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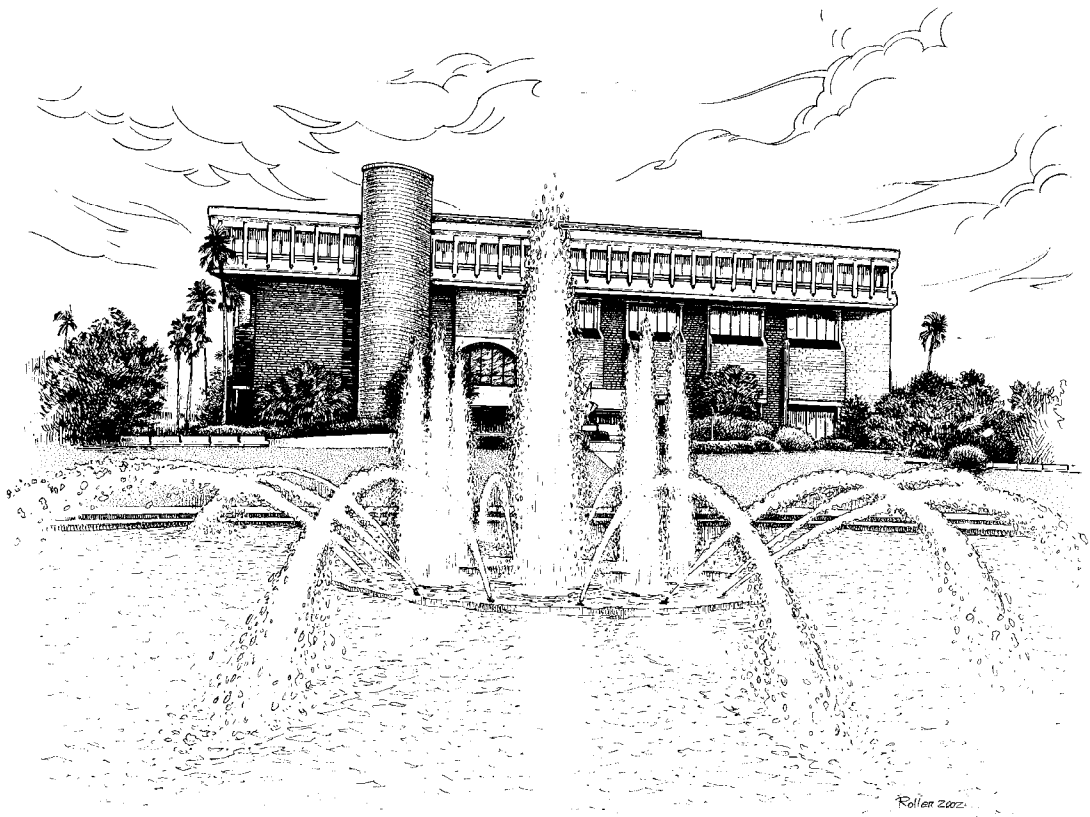
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STARS
Showcase of Text, Archives, Research & Scholarship

University of Central Florida

Libraries

Annual Report
## 2007-2008

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The Libraries faced an uncertain fiscal climate with significant reductions to the Libraries budget. The Libraries' 2007/2008 budget was reduced by 3% or $369,660. All areas of the budget were affected with library materials taking the major hit. Inflation in the library materials budget reduced the Libraries' purchasing power by another $331,611.

The approval plan expenditures were drastically reduced from $1,098,608 to $512,072, electronic databases were cut by $74,000, over 500 journal subscriptions were cut at a cost of $90,000, and allocations for academic departmental ordering were eliminated. Ten full-time faculty and staff positions were frozen and operating expenditures were significantly reduced.

In anticipation of additional budget cuts in 2008/2009, preparations continued throughout the year as to measures needed to manage another severe reduction to the Libraries' budget. Unfortunately, the economic outlook for the state of Florida is not good and at least one, possibly two years, of declining state revenues is projected.

On a brighter note, migration to Aleph 18 from Aleph 15.5 of the Libraries' integrated library system was very successful. Due to careful planning by the Onward 18 Committee, which held many training sessions, the transition to Aleph 18 over the weekend of October 13 went very well and version 18 was in production on Monday, October 15.

The long-awaited reroofing project for the main library began in November. While the project was somewhat disruptive in some areas of the building (primarily the 5th floor in the 1968 building and the 4th floor of the 1984 building),
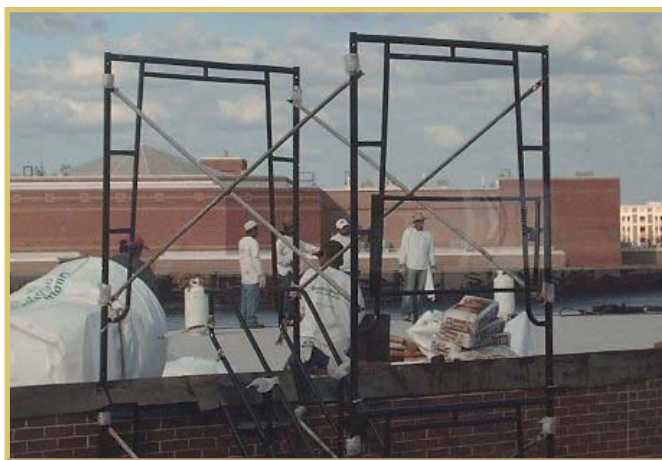
Scaffolding from the library loading dock to the roof was affixed to the walls for the duration of the roofing project. The drilling and hammering could be heard throughout the building.

the new roof should end the frequent leaks; especially in the fifth floor roof. The reroofing effort was initiated after damage from hurricanes Charley, Frances, and Jeanne in 2004.

New carpet was installed in the public areas of the fourth and fifth floors of the 1968 building. That carpet had been damaged in October 2006 by water from a burst pipe in the penthouse which also caused extensive damage to the collections on the fourth and fifth floors.

A large range of stacks being moved as part of the new carpet project.

In order to accommodate carpet installation, all of the book stacks had to be relocated so the areas could be cleared to facilitate old carpet removal and installation of the new carpet. Circulation Services took the opportunity to re-arrange the book stacks on the fifth floor into a more efficient arrangement. They were switched from a diagonal layout to a perpendicular layout enabling the addition of 140 new shelves.

Surveillance cameras were installed at all entrances and fire exits improving building security.

The Libraries began a major strategic planning effort: The Libraries in 2017. Members of the taskforce were: Frank Allen (chair), Penny Beile, Michael Dresser, Rich Gause, Donna Goda, Johnny Hill, Athena Hoeppner, Marcus Kilman, Allison King, Cynthia Kisby, Kim Montgomery, Burak Ogreten, and Rachel Viggiano.

This strategic initiative consisted of an environmental scan of trends in library services, collections and technology, revisiting the Libraries' vision, mission, goals and objectives,

and developing recommendations to position the Libraries to provide needed services and collections to faculty, students, and the Central Florida Community over the next ten years.

With the establishment of the new College of Medicine, the Libraries played a role in the LCME accreditation process and in facilities planning for the Health Sciences Library in the new College of Medicine building on the Lake Nona campus. Completion of that building is scheduled for Spring 2010. Classes will begin in the College of Medicine in fall 2009 in a temporary facility in Research Park.

Throughout the year the Information Literacy & Outreach Department collaborated with Course Development and Web Services to create information literacy modules. Four modules were made available to UCF faculty, students, and staff in June: Avoiding Plagiarism, Creating a Search Strategy, Evaluating Web Sites, and Citing Sources Using MLA Style. Additional modules are being developed.

There were 426 library instruction classes attended by 10,634 students in the main library. That was a slight decrease of 2% in the number of classes and a 5% decrease in the number of students attending. There were 50 classes attended by 1,385 students at the Curriculum Materials Center, representing an increase of 13% in the number of classes and a 14% increase in the number of students attending. 2007/2008 was probably the busiest year on record for the CMC in the number of classes and students attending. The Universal Orlando Foundation (UOF) Library at the Rosen College of Hospitality Management also had an increase in the number of classes, with 29 classes (12% increase) attended by 864 students (9% increase). The Libraries' face-to-face instruction program continues to be an important priority.

The embedded librarian program, in which librarians work with faculty and monitor online classes throughout the semester, provides research assistance to students. Librarians also provide assignments, grade, and give students feedback and post grades. While overall there was a slight decrease in the number of students, there was a slight increase in the number of classes.

Library instruction classes at the Regional Campuses increased as well. There were 272 classes; an increase of 11%.

The Information Fluency Student Award was established in partnership with the Burnett Honors College. Awards of $500 each was presented to an upper division and a lower division student. This year's recipients were Megan White (upper division) and Stephanie Levitt (lower division).

Recipient of one of the two $500 Information Fluency Student Awards Megan White with Dr. Marty Hopkins (Teaching & Learning Principles) and Dr. Alvin Wang, Dean of The Burnett Honors College

Information Literacy & Outreach also began publication of *unbound*, an internal online newsletter for Libraries' staff and faculty.

Overall statistics for the Ask A Librarian service decreased slightly by 2%, but chat sessions continued to increase as that part of the service is becoming the most popular. Chat sessions increased by 6%. Telephone sessions and e-mail sessions continue to decline. Telephone sessions decreased by 7% and e-mail decreased by 7%.

The Association of Southeastern Research Libraries (ASERL) Collaborative Chat Service ended in May due to budget constraints at several of the participating libraries. The Libraries joined the Florida Electronic Library's Ask A Librarian Service in June. This statewide service began in 2002 and currently includes over 100 participating libraries, including 47 academic libraries, community college libraries, special libraries, and public libraries. UCF Ask A Librarian staffs the chat for the Academic Desk of the Florida Electronic Library ten hours a week. Students and faculty will continue to benefit from the excellent virtual reference service provided by this new partnership.

The implementation of de.li.cious, a reference desk wiki, and instant messaging in the UCF Ask A Librarian service provided greater access for students and faculty.

Research consultations, intensive one-on-one or small group service for students, faculty, and staff continued to grow in popularity.

Overall circulation of the Libraries' collections (not including reserves) decreased by 3% from last year with a total circulation of 315,517 compared with 326,562 for last year. Use of the collections by undergraduates decreased by 7%, use by graduate students decreased by 9%, and use by faculty by 2%.

A major shifting project on the first floor of the main library was completed to simplify the layout of the book stack ranges, making it easier for library users to locate library materials. As the collections grow new shelving will continue to be added and shifting projects will continue to be routine as lack of space for collections and seating continues to be critical in the main library.

Interlibrary Loan/Document Delivery Services' Lending unit received 32,516 requests during the year which were down by 10% from last year and filled 22,261 requests. Contributing to the decrease was the impact of the re-carpeting of the fifth and part of the fourth floor and the temporary relocation of materials during August and September.

The Borrowing unit received 20,918 requests from UCF users, down 7% from the 22,475 requests last year.

The main library had a slight decrease of 6% in the number of users for a total of 1,238,666. This follows the increase last year of 29%.

The Curriculum Materials Center (CMC) located in the College of Education building established a new record in the number of persons using that facility. 81,611 persons visited the CMC, up 2% over last year.

The UOF Library at the Rosen College had another significant increase in the number of users as 107,289 persons used the library, up over 9%. This year marks the first year that the number of persons using the library exceeded 100,000.

Total users for the all UCF libraries in Orlando were 1,427,566.

The rate of growth in the Libraries' print collections dropped significantly as only 24,924 volumes were added to the collections; a decrease of 52%. That is the lowest number of volumes added to the collections since 1995/96. The print collection now has 1,389,780 volumes not including government documents. This was a direct result of the severe cut to the libraries materials budget combined with the loss of purchasing due to inflation beginning in July 2007.

The overall print collection now has 1,700,008 volumes and increased only 1.4% over last year. In addition, access is provided to 197,381 electronic volumes for a total collection of print and electronic volumes of 1,897,389.

The Libraries' serials collection continued to grow as 1,984 titles were added, 1,006 were cancelled, increasing the number of titles to a total of 18,012 titles, including 11,576 electronic titles. This increase was due to enhanced electronic journal packages negotiated with publishers.

Access to electronic resources is continuing its rapid growth. There were 4,911,924 searches with 2,625,250 full-text downloads of all electronic databases for which statistics are available.

Electronic formats (monographs, serials, databases, and back files) make up an increasing percentage of the library materials budget. This year $2,374,227 or 46% was expended.

The Libraries received the *British Parliamentary Papers 1800-1900* published by Irish University Press from Florida State University Libraries. This important set consists of over fifty subject series in 1,100 volumes.
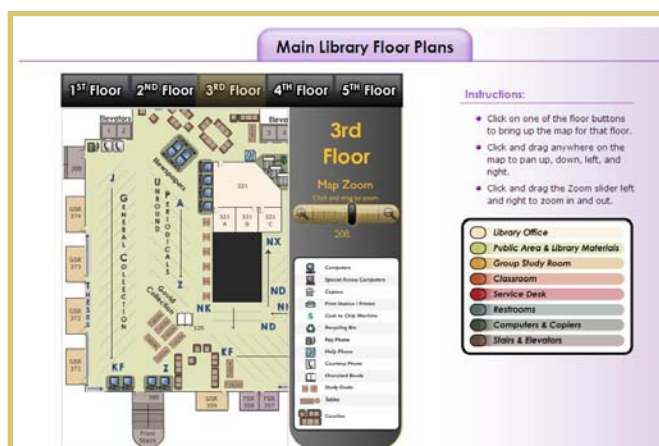
Screenshot of one of the newly created main campus library interactive floor plans. These new floor plans attracted the attention of the *Tame the Web* blog, created by Michael Stephens, Assistant Professor in the Graduate School of Library and Information Science at Dominican University and frequent speaker on libraries and technology [http://tametheweb.com/2008/06/10/can-you-find-your-way/].

More unique university publications became accessible as the project to fully catalog this collection in Special Collections and University Archives continued. The following were cataloged: FTU/UCF Press Releases, FTU/UCF Financial Reports, FTU/UCF employee, faculty and staff handbooks, and FTU/UCF Office of Research and Office of Graduate Studies annual reports.

Combat Paper, a book art protesting the Iraq War, is a collaborative effort between the People's Republic of Paper and members of Iraq Veterans Against the War. The book is actually an envelope containing several pages of handmade paper created from the uniforms of veterans who served in the war.

Among the beautiful artists' books acquired for the Books Arts Collection were: *Scream at a Librarian* by Booklyn Press, *Combat Paper* by Iraq Veterans against the War and People's Republic of Paper, and an exceptional Dana Smith book, *Sanctuary in My Skin.* Other additions include a limited 200 copy edition of the Barbarian Press publication entitled *Rufinus* which was signed by the author Robin Skelton; *In the Beginning, in the Beginning, in the Beginning* by Rampant Lions Press; *Choix de Vivre*, from Scripps College Press; and Grenfell Press's first book, *The Grenfell Press Typefaces &c.* The Libraries' copy is a limited first edition inscribed by Grenfell Press's founder Leslie Miller to William Targ, a successful book editor who was well-respected in the field of commercial publishing. Targ is best known for publishing Mario Puzo's novel *The Godfather* while editor-in-chief of G. P. Putnam's Sons.

Special Collections also acquired a first edition of Zora Neal Hurston's *Moses: Man of the Mountain.* The Libraries' copy is in excellent condition and still retains its original book jacket. In this 1939 novel based on the familiar biblical story of the Exodus, Zora Neale Hurston blends the Moses of the Old Testament with the Moses of African American folklore, which later led many to refer to her version of Moses as the great "Voodoo Man" of the *Bible*. This fine title is also significant because of the book's former ownership: it bears the signature of Eslanda Goode Robeson who was an anthropologist, author, reviewer, and the wife of actor, singer,

and activitist Paul Robeson. Paul Robeson spoke out against racist conditions experienced by Asian and Black Americans and condemned segregation in both the North and the South.

Special Collections is selectively acquiring the works of Jack Kerouac, both in print and manuscript. This year's purchases included a number of additional titles including the first edition and first printing of *Satori in Paris*, published in 1966. Kerouac wrote this work upon his return from Paris, while residing in Orlando.

New acquisitions to the Bryant West Indies Collection include a rare 18th century map, *An Accurate Map of the West Indies* (1740), and two scarce early 19th century maps, *Carta di S. Domingo* (1821) and *Charte von West Indien* (1804). A nice copy of Derek Walcott's *The Caribbean Poetry of Derek Walcott & the Art of Romare Bearden* was also acquired.

The William L. Bryant West Indies Collection received a painting by well known Haitian artist, Petion Savain (1906-1975), donated by Joan Stewart from the collection of Eleanor Sleight. Savain's works, known for their bright colors, have been displayed in numerous art galleries, such as the Corcoran Gallery and the Riverside Museum. Eleanor Sleight, a longtime friend and donor, played an important role in bringing the Bryant Collection to the Libraries in 1972. The Collection is named for the father of the donor, William J. Bryant. Ms. Sleight died in March 2008.

This beautiful Petion Savain painting was donated from the collection of the well-known Bryant West Indies Collection scholar, Eleanor Sleight. Mrs. Sleight's insight and patronage has helped the Bryant West Indies Collection become a world class resource on Caribbean life and culture.

The Libraries received an important collection which enhances the tourism and hospitality management collections. The George and Anne Millay Papers collection was received from the Millay family. George Millay, the Father of the Water Park, was the founder of SeaWorld and Wet n' Wild and had an important influence on the theme park and amusement industry.

Adding to the Libraries' collection of Florida artists, a Joy Postle painting entitled, "Two Painted Buntings" from a series called Glamour Birds was purchased from a private collector.

Purchased from Joy Postle patron Gloria Ellis, "Two Painted Buntings" as joins a growing collection of works by the famed painter. The piece features two birds known as 'Painted Buntings' which are common in North America. One sits on a branch while the other is in mid flight. Postle includes the branches of a flowering tree and Spanish moss to serve as the backdrop to this painting created on silver metallic paper board.

Among the gift collections received during the year were a collection of French literature and translations, a gift of Helen Keuning; and a large collection of military history books (World War II, Vietnam, and maritime history) donated by Dean Veramakis.

This year digital imaging activities added 44,116 images to digital collections including the Van Sickle Leftist Pamphlet Collection, Florida Historical Quarterly, Central Florida Memory, Florida Heritage, Digital Library of the Caribbean, Carey Hand Funeral Home Records, and the Bryant West Indies Collection providing enhanced access to the Libraries Special Collections.

The Electronic Theses & Dissertations (ETDs) collection grew to 1,459 in 2008 and made scholarly content produced by UCF students available to a broader audience.

The Curriculum Materials Center implemented a portal to Notable Dissertations to support doctoral programs in the College of Education. Developed at the request of College of Education faculty, this is an interactive, searchable website that links to full-text UCF-awarded dissertations and abstracts from externally awarded dissertations in the Dissertations Full-Text database.

The Systems & Technology department made substantial improvements to the systems infrastructure in the main library, including installing ten additional wireless access points to enhance coverage, installing redundant lines to all closet switches, and installing a new uninterruptable power supply (UPS) in each network closet to improve reliability. Several new servers were put into production adding significantly more storage and security.

Main library floor plans were completely revised as new interactive color-coded floor plans with more accurate depictions of each floor became available online on the Libraries' website.

September 4-October 31, 2007 the Libraries, Orange County Library System, Orange County Regional History Center, and the Kerouac Writers in Residence Project of Orlando celebrated the 50th anniversary of the publication of Jack Kerouac's *On the Road* with a series important and well-attended exhibits and programs as part of the *Kerouac in Florida: Where the Road Ends* display, including:

- A presentation by Bob Kealing, author of *Kerouac in Florida: Where the Road Ends.*
- A marathon reading of *Dharma Bums* led by Sigma Tau Delta English Honorary Society, involving students, librarians, and faculty in a seven-hour non-stop event.
- Kerouac House tour and presentation in College Park.
- Jazz and poetry readings in the Libraries' Media department.
- *Beats and the Community*, a presentation by Dr. Ernest Smith and Dr. Patrick Murphy.

Other events during the year included:

- *The Voice of the Everglades*, a presentation by Chautauqua performer and scholar, Betty Jean Steinshouer, portraying the "Voice of the Everglades," Marjory Stoneman Douglas, author of *Everglades: River of Grass*
- *No More Walls: Bridging the Gap between the Arts, Humanities, and Sciences through Music*, featuring David Amram, a well known composer and jazz musician
- *Florida's Water-driven Legacy: What's left?*, a presentation by Bill Belleville, a environmental writer and documentary filmmaker.

Exhibits at the Universal Orlando Foundation (UOF) Library at the Rosen College of Hospitality Management included *Dick Pope: the Father of Florida Tourism,* and *Don't Miss it!, Florida Roadside Attractions before Disney.* Special

Collections & University Archives partnered with the UOF Library to create these exhibits.

There were several personnel changes in the Libraries faculty during the year.

- Tim Bottorff, Reference Librarian, UOF Library at Rosen, was named Interim Head of the UOF Library in July 2007 and official head of the library in June 2008.
- Laila Miletic-Vejzovic was appointed Head, Special Collections & University Archives in March 2008.
- Marilyn R. Snow retired with 24 years of service to the Libraries.
- Jason Martin moved to the Curriculm Materials Center from the Information Literacy and Outreach Department, becoming Reference Librarian there.

Allison O. King, Librarian at the UCF-BCC Joint Use Library in Cocoa died on August 17, 2007 after a long illness. The Allison Ondrasik King Children's Book Collection was named for Allison in recognition of her dedication to the students and faculty of UCF Regional campus in Cocoa.

Kristine Shrauger received the Excellence in Librarianship Award.

Doug Dunlop was promoted to Assistant University Librarian.

Dwain Teague, Director of Development, was transferred to the College of Art & Humanities by the UCF Foundation in July.

Johnny Hill was selected as the UCF Employee of the Month for the month of October 2007.

This was the third year that the Libraries recognized staff members for their years of service. This year's recipients were: Debbie Weatherford (30); Joan Reynolds (20); Barry Baker (10); Marcus Kilman (10); Peter Spyers-Duran (10); Ying Zhang (10); Corinne Bishop (5); Cindy Burris (5); Linda Seward (5); Rachel Mulvihill (5); and Ruth Wiley (5).

At the annual ceremony and reception in October Ms. Elizabeth Cunningham, a senior majoring in Microbiology & Molecular Biology, received the $2,000 2007 June S. Stillman Memorial Scholarship for Library Student Assistants & USPS Employees. Established in tribute and memory of June Stillman, a charter librarian of our university who tragically lost her life in 1998, this scholarship is offered specifically to Libraries student and USPS employees.

With unfilled vacancies and reductions to the Libraries' operations and library materials budgets, this was a challenging year for Libraries' staff and faculty. In times such as these, the outstanding dedication and creativity of the Libraries staff and faculty in providing services and collections become even more important. Thanks to each person for a job well done!

Barry B. Baker
Director of Libraries

At the ceremony & reception for the 2007 June S. Stillman Memorial Scholarship: (left to right) Cheryl Mahan, co-founder of the scholarship; Barry B. Baker, Director of Libraries; Elizabeth Cunningham (this year's recipient) holding the plaque with the names of all of the recipients; June's grandniece Sarabeth; and June's grandson Ben McGregor, who started school at UCF this year.

Administrative Services

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

Highlights of the Year in Retrospect

General Administrative
- Conducted a strategic planning effort, *Libraries in 2017.* The task force, chaired by the associate director, met 23 times and hosted 10 discussion forums over an eight-month period, culminating with a report of proposed strategic directions, and a revised mission, vision, and values statement. [http://library.ucf.edu/Administration/FactsFigures/Mission Statement.asp]
- Served on planning groups for design and construction of joint use libraries at Seminole Community College and Lake Sumter Community College.
- Worked with UCF Academic Affairs in development of a space allocation formula for academic libraries in the state of Florida.
- Developed budget and personnel requirements for medical college library.
- Continued analysis, feasibility, and costing of remote storage. Received preliminary proposal from Iron Mountain Company for offsite storage of bound indexes and JSTOR periodicals.
- Served on RFP committee for interior furnishings services for joint use library at Lake Sumter Community College

Fiscal Office
- Overall it was a successful year for the Fiscal Office. Staff settled into their new duties and accomplished most goals established in the prior year's report.
- PCard changes during the year included adding Clare Vogt as a cardholder. Vogt works closely with Debra Barnes, Facilities Specialist, and various departments in purchasing supplies not on hand from external vendors.
- The Libraries gained access to the UCF Foundation financial reporting database and created a monthly financial report for library management.
- Numerous changes occurred on the financial front, including an upgrade in UCF Financials to ePro which required training and changes to purchasing/accounts payable procedures.
- Interlibrary Loan, with the assistance of fiscal staff, began accepting credit card payments.
- The university changed credit card merchants and replaced all the equipment, a conversion that involved coordinating with Finance & Accounting and library departments, and training on the new system.

- The fiscal office conducted a refresher workshop for Circulation personnel, involving review of UCF and library cash handling policies.

Human Resources and Staff Development
- Successfully concluded negotiations to create a fourth level in the Library Technical Assistant (LTA) pay group. The Libraries now has two LTA Specialist positions.

Jamie Lamoreaux
Acquisitions

Martha Cloutier
Circulation

First recipients of the new Library Technical Advisory Specialist position

- Conducted a search for a new payroll manager. Trained two new staff members in payroll and student hiring.
- Assisted with the integration of the staff development media collection into the UCF OPAC.
- Completed ALSTAR library science intern grant project.
- Conducted successful search for Head, Universal Orlando Foundation Library at Rosen College.
- Began search for Head, Human Resources. Search was suspended due to campuswide hiring freeze. Human resource duties are temporarily being streamlined and redistributed. Training and staff development activities are effectively suspended.
- Conducted a compensation analysis for Systems & Technology A&P positions.

Facilities (Buildings, Shipping & Receiving, Supplies, Copy and Printing Services)
- Debra Barnes assumed responsibility as the library's property manager.
- Facilitated specifications, budget, vendor selection, and product selection for new carpet on fifth and part of the fourth floors

of the main library, approximately 30,000 square feet.

- Main campus library was completely re-roofed, culminating a four-year effort initiated after damage from multiple hurricanes in 2004.

Front Office

- A great deal of the office assistant's time this year was spent on building issues, in particular assisting with coordinating recarpeting of the 4th & 5th floors in early fall; roof leaks; installation of the new roof in late fall; and major maintenance of all five elevators.
- Staff changes in the Office/Payroll Manager position necessitated the office assistant learning payroll and personnel procedures to assist while the position was vacant and supplement when the incumbent was in training.
- Initiated, organized, and coordinated catering for a large number of events. Between August 22 and October 2 the front office staff provided catering for six forums of the Libraries in 2017 group. Staff hosted the Central Florida Memory meeting December 17; the Florida Library Network Council meeting January 29-30, and the Council of State University Libraries (CSUL) meeting March 13-14. The Sr. Admin Assistant worked closely with the Division of Continuing Education (DCE) to host a statewide meeting, "Technical Services Planning Committee (TSPC)/Online Public Access Catalog (OPAC) Summit."
- Successfully rearranged the front office area to accommodate the new HR Sr. LTA. The new arrangement is much more space efficient.

Staffing Changes

- Debbie Barnes was hired as facilities specialist July 13, 2007.
- Edwin Hernandez resigned as Information Specialist effective January 18, 2008.
- Jen Krolowitz left the Libraries to become an Administrative Assistant in the UCF History Department, February 8, 2008.
- OPS Clerk Urvashi Campbell resigned February 29, 2008.
- Deirdre Campbell accepted a reassignment from Interlibrary Loan to the Administration suite on March 19,

2008. She is using her Master's in Public Administration degree to assist with library HR functions.
- Colleen Maguire was hired as the Office/Payroll Manger on February 29, 2008 and terminated on June 27, 2008.
- Cynthia Kisby continued to act in a limited capacity as Personnel Librarian.

Departmental Goals: 2007-2008

General Administrative

- **Chair Libraries in 2017 taskforce.** *Accomplished*
- **Install surveillance cameras at perimeter areas.** *Accomplished*
- **Continue planning for remodeling and updating of the main library**. *On hold*
- **Identify cost saving measures to offset budget reductions.** *Ongoing. Numerous recommendations made and implemented. Library continues to respond to cuts with "thoughtful" revised budgets.*
- **Develop plans with director for offsite/compact storage to relieve space issues in main library.** *Identified options with Iron Mountain Storage. Serving on statewide committee to build a statewide remote storage facility.*

Fiscal Office

- **Continue pursuing internal training opportunities.** *Accomplished*
- **Reorganize duties among staff to accommodate new duties received from former accountant's retirement. Cross-train where appropriate.** *Accomplished*
- **Complete documentation on accounts payable and purchasing.** *90% accomplished. Steps documented but need to be written up in a formal manual.*
- **Work with Systems & Technology and Circulation departments to establish e-pay for fines and lost books collections.** *50% complete. Project shelved. University changing e-pay platform.*
- **Work with internal auditors to establish/ update accounts receivable procedures for ILL and InfoSource.** *Accomplished*

Human Resources and Staff Development

- **Provide essential HR functions during staffing shortage and hiring freeze.** *Ongoing*
- **Create a "Libraries payroll information Web page" on the Intranet.** *No Action Taken*

Facilities (Buildings, Shipping & Receiving, Supplies, Copy and Printing Services)

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

Front Office

- **Continue to organize, update, and redesign as needed Administration and Intranet Web pages.** *Ongoing*
- **Explore online filing system for paper & electronic files.** *Abandoned*
- **Continue to create, update, and maintain procedures manuals for Front Office responsibilities.** *Ongoing*
- **Rearrange and reorganize conference room 512G to minimize the clutter and maximize the usability of the space**. *Accomplished*
- **Continue to track and quantify building/ facilities/communications activities.** *This process has been all but perfected; the current system works well and is now a standard office procedure.*
- **Perform a comprehensive key inventory**. *Ongoing*
- **Develop a system to track individual telephone features to help justify costs statements and expedite changes, transfers, new lines, etc.** *This goal was re-evaluated and deemed unnecessary at this time*

Departmental Goals: 2008-2009

General Administrative

- Identify and pursue, in tandem with Administrative Council, goals from the Group 2017 report. Achieve results in the current year.
- Finalize new photocopier contract with Business Services.
- Re-engage evacuation team. Revise procedures and identify new representatives.
- Identify measures to improve efficiencies and curtail expenses to offset budget reductions.
- Update emergency procedures plan.

Fiscal Office

- Continue development of internal training opportunities.
- Complete documentation on accounts payable and purchasing and start process for accounts receivable procedure manual.
- Create database for tracking library revenues (needed to reconcile fines revenue deposited to Student Accounts department).
- Update cash handling procedures using suggestions from staff accountants to streamline paperwork and reduce processing time.

Human Resources and Staff Development

- Hire and train a permanent replacement to fill the Office/Payroll Manager position.

Facilities (Buildings, Shipping & Receiving, Supplies, Copy and Printing Services)

- Continue to work down overstock items in the supply room.
- Continue to designate areas in the supply room for surplus security.
- Stay on top of paperwork and record retention policies and procedures.
- Cross-train at least two student assistants in the supply/receiving department.
- Save money by recycling envelopes and packing materials for future use.
- Work diligently to insure a smooth transition of the new patron and staff copier program.

Administrative Services (cont'd)

Front Office

- Continue to organize, update, and redesign as needed Administration and Intranet Web pages.
- Continue to create, update, and maintain procedures manuals for front office responsibilities.
- Perform a comprehensive key inventory based on Physical Plant request.
- Develop an annual report and format that may be used for publicity (in addition to the usual report mounted on the Libraries Web site).

Advancement Toward the President's Five Goals

Achieve international prominence in key programs of graduate study and research

Provided financial support for grants received by the library: ALSTARs and Kerouac in Florida: Where the Road Ends.

Become more inclusive and diverse

- The fiscal office participated in library activities for Diversity Week and Purchasing's Minority Suppliers Diversity Day.
- The front office's work supports the efforts made by the entire library toward these goals, including staff participation in the annual Diversity Week activities.

Performance Enhancement Recommendations

Additional training: The Libraries does a wonderful job providing staff with software programs to enhance productivity. Additional training is needed to accompany this growing stable of online programs, including Microsoft Office 2007, Photoshop, and SharePoint. The more staff who know how to use these products, the more tasks can be delegated, making the flow of work more effective.

The stacks on the fifth floor were covered (as a preventive measure) and the area restricted to staff only for the duration of the roofing project

View of roofers working on the 1984 4th floor roof (as seen from the 1968 5th floor windows).

Administrative Services
Table 1
Human Resources: Five-Year Summary

	FY 07/08	FY 06/07	FY 05/06	FY 04/05	FY 03/04
FWS Employment	68	51	42	68	69
OPS Savings	$76,968	$58,516.45	$46,812.26	$76,000*	$89,600
Employee Turnover					
Hired-USPS	8	11	7	**11**	**7**
Hired- FAP	1	7	3	**1**	**7**
Total	**9**	**18**	**10**	**12**	**14**
Separated-USPS	8	16	6	**10**	7
Separated-FAP	5	5	2	**3**	3
Total	**13**	**21**	**8**	**13**	**10**
Staff Programs					
Video & Web	1	17	3	0	8
Guest presenters	2	12	11	32	29

* Fall & Spring only

Administrative Services
Table 2
Reported Work Orders, Fiscal Year 2007-2008

Type of Problem	2007-2008		2006-2007	
	No. Reported	No. Complete	No. Reported	No. Complete
Cleaning	49	49	49	49
Clocks	1	1	6	6
Lights Out	12	12	36	36
Paint/ Patch	13	13	7	7
Install / Dismantle	83	83	73	73
Electrical	7	7	18	18
Plumbing	20	20	35	35
HVAC (Temp/Leaks)	22	20	56	56
Roofers and Leaks	33	30	16	16
Insects	13	13	15	15
Signs	2	2	1	1
Keys/ Locks	40	40	58	58
Doors	23	23	13	13
Elevators	26	26	28	28
Recycle	7	7	7	7
Other	18	18	15	15
Totals	**369**	**364**	**433**	**433**
	99%		**100%**	

The top five issues this year were: Installations & Dismantling (83); Cleaning (49); Keys & Locks (40); Roofers & Leaks (33); and Elevators (26). The total number of requests submitted to Work Control (369) decreased 15% from 2006/07 (433). Manuela Santiago and the Physical Plant workers assigned to the library are to be commended for their diligence in resolving and staying on top of many building issues we experienced this year.

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, students and area teachers, and community patrons are encouraged to use the facility and its collections.

Highlights of the Year in Retrospect

Smooth functioning of a small department, such as the CMC, is primarily dependent on the number of the people who staff the unit and the quality of service they offer. 2007/2008 saw dramatic changes in staffing as almost every position was vacant or impacted at one time or another. At the end of summer 2007 Jason Martin's 25% temporary status in the CMC was shifted to full-time permanent. This filled the librarian position that was established in 2006 but which had remained empty due to a failed search. Having this position filled also allowed the department head, Penny Beile, to take 75% professional leave with minimal impact on the department.

Pam Jaggernauth assumed the LTA Supervisor position in January 2007, which in turn created a vacancy for the Sr. LTA night position – a position that was frozen for several months. Igor Kovalyov served as OPS night supervisor during the freeze and subsequently was selected as the successful candidate in August 2007 when the position was exempted. Kovalyov comes to the CMC with experience in archives and special collections and an interest in preservation. With Nicole Sotak's resignation Kovalyov transferred to Sr. LTA day shift, which again created a vacancy for the Sr. LTA night position. Rebeca Befus filled that position in April 2008. Befus is a library science student at Syracuse University and has a broad background in reference services.

The College of Education-supplied technology assistant Divya Bhati received her doctorate and is being replaced by another graduate student from the College. This position's hours have increased from 10 hours per week a year ago to 20 hours per week currently. At other times throughout the year the CMC hosted USF intern Karen Yarbrough and Liberty University student intern Beth Jones, and hired Todd Shipman and Holly Willett in OPS positions. The department head returned to full-time status at the beginning of May 2008 and was pleased to find the unit continued to offer its hallmark quality service during her three quarter time absence.

Other notable events included putting the proposed build-out for the librarian offices on hold due to budget concerns, the completion of the Tutorial for Information Literacy in Education (TILE), and the development of a Notable Dissertations Web page. The Notable Dissertations Web page was created at faculty request, and more information about it can be found later in this report. Jason Martin was instrumental in bringing both the tutorial and dissertation projects to fruition while Pam Jaggernauth coordinated instruction sessions and maintained smooth functioning of day-to-day operations of the unit in the department head's absence. Both deserve special recognition for their efforts in this regard.

Staffing Changes

- Jason Martin's primary assignment moved to the CMC at the beginning of fall 2007.
- The Sr. LTA position vacated by Jaggernauth's promotion in January 2007 was vacant until August 2007, when it was filled by Igor Kovalyov.
- Nicole Sotak left the CMC to take a position at the Orange County Regional History Center, at which point Kovalyov transferred to day shift.
- Rebeca Befus filled the Sr. LTA night position in April 2008.

Departmental Goals: 2007-2008

Collections

- **Create a portal for an exemplary dissertation collection at request of Education faculty.** *Implemented*
- **Create a young adult award book finding aid for the website; purchase items on awards lists not currently owned.** *Implemented*
- **Update test collection holdings; continue to withdraw outdated items from collection.** *Implemented*

Marketing and Outreach

- **Update the CMC virtual tour on the unit's website.** *Implemented*

- **Meet with new Education faculty, present an overview of CMC and library services.** *Ongoing*
- **Revisit departmental newsletter; investigate blanket e-mails to faculty or other means of communication.** *Ongoing*

Services

- **Move reserves clean up to ongoing status; review items for copyright compliance; create guide to copyright compliance for faculty.** *Implemented*
- **Revisit unit blog; sunset or maintain with up-to-date posts; check on interest of education faculty to use blog for student assignments.** *Implemented with the result that the blog was sunsetted.*
- **Market Web-based tutorial for education and assess its efficacy as an instruction tool.** *The tutorial has been completed and marketed; assessment is ongoing.*
- **Continue to seek service and support opportunities with College of Education representatives.** *Implemented and ongoing*

Departmental Goals: 2008-2009

Staffing

- Train and cross-train new unit members on all aspects of unit operations.
- Encourage professional development and continuing education opportunities for staff.

Collections

- Solicit and process donations from College of Education faculty and grant initiatives to supplement the decreased materials budget.
- Conduct thorough review of multimedia collection, withdraw outdated software, and merge remaining multimedia collection into general collection.
- Assess condition of test collection, check contents and create lists of contents, withdraw superseded or out of date instruments.
- Identify outdated formats in the general and professional collections (such as floppy disks, laser disks, etc.) and withdraw as needed.

