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Libraries

Annual Report
2008-2009

The dismal fiscal situation continued as the Libraries had significant reductions to its budget for the second year, with no immediate end in sight as the state's fiscal situation continues to worsen. The Libraries' 2008/2009 initial budget was reduced by $684,327 or 6%. This was offset somewhat by the use of non-recurring funds during the year. While the library materials budget was sheltered by the Provost from any cuts, inflation continued to reduce the Libraries' purchasing power for library materials.

While approval plan expenditures increased by $109,082 or over 21% over last year's low of $512,072, this was still down over 43% from 2006/2007. Only 12,310 volumes were purchased this year on the approval plan, down 51% from 2006-2007. The total number of print volumes purchased continued to decline as well and was down 46% from 2006/2007. Expenditures for print and electronic journals remained about the same from the previous year. The loss of purchasing power is primarily affecting the acquisition of monographs.

Five additional full-time faculty and staff positions were frozen and operating expenditures were significantly reduced for another year. The Libraries has now lost funding for 16 positions. An additional six positions remain unfilled in anticipation of further cuts in 2009/2010. Overall 17% of positions remain vacant. Continued reductions in both faculty and staff positions are having a significant negative effect on the Libraries' ability to provide necessary services and resources in support of the university's mission of teaching, research, and service.

Planning for additional budget cuts continued throughout the year, with the hope that the economic outlook for 2009/2010 would improve enough so that the budget would not suffer further reductions.

On a more positive note, Information Literacy & Outreach, partnering with Course Development and Web Services, created four new literacy modules during the year and the previous four modules created in 2007/2008 were updated. The four new modules are: Citing Sources Using APA Style; Maximizing Google Scholar Searches; Recognizing a Research Study (with video); and Focusing an Information Search.

Since the debut of the information literacy modules in June 2008 until the end of July 2009 there were 11,039 assessment completions by 4,055 students in 151 course sections. Additional modules will be developed next year as the SACS Quality Improvement Plan (QEP) continues its successful impact on student knowledge and information literacy skills.

The number of Web courses with embedded librarians continued its growth as the number of students participating increased by 33% to 2,100 students in 58 classes. Librarians on both the main and regional campuses are involved in this program. Including face-to-face instruction, Web courses, and information literacy module completions, 15,500 students had interaction with library instruction.

There were 394 library instruction classes attended by 9,419 students in the main library, a slight decrease in the number of classes and in the number of students attending. There were 23 classes in the Curriculum Materials Center (CMC) attended by 658 students, representing a significant drop over last year. This is due to the transition from teaching face-to-face classes to an online instruction model (video tour and completion of an orientation worksheet). The large number CMC users, an ever increasing number of face-to-face orientations, and severe space constraints led to the development of this new model in order to make the best use of the facility.

Students attending classes offered on regional campuses decreased slightly as 159 classes were attended by 4,042 students. At the Universal Orlando Foundation (UOF) Library at the Rosen College of Hospitality Management both the number of students attending increased (1,134) as did the number of classes (38).

The Information Fluency Student Award was presented for the second time in partnership with the Burnett Honors College. Awards of $500 each were presented to two honors students (an upper division and a lower division)

IF Student Award Winners 2009: Stephanie Rash (left) and Karlie Schaefer

who demonstrate an excellent understanding of the research process. This year's recipients were Stephanie Rash (upper division) and Karlie Schaefer (lower division).

Overall statistics for the Ask A Librarian service increased by 9% with chat sessions continuing to be the most popular part of the service. Chat sessions increased by 21%. Telephone sessions grew slightly by 3% and e-mail sessions declined by 15%. Ask A Librarian also offers Instant Messaging (IM) in addition to the regular vendor-based chat.

Ask a Librarian continued to participate in the Florida statewide ASK A Librarian service contributing 11 hours a week by staffing the Academic Desk. This is in addition to the 66 hours a week for local chat.

The Libraries began offering the very successful Campus Connections program during the spring semester. Organized by Hal Mendelsohn, twenty-four campus organizations and departments set up displays in the main library lobby providing information about their services to students and faculty.

