Scharf
Assoc. Dir. for Public Services

Selma Jaskowski
Asst. Dir. for Systems & Technology

Marcus Kilman, Head
Circulation & Media Services

- **TBA**
  Sr. LTA
- **Joseph Ayoub**
  Sr. LTA
- **TBA**
  Sr. LTA
- **Gerald Dillon**
  Sr. LTA
- **Stephen Nordlinger**
  Sr. LTA
- **Johnny Hill**
  LTA Supervisor
  - **Mary Lee Gladding-Swann**
    Sr. LTA
  - **Megan Humphries**
    Sr. LTA
  - **Shelly Wilson**
    Sr. LTA
- **TBA**
  LTA Supervisor
  - **TBA**
    Sr. LTA
  - **Nathan Schweer**
    Sr. LTA
- **Gloria Coney**
  Sr. LTA
  - **Martha Clotier**
    Sr. LTA
  - **Jim Mauk**
    Sr. LTA
  - **Jon Hanie**
    LTA

Elizabeth Killingsworth, Head
Information Literacy & Outreach

- **Erica Baker**
  Sr. LTA
- **Jason Martin**
  Librarian
- **Renee Montgomery**
  Outreach Librarian
- **Rachel Viggiano**
  Librarian
- **Corrine Bishop**
  Librarian

Kristine Shrauger, Head
Interlibrary Loan & Doc. Del. Services

- **Deirdre Campbell**
  Sr. LTA
- **Michael Dresser**
  Sr. LTA
- **Joan Reynolds**
  Sr. LTA
- **Debra Robinson**
  Sr. LTA
- **Pat Tiberii**
  Sr. LTA

Carole Hinshaw, Head
Reference Services

- **Ven Basco**
  Info Source Librarian
  - **Ruth Wiley**
    Sr. LTA
- **Linda Colding**
  Librarian
- **Rich Gause**
  Gov't Documents Librarian
  - **Robin Chan**
    Sr. LTA
  - **Patricia Hall**
    Sr. LTA
- **Donna Goda**
  Librarian
- **Melinda Gottesmann**
  Librarian
- **Richard Harrison**
  Librarian
- **Aysegul Kapucu**
  Librarian
- **Hal Mendelsohn**
  Librarian
- **Meredith Semones**
  Ask-A-Librarian
  - **Nola Pettit**
    Sr. LTA
- **Marilyn Snow**
  Librarian
- **Terrie Sypolt**
  Librarian
- **John Venecek**
  Librarian

Cindy Burris
Office Manager

Lee Dotson
Librarian

Greg McCoy
Coord. Comp. Apps
Network Mgr.

Joel Lavoie
Coord. Comp. Apps
Network Spec.

Davina Hovanec
Computer Supt. Analyst

TBA
Computer Supt. Analyst

Blake Stephens
Programmer Analyst

Page Curry
Digital Imaging Tech

John O'Connor
LTA

A&I	Alterations & Improvements
A&S	Arts & Sciences
AA	Academic Affairs
ACRL	Association of College & Research Libraries
ACURIL	Association of Caribbean University, Research & Institutional Libraries
ALA	American Library Association
ALCTS	Association for Library Collections & Technical Services
ALEPH	Automated Library Expandable Program
ALSTARS	Academic Librarians for Tomorrow's Academic Researchers
AP	Accounts Payable
APALA	Asian Pacific American Librarians Association
ASERL	Association of Southeastern Research Libraries
ASI	American Society of Indexers
ASIS&T	American Society for Information Science & Technology
AUPHA	Association of University Programs in Health Administration
AV	Audiovisual
BCC	Brevard Community College
BEST	Brevard Education Scholarship & Teaching
CAGER	Cataloging & Access Guidelines for Electronic Resources
CD	Compact Disk
CD	Collection Development
CDWS	Course Development & Web Services
CFCC	Central Florida Community College
CFLC	Central Florida Library Cooperative
CFM	Central Florida Memory
CFR	Code of Federal Regulations
CIS	Congressional Information Service
CISP	Cardholder Information Security Procedures
CMC	Curriculum Materials Center
CMDS	Collection Management & Development Section
COOP	Continuity of Operations Program
CPTP	Cumulative Performance Toward Promotion
CSS	Cascading Style Sheet
DACS	Describing Archives: A Content Standard
DAG	Director's Advisory Group
DBCC	Daytona Beach Community College
DDAC	Digital Development & Access Committee
DDS	Document Delivery Services
DLLI	Distance Learning Library Initiative
dLOC	digital Library of the Caribbean
DVD	Digital Video Disc
E&G	Educational & General
EAD	Encoded Archival Description
EDI	Electronic Data Interchange
ETD	Electronic Theses & Dissertations
F&A	Finance & Accounting