- Review shelving and collections for anticipated growth areas, move Biography collection, take down extra reserve shelving to create more work space in staff area and remove multimedia shelving in coordination with Circulation Services staff.
- Investigate more appropriate ways of shelving expensive oversized books and review preservation measures for all materials.

Marketing and Outreach

- Continue preliminary development of a repository for faculty research and publications; collaborate with Educational Services departmental faculty for content and library Systems & Technology personnel for database creation.
- Seek opportunities to collaborate with entities such as the Orlando Museum of Art, the Orange County Regional History Center, and the campus-based International Studies program.
- "Brand" CMC-produced items, including the brochure, orientation worksheet, and various electronic publications, with a similar look.
- Investigate maintaining a CMC page on Facebook.
- Meet with new Education faculty, present an overview of CMC and library services.
- Revisit departmental newsletter and investigate blanket e-mails to faculty or other means of communication.

Services

- Revise student orientations and transition from face-to-face classes to asynchronous individual training. Investigate use of streaming video and worksheets with instructions for this initiative. Work with Education faculty to integrate into EDG4410 (Professional Teaching Practice) classes.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

- The College of Education increased the hours of a graduate student supplied by the college to answer technical questions due to increased student demand. The student is now available 20 hours per week instead of 10. This arrangement was negotiated based on the College's request to load software not traditionally supported by the library or the CMC, but that is needed to complete student assignments.
- The CMC contributed to an undergraduate education grant to purchase digital cameras, electronic microscopes, and computer peripherals and software. Materials purchased by this grant, which was funded for $7,500, will allow teacher education students to integrate media applications into their lesson and curriculum planning.
- The CMC actively purchases Florida-approved textbooks for circulation to teacher education students. This familiarizes students with materials being used in the schools and enhances their ability to connect lessons to Sunshine State Standards.
- 1,385 undergraduate teacher education students attended one of 50 orientation sessions to CMC services and collections. Although this program is successful, conducting these sessions strains departmental resources and impacts general service by displacing patrons; alternative forms of instruction are being considered in an effort to address these concerns.

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 reviewed for currency and outdated instruments were removed. A portal to Notable Dissertations was developed at faculty request to support doctoral programs in the College of Education. Jason Martin worked with Education faculty to identify professional associations that acknowledge outstanding dissertations in the field. Martin and Systems & Technology representatives created an interactive, searchable website that links to full-text UCF-awarded dissertations and abstracts from externally awarded dissertations in the Dissertations Full-Text database. This initiative has been widely received and stands as a model for similar efforts in other disciplines.
- The Kysilka Graduate Reading Room was inventoried and bookplates added to all items. Donations to the room were accepted and processed in the CMC.

Provide international focus to our curricula and research programs

- CMC staff prioritized selecting materials with an international focus. Items acquired this year include TESOL texts and resources for teaching about other cultures.
- Unit displays are generally themed toward increasing awareness of materials with an international focus.

Become more inclusive and diverse

- 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.
- Materials that educate for tolerance (including character education and disabilities education) are promoted through displays and finding aids.

Be America's leading partnership university

- The CMC continues to provide programming for students from the UCF Creative School and other area schools.
- Staff collaborates on College of Education initiatives, such as the 40th Anniversary Celebration of the College of Education, the building of Education III, and the Morgridge International Reading Center.

Performance Enhancement Recommendations

The unit is operating close to capacity in terms of patron seating, access to public computers, and size of collections. Face-to-face orientations are being phased out and will be replaced with streaming videos and worksheets. This initiative is expected to maintain exposure of services and collections to students, but results in fewer disruptions to students who use the facility. As plans for a third Education building develop the department head will seek additional space and co-location with Education Systems department.

The unit is operating close to capacity regarding the number of visits to the facility, especially during the traditional fall and spring semesters. Unit members have created an inviting atmosphere that offers access to needed hardware and software that is complemented by excellent patron service and relevant collections. 2007/2008 was arguably the busiest year on record as far as the number of classes conducted by the CMC and the number of students attending those classes. The previous class high (67 in 2004/2005) was due to splitting larger classes of 60-75 students into more manageable groups of 6-8 students. However, it is expected that 2008/2009 figures will drop as the unit transitions from teaching face-to-face classes to a model where individual students work through an orientation worksheet.

Curriculum Materials Center
Table 1
Five Year Comparison: Usage

	2007/08	2006/07	2005/06	2004/05	2003/04
Patron Count	81,611	80,381	73,274	64,879	60,506
Classes Taught	50	44	37	67	36
Students Taught	1,385	1,214	914	1,228	1,000

Ruth Wiley & Nicole Sotak getting "into" "Snowy Day," one of two programs held at the CMC for the Creative School children in July.

War & Peace Display was up in July 2007

STATISTICS

Penny Beile
Head, Curriculum Materials Center

Regional Campus Libraries

Highlights of the Year in Retrospect

Florida's economic downturn has radically impacted services to UCF students and faculty on Regional Campuses (RC) by allowing vacant positions to remain unfilled. The role of the UCF Regional Campus librarian is crucial to integrating information fluency concepts into the curriculum. Librarians actively seek out teaching faculty to demonstrate how learning can be enhanced with timely introduction of library research concepts and materials. Where there is no librarian present, instruction statistics (and learning outcomes) decline, as seen in the statistical report at the end of this section.

Also of note in relation to instruction is the fact that Regional Campus librarians have led the way in "embedded" instruction. That is, librarians join an online course for as many sessions as needed and serve throughout the semester as a resource to students. Online instruction is much more labor intensive than providing a single face-to-face session. Being "embedded" can include monitoring a discussion board or chat sessions, increased e-mail interaction with faculty and students, creation and grading of assignments, and one-on-one or group face-to-face instruction. Since online courses can be populated by students on any campus including Orlando, regional librarians are serving an audience greater than their locally enrolled students.

Similarly, all UCF librarians and staff serve Regional Campus students through online instruction, research guides, information literacy modules, Interlibrary Loan, Ask-A-Librarian, and assorted distance services Web pages. Orlando librarians generously assist by providing in-person instruction on a variety of campuses. The Regional Campus staff is very appreciative of all the cooperative efforts and support received from every unit in the Libraries and we recognize that we could not meet our patrons' needs without it.

Selection of new materials for partner institutions is greatly reduced. It has become increasingly evident that some duplication of materials is unavoidable. If the quality of a UCF education throughout the system is going to be consistent, greater efforts must be made to support the ever growing regional programs.

Highlights

- Hosted Read Across America event in conjunction with the debut of the Allison Ondrasik King Children's Book Collection.
- Worked with donors on collection development made available by the Carpenter Library Enhancement Fund.
- Regularly presented at regional campus events, including new student orientations and new/returning faculty welcome-back sessions.
- Held regular Regional Campus staff meetings in person and via the Polycom
- Completed the Regional Campus Libraries Resource Management Guidelines.
- Reviewed and documented Interlibrary Loan media guidelines.
- Revised Regional Campus Libraries Web pages and created a new prototype homepage template for the various campuses.
- Developed a centralized Regional Campus Starting Points page and updated RC starting points.
- Created a Regional Campus Libraries Wiki and initiated use of Google Docs.
- Continued Information Literacy Faculty Fellowship through spring 2008 for the UCF Quality Enhancement Plan/Faculty Center for Teaching and Learning.
- Observed library instruction sessions by all regional librarians.

Staffing Changes

- Hired Ms. Nicole Sotak as a part-time adjunct librarian for Seminole Community College, Sanford/Lake Mary.
- Mourned the loss of Allison O. King who died on August 17, 2007.
- Lake Sumter Community College partner librarian Betsy Hoagg retired effective June 30, 2008. Replacement has not yet been found.

Allison King

Departmental Goals: 2007-2008

- **Develop a written collection development policy that includes statements about funding.** *Since the need to actually develop collections varies with each location and is still being reviewed, resource management guidelines were written in place of a collection development policy.*
- **Create a schedule for conducting collection assessments at regional campus libraries.** *No formal schedule exists as assessment is ongoing. Collection assessment is partially based on UCF patron requests, as well as programs and courses offered.*
- Enhance Regional Campus Web pages with links to appropriate online tutorials, possible virtual tours for RC Libraries, and more partner specific information. *Web pages have been reviewed and are being updated regularly. Starting Points and Library Instruction modules are updated.*

Regional Campus Libraries
Table 1
Library Instruction Statistics (3-Year Summary)

Campus	2007-08 Classes	2006-07 Classes	2005-06 Classes
Daytona Beach	62	51	44
Sanford/Lake Mary	14	31	42
Cocoa	88	102	21
Palm Bay	66	59	8
Metro-West		1	
Ocala	1		
Leesburg	1		
South Lake	40		8
Total	**272**	**244**	**123**

Notes:

1. Classes include all instruction (community college and UCF) and orientation sessions taught by UCF staff.

2. Data collection methods for reporting online library instruction statistics do not allow for location specific identification. Online classes are reported at the location of the embedded librarian. Online classes are counted according to ACRL guidelines as multiple sessions.

3. The 2007-08 decline in classes on the Cocoa campus is a direct result of losing Allison King. The decline in classes at Sanford/Lake Mary reflects reduced adjunct librarian coverage.

Departmental Goals: 2008-2009

- Continue to develop Regional Campus Libraries by facilitating service enhancements that provide fulfilling and challenging work for staff.
- Continue group work on RC Web pages.
- Continue to clarify and document policies and procedures.
- Investigate possible meeting of partner librarians.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

Participated in the Regional Campus Group which received the Information Fluency Engagement Grant in the amount of $42,500 over three years for "Integrating Writing and Research: A Collaborative Project to Promote Information Fluency on a Regional Campus." Created a wiki for Information Fluency Grant group.

Become more inclusive and diverse

Served as webmaster for the Chinese American Librarian Association Southeast Chapter

Be America's leading partnership university

- Worked with partners on the joint BCC/UCF Reference Task Force to revise service
- Created and delivered UCF Libraries graphics as requested by partner libraries
- Facilitated various technology solutions and upgrades at partner libraries
- Participated in Daytona State College staff meetings

Cynthia M. Kisby
Head, Regional Campus Libraries

Universal Orlando Foundation Library at Rosen

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

Highlights of the Year in Retrospect

- The UOF Library team exceeded expectations this fiscal year, continuing to offer a full slate of services and resources to patrons despite budget cuts, staff shortages, and a change in leadership. In a year of transition in which the primary goals were merely to maintain basic levels of service, the UOF Library set new highs in most statistical categories, increased the size and quality of the collection, and maintained its status as one of the prominent features of the highly-regarded Rosen College campus.
- Receiving its first major technological facelift since its opening, the UOF Library welcomed brand new laptops for instructional and student use in November 2007 and brand new public and staff desktop computers in May 2008.
- The UOF Library remained a popular and convenient meeting place again this year, serving as the host site for a variety of functions, including four Faculty Center for Teaching & Learning workshops and the 2007 Florida Resource Sharing Conference.
- Continuing a popular tradition, the UOF Library offered three new exhibits during the fiscal year:
  - TJ Ormseth and Sandra Varry, with the assistance of Cypress Gardens and the main library's Special Collections department, partnered to create "Dick Pope: The Father of Florida Tourism" for the fall 2007 semester.
  - April Anderson, Sr. Archivist in the main campus library's Special Collections department, served as guest curator for the spring 2008 exhibit "Don't Miss It! Florida Roadside Attractions before Disney."
  - Ormseth, Varry, Grenka Bajramoski, and Rebecca Harrington all teamed up to offer the summer exhibit entitled "Wanderlust: Where in the World Do You Long to Travel?" and which featured a popular weekly trivia contest.

Staffing Changes

- Sr. LTA Sandra Varry was hired in July 2007, filling the vacancy created after the resignation of Gina Rippens three months earlier. With a Master of Fine Arts in Photography and previous library experience, Varry hit the ground running.

The core Rosen Library team, FY 2007-2008: (l. to r.) Sandra Varry, Grenka Bajramoski, Tim Bottorff, and T.J. Ormseth

Her primary responsibilities include handling the library's periodicals, coordinating the library's interlibrary loan operations, overseeing stacks maintenance, and other public service duties.
- Rebecca Harrington was hired as a part-time, adjunct librarian in October 2007. Harrington did a great deal of reference, instruction, Web page, and collection development work during her time at Rosen. She resigned from her position in late June 2008 in order to accept a full-time, permanent position at the Florida Hospitality library.
- USF ALSTAR intern Karen Yarbrough completed a rotation at the UOF Library during the fall 2007 semester. Yarbrough assisted with reference, instruction, and Web page development during her time at Rosen.
- Christine Paola, OPS Library Assistant, resigned in April 2008 in order to accept a position at the Osceola Public Library System. Paola had worked part-time at the UOF Library for more than two years.
- Tim Bottorff was selected as head librarian of the UOF Library in late June 2008, following a nationwide search. Bottorff had served as the reference librarian at the UOF Library since January 2004 and had been installed as interim head librarian in July 2007, following the retirement of the UOF Library's first head librarian Deb Ebster.

Departmental Goals: 2007-2008

- **Maintain continuity of patron services during a year of transition.** The UOF Library successfully maintained or improved statistical levels in nearly every public service category, such that it appears that the period of transition following the retirement of the previous head librarian (and the onset of significant budget cuts) was mostly transparent to students and visitors. See below for the full statistical report.
- Continue marketing efforts to better promote the UOF Library's services, resources, and collections.
  - *The UOF Library debuted the popular and functional* Rosen Library Blog *in July 2007, replacing a static, Web page-based news system that was less attractive to patrons and more difficult for staff to update and maintain. Thanks to the* Blog *and to a concerted effort to offer more frequent updates, the library disseminated more than twice as many news announcements this fiscal year than last.*
  - *The UOF Library maintained a three-times-per-year publication schedule for* Check It Out, *the library's popular newsletter. In addition, the library began disseminating* Check It Out *more widely, announcing the electronic availability of each new issue on the* Blog *as well as on e-mail lists for the Libraries and the Rosen College community.*
  - *The UOF Library also started a Book of the Month feature in April 2008. This service allows the library to highlight one or more items in the collection in the form of a brief monthly review which is posted on the* Blog, *in* Check It Out, *and in other publications.*
  - *The UOF Library also started an attractive, in-house Book Jacket feature this year. This service utilizes a different topical theme each semester to highlight interesting items in the collection.*
- In light of having reduced budgets for the purchase of new materials, continue to improve

the collection through greater emphasis on bibliographic and stacks maintenance.
  - *The UOF Library worked with Acquisitions Services and Cataloging Services to transfer from the main library to Rosen approximately 175 books relating to various areas in hospitality management. These items, directly relating to subjects taught at the Rosen College, will receive more use and prominence at the UOF Library.*
  - *This fiscal year, the staff performed significant maintenance on periodical records, shifted some reference books to the general collection, added another shelving section to reference, shifted materials in the general collection stacks, and implemented a more effective and comprehensive shelf reading system for the entire collection. These efforts better utilize and enhance the current collection, as well as allow for future anticipated growth.*

Departmental Goals: 2008-2009

The UOF Library remains in a period of transition. Continuing budget cuts, as well as reduced staffing levels, dictate the establishment of modest goals focused largely on the maintenance of current levels of services and access. Nonetheless, continued growth and improvement will still be attempted where possible and when resources allow.

- Maintain continuity of patron services during a year of transition.
- Continue outreach and marketing efforts to better promote the UOF Library's services, resources, and collections. In particular, when possible, disseminate more services and collections digitally.
- In light of having reduced budgets for the purchase of new materials, continue to improve the collection through bibliographic and stacks maintenance, the cultivation of donations, and wise allocation of available funds.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
- The UOF Library continues to build collections in support of the Rosen College's unique and highly-regarded curricula. In addition to acquiring more materials in support of long-standing areas of focus such as hotels, restaurants, theme parks, and tourism, the library acquired additional materials for the new B.S. in Event Management degree program.

Achieve international prominence in key programs of graduate study and research

- The UOF Library continued to acquire materials in support of the Rosen College's Master's program, as well as the relatively new Ph.D. program in Hospitality Education. For example, additional materials were acquired from scholarly hospitality/tourism publishers such as Elsevier, CABI, and the World Tourism Organization, and additional materials were acquired relating to the scholarly writing process and research methods.

Provide international focus to our curricula and research programs

- The UOF Library continued to provide research assistance to Rosen College faculty members teaching courses at the University of Aruba.
- The library's continued status as a WTO depository library supports undergraduate, graduate, and faculty research, especially in the field of international tourism.
- The library's summer exhibit focused on international travel, heightening patrons' awareness of international destinations and customs.

Become more inclusive and diverse

- The UOF Library staff again participated in Diversity Week activities, including the Libraries' many Diversity Team programs and the decorative collage contest.
- Continuing a long-standing commitment to diversity in hiring, student assistants at the UOF Library this fiscal year hailed from many different parts of the globe, including China, Colombia, and Norway.

Be America's leading partnership university

- The UOF Library continued to seek partnerships in the design and execution of its exhibits. Partners in exhibits this fiscal year included Cypress Gardens and the main library's Special Collections department
- The library continued partnership efforts with the library at the University of Aruba, including offering surplus gift books for their collection.
- The library hosted librarians from all over the state during the Florida Resource Sharing Conference in December 2007.

Performance Enhancement Recommendations

- Although the UOF Library managed to maintain high levels of service this past fiscal year despite being down a full-time staff position for several weeks and a full-time librarian position for the entire fiscal year, it is imperative that full staffing levels be restored if continued maintenance or progress is expected. Because the UOF Library staff is small and because the facility is relatively isolated from other UCF libraries, staff shortages are particularly difficult to manage.
- The collection development budget this past fiscal year was inadequate to continue building the UOF Library's collection in line with expectations. If the UOF Library is to continue to build a strong, comprehensive hospitality collection, collection development funding must remain strong and relatively steady from year to year.

Welcome to the UOF Library at Rosen:
Displays & Stacks to the left; Public Service Desk to the right

- As mentioned in the past, the current bi-weekly courier service is inadequate to allow for the rapid delivery of library materials to Rosen College patrons, particularly for today's time-pressed undergraduate students. Daily delivery among UCF's main, branch, and regional libraries remains desirable.
- Significant progress was made this past fiscal year in improving the technological infrastructure at the UOF Library (including the installation of new laptops and computer desktops). However, the Library continues to be hampered by recurring technical issues with the card reader and pay-for-print station. Reliable, efficient pay-for-print service is necessary for the UOF Library to continue to meet the high expectations of its patrons.

Public Service Statistics

In an era in which many academic libraries are experiencing downturns in statistics, the UOF Library again achieved new highs in most public services categories. Patron Count was up 9% (compared to last fiscal year) and surpassed 100,000 for the first time. Web Hits, Instruction Classes Taught, Instruction Students Taught, and Questions Answered similarly all increased between 8-11% and set new statistical highs. Especially notable increases came in the E-mail Reference (41%) and Research Consultations (109%) categories, underscoring what seems to be a trend towards more difficult and time-consuming reference inquiries. Circulation of materials was one of the few categories that declined slightly, primarily because the library was unable to circulate laptops (counted as Reserves) for approximately three months, during the transition from the original laptops to the brand new ones.

In the courtyard at the beautiful Rosen College campus

Universal Orlando Foundation Library
Table 1
Public Service Statistics

	2007/08	2006/07	2005/06	2004/05	2003/04*
USE OF THE FACILITY:					
Patron Count	**107,289**	**98,446**	**80,889**	**61,941**	**19,438**
WEBSITE:					
Hits on UOFL Web pages	**189,342**	**175,485**	**137,673**	**97,048**	**10,091**
INSTRUCTION:					
Classes Taught	**29**	**26**	**19**	**23**	**4**
Students Taught	**864**	**792**	**558**	**662**	**43**
MATERIALS CIRCULATED:					
General Collection	n/a	n/a	1,884	1,328	354
Audio/Visual	n/a	n/a	228	116	51
Browsing	n/a	n/a	155	126	n/a
Reserve	n/a	n/a	365	1,007	76
Laptops	n/a	n/a	4,622	1,634	10
Audio Sets	n/a	n/a	190	83	10
Renewals	n/a	n/a	140	25	n/a
Total Reserve Circulation	**3,732**	**5,266**	**n/a**	**n/a**	**n/a**
Total General Circulation	**3,826**	**3,693**	**n/a**	**n/a**	**n/a**
Total Materials Circulated	**7,558**	**8,959**	**7,584**	**4,319**	**501**
REFERENCE:					
Total Questions	**4,124**	**3,819**	**3,233**	**3,618**	**1,090**
Directional Questions	2,871	2,744	2,030	2,379	691
Library Reference, In Person	1,087	954	1,094	1,092	309
Library Reference, Via Phone	64	54	73	91	69
Library Reference, Via E-Mail	79	56	26	47	21
Research Consultations (PERCs)	23	11	10	9	n/a

*The library opened in January 2004; statistics for FY 03-04 are from February-June 2004 only.

STATISTICS

Collection Development Statistics

Despite facing a severely reduced collection development budget, a modest increase was achieved in the number and quality of materials available at the UOF Library. However, most of the increase came through anonymous donations or transfers from the main campus library, neither of which are reliable methods for building a strong, balanced collection. A more generous collection development budget in future years will be necessary if the university aims to build a comprehensive hospitality collection at the UOF Library.

Gifts

The UOF Library continues to receive gifts on a regular basis from students, staff, faculty, and community members. In fact, compared to last fiscal year, nearly twice as many donations – more than 200 items – were accepted into the collection this year. Among the more important items acquired through the generosity of donors was a collection of more than 70 hospitality videos, several books related to newer areas such as event management and theme park management, and numerous materials related to restaurant management.

Universal Orlando Foundation Library
Table 2
Collection Growth

	2007/08	**2006/07**	**2005/06**	**2004/05**	**2003/04**
			Titles Held End of		
Total Collection	**8129**	**7611**	**6393**	**5526**	**3297**
Rosen General	6906	6480	5359	4640	2880
Rosen Reference	624	620	526	472	302
Rosen Browsing	301	278	325	264	n/a
Rosen Media	298	233	183	150	115
Rosen Periodical Titles Held	**161**	**153**	**146**	**135**	**117**

Universal Orlando Foundation Library
Table 3
Gifts Added to the Library's Collection

	2007/08	**2006/07**	**2005/06**	**2004/05**	**2003/04***
Monographic Titles Added to the Collection	**207**	**107**	**110**	**829**	**40**
Number of Different Donors (not including anonymous donors)	**15**	**13**	**14**	**105**	**7**

*The library opened in January 2004; statistics for FY 03-04 are from February-June 2004 only

In the Stacks:
Grenka Bajramoski,
Sandra Varry, T.J.
Ormseth, &
department head
Tim Bottorff

Tim Bottorff
Head, Universal Orlando Foundation Library
at the Rosen College of Hospitality Management

This report is a summary of the Collections & Technical Services division which is comprised of Acquisitions, Binding, Cataloging, Collection Development, Gifts, and Preservation. Individual reports for Acquisitions & Collection Services and Cataloging Services follow this summary.

Highlights of the Year in Retrospect

ALEPH v.18

The committee of trainers and testers (Onward 18) that was formed in February 2007 to coordinate the upgrade of ALEPH to version 18 from 15.5, successfully and without a hitch, completed the transition with version 18 in production on Monday, October 15, 2007.

Libraries Materials Expenditures

With inflation, allocation cuts, hold backs, and the need to plan for additional funding reductions, 2007/2008 was an uncertain financial time. The approval plan was drastically reduced; databases were cut ($74,000), with additional titles selected to be cut; over 500 subscriptions were cut (titles that had online content in aggregate full-text databases); and allocations for academic department ordering was discontinued.

Libraries Materials Expenditures
2007/2008

$788,534	firm and approval items (regionals, specials and electronic monographs)
$4,237,876	subscriptions (standing orders, periodicals, databases)
$166,720	preservation (binding and microforms)
$5,193,130	**Total Spent for Library Materials**
$410, 082	Prepaid
$188,860	Carried Forward
$5,792,072	**Total Received**

(Total received: $5,769,140 Library Materials and $22,235 Foundation fund)

Given the uncertainty of future reductions, spending was very conservative and carefully monitored. With $300,000 transferred from salary savings, there was $598,942 either prepaid or carried forward for 2008/09.

British Parliamentary Papers

The UCF Libraries accepted the *Irish University Press British Parliamentary Papers 1800 - 1900* from Florida State University. There are over 50 subject series with 1,100 oversized volumes. The series are separately cataloged, but all shelved on the first floor – east in a location labeled BP Papers.

Preservation Committee

A preservation committee consisting of members from all areas of the Libraries was created by Michael Arthur.

Films on Demand

The Films on Demand, from Films for the Humanities and Sciences currently provides access to 26 educational films delivered by online streaming video.

Endeca/Mango Public Access Catalog

With the ALEPH upgrade to version 18, a merged, shared records database was developed based on Endeca software. The use of merged shared records has caused all State University Libraries cataloging departments to invest considerable time in updating bibliographic data and coordinating individual cataloging practices.

Changes in Staffing

Empty offices and work areas are another result of the budget cuts. All vacant University positions required an exemption in order to be filled.
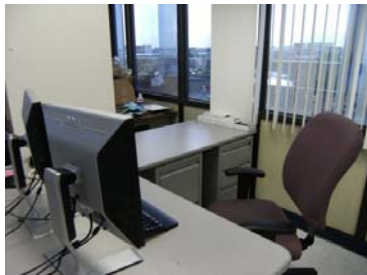
Technical Services had one librarian position and three USPS staff positions frozen during 2007/08.

Departmental Goals: 2007-2008

- **Smooth upgrade to version 18 of the ALEPH LMS.** *This was accomplished with version 18 in production on October 15, 2007.*
- **Investigate v.18 enhancements, especially the ALEPH interaction with the ABLE binding software.** *Global changes and the financial reports are greatly improved. The software for ALEPH interaction with ABLE binding is an additional charge. Given funding constraints and greatly reduced binding needs, this has not been further investigated.*
- **Improve spine label printing.** *More durable spine labels still need to be found where printing doesn't fade so rapidly. Thermal-transfer labels appear to be more durable.*
- **Prepare for the inflation impact on the 2007/08 materials allocation.** *Besides inflation estimated at $352,170, the library also had to adjust to a final reduction in the library materials allocation of $387,770.*

Departmental Goals: 2008-2009

- Implementations to be considered:
  - Direct delivery of requested library materials to regional or distant students:
    - Chair, Library Administration and Management Association (LAMA) – a division of ALA – National Program Committee, 2007-2009
    - If possible, identify students registered at regional campuses from PeopleSoft load into ALEPH. Create a separate patron type that allows requesting a "hold" of library materials that are "on the shelf." This would enable Circulation or Interlibrary Loan to pull the requested materials and send directly to requestor, eliminating the need and time delay of filling out ILL forms at the regional facilities. Item could be returned to any regional or by mail.
  - Catalog records acquired with approval or firm order books:
    - Major obstacle to this service is the inability of ALPEH to create an invoice from the EDI of catalog records and order record creation. A program (Macro Express) that could take the order information from an MS Excel file and create the ALEPH invoice would make loading catalog records from vendors more feasible. This programming has been done by some ALEPH libraries (none in the SUL system).
  - Virtual bookplate for gifts:
    - University of Florida is currently developing this idea, and the procedures are in place. Would require some Systems & Technology staff support.
  - Participation in planning for the possible implementation of a shared bibliographic record with all State University Libraries:
    - It is highly likely that the State University Libraries will move to a shared catalog, using one bibliographic record for ordering and cataloging. This will take substantial planning and ongoing coordination on the part of all technical services staff.

Jeannette Ward
Associate Director for Collections & Technical Services

Highlights of the Year in Retrospect

- Under the direction of the Associate Director for Collections & Technical Services, the department successfully completed an Aleph upgrade from version 15.5 to 18. Ying Zhang conducted multiple training sessions for all staff in the department and for collection development librarians. She drafted procedure manuals and collaborated with FCLA and Library Systems & Technology to solve technical glitches.

- In the area of collection development the UCF Libraries continued to work toward Tier I Research status in these areas of education:
  - Counselor Education
  - Elementary Education
  - Exceptional Education
  - Higher Education
  - Math and Science Education

- A new relationship with an outside dealer resulted in increased revenue from the regular book sales as well as commission received from outside sales. A total of $3,255.80 was received from inside sales and $3,191.36 from commission.

- The Libraries received several large donations were this year including collections in French, German and military history.

- The reorganization of the department begun in 2006-2007 was completed in the fall 2007. An openhouse, held in room 142 on October 10, 2007, introduced visitors to the new responsibilities of each staff member and detailed workflow charts on display.

- Michael Arthur chaired the newly formed Preservation Committee. Early accomplishments include a representative survey of library employees to gauge their understanding of basic preservation principles; a short list of obtainable goals for each major functional area in the library; and a new sense of the importance of preserving and protecting library materials in all formats. Finally, the department continues to coordinate with the head of Special Collections & University Archives to identify gift books or items already in the general collection that are suited for inclusion in Special Collections.

- The Florida State University Libraries donated a nearly complete run of the The Irish University Press 1000-volume series of the British Parliamentary Papers 1800 – 1900. The entire collection, though cataloged by subject, is housed together on the first floor of the main campus library.

- The department worked collaboratively with Department of Music chair Dr. Johnny Pherigo on purchasing decisions that most effectively expended a $30,000 gift from the Music department. The purchases improved our music score, CD and DVD collections. Dr. Pherigo distributed a compiled spreadsheet of all titles purchased to the music faculty.

Special Funding, 2007/08/07	
Film	$18,000
History	$3000
Music	$30,000
Rosen	$629
Total	**$51,629**

- Based on reduced budget numbers, future budget projections, and the impact of inflation major cuts were made to print periodicals, online databases, standing orders, and the approval plan for monographs. There were no departmental allocations for monographs as in previous years.

- Reduced work load as a result of major reductions in collection building combined with the hiring freeze has left the department without three full-time positions. In addition, all hourly positions were eliminated through attrition. Several long-term student employees in the department all graduated during the 2007-2008 period.

Date: 10/10/2007   Time: 2-4   p.m.

Acquisitions & Collection Services Open House

Acquisitions, Binding and Gifts: room 142.
Acquisitions and Serials: room 502.

The Acquisitions & Collection Services Office would like to invite you to an Open House. Please stop by and see all the exciting changes that have happened within our department.

Wednesday, October 10, 2007
2-4 p.m.
Opening Remarks: room 142

Contact person: Traci 3-1424

Light Refreshments will be served.

Library Resources Expenditures Five Year Summary	
2007/2008	$5,193,130
2006/2007	$5,914,637
2005/2006	$5,582,758
2004/2005	$5,226,595
2003/2004	$5,030,670

Selected use in electronic access

	2007/2008	2006/2007	2005/2006	2004/2005	2003/2004
Searches	4,873,643	4,566,368	3,693,737	2,601,526	839,087
Sessions	1,591,530	2,517,100	1,081,638	2,203,904	*
Full Text	2,549,232	3,548,676	2,539,466	1,822,103	738,991

* Not Available
Detailed listing in Statistics section at the end of report.

Program Reviews:
- Council of Social Work Education Commission – Hal Mendelsohn
- NASAD accreditation review of Art Department – Doug Dunlop
- ABET (EAC, CAC, TAC) review of College of Engineering and Computer Science – Aysegul Kapucu, Ven Basco, Michael Arthur

New Program Proposals:
- Ph.D. in Statistics – Hal Mendelsohn
- M.A. in Aging Studies – Hal Mendelsohn
- Ph.D in Communication Sciences & Disorders – Terrie Sypolt
- Ph.D. in Science Education – Terrie Sypolt
- Ph.D. in Reading Education – Terrie Sypolt
- Ph.D in Art Education – Terrie Sypolt
- Ph.D in English and Language Arts – Terrie Sypolt
- Ph.D in Social Science Education – Terrie Sypolt
- M.A. Applied Learning and Instruction – Terrie Sypolt
- B.A. in International Studies – Michael Arthur
- Master of Science in Digital Forensics – Jeannette Ward

Training arranged for librarians and staff by Acquisitions & Collection Services:
- GOBI training for Acquisitions & CD Librarians
- EBSCOhost & EBSCONET Training
- ALEPH migration from version 15.5 to 18

Key purchases during 2006-2007
- The library maintained online access to the *Oxford English Dictionary* with a donation from John Archer Carpenter Library Enhancement Fund.
- *FMG on Demand,* online steaming videos
- *International Encyclopedia of the Social & Behavioral Sciences,* perpetual access
- *LWW Nursing and Health Professions Premier Collection*
- *IGI Reference,* 13 online titles
- *Sage Premier*
- *Elsevier Freedom Collection*
- Lease program for popular audio books on CD

Staffing
- Danielle Gill (student) resigned on 11/27/07
- Kristen Cardona (student) resigned on 12/10/07
- Nelsy Livingston (staff) resigned on 01/24/08
- Elizabeth Rosenthal (student) resigned on 05/01/08
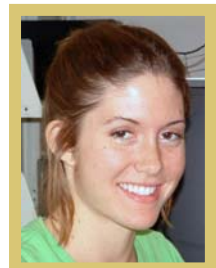
Departmental Goals: 2007-2008

- **Effectively implement ALEPH 18 and take advantage of its capabilities such as EDI for payment transfer, and patron notification.** *Implemented ALEPH version 18. Staff trained to use features such as EDI to process large invoices, and are setting up predication patterns for periodical check-in. Ordering and receiving monographs and serials is much more efficient with the upgraded version.*

- **Explore new roles for binding staff as traditional binding continues to decline.** *To compensate for the reduction in traditional binding activity, binding staff members have expanded their responsibilities to include some of the duties of the former gift processing position; assisting with the preparation and organization of the regular book sales; and increased involvement with the preservation of library materials.*

- **Complete preservation reviews of selected areas within the general collection to include: music scores, pre-1900 imprints, and damaged/brittle materials.** *With this goal in mind and to promote future conservation and preservation efforts a Preservation Committee made up of individuals representing all major functional units within the main library, the UOF Library at Rosen, CMC, and the regional campus libraries was created. Awareness of preservation issues has increased. Areas that have the most*

hands-on impact to materials have been identified, and training is underway for those areas. Where value, rarity, or level of usage justifies preservation measures mMusic scores, pre-1900 imprints, and selected damaged materials have been reviewed and necessary steps have been taken to properly preserve the materials. The projects continue at this time and plans are in place to develop a comprehensive preservation program within UCF Libraries.

- **Improve general staff knowledge particularly in pre-order searching and serials control.** *Staff members received training on WorldCat, GOBI, and Connexion to sharpen their skills and knowledge on pre-order searching, down loading records, and serials control.*

- **Complete bound periodical barcode project.** *While progress continues, the loss of three full-time positions and all student assistants had slowed progress on this goal. Only one person currently works on this project for approximately 5-10 hours per week. This represents about one fourth of the total time previously allocated when the project first began.*

- **Complete final steps of the workflow analysis project including the report and succession plans.** *The workflow analysis project was completed in the fall 2007. Several changes to workflow and the reorganization of functional areas resulted from this effort. The information served as the basis for a presentation by Michael Arthur at The Charleston Conference in November 2007. Internally succession plans were completed, gift operations and approval processing were updated, and position descriptions were reviewed. An open house was held in room 142 on October 10, 2007, to showcase all of the changes.*

- **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. Budget reductions and an ever-changing budget climate was a critical component to everything in the department during 2007-2008. Reductions in the rate of collection development across all formats had a major impact on workflow, individual job duties, and collection priorities. Librarians and teaching faculty were kept apprised as much as possible on the constantly changing conditions; ample opportunity was also provided for input*

from interested individuals. Under the direction of the Associate Director for Collections & Technical Services, the materials budget was effectively managed in order to meet all obligations and set aside funds earmarked to help cover anticipated future cuts.

- **Create a system that will track electronic resource renewal notification dates, and fiscal control information.** *As each invoice for electronic resources is processed, the corresponding ALEPH order number, fund code, cost, notes, and other relevant information are entered into a spreadsheet. This system has been successful and helped identify and prevent problems throughout the year as well as produce accurate accounting of our spending and expected invoices. In the coming year the data will be transferred into an Access database.*

- **Create a system that will accept all COUNTER compliant database and journal usage reports and produce overall usage reports.** *Acquisitions provided sample COUNTER reports to Systems & Technology (S&T). S&T staff members programmed a data loader and display. The COUNTER reports system is still in beta. Testing and revision are ongoing.*

Departmental Goals: 2008-2009

- Review fund codes for all electronic resources and replace general codes with subject specific codes so that spending by college can be calculated.
- Consolidate electronic resources and invoice data in multiple spreadsheets and transfer the data into an Access database.
- Identify and convert print subscriptions to online while retaining perpetual rights.
- Through consultation with the collection development librarians, the department will contribute to the statewide JANUS initiatives for collection planning.
- Continue to work with collection development librarians toward updated collection policies for all major subject areas.
- Build upon the initial success of the Preservation Committee and work toward a comprehensive preservation program for the UCF Libraries that will encompass both print and digital formats.
- Explore and implement new methods for streamlining ordering workflow.
- Enhance serials control through improved decision-making made possible through better coordination with our main serials vendor.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

Continued to increase Internet resource access to provide course support to our students in different geographical areas. While budget cuts had a dramatic impact on the total expenditures for library materials there was a concerted effort to protect undergraduate education. It is a priority for UCF Libraries to try to purchase online content that can be made accessible to all UCF locations and, when possible, to all users with a valid library user id. The library also contributed to a proposal for a new B.A. in International Studies and expended funds set aside for specific degree programs in support of undergraduate programs including the Music Department.

Achieve international prominence in key programs of graduate study and research

Provided Internet access, through consortium participation, to a variety of scholarly, research publications to fit the needs of the university's research programs. The library added *LWW Nursing and Health Professions Premier Collection, Sage Premier,* and *Elsevier Freedom Collection.* Librarian liaisons worked closely with teaching faculty to evaluate and improve library collections in support of graduate study and research. The library participated in new program proposals for graduate level programs both at the master's and doctoral levels. The UCF Libraries continued to work toward Tier I Research status in selected areas of education.

Provide international focus to our curricula and research programs

Reduced funding prevented the purchase of many new titles selected during a project in the previous year. The title list has been maintained and will be purchased in priority order when funding becomes available. The library did complete a program proposal for a new B.A. in International Studies. Improving the international focus of the collection in selected areas is a future goal as funds become available.

Become more inclusive and diverse

Encouraged Acquisitions and Collection Services staff members to participate in diversity programs. Tina Candela served as a member of the UCF Libraries' Diversity Committee.