Overall circulation of the Libraries' collections (not including reserves) decreased by 2% from last year with a total circulation of 310,377 compared with 315,517 for last year. Use of the collections increased 9% by undergraduates and 3% by graduate students, but use by faculty decreased by 32%. This dramatic drop could be attributed to the decline in the number of faculty at the university due to budget reductions as well as the departure of those involved in major grant research projects.

The main library had a 10% increase in the number of users for a total of 1,358,824.

The number of persons using the UOF Library at the Rosen College of Hospitality Management continued to grow as 112,824 users were served by the library for an increase of 5%. The Curriculum Materials Center's users decreased by 2% to 79,908. It appears that the CMC is operating close to capacity as the number of users has been fairly constant over the past three years at around 80,000 to 81,000.

The total number of users for all UCF Libraries in Orlando was 1,551,556.

During the year, a 3M self-check machine was installed in the main library to give library users the opportunity to check out books and VHS tapes from the general collection themselves. The unit is located near the Circulation Desk.

The Student Library Patrol was reactivated under the management of Circulation Services. Its purpose is to provide assistance to library users as needed, promote safety in the library, encourage adherence to library policies, and report any malfunctions or problems in the building and to discourage improper or illegal behavior. The patrol makes regular patrols throughout the building.

Construction of the new 50,000 square foot joint-use library on the South Lake campus, a partnership project of the Lake Sumter Community College, the Lake County Board of Commissioners and UCF was completed. Planned grand opening of the library is fall 2009.

Cooper Memorial Library at Lake Sumter Community College

Libraries Systems & Technology created two new systems to track availability of PCs and group study rooms in the main library building. Display screens near the library entrance track which PCs and study rooms are currently available. Availability can also be accessed online.

Interlibrary Loan (ILL)/ Document Delivery Services (DDS) implemented the RapidILL system in June and was the first of the State University Libraries to use the system. RapidILL was developed in 1997 by the Colorado State University Libraries after a devastating flood that destroyed much of the collection. RapidILL has stringent requirements for fast processing or turnaround time for ILL requests for journal articles. The average turnaround time (measured from the time the request was submitted by the user to the time that request was filled by the owning library) experienced by UCF ILL was less than 13 hours.

Because participation in RapidILL increased the number of reciprocal agreements with ARL and peer institution libraries, there were significant savings in ILL charges.

The Libraries also implemented DOCLINE, which is an automated interlibrary loan request routing and referral system used by the National Library of Medicine. Use of DOCLINE also reduced ILL charges and greatly improved turnaround time to receive requests sent to the National Library of Medicine.

ILL/DDS's Lending unit received 33,033 requests during the year which is up slightly (1.3%) over last year. The Borrowing unit received 20,695 requests from UCF users, down very slightly (less than 1%) from last year.

The rate of growth in the Libraries' print collections increased somewhat from the low of the previous year as 29,986 volumes were added to the collections for an increase of 2%. The print collection now has 1,417,245 volumes not including government documents. While this modest increase reversed the downward trend this year, the number of print volumes added is down by 43% or 22,481 volumes from 2006/2007. This was a result of the continuing loss of purchasing power due to inflation. The library materials budget was sheltered from budget cuts suffered by the other parts of the Libraries budget, but inflation continues to take its toll.

The overall print collection now has 1,728,814 volumes and increased only 2% over last year. In addition, access is provided to 207,200 electronic volumes for a total collection of print and electronic volumes of 1,936,014.

The method of counting the journals in the Libraries' serials collection was modified this year as the ARL method of counting both electronic journals purchased as well as those accessed through aggregators such as EBSCO was adopted. These electronic journals were included in the count for the first time. The print journal collection continued to decline as print titles were cancelled, almost all of which were available online. Over the past two years, with budget reductions and loss of purchasing power due to inflation, the number of print journals has dropped by 33%. Fortunately, most titles previously in print continue to be accessible electronically.

The serials collection now has 32,009 titles including 3,527print titles and 28,482 electronic titles.

Access to electronic resources is continuing its rapid growth. There were 6,145,854 searches with 2,889,128 full-text downloads of all electronic databases for which statistics are available.

Electronic formats, including monographs, serials, databases, and back files, make up an increasing percentage of the library material budget. This year $2,544,530 was expended for a 7% increase over last year. 48% of the library materials budget was spent on electronic formats.