FATE	Florida Association of Teacher Educators
FCLA	Florida Center for Library Automation
FCTL	Faculty Center for Teaching & Learning
FDP	Federal Depository Program
FHP	Florida Heritage Project
FIFO	First In First Out
FIU	Florida International University
FLA	Florida Library Association
FMG	Fine Media Group
FSEC	Florida Solar Energy Center
FSECC	Florida State Employees' Charitable Campaign
FTE	Full-Time Equivalent
FWS	Federal Work Study
FY	Fiscal Year
GEP	Graduate Education Subcommittee
GIF	Global Interlibrary Loan Framework
GODORT	Government Documents Round Table
GUI	Graphical User Interface
HR	Human Resources
HSA	Health Savings Accounts
HTML	HyperText Markup Language
HVAC	Heating, Ventilating, & Air Conditioning
IIS	Index to International Statistics
ILL	Interlibrary Loan
ILO	Information Literacy & Outreach
ILS	Integrated Library System
IP	Internet Protocol
IPEDS	Integrated Postsecondary Education Data System
IST	Institute for Simulation & Training
IT&R	Information Technologies & Resources
LACLS	Latin American, Caribbean, & Latino Studies
LAMA	Library Administration & Management Association (ALA)
LDAP	Lightweight Directory Access Protocol
LI	Library Instruction
LPAC	Librarians' Personnel Advisory Committee
LSCC	Lake Sumter Community College
LSTA	Library Services & Technology Act
LTA	Library Technical Assistant
MIVER	Military Installation Voluntary Education Review
MLIS	Master of Library & Information Science
NAFTA	North American Free Trade Agreement
NCATE	National Council for Accreditation & Teacher Education
NOTIS	Northwestern Online Total Integrated System
OCLC	Online Computer Library Center
OCO	Operating Capital Outlay
OCPS	Orange County Public Schools
OO	Operational Objective
OPAC	Online Public Access Catalog
OPS	Other Personnel Services
PALMM	Publication of Archival Library & Museum Materials
PC	Personal Computer
PDA	Personal Digital Assistant

PDF	Portable Document Format		Sr.LTA	Senior Library Technical Assistant
PEC	Performance Evaluation Committee		SRI	Statistical Reference Index
PERC	Personalized Electronic Research Consultation		STARS	Sharing Technology & Resources
			STP	Switch To Production
PLCMC	Public Library of Charlotte & Mecklenburg County		SUL	State University Libraries
			SUS	State University System
PLDG	Partnership Libraries Discussion Group		T&D	Training & Development
PSPC	Public Services Planning Committee		TAG	Technology Advisory Group
QEP	Quality Enhancement Program		TILE	Tutorial for Informatin Literacy in Education
RC	Regional Campus			
ROM	Read Only Memory		TN	Treaty NAFTA
RSS	Really Simple Syndication		TSPC	Technical Services Planning Committee
SAA	Society of American Archivists		UCF	University of Central Florida
SACS	Southern Association of Colleges & Schools		UMI	University Microfilms Inc.
			UOF	Universal Orlando Foundation
SARC	Student Academic Resource Center		UPS	United Parcel Service
SCC	Seminole Community College		USF	University of South Florida
SELA	Southeastern Library Association		USPS	University Support Personnel System
SFA	Society of Florida Archivists		VCC	Valencia Community College
SFDM	School of Film & Digital Media		VHS	Video Home System
SGA	Student Government Association		WAC	Web Advisory Committee
SOLINET	Southeastern Library Network		WPA	Works Progress Administration
SQL	Structured Query Language		WTO	World Tourism Organization

The Staff Lounge is transformed each year into a wonderland at the annual holiday luncheon. This popular themed celebration (this year's theme was a Charly Brown Christmas) allows staff members from all floors and departments to mingle and catch up – a luxury we don't usually have. This event is one of the responsibilities of the Director's Advisory Group (DAG), a team of elected members from the faculty, staff, and student assistants that brings problems, concerns, questions, etc. to the Director of Libraries each month AND gets to augment staff morale with great parties like these. Thanks, DAG.