Be America's leading partnership university

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

Performance Enhancement Recommendations

During 2008-2009 the department will focus on improvement within while also contributing to the greater good of the UCF Libraries and our academic partners in Florida. Internally steps will be taken to improve the maintenance and quality of data that will help make operations more efficient and effective. Training in specific areas such as serials control and preservation will not only improve internal operations, but contribute to the entire library mission. Contributing to the success of the statewide JANUS initiatives will be a key goal for the upcoming year. Staff members will be encouraged to step up to new roles as the effects of budget cuts and new trends in academic libraries leads to inevitable changes in the type of work needed in technical services.

Acquisitions and Collection Services
Chart 1

Expenditures 2007-2008
$5,193,130

Standing Orders 8%
Approvals 10%
Electronic 18%
Monographs 5%
Preservation 3%
Regionals 1%
Serials (Print) 28%
Serials (Online) 27%
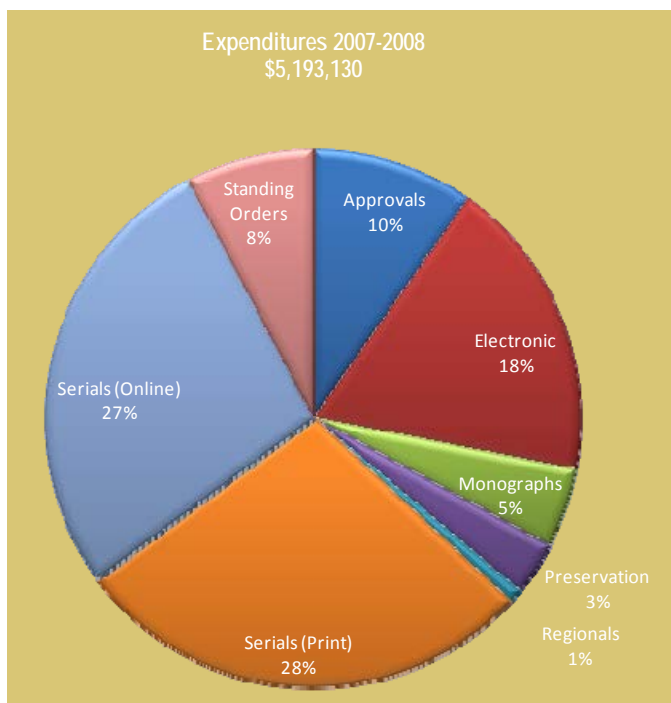
Acquisitions & Collection Services
Table 1
Current Five Years

	2007/08	2006/07	2005/06	2004/05	2003/04
ITEMS RECEIVED					
APPROVALS	11,232	25,362	23,441	23,222	25,060
FIRM ORDERS	4,444	10,163	10,899	5,519	5,654
GIFTS	9,892	3,193	742	3,501	2,090
STANDING ORDERS	1,668	2,069	1,431	2,657	2,892
TOTAL	**27,236**	**40,787**		**34,899**	**35,696**
BOUND PERIODICALS	**3,203**	**3,615**	**4,890**	**3,827**	**6,064**
MICROFORMS					
Film	416	457	562	564	575
Fiche	27,350	30,707	30,119	35,030	47,403
TOTAL	**27,766**	**31,164**		**35,594**	**47,978**
PERIODICALS/SERIALS					
Main (Print)	4,021	4,523	4,523	4,487	4,429
CMC (Print)	15	15	15	15	15
Rosen (Print)	81	92	92	90	97
Brevard (Print)	5	146	158	163	187
Daytona (Print)	53	114	106	109	125
Newspapers	30	34	34	34	31
E-Databases	358	377	371	362	324
E-Journals	7,695	7,929	7,424	7,315	5,640
print+online	(541)	(698)	(738)	(1120)	(1284)
e-only	(7154)	(7231)	(6686)	(6195)	(4366)
Total Active Subscriptions	**12,258**	**13230**	**12723**	**12,575**	**10,848**
Ceased/Closed Periodicals	4793	4789	4778	4,760	4,708
Total Periodical Titles	**17,051**	**18,019**	**17,501**	**17,335**	**15,556**

Acquisitions and Collection Services
Table 2
Percentage Comparison Current Five Years

	2007/08	2006/2007	2005/06	2004/05	2003/04
TOTAL Expenditures	**$5,193,130**	**$5,914,638**	**$5,582,758**	**$5,226,595**	**$5,030,670**
Approval	10%	19%	19%	21%	21%
Branches	1%	3%	6%	2%	4%
Electronic	18%	17%	15%	15%	17%
Monographs	5%	8%	10%	5%	7%
Preservation	3%	4%	4%	4%	5%
Serials	56%	43%	39%	46%	39%
Standing Orders	7%	6%	7%	7%	7%

Acquisitions Services
Table 3
Branches and Regional Campuses

	Approval	Monograph	Periodicals	Standing Orders	Databases*	Total
Rosen	$2,266	$11,128	$23,349	$389	$1,165	**$38,297**
CMC		5,759	3,302	2174	0	**$11,235**
Eastern		$7,069	2,074	476	6,065	**$15,684**
Southern		$12,285	2,662	11,084	6,733	**$32,764**
Western		$9,659	0	0	4,629	**$14,288**
TOTAL						**$112,268**

*Prorated cost based on FTE

Acquisitions Services
Table 4
Five-Year Expenditure History

		2007/08	2006/07	2005/06	2004/05	2003/04
MONOGRAPHS		**$766,635**	**$1,606,075**	**$1,623,263**	**$1,362,187**	**$1,408,440**
	Approvals	512,072	1,098,608	1,062,690	1,080,294	1,060,994
	Firm Orders	247,449	500,542	549,926	262,150	320,040
	Replacements	7,114	6,925	10,647	19,743	27,406
SERIALS TOTAL:		**$3,276,518**	**$2,926,368**	**$2,548,093**	**$2,798,561**	**$2,274,268**
	Standing Orders	396,410	347,127	364,036	360,980	370,816
	Periodicals	1,437,456	1,120,031	642,189	1,281,708	1,686,967
	Periodicals Online	1,429,165	1,444,780	1,398,643	1,126,125	179,500
	Newspapers	13,487	14,430	14,540	11,177	13,681
	Reference	-		128,685	18,571	23,304
ELECTRONIC		**$945,062**	**$979,922**	**$868,817**	**$776,668**	**$877,610**
	Periodical Databases	239,255	118,781	117,686	90,514	347,794
	Databases	585,677	738,161	565,578	460,949	430,447
	Back Vol. & Monographs	120,130	122,980	185,553	225,205	99,369
PRESERVATION		**$159,606**	**$204,425**	**$206,140**	**$192,507**	**$250,980**
Microforms		**69,482**	**72,648**	**66,998**	**63,589**	**61,975**
	Microforms/Main	69,482	71,563	65,984	62,635	61,085
	Microforms/Brevard	-	1,085	1,014	954	890
Binding		**90,124**	**131,777**	**139,142**	**128,918**	**189,005**
	Main	90,124	131,080	137,866	126,338	187,493
	Brevard	-	697	1,276	2,580	1,512
AREA LIBRARIES						
Eastern		**$9,619**	**$84,988**	**$121,536**	**$28,578**	**$64,088**
	Approvals	-	-	-	-	35,097
	Firm Orders	7,069	67,627	101,398	13	1,003
	Periodicals	2,074	13,651	16,517	25,174	22,932
	Standing Orders	476	3,710	3,621	3,391	5,056
Southern		**$26,031**	**$81,306**	**$160,670**	**$57,584**	**$100,434**
	Approvals	-	-	-	22	13,590
	Firm Orders	12,285	44,597	113,769	2,870	11,452
	Periodicals	2,662	19,376	25,927	40,842	50,504
	Standing Orders	11,084	17,333	20,974	13,850	24,888
Western		**$9,659**	**$31,553**	**$54,238**	**$10,510**	**$41,675**
TOTAL		**$5,193,130***	**$5,914,637**	**$5,582,757**	**$5,226,595**	**$5,017,495**

***In addition to the above noted funds that are used to support the teaching and research mission of UCF, the Florida Center for Library Automation (FCLA) also funds and maintains a collection of databases, e-books, and other online resources which are made available to all state universities in Florida. This fiscal year, FCLA spent $3,059,794 in support of statewide resources for the eleven universities.

Acquisitions Services
Table 5
Database Usage 2007-2008

Database Packages	Searches	Sessions	Full Text Access
African American Biographical Database	899	431	505
Alexander Street Press	-	1,593	5,292
Artstor	1,122	291	1,446
Bowker Books in Print	5,268	915	-
Bowker Ulrich's	7,853	2,564	-
Children's Literature Comprehensive Database	233	-	-
Chronicle of Higher Education	-	-	140,958
CIAO	1,406	1,049	3,384
Classical Music Library	5,144	2,194	11,397
CollegeSource	907	35,688	-
Congressional Serials Set	3,692	-	4,802
CQ Researcher, Weekly, Historical	14,712	22,607	8,623
CSA Illumina	447,890	390,445	31,528
CSA RefWorks	-	7,620	-
Dissertations Full Text	290,233	-	22,696
DNB, Grove Art, and Music	-	1,712	8,850
EBSCOhost Databases	1,836,053	443,500	685,875
Engineering Village/Compendes	8,526	2,310	31,394
Evans, Orlando Sentinel, Serials Set	10,675	3,870	18,310
FirstSearch	53,404	30,525	1,618
Gale Databases	252,904	125,324	86,401
Historical Statistics of the United States	160	252	968
Hoover's Online	-	21,295	129,486
IbisWorld	-	-	50,271
ISI Web of Knowledge	160,115	43,838	-
Journal Citation Reports	103	227	164
Leisure Tourism Abstracts	483	328	-
LexisNexis Academic	98,472	-	114,438
LexisNexis Statistical	2,756	-	1,576
MathSciNet	27,985	20,624	-
MetaSearch	103,943	21,914	-
MINTeL	1,991	1,585	6,170
Ovid	21,039	11,212	7,152
ProQuest	975,236	63,504	144,014
Reference USA	2,827	1,241	11,198
S&P NetAdvantage	41,655		
SPIE	977	412	9,845
Theater in Video	118	146	-
Valueline	-	1,508	20,817
Wilson	142,654	45,981	43,746
Women Writers Project	-	48	422
World Development Indicators	-	-	16,686
TOTAL	**4,521,435**	**1,306,753**	**1,620,032**

Ebooks	Searches	Sessions	Full Text Access
Annual Reviews	1,755	3,830	3,545
Credo Reference	2,765	1,666	6,932
Gutenberg<e>	68	89	1,302
NetLibrary	-	-	36,786
Springer Books			5,644
TOTAL	**4,588**	**5,585**	**54,209**

eJournals	Searches	Sessions	Full Text Access
ACJ Journals	7,269	-	-
ACS Journals	15,867	43,991	33,920
American Medical Assoc.	700	-	2,882
American Society for Microbiology	450	-	5,358
Analytical WebBase	782	17,343	6,216
BePress	-	-	521
BioOne and BioOne2	4,777	1,652	7,145
Blackwell Synergy	14,253	36,383	35,810
Blood Online	20	-	686
Cambridge Journals Online	1,037	2,702	6,907
Duke Journals	125	-	1,191
Emerald Mangement Xtra	3,208	5,095	6,630
Haworth Press	-	-	2,642
Highwire	7,698	-	92,797
IEEE Xplore	40,594	-	30,777
Ingenta	1,146	16,364	2,319
IOP Jounals	12,329	5,397	9,615
JSTOR	147,658	-	167,874
Liebert	47	1,304	175
Metapress	-	-	40,669
Nature Journals	4,985	-	18,450
NEJM	764	-	5,654
Oxford Journals Online	1,453	1,903	10,498
Project MUSE	7,436	8,833	15,740
Science	3,651	-	12,220
Science Direct, Elsevier	44,634	115,055	244,112
Springer Journals	-	-	65,115
Taylor and Francis	19,646	20,453	25,196
Wiley InterScience	7,091	2,717	23,872
TOTAL	**347,620**	**279,192**	**874,991**

	Searches	Sessions	Full Text Access
GRAND TOTAL	**4,873,643**	**1,591,530**	**2,549,232**

Michael A. Arthur
Head, Acquisitions & Collection Services

Cataloging Services

Highlights of the Year in Retrospect

Cataloging Services began the year with preparations for the upgrade to version 18 of the Aleph computer online system. Due to significant budget cuts fewer new print materials were purchased so staff and workflows had to be shifted to bibliographic/database maintenance activities and retrospective cataloging projects. Major accomplishments this year included a continued increase in production levels in all areas, three-day turnarounds for throughput of materials, and significant numbers of existing records being upgraded. Many special projects were also developed to compliment the large weeding projects being done by the media unit in Circulation Services and the Curriculum Materials Center.

Cataloging Activities

Cataloging Services continued to provide increased access for various collections and formats throughout the year even as staff and librarians developed and provided training to support the process of learning functionality of the upgraded Aleph system. Electronic resource records were added for Credo Reference and PsycBooks titles. This year was the first time that electronic videos were acquired, and original cataloging was done for titles from the Fine Media Group (FMG) on Demand. The electronic resources unit also began a project this year to remove vendor-specific information and URLs from catalog records, substituting a link to the SFX server, thereby significantly reducing duplication of service between acquisitions and cataloging. The government documents retrospective cataloging project was incorporated into the workflow of the monographic unit this year. As a result, another 5,000 items have been cataloged for this project.

Several more unique university publications were fully cataloged and made accessible this year including: FTU/UCF press released, FTU/UCF financial reports, FTU/UCF employee, faculty and staff handbooks, and FTU/UCF Office of Research and Graduate Studies Annual Reports.

Previous projects to fully catalog 2004 UCF theses and dissertations and the 2007 Honors theses were completed this year. A staff member from Acquisitions was trained to perform copy cataloging on new electronic theses and dissertations. Another special project began in spring 2007 to catalog a special purchase for the music department which included popular and classical CDs, music DVDs, as well as music scores. This group of approximately 1,000 titles is 90% complete.

Facility

Space was slightly reconfigured in room 502 to accommodate ongoing roof leak problems. The open spaces within the workroom were preserved.

Cataloging Services: (front row, left to right) Yvonne Rivera, Ginny Farmer, Lyn Case, Claire Leonard, Jeanne Piascik; (just behind) Anna Dvorecky, Doug Dunlop, Alice Crist, Letty Abulencia; (last row) David Healy, Linda Sterchele, Peter Spyers-Duran, Jack Webb, Jacqui Johnson, Kim Montgomery, Burak Ogreten, Patrick Hadlock, Jorge Santiago, Rey Parulan

Organization

Building on the reorganization plans put into place last year, units (monographic, special formats, electronic resources) are continually reviewed and position descriptions revised to accurately reflect current duties and responsibilities.

In preparation for the upgrade to Aleph 18 slated for October 2007, librarians did testing and training development in late summer and early fall 2007. Specialized cataloging training sessions were held during the year in order to cross-train staff from other units to assist with various projects.

Partnerships

Cataloging services staff continues to participate on various levels in a variety of consortia activities and committees including review of the statewide implementation of Endeca; Central Florida Library Cooperative (CFLC); TSPC; Cataloging & Access Guidelines for Electronic Resources (CAGER); and Digital Development & Access Committee (DDAC). Cataloging activities are contributed to Florida Heritage Project (FHP) and Central Florida Memory (CFM).

Staffing Changes

- Government documents cataloger Catherine Steffens resigned in February 2008. Steffens' position remains vacant due to the campuswide hiring freeze.
- OPS Ashley Romans left in September 2007 to take a full-time position at East Central University in Ada, Oklahoma.
- OPS staff member Linda Sterchele was shifted to the government documents project and original cataloging. She completed her MLIS from FSU in December 2007 and has continued to work on several special projects for the department.
- Peter Spyers-Duran assumed some of the duties in government documents cataloging necessitated by Steffens' resignation. These included batch loading of the MARCIVE records and serving as liaison to government documents department.
- Jack Webb took on additional supervisory and workflow direction duties while the department head was out on medical leave.

Departmental Goals: 2007-2008

- **Continue to refine and streamline workflows and operations of the department.** *Ongoing.*
- **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.** *Due to lack of time in work assignment of metadata cataloger and other catalogers, as well as other projects taking precedence, plans for in-house training had to be tabled for next fiscal year.*
- **Look for and develop methods to aid in communication and information dissemination.** *Successfully implemented "work group" meetings to address specific workflow issues that involved staff from other departments.*
- **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.** *Accomplished this through cross-training for several projects, including government documents and music cataloging. Also cross-trained Acquisitions staff to assist with copy cataloging of electronic theses.*

Departmental Goals: 2008-2009

- Incorporate more bibliographic maintenance activities into staff assignments.
- 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.
- Focus on data integrity and information portability issues.
- Continue review of workflows and processes.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
Continued increased production levels even with staffing vacancies as well as maintaining a three-day turnaround time to provide better access to materials.

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 and dissertations.

Provide international focus to our curricula and research
Employed multi-lingual staff thereby increasing the number of foreign languages in which the department can catalog; remaining language materials were outsourced to OCLC TechPro.

Become more inclusive and diverse
Diversity in staffing – student, USPS, 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 upgrading the Aleph system, as well as the development and implementation of Endeca. Participated in TSPC, CAGER, DDAC, SUL Authorities Subcommittee, FHP, and CFM.

STATISTICS

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.
- Assignment of a Systems & Technology support staff exclusively for technical services.
- Provide training for cataloging staff and cross-training for acquisitions staff as needed.

Cataloging Services
Table 1
2007/08 Highlights

Bib Maintenance	
Barcodes (damaged, missing)	1,010
Labels (corrections, damaged, missing)	17,763
OCLC LHR	1,276
Location change	1,056
Move order record	115
Rebinds	924
Replacements	85
Review of bib maintenance request	882
Transfers	335
Upgrade existing catalog record	273,777
Total	**297,223**

Cataloging	
Original cataloging	853
OCLC error reports	16
Priorities	196
Upgraded cataloging	8,923
Total	**9,988**

Cataloging Services
Table 2
Cataloged Materials: Titles 2007 - 2008

PRINT	Added	Deleted
Orlando	16,344	2,457
Curriculum Materials Center	464	96
BCC: Brevard	91	150
CFCC: Ocala	5	0
DBCC: Daytona	95	214
FSEC: Cocoa	247	22
LSCC: Leesburg, Clermont, Sumter	91	9
UOF Library at Rosen	584	138
SCC: Sanford/Lake Mary	17	0
VCC: Metrowest, Osceola	36	0
Print Total	**17,974**	**3,086**

ELECTRONIC		
Integrated Resources	0	1
Monographs	11,140	119
Serials	744	8
Electronic Total	**11,884**	**128**

MICROFORM		
Microfilm	4	0
Microfiche	229	0
Microform Total	**233**	**0**

U.S. GOV'T. DOCS.		
Cataloged	4,200	155
Outsourced (MARCIVE)	9,141	0
Microfiche	3	2
Microfilm	0	1
US Gov't. Docs.Total	**13,344**	**158**

GRAND TOTAL	**43,435**	**3,372**

MEDIA	Added	Deleted
Orlando		
Cassettes/Audio Tapes	60	220
CDs (Music/Audio)	301	2
CD ROMs/DVD ROMs	89	20
DVDs	306	7
Electronic	26	0
Kits	3	37
Slides	0	138
Video recordings	94	42
Other	0	9
Sub-total	**879**	**475**

Curriculum Materials Center		
CDs (Music/Audio)	7	2
CD ROMs/DVD ROMs	9	0
DVDs	41	5
Media Kits	0	10
Video recordings	30	6
Other	1	2
Sub-total	**88**	**25**

UOF Library at Rosen		
CD ROMs/DVD ROMs	2	0
DVDs	7	0
Sub-total	**9**	**0**

Regional Campuses		
CD ROMs/DVD ROMs	7	0
DVDs	109	0
Video recordings	84	3
Other	4	0
Sub-total	**204**	**3**

GRAND TOTAL	**1,180**	**503**

Cataloging Services
Table 3
Cataloged Materials: Volumes 2006 - 2007

PRINT	Added	Deleted
Orlando	19,180	3,156
Curriculum Materials Center	561	99
BCC: Brevard	160	266
CFCC: Ocala	6	0
DBCC: Daytona	116	222
FSEC: Cocoa	816	32
LSCC: Leesburg, Clermont, Sumter	93	46
UOF Library at Rosen	736	103
SCC: Sanford/Lake Mary	16	0
VCC: Metrowest, Osceola	37	0
Print Total	**21,721**	**3,924**
ELECTRONIC		
Monographs	11,069	119
Electronic Total	**11,069**	**119**
MICROFORM		
Microfilm	57	0
Microfiche	234	0
Microform Total	**291**	**0**
U.S. GOV'T. DOC.		
Cataloged	6365	180
Outsourced (MARCIVE)	9141	0
Microfiche	3	18
Microfilm	0	1
US Gov't. Doc. Total	**15,509**	**199**
GRAND TOTAL	**48,590**	**4,242**

MEDIA	Added	Deleted
Orlando		
Cassettes/Audio Tapes	71	444
CDs (Music/Audio)	687	4
CD ROMs/DVD ROMs	217	3
DVDs	571	2
Electronic	20	0
Floppy Discs	0	14
Kits	9	93
Slides	0	204
Video recordings	204	29
Other	0	9
Sub-total	**1,779**	**802**
Curriculum Materials Center		
CD Music/Audio	13	2
CD ROMs	27	0
DVDs	55	11
Media Kits	2	11
Video recordings	34	6
Other	1	2
Sub-total	**132**	**32**
UOF Library at Rosen		
CD ROMs	6	2
DVDs	12	0
Video recordings	75	0
Sub-total	**93**	**2**
Regional Campuses		
CD ROMs	6	0
DVDs	146	0
Video recordings	61	9
Other	4	0
Sub-total	**217**	**9**
GRAND TOTAL	**2,221**	**845**

Cataloging Services
Table 4
Five Year Comparison
Titles Cataloged – All Locations

	2007/08	2006/07	2005/06	2004/05	2003/04
Print	43,435	197,439	47,528	44,327	64,848
Non-Print	1,180	2,650	1,324	695	768
Total	**44,615**	**200,089**	**48,852**	**45,022**	**65,616**

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

	2007/08	2006/07	2005/06	2004/05	2003/04
Print	48,590	205,112	55,386	44,327	73,497
Non-Print	2,221	3,592	2,551	695	1,612
Total	**50,811**	**208,704**	**57,937**	**45,022**	**75,109**

Evelyn S. Case
Head, Cataloging Services

In 2007-2008, Circulation Services, Information Literacy & Outreach, Interlibrary Loan/Document Delivery Services, and Reference Services comprise the UCF Libraries Public Services. Each of these departments reports on accomplishments, highlights, goals, and statistics elsewhere in this report.

Highlights of the Year in Retrospect

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 (IF) is the confluence of information literacy, critical thinking, and technology competency. Although at the end of 2006-2007, the search for a permanent ILO department head was moving forward, it closed during summer 2007 due to budgetary constraints. The department continues to be led by interim head Elizabeth Killingsworth.

The overwhelmingly positive response to Infusion, the learning commons surrounding Java City that opened in fall 2006, and the ongoing efforts to plan improvements 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 and consisting of Frank Allen, Carole Hinshaw, Selma Jaskowski, and Marcus Kilman was appointed. 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. During the summer, estimates of the cost on the project as conceived by KZF presented a challenge that could not be met. The project has been tabled, with the hope of beginning to plan on a smaller scale.

2007-2008 marked the third year of the Libraries Student Advisory Board. Meetings were held in fall and spring. At the spring meeting, it was explained that the Libraries' operating budget required some cutbacks in personnel and services, and that during summer 2008, main library hours would be reduced. Student Board members were very supportive, although the expressed preference of students is that hours be added to the library schedule.

On Saturday, December 1, 2007, the Libraries co-hosted "Cram 4 the Exam" with UCF's Student Government. The main library closed at 7:00 p.m., as usual, but reopened for students only at 7:30 p.m. Java City in the Infusion area remained open until 1:00 a.m. as well, for students who wanted to purchase coffee and food. Study and research support were available for attending students, including: participation from Student Academic Resource Center (SARC) and reference librarians; faculty were on hand to offer direction, advice, tutoring, and last minute research assistance. Public Services worked with Student Government to plan a spring "Cram," but SGA funding ran short and the event was not held. Contact has been made with SGA to ensure that "Cram" continues in 2008/2009.

Stephen Nordlinger and student assistants worked the Media Services Desk during the December 2007 Cram 4 the Exam

During fall semester, student reporter Amanda Hamilton was assigned to the library "beat" by the *Orlando Sentinel,* resulting in several published articles during 2007/2008, both in the *Sentinel* and the *Central Florida Future.*

Departmental Goals: 2007-2008

- **Integrate Service Model & Improvement of Library Learning Space**. *With the Public Services department heads, planned, developed, and implemented an integrated service model for public service points in the main library. Focus is on improvement of learning spaces, as well as service. The learning space initiative has been tabled at the present time. During spring and*

summer 2008, a new plan for Integrated Service is being formulated by Ven Basco, Reference Services, and Marcus Kilman, Circulation Services, for implementation in fall 2008.

■ **To find leadership for the new ILO Department.** *Hiring a department head to lead the new ILO department cannot be done at this time. Fortunately, interim head Elizabeth Killingsworth is willing to remain in the position. Progress in creating Information Literacy modules and improving library instruction has been steady.*

LibQUAL+ 2007 Results

Since 2002, the UCF Libraries has participated in LibQUAL+, a 27-question Web-based survey that seeks to measure perceptions of respondents on three dimensions of library service: the Affect of Service, Information Control (access to library resources) and Library as Place. On each survey question, respondents are asked to rate the minimum level of service acceptable, the desired level of service, and the perceived level of service received. The adequacy gap measures the difference between the perceived level of service received and the minimally acceptable level of service.

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

459 respondents completed the survey in fall 2007.

S T A T I S T I C S

■ To form stronger partnerships with student groups, such as SGA and the Graduate Student Association. (Student groups can provide feedback and support as the Libraries implements new and improves existing services.)

■ To successfully implement the planned Integrated Service Model.

Public Services
Table 1
LibQUAL+ 2002-2007 Results: Library as Place (UCF)

Year	2007	2006	2005	2004	2003	2002
Minimum Acceptable	6.63	6.47	6.38	6.42	6.32	6.16
Desired	7.83	7.92	7.93	7.81	7.77	7.49
Perceived	6.68	7.12	6.81	6.79	7.12	6.71
Adequacy Gap	**.05**	**0.65**	**0.43**	**0.37**	**0.80**	**0.55**

Public Services
Table 2
LibQUAL+ 2002-2007- Results:
Information Control/Access to Information (UCF)

Year	2007	2006	2005	2004	2003	2002
Minimum Acceptable	7.31	6.67	6.58	6.90	6.80	6.70
Desired	8.42	8.06	8.10	8.22	8.18	8.05
Perceived	7.27	7.30	7.07	6.92	7.36	7.02
Adequacy Gap	**-.04**	**0.63**	**0.49**	**0.02**	**0.56**	**0.32**

Public Services
Table 3
LibQUAL+ 2002-2007 Results: Affect of Service (UCF)

Year	2007	2006	2005	2004	2003	2002
Minimum Acceptable	6.93	6.42	6.23	6.54	6.32	6.16
Desired	8.09	7.81	7.76	7.89	7.77	7.49
Perceived	7.38	7.16	6.97	6.95	7.12	6.71
Adequacy Gap	**.45**	**0.74**	**0.74**	**0.41**	**0.80**	**0.55**

Meg K. Scharf
Associate Director for Public Services

Highlights of the Year in Retrospect

An Aleph upgrade and major stacks shifting project were the major highlights of this reporting year. In October 2007 Aleph was upgraded to version 18, and new carpeting for the fourth and fifth floors resulted in a significant shifting project.

In staffing news, Johnny Hill was named the UCF Employee of the Month for October 2007 and Megan Humphries and Johnny Hill were accepted in the USF Masters in Library Science program and will begin classes in August 2008. As the founder and instructor for the UCF Escape self defense classes, Stephen Nordlinger taught basic self defense classes to over 500 UCF students during this reporting period.

Aleph Upgrade & Status

Over the weekend of October 13, 2007 the library upgraded to version 18 of Aleph. Various Aleph training sessions were planned and scheduled in preparation for the upgrade. For Circulation Services the upgrade to version 18 went very smoothly. There were some problems with patron uploads, which required many students to be manually entered after the upgrade, but otherwise the upgrade went well.

During this reporting period, the Aleph e-mail notifications for fines and bills were finally fixed and implemented, allowing e-mail delivery of overdue fines and other bills. Technical and printing problems had prevented the Fines & Bills unit from running all of the notifications with Aleph. Up until the implementation of e-mail delivery, only notifications of $25 or more were sent using regular mail service. With the implementation of e-mail notifications for fines and bills, the library realized an immediate increase in payments. Additionally, a new academic block was requested from Student Accounts that would refer students to the library to make payment of library fines and bills. The current block still refers students to the Cashier's Office, so implementation of academic blocks was suspended altogether until the new block is in place and fully operational.

Carpet Project on the Fourth and Fifth Floors

New carpeting was installed in the public areas of the fifth floor and also in the "old building" sections on the fourth floor over this academic year. In order to accommodate removal of the old
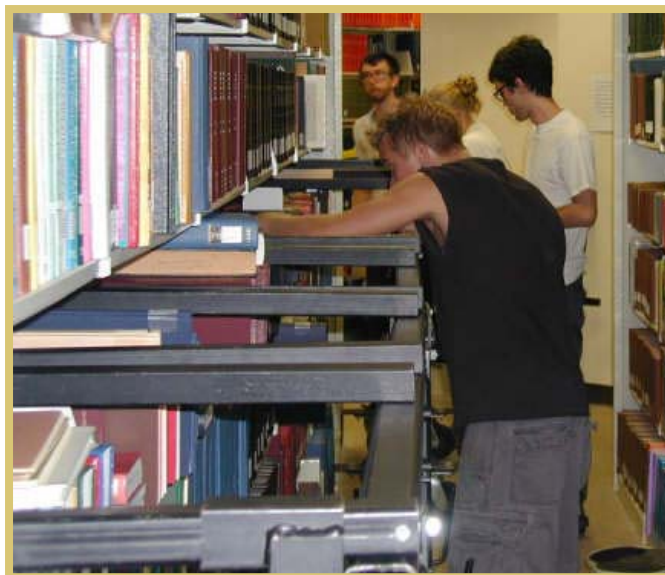
The Stacks carpet project team place the stacks mover into position.

carpet and installation of the new, all of the stacks in the affected portions of the building had to be relocated. Using the stacks movers, each range of stacks was manually moved, sometimes multiple times, as areas were cleared to make room for carpet installation. Most ranges of shelving had to be broken down into shorter ranges, since the stacks movers can only safely move ranges consisting of eight to nine sections. In addition, most books on the highest (7th) shelf of the ranges had to be manually removed, temporarily stored elsewhere, and then re-shelved after the carpet was installed. This was necessary to reduce the total weight of the ranges when being relocated using the stacks movers. This project was completed over a relatively short timeframe and additional student assistants were hired for the duration of the project.

Since the stacks were already being relocated for the carpet project, and to make more efficient use

Circulation Services student assistants attend training and teambuilding sessions.

of space on the fifth floor, the fifth floor stacks were rearranged to make room for additional shelving. By switching from a diagonal layout to a vertical layout of the stacks, more than 140 new shelves were added to the fifth floor.

Other Highlights and Projects

- Jonathan Hanie and other media staff are assisting the Head of Acquisitions & Collection Services with a printed periodicals usage project by compiling a list of all periodicals that are being reshelved over the period of one year. This will result in a count of each periodical title that is reshelved and how many times each title is reshelved. This data will be used to assist in collection management decisions regarding periodical titles acquired by the library.
- Jim Mauk and other media staff weeded many older and unused media items from the collection. Items such as non-circulating audiocassette titles, old 35mm slides, and unauthorized duplications of audio and video materials that had been donated to the library were weeded.
- Two ALSTAR interns, Muriel Burrell and Karen Young, spent one semester each working in Circulation Services. Both interns worked at the media and circulation desks as well as participating in other departmental projects and training sessions.
- On Saturday, December 1, the library again hosted the "Cram 4 the Exam" event sponsored by the SGA. The library closed at 7:00 p.m. on that day and reopened to UCF students only from 7:30 p.m. to 1:00 a.m. Gerald Dillon, Nathan Schweer, and department student assistants volunteered to work the later hours.
- The circulation and media units continued to extend library hours from 1:00 a.m. to 3:00 a.m. for five days during the weeks of the fall and spring semester finals.
- The first floor shifting project to eliminate the "weave" in the collection was completed. This is a follow-up to the similar project completed on the third floor. These projects are part of the continuing efforts of the stacks unit to simplify the layout of the library collection to make it easier for patrons to locate books and other items as well as adding new shelving wherever possible.
- In October 2007 a second "Mystery Shopper" evaluation of department services was arranged through Human Resources. Again, the results of the project were very positive with only minor recommendations for improvement coming from Human Resources. Department staff members again developed suggestions and procedures for addressing the recommendations for improvement.

Staffing Changes

- Gerald Dillon was promoted to Evening/Weekend Circulation LTA Supervisor.
- Martha Cloutier was promoted to the newly designated LTA Specialist position in Fines and Bills.
- Lisa Castellano resigned as Sr. LTA.
- Amanda Branham was hired as the Circulation Desk Supervisor
- Danielle Harris was hired as Evening/Weekend Sr. LTA.
- Lasheena Tyler was hired as OPS in reserves.
- Jose Vasquez was hired as OPS Media.
- Two permanent positions are currently open and frozen in the department.

Departmental Goals: 2007-2008

- **Begin planning and training for implementation and STP to Aleph 18 in October**. *Aleph was successfully upgraded to version 18.*
- **Complete the first floor stacks shifting project and continue to look for innovative ways to add shelving to the library without loosing patron seating space as the library rapidly approaches maximum shelving capacity**. *The first floor shifting project was completed and additional shelving was added to the fifth floor.*
- **Successfully fill the open Sr. LTA and LTA Supervisor positions within the department**. *Hired Amanda Branham and Danielle Harris to fill two open Sr. LTA positions.*
- **Fully implement university blocks for delinquent student patron accounts.** *The library requested a new academic block from Student Accounts. The current block still requires students to pay library fees at the Cashier's office. The new academic block will properly refer students to the library for payment.*

Departmental Goals: 2008-2009

- Continue to work toward full implementation of university blocks for delinquent student patron accounts.
- Successfully fill the open Sr. LTA positions within the department.
- Implement the Blended Services pilot project, which would include the expansion of reference services to the circulation desk area. Reference librarians will staff a research assistance desk at the circulation desk and circulation department staff will have increased reference training and responsibilities.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida and

Achieve international prominence in key programs of graduate study and research

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

Become more inclusive and diverse

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

Be America's leading partnership university

Provided circulation privileges to:
- SUS, community college, and public school students and educators from throughout Florida;
- state, national, and international researchers visiting UCF and visiting or employed at Research Park (fee required for some);
- community patrons (fee required).

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. The addition of one new staff position, a weekday cash register LTA position, would improve patron service at the main circulation desk. Currently, departmental staff spend a great deal of time accepting payments at the cash registers, which leaves the main circulation desk understaffed during the very busy weekday hours.

Statistics

Circulation Services
Table 1
Five Year Comparison

	2007/08	2006/07	2005/06	2004/05	2003/04
ITEMS CIRCULATED:*					
A-V, Music, Video, DVD**	25,075	24,795	50,111	39,234	48,039
Browsing Collection	2,305	2,015	2,450	2,600	2,271
Documents	371	455	555	760	1,081
General Collection	287,766	299,297	305,524	346,292	345,030
Reserves**	109,925	128,215	113,091	109,561	105,705
TOTAL ITEMS CIRCULATED	**425,442**	**454,777**	**471,731**	**498,447**	**502,126**
ITEMS SHELVED	**275,496**	**294,772**	**317,788**	**331,195**	**285,226**
PATRON COUNT	**1,330,327**	**1,316,516**	**1,018,775**	**901,633**	**1,002,873**

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

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

Circulation Services
Table 2
Circulation by Patron Type

	2007/08	2006/07	2005/06	2004/05	2003/04
Patron Type					
Undergraduate Students	249,465	269,109	277,901	285,709	263,382
Graduate Students	91,884	101,329	96,575	118,543	133,424
Faculty	35,980	36,696	37,939	40,617	39,942
Staff	11,394	10,869	11,675	11,202	12,794
Alumnae	5,459	4,745	4,798	4,904	5,767
Special Borrowers	19,105	20,443	23,369	21,121	24,431
Affiliate	3,836	5233	4,463	4,125	8,465
Courtesy	7,586	9844	9,729	11,825	12,330
Associate/Subscriber	7,683	8292	6,929	8,481	8,143
Subtotal	413,287	443,191	452,257	482,096	479,740
Library Charges:					
Interlibrary Loan	9,852	11,279	12122	11,113	13,707
Binding	not used in Aleph	not used in Aleph	3,065	2,711	6,422
Other	2,303	307	4,287	2,527	2,257
Subtotal	**12,155**	**115,86**	**19,474**	**16,351**	**22,386**
TOTAL ITEMS CIRCULATED	**425,442**	**454,777**	**471,731**	**498,447**	**502,126**

Circulation Services and other library employees modeling the popular "I'd Rather Be Shelf Reading" t-shirts, which were designed and purchased as part of a Stacks Unit team building activity. Stacks invited all interested library employees the opportunity to purchase one in the color of his or her choice.

Marcus Kilman
Head, Circulation Services

The Information Literacy & Outreach department has had an extremely productive year.

One of the major projects is the creation of information literacy modules in collaboration with Course Development and Web Services (CDWS). Major accomplishments include:

Module Development
- Utilizing the results of the two faculty feedback sessions and student usability testing of the prototype modules in June 2007, produced two new modules (fall 07)
- Conducted two faculty feedback sessions and completed student usability testing on the two new modules (December 07 and January 08)
- Utilizing feedback, produced two new modules (spring 08)
- Presented four new modules to all UCF faculty, staff, and students on June 23, 2008.

The four modules now available to all UCF faculty, staff, and students are: Avoiding Plagiarism, Creating a Search Strategy, Evaluating Web Sites, and Citing Sources Using MLA Style.