Several outstanding gift collections were received during the year. The DeVos Sport Business Management Collection, consisting of 182 professional sports media guide titles, for a total of 835 volumes was received and made available. The donor Dr. Richard Lapchick will continue to add titles and volumes to enhance the collection.

Other important gift collections received were a collection of Spanish books in history, government, sociology, and literature from Dr. Ester Paredes-Hernandez and a large collection of books in history, literatur, and foreign language from the Col. Joseph A. and Andree M. Rosalia Estate. Additional collections were received from Dr. Shirley Leckie, Mr. Karl Shepard, and Ms. Shannon Dosh.

Dr. Jeffrey Horovitz through the Horovitz Family Foundation, donated a gift of $3,000 to the UOF Library at Rosen to be used for the purchase of library materials in the area of hospitality management.

The Books Arts Collection continued to grow with the addition of several outstanding and unique titles including:

Direction of the Road, written by noted writer, Ursula K. LeGuin, designed & made by Aaron Johnson, issued in a portfolio box containing an original woodcut illustration in an anamorphic art form; *Panorama* by Julie Chen, an acclaimed book artist, which opens horizontally to five feet wide, revealing a panoramic view of the Earth. It contains gate fold panoramas and layered pop-ups; *Poule Aye* by Alisa Banks, an emerging artist, consisting of an elaborate book

Direction of the Road by Ursula K. Le Guin, and woodcut by Aaron Johnson

structure that includes an accordion fold text and a tunnel book illustration, all bound in reclaimed cedar tongue-in groove planks, and fastened with a chicken wire enclosure, which was issued in an edition of four, held only by UCF Libraries; *Soliloquy* which consists wood constructions made and painted by James Renner, prints and text printed letterpress by Nelle Martin, bound by Sonja Jones who also made the tray cases; and *The Veil* by Julie Chen, consisting of a nested accordion structure with each opening featuring an image of the world seen through an increasingly dense veil of cut paper.

Special Collections also acquired the noted and historically significant collection of African-Americana collected by Ms. Carol Mundy over a period of seventeen years. Known as African-American Legacy, the Carol Mundy Collection, this vast paper based collection includes primary sources about the Civil Rights Movement, slavery, and history and culture of African Americans in the 19th and 20th centuries. While this collection is international in scope, it also contains a large and important collection of papers and documents relating to Central Florida, in particular Apopka, from the period 1901 and 1945.

Among important acquisitions to the William J. Bryant West Indies Collection was a rare manuscript of a power of attorney dated 1794, consisting of one preprinted page and two holographic pages by William Spiegel. The manuscript details a situation of "misconduct at Guadeloupe."

A very scarce first map of Florida, *Pervviae Aavriferae Regionis Typvs from Theatrum Orbis Terrarium* by Abraham Ortelius, dated 1603 was added to the Floridiana Collection. And *A New Universal Collection of Authentic and Entertaining Voyages and Travels* by Edward Cavendish Drake, dated London 1768 was added to the Libraries' collection of 18th century imprints.

University Archives continued to add materials from university departments as 23.4 linear ft. was acquired during the year.

Special Collections posted a new Web exhibit featuring the art of Mulford B. Foster from the Michael A. Spencer Bromeliad Research Collection.

Untitled
Mulford B. Foster

http://library.ucf.edu/SpecialCollections/Exhibits/Foster/

The Libraries received an LSTA grant for $52,002 for "Picturing the Past: Photographs and Postcards of Central Florida," for Central Florida Memory (http://www.cfmemory.org/). This grant will provide for the addition of two new partners to Central Florida Memory: Bethune Cookman University and Stetson University, and will add over 30,000 new images to the collection. The period of the grant is from October 1, 2008 through September 30, 2009.

Digital Services continued work on the Van Sickle Left Pamphlet Collection which led to a partnership with Florida Atlantic University Library to create a joint digital collection in PALMM (Publication of Archival, Library, and Museum Materials) hosted by the Florida Center for Library Automation (FCLA). The new collection is known as the PRISM (Political & Rights Issues & Social Movements) Collection covering political issues such as socialism, communism and capitalism; rights issues such as civil rights, women's rights and labor unions, and social movements such as the "ban the bomb" movement.

Digital Services added 26,677 images to digital collections including Central Florida Memory, the Digital Library of the Caribbean (dLOC), the Van Sickle Leftist Collection, and retrospective theses and dissertations.

The Electronic Theses & Dissertations Collection grew to 2,000 titles as of June 30, 2009 and continued to

make scholarly content produced by UCF students available to the scholarly community.

Among the events and exhibits held during the year were:

- "Tupperware Unsealed: Brownie Wise, Earl Tupper, and the Home Party Pioneers." A presentation by Bob Kealing on his latest book.
- "Mirage: Florida and the Vanishing Water of the Eastern U.S." Cynthia Barnett discussed her new book, which recently won the Gold medal for best nonfiction in the Florida Book Awards. The book is relevant to the university's General Education Program's Unifying Theme on the environment and global climate change.
- "Saving Dreamland: Henry Nehrling's Gardens, a Project of the Henry Nehrling Society" was an exhibit featuring original diaries, books, photos and other items on loan from Special Collections and the Henry Nehrling Society.
- "Cuban Revolution 50th Anniversary" was an exhibit which marked the beginning of the Revolution included programs: *Lejos de la Isla*, a documentary film written and directed by Luis Salas; Cuban Folklorico Music by Conjunto Kimbombo; "Charla: A Chat With José Martí," portrayed by Chaz Mena and funded by Florida Humanities Council.
- "Images Near and Far." Photographs and images taken in the United States and counties throughout the world by Etta Jean Juge and Dr. Frank Juge.
- "Showcase of Undergraduate Research Excellence." A display of university undergraduate research and creative projects.
- "Reptiles of the Galapogos." Photographs and artifacts of tortoise, turtle, iguanas, lizards and other reptiles native to the Galapagos Islands by Dr. Peter Prichard, renowned turtle expert and founder of the Chelonian Research Institute.

Among those exhibits at the UOF Library at the Rosen College of Hospitality Management were: "All About Beer: Brewing, Pairing & enjoying the World's Most Popular Alcoholic Beverage"; "Adventures in Space: The Future of Tourism"; and "Cruising: A Whole Other World on Water."

The UOF Library started a new monthly newsletter for Rosen College faculty, *Rosen Faculty Lines.*

 The Libraries was awarded a National Endowment for the Humanities/American Library Association grant for a traveling exhibit, *Pride & Passion: the African American Baseball Experience.* The exhibit is scheduled for March 3 through April 16, 2010.

The main library and the UOF Library at Rosen College of Hospitality Management both co-hosted with UCF Student Government popular Cram 4 the Exam events. The end of the fall semester event was held only at the main library and both the end of the fall and spring semesters events were held at Rosen. Over 1,000 students participated at the main library and more than 350 attended those at Rosen. The events feature free food and drinks and extended Saturday hours.

The Orange County Arts & Cultural Affairs office included Leonardo Nierman's *Genesis* stained glass window in a booklet on notable stained glass art in Orange County, Florida.

Leonardo Nierman's *Genesis*. This beautiful stained glass piece is installed on the 3rd floor of the main campus library.

Jeannette Ward, Associate Director for Collections & Technical Services retired in August with 24 years of service to the Libraries.

Meg Scharf (left) shares memories at Jeannette Ward's retirement celebration as Director Barry Baker looks on.

Corinne Bishop, Information Literacy & Outreach, and Andrew Todd, Regional Campus Libraries/Cocoa, were each promoted to the rank of Assistant Librarian.

Richard H. Harrison received the 2009 Excellence in Librarianship Award.

On November 24 at the annual ceremony and reception Ms. Lindsay Allen, a sophomore majoring in Health Services, received the $2,000 2008 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.

Scholarship Founders Phyllis Hudson (left) and Cheryl Mahan with 2008 recipient Lindsay Allen (center).

Blake Stephens, Systems & Technology, was named September Employee of the Month.

This was the fourth year that the Libraries recognized staff members for their years of service to the university and the Libraries. This year's recipients were: Ven Basco (15); David Healy (15); Frank Allen (10); Penny Beile (10); Elena Beredo (10); Lyn Case (10); Rich Gause (10); Janet Girard (10); Jacqui Johnson (10); Barbara Alderman (5); Corinne Bishop (5); Parri Bolinger (5); Page Curry (5); Anna Dvorecky (5); Patrick Hadlock (5); and Burak Ogreten (5).