Marketing and Support
- Created the new Information Literacy faculty and student Web sites for the modules: http://infolit.ucf.edu
- Promoted the modules at the Faculty Center for Teaching & Learning (FCTL) Winter Conference (December 07) and the FCTL Summer Conference (May 08)
- Coordinated the technical support for the modules with a matrix of three-tier support.
  - Tier 1: Ask a Librarian
  - Tier 2: TechRangers (for students), and Instructional Technology Group (for faculty)
  - Tier 3: New Media
- Conducted three training sessions for Ask a Librarian to handle all technical support
- Developed and implemented a marketing plan for the debut of the modules

- Created an annual maintenance plan and a new development cycle for 2008-2009

In addition to the information literacy modules, a major focus of the department is instruction. Rachel (Viggiano) Mulvihill was Instruction Coordinator until the birth of her son, Greyson, on November 9 and her subsequent 6-month maternity leave. In her absence, Renee Montgomery became Instruction Coordinator and continued Rachel's excellent work.

In the last year, statistics show a sustained face-to-face instruction program:

Instruction highlights
- Co-sponsored a new Information Fluency Student Award with the Burnett Honors College. We collaboratively developed a matrix to rank each applicant for the two awards. The upper division recipient was Megan White, and the lower division

Information Fluency Student Award winners: Stephanie Levitt (left) & Megan White (below)

recipient was Stephanie Levitt. Each received a $500 award. A reception for the awardees was held in the library.
- Created a new Instruction Menu Web page to showcase all instruction options for faculty.
- Started monthly Instruction Brown Bag meetings among all librarians who teach to stimulate ideas among instruction librarians; attendance averaged approximately 13.

- As interim head of ILO Killingsworth began observing all instruction librarians twice a year.
- Updated Captivate instructional videos and determined a standard for all future Captivates.
- Opened the Production Lab in room 203S for all UCF Library employees to use various kinds of software.

We also continued our embedded librarian program in which librarians monitor online classes throughout the semester to provide research assistance. Most librarians participating in an online class also provide an assignment, grade and give students feedback, and post grades.

Overall WebCT classes taught rose by 6%. The number of graduate classes and graduate students taught decreased by 7% and 24% respectively as a result of the loss from cancer of Allison King, one of the most active members of this program.

The following statistics include all embedded librarians in all WebCT classes, including Regional Campus librarians.

Another main goal of the department is outreach to faculty and students to market our services and resources across campus.

Highlights from Outreach:

- Continued bimonthly publication of *InSTALLments* newsletter
- Began publication of *Unbound*, the library internal newsletter to improve communication and camaraderie between departments
- Participated in and presented to the New Faculty Orientation
- Participated in the New Faculty Orientation One-Stop Shop
- Gave presentations to two Graduate Student Orientations
- Participated in over 50 New Student Orientations reaching approximately 200-300 students in each session
- Conducted orientations of O-Team Leaders during summer training
- Conducted library orientations for area high schools, Shore Jr/Sr High School and Trinity Prep AP, working on class projects in the library
- Participated in the UCF Welcome Expo to introduce the library to new students

- Revised and updated library information for the UCF New Student In-Person and Virtual Orientations
- Completed revisions and updates to the New Graduate Student Orientation Guide
- Updated the library chapter of the SLS Course Textbook for SLS 1501
- Provided Endnote sessions to specific groups on campus:
  - Research Experiences for Undergraduate (REU) Students (CREOL and National Science Foundation sponsored summer program)
  - Organization of Doctoral Students in Nursing (ODSN)
  - College of Health and Public Affairs (COHPA) Doctoral Students
  - College of Education Holmes Scholar Program students
  - Graduate Students Association (GSA) students

Staffing Changes
- Jason Martin's assignment in the Curriculum Materials Center went from 25% to full-time in fall 2007.
- Rachel Mulvihill took a six month maternity leave from November 2007 until May 2008.

ILO Staff - Left to Right: Rachel Mulvihill, Erica Baker, Elizabeth Killingsworth, Renee Montgomery, Corinne Bishop

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 summer 2008.** *Accomplished: The first set of four Information Literacy modules debuted June 23, 2008.*
- **Create a marketing plan for the first set of information literacy online modules.** *Accomplished: A marketing plan has been developed and implementation has begun.*

- **Continue production of the next set of information literacy online modules.** *Ongoing: The fifth Information Literacy Module on APA Style will debut in September 2008, with four additional modules planned for summer 2009.*
- **Increase awareness of and use of embedded librarians in WebCourses.** *Ongoing: Meetings with CDWS to strategize are ongoing.*

Departmental Goals: 2008-2009

- Develop the next set of information literacy modules for summer 2009
- Increase use of existing modules through marketing and outreach
- Find new ways of reaching faculty and marketing our services

STATISTICS

What IF?

http://www.if.ucf.edu

To Libraries IF Page
http://library.ucf.edu/ILO/

Information Literacy & Outreach
Table 1
Face-to-Face Instruction, 2005/06-2007/08

	2007/08	2006/07	2005/06
Classes			
Undergraduate	356	367	320
Graduate	62	67	56
Orientations	8		
Total	**426**	**434**	**376**
Students			
Undergraduate	9,272	9,842	8,100
Graduate	1,118	1,322	1,005
Orientation attendees	253		
Total	**10,643**	**11,164**	**9,105**

Information Literacy & Outreach
Table 2
WebCT Classes, Three-Year Summary

	2007-2008	2006-2007	2005-2006
Classes			
Undergraduate	28	23	17
Graduate	27	29	23
Total	**55**	**52**	**40**
Students			
Undergraduate	898	847	673
Graduate	678	841	572
Total	**1576**	**1688**	**1245**

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
The new Information Literacy modules are designed to improve undergraduate information literacy skills and knowledge, and provide support to faculty through online instructional resources that can be easily incorporated into their courses.

Achieve international prominence in key programs of graduate study and research
- Outreach to graduate programs through orientations, instruction sessions, one-on-one research consultations, and online WebCourses continue to improve graduate students' ability to conduct research.
- Our department also coordinates and teaches sessions on citation management software mainly for graduate students to improve their ability to successfully manage large research projects.

Be America's leading partnership university
ILO continues community outreach to area schools and programs providing instruction and orientations to build community.

Elizabeth Killingsworth
Interim Head, Information Literacy & Outreach

Interlibrary Loan/Document Delivery Services ⟡UCF

Over 8,500 UCF faculty, students, and staff have registered with the Interlibrary Loan / Document Delivery Services (ILL/DDS) dDepartment since the implementation of ILLiad in January 2005. Of those 8,500, around 925 registered are faculty members. Over 1,600 faculty, students, and staff registered as either distance learners, or that regional campuses or the Rosen College of Hospitality Management served as their home library.

On average, about 10,793 interlibrary loan requests (52%) are filled by reciprocal agreements with other libraries. Copyright fees (which can range anywhere from $8 to $38 with the majority of fees averaging $32 per article), transaction fees, and the cost of scanning/loaning an item from charging institutions must be recovered for the remaining 10,125 requests. In past years, the library subsidized these costs from UCF requestors up to $30. Due to the reduced library budget in 2007/08, ILL/DDS dropped the amount to be subsidized to $25 per request. When per request costs total more than the $25 subsidy, the patron is charged the additional cost. Patrons were given the opportunity to pay the difference of the total cost. Few were willing to pay the difference. In the past, copyright fees were not included in the subsidy costs. This enforced subsidy resulted in the cancellation of approximately 219 requests because the patron refused to pay the cost over $25.

In 2007-2008, borrowing and lending requests at the State University Libraries in Florida have dropped significantly. Over the past year, UCF borrowing received 20,918 requests from UCF patrons, which is down from 22,475 (7%) the previous year. This drop in number may be accounted for by:

- the decrease in faculty research due to increased class size and class load
- library and universitywide budget cuts,
- faculty, students, and staff finding items full text
- ILL/DDS subsidizing up to $25 per request instead of $30
- the decrease in faculty research due to lack of matching funds for grants
- retirement of strong research faculty
- faculty leaving the university to pursue new employment.

Of the 20,918 requests, the department filled 16,149 (77%) requests. Just a little over 2,340 requests were turned down because the item was owned by UCF Libraries and students on the main campus were asked to pull their own requests.

Dana Webb
Lending Student Assistant

The Lending Unit, which fills requests from other libraries for materials owned at UCF Libraries, received 32,516 requests this past year, down 3,588 (11%) requests from last year. Of the 32,516 requests, Lending filled 10,942 article requests and 11,319 loan requests. The average turnaround time for a filled request is .79 (just under one) day. The average turnaround time for an unfilled request is .63 (just under one) day.

Because of the impact of the carpet installation on 4th and 5th floors had on monographs and serials being relocated throughout the building, Lending was unable to fill the majority of requests during the months of August and early September. After consulting with Circulation Services in early September, the decision was made by ILL staff that it would be more beneficial, in the long run, for ILL to stop accepting requests and assist Circulation Services get the books back on the shelves in call number order to facilitate a faster return to filling requests. Lending stopped accepting requests for approximately three weeks. During the month of September, Lending normally receives around 3,500 requests. During September 2007, Lending received only 800 requests. This collaboration with Circulation Services was not only beneficial to ILL but also afforded ILL an opportunity to create a stronger bond between the two departments.

Another cause of the decrease in lending requests is budget cuts statewide. Some public libraries have started charging patrons for interlibrary loan requests, lowering the number of requests submitted by public libraries. Classes were canceled or consolidated due to lack of funding to pay faculty, and larger classes tend not to require in-depth research papers. Some faculty do not have funds to match grants, thus they are not receiving grants to do research and, in turn, are

not submitting interlibrary loan requests to assist them with their research.

The majority of requests that the Lending unit receives comes from within the state and from UCF's reciprocal agreements. 19 of the top 21 libraries that borrow materials from UCF (10,305 requests) are from the state of Florida. Fifteen of the 21 "top" libraries are universities while the other 6 are public libraries within the state of Florida. Of the top 21 libraries, 11 are ILLiad users and 9 use Odyssey as the primary means of transmitting electronic requests back and forth to each other.

The Document Delivery unit, which fills requests for the Faculty Document Delivery Services and for students and staff at the Rosen branch campus, the regional campuses and distance learners, filled 6,441 requests (5,456 articles/ copies and 985 loans). This is a decrease of approximately 800 requests or 12% (primarily from the College of Nursing) compared to last year. The number of copies/articles accounts for the decrease. The number of loans remained about the same. This decrease may be accounted for in a couple of ways: retirement of strong research-oriented faculty and availability of full-text articles found in library databases, eliminating the need for students to request the articles via ILL/DDS.

The Document Delivery Services unit is comprised of one part-time student assistant, Tyson Carter. Tyson works 20 hours a week pulling requests, scanning documents, and sending books out to the regional campuses or distance learners. The average

Tyson Carter
Student Assistant

turnaround time from the time a patron submits an article request to the time the patron receives the e-mail notification that the item is available for viewing was 4.19 days, which includes weekends. The average time for a loan request from the time it is submitted by the patron to the time it is shipped out of this department was 2.12 days.

In January ILL/DDS began using the Bookeye

Interlibrary Loan/Document Delivery Services
Chart 1
Borrowing – Fill Rate
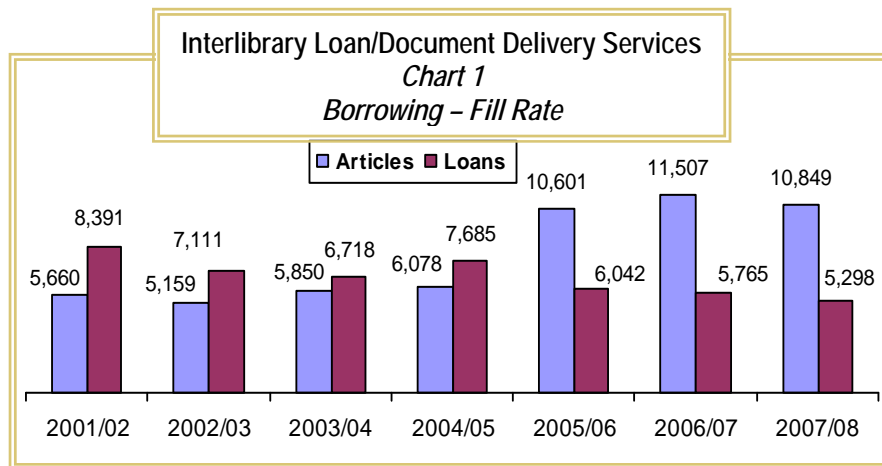
Planetary Scanner (affectionately nicknamed "Bertha"), a new upright scanner that interfaces with ILLiad, Odyssey, and Ariel software. The Bookeye can be used for both Lending and

Doug Delvecchio using "Bertha"

Document Delivery Services. "Bertha" not only scans the documents but also automatically crops the article, removes fingers from the image, updates the request in ILLiad, updates the item in OCLC, and sends the material to the requesting institutions with one click of the button. It is a time saver in the ILL department.

Staffing Changes

- This year has seen many changes in the Interlibrary Loan / Document Delivery Services. In March 2007, after 18 years in the UCF Interlibrary Loan and Document Delivery Services, Deirdre Campbell accepted a lateral move as the Libraries' Human Resources Sr. LTA. Campbell received her Master's Degree in Public Administration with a focus on Human Resources in 2006.
- Michael Dresser, Sr. LTA, had an eventful year. In September 2007, he was in a car accident resulting in 8-10 weeks of recovery from surgery. Dresser started back to work in late November on crutches. After much soul searching, he ultimately made the decision to resign his position with the Interlibrary Loan / Document Delivery Services Department in June 2008 and move into a new career path.

ILL/DDS (cont'd)

- Kristen Palmiere joined Interlibrary Loan/ Document Delivery Services in late June 2008 as a Sr. LTA. Palmiere is a recent UCF gGraduate with a degree in English. She hopes to attend library science classes starting in spring 2009. She comes to UCF from Valencia Community College, West Campus.
- Muriel Burrell, an ALSTAR Intern with the Interlibrary Loan / Document Delivery Services for two semesters, spent about 10 hours a week in the department learning about work flows, copyright compliance, and trends. Burrell also studied the unique relationships between UCF Libraries and regional campuses by visiting the some of the regional campuses and creating a report. Her greatest contribution to the department was investigating and seeking out reciprocal agreements throughout the country, sending out over 150 requests for agreements. Around 30 of these agreements were signed and returned. Burrell graduated in May 2008 with her Masters of Arts in Library and Information Science.
- Three student assistants graduated in May 2008.
  - Shavonne Miller, who graduated with a Bachelors of Art in Communication Sciences & Disorders, hopes to attend graduate school in spring 2009 in speech therapy and audiology.
  - Kristi Miller, who graduated with a Bachelors of Art in Anthropology with a minor in history and a certificate in cultural tourism, plans to spend this next year studying for the LSATs.
  - A graduate from the College of Education, Kristen Cardova will be teaching Biology this fall to middle schools students in south Florida.

- Brandi Britton, ILL/ DDS student assistant for three years, had a baby girl Bria born in April 2008, and transferred to FIU to finish her last semester of school and to be closer to family.

Departmental Goals: 2007-2008

- **Continue reaching out to the resource sharing community and the UCF patrons.** *Muriel Burrell, ALSTAR Intern, evaluated and corresponded with over 150 libraries in order to seek out reciprocal agreements, resulting in reduced costs to users. Muriel succeeded in creating around 30 reciprocal agreements with libraries in California and Michigan.*
- **Implement the invoice system for Borrowing and Document Delivery.** *Joan Reynolds worked with InfoSource to create an invoice system for the Borrowing unit.*
- **Follow up on the GIF proposal**. *The GIF proposal for lending & borrowing with libraries in Japan was evaluated and it was decided not to join the consortium.*

Departmental Goals: 2008-2009

- Migrate to ILLiad 8.0 when it becomes available. ILLiad 8.0 has not been released as of June 30, 2008, so migration has not taken place.
- Join DOCLINE. DOCLINE is the interlibrary loan request and routing system for medical libraries and hospital libraries.
- Continue to look for reciprocal agreements in which we can loan and borrow materials free of charge.
- Increase the lending fill rate from 68% to 72%.
- Build a strong relationship with the University of Central Florida's College of Medicine Health Sciences Library. Find ways in which we can work together to create a strong interlibrary loan program for both the College of Medicine's library and UCF main campus Library.
- Evaluate Custom Holdings Groups and Paths. Collaborate with Florida Atlantic University and University of North Florida on compiling this information.
- Streamline Document Delivery Services unit.
- Evaluate current reciprocal agreements and see if there are any cost saving benefits staying in or getting on agreements, such as SOLINE and SL#N.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

The ILL/DDS received 3,865 interlibrary loan requests from undergraduates and filled 2,641 requests.

Provide international focus to our curricula and research programs

Over the past three years, ILL/DDS has either borrowed and/or lent items to over 176 foreign countries. Lending receives the majority of foreign requests from Australia, Hong Kong, Canada, and South Africa. Borrowing sends a lot of requests to Canada, Mexico, and England.

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 filled 5,439 interlibrary loan and document delivery requests. This was a slight decrease (4%) from last year's 5,665 requests.

Performance Enhancement Recommendations

- Creating a daily campus courier route to all of the regional and branch campuses is the top priority for the department.
- Maintaining or increasing the ILL budget for borrowing/ acquiring materials from other institutions.

Interlibrary Loan/Document Delivery Services
Table 1
Top Departments to request items from other libraries in 2007/08

Department	Total Requests Received
Engineering	2,305
Nursing	2,201
Psychology	1,366
Education	1,338
Foreign Languages	1,312
History	1,144

Interlibrary Loan/Document Delivery Services
Table 2
Top journals requests in 2007/08:

Journal Title	Total Requests
Zoo Biology	43
British Journal of Sports Medicine	40
Athletic Therapy Today	35
Journal of Child and Adolescent Psychopharmacology	35
Journal of Clinical Psychopharmacology	35
The Annals of Pharmacotherapy	35
Molecular Crystals and Liquid Crystals	34

STATISTICS

UCF

Interlibrary Loan/Document Delivery Services
Chart 2
Lending – Fill Rate

| ■ Unfilleds | ■ Loans | □ Articles |

2007/08
- 10,944
- 11,326
- 10,246

2006/07
- 11,946
- 12,466
- 11,694

2005/06
- 13,888
- 12,673
- 10,520

2004/05
- 12,031
- 11,350
- 11,883

2003/04
- 12,705
- 13,675
- 13,857

2002/03
- 12,600
- 13,143
- 15,011

2001/02
- 10,930
- 13,668
- 16,652
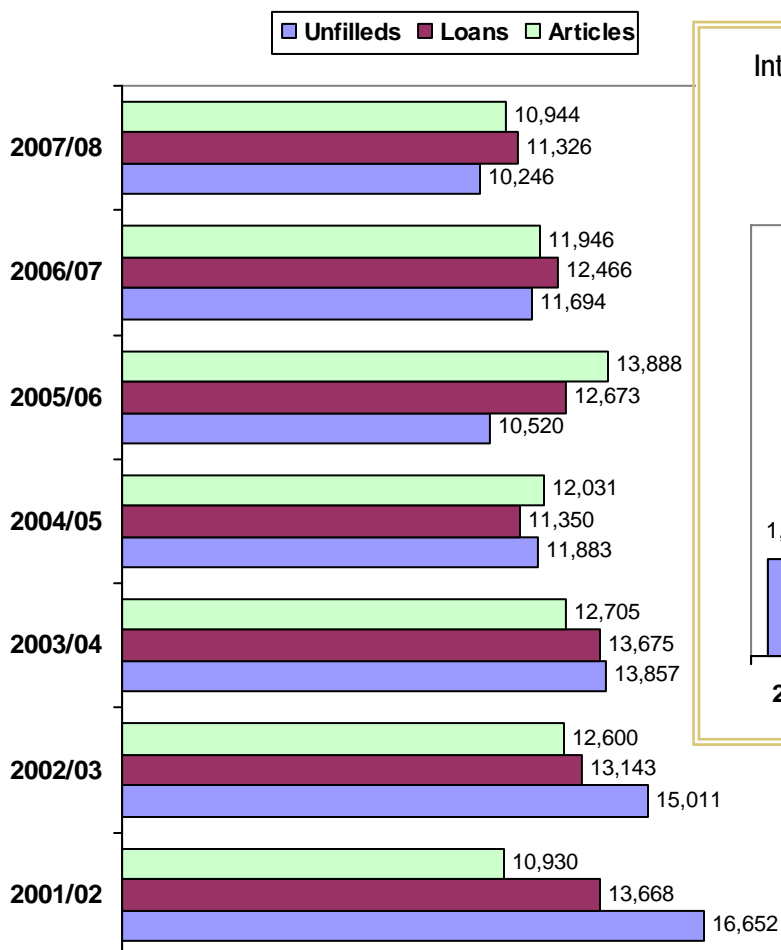
Interlibrary Loan/Document Delivery Services
Chart 3
Document Delivery Services

| ■ Articles | ■ Loans |

	2004/05	2005/06	2006/07	2007/08
Articles	1,585	5,937	6,292	5,754
Loans	571	956	941	963
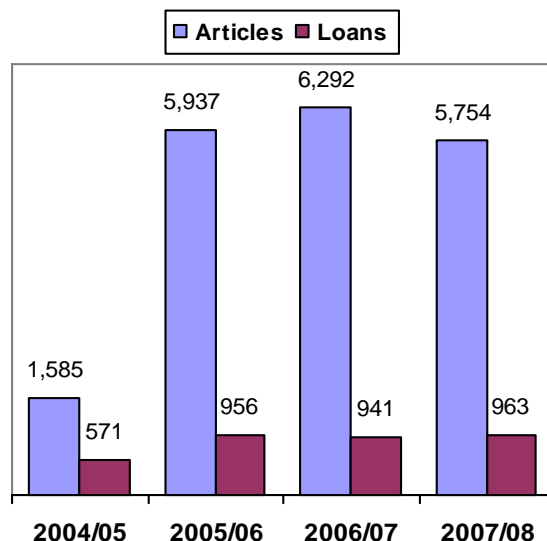
Deirdre Campbell, Kristine Shrauger, Joanie Reynolds, Pat Tiberii, Mike Dresser, Debra Robinson

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

Highlights of the Year in Retrospect

Bright spots in reference and research service showed in the gains made in the Ask-A-Librarian (AAL) Service, especially in chat, and in Research Consultations. Improved marketing increased access and visibility to students and faculty.

Traditional face-to-face reference service is being overshadowed by virtual services – chat, e-mail, IM, text messaging, and, still, by telephone. UCF AAL began an Instant Messaging service in May and students have a choice of accessing IM during limited hours from a Meebo widget on the

Ask A Librarian Statistics
Three Year Comparison

Service	2007/08	2006/07	2005/06	Inc/Dec from 06/07
Telephone Calls	5,422	5,835	5,992	-7.0%
E-mail	1,172	1,254	966	-6.5%
Chats	4,719	4,462	3,757	+5.8%

AAL homepage (http://library.ucf.edu/Ask/) or by adding UCFLibChat to their "buddy list.

Ask A Librarian Reference Service

Online chat continued to grow in popularity among students, faculty, and staff, with an increase of 6% over last year's total chats. Ask A Librarian local chat was available to UCF students, faculty, and staff 66 hours per week, including 8 hours of collaborative chat available to participating Association of Southeastern Research Libraries (ASERL) university libraries during the fall and spring semesters. Additionally, students from the University of South Carolina School of Library & Information Science staffed ASERL's collaborative chat until midnight, bringing the total available chat hours to 118 hours for each of the 8 participating ASERL libraries.

ASERL Collaborative Chat Service provided two opportunities for students to enter a drawing for an IPod. The marketing campaigns increased chat usage and access to research assistance.

After four years, the ASERL Collaborative Chat Service ended in May 2008 due to budget constraints at several participating universities. Subsequently, a partnership with the Florida Electronic Library's Ask A Librarian Service began in June 2008. Florida's Statewide Collaborative Live Virtual Reference Service began in 2002-2003 and

currently includes over 100 participating libraries, including 47 academic libraries, community college libraries, special libraries, and public libraries. UCF AAL staffs chat for the Academic Desk 10 hours per week; the Collaborative Desk staffs chat until midnight Sunday-Thursday and until 5:00 p.m. on Saturdays.

Government Documents

Weeding and shifting allowed the Documents Collection to absorb documents previously shelved elsewhere in the library; while reviewing discard lists from other depository libraries has been used to fill gaps in the UCF collection.

InfoSource

InfoSource began advertising its services in the UCF E-Newsletter for faculty each semester. A total of eight citation searches were conducted for faculty members who applied for promotion and tenure. Ten fee-based research projects were completed for clients.

Ven Basco, Coordinator of InfoSource, was invited to speak during the Advanced Invention to Venture (AI2V) workshop hosted by the UCF Office of Research & Commercialization. The presentation title was "Marketing Research Information at UCF Libraries" and was given to a group of entrepreneurs from all over the country who attended the three and a half-day workshop.

Staffing Changes

- Dr. Donna Goda, Librarian, resigned in October 2007 to take a position at United States Naval Academy, Nimitz Library.
- Marilyn R. Snow, Librarian, retired in May 2008 after more than 20 years with the UCF Libraries.
- Sr. LTA Ruth Wiley resigned in January 2008 to take a position with the Orange County Public Library System.
- University of South Florida School of Library and Information ALSTAR interns,

Ruth Wiley (left) & Donna Goda

who worked several semesters in Reference Services all graduated in spring 2008: Muriel Burrell; Todd Shipman; and Karen Yarbrough

■ **Investigate and implement appropriate technologies for expanding research services online and through social networking communities, such as wikis and instant messaging.** *The implementation of de.li.cious., a reference desk wiki, and instant messaging in AAL enabled greater access for patrons and improved communication within the department. Investigation of Second Life as a reference, teaching, or communication tool did not prove to be advantageous at this time.*

■ **Develop an outreach program and encourage all reference librarians to expand their efforts to contact, educate, and collaborate with faculty to build an understanding of the services and resources available to students.** *Some examples of expanded outreach efforts include:*

- Melinda Gottesman, in addition to maintaining constant contact with the faculty in Modern Languages, made several unique efforts including the creation of a scavenger hunt/instruction session for the Young Women's Leadership Program – which involved teaching library skills to a group of middle-schoolers and their UCF mentors. She also created a UCF Libraries Facebook page which contains hours, news stories, and applications students can use to do research.

- Aysegul Kapucu implemented del.icio.us in several courses: two sections of Modern Middle East (ASH 223), English Composition (ENC1101 & 1102), E-Marketing (MAR3880), Foundations of Emergency Management and Homeland Security (PAD 6934), and Nonprofit Administration (PAD 6149). In addition she presented workshops to faculty on social scholarship at FCTL, and collaborated with Dr. Steven Hornik, accounting professor, who was using Second Life as a teaching tool.

- Hal Mendelsohn organized two Collection Development programs, inviting collection development liaisons to the library to learn how the collection development process works (winter 2007) and how the continuing financial constraints are affecting the Libraries' collection development capabilities (spring 2008). He took the initiative to schedule office hours in the School of Social Work, where he was available for student and faculty research consultations. He also offered a Patent Workshop to the Office of Undergraduate Research Summer Research Academy.

- Terrie Sypolt created a wiki for College of Education students and faculty, and participated on the College's listserv. She conducted a five-hour research seminar with doctoral and master's level students on using library databases and services. She evaluated the Education Library tutorial with Renee Montgomery and College of Education faculty. She participated with faculty regarding NCATE accreditation for the College of Education, and collaborated with faculty to evaluate, analyze, and develop research collections for Ph.D. programs, and to recommend a long-term goal of achieving Tier 1 collection status for the College of Education.

- John Venecek and Andrew Todd (BCC/UCF Cocoa) began a dialogue with Dr. Tace Crouse at the FCTL to discuss opportunities for partnering in faculty outreach, and to attract faculty who might be interested in building an information fluency component. Currently, they are collaborating with Dr. Kathleen Bell in the UCF Department of English to design an IF component for one of her courses.

Departmental Goals: 2008-2009

■ Collaborate with Circulation Services to implement an integrated service model to better utilize existing librarians and staff to provide more efficient and effective patron service.

■ Expand outreach efforts and encourage all reference librarians to continue their efforts to contact, educate, and collaborate with faculty in building an understanding of the services and resources available to students e.g., partner with FCTL; establish office hours in academic departments; and become embedded in WebCT courses.

■ In collaboration with the Disabilities Committee market the Libraries' Disabilities Services, including availability of accessible workstations, and schedule workshops for staff, and collaborate with UCF Student Disabilities Services.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida and

Achieve international prominence in key programs of graduate study and research
Research assistance service points (Reference Desk, Ask-A-Librarian, and Research Consultations) enhance the investigative techniques of all students and faculty.

Be America's leading partnership university

- The ASERL Collaborative Chat Service ended while an alliance with the Florida Electronic Library's Ask A Librarian Service began in June 2008. Florida's Statewide Collaborative Live Virtual Reference Service began in 2002-2003 and currently includes 101 participating libraries, including academic, community college libraries, special libraries, and public libraries. Students and faculty will benefit from this new partnership which will continue an essential virtual research service.
- InfoSource, UCF Libraries' fee-based research service, continued to provide research for clients in the UCF and Orlando community, while partnering with the UCF Incubator Program and the UCF Office of Research and Commercialization.

Performance Enhancement Recommendations

The mission of the Libraries and Reference Services is to provide information resources and services to the university community in a manner that supports and enriches the institution's educational research and service missions. The Libraries faculty and staff, in particular, assist all users in accessing information, and provide resources and services to meet the research needs of the students, faculty, and staff. Some conditions that make these goals difficult to achieve are:

- During most of the fall and spring semesters 2007-2008, students stood in line to use computers for research, e-mail, media, software, and various other services.
- 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.

Reference Services
Table 1
Reference Statistics for 2007

Ask A Librarian Total		**11,313**
	Phone	5,422
	E-mail	1,171
	Chat	4,720
Self Guided Tours		**n/a**
Research Consultations		**414**
Reference Desk Questions		**30,519**
Information Source Transactions		**279**
Citation Searches		8
Document Delivery		38
InfoSource Research		10
Special Borrower Cards		223
Documents Statistics		
U.S. Documents		
U.S. Volumes Received		3452
U.S. Volumes Deleted		468
	Total Volumes	**2,984**
Microfiche Received		4,150
Microfiche Deleted		1
	Total Microfiche	**4,149**
Electronic Products Received		141
Electronic Products Deleted		1
	Total Electronic Products	**140**
Florida Documents		
Florida Documents Received		440
Florida Documents Deleted		136
	Total Florida Documents	**304**
Florida Microfiche Received		0
Florida Microfiche Deleted		0
	Total Florida Microfiche	**0**
FL Electronic Received		7
FL Electronic Deleted		0
	Total FL Electronic	**7**
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		
Patents CD-ROM Received		53
Patents CD-ROM Deleted		2
	Total CD-ROMs	**51**
Patents DVDs Received		339
Patents DVDs Deleted		0
	Total DVDs	**339**
Total Patents Microfilm Received		0
Total Patents Microfilm Deleted		0
	Total Microfilm	**0**
Maps		
Maps Received		36
Maps Deleted		0
	Total Maps	**36**
U.S. Documents Collection (Approx. in ft)		**206.82**

Reference Services
Table 2
Five-Year Summary of Transactions InfoSource

Type of Transaction	2007/08	2006/07	2005/06	2004/05	2003/04
Document Delivery	38	165	428	306	549
Research Requests	18	27	49	35	53
Special Borrower Agreements	3	2	1	1	1
Special Borrower Cards	223	270	279	218	279
Through Agreements	4	62	20	24	30
For Individuals	219	208	259	194	249

Reference Services
Table 3
Five-Year Financial Summary of Transactions InfoSource

Type of Transaction	2007/08	2006/07	2005/06	2004/05	2003/04
Document Delivery*	$769.75	$2,599.50	$5,881.73	$4,655.10	$8,015.99
Research Online Searching	$2,017.61	$3,522.48	$5,486.25	$3,505.00	$3,777.00
Special Borrower Agreements	$900.00	$300.00	$300.00	$300.00	$300.00
Special Borrower Cards	$7,050.00	$9,485.00	$9,395.00	$7,295.00	$9,445.00
Through Agreements	$390.00	$2,840.00	$960.00	$1,130.00	$1,475.00
For Individuals	$6,660.00	$6,645.00	$8,435.00	$6,165.00	$7,970.00
Other Charges	$502.79	$2,775.20	$9,080.03	$8,331.08	$16,273.82
Copyright Fees	$461.83	$1,849.08	$5,373.21	$5,237.07	$9,234.36
Delivery Fees	$60.96	$75.12	$471.32	$801.01	$1,857.96
Document Handling Fees	$13.00	$264.00	$787.00	$365.00	$816.50
Rush Fees	-	$587.00	$2,408.50	$1,928.00	$4,365.00
Other	-	-	$40.00	-	-
Total Billings	$11,240.15	$18,642.18	$30,143.01	$24,086.18	$37,811.81
Direct Costs**	$1,152.90	$4,270.68	$6,782.01	$6,634.43	$12,582.06
Net Income	$10,087.25	$14,371.50	$23,361.00	$17,451.75	$25,229.75

*Including book loans, interlibrary loans and vendor acquisitions

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

Melinda Gottesman, Renee Montgomery (ILO), & Ven Basco
(InfoSource) at Marilyn Snow's retirement party.

Reference Services
Table 4
Government Documents, 2007-2008

	2006/07 Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Grand Total
U.S. Documents															**2007-2008**
U.S. Print	272,785													2,169	274,954
Received		1,962	148	0	139	0	0	0	0	0	0	0	0	2,249	
Deleted		34	46	0	0	0	0	0	0	0	0	0	0	80	
U.S. Microfiche	749,380													1,213	750,593
Received		531	591	91	0	0	0	0	0	0	0	0	0	1,213	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
U.S. Electronic Products	4,353													24	4,377
Received		20	4	0	0	0	0	0	0	0	0	0	0	24	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
FL Documents															
FL Documents	35,763													105	35,868
Received		105	0	0	0	0	0	0	0	0	0	0	0	105	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
FL Microfiche*	0													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	
FL Electronic Products	28													2	30
Received		2	0	0	0	0	0	0	0	0	0	0	0	2	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
Local															
Local Documents	0													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	
Local Microfiche	93,489													0	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	
Local Electronic Products	0													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	
Patents															
Patents CD-ROMs	321													7	328
Received		4	3	0	0	0	0	0	0	0	0	0	0	7	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
Patents DVDs	1,102													20	1,122
Received		9	11	0	0	0	0	0	0	0	0	0	0	20	
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0	
Patents Microfilm	8,906													0	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	
Maps															
Maps	3,826													0	3,826
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	
Growth in U.S. Docs Collection (in ft.)	434.41	174.81	1.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	175.88	610.29

Carole Hinshaw
Head, Reference Services

# Special Collections & University Archives

The mission of Special Collections, a department within the University Libraries created in August 2001, is to provide services pivotal to the library and university community in support of research, teaching and service. We collect material that has 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 has continued to be a focus for the year. However, with the department's Head position being vacant until March 2008, there were fewer new acquisitions or gifts added than in the previous years. Special Collections & University Archives' materials budget was also reduced during the year due to budget cuts. However, since March 2008, the new department head has made a concentrated effort to acquire material in concert with UCF Libraries' mission: to support teaching, research, and scholarship. During this brief period, the purchases resulted in over 100 items (monographs, maps, photographs & ephemera) added to the five distinct areas of collection development, as per the department's Collection Development Policy: University Archives, Floridiana, Travel & Tourism, Book Arts, and Caribbean & West Indies.

Book Arts

The Book Arts Collection has been enriched this fiscal year by beautiful artists' books. These books include: *Scream at a Librarian* by Booklyn Press; *Combat Paper* by Iraq Veterans Against the War and People's Republic of Paper; and an exceptional Dana Smith book, *Sanctuary in My Skin.* Other additions include a limited 200-copy Barbarian Press publication entitled *Rufinus* which was signed by the author Robin Skelton; *In the Beginning, in the Beginning, in the Beginning* by Rampant Lions Press; additions from Scripps College Press including *Choix de Vivre*; and Grenfell Press's first book, *The Grenfell Press Typefaces &c.* UCF's copy is a limited first edition inscribed by Grenfell Press founder Leslie Miller to William Targ, a successful book editor who was well respected in the field of commercial publishing. Targ is best known for publishing Mario Puzo's novel, *The Godfather,* while editor-in-chief of G. P. Putnam's Sons.
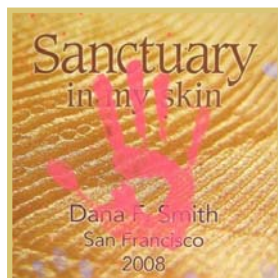
Dana Smith's ***Sanctuary in my Skin*** is a homemade book that combines digital photo-collage using original photographs, hand painting, and poetry. It is the story of being human in an emotional landscape of color and light. The book, hand-bound and painted (with acrylic gouache paints), is issued in an edition of 12 signed by the artist, and each digitally printed on Innova Soft Textured Duo paper with archival inks. UCF Libraries' copy is no. 3.

Floridiana

For Floridiana, a first edition of Zora Neal Hurston's *Moses: Man of the Mountain* was added. UCF's copy is in excellent condition and still retains its original book jacket. In the book, Hurston studies the story of Moses from the African American folklore standpoint which later led many to refer to her version of Moses as the great "Voodoo Man" of the Bible. This fine title is also significant because of the book's former ownership; it bears the signature of Eslanda Goode Robeson, who was an anthropologist, author, reviewer, and the wife of actor, singer, activist Paul Robeson. Paul Robeson spoke out against racist conditions experienced by Asian and Black Americans and condemned segregation in both the North and the South. In particular, Robeson spoke out against lynching and, in 1946, he founded the American Crusade Against Lynching.
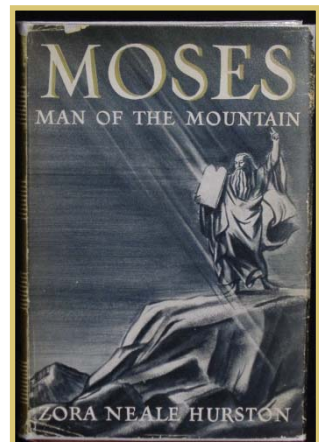
A first edition copy of Zora Neale Hurston's eighth book, ***Moses, Man of the Mountain*** was acquired in March, 2008. In this well-known work, Hurston tells the story of Moses while incorporating elements of African tradition.

The department head started conversations and negotiations with Carol Mundy about acquiring her vast paper-based collection of African Americana, which includes primary sources about the Civil Rights Movement, and history and culture of African Americans. The collection is comprehensive in scope but also includes a significant portion of local importance, e.g., central Florida, specifically Apopka and Eatonville.

A very nice Joy Postle painting entitled *Two Painted Buntings* from a series called Glamour Birds was purchased from a private collector. Prior to purchasing the painting, the department head consulted with Denise Hall, a donor to the Joy Postle collection. Hall is an expert in Joy Postle's art and was a close friend of Postle during her later years.

Other new Florida purchases included a variety of ephemera, books, road maps, photographs and postcards depicting the central Florida region with an emphasis on local areas and Orlando.

Bryant West Indies

Rare materials were added including one very scarce 18th century map, *An Accurate Map of the West Indies* [1740], and two extremely scarce early 19th century maps (1804 & 1821.) The new focus for the Bryant Collection is to collect early works with an emphasis on monographs and maps. In the past, maps were placed in the Bryant Collection and searched via an EAD finding aid but never cataloged. The new policy is to have individual bibliographic records created for them and hopefully digitized in the near future with integrated metadata so that they can be accessed both via the online catalog and the Internet. The aim is to augment this important collection with rare, scarce, and possibly unique material which will also be contributed to the dLOC project (The Digital Library of Caribbean.) A nice copy of Derek Walcott's, *The Caribbean Poetry of Derek Walcott & the Art of Romare Bearden* was an additional acquisition for the West Indies Collection.

Michael A. Spencer Collection

The department head has started to appraise the Michael Spencer Collection of 1,021 monographs and 163 journal titles. The goal is to finalize the selection of titles to be cataloged and added to the permanent collection. Jack Webb has already cataloged over 35 titles, including *Bromeliaceae Andreanae : an Accounting of his Explorations & Collections in Colombia, Ecuador, & Venezuela,* Édouard François André, 1983, signed by the editor, the author of the Foreword, the author of the Introduction and by the former owner Lyman Smith, the botanist emeritus of the Smithsonian. In addition, this copy has two original photographs of the editor presenting Lyman Smith this copy and an inlaid photocopy of an article from *The Torch*, November, 1983.

Jack Kerouac

Recently an attempt has been made to selectively acquire Jack Kerouac's material, both print and manuscripts. This year's purchases included a number of additional titles, e.g., the 1st edition and 1st printing of *Satori in Paris*, published in 1966, which is in excellent condition and still retains its original book jacket. Kerouac wrote this work upon his return from Paris, while residing in Orlando.

Tourism

The George and Anne Millay Papers was an important addition to UCF Special Collections. George Millay, founder of Wet & Wild, gave his papers chronicling the development of Wet & Wild in Orlando, as a gift to UCF in the hopes that they would support growing research into the fields of tourism and attraction management.

A small Wet & Wild collection was acquired from Universal Studios, which contains materials relevant to the opening of the world's first water park, including newspaper articles, advertisements, brochures, photographs, and a letter dated June 3, 1975 – before the park opening – to George D. Millay from W. Kelly Smith referring to an article in the *Orlando Sentinel*, which should have been kept confidential at the time, announcing the plans for construction of Wet & Wild.

There were numerous other items added to the Floridiana collection that also fall within this category, e.g., road maps with tourist attraction spots and more.

Transfers from Circulating Collection

A big effort has been made in identifying titles from the circulating collection that warrant transfer to Special Collections. Consequently, some fairly scarce titles have been transferred to the department.
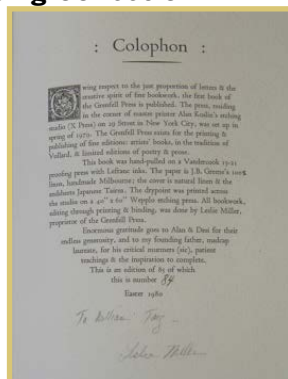
Grenfell Press: typefaces & c, is the first book from the well-known press that publishes artists books and limited prints. What makes UCF's copy especially unique can be found on the colophon page: a signature by the founder of Grenfell Press, Leslie Miller, to William Targ, former editor-in-chief of G.P. Putnam Sons.

Staffing Changes

Laila Miletic-Vejzovic started on March 3, 2008 as the new department head for Special Collections & University Archives.

Departmental Goals: 2007-2008

- **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; rare material in the Caribbean; and artists' books in Book Arts.**
  - Acquired George Millay Papers from George Millay family which document attractions management.
  - Started the appraisal of the Michael A. Spencer collection.

- **Collect, preserve, and provide access to the University Records by working with university offices and organizations**.
  - Continued to acquire University Records, in terms of publications, photographs, etc.
  - Acquired a large collection of digital born photographs from UCF News & Information department.
  - Started planning for creating a digital database for UCF photographs acquired from UCF News& Information.
  - Maintained excellent relationship with Cataloging Services to ensure regular workflow for cataloging University Archives.

- **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**. *Due to budget cuts the funding request was not close to the 1%.*

- **Enhance public service through outreach with a focus on the reading room.**
  - Taught 13 classes and 194 students.
  - Introduced more informational brochures including information on Illuminated Manuscripts and University Archives.
  - Created displays in the Reading Room/Special Collections exhibit area focusing on collections and/or items held within the department with a specific attention on art and book arts.

- **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 their corresponding finding-aids (EAD) have been made available on the Internet*
  - *Over 100 EAD finding aids were made available on the internet.*

- **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.** *Retro fitted the oversize shelves to better house collections.*

- **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.** Laila Miletic-Vejzovic explored outside funding sources to enhance access to collections and to address preservation needs in general, and particularly of material at high risk. Accordingly, Miletic-Vejzovic identified a funding agency, wrote a grant proposal, and submitted the application for a National Endowment of Humanities (NEH) Preservation Assistance Grant.

- **Upgrade access to the print collections including preliminary records for all backlog print items and the cataloging of theses and dissertations.**
  - *Met with Cataloging Services to develop policies and procedures for creating bibliographic records*

***Charte von West Indien*, Weimar, Geograph. Instituts., 1804.** Purchased from Michael Slicker (Lighthouse Books) in May 2008. This extremely scarce map, based on Bryan Edward's *A New map of the West Indies of 1794*, and Louis Delarochette's *A general chart of the West Indies of 1796*, is in mint condition. Held solely by UCF Libraries (as per the World Catalog.)

both for item level and collection level material.
- *Established a regular workflow for cataloging activities.*
- *Instituted a new policy to have cataloged all new acquisitions and gifts as acquired to ensure immediate access, and with a goal not to add them to the existing backlog (which will eventually help eliminate the backlog). In addition, selectively pulled titles from the backlog and had them cataloged.*

- **Advocate better management of department's digital assets.** *Continued discussions with Systems & Technology for selecting/identifying a functional and searchable digital database with a goal to start a Digital Initiative Program within Special Collections and to maintain the current digital databases for visual, print, and manuscript material held in the department.*
- **Build recognition of the University Archives as the source for university history, heritage, and memory.**
  - *Created a permanent university history exhibits in Alumni Center that is updated on a regular basis.*
  - *Created a new brochure highlighting University Archives materials, access to those materials, and contact information for the University Archives.*
  - *Used time in Special Collections classes to teach students about university history.*
  - *Assisted several campus organizations and departments in finding materials for their outreach needs.*
  - *Assisted University Archives researchers in finding materials.*
- Establish clear reporting relationship within the unit.
- Evaluate collections, and establish processing priorities, for printed material, manuscripts, and university records.

Departmental Goals: 2008-2009

- Review and update Collection Development Policy to expand and/or narrow individual areas.
- As per the Collection Development Policy, strengthen collections through new acquisitions and gifts to build quality, in-depth collections.
- Continue to provide access to manuscripts and university records collections through the continued implementation of EAD, and collection level bibliographic records, as the end result of the thoughtful processing of collections.
- Upgrade access to print collections, manuscript collections, and university archives by eliminating the backlog, and by immediately cataloging/processing new acquisitions.
- Provide better access to Digital Collections by establishing metadata standards and continuing metadata quality control.

- Continue to collect, preserve, and provide access to the university records by working with university offices and organizations.
- Curate the art collections including those acquired as pieces to support the academic program and those acquired through donation to be used in the building.
- Provide a full, detailed inventory for the art collections.
- Develop and implement strategies for public service outreach cultivation through exhibits, partnerships, and public relations
- Initiate, develop, and implement a number of projects to enhance Internet access to department's resources, and to advance public service: http://library.ucf.edu/SpecialCollections/
- Develop delivery of new innovative services.
- Continue enhancements to virtual exhibit based on the Caribbean materials held in the Bryant Collection.
- Initiate a preservation program within the department.
- Explore opportunities to partner and collaborate with university units and organizations external to the university to further the Libraries' and the university's goals.
- Develop list of projects for outside funding, targeting both individuals and foundations. Complete sponsored projects.
- Build recognition of the University Archives as the source for university history, heritage, and memory.
- Advocate a department budget of at least 1% of state materials budget.
- Advocate filling a Special Collections/ Manuscripts Librarian position.

An accurate map of West Indies ..., London, Printed for E. Cave, [1740].Purchased from Webster's Fine Books & Maps in March 2008.   A very scarce map, originally published in the *Gentleman's Magazine*, v. 10 [1740], p. 241.

UCF

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

- Hosted lectures and student events.
- Participated in university events to encourage use of the Special Collections in research.
- Sponsored Book Arts Contest for student produced artists' books.
- Created over 100 EAD finding aids which can now be found on the UCF Libraries Special Collections and University Archives website.
- Contributed finding aids to the statewide finding aid database, PALMM's Archival Collections.

Achieve international prominence in key programs of graduate study and research

- Provided access and information on collections held in the department both in person and through the Internet.
- Assisted several graduate students with the use of our collections in researching their theses. Collections included Florida Ephemera, Florida Image, Stephen Danks Lodwick, and the Children's Home Society of Florida (which the later would be used for a Master's thesis paper at Florida State University).

Provide international focus to our curricula and research

- Participated in the digital Library of the Caribbean (dLOC).
- Hosted exhibit and event for the student group Klub Kreyol whose focus is to explore the many cultures of the West Indies.

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.

Be America's leading partnership university

- Partnered with UCF History Department in creating an undergraduate internship program.
- Partnered with Maitland Holocaust Center (ask Judith for specifics)
- Partnered with student organizations including Klub Kreyol
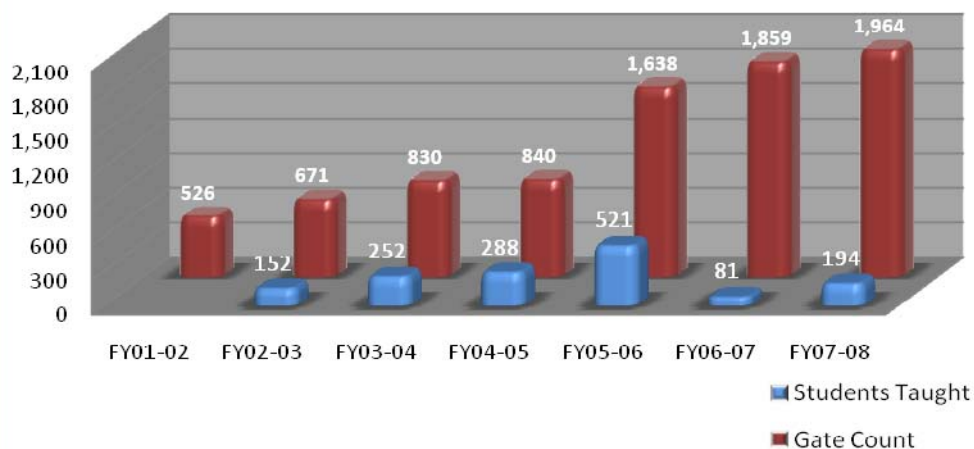
Special Collections & University Archives
Table 1
Catalog Count Chart

Collections in Catalog*	06-07 Totals	07-08 Adds	TOTAL
Book Arts & Typography Collections	1,377	133	1,510
Bryant West Indies Collection	2,118	9	2,127
Floridiana	868	30	898
Manuscripts/cataloged	11	94	105
Reference Collection	43	22	65
Special Collections	4,580	127	4,707
University Archives (includes Theses & Dissertations)	1,374	256	1,630
Total Cataloged Materials 06-07			**17,227**
Materials Added			**577**
Manuscripts Added			**94**
Total Cataloged Materials 07-08			**17,898**

*NOTE: Not every series

Special Collections & University Archives
Chart 1
Patron Count

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Special Collections & University Archives
Table 2
Manuscript Collections – 791.40 Linear Feet*

Artist's Papers	Linear Feet
Rose Feinman Papers, 1986-1996	3.00
Walter Gaudnek Collection, 1945-2003	4.90
Iva Kitchell-Webster Papers 1947-1984	0.50
Doris Leeper Papers, 1951-1999	6.00
Sol & Sadie Malkoff Papers, 1939-1999	7.00
Albin Polasek Collection, 1910-1982	2.00
Joy Postle Papers, 1912-2006	6.00
Joseph and Mary Velezdy Papers, 1947-1999	0.50
Zines Collection, 1996 – ongoing	1.00
Book Arts Collections	
Book Arts Ephemera Collection, 1993-2007	0.75
Susan King Papers	45.00
Walter & Dorothy Donnelly Family Papers, 1887-1976	1.00
Florida History Collections	
Christian Bauer Collection on the Orange County Big Box Store Task Force, 2006-2007	0.50
Children's Home Society of Florida Collection, 1886-2000 (Bulk 1902-1997)	54.00
Cultural Byways Project Collection, 2002	1.50
Cultural Heritage Alliance Collection, 2002-2006	0.20
Educator's Oral History Collection, 1997-2002	5.60
Florida Ephemera Collection, 1841-2007	11.25
Florida Folklife Program Collection, 1984-2004	1.40
Florida Folklore Society Records, 1981-2006	2.00
Florida Image Collection, 1898-1986	1.65
Florida Lifestyle Radio, 1997-1999	0.50
Florida State Music Teachers Association Collection, ca. 1934-2009	4.40
Paul Hartman Slide Collection	2.00
Phyllis J. Hudson United Faculty of Florida Papers, 1973-2003	26.00
Bob Kealing Kerouac Research Collection, 1958-2008	0.75
Thomas & Georgine Mickler Collection of Arnold, Bennett, and Tanner Family Diaries, 1899-1974	2.00
Thomas & Georgine Mickler Sermon Collection, 1838-1933	3.00
Thomas & Georgine Mickler Map Collection, 1735-1995	7.50
Henry Nehrling Papers, 1886-1970	3.00
Old Florida Structures Photographs Collection, 1971-2002	1.75
Michael A. Spencer Bromeliad Research Collection, 1910-1990	95.00
Michael A. Spencer Collection on Theodore Mead, 1887-1939	0.20
Michael A. Spencer Collection on Julian Nally, 1908-1977	0.20
Michael A. Spencer Collection on Henry Nehrling, 1894-1997	0.50

Literary Collections	Linear Feet
Duerr, Howard J. Papers, 1911-1978	9.40
Local & Central Florida History	
Carey-Hand Funeral Home Records, 1891-1952	22.00
Dr. John McMillon Correspondence, 1929-1935	0.40
Wekiva River Basin Maps and Aerial Photographs Collection, 1956-1990	1.00
Ben White Raceway Papers, 1947-1978	0.50
Zora Neale Hurston Festival Collected Materials, 1990-2006	0.30
Political Papers	
Democratic Women's Club of Florida Inc. Collection, 1957-2007	8.00
Beatrice B. Ettinger Papers, 1964-1998	5.30
Lou Frey Papers, 1947-2006	28.50
Gunnerson Collection of Nuclear Power Booklets, 1966-1981	1.00
Phyllis J. Hudson Political Papers, 1966-2005	5.00
Archimedes L. A. Patti Research Papers, 1922-1993	23.50
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	2.50
Van Sickle Leftist Pamphlet Collection, 1920s -1970s	3.75
Space Program Collections	
NASA Photographs Collection, 1974-2001	22.50
Fred and Cheryl Mahan Space Collection	1.00
Scharf Space Shuttle Collection, 1991-2001	1.00
Scott Simpkinson Papers, ca.1943-1989	12.80
Wagar Space Collection, 1945-1986	18.60
Travel & Tourism	
Bryant Archaeological Artifacts Collection, 1956-1964	15.00
Bryant Archaeological Artifacts Collection, 1956-1964	2.50
Bryant Slide Collection	1.25
Bryant West Indies British Parliamentary Acts Collection, 1712-1873	2.50
Bryant West Indies Ephemera Collection	1.00
Disney Ephemera Collection, 1971-2002	2.00
Stephen Danks Lodwick Papers, 1964-2002	5.50
George and Anne Millay Collection, 1964-2004	20.00
Harrison "Buzz" Price Papers, 1956-2003	137.50
Harris Rosen Scrapbooks & Papers, 1939-2005	13.50
Splash Magazine Archives, ca. 1985-2002	3.00
Wet 'n Wild Collection, 1975-2002	0.25

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

Special Collections & University Archives
Table 3
*UCF University Archives: 674.90 Linear Feet**

Office of the President	Linear Feet
Office of the President, 1968-2005	81.75
Charles Norman Millican Presidential Papers, 1963-1978	8.80
H. Trevor Colbourn Presidential Papers, ca. 1978-1989	34.50
Steven Altman Presidential Papers, 1989-1991	9.00
Collected Materials on Robert A. Bryan, 1991-1997	0.20
Hitt, John, Inauguration Records, 1992	2.00
Gambrell, Carroll B. Vice-Presidential Papers, 1967-1978	20.00
Ellis, Leslie L. Vice-Presidential Papers, 1978-1986	7.50

Photographs, Audio and Visual Materials	
University Photographs, 1965-1998	26.40
University Building Renderings, 1966-1968	3.00
University Audio, Visual, and Multi-Media Collection, 1970-2006	23.30
UCF Commencement Video Collection, 1998-2005	3.00
UCF Metro with Linda Chapin Video Collection, 2001-ongoing	2.00
Medicine and Morality Audi-Visual Collection, 1974-1975	2.50
University Poster Collection (undated)	1.00
WUCF Jewish Radio Hour Records, 1992-1997	2.25

University History	
H. Trevor Colbourn Oral History Collection	8.00
History of the University Seal, 1966-1968	0.50
Mary Monroe Collection on UCF Theatre, 1973-1976	1.00
News and Information Collection, 1968-2005	6.00
25th Anniversary Events Records, 1988	4.50
University Memorabilia, 1963-ongoing	27.00
University Publications Collection, 1962-2006	20.00
University Scrapbooks Collection, 1960-2008	27.00
University Self Study, 1973	2.00
Vertical File, ca. 1970-2007	11.00
Walter Taylor Collection on UCF Campus History, 1972-1987	0.50

University Office Records	
Academic Affairs Office Records, 1993-2000	60.00
Arboretum Scrapbook Collection, 1981-2003	3.00
Assistant Director of Maintenance Records, 1966-2000	6.25
Board of Trustees Minutes, 2001-current	3.75
Budget Office (undated)	6.00
Center for Research in Electro-Optics and Lasers (CREOL) Records (undated)	4.00
History of the Center for Research in Electro-Optics and Lasers, 1984-1991	0.20
College of Medicine, 2007 – ongoing	1.00
Department of Nursing, 1978-1988	2.00

University Office Records (cont'd)	Linear Feet
Leslie L. Ellis Papers, 1967-1987	7.50
Equal Opportunity Office Records, 1969-1987	1.50
Facilities Planning (undated)	2.00
Finance and Accounting Office	2.00
General Counsel's Office Records (undated)	4.00
Graduate Studies Office Records, 1970-1991	7.50
Health Sciences Records	2.00
Judaic Studies Program, Distinguished Lectures Series Records, 1985-2004	1.00
Marketing Office Publications Collection, 1966-2006	2.00
Physical Plant (undated)	7.00
Police Department Records (undated)	1.00
Public Affairs Office Manuscripts, undated	1.00
Public Relations Records, McGinnis, D. Robert, 1986-1993	8.00
Registrar Records, undated	1.00
Research and Graduate Study office records, 1980-1987	2.50
Student Development and Enrollment Services records, 1968-2002	6.50
Vice-President for Research Office records, 1989-1993	8.75

University Organizations Records	
Lou Frey Institute of Politics & Government, 2003-2005	0.50
UCF Faculty and Alumni Manuscripts, 1972-2001	2.00
Staff Council, 1971-1992	6.50
University of Central Florida Theatre, 1969-ongoing	8.00
University of Central Florida Women's Club, 1969-ongoing	13.50
Alumni Association Records, 1964-2000	2.30
Student Government Association, 1969-2003	26.50
Academic Affairs, 1993-2000	60.00

University Sports	
Patrick Cucci UCF Wrestling Collection, 1983-1986	0.40
Ed Gantner Collection of UCF Football Memorabilia, 1979-1982	1.00
Ron Johnson Collection (UCF Football game footage from 1981)	1.00
Michael O'Shaughnessy Collection, ca. 1979-1981	0.50
University Athletics Collection, 1968-2006	22.75

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 material only.

Laila Miletic-Vejzovic
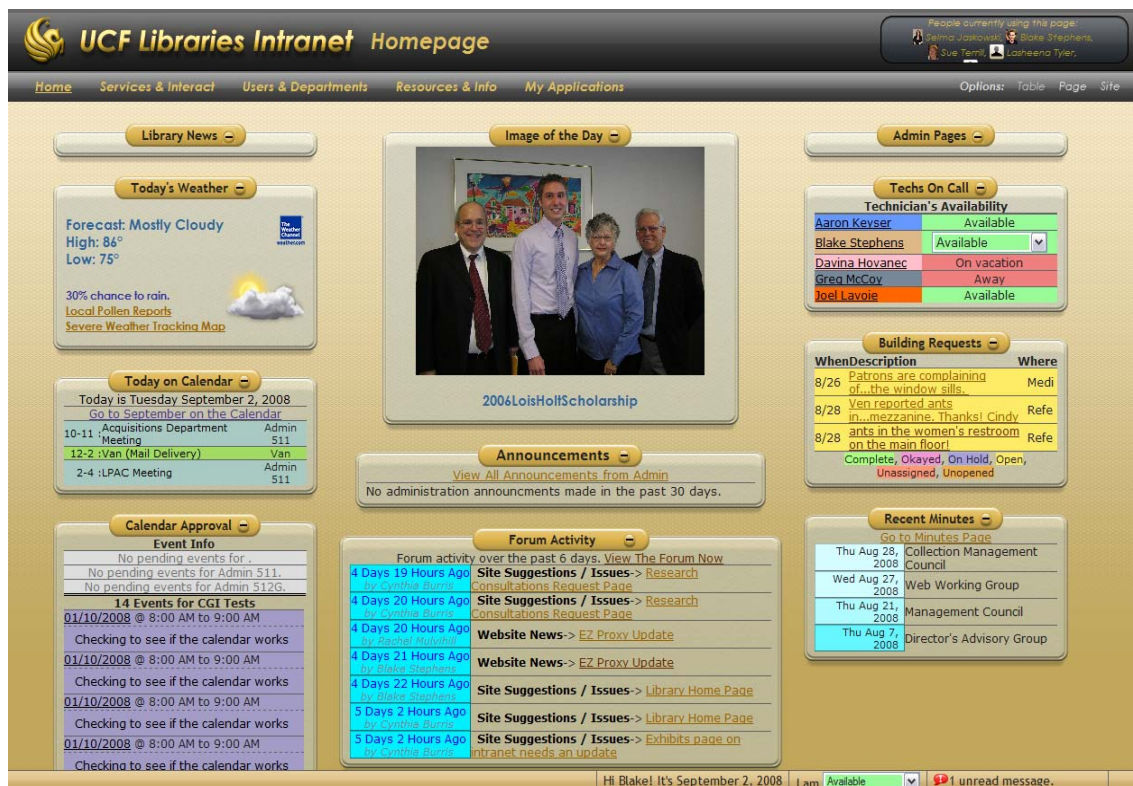Head, Special Collections & University Archives

Highlights of the Year in Retrospect

Applications Development

■ **Intranet/Redesigns**

- The site saw its first major overhaul since its creation. The new site is cleaner, more compliant, takes advantage of Web 2.0 capabilities, and is more expandable than before for future changes. The redesign involved installing a new look, writing and incorporating old systems into new uniform places, renaming all pages in the site, and converting/dropping the Microsoft Themes and Microsoft Borders from all pages.

- News Admin got an overhaul to its editor, which simplifies its use. Expert-options are not visible unless asked for, and a simple immediate preview is provided for convenience. More column options were added to the master list. A history of edits is now visible in a consolidated form right from the master list.

- The Permission System was rewritten from scratch abandoning the old database-only based system, for a new hierarchic XML-in-a-database system. This provides for much more expandable permissions options for applications and simplified management. All Intranet applications use this system to check a user's capabilities.

- Calendar improvements include a cleaner, more organized event-view screen. Creating new events has been simplified. A bulk-event-loader for loading large quantities of events into the system was added as well as a miniature calendar to the side-bar which allows quick navigation to other months. A send-to-GroupWise button, which will load an event directly into an individual's GroupWise calendar with a single click, was also added.

- Many convenience features were added to the Database Subjects system. Drag and drop has been rewritten for cross-browser compatibility. Resources are now grouped by their first letter, A, B, C, etc. which reduces scrolling. It is now possible to build collections of pages and send an auto-generated Web-update e-mail from the interface.

- Comments were added to Service Requests. Each request can have its own set of comments, useful for conversations and clarifications. Built-in preset responses were added that can be inserted via one click. Time-stamped signatures were added to the tech notes fields.

Libraries' Intranet Main

- The look of both the data entry and profile views in Users & Departments was remodeled. The result is much cleaner, easier to read, and easier to add fields to in the future. More user preferences fields were added like favorite books list, pets list, birthdays etc., and support added for setting a user's superior and alternate superior. A true staff hierarchy tree can be built off this information.
- Intranet Files finally work! The permissions issues that have plagued the Intranet since its release have been solved. The files on the server's G:\Share drive can be browsed from anywhere in the world via the intranet.
- Minutes Manager was rewritten to use AJAX (a Web 2.0 approach) instead of inline frames. The system remembers where users were last upon their return. As a result the appearance has improved and is much cleaner.
- A "New since last visit" mode has been added to Student Applications. Each application is flagged "New" if it was submitted since the last time the system was visited. Columns are now selectable and can display much more information. The system has been cleaned up and refined for higher efficiency and usefulness.

- **Intranet/New Systems**
  - **Site Comments Manager** - This system manages all comments submitted on any page on the site. A moderator's capabilities are determined by what pages they own. Site administrators can approve any comments, while other moderators can only edit their pages.
  - **Exhibits Manager** - This system manages submitted exhibit applications. Each application must go through an extensive checklist before it can be published. All checks are logged with the date and user. Exhibits can have a start and end date set, a location, and custom-for-Web title and body text which is displayed in the Exhibits front-end.
  - **Keychain** - Stores all license information for all software on all machines in the library. The system can assign software to specific users, as a site license, and supports multiple software versions. Keys are easy to read and kept hidden from unauthorized parties, while their assignments to specific users are public.
  - **COUNTER Reports** - Created a system that can digest and import multi-format reports from a statewide system, "COUNTER." The resulting information

can then be used to do statistical tracking and analysis on database use and access.
  - **Notification System** - Created a universal site-wide notification system that sends notifications from Intranet applications to the users wherever they are on the Intranet. The system automatically collects new notifications every minute and at every page load. Notifications use proper English and are based off a template system which allows the template creator to easily specify what the message should say. Notifications include a link back to the sender application, a link to the sending person's user profile as well as a picture, and an optional direct link to the item affected, whether it's a service request, news item, or calendar event.

Printing, Graphics, and Posters
- Over 400 feet of posters were printed this year, including conference posters, library signage, and floor maps.
- Received and installed a new poster printer which can print up to 44 inches wide. It is capable of printing on everything from Photo-satin paper to canvas to Tyvek.
- Multiple paper types for printing, independent of sizing, are now offered.

Digital Services
- Created 44,116 digital images this year for various projects including the Van Sickle Leftist Pamphlet collection, *Florida Historical Quarterly*, Central Florida Memory, Florida Heritage, Digital Library of the Caribbean, Carey Hand as well as special requests from Special Collections and Interlibrary Loan. 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.
- Published the first of several planned tutorials on the Intranet using Captivate software. The first tutorial is on how to submit a work order.
- Completed a database and inventory of all image DVDs.
- Consulted with faculty from the English and Humanities departments regarding digital projects.
- Collaborated with Social Sciences Education faculty to integrate digital collections in classroom settings.
- Partnered with Interlibrary Loan/Document Delivery Services to begin work on two new digital collections to enhance access to unique resources in the Van Sickle Leftist Pamphlet collection and UCF's print theses and dissertations.

- Welcomed Todd Shipman, an ALSTAR intern, during the summer and fall semesters. Shipman's interest in government documents led him to undertake the digitization of the *Index to Special and Local Laws 1845-1970* as well as the *History of Legislation* series.
- Began research into the feasibility of and the Libraries' potential role in an institutional repository. A Library Faculty meeting presentation given on the topic began an ongoing discussion.
- Took an active role in the CONTENTdm Southeast User group community to increase awareness and assistance in planning for enhancements and upgrades to the Central Florida Memory digital collection.
- Investigated copyright concerns as they relate to digitization and digital collections. An increase in digitization requests for copyright-protected materials led to a revision of the Digital Services work order in which the requesting party must provide information to ensure copyright compliance. Resources are supplied to give the requester access to information needed to complete the form.

Infrastructure
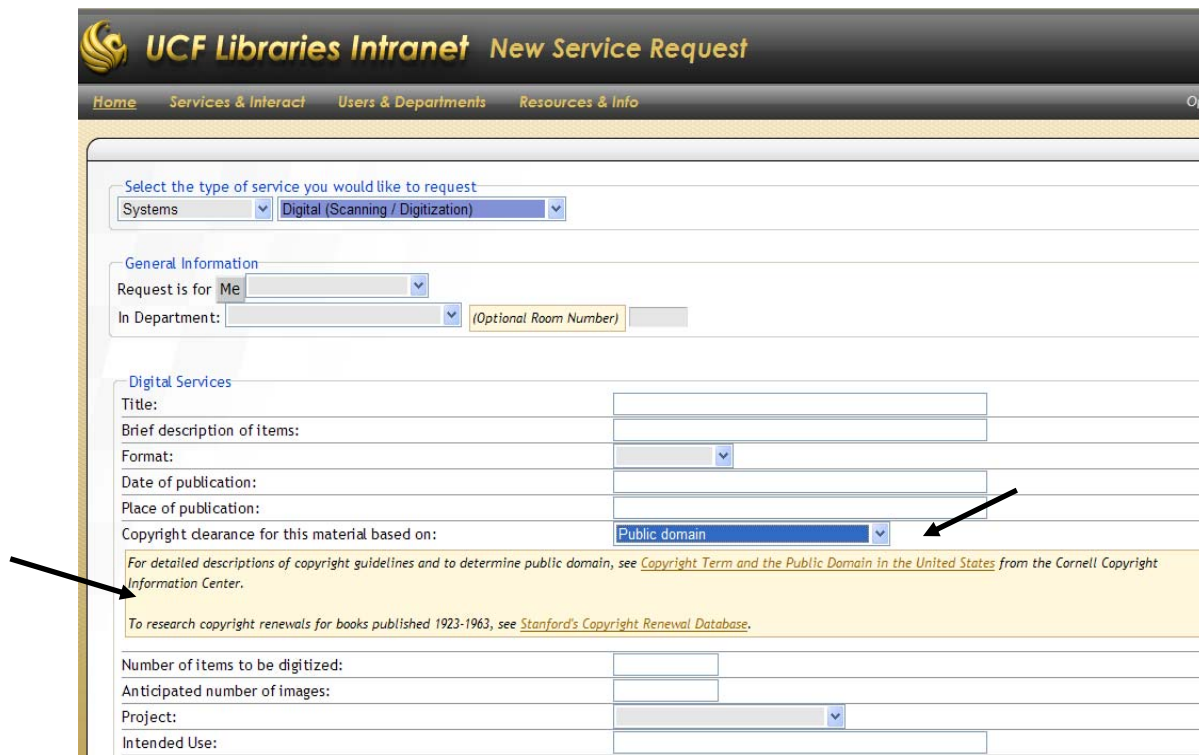
- Managed Libraries' network operations, servers, storage systems, security, and related infrastructure, to include:
  - Applied services packs, patches, group policies, and updates.
  -

Maintained key Libraries' server applications:
  - ILLiad document delivery system.
  - Pharos Uniprint "Pay-for-Print" network printing.
- Created and preserved statistical data for Web services and "Pay-for-Print" network printing.
- Evaluated new products and services.
- Maintained data backups, retention, and recovery.
- Migrated static IP address to DHCP (except for primary staff segment).
- Improved network infrastructure:
  - Installed 10 additional wireless access points to improve coverage.
  - Installed redundant lines to all closet switches.
  - Installed new UPSs in each network closet.
- Added new servers into production:
  - Deployed new storage server and extra enclosure of 18TB raw storage.
  - Deployed new security server.
- Deployed new Web server and migrated existing data. Coordinated the installation of networked security cameras and related services.

Web Services

- Designed a new mock-up of the Mary Monroe - Dynamic Narrative Archive site and built it into the final version of the website.
- Completed an overhaul of all floor maps for the main library. Maps now include color, accurate depictions of facilities, and an online interactive version.

Enhanced Work Order Request Page on the Intranet
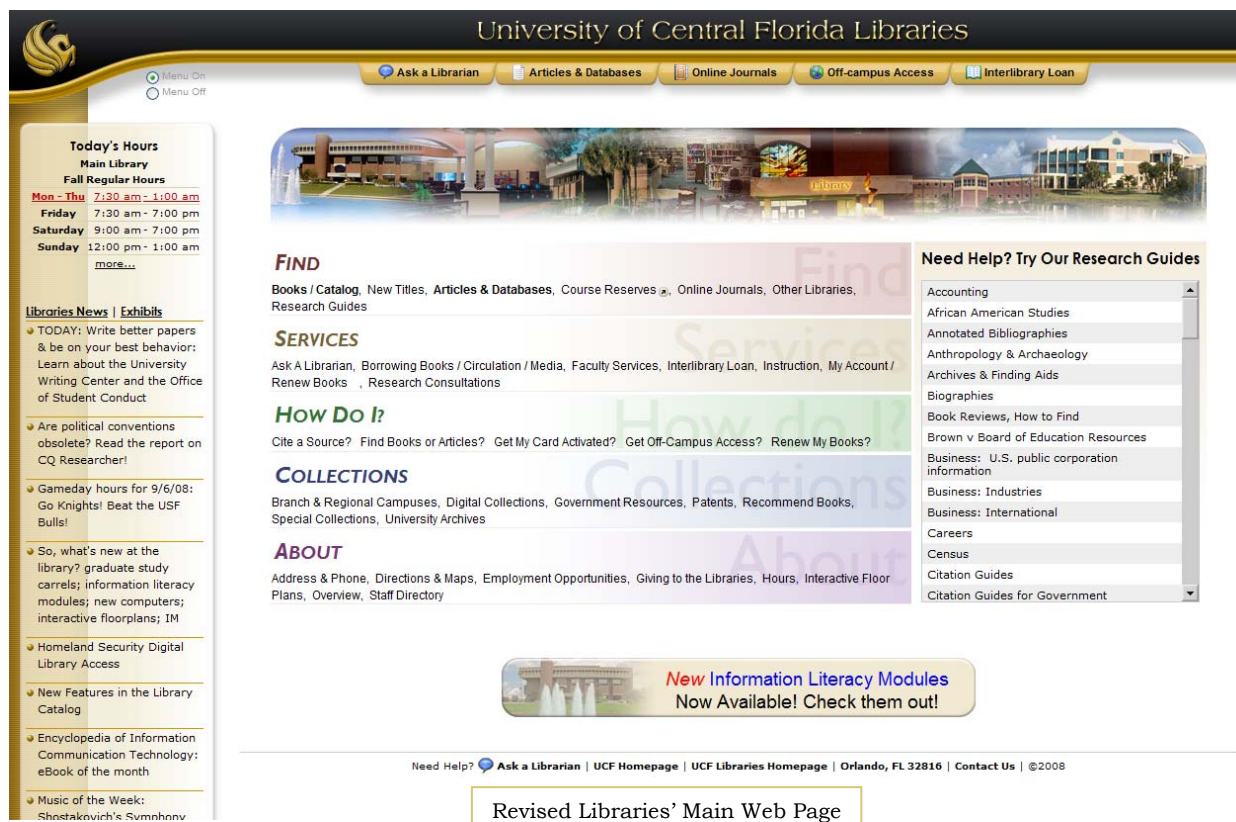
Revised Libraries' Main Web Page

- Wrote a system for Ask A Librarian to allow patrons to communicate with librarians using the AOL instant messenger service. The system offers patron queuing, multiple operators, and logging.
- Built a system to show which PCs are available in the library at any given moment. The system is fully automated, self-building, and auto-healing. It monitors the status of each PC and each PC checks in to the master server when its state changes, saving server load. The system will go into production in fall 2008.
- The automated spam filter engine has caught 10,380 offending machines so far with 0 (zero) false positives. There's an average of 17 caught per day at roughly one every hour.
- Designed a new look for the site, complete with example mock-ups and new color options for the sections which were chosen by a staff poll.
- Created a new front-end to the new Exhibits management system. New exhibits are submitted via Web visitors, stored in a management system, and once made available display immediately on the website for other visitors to see. The system shows current and past events.
- Rearranged primary elements on the homepage to highlight and draw attention to our Research Guides. News was moved back to the side-menu.

- Created an interactive world map for the international student page. The map uses Google Maps, and cycles photos from around the world. Visitors can pause/play, zoom in, or just watch the animation. http://library.ucf.edu/Services/International/Default.asp
- Created a website comments system which allows any page on the website to have a fully functional, maintainable, comments system to be placed on it using only one line of code for the web editor.
- Added comments to the news/blog system as well as refined its date-reporting mechanism. Stories on the mini-list are also now sorted based on their expiration time. Ones expiring soonest will appear on top.
- Added icons to the tabs on the top of the website.

Staffing Changes
There were no staffing changes in 2007/2008.

Departmental Goals: 2007-2008

- **Complete code cleanup of the Libraries' Web pages**. *Work completed.*
- **Offer more instruction to the Web Working Group (WWG) and web editors for continuing the development of the Libraries' web site according to established standards and**

practices. *Individual training sessions were available for all WWG members and web editors.*

- **Develop a plan for expanding digital collections by evaluating archived image collections, establishing additional partnerships with UCF and local groups, and identifying grant funding.** *Collaborated with UCF Libraries' Interlibrary Loan/Document Delivery Services to begin work on two new digital collections based on patron ILL requests. The goal is to enhance access to unique resources in the Van Sickle Leftist Pamphlet collection as well as UCF's print theses and dissertations. Selma Jaskowski, Lee Dotson, and Doug Dunlop wrote an LSTA grant for Central Florida Memory to fund the addition of material from new participants, Stetson University and Bethune Cookman University.*

- **Explore methods for marketing local digital collections to a worldwide audience.** *Presented poster sessions at the Florida Library Association, American Library Association, and EDUCAUSE annual conferences to share digital collection experiences with colleagues. Tested the use of Web 2.0 technology as a marketing strategy for Central*

Florida Memory by adding links in subject specific content on Wikipedia and uploading a short promotional video to YouTube (http://www.youtube.com/watch?v=nTDczAsMfRs).

- **Partner with UCF campus colleges and the K-12 community to increase student use of digital collections for primary source materials.** *Outreach to local schools included participation in Teach In at local elementary and middle schools. Established a partnership with Social Sciences Education faculty and graduate students to encourage integration of digital collections as classroom resources.*

- **Pursue options for integrating Web 2.0 technologies into library services.** *Systems assisted Reference Services in deploying instant messaging for the Ask a Librarian service. Several "OPAC only" PCs were deployed throughout the building, and the LIBx plugin was added on the public PC desktop toolbar.*

- **Establish an efficient production and delivery method for ALEPH reports and notices.** *Work is ongoing. UCF Libraries is collaborating with other State University Libraries (SULs) in Florida to*

Libraries' Public PC Desktop includes Libraries home page plus links to Microsoft Office products, e.g., Word, Access, etc.; location of USB ports; SciFinder Scholar; and Chat/IM feature of the Ask A Librarian service.

Systems & Technology (cont'd)

evaluate the ALEPH reporting structure and examine alternative methods of data management for reporting purposes.

- **Evaluate wireless signal strength throughout the building and install additional access points in weak areas.** *Access points have been installed and signal strength has been evaluated and found to be satisfactory.*
- **Discover solutions to the multi-casting problem that is preventing time-effective updates to PCs.** *The multi-casting problem has been temporarily overcome. A more permanent solution to the problem is being sought.*

Departmental Goals: 2008-2009

- Provide more training opportunities for staff so they can expand their skills to support the expansion of technology and services, as the freeze on hiring continues and Systems functions without additional staff.
- Investigate the feasibility of automating patron library number activation at patron load.
- Continue discussions with campus computing regarding standardized user authentication in the library, across campus, and across state university campuses in Florida.
- Develop and implement a tracking system to schedule and monitor activities related to departmental and interdepartmental projects.
- Continue to develop processes between Digital Services, Special Collections, and Cataloging Services to support the growth of digital collections.

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 PALMM (Publication of Archival Library & Museum Materials) and 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. New partners in the Central Florida Memory project will include Stetson University's duPont Ball Library and Bethune Cookman University's Carl S. Swisher Library.

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

Systems & Technology
Table 1
Network Printing

Printer	2007-08	2006-07	2005-06	2004-05	2003-04
B&W1	201,379	157,831	256,677	233,720	198,832
B&W2	57,926	69,255	59,636	56,573	60,051
B&W3 (moved to CMC)	-	4,067	48,394	59,279	40,971
B&W4	74,550				
Lobby	291,715	361,091	227,188	213,950	238,542
CMC (B&W)	69,696	60,536	-	-	-
CMC (Color)	2,341				
Color (Main)	6,313	7,655	5,565	3,547	-
UOF Library at Rosen	64,834	42,153	11,503	10,172	-
TOTAL	**768,757**	**702,588**	**608,963**	**577,241**	**538,396**
Active Network Addresses		0			
Assigned Network Ports		502			

Systems & Technology
Table 2
Digital Services Statistics

	Images Scanned				
Project	**2007-08**	**2006-07**	**2005-06**	**2004-05**	**2003-04**
Administration	-	267	-	-	-
Bryant Collection	-	429	8,106	-	-
Carey Hand	12,790	2,327	266	6,528	405
Central Florida Memory	4,996	2,042	25,811	23,006	-
Central Florida Memory Outsourced	-	-	13,274	-	-
Children's Home Society	-	416	-	-	-
Digital Library of the Caribbean(dLOC)	1,957	3,228	-	-	-
Florida Heritage Project	11,027	1,531	7,423	19,631	11,642
Florida Historical Quarterly	2,356				
Harrison Price Papers	-	-	228	15,838	-
ILL	148	112	-	-	-
IST	-	-	-	4,559	12,751
Special Collections	400	1,318	3,728	-	-
Special Requests	234	-	277	30	63
Van Sickle Project	10,208	53,313	2,194	-	-
Total Images	**44,116**	**64,983**	**61,307**	**69,592**	**24,861**

	Audio/Video Files				
Lou Frey	-	11	-	-	-
Theater, Special Collections requests	-	35	-	-	-
Total Audio/Video	**-**	**46**	**-**	**-**	**-**
Total Images	**44,116**	**64,983**	**61,307**	**69,592**	**24,861**
Total Digital	**44,116**	**65,029**	**61,307**	**69,592**	**24,861**

Systems & Technology
Table 3
Electronic Theses & Dissertations

Submissions:

1 Jan 2004 – 30 June 2008	**1,459**

Systems & Technology
Table 4
Technical Support Statistics (Main, CMC, & Rosen)

	2007-2008	2006-2007	2005-2006	2004-2005	2003-2004
Work Orders Logged	1,695	1,177	1,208	1,158	1,122
Work Orders Completed	1,657	1,177	1,202	1,166	1,122
Public PCs	234	231	203	203	210
Staff PCs	181	189	189	187	186
Public Laptops	58	71	61	61	54
Staff Laptops	46	17	17	17	23
Public Printers	8	7	7	7	6
Staff Printers	29	35	35	35	33
Staff Terminals*	0	0	1	1	1
Classroom PCs	43	43	43	43	43
Windows Servers	10	9	6	6	4
Unix Server*	0	1	1	1	1

*Innopac (Acquisitions/Serials system)

STATISTICS

Systems & Technology
Table 5
Web Page Statistics

	2007-08	2006-07	2005-06	2004-05	2003-04
Total Hits	87,795,712	74,072,826	45,984,103	22,214,402	13,828,792
Average Hits per day	240,398	202,954	125,982	61,113	38,133
Visitors	1,504,322	1,252,397	1,069,674	927,615	760,532
Unique IP's	573,039	504,610	453,641	406,126	348,012
Total data transferred (Mbytes)	510,574	343,025	354,201	278,315	259,322
Data transfer per day (Mbytes)	1,388	937	969	782	716
Stats for Library Main	**2007-08**	**2006-07**	**2005-06**	**2004-05**	**2003-04**
Total Hits	78,157,697	66,773,165	41,440,519	20,982,273	13,096,917
Average Hits per day	214,131	182,940	113,536	57,486	35,784
Visitors	1,126,521	1,010,262	904,462	803,096	678,944
Unique IP's	530,725	461,382	414,789	373,128	320,189
Total data transferred (Mbytes)	454,113	324,803	209,224	154,143	121,426
Data transfer per day (Mbytes)	1,244	889.87	573.22	422.31	331.76
Stats for Reserves	**2007-08**	**2006-07**	**2005-06**	**2004-05**	**2003-04**
Total Hits	44,999	84,766	387,147	455,918	509,974
Hits per day	122	231	1,060	1,249	1,393
Visitors	6,415	14,618	36,618	45,079	46,753
Unique IP's	3,015	5,640	11,232	13,356	16,300
One-time visitors	1,814	3,187	5,993	7,672	10,984
Total data transferred (Mbytes)	8,059	23,572	148,511	251,136	253,338
Data transfer per day (Mbytes)	22.01	64.42	406.88	688.03	692.17
Stats for CFM	**2007-08**	**2006-07**	**2005-06**	**2004-05**	**2003-04**
Total Hits	8,628,679	5,867,581	3,060,751	487,921	146,516
Hits per day	23,511	16,075	8,385	1,329	751
Visitors	327,131	177,971	73,340	36,629	10,606
Unique IP's	28,727	26,003	15,978	8,777	3,064
One-time visitors	17,839	18,535	12,436	7,010	2,212
Total data transferred (Mbytes)	462,356	282,020	171,489	6,922	3,389
Data transfer per day (Mbytes)	1,259.52	772.66	469.83	18.87	17.39
Stats for ILLiad	**2007-08**	**2006-07**	**2005-06**	**2004-05***	**2003-04**
Total Hits	960,469	1,347,137	1,081,517	232,544	n/a
Hits per day	2,624	3,690	2,963	897	n/a
Visitors	40,903	44,215	45,406	23,196	n/a
Unique IP's	9,462	10,106	9,204	5,375	n/a
One-time visitors	5,156	5,561	4,902	3,060	n/a
Total data transferred (Mbytes)	38,912	36,536	33,608	18,463	n/a
Data transfer per day (Mbytes)	106.32	100.10	92.08	71.28	n/a
Stats for SELA	**2007-08**	**2006-07**	**2005-06**	**2004-05**	**2003-04**
Total Hits	3,868	177	14,169	55,746	75,385
Hits per day	10	18	38	152	205
Visitors	3,352	5,331	9,848	19,615	24,229
Unique IP's	1,110	1,479	2,438	5,490	8,459
One-time visitors	793	979	1,672	3,852	6,764
Total data transferred (Mbytes)	2.61	7	21	1,372	2,263
Data transfer per day (Mbytes)	0.01	0.02	0.06	3.77	6.19

*Incomplete year

Selma K. Jaskowski
Assistant Director for Systems & Technology

The following is a report on the exhibits and events coordinated by the Exhibits Committee for 2007-2008.

Committee Members
- Carole Hinshaw, Head, Reference Services (chair)
- April Anderson, Senior Archivist, Special Collections & University Archives
- Cindy Burris, Office Manager, Reference Services
- Jamie LaMoreaux, LTA Specialist, Acquisitions & Collection Services
- John Venecek, Librarian, Reference Services

Kerouac in Florida: Where the Road Ends
September 4- October 31, 2007

The UCF Libraries, Orange County Library System, Orange County Regional History Center, and the Kerouac Writers in Residence Project of Orlando celebrated the 50th anniversary of the publication of Jack Kerouac's *On the Road* with a series of exhibits and programs funded by a grant from the Florida Humanities Council. Events included:

A first edition copy of Jack Kerouac's *Satori in Paris* was acquired in March, 2008 and added to the growing collection of Kerouac materials in Special Collections. Kerouac wrote this work, upon his return from Paris, while residing in Orlando. UCF's copy still has its original dust wrapper.

Committee chair Carole Hinshaw with Bob Kealing

- A presentation by Bob Kealing, author of *Kerouac in Florida: Where the Road Ends* was the first of many well attended programs.
- A marathon reading of *Dharma Bums* led by Sigma Tau Delta English Honorary Society at the library involved students, librarians, and faculty who joined the seven- hour non-stop event.

Student reading Kerouac's *The Dharma Bums* at the 7-hour marathon reading event at the library.

- Jazz/poetry readings in the library's Media department each Friday 5-7 p.m.
- Kerouac House tour and presentation in College Park.

- Beats and Buddhism program led by Dr. Jane Compson, professor of philosophy.
- Beats and Community Round Table Discussion
- Dr. Ernest Smith and Dr. Patrick Murphy spoke on the theme of the Beat writers and the artistic community, exploring how the sense of community between these writers helped them map out new alternatives for being a man in 1950s U.S. culture.
- Book discussions at Orange County Public Library System were not funded by this grant, but were very successful in enlightening the Orlando community about Jack Kerouac.

0Betty Jean Steinshouer as Marjory Stoneman Douglas

The Voice of the Everglades
Tuesday, March 18, 2008

Chautauqua performer and scholar, Betty Jean Steinshouer, portrayed "The Voice of the Everglades," Marjory Stoneman Douglas, author of *Everglades: River of Grass*. This event was funded by the UCF Libraries and a grant from UCF Learning Institute for Elders (LIFE).

No More Walls: Bridging the Gap Between the Arts, Humanities, and Sciences through Music

Programs featuring David Amram and funded by UCF Libraries, Center for Humanities and Digital Research, Music Department, Burnett Honors College, and Judaic Studies

- *Kerouac, the Beats, and Dharma Bums*
- **Monday, March 31, 2008**
  Roundtable discussion about Jack Kerouac and the Beats hosted by David Amram.

- *Pull My Daisy,* **Free Movie Night**
- **Tuesday, April 1, 2008**
  Screening of *Pull My Daisy*, the short film narrated by Jack Kerouac, starring Allen Ginsberg and scored by David Amram. This film is one of only 475 movies to be selected for preservation by the Library of Congress. A short presentation about the making of the film and a Q&A session followed the screening.

- *An Evening Affair with Music*
- **Thursday, April 3, 2008**
  The musical stylings of world famous composer and jazz musician David Amram held in the library. Students and other audience members participated in musical jams and poetry readings.

Florida's Water-driven Legacy: What's Left?
Tuesday April 15, 2008

Presentation by Bill Belleville, a local environmental writer and documentary filmmaker, who has written and researched extensively on such themes as sense of place, nature, wildlife, conservation, and adventure-travel.

His presentation related to the UCF General Education Program's unifying theme, *Our Planet, Our Education, Our Future* series. His most recent book, *Losing It All To Sprawl: How Progress Ate My Cracker Landscape* [http://www.billbelleville.com/work1.htm*]*, was named one of the "Best Books of 2006" by the national *Library Journal,* and won the Al Burt Excellence in Journalism Award by the 1,000

Photo of the Art Wall Kerouac display with the College Park Kerouac House on the right. This is the house in which Jack Kerouac lived and wrote *The Dharma Bums.*

Friends of Florida. He also discussed the making of *In Marjorie's Wake*, a new documentary film that retraces the journey of Pulitzer winning author Marjorie Kinnan Rawlings on the St. Johns River. The film captures the many ways in which the river has shaped culture – literature, art and music – over time. This event was funded by a grant from UCF Learning Institute for Elders (LIFE).

Life in the Caribbean: Exploring Caribbean Culture in the Bryant West Indies Collection
July, 2008

Showcase of items from the UCF Libraries' Special Collections & University Archives, the William L. Bryant West Indies Collection, *Life in the Caribbean* explored this region's rich cultural heritage.

William J. Bryant, an avid collector of Caribbean and West Indies artifacts, is the son of the namesake of the UCF Libraries' Special Collections & University Archives flagship collection, the William L. Bryant Caribbean and West Indies Collection. The philanthropic organization, the William L. Bryant Foundation was named in his father's honor. The Bryant Foundation's goal is to educate the community on archeology and cultural heritage in Spain, the Caribbean, and the West Indies. William J. Bryant donated his collection of materials to the UCF Libraries in 1972. Today the collection has over 1,600 items including paintings, sculpture, metal work, fabrics, sound recordings, maps, books, and manuscripts.

Carole Hinshaw
Chair, Exhibits & Events Committee

VOLUMES HELD	OWN 6/30/07	ADDED	DELETED	OWN 6/30/08
Main Library	1,236,398	22,383	3,156	1,255,625
Brevard	40,584	160	266	40,478
Daytona	21,500	116	222	21,394
South Lake	2,507	93	46	2,554
Universal Foundation Library at Rosen College	7,174	736	103	7,807
Curriculum Materials Center (CMC)	34,246	561	99	34,708
MetroWest	271	37	-	308
Ocala	135	6	-	141
Osceola	13		-	13
Sanford/Lake Mary	414	16	-	430
Florida Solar Energy Center volumes (FSEC)	25,538	816	32	26,322
Subtotal print volumes	*1,368,780*	*24,924*	*3,924*	*1,389,780*
Electronic volumes (netLibrary, other)	186,431	11,069	119	197,381
TOTAL	**1,555,211**	**35,993**	**4,043**	**1,587,161**
CATALOGED TITLES ALL LOCATIONS & MATERIALS	**1,407,568**	**44,615**	**3,875**	**1,448,308**
MICROFORM UNITS				
Microfilm				
Main Library	61,953	416	-	62,369
Microfiche - General			-	
Main Library	1,175,006	1,209		1,176,215
FSEC	56,522	-		56,522
Documents Microfiche (ASI, CFR, CIS, IIS, SRI)	853,176	26,141	-	879,317
Microfiche Government Documents	842,869	1,213	-	844,082
U.S. Patents (Microfilm)	8,906	-	-	8,906
TOTAL	**2,998,432**	**28,979**	**-**	**3,027,411**
GOVERNMENT DOCUMENTS				
Print:				
U.S. Government	272,785	2,249	80	274,954
Florida Government	35,169	105	-	35,274
Subtotal Print Gov't Documents (for IPEDS)	*307,954*	*2,354*	*80*	*310,228*
(Total IPEDS holdings incl. Gov Docs)	*1,863,165*	*38,347*	*4,123*	*1,897,389*
Non-Print:				
U.S. Electronic (CD-ROM, DVD, floppy)	4,353	24	-	4,377
Florida Electronic (CD-ROM, DVD, floppy)	28	2	-	30
U.S. Patents (CD-ROM, DVD)	1,423	27	-	1,450
Maps	3,826	-	-	3,826
TOTAL	**317,584**	**2,407**	**80**	**319,911**
SERIALS SUBSCRIPTIONS				**-**
Periodicals all locations:				
Print Journals	4,890	-	715	4,175
E-Journals (Dual format + e-only)	7,955	-	260	7,695
Newspapers	34	-	4	30
E-Databases	377	-	19	358
FSEC Serials	105	16	8	113
Federal Depository Program (FDP) print serials	610	643	-	1,253
FDP e-serials (dual format + e-only)	2,586	1,295	-	3,881
Serials (Annuals, Yearbooks, Numbered series)	507	-	-	507
Total Active Serial Subscriptions	**17,064**	**1,954**	**1,006**	**18,012**
Total Electronic Serial Subscriptions	***10,541***	***1,295***	***260***	***11,576***
Total Inactive Titles	4,789	4	-	4,793
MEDIA VOLUMES				
Main*	30,450	1,779	802	31,427
Curriculum Materials Center	5,669	132	32	5,769
Regional Campuses and Rosen	1,303	310	11	1602
Florida Solar Energy Center*	7,975	14	3	7,,986
TOTAL	**45,397**	**2,235**	**848**	**46,784**

*Beginning count restated.

Media Volumes

MEDIA VOLUMES	Own 6/30/07	Added	Deleted	OWN 6/30/08
Main				
Cassettes/Audio Tapes	2,545	71	444	2,172
CD/ROMs	2,095	217	3	2,309
Compact discs (music)	4,097	687	4	4,780
Compact discs (other)	14			14
DVDs	3,694	571	2	4,263
DVD ROMS	5			5
Filmstrips	500			500
Laserdiscs 12"	203			203
Media kits*	84	9	93	-
Other	83	20	23	80
Phonograph records	2,326			2,326
Pictures	11			11
Slides*	204		204	-
Video Recordings	14,589	204	29	14,764
Total - Main	**30,450**	**1,779**	**802**	**31,427**
Curriculum Materials Center				
Cassettes/Audio tapes	410			410
CD-ROMs	358	27	-	385
Compact discs	359	13	2	370
DVD	85	55	11	129
Filmstrips	399			399
Games	212			212
Kits	516			516
Laserdiscs 12"	60			60
Maps	13			13
Media kits	50	2	11	41
Models	38			38
Pictures	200			200
Multi-media	156			156
Other	48	1	2	47
Phonograph records	961			961
Realia	120			120
Software	724			724
Transparencies	15			15
Video Recordings	945	34	6	973
Total - CMC	**5,669**	**132**	**32**	**5,769**
Regional Campuses and Rosen *				
Compact discs (music)	63			63
Cassettes/Audio tapes	27			27
CD/DVD	670	158		828
CD-ROMS	70	12	2	80
Other	63	4		67
Video Recordings	410	136	9	537
Total – Regional Campuses	**1,303**	**310**	**11**	**1,602**
Florida Solar Energy Center				
Cassettes/Audio tapes	58			58
CD-ROMs	121	14	3	132
Films	10			10
Slides	7,572			7,572
Video Recordings	214			214
Total - FSEC	**7,975**	**14**	**3**	**7,986**
TOTAL MEDIA VOLUMES	**45,397**	**2,235**	**848**	**46,784**

* Restated starting count

Financial Profile (Expenditures)

	2007/08	2006/07	2005/06	2004/05	2003/04	2002/03	2001/02	2000/01	1999/00	1998/99
Salaries - Full-time (1)	5,615,037	$5,757,430	$5,384,859	$5,194,929	$4,888,517	$4,296,132	$4,079,542	$3,772,100	$3,535,793	$3,327,091
Part-time Personnel (2)	537,698	$615,997	$579,478	$600,094	$629,670	$485,397	$498,804	$531,520	$415,740	$370,865
Operating Expense (3)	641,580	$912,573	$643,044	$670,940	$640,077	$580,051	$466,875	$582,724	$555,175	$556,161
Capitalized Furniture and Equipment (4)	346,366	$326,322	$309,754	$278,665	$265,957	$291,864	$248,930	$276,841	$294,239	$532,554
Library Materials (5)	5,550,139	$6,156,952	$5,959,938	$5,623,985	$5,038,828	$5,494,106	$5,303,915	$5,680,840	$5,173,357	$4,715,882
Library Total Expenditures (E&G)	**$12,690,820**	**$13,769,274**	**$12,877,073**	**$12,368,613**	**$11,463,049**	**$11,147,550**	**$10,598,066**	**$10,844,025**	**$9,974,304**	**$9,502,553**

(1) Includes fringe benefits.

(2) Includes students and part-time staff and faculty wages. Beginning 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.

Financial Profile (Expenditures)

UCF

Sources & Uses of Materials Budget

Year	(1) Base E&G Funding	(2) Funds from Other Sources (see Notes following)	(3) Total Materials Budget (1 + 2)	(4) Disbursed for Print Serials	(5) Disbursed for Print 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)
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
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
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
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
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
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
2000/2001*	5,255,785	425,055	5,680,840	2,206,042	2,086,303	860,170	350,291	178,034	5,680,840
2001/2002	5,070,877	233,038	5,303,915	2,494,547	1,853,618	581,560	154,986	219,204	5,303,915
2002/2003	4,414,238	1,079,868	5,494,106	2,385,428	1,960,508	820,920	153,037	174,213	5,494,106
2003/2004	4,657,717	381,111	5,038,828	2,198,148	1,481,547	1,057,110	113,018	189,005	5,038,828
2004/2005	5,119,744	504,241	5,623,985	1,755,693	1,771,959	1,902,793	64,622	128,918	5,623,985
2005/2006	5,221,715	738,223	5,959,938	1,546,789	1,817,561	2,267,460	188,986	139,142	$5,959,938
2006/2007	$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
2007/2008	5,156,000	394,139	5,550,139	2,042,154	795,648	2,552,731	69,482	90,124	$5,550,139

Notes to Materials Budget

FY 2007/08	$	3,000	History Dept
		18,000	Film Dept
		10,000	Research and Contracts
		160,000	Planning money conversion
		30,000	Music Dept
		62,000	Biomolecular
		111,139	Internal conversions
	$	**394,139**	**Total**
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**

Notes to Materials Budget (cont'd)

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**

Leticia Abulencia
Sr. LTA
Cataloging Services

- **Training/Development**
  - Ergonomics for the Workplace
  - Indoor Air Quality
  - Emergency Response and Hostile Intruder Training

Barbara Alderman
Librarian
Regional Campus Libraries (Cocoa/Palm Bay)

- **Creative Works**
  - With Tim Bottorff, Robert Glaser, and Andrew Todd, "Branching Out: Communication and Collaboration among Librarians at Multi-Campus Institutions, *Thirteenth Off-Campus Library Service Conference Proceedings,* S. Mathson & J. Garrison (Eds.) (pp. 57-80). Mount Pleasant, MI: Central Michigan University
  - "A study of blogging in the online classroom: Implications for teaching and research." Presented by UCF teaching faculty D. Malvey and UCF librarians B. Alderman and Andrew Todd at the 13th Sloan-C International Conference on Asynchronous Learning Networks: The Power of Online Learning: Realizing the Vision. November 2007.
  - "Blogging in the Online Classroom: Implications for Teaching and Research." Presented by UCF teaching faculty D. Malvey and UCF librarians B. Alderman and Andrew Todd at the 2007 Annual Meeting of the Academy of Management, August 2007.
- **Service**
  - Co-presented Brown Bag workshop, November 2007 on "Blogging in the Online Classroom: Implications for Teaching and Research" with Dr. D. Malvey, B. Alderman and A. Todd to Southern Region Faculty in Cocoa.
  - Volunteer for the ERIC Content Development Group organized by CSC
  - Faculty supervisor for two student civil rights interns, summer 2007, Palm Bay
  - Participated in joint BCC/UCF Welcome Back, Palm Bay campus, fall 2007.

Frank Allen
Associate Director
Administrative Services

- **Awards/Promotions:**
  Appointed to rank of University Librarian, UCF Libraries, May 2008
- **Service**
  - National
    - Chair, Library Administration and Management Association (LAMA) – a division of ALA – National Program Committee, 2007-2009
    - Facilitator, Program Planning and Development, LAMA Leadership Development Seminar, American Library Association conference, January 2008
    - Invited reviewer and manuscript referee, *College and Research Libraries*, effective September 2007, ongoing. Serving under C&RL editor Joseph Branin. *C&RL* is the official publication of the Association of College and Research Libraries
  - Library
    - Chair, *Libraries in 2017 Taskforce*, a University Libraries strategic planning project, April through November 2007
    - Chair, search committee for Head, Universal Orlando Foundation Library at Rosen College, 2008
    - Co-Chair, Libraries Florida State Employees Charitable Campaign (FSECC), 2007
- **Memberships**
  - Association of College and Research Libraries (ACRL) Research Committee, 2007-2009
  - State Universities Libraries (SUL) Statewide Storage Committee, 2008

April Karlene Anderson
Sr. Archivist
Special Collections & University Archives

- **Creative Work**
  - Assisted in the organization of the 2007 Book Arts Competition judging
  - Adjunct Instructor, UCF History Department.
- **Membership**
  - Society of Florida Archivist (SFA)
  - Society of American Archivist (SAA)
  - Phi Alpha Theta (National History Honors Society)
  - UCF Alumni Association

- **Service**
  - Member, Web Working Group
  - Member, Exhibits & Events Committee
  - Served on CSUL Special Collections subcommittee.

Michael A. Arthur
Department Head
Acquisitions & Collection Services

- **Creative Works**
  - Conference Recorder, "Risky Business: Outsourcing Serials Cataloging," by Leibowitz, F.R. In G. Ives & C.A. Borchert (Eds.), *Place Your Bet in Kentucky: The Serials Gamble Part II.* Proceedings of the North American Serials Interest Group (2008). Published simultaneously in *The Serials Librarian.*
  - Panelist with Borchert, C.A., Safley, E.D., Montgomery, D., "The Sting of Releasing Print Journals: Surviving the Transition to an Online Environment." 2008 Annual Conference of NASIG, Phoenix, June 2008
  - Made two presentations at the 27th Annual Charleston Conference, Charleston, November 2007:
  - "Achieving Positive Outcomes Using the Librarian-Faculty Liaison Collection Development Model: Advantages and Challenges In Pursuing Research Level Status In Education," with Terrie Sypolt
  - "From Chaos to Effectiveness: Results of Workflow Analysis Projects at Two Large Academic Libraries," with C.A. Borchert and T. Graves
  - Conference Recorder, "KBART: Improving the Supply of Data to Link Resolvers and Knowledge Bases," by McCracken, P. *Taking the Sting Out of Serials.* Proceedings of NASIG. (Article accepted for publication) Will be published simultaneously in *The Serials Librarian.*

- **Service**
  - National
  - Mentor, Charleston Conference : Issues in Book and Serial Acquisition, Charleston
  - North American Serials Interest Group (NASIG) Annual Conference, Nominations and Elections Committee 2007; appointed to Conference Planning Committee for 2008

- Member, Alibris for Libraries Advisory Board
- **State:** Co-Chair, Collection Planning Committee (CPC) Working Group on JANUS Challenges
- **University:** Appointed member, UCF Student Conduct Review Board
- Library
- Chair, Collection Management Council
- Vice Chair, Library Faculty Council
- Member, search committee, Head of Regional Campus Libraries

Joseph Ayoub
Sr. LTA
Circulation Services

- **Training/Development**
  - Wikis, Blogs, Podcasts, Facebook, & RSS
  - Interviewer Certification, UCF OTD
  - Libraries Training Sessions
  - Student Employment Workshop
  - Various Aleph training sessions
  - Reference Databases & Government Documents Training

Grenka Bajramoski
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality

- **Awards/Promotions:**
  Graduated from UCF in December 2007 with a Bachelor's in Marketing and Minors in Hospitality Management and Mass Communication
- **Creative Works**
  - Co-curated the exhibit "Wanderlust: Where in the World Do You Long to Travel?" (summer 2008)
  - Initiated the Rosen Book of the Month idea and compiled information for Rosen's submission to *UnBOUND*

- **Training/Development**
  - Aleph introduction and Aleph 18 training sessions, UCF Libraries
  - "Communication, Teambuilding, and Meyers-Briggs," UCF HR
  - "Feed the Beast: Tips and Techniques on Media and Public Relations," CFLC
  - "Mr. Potato Head and Leadership Skills," UCF HR

Barry Baker
Director of Libraries
- **Awards/Promotions:** Received Libraries Years of Service Award: 10 years.
- **Creative Works**
  - Moderator, "E-Libraries & the E-Librarian" at the ACURIL XXXVIII Conference, Jamaica
  - Presenter and Moderator, *E-Libraries, E-Learning, and E-Environment: A Forum* at the ACURIL XXXVIII Conference, Jamaica
  - Editor, "Technical Services Report" in *Technical Services Quarterly*
- **Service**
  - International
    - Chair, ACURIL Academic Libraries Special Interest Group
    - Chair, ACURIL Finance committee
    - Member, Digital Library of the Caribbean (dLOC) Executive Committee
    - Member, Advisory Board, Caribbeana Portal Project
    - Editorial Board, *ACURILEANA* (electronic journal)
  - National
    - ALA, Association of College & Research Libraries, Ethics Committee
    - Southeastern Library Association, Constitution & Handbook Committee
  - State
    - Chair, Council of State University Libraries
    - Chair, Florida Center for Library Automation Board
    - Florida Library Network Council
    -

Erica Baker
Sr. LTA
Information Literacy & Outreach
Workshops/Development: Completed 18 credit hours towards her master's degree through Florida State University's College of Information program.
- **Service:** Member, Director's Advisory Group

Debbie Barnes
Facilities Specialist
Adminstrative Services
- **Service**
  - Library
    - 2007 Diversity Team
    - 2007 Holiday Luncheon committee
    - Libraries Information Kiosk

Council of State University Libraries (CSUL) Directors, March 2007
Seated: William Miller (FAU); **Barry Baker** (UCF)
Standing: Jim Corey (FCLA); Shirley Hallblade (UNF); Kathy Miller (FGCU); Laura Probst (FIU); Bill Garrison (USF); Helen Wigersma (UWF); Judith Russell (UF); Joan Pelland (NCF); Julia Zimmerman (FSU)
Missing director is Lauren Sapp (FAMU)

■ **Training/Development**
- New employee orientation, UCF HR
- Basic Navigation 8.9(FNNV110), UCF F&A
- Chart of Accounts 8.9(FNCA110), UCF F&A
- AM Inquiry 8.9(FNAM110), UCF F&A
- Reporting Essentials 8.9(FNRP110), UCF F&A
- Property/Inventory Training

Buenaventura Basco
Coordinator, InformationSource
Reference Services
■ **Creative Works**
- Presented an *Overview of Library Resources and Services* for Engineering & Computer Science faculty and graduate students with Aysegul Kapucu.
- Spoke at the American Library Association Spectrum Scholars Professional Options Fair in Anaheim, California.
- Presented a poster: Services to Asian, Native Hawaiian, and Other Pacific Islander Populations at ALA Diversity & Outreach Fair
- Organized *Asian/Pacific American Leaders in Libraries: A Rare Commodity,* the Asian Pacific American Library Association's President Program at the ALA Annual Conference in Anaheim
■ **Service**
- National
  • President, Asian Pacific Library Association
  • Member, American Library Association Council International Relations Committee
- **State:** Chair, State University Libraries Electronics Collection Committee (ECC), Business Subcommittee

Judith Beale
Sr. Archivist
Special Collections & University Archives
■ **Creative Works**
- Created a mural at the UCF bookstore (near the stadium) with images from the University Archives.
- Wrote regular "Remember When" column for *Pegasus* magazine
- Wrote successful IMLS grant for a "Connecting to Collections" bookshelf
- Published article in *Reflections from Central Florida*, the quarterly publication

of the Orange County Regional History Center, about the Lou Frey collection.
- Gave a presentation to the Nehrling Society about the Henry Nehrling and Julian Nally Collections, held in Special Collections & University Archives.
■ **Service**
- Supervised an employee at the Holocaust Memorial Resource and Education Center of Florida to create accession files, and arrange and describe their manuscript collections and artifacts.
- Attended UCF Retirement Association Fall and Spring luncheons – regular attendance at these events has resulted in assistance with identifying university images and a donation of $250 to the university archives.
- Member, search committee for Head of Special Collections & University Archives position.
■ **Training/Development**
- SAA Workshop – Copyright: The Archivist and the Law
- Let's Make Salsa, UCF OTD
■ **Attended:**
- Annual Meetings
  • Society of Florida Archivists
  • Society of American Archivists
- Ad Hoc Project Advisory meeting at FCLA to decide future outlook for the statewide EAD program
- Special Collections Task Force conference call to discuss progress of statewide EAD programs.

Penny Beile
Department Head
Curriculum Materials Center
■ **Creative Works**
- Beile, Penny M. (2007) "Assessing an Institution-wide Information Fluency Program: Commitment, Plan, and Purposes," in Scott Walter (Ed.), *The Teaching Library: Approaches to Assessing Information Literacy Instruction.* Haworth: Binghamton, NY.
- *Is there a Right to Information Literacy? Academic Responsibility in the Information Age,* [invited speaker] with Dr. Pat Stanley, Dr. Lori Roth, and Stephanie Brasley, delivered at the American Library Association Annual Conference for the ACRL Committee on Ethics, Anaheim, CA, June 2008.
- *Information Literacy Assessment: A Review of Objective and Interpretive Measures,* delivered at the Society for Information Technology in Teacher

Education (SITE) Annual Conference, Las Vegas, NV, March 2008.
- ■ **Service**
  - National
    - • Member, ALA/ACRL: Sections Council, secretary, and Leadership Council
    - • Chair, ALA/ACRL/Education and Behavioral Sciences Section: section; member, Advisory Council and Executive Committee
    - • Member, Educational Testing Service: iSkills National Advisory Committee
  - **University:** Member, UCF: Quality Enhancement Plan, Assessment Committee

Corinne Bishop
Librarian
Information Literacy & Outreach
- ■ **Awards/Promotions:** Received Libraries Years of Service Award: 5 years.
- ■ **Creative Works**
  - "Frequency and content of chat questions by time of semester at the University of Central Florida: Implications for training, staffing and marketing," Corinne Bishop and Donna Goda in *Public Services Quarterly*, 4(4). (March 2009 publication expected).
  - Presentations:
    - • "Web Two Point Oh No to Greatness: Using the Read/Write Web to Uncover Your Inner Leader," co-presented with Lee Dotson at the Florida Library Association Annual Conference, April 2008
    - • "Information Literacy Online Modules," presented at the Southeastern Library Network (SOLINET) Florida User Group Meeting, Seminole Community College, Lake Mary, FL, November 2007

Bishop (left) with ILO Interim Department Head, Elizabeth Killingsworth

- • "Successful Outreach and Partnerships: The QEP and Information Fluency," co-presented with Elizabeth Killingworth at the Florida Chapter of the Association of College and Research Libraries (FACRL)

Fall Program, Edison College, Ft. Myers, FL, October 2007
- "Designing for Synergy: Online Information Literacy Modules at the University of Central Florida," poster session presented at the ALA Annual Conference, June 2008
- ■ **Service**
  - **National:** American Library Association, Online Learning Research Committee, 2007-08
  - **State:** Florida Library Association, Group Leader, Internet Member Group, 2007-08
  - **University:** Welcome for International Students, 2008
  - **Library**
    - • Collection development in collaboration with Valencia Community College, West Campus Librarian to select materials for UCF students enrolled in courses delivered at Valencia Community College, West Campus, 2008
    - • LibGuides Committee, 2008
    - • Web Working Group, 2008
    - • New Student Orientation, 2008
- ■ **Training/Development**
  - *Current Copyright Issues Facing Academic Librarians.* Three-week online course presented by the Association of College & Research Libraries, July/August 2007
  - *Web Design for Academic Libraries II.* Six-week online course presented by the Association of College & Research Libraries, July/August 2007
- ■ **Attended:**
  - American Library Association 2008 Midwinter and Annual Conferences
  - 2007 Association of College and Research Libraries Annual Conference

Joe Bizon
LTA Supervisor
Acquisitions & Collection Services
- ■ **Service:** Volunteered at the book sale
- • **Training/Development:** Student Employment review session, UCF Libraries

Parri Bolinger
Accountant
Administrative Services
- ■ **Service**
  - **Library:** Holiday Party Committee, December 2007
- ■ **Training/Development**
  - Library Strategic Planning: "Look to the Future," UCF Libraries, August 2007

- Basic Navigation, PeopleSoft SA/HR (student records), August 2007
- ITR ePro Requisition Workshop, October 2007
- Financial Edge Training (Foundation reports), November 2007
- Cardholder Information Security Program (required annually), December 2007
- Creating ePro Requisitions (UCF online course), December 2007
- SR Inquiry One 8.9 (student records), January 2008
- ePro Template Workshop, April 2008
- ■ **Attended:** Joseph C. Andrews Monitoring Breakfast, February 2008

Tim Bottorff
Department Head
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
- ■ **Awards/Promotions:** Selected as Head Librarian, Universal Orlando Foundation Library
- ■ **Creative Works**
  - Co-authored a forthcoming peer-reviewed article in the *Journal of Hospitality and Tourism Research*
  - Presented a Conference Paper at the 13th Off-Campus Library Services Conference
  - Published two book reviews in *CHOICE* magazine
- ■ **Memberships:** ALA, ACRL, FLA, LAMA, & RUSA
- ■ **Service**
  - **State**: FLA Conference Planning Committee
  - **University:** Faculty Judge for the 2008 Graduate Research Forum
  - **Library**
    - UCF Libraries' Electronic Resources Workgroup (ERW)
    - UCF Libraries' Preservation Committee
    - UCF Libraries' Web Working Group (WWG)

Tim Bottorff with the rest of the Rosen Team: Sandra Varry, Grenka Bajramoski, and T.J. Ormseth

- ■ **Training/Development**
  - 13th Off-Campus Library Services Conference, Salt Lake City
  - Four Library Instruction Brown Bags, UCF Libraries
  - Two College of DuPage webcasts: "People Watching with a Purpose" and "Trends, Fads, or Folly"

Dee Bozeman
Librarian
Regional Campus Libraries/Daytona
- ■ **Creative Works**
  - "Separate but Together: Collection Management at a Joint-Use Library," with Rachel Owens, *The International Journal of the Book*, 5, no. 2: 73-76 (2007)
  - Embedded Librarian: Graduate vs. Undergraduate Experience, poster with Rachel Owens at the 2008 FLA conference
  - Prepared FLA Past Presidents PowerPoint that was shown at the 2008 FLA conference
- ■ **Service**
  - State
    - Vice-Chair, FLA Awards Committee
    - Vice-Chair, FLA Local Arrangements Subcommittee 2009 Conference
    - Member, Education Committee, Museum of Florida Art, Deland
  - **Local:** Presented a True Colors workshop during the DSC/UCF Joint-Use Library retreat
  - Library
    - Member, Electronic Resources Workgroup (ERW)
    - Member and secretary, LPAC

Amanda Branham
Sr. LTA
Circulation Services
- ■ **Service**
  - **Library:** Department contributor to the *UnBOUND* newsletter
- ■ **Training/Development**
  - Talk to the Animals, UCF HR
  - Got Attitude? – UCF HR
  - Coping with Difficult People, UCF HR
  - New Employee Orientation, UCF HR
  - Reference Databases and Government Documents Training, UCF Libraries

Cynthia Burris
Office Manager
Reference Services
- **Awards/Promotions**: Received Libraries Years of Service Award: 5 years.
- **Creative Works**
  - Designed logo for the Harry T. and Harriet V. Moore Symposium for the Study of Civil Rights.
  - Designed posters and flyers for librarians attending APALA and EBSS programs at the American Library Association Conference in Anaheim, California
  - Designed the website and poster graphics for the Jack Kerouac exhibit.
- **Service**
  - **Library:** Member, Exhibits & Events Committee

Deirdre Campbell
HR Sr. LTA
Administrative Services
- **Service**
  - **University:** Mentored a student assistant, Ariana Santiago, with Pat Tiberii and Debra Robinson
  - **Library:** Library Strategic Planning, "Look to the Future," UCF Libraries, August 2007
- **Training/Development**
  - EZ Proxy Training, UCF Libraries, March 2008
  - New Information Literacy Module Session, UCF Libraries, March 2008
  - PeopleSoft Payroll Authorizer, UCF HR, April 2008
  - Online Hiring Workshop, UCF HR, April 2008
  - Diversity Certificate Series, UCF HR, June 2008
  - Talk to the Animals, UCF HR, June 2008
- **Attended:** Joseph C. Andrews Mentoring Breakfast, February 2008

Tina Candela
LTA Supervisor
Acquisitions & Collection Services
- **Service**
  - **University**: Libraries key worker for FSECC Campaign
  - Library
    - Member, Libraries 2007 Diversity Team
    - Libraries Strategic Planning, "Look to the Future" Forum for Support Staff
    - Volunteered at Libraries Information Kiosk for "New Student Orientation"

- **Training/Development:** Advanced Connexion Client Online Workshop presented by SOLINET

Lyn Case
Department Head
Cataloging Services
- **Memberships:** ALA, FLA, CFLC, UFF
- **Service**
  - State
    - TSPC
    - SUL OPAC Visioning Summit
  - Library
    - Mentor, Cumulative Progress Toward Promotion participants.
    - Onward 18, preparing for Aleph v.18
- **Training/Development:**
  - UCF Libraries
    - Government Documents Training Session
    - Advanced Connexion
    - Aleph v.18 sessions
    - ELUNA
    - Endeca training sessions
  - FCLA: Aleph v.18

Martha Cloutier
LTA Specialist
Circulation Services
- **Service**
  - **Library:** Staffed the "Reference Info Kiosk"
- **Training/Development**
  - Salsa: Ingredients to Conversate, UCF HR
  - Talk to the Animals, UCF HR
  - CPR Adult, UCF HR
  - UCF Libraries
    - Various Aleph training sessions
    - Reference Databases & Government Documents Training

Dr. Linda K. Colding
Librarian
Reference Services
- **Creative Works:** Presented at LILAC (Librarians Information Literacy Annual Conference) 2008, Liverpool, England, March 2008
- **Service**
  - **National:** Vice-President, President-elect of the American Library Association's Library Instruction Round Table

Gloria Coney
LTA Supervisor
Circulation Services
- **Service**
  - **Library:** Member, Library Evacuation Team

- **Training/Development**
  - On the Threshold of Change, UCF HR
  - Performance Appraisals, UCF HR
  - CPR-Adult, UCF HR
  - UCF Libraries:
    - Various Aleph training sessions
    - Reference Databases & Government Documents Training

Eda Correa
Monographs Librarian
Cataloging Services
- **Creative Works**
  - "Bibliographic Description and Practices for Providing Access to Spanish Language Materials," with Nashieli Marcano, *Technical Services Quarterly*, (accepted for publication)
  - Five articles in *Encyclopedia of the Caribbean*, edited by John Garrigus. New York: Facts on File. (Forthcoming):
    - "Campeche, Jose"
    - "Fernandez Juncos, Manuel"
    - "Ferrer, Jose"
    - "Gonzales, Jose Luis"
    - "Moreno, Rita"
- **Memberships:** ALA, FLA
- **Service**
  - **National:** Indexer for HAPI (Hispanic-American Periodicals Index)
  - **Local:** Catalogers Interest Group
- **Training/Development:** Seminar on the Acquisition of Latin American Library Materials (SALALM)

Alice Crist
Sr. LTA
Cataloging Services
- **Service**
  - **University:** Libraries key worker, FSECC
- **Training/Development**
  - Book Blitz, CFLC
  - Ergonomics for the Workplace, UCF HR
  - Indoor Air Quality, UCF HR
  - "Emergency Response and Hostile Intruder" Training, UCF Campus Police

Page Curry
Digital Imaging Technician
Systems & Technology
- **Creative Works:** Presentation for Orientation for New Employees
- **Service**
  - **Local:** Central Florida Memory, Digital Services Support
- **Training/Development**
  - Acquired skill in Captivate
  - MBTI Workshop, March 2008

Gerald Dillon
LTA Supervisor
Circulation Services
- **Training/Development**
  - UCF HR
    - Basic Navigation 8.9
    - Chart of Accounts 8/9
    - AP Inquiry 8.9
    - AM Inquiry 8.9
    - Budget/Journal Inquiry 8.9
    - Reporting Essentials 8.9
    - Performance Appraisals
    - Ten Behaviors of Managers Who Excel
  - UCF Libraries
    - Reference Databases & Government Documents Training
    - Various Aleph training sessions

Lee Dotson
Digital Services Librarian
Systems & Technology
- **Creative Works**
  - "From 'Web Two Point Oh No' to Greatness: Using the Read/Write Web to Uncover Your Inner Leader," co-presented with Corinne Bishop, at the Florida Library Association's Annual Conference, St Petersburg Beach, April 2008
  - "Central Florida Memory," presented at Orange County Public Schools Teach-In, East Lake Elementary School, Orlando, November 2007
  - "Central Florida Memory," presented at Seminole County Public Schools Teach-In, Jackson Heights Middle School, Orlando, November 2007
  - "One Size Does Not Fit All: Digital Collections at the UCF Libraries," poster session presented at the EDUCAUSE 2007 Annual Conference, Seattle, October 2007
- **Service**
  - State/FCLA
    - Chair-elect, CSUL TAG Digital Initiatives Subcommittee
    - Life Events Metadata Task Force
  - **Regional:** Co-chair, CONTENTdm Southeast Region Users Group Meeting Planning Committee
  - **Local**
    - Central Florida Memory
      - Digital Services Support
      - Grant Writing Committee
  - **Library**
    - Libraries' Holiday Party Committee
    - Library Technology Advisory Group

- Co-chair, Libraries' Diversity Week Team
- UCF ETDs Group
- Libraries' Preservation Committee
- Digital Project Development:
  - Van Sickle Leftist Pamphlet
  - Retrospective conversion of print theses and dissertations

■ **Training/Development**
- MBTI Workshop, March 2008
- Copyright Workshop at the Florida Resource Sharing Conference 2007, Orlando, December 2007
- BlogOrlando, Rollins College, Winter Park, September 2007
- New Faculty Orientation, UCF Faculty Center for Teaching and Learning, Orlando, August 2007

■ **Attended:**
- Florida Library Association Annual Conference, St. Petersburg Beach, FL, April 2008
- EDUCAUSE Annual Conference, Seattle, October 2007

Doug Dunlop
MetaData Librarian
Cataloging Services

■ **Awards/Promotions:** Promoted from Instructor to Associate Librarian
▪ **Creative Works**
- Presented at Museum Computer Network (MCN) annual conference
- Presented at Computers in Libraries annual conference
- Presented at Florida Library Association annual conference
■ **Memberships**
- Museum Computer Network
- American Library Association
- Visual Resources Association
- American Society of Information Science and Technology
- Association of Moving Image Archivists
- Florida Library Association
■ **Service:**
- **Regional:** SE Region CONTENTdm Users Group Planning Committee
- Library
  - Metadata Subcommittee
  - Directors Advisory Group
  - Janus 6 Task Force
  - Exhibits & Events Committee
  - Electronics Theses & Dissertations Committee
■ **Training/Development:** Metadata for Digital Collections online course

■ **Attended:**
- FLA annual conference
- MCN annual conference
- *Computers in Libraries* annual conference
- Blog Orlando conference

Ana Dvorecky
Sr. LTA
Cataloging Services

■ **Training/Development**
- CFLC
  - Book Blitz
  - Digital Camera Use, February 2008
  - Cataloging Interest Group Meeting, March 2008
- UCF Libraries
  - "Life at Work – It's all about us," Strategic Planning Forum Session
  - "Look to the future," Strategic Planning Forum Session
  - Introduction to Aleph v.18 training session, October 2007
  - US Government Documents training, November 2007
  - Advanced Connexion, SOLINET workshop, November 2007
- Diversity Certificate Series, UCF HR, February & March 2008
- "Emergency Response & Hostile Intruder" Training, UCF Campus Police, May 2008

Janet Girard
Sr. Accounting Officer
Administrative Services

■ **Service**
- University
  - UCF Supplier Diversity Day, May 2008
  - 2008 ITR Social Planning Committee

Janet Girard (sitting left) with other IT&R staff members for the IT&R Social. Aysegul Kapucu, Reference Services (middle of back row), also served on the committee

■ **Training/Development**
- UCF HR
  - ORC training (Clusters 1 & 2) – grants financial training, July 2007
  - Merchant Services Credit Card Meeting & Training, August 2007

- Forum: "Meeting User Needs – Content," August 2007
- ePro/DAL Information Session, September 2007
- ePro Requisition Workshop, October 2007
- ITR ePro Workshop, October 2007
- Creating ePro Requisitions (UCF online course), October 2007
- Financial Edge Training (Foundation reports), November 2007
- Purchasing Workshop: State Contracts, December 2007
- Cardholder Information Security Program (required annually), December 2007
  - Access I, CFLC, May 2008

Mary Lee Gladding-Swann
Sr. LTA
Circulation Services

- **Service**
  - Library
    - Member, Library Evacuation Team
    - Notary Public
    - Department contributor to the *UnBOUND* newsletter
- **Training/Development**
  - UCF HR
    - Salsa: Ingredients to Conversate
    - Talk to the Animals
    - Conflict Resolution Using TKI
  - UCF Libraries:
    - Reference Databases & Government Documents Training
    - Various Aleph training sessions

Melinda Gottesman
Librarian
Reference Services

- **Creative Works**
  - Created an *LibX* icon for the UCF Libraries' online catalog, enabling patrons to do research through an Internet browser toolbar.
  - Discussion panel moderator, *Application Programming Interfaces and the Impact on Libraries Online Catalogs,* Library & Information Technology Association (LITA) BIGWIGS Social Software Showcase.
  - Presented, with Joshua Greben, "A 'Next Generation' Library Catalog for the State University Libraries of Florida," at the Customer Case Studies: Innovative Solutions Program at the 2008 Endeca Discover User Conference, Orlando, May 2008.

- **Memberships:** Seminar on the Acquisition of Latin American Library Materials (SALALM)
  - Reference Committee
  - Bibliographic Instruction Committee
- **Attended:** American Library Association Annual Conference 2008, Anaheim

Patricia Hall
Sr. LTA
Reference Services/Government Documents

- **Service**
  - Library
    - Coordinated the book jacket displays in the main campus library to publicize new books received.
    - Curated several informative displays including UCF Libraries' U.S. and Florida Government Documents Collections, Hazardous Conditions in Florida, and Christmas.

Becky Hammond
LTA
Special Collections & University Archives

- **Service:** Member, Library Diversity Team
- **Membership**
  - Society of Florida Archivists (SFA)
  - Society of American Archivists (SAA)

Jonathon Hanie
Sr. LTA
Circulation Services

- **Service**
  - **Library:** Member. Library Evacuation Team
- **Training/ Development**
  - Coping with Difficult People, UCF HR
  - UCF Libraries
    - Reference Databases & Government Documents Training
    - Various Aleph training sessions

Halloween can sometimes bring out the "inner self."

Richard Harrison
Librarian
Reference Services

- **Creative Works:** Co-presented with Associate Vice President Denise Young, *Preparing Faculty for Academic Leadership: The Senior Faculty Fellows Program at the University of Central Florida,* at the 25th annual Academic Chairpersons Conference, Orlando, February 2008

■ **Service**
- University
  • Worked 25% assignment for the Vice Provost of Academic Affairs.
  • As a member of the UCF Carnegie Academy for the Scholarship of Teaching and Learning (CASTL) committee, represented UCF at a meeting of CASTL institutional members, College of St. Benedict, St. Joseph, Minnesota, June 2008

Johnny Hill
LTA Supervisor
Circulation Services
■ **Awards/Promotions**
- UCF Employee of the Month (EoM) for October 2007
- Leadership Excellence Certificate
- Supervisory Skills Certificate
- Diversity Series Certificate

EoM Johnny Hill with department head Marcus Kilman

■ **Service**
- Library
  • Group 2017 Committee
  • Preservation Committee
■ **Training/Development**
- UCF HR
  • Race, Ethnicity, Language, and Religion
  • Age and Physical Ability
  • Gender and Sexual Orientation
  • Diversity Certificate Series
  • On the Threshold of Change
  • Performance Appraisals
  • Teambuilding/Empowerment
  • Constructive Discipline
  • Business Writing
  • Workplace Communication – Part 1
  • Coaching & Counseling
  • Employment Law & Workplace Violence
  • The Leader's Role
  • Time Management
  • Customer Service & Leadership
    - Personalities at Work – MBTI
    - Interviewing Skills for Supervisors
    - UCF Libraries:
  • Reference Databases & Government Documents Training
  • Various Aleph training sessions

Megan Humphries
Sr. LTA
Circulation Services
■ **Awards/Promotions:** Supervisory Skills Certificate
■ **Training/Development**
- UCF HR
  • Teambuilding/Empowerment
  • Performance Appraisals
  • Constructive Discipline
  • Business Writing
  • Workplace Communication – Part I
  • Coaching and Counseling
  • Employment Law and Workplace Violence
  • The Leader's Role
  • Time Management
  • Customer Service and Leadership
  • Personalities at Work – MBTI
  • Interviewing Skills for Supervisors
- UCF Libraries
  • Reference Databases & Government Documents Training
  • Various Aleph training sessions

Carole Hinshaw
Department Head
Reference Services
■ **Creative Works**
- Organized several exhibits & events including the Jack Kerouac 50th anniversary celebration of *On the Road*, funded by a Florida Humanities Council grant.
- Wrote a successful grant funded by the Florida Humanities Council for exhibit and events *on Jack Kerouac: Where the Road Ends.*
- Wrote a successful grant funded by UCF LIFE (Learning Institute for Elders) for presentations by Bill Belleville and Betty Jean Steinshouer.
- Chaired committee that submitted a National Endowment for the Humanities/ American Library Association grant proposal *Pride & Passion: the African American Baseball Experience.* If funded the traveling exhibit and related events will take place 2009 or 2010.
■ **Service**
- **Library**: Chair, Exhibits & Events Committee

Athena Hoeppner
Electronic Resources Librarian
Acquisitions & Collection Services
- **Creative Works**
  - "Getting Users to Library Resources: A del.icio.us Alternative," co-presented with Aysegul Kapucu and Doug Dunlop, at *Computers in Libraries* and at FLA 2008
  - Prepared and delivered EZproxy training for Circulation and Ask A Librarian, March 2008
- **Service**
  - **National:** American Society for Information Science & Technology (ASIS&T), SIG-ED, Communications Officer
  - **State**
    - SUL Electronic Resources Subcommittee
    - Chair, ASIS&T, Florida Chapter
  - **Library**
    - Member, LibGuides Taskforce
    - Chair, Electronic Resources Workgroup
    - Member, Strategic Planning Committee
    - Member, Web Working Group
- **Training/Development**
  - Completed "Supervisory Skills Training" Series, UCF HR
  - "Teaching and Learning with Web 2.0," Gardner Campbell, ELI Web Seminar, January 2008
  - "Water's Journey through the Everglades and Other Mixed Reality Experiences," Charles Hughes, UCF, March 2008
  - "Augmented Reality: New Strategies in Location-Based Mobile Learning Games and Simulations." Judy Perry, ELI Web Seminar, April 2008
- **Attended:** Computers in Libraries 2008, Arlington, April 2008

Davina Hovanec
Computer Support Analyst
Systems & Technology
- **Creative Works:** Assisted the Central Florida Memory project in the virtual world of *Second Life* by building a historical type cracker house. Information for building the house taken from:
  - http://www.oldhouseweb.com/stories/Detailed/12106.shtml
  - For more information and photographs of Florida cracker houses, visit these websites:
    - http://fcit.usf.edu/florida/photos/arts/crackr/crackr.htm
    - http://www.pinellascounty.org/Heritage/exhibits_collections.htm
  - Second Life link/address of CFM:
    - http://slurl.com/secondlife/Eduisland%204/159/54/25
- **Training/Development:** MBTI Workshop, UCF HR, March 2008

Historical Cracker House created by Davina Hovanec for Central Florida Memory's presence in Second Life
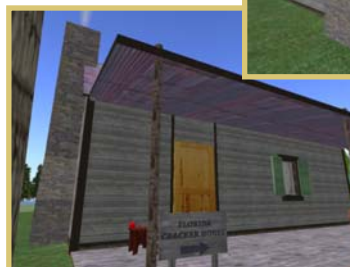
Pam Jaggernauth
LTA Supervisor
Curriculum Materials Center
- **Professional Development:** Continued coursework toward a degree in Accounting

Selma K. Jaskowski
Assistant Director
Systems & Technology
Administrative Services
- **Service**
  - **State/FCLA**
    - Coordinator, CSUL Technology Advisory Group
    - LMS Project Coordinator
    - General Liaison
  - **Local/Central Florida Memory**
    - Operations Committee
    - Grant Writing Committee
  - **University**
    - COOP Committee
    - Network Security Team
  - **Library**
    - Chair, Search Committee, Head, Special Collections & University Archives
    - Library Advisory Committee
    - Library Student Advisory Board
    - Chair, Web Working Group
    - Chair, Library Technology Advisory Group
    - Aleph Implementation & Migration Committee
    - Digital Project Management
      - Central Florida Memory
      - Electronic Theses &Dissertations
      - Florida Heritage Project
      - Carey Hand Funeral Records
      - Institutional Repository development
      - Digital Library of the Caribbean (dLOC)

- **Training/Development**
  - MBTI Workshop, March 2008
  - Harvard Leadership Institute, Cambridge, August 2007

Jacqui Johnson
Sr. LTA
Cataloging Services
- **Training/Development:**
  - "Emergency Response and Hostile Intruder" Training, UCF Campus Police
  - Strategic Planning Focus Group Session

Aysegul Kapucu
Librarian
Reference Services
- **Creative Work**
  - "The Social Web in Scholarship and Libraries," co-presented with John Venecek, Athena Hoeppner, and Doug Dunlop, at the Florida Library Association (FLA) Annual 2008 Conference, St. Petersburg Beach, April 2008
  - "Getting Users to Library Resources: A del.icio.us Alternative," co-presented with Athena Hoeppner and Doug Dunlop, at the *Computer in Libraries* 2008 Conference, Arlington, April 2008
  - "Florida Libraries Media Training: FLA Continuing Education Committee Event," hosted and managed local arrangements at the UCF Libraries, March 2008

Raynette Kibbee
Sr. Administrative Assistant
Administrative Services
- **Service**
  - Library
    - Libraries Web Working Group
    - Director's Advisory Group (ex-officio)
- **Training/Development:** "Word 2007, Part 1 & Part 2," CFLC, Volusia Co. Library Support Center, April & May 2008

Elizabeth Killingsworth
Interim Department Head
Information Literacy & Outreach
- **Creative Works**
  - "Inspiring Change, Leading From Within: A Case Study," co-presented with Meg Scharf, for the ACRL/LAMA Joint Spring Virtual Institute, April 2008
  - "The QEP, Information Fluency and the UCF Libraries: A Story," Virtual presentation for the Florida Association of Community College Learning Resources Commission, November 2007

  - "Successful Outreach and Partnerships: The QEP and Information Fluency," presentation at the Florida Chapter of the Association of College and Research Libraries (FACRL) Fall program, Edison College, Ft. Myers, October 2007
- **Service**
  - **State:** President, Executive Board, Florida Chapter of the Association of College and Research Libraries (FACRL), 2008-2009

Marcus Kilman
Department Head
Circulation Services
- **Awards/Promotions:** Received Libraries Years of Service Award: 10 years.
- **Creative Works**
  - "Improving Circulation Services Through Staff Involvement," with Cynthia Kisby, *Journal of Access Services*, Vol. 5, Nos. 1-2, 103-112 (2007)
  - "You've been Shopped! Mystery Shopping for Better Service," with Kelly Peppo, Orange County Public Libraries, presented at ALA Conference, Anaheim, June 2008
  - "Copyright and Course Reserves," presentation to the UCF History Department, August 2007
- **Memberships:** FLA, ALA, ACRL
- **Service**
  - **State:** SUL Circulation Subcommittee
  - **University:** Faculty Copyright Liaison
  - **Library**
    - Member, Onward 18 Aleph Committee
    - Member, Group 17 Committee
- **Attended:** ALA Annual Conference, Anaheim, June 2008

Katie Kirwan
Sr. LTA
Acquisitions & Collection Services/Binding
- **Training/Development**
  - Life at Work Workshop
  - Excellence Class

Cynthia Kisby
Department Head
Regional Campus Libraries
- **Service**
  - **State**
    - Appointed Chair of Florida Library Association (FLA) Management and Administrators Group

- Assisted ad hoc committee in selection of new FLA Executive Director
- Guest speaker for Florida State University LIS 5916 online class
- **Library**
  - Served as .15 FTE Interim Personnel Librarian
  - Assisted with faculty Cumulative Progress Evaluation (CPE) process and served as ex officio LPAC member.

Igor Kovalyov
Sr. LTA
Curriculum Materials Center

- **Service**
  - Library
    - Libraries 2007 Diversity Team
    - Member, Preservation Committee
    - Member; Director's Advisory Group
- **Training/Development:** Diversity Training

Tatyana Leonova
Sr. LTA
Acquisitions & Collection Services

- **Training/Development:** Aleph migration and training

Jamie LaMoreaux
LTA Specialist
Acquisitions & Collection Services

- **Service**
  - **State:** Vice Chair, FLA Library Associates Committee
  - **University**
    - Transportation & Parking Committee
    - Parliamentarian, USPS Staff Council
  - **Library**
    - Library Evacuation Team member
    - Exhibits & Events Committee
- **Training/Development**
  - Working on 2nd BA in Theater; taking Makeup Techniques for the Theater
- **Attended:** St. Pete Conference (funded by Staff Council Training Scholarship)

Joel Lavoie
Library IT Manager
Systems & Technology

- **Service**
  - **Local:** Central Florida Memory Web Design and Server Support Committee
  - **University:** Campus ETD Working Group

- **Library**
  - Aleph Onward 18 Committee
  - Web Working Group
  - Strategic Planning Committee, Libraries in 2017
- **Training/Development:**
  - MBTI Workshop, UCF HR, March 2008
- **Attended:** Microsoft TechEd, Orlando, June 2008

Susan MacDuffee
Sr. LTA
Acquisitions & Collection Services

- **Awards/Promotions:** USPS Staff Council Book Award
- **Service**
  - **University:** Volunteered with Fairness for all Families, UCF Chapter
  - **Library:** Volunteered at book sale
- **Training/Development**
  - UCF Police Training: Hostile Intruders
  - Classes: Intro to Women's Studies

Colleen Maguire
Office/Payroll Manager
Administrative Services

- **Creative Works:** Conducted two staff training sessions on student hiring and timesheet preparation

Jim Mauk
Sr. LTA
Circulation Services

- **Training/Development**
  - Microfilm/Scanner Roundtable
  - Fish Camp, UCF HR
  - UCF Libraries
    - Various Aleph training sessions
    - Reference Databases & Government Documents Training

Greg McCoy
LAN Administrator
Systems & Technology

- **Service**
  - **University**
    - UCF Student Conduct Review Board
    - Information Technology & Resources Coordinating Council
    - Network Security Team
    - UCF Departmental Security Coordinator
  - **Library**
    - Library Web Working Group

- Director's Advisory Group:
  - 1st Annual Library Tailgate Party, Co-Chair
  - Holiday Party Committee, Co-Chair
  - Chili Cook-off, Co-Chair

Winners of the 2008 Chili Cook-Off: vegetarian chili, Pat Tiberii; meat chili category, Colleen Maguire; and the best hot chili award went to Greg McCoy.

- Library Emergency Team
- Search Committee, Head, Human Resources & Staff Development (search suspended due to hiring freeze)

■ **Training/Development**
- Various seminars presented by Microsoft, Cisco, and Dell:
  - Microsoft LiveMeeting to discuss WDS/Multicast, May-June 2008
  - Microsoft DOP Training, 2008
  - Orlando Seminar w/Cisco, VMware, NetApp for UCF Staff, April 2008
  - Dell Field Briefing, April 2008
  - Dell/Intel's HPC architect, April 2008
  - Dell Lunch-n-Learn, March 2008
  - Microsoft Roadmap, February 2008
  - EDUCAUSE Live! Spotlight on Identity Management, February 2008
  - Monitoring & Maintaining Infrastructure Health in Higher Education, February 2008
  - Cisco Systems event Cisco Tech Days, January 2008
- UCF HR
  - MBTI Workshop, March 2008
  - Ergonomics in the Workplace, July 2007
  - UCF Purchasing Diversity in Contracts, March 2008
- "Emergency Response and Hostile Intruder" Training, UCF Campus Police, May 2008
- Upgraded MCSA certification to MCSA 2003, March 2008

■ **Attended:** Microsoft TechEd 2008, June 2008

Hal Mendelsohn
Librarian
Reference Services
■ **Creative Works**
- Presented a Patent Workshop to Office of Undergraduate Research Summer Research Academy.
- Organized poster session and panel discussion on the SELA Mentoring Program.
■ **Service**
- **National**
  - Chair, SELA Membership & Mentoring Program
  - Organized the Membership Table for the Membership and Mentoring Committee.
■ **Attended:**
- Southeastern Library Association/ Kentucky Library Association (SELA/ KLA) Annual Conference. October 2008
- SELA Leadership Conference 2007, Atlanta

Laila Miletic-Vejzovic
Department Head
Special Collections &
University Archives

■ **Creative Works**
- Applied for a National Endowment for the Humanities (NEH) "Preservation Assistance Grant"
■ **Membership**
- American Library Association
- ACRL Division
- ACRL RBMS Section
- ACRL SEES Section
- RBMS-Membership & Professional Development Committee through June 2009
■ **Service**
- **International**
  - Invited to be included in Who is Who in Croatian Science

http://tkojetko.irb.hr/en/znanstvenikDetalji.php?sifznan=9672

  - Consultant for Digital Initiatives Programs in several Croatian Libraries
- **National**
  - Reviewer, Library Sciences Peer Review Committee for the Fulbright Scholar Program 2008/09

- Member, *OCLC Systems & Services* (*OSS*) Editorial Advisory Board (EAB), 2002 - present
  - **State:** Invited to serve a two-year term on the Florida Book Awards (FBA) jury for their new category "Book Design" http://www.fsu.edu/~ams/bookawards/Juries/Vejzovic.html
  - **Library:** Member, Preservation Committee, April 2008 –present
- ■ **Attended**
  - 49th Annual Rare Books & Manuscripts Section (RBMS) Preconference, "Rare and Special Bytes: Special Collections in the Digital Age", Los Angeles, June 2008
  - ALA 2008 Annual Conference, Anaheim, CA
  - Attended the UCF Retirees Spring Luncheon, May 2008.

Traci Milbuta
Office Assistant
Acquisitions & Collection Services

- ■ **Awards/Promotions**
  - Recognized for 10 years of service to UCF
  - USPS Staff Council Book Award
- ■ **Service**
  - Library
    - Organized three library book sales
    - Organized Acquisitions Open House
- ■ **Training/Development:** taking UCF Classes: Anthropology, Ancient Inca, Medieval Humanities, Cornerstone

Kim Montgomery
Librarian
Cataloging Services

- ■ **Awards/Promotions:** Received medal for 20 years of service at UCF Founder's Day Convocation
- ■ **Creative Works:** SFX in the OPAC, for UCF librarians and staff, April 2008
- ■ **Memberships**
  - American Libraries Association, ALCTS
  - American Society for Information Science & Technology
- ■ **Service**
  - State
    - CAGER/Metadata Subcommittee of TSPC, Chair 2007, member 2008
    - OPAC Visioning Summit Planning Task Force, fall 2007-Jan. 2008.
  - **Library:** Member, Libraries in 2017 Committee, 2007

Renee Montgomery
Outreach Librarian
Information Literacy & Outreach

- ■ **Creative Works**
  - "Library Services and Resources" presentation for the FCTL New Faculty Orientation, August 2007.
  - "Got Citations? How RefWorks can Help Your Research," co-presented with Rich Gause, to the FCTL New Faculty Orientation, August 2007
- ■ **Service**
  - **State**: Member, Public Services Planning Committee, Information Literacy Subcommittee, January 2007 – present
  - **Local:** External Reviewer of Research, University of South Florida Librarian seeking promotion from Instructor to Assistant Librarian, 2007
  - **University**
    - Member, General Education Program (GEP) Subcommittee, 2006-present
    - University Faculty Senate Alternate, 2007-2009
    - Commencements, Convocations, and Recognitions Committee member, 2007 – present.
  - **Library**
    - Member, Cram 4 for the Exam Committee, 2007
    - Co-chair, Library Holiday Party Planning Committee, December 2007
    - Faculty Representative, Director's Advisory Group, 2007-2009
    - Member, Library Preservation Committee, 2008 – present

Rachel Mulvihill
Librarian
Information Literacy & Outreach

- ■ **Awards/Promotions:**
  - Received Libraries Years of Service Award: 5 years.
  - Awarded a $1,000 Information Fluency (IF) Enhancement Grant for proposal "Embedded Librarians: IF Outreach to Online and Distant Students"
- ■ **Service to the World:** Created Greyson Mulvihill and took six months of parental leave

Stephen Nordlinger
Sr. LTA
Circulation Services

- ■ **Service**
  - **University:** UCF's Escape (self-defense) Founder and Instructor

- Library
  - Notary Public
  - Instructor, Library Diversity Week Events:
    - Martial Arts Across World Cultures
    - Basic Arabic
    - Basic Spanish
    - Basic American Sign Language
- **Training/Development**
  - Library
    - Library & Internet Research
    - Wikis, Blogs, Podcasts, Facebook, & RSS
    - Student Employment Workshop
    - Various Aleph training sessions
    - Reference Databases & Government Documents Training
    - EZProxy Training
    - Circulation Cash Handling Workshop
  - "Emergency Response and Hostile Intruder" Training, UCF Campus Police, May 2008

Burak Ogreten
LTA Supervisor
Cataloging Services
- **Training/Development**
  - UCF Libraries
    - Introduction to Aleph v.18 training sessions
    - Group 2017 meetings
    - Student Employment Workshop
    - Web Working Group meetings
    - LC Working Group meetings
    - U.S. Government Documents training session
    - CD workshop
  - "Emergency Response and Hostile Intruder" Training, UCF Campus Police, May 2008

Cataloging Services Employees: Rey Parulan, Ginny Farmer, and Burak Orgreten at Ginny's 70th birthday celebration in July 2007

Tanya Jo Ormseth
LTA Supervisor
Universal Orlando Foundation Library at the Rosen College of Hospitality
- **Creative Work**
  - Co-curated the exhibit "Dick Pope: Father of Florida Tourism." (Fall 2007)
  - Co-curated the exhibit "Wanderlust: Where in the World Do You Long to Travel?" (Summer 2008)
- **Service**
  - Library
    - Hosted the "Cram 4 the Exam Jam" for Rosen students
    - Served on the following committees:
      - UCF Libraries' Faculty & Staff Campaign Committee
      - Florida State Employees Charitable Campaign (FSECC)
    - Staffed the UOF Library information table at Rosen College Transfer Student Orientations
- **Training/Development**
  - "Accidental Manager," CFLC
  - Completed certification as a Notary Public
  - "Conflict Resolution," UCF HR
  - "To Change Your Library, Change Your Mind," CFLC

Reynaldo Parulan
Office Assistant
Cataloging Services
- **Training/Development**
  - Student Employment Workshop, UCF Libraries
  - UCF HR
    - Ergonomics for the Workplace
    - Digital Camera Use
    - Google Like A Goo-Ru
    - Effective Internet Searching
    - Indoor Air Quality
    - On the Threshold of Change
    - Age & Physical Ability Workplace Issues
  - "Emergency Response and Hostile Intruder" Training, UCF Campus Police, May 2008

Jeanne Piascik
Special Formats Coordinating Librarian
Cataloging Services
- **Creative Works**
  - "Music CD Cataloging," presented to selected members of the Cataloging Department, February 2008

- "Aleph v.18," presented to the Cataloging Department, October 2007
- **Memberships**
  - American Library Association
  - Florida Library Association
  - Online Audiovisual Catalogers
- **Service**
  - State
    - Chair, FLA Technical Services Member Group (2008-2009); Vice Chair/Chair-Elect (2007-2008)
    - Member, SUS TSPC Authorities Subcommittee
- **Training/Development:** Communication Skills That Bring Real Results, 2008 Middle Manager Leadership Symposiums, SEFLIN, June 2008
- **Attended:** FLA Annual Conference, April 2008

Joan Reynolds
Sr. LTA
Interlibrary Loan/Document Delivery Services

- **Awards/Promotions:** Received Libraries Years of Service Award: 20 years.
- **Training/Development**
  - "Meeting User Needs – Content," August 2007
- **Attended:** Florida Resource Sharing Conference 2007, UCF Rosen campus, December 2007

Yvonne Rivera
Sr. LTA
Cataloging Services

- **Training/Development:**
  - CFLC
    - Google Like A Goo-Ru
    - Effective Internet Searching
    - Library Blogs and News Feeds
    - Web 2.0, Wikis
  - Adult CPR, UCF HR

Debra Robinson
LTA
Interlibrary Loan/Document Delivery Services

- **Service**
  - **University:** Mentored a student assistant, Ariana Santiago, with Pat Tiberii and Deirdre Campbell
  - **Library:** Member, Preservation Committee, May, 2008 – Present
- **Attended:** Attended Florida Resource Sharing Conference 2007, UCF Rosen campus, December 2007

Jorge Santiago
Sr. LTA
Cataloging Services

- **Training/Development**
  - CFLC
    - Book Blitz
    - Google Like A Goo-Ru
    - Effective Internet Searching
  - UCF HR
    - Indoor Air Quality
    - Ergonomics for the Workplace
    - Reach for the Stars
    - Time Management
  - Government Documents Training Session, UCF Libraries

Meg K. Scharf
Associate Director for Public Services
Administrative Services

- **Awards/Promotions:** 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. UCF Libraries received a commendation for the 2007/2008 assessment plan, and for the results report for 2006/2007
- **Creative Works**
  - "Inspiring Change, Leading from Within: A Case Study," co-presented with Elizabeth Killingsworth, at the ACRL/LAMA Spring Joint Virtual Institute, April 2008
  - "Making Sense of an Academic Library Website: Toward a More Usable Interface for University Researchers," co-authored with Athena Hoeppner and Karla Kitalong (UCF English Department), scheduled to be published in *Journal of Web Librarianship* 2(2/3)
  - "Remembering the First Summer Institute: Welcome to Summer Camp for Faculty," wrote an article for the FCTL 10th anniversary issue of *Faculty Focus*, published January 2008
- **Service**
  - **National**
    - Member, Library Administration and Management Association (MAES); elected MAES Incoming Chair/Chair Elect for 2008/2009. 2007/2008 Chair, Using Measurement Data for Library Planning, Program committee

member for 2008 ALA conference program *And Now for the Good News: Appreciative Inquiry.* Initiated planning and served as chair for ALA 2008 preconference, *Living the Balanced Scorecard*

- Secretary, ACRL Subcommittee on Assessment for 2007/ 2008
- **State**
  - Member, SUL Public Services Planning Committee. Committee continues involvement with planning for Endeca and other statewide cooperative services
  - Member and host, SUL OPAC Visioning Summit Planning Committee, held at the UCF Libraries, January 2008
- **Local:** Member, Central Florida Memory project; Marketing and Assessment groups
- **University:** Member, Advisory Board of the Karen L. Smith Faculty Center for Teaching and Learning (FCTL); member, FCTL Director Search Committee

Nathan Schweer
Sr. LTA
Circulation Services

- **Training/Development**
  - UCF Libraries
    - Student Employment Workshop
    - Circulation Cash Handling Workshop
    - Library Payroll Information Workshop
    - EZProxy Training
    - Various Aleph training sessions
    - Reference Databases & Government Documents Training
  - "Emergency Response and Hostile Intruder" Training, UCF Campus Police, May 2008

Meredith Semones
Librarian
Reference Services/Ask A Librarian

- **Service**
  - **Library:** Chair, Librarians' Personnel Advisory Committee

Linda Seward
Sr. LTA
Acquisitions & Collection Services

- **Awards/Promotions:** Received Libraries Years of Service Award: 5 years.
- **Service**
  - **Library:** Member, Director's Advisory Group; served on the following planning committees:
    - Holiday Luncheon

- Mardi Gras
- Chili Cook-off

- **Training/Development**
  - Cross-trained with Cataloging (ETDs), February 2008.
  - OCLC Connexion training

Kristine Shrauger
Department Head
Interlibrary Loan/Document Delivery Services

- **Awards/Promotions:** Recipient of the 2008 Excellence in Librarianship Award
- **Service**
  - State
    - Co-Chair, 2nd annual Florida Resource Sharing Conference at the Rosen College of Hospitality Management, December 2007
    - Chair, SUL ILL User Group, July-December 2007

Peter Spyers-Duran
Serials Coordinating Librarian
Cataloging Services

- **Awards/Promotions:** Received Libraries Years of Service Award: 10 years.
- **Service**
  - **State:** JANUS Core Collection Working Group
  - University
    - Member, UCF Faculty Senate
      - Member, Faculty Senate Budget and Administrative Committee
      - Member, Faculty Senate Graduate Studies Appeals Committee
    - Key worker, Florida State Employees' Charitable Campaign
- **Training/Development:**
  - Book Blitz, CFLC, July 2008
  - MS Access 1, CFLC, May 2008
  - MS Access 2, CFLC, June 2008

Blake Stephens
Programmer Analyst
Systems & Technology

- **Service**
  - **Local:** Central Florida Memory Web Design & Server Support
  - **Library:** Web Working Group
- **Training/Development:** MBTI Workshop, UCF HR, March 2008

Terrie Sypolt
Librarian
Reference Services

- **Creative Work**
  - Collaborated with Aysegul Kapucu to design and implement the prototype for FATE (Florida Association of Teacher Educators) regional wiki pages for the East Central Region, http://ecteducators.pbwiki.com
  - "Achieving Positive Outcomes Using the Librarian-Faculty Liaison Model," co-presented with Michael Arthur, at the 2007 Charleston Conference, Charleston, November 2007
  - "Reaching Diverse Students Through Library Instruction," Roundtable discussion at FATE Conference, Orlando, September 2007
- **Membership:** Phi Kappa Phi, national and local chapters

Sue Terrill
Office Assistant
Administrative Services

- **Service**
  - **Library:** Hosted, arranged, and coordinated "Emergency Response and Hostile Intruder" Training led by UCF Campus Police, May 2008
- **Training/Development:** Student Employment Review, UCF Library, August 2007

Patricia Tiberii
Sr. LTA
Interlibrary Loan/Document Delivery Services

- **Service**
  - **University:** Mentored & co-sponsored a student assistant, Ariana Santiago, with Deidre Campbell and Debra Robinson
  - **Library:** Member, Director's Advisory Group; served on planning subcommittees:
    - Tailgate Party
    - Chili cook-off (won first place in the best vegetarian category)
- **Attended:** Attended Florida Resource Sharing Conference 2007 at the UCF Rosen campus, December 2007

Andy Todd
Librarian
Regional Campus Libraries (Cocoa)

- **Creative Works**
  - "Branching Out: Communication and Collaboration among Librarians at Multi-Campus Institutions," co-authored and presented with Barbara Alderman, Tim Bottorff, and Robbin Glaser, *Thirteenth Off-Campus Library Service Conference Proceedings,* S. Mathson & J. Garrison (Eds.) (pp. 57-80), Mount Pleasant, MI: Central Michigan University
  - "A study of blogging in the online classroom: Implications for teaching and research," co-presented by UCF Teaching Faculty D. Malvey and Barbara Alderman, at the 2007 Annual Meeting of the Academy of Management, Philadelphia, August 2007; the 13th Sloan-C Int'l Conference on Asynchronous Learning Networks: The Power of Online Learning: Realizing the Vision, Orlando, November 2007; and Brown Bag workshop to the Southern Region Faculty, Cocoa, November 2007
- **Service**
  - **State**
    - Member, Quality Assurance Work Group Committee for Florida Statewide Ask-A-Librarian Service
    - Member, FLA 2008 -2010 Scholarship Committee
  - **University:** Member, UCF Quality Enhancement Plan (QEP) Advisory Board since February 2007
  - **Library:** Member, Web Working Group

Min Tong
Librarian
Regional Campus Libraries (South Lake)

- **Creative Works**
  - Creation and maintenance of the UCF/LSCC Joint-use library wiki to inform the South Lake campus faculty, staff, and students of new materials, library hours changes, etc.
  - Articles accepted for Biographic Dictionary of Chinese Entrepreneurs
- **Service**
  - **National:** Webmaster, Chinese American Librarian Association Southeast Chapter
  - **State:** FLA Continuing Education committee
  - **Local:** Search Committee, Lake Sumter Community College (LSCC) Reference Librarian at South Lake campus
  - **Library**
    - Preservation committee
    - Web Working Group
- **Training/Development**
  - Diversity Certificate Workshop Series, UCF Diversity Initiative

■ **Attended:**
- FLA 2008
- Chinese American Librarian Association Southeast Chapter Web-Conference 2008

Sandra Varry
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality Management

■ **Creative Works**
- Co-curated the exhibit "Dick Pope: Father of Florida Tourism," Fall 2007
- Created the Book Jacket display service and changed the display each semester

■ **Memberships**
- ALA
- Art Libraries Society of North America
- FLA
- Society for Photographic Education
- Society of Florida Archivists

■ **Service**
- Library
  • Assisted with preservation efforts at the UOF Library, including learning basic book repair, serving on the Preservation Committee, and suggesting items for a proposed new location code
  • Member, Director's Advisory Group

■ **Training/Development**
- Adult CPR Certification, UCF HR
- Florida Resource Sharing Conference, general session & copyright session, Orlando
- HTML I & II, CFLC
- Began the MLIS program at USF and completed first course

■ **Attended:**
- Society for Photographic Education Conference, Denver
- Society of Florida Archivists Conference, Sarasota

Clare Vogt
Accountant
Administrative Services

■ **Service**
- **University:** UCF Supplier Diversity Day, May 2008
- **Library:** 2007 Holiday Luncheon Planning Committee

■ **Training/Development**
- UCF HR
  • Forum: "Life at Work — It's All About Us," August 2007
  • UCF Procurement Card Training (as cardholder), September 2007

- Creating ePro Requisitions (UCF online course), September 2007
- ITR ePro Requisition Workshop, October 2007
- Purchasing Workshop: State Contracts, December 2007
- Cardholder Information Security Program (required annually), December 2007
- Finance & Accounting Training: End-of-Year Procedures Accounts Payable, June 2008
- "Emergency Response & Hostile Intruder" Training, UCF Police Department, May 2008

Debbie Weatherford
LTA Supervisor
Acquisitions & Collection Services/Binding

■ **Awards/Promotions:** Received Libraries Years of Service Award: 30 years.
■ **Service**
- **Library:** Member, Preservation Committee
• **Training/Development:** Student Employment Review and Update, UCF Libraries

Jack Webb
Monographs Coordinating Librarian
Cataloging Services

■ **Creative Works**
- Developed list of pre-1900 works in library for collection development
- Created bibliography of military collection gift books for history department
- Aleph v.18 training – prepared and presented

2007 Holiday Party Committee: (kneeling l to r) Ed Hernandez, Debbie Barnes, Shelly Wilson, Renee Montgomery (co-chair), Sue Terrill
(standing l to r): Hal Mendelsohn, Meredith Semones, Parri Bolinger, Lee Dotson, Cindy Burris, Greg McCoy (co-chair), and **Clare Vogt**

- **Service**
  - **Library**
    - Member, search committee, Head, Special Collections & University Archives
    - Participant, Endeca stress test
    - Participated in
      - ETD meetings
      - The great 1st to 5th floor shift of library materials
    - Member. Preservation committee
- **Training/Development**
  - UCF Libraries
    - Aleph v.18 training – received
    - OCLC Connexion training
    - Government Documents retrospective cataloging training
  - Library of Congress Webcast on the future of bibliographic control
  - Trends, Fads, etc. Webcast

Shelly Wilson
Sr. LTA
Circulation Services

- **Awards/Promotions:** Leadership Excellence Certificate
- **Service**
  - Library
    - Member, Library Services to Disabled Patrons
    - Member, Web Working Group

- **Training/Development**
  - UCF HR
    - High-Hart Work and Self-Care
    - Mind Your Mouth, Fix Your Face
    - Emotional Intelligence
    - Laws of Leadership I, II, III, and IV
    - Change of Management I
    - Situational Leadership I
    - Myers-Briggs Type Indicator
  - UCF Libraries
    - Reference Databases & Government Documents Training
    - Circulation Cash Handling Workshop
    - Various Aleph training sessions

Ying Zhang
Librarian
Acqusitions & Collection Services

- **Awards/Promotions:** Received Libraries Years of Service Award: 10 years.
- **Creative Works:** Five articles submitted and accepted for *Encyclopedia of Chinese Business Entrepreneurs*, scheduled to be published September 2008
- **Service**
  - **Regional**: Membership Director, Chinese American Librarian Association Southeast Chapter.
  - **Library**: Search Committee, Head, Special Collections & University Archives, successful in filling the position

Circulation Services staff dressed for "Happy Holidays" theme day: Marcus Kilman, Gloria Coney; Johnny Hill, Megan Humphries, Shelly Wilson, Martha Cloutier, student supervisor Amber Schulze, Mary Lee Gladding-Swann

Regional Campus Libraries

Patricia Dyson
OPS
Regional Campus Libraries/Cocoa

- **Creative Works:** Developed an Amazon Wish List with BCC librarian Karen Simpson to create the AOK Children's Book Collection in memory of Allison Ondrasik King. Planned and executed a celebration of the debut of the AOK Children's Collection with Karen Simpson, Andy Todd, and Barbara Alderman
- **Service**
  - **Local:** Volunteered with Junior Achievement and visited with a class of kindergarteners
  - **University:** Assisted Dr. Mary Ann Feldheim with Senior Alliance Seminar
  - **Library**
    - Participated in two NEA's Read Across America events
    - Represented UCF Joint Use Library at Resource Fairs, Health Fair, and Welcome Back events for both Cocoa and Palm Bay campuses.
    - Prepared and distributed library materials at 11 UCF Transfer Students' Orientations.
    - Presented library information to new UCF students.

Many of the accomplishments Special Collections and University Archives have made this past year would not have been achieved without the help of our dedicated group of student assistants. Among their projects and accomplishments this past year:
- EAD collection finding aids were generated, bringing our overall online total for the year to

Special Collections & University Archives

over 100.
- All of the student assistants helped to inventory the book collection and undertake a large book preservation project that is still ongoing.
- Several student assistants moved on from Special Collections including Jamie Winholtz (Fall 2007) and Lindsay Mazziotto (Spring 2008). Jamie left to focus on finishing her studies while Lindsay graduated from UCF and plans to attend Simmons College in

Boston, MA for her master's degrees in History and Library Science.
- Katie Seeler joined us as a volunteer in spring 2008 and joined us on staff in the summer. Katie learned how to create and install exhibits using materials from Special Collections. Her first exhibit was entitled "Evolution of Type: From Prehistoric Times to the Digital Era."

Katie Seeler

- Jeffery Baumiller and Nava Cohen, two interns from the UCF History Department, successfully completed their internships with us in the spring 2008 term. They were so successful that both were hired in the summer.

Nava Cohen

Jeffery Baumiller

- Ryan Groves joined us for the summer 2008 terms as an archivist. He plans on returning to the UCF History Department as a Teaching Assistant in the fall 2008 term.
- Jonathon Teasley continues to work with us on a variety of projects including virtual exhibits and EAD writing.

Jon Teasley

Systems & Technology

Aaron Keyser
OPS
Systems & Technology

- **Training & Professional Development:** MBTI Workshop, UCF HR, March 2008

Library Advisory Committee 2007-2008

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

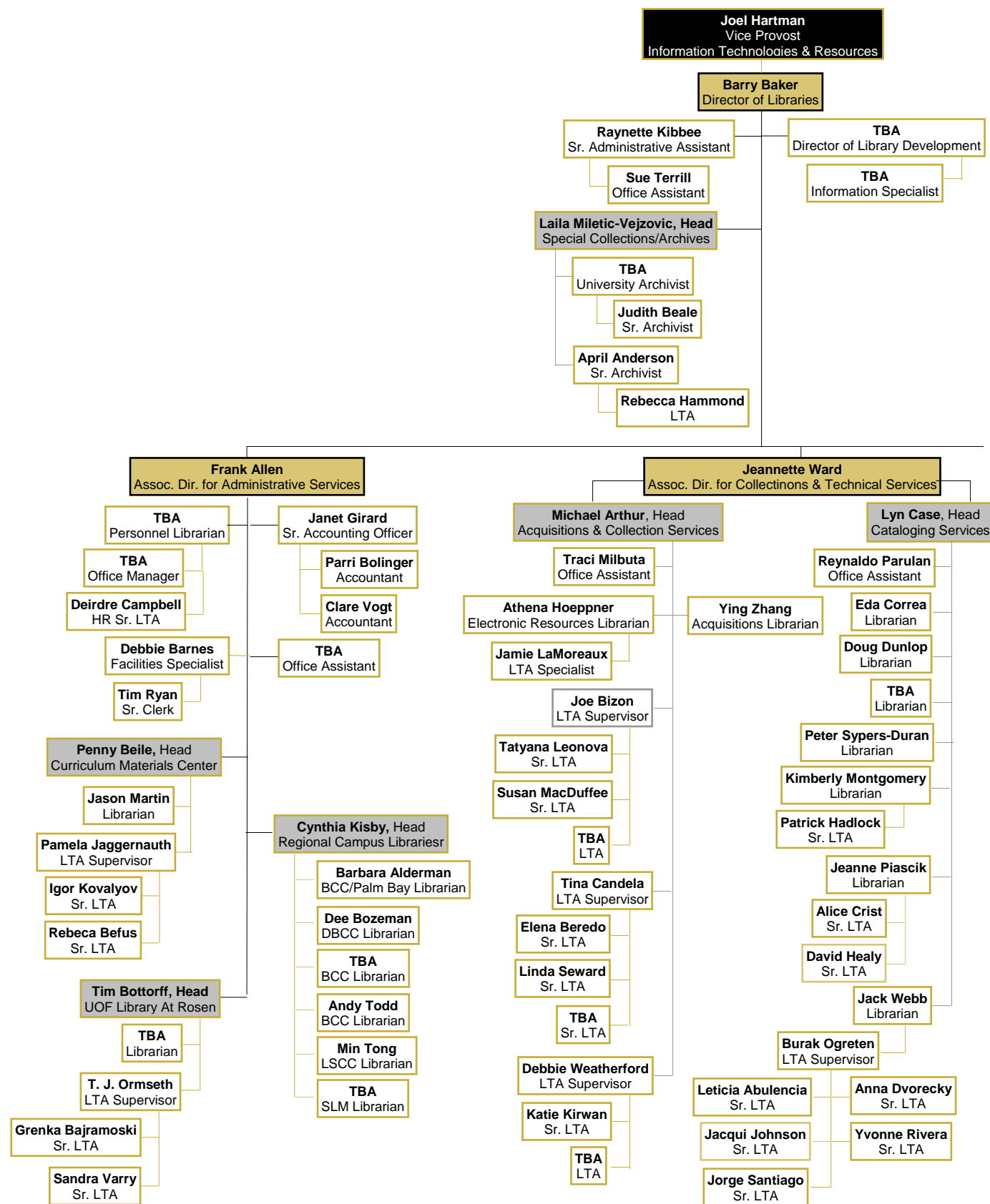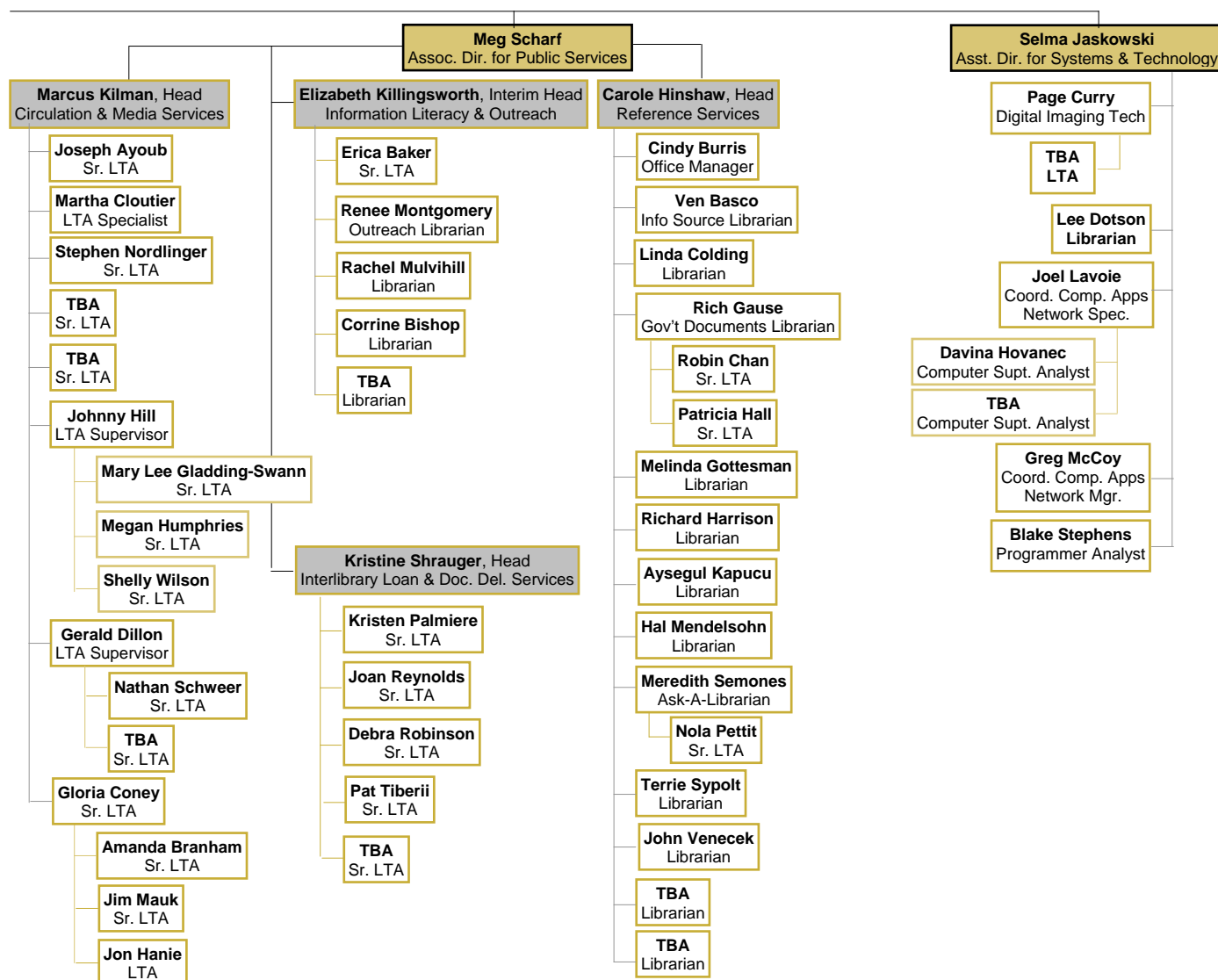| Committee Member	College/Program Represented	Term
Baker, Barry	Director of Libraries	Ex Officio
Allen, Frank	Libraries/Associate Director, Administrative Services	Ex Officio
Jaskowski, Selma	Libraries/Assistant Director, Systems & Technology	Ex Officio
Scharf, Meg	Libraries/Associate Director, Public 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
Vest, Jennifer	College of Arts & Humanities/Philosophy	07/08-09/10
Cole, Alex	Burnett College of Biomedical Sciences	05/06-07/08
Parikh, Mihir	Business Administration/Management Information Systems	07/08-09/10
Buchoff, Rita	College of Education	07/08-0910
Divo, Eduardo	Engineering & Computer Sciences/Engineering Technology	07/08-0910
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	07/08-09/10
Schell, John (Rick)	College Dean/Undergraduate Studies	05/06-07/08
Aponte, Gerardo	Student Governmrnt	07/08

Abulencia, Leticia (05/94) .... Cataloging Services
Alderman, Barbara (10/02) ...Regional Campus Libraries
Allen, Frank (05/98).................. Administrative Services
Anderson, April (05/07)...... Special Collections/Archives
Arthur, Michael (07/06) Acquisitions & Collection Services
Ayoub, Joe (07/99).......................... Circulation Services
Bajramoski, Grenka (11/05)..........UOF Library at Rosen
Baker, Barry B. (04/98)............... Administrative Services
Baker, Erica (08/05)..... Information Literacy & Outreach
Barnes, Debbie (07/07) .... Administrative Services
Basco, Ven (06/98)..............................Reference Services
Beale, Judith (11/04) .... Special Collections/Archives
Befus, Rebeca (04/08) ....Curriculum Materials Center
Beile, Penny (06/98)...........Curriculum Materials Center
Beredo, Elena (04/98) Acquisitions & Collection Services
Bishop, Corinne (09/01)Information Literacy & Outreach
Bizon, Joe (09/98)...... Acquisitions & Collection Services
Bolinger, Parri (04/03) .... Administrative Services
Bottorff, Tim (01/04) ....UOF Library at Rosen
Bozeman, Dee (02/06)...........Regional Campus Libraries
Branham, Amanda (05/08).............. Circulation Services
Burris, Cindy (02/02).......................Reference Services
Campbell, Deirdre (11/89).......... Administrative Services
Candela, Tina (09/89) Acquisitions & Collection Services
Case, Lyn (02/98)............................ Cataloging Services
Chan, Robin (06/05) ....Reference Services
Cloutier, Martha (10/06) .... Circulation Services
Colding, Linda (07/99) ....Reference Services
Coney, Gloria (01/89)...................... Circulation Services
Correa, Eda (04/99) .... Cataloging Services
Crist, Alice (09/79).......................... Cataloging Services
Curry, Page (09/02).....................Systems & Technology
Dunlop, Doug (12/05) .... Cataloging Services
Dillon, Gerald (06/05) .... Circulation Services
Dotson, Lee (01/07).....................Systems & Technology
Dvorecky, Anna (01/02) .... Cataloging Services
Gause, Rich (04/98) ....Reference Services
Girard, Janet (09/97) .... Administrative Services
Gladding-Swann, Mary Lee (10/95) . Circulation Services
Gottesman, Melinda (03/07)...............Reference Services
Hadlock, Patrick (04/03) .... Cataloging Services
Hall, Patricia (09/83).........................Reference Services
Hammond, Rebecca (12/00) Special Collections/Archives
Hanie, Jon (09/00)......................... Circulation Services
Harrison, Richard (04/01) ....Reference Services
Healy, David (08/92) .... Cataloging Services
Hill, Johnny (04/05)....................... Circulation Services
Hinshaw, Carole (08/89) ....Reference Services
Hoeppner, Athena (06/95).Acquisitions & Collection Services
Hovanec, Davina (02/00)..............Systems & Technology
Humphries, Megan (06/01) .... Circulation Services
Jaggernauth, Pamela (09/98)Curriculum Materials Center
Jaskowski, Selma (08/94) ....Systems & Technology
Johnson, Jacqui (09/97) .... Cataloging Services
Kapucu, Aysegul (05/07)....................Reference Services
Kibbee, Raynette (06/85)............ Administrative Services

Killingsworth, Elizabeth (01/00) .Information Literacy & Outreach
Kilman, Marcus (07/96)................... Circulation Services
Kirwan, Katie (04/99) .Acquisitions & Collection Services
Kisby, Cynthia (06/96).......... Regional Campus Libraries
Kovalyov, Igor (08/07)........ Curriculum Materials Center
LaMoreaux, Jamie (09/93) Acquisitions & Collection Services
Lavoie, Joel (12/95) .... Systems & Technology
Leonova, Tatyana (11/00)Acquisitions & Collection Services
MacDuffee, Susan (03/96) Acquisitions & Collection Services
Martin, Jason (10/03)........ Curriculum Materials Center
Mauk, Jim (09/80)...........................Circulation Services
McCoy, Greg (05/99)................... Systems & Technology
Mendelsohn, Hal (04/01) .... Reference Services
Milbuta, Traci (09/06).Acquisitions & Collection Services
Miletic-Vejzovic, Laila (03/08)Special Collections/Archives
Montgomery, Kimberly (08/89) ....Cataloging Services
Montgomery, Renee (09/03)Information Literacy & Outreach
Mulvihill, Rachel (01/02) Information Literacy & Outreach
Nordlinger, Stephen (03/07)............. Circulation Services
Ogreten, Burak (01/03) ....Cataloging Services
Ormseth, T.J. (01/04) .... UOF Library at Rosen
Palmiere, Kristen (06/08).....................Interlibrary Loan
Parulan, Reynaldo (02/01) ....Cataloging Services
Pettit, Nola (05/07) .... Reference Services
Piascik, Jeanne (09/95) ....Cataloging Services
Reynolds, Joan (12/86)........................Interlibrary Loan
Rivera, Yvonne (09/06) ....Cataloging Services
Robinson, Debra (02/05) ....Interlibrary Loan
Ryan, Tim (02/00) ....Administrative Services
Santiago, Jorge (09/00) ....Cataloging Services
Scharf, Meg (06/84)....................Administrative Services
Schweer, Nathan (12/06) .... Circulation Services
Semones, Meredith (06/95)................ Reference Services
Seward, Linda (06/02) Acquisitions & Collection Services
Shrauger, Kristine (01/04) ....Interlibrary Loan
Spyers-Duran, Peter (08/96) ....Cataloging Services
Stephens, Blake (02/05) .... Systems & Technology
Sypolt, Terrie (04/01)......................... Reference Services
Terrill, Susan (03/07) ....Administrative Services
Tiberii, Patricia (08/89)........................Interlibrary Loan
Todd, Andrew (12/04) .... Regional Campus Libraries
Tong, Min (06/07)............... Regional Campus Libraries
Varry, Sandra (07/07)................... UOF Library at Rosen
Venecek, John (01/07)........................ Reference Services
Vogt, Clare (01/05) ....Administrative Services
Ward, Jeannette (04/84) .... Collections & Technical Services
Weatherford, Debbie (03/77)Acquisitions & Collection Services
Webb, Jack (07/93) ....Cataloging Services
Wilson, Shelly (12/04) ....Circulation Services
Zhang, Ying (08/96)....Acquisitions & Collection Services

NOTE: Dates in parentheses is the library date of hire.

Organization Chart

Joel Hartman
Vice Provost
Information Technologies & Resources

Barry Baker
Director of Libraries

Raynette Kibbee
Sr. Administrative Assistant

Sue Terrill
Office Assistant

TBA
Director of Library Development

TBA
Information Specialist

Laila Miletic-Vejzovic, Head
Special Collections/Archives

TBA
University Archivist

Judith Beale
Sr. Archivist

April Anderson
Sr. Archivist

Rebecca Hammond
LTA

Frank Allen
Assoc. Dir. for Administrative Services

TBA
Personnel Librarian

TBA
Office Manager

Deirdre Campbell
HR Sr. LTA

Debbie Barnes
Facilities Specialist

Tim Ryan
Sr. Clerk

Janet Girard
Sr. Accounting Officer

Parri Bolinger
Accountant

Clare Vogt
Accountant

TBA
Office Assistant

Penny Beile, Head
Curriculum Materials Center

Jason Martin
Librarian

Pamela Jaggernauth
LTA Supervisor

Igor Kovalyov
Sr. LTA

Rebeca Befus
Sr. LTA

Tim Bottorff, Head
UOF Library At Rosen

TBA
Librarian

T. J. Ormseth
LTA Supervisor

Grenka Bajramoski
Sr. LTA

Sandra Varry
Sr. LTA

Cynthia Kisby, Head
Regional Campus Librariesr

Barbara Alderman
BCC/Palm Bay Librarian

Dee Bozeman
DBCC Librarian

TBA
BCC Librarian

Andy Todd
BCC Librarian

Min Tong
LSCC Librarian

TBA
SLM Librarian

Jeannette Ward
Assoc. Dir. for Collectinons & Technical Services

Michael Arthur, Head
Acquisitions & Collection Services

Traci Milbuta
Office Assistant

Athena Hoeppner
Electronic Resources Librarian

Jamie LaMoreaux
LTA Specialist

Joe Bizon
LTA Supervisor

Tatyana Leonova
Sr. LTA

Susan MacDuffee
Sr. LTA

TBA
LTA

Tina Candela
LTA Supervisor

Elena Beredo
Sr. LTA

Linda Seward
Sr. LTA

TBA
Sr. LTA

Debbie Weatherford
LTA Supervisor

Katie Kirwan
Sr. LTA

TBA
LTA

Ying Zhang
Acquisitions Librarian

Lyn Case, Head
Cataloging Services

Reynaldo Parulan
Office Assistant

Eda Correa
Librarian

Doug Dunlop
Librarian

TBA
Librarian

Peter Sypers-Duran
Librarian

Kimberly Montgomery
Librarian

Patrick Hadlock
Sr. LTA

Jeanne Piascik
Librarian

Alice Crist
Sr. LTA

David Healy
Sr. LTA

Jack Webb
Librarian

Burak Ogreten
LTA Supervisor

Leticia Abulencia
Sr. LTA

Jacqui Johnson
Sr. LTA

Jorge Santiago
Sr. LTA

Anna Dvorecky
Sr. LTA

Yvonne Rivera
Sr. LTA

Meg Scharf
Assoc. Dir. for Public Services

Selma Jaskowski
Asst. Dir. for Systems & Technology

Marcus Kilman, Head
Circulation & Media Services

Joseph Ayoub
Sr. LTA

Martha Cloutier
LTA Specialist

Stephen Nordlinger
Sr. LTA

TBA
Sr. LTA

TBA
Sr. LTA

Johnny Hill
LTA Supervisor

Mary Lee Gladding-Swann
Sr. LTA

Megan Humphries
Sr. LTA

Shelly Wilson
Sr. LTA

Gerald Dillon
LTA Supervisor

Nathan Schweer
Sr. LTA

TBA
Sr. LTA

Gloria Coney
Sr. LTA

Amanda Branham
Sr. LTA

Jim Mauk
Sr. LTA

Jon Hanie
LTA

Elizabeth Killingsworth, Interim Head
Information Literacy & Outreach

Erica Baker
Sr. LTA

Renee Montgomery
Outreach Librarian

Rachel Mulvihill
Librarian

Corrine Bishop
Librarian

TBA
Librarian

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

Kristen Palmiere
Sr. LTA

Joan Reynolds
Sr. LTA

Debra Robinson
Sr. LTA

Pat Tiberii
Sr. LTA

TBA
Sr. LTA

Carole Hinshaw, Head
Reference Services

Cindy Burris
Office Manager

Ven Basco
Info Source Librarian

Linda Colding
Librarian

Rich Gause
Gov't Documents Librarian

Robin Chan
Sr. LTA

Patricia Hall
Sr. LTA

Melinda Gottesman
Librarian

Richard Harrison
Librarian

Aysegul Kapucu
Librarian

Hal Mendelsohn
Librarian

Meredith Semones
Ask-A-Librarian

Nola Pettit
Sr. LTA

Terrie Sypolt
Librarian

John Venecek
Librarian

TBA
Librarian

TBA
Librarian

Page Curry
Digital Imaging Tech

TBA
LTA

Lee Dotson
Librarian

Joel Lavoie
Coord. Comp. Apps
Network Spec.

Davina Hovanec
Computer Supt. Analyst

TBA
Computer Supt. Analyst

Greg McCoy
Coord. Comp. Apps
Network Mgr.

Blake Stephens
Programmer Analyst

A&I	Alterations & Improvements
A&P	Administrative & Professional
A&S	Arts & Sciences
AA	Academic Affairs
AAL	Ask A Librarian
ABET	Accreditation Board for Engineering and Technology
ACRL	Association of College & Research Libraries
ACURIL	Association of Caribbean University, Research & Institutional Libraries
AI2V	Advanced Invention to Venture
AJAX	Asynchronous JavaScript and XML
ALA	American Library Association
ALCTS	Association for Library Collections & Technical Services
ALEPH	Automated Library Expandable Program
ALSTAR	Academic Librarians for Tomorrow's Academic Researchers
AOL	America Online
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
AV	Audiovisual
BCC	Brevard Community College
CAC	Counseling & Advising Center
CAGER	Cataloging & Access Guidelines for Electronic Resources
CASTL	Carnegie Academy for the Scholarship of Teaching and Learning
CD	Compact Disk
CD	Collection Development
CDWS	Course Development & Web Services
CFLC	Central Florida Library Cooperative
CFM	Central Florida Memory
CIS	Congressional Information Service
CMC	Curriculum Materials Center
CMDS	Collection Management & Development Section
COHPA	College of Health & Public Affairs
COOP	Continuity of Operations Program
COUNTER	
CPC	Collection Planning Committee
CPE	Cumulative Progress Evaluation
CPTP	Cumulative Performance Toward Promotion
CREOL	College of Optics and Photonics
CSS	Cascading Style Sheet
CSUL	Council of State University Libraries
DAG	Director's Advisory Group
DAL	Departmental Authorization List
DB	Database
DCE	Division of Continuing Education
DDAC	Digital Development & Access Committee
DDS	Document Delivery Services

DHCP	Dynamic Host Configuration Protocol
dLOC	digital Library of the Caribbean
DOP	Desktop Optimization Pack
DSC	Daytona State College
DVD	Digital Video Disc
E&G	Educational & General
EAC	Engineering Accreditation Council
EAD	Encoded Archival Description
EBSS	CindyAccomplishments
EDI	Electronic Data Interchange
ELI	EDUCAUSE Learning Institute
ELUNA	Ex Libris Users of North America
EoM	Employee of the Month
ERIC	Education Resources Information Center
ERW	Electronic Resources Workgroup
ETD	Electronic Theses & Dissertations
F&A	Finance & Accounting
FAP	Faculty and A&P?
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
FLA	Florida Library Association
FMG	Fine Media Group
FSEC	Florida Solar Energy Center
FSECC	Florida State Employees' Charitable Campaign
FTE	Full-Time Equivalent
FTU	Florida Technology University
FWS	Federal Work Study
FY	Fiscal Year
GEP	Graduate Education Subcommittee
GIF	Global Interlibrary Loan Framework
GOBI	Global Online Bibliographic Information
GODORT	Government Documents Round Table
GSA	Graduate Students Association
GUI	Graphical User Interface
HPC	High Performance Computing
HAPI	Hispanic-American Periodicals Index
HR	Human Resources
HTML	HyperText Markup Language
HVAC	Heating, Ventilating, & Air Conditioning
IF	Information Fluency
IGI	International Genealogical Index
IIS	Index to International Statistics
ILL	Interlibrary Loan
ILO	Information Literacy & Outreach
ILS	Integrated Library System
IM	Instant Messaging
IMLS	Institute for Museum and Library Services
IP	Internet Protocol
IPEDS	Integrated Postsecondary Education Data System
IST	Institute for Simulation & Training
IT&R	Information Technologies & Resources
JSTOR	Journal Storage
LACLS	Latin American, Caribbean, & Latino Studies

LAMA	Library Administration & Management Association (ALA)
LCME	Liaison Committee on Medical Education
LDAP	Lightweight Directory Access Protocol
LI	Library Instruction
LILAC	Librarians Information Literacy Annual Conference
LPAC	Librarians' Personnel Advisory Committee
LSCC	Lake Sumter Community College
LTA	Library Technical Assistant
LWW	Lippincott Williams & Wilkins
MAES	Meg/ALA
MBTI	Myers Briggs Type Indicator
MCN	Museum Computer Network
MCSA	Microsoft Certified Systems Administrator
MLA	ILO
MLIS	Master of Library & Information Science
NASAD	National Association of Schools of Art and Design
NASIG	North American Serials Interest Group
NCATE	National Council for Accreditation & Teacher Education
NEA	National Education Association
NEH	National Endowment for the Humanities
NOTIS	Northwestern Online Total Integrated System
OCLC	Online Computer Library Center
OCO	Operating Capital Outlay
OCPS	Orange County Public Schools
ODSN	Organization of Doctoral Students in Nursing
OO	Operational Objective
OPAC	Online Public Access Catalog
OPS	Other Personnel Services
OSS	*OCLC Systems & Services*
OTD	Office of Training & Development
PALMM	Publication of Archival Library & Museum Materials
PC	Personal Computer
PDA	Personal Digital Assistant
PDF	Portable Document Format
PEC	Performance Evaluation Committee
PSPC	Public Services Planning Committee
QEP	Quality Enhancement Program
RBMS	Rare Books & Manuscripts Section
RC	Regional Campus
REU	Research Experience for Ungraduate
RFP	Request for Proposal
ROM	Read Only Memory
RSS	Really Simple Syndication
SAA	Society of American Archivists
SACS	Southern Association of Colleges & Schools
SALALM	Seminar on the Acquisition of Latin American Library Materials
SARC	Student Academic Resource Center
SCC	Seminole Community College

SEES	Slavic & Eastern European Studies
SELA	Southeastern Library Association
SFA	Society of Florida Archivists
SFDM	School of Film & Digital Media
SFX	Special Effects
SGA	Student Government Association
SIG	Special Interest Group
SITE	Society for Information Technology in Teacher Education
SLS	Student Legal Services
SOLINET	Southeastern Library Network
SQL	Structured Query Language
Sr.LTA	Senior Library Technical Assistant
SRI	Statistical Reference Index
STARS	Sharing Technology & Resources
SUL	State University Libraries
SUS	State University System
TAC	Technology Accreditation Commission
TAG	Technology Advisory Group
TB	Terabyte
TESOL	Teachers of English to Speakers of Other Languages
TKI	Thomas-Kilmann Conflict Mode
TILE	Tutorial for Informatin Literacy in Education
TSPC	Technical Services Planning Committee
UCF	University of Central Florida
UOF	Universal Orlando Foundation
UPS	Uniterruptable Power Supply
USF	University of South Florida
USPS	University Support Personnel System
VCC	Valencia Community College
VHS	Video Home System
WebCT	Web Course Tools
WTO	World Tourism Organization
WWG	Web Working Group