As the year closed, the Libraries experienced what has been called "Batastrope 2009." Hundreds of bats, mostly Mexican free-tail, apparently became disoriented during a severe night thunderstorm and came into the library administration office through a small opening in a panel in the outside wall above the windows. They were unable to find their way back out and clustered on the ceiling above the windows. When disturbed they flew around ending up in the ceiling and the walls of the library administration office. Fortunately they were not able to escape into other parts of the library. During a period of over a week they were all captured by Fly by Night, Inc. (a company specializing in bat conservation) and were taken to the campus Arboretum where they were released in the bat house located there.

Two of the 100s of Mexican free-tail bats captured in the Library Administration Office.

With the continuing reductions to the Libraries' operations budget creating even more unfilled vacancies, this was a challenging year. However, our staff and faculty continued to provide outstanding services and collections to the university community even during this difficult time. I greatly appreciate their efforts and thank each and everyone for their outstanding work during the year.

Barry B. Baker
Director of Libraries

15 Year Awardees: (left to right)
Ven Basco, David Healy

10-Year Awardees: (left to right)
Lyn Case, Elena Beredo, Penny Beile, Frank Allen, Rich Gause, Janet Girard
Missing: Jacqui Johnson

5-Year Awardees: (left to right)
Parri Bolinger, Page Curry, Burak Ogreten, Anna Dvorecky, Corinne Bishop
Missing: Barbara Alderman & Patrick Hadlock

UCF

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

Highlights of the Year in Retrospect

General Administrative
- A challenging fiscal environment is necessitating ongoing analysis of the library budget for expense reductions. Some savings are the product of reduced activity, such as decreased materials processing costs, recruitment and relocation expenses. In the past two years the library has withdrawn funding for 20 faculty and staff positions representing 15% of 2007 staffing. Operating expenditures have been reduced by 29% since 2007, made possible by a myriad of cost reductions for supplies, travel, equipment, furniture, postage, telephone, memberships, and cost shifting to grants. The goal going forward is to seek out efficiency improvements to minimize diminishing service quality.
- On the good news front, Administrative Services is fortunate to have a highly capable, service-oriented staff. The administrative suite is experiencing very little turnover, losing no full-time employees this year. We are grateful to have a smoothly operating team that works well together and is highly dedicated.
- The library is pursuing a light renovation of 2nd floor public space in the main library. The scope of this project includes relocation of significant print materials to storage facilities and other floors, opening up as much as 8,000 square feet of previously designated stack space to patron use, refurnishing public areas for technology, learning and study use, creating collaborative spaces, and distribution of electrical power to facilitate additional outlets for desktop and laptop computers and other portable technology devices.
- Frank Allen concluded service on planning groups for design and construction of joint use libraries at Seminole Community College/ Sanford and the Clermont campus of UCF/Lake Sumter Community College. Both facilities are slated to open in fiscal year 2009/10.

Fiscal Office
- The library saw decreases in salary expenditures due to unfilled vacancies, OPS expenditures that were supplemented with Federal Work Study, and operational expenses despite postal and inflationary increases in costs. Furniture/equipment costs were down 67% from the previous year.
- The Fiscal Office worked with the College of Medicine's Harriet F. Ginsburg Health Sciences Library staff as an advisor for university fiscal procedures and receiving issues.
- The university adopted stringent documenting procedures for PCard purchases which increased the level of paperwork, time, and effort expended by the Fiscal Office staff.

- Implementation by the university of travel "mission critical" criteria required changes to the library travel procedures.
- In November 2008 the library received the Trustwave Certificate of Compliance for the yearly credit card security review.
- Parri Bolinger received her 5-year service pin during the USPS Award Ceremony and the Library Years of Service Ceremony.

Human Resources and Staff Development
- Deirdre Campbell planned and facilitated several training sessions for library employees: Acu-pressure (November '08) and an Overview of Microsoft Office 2007 (February '09) and Word 2007 (April '09).
- Campbell assumed responsibility for processing input to the Faculty Activity Report.
- In April Campbell and Jade Laderwarg updated Libraries Procedure and Staff Memorandum on "What to do when a library employee is injured."
- Laderwarg completed all orientations and training related to Payroll Services, and assumed responsibility for special deliveries to Human Resources via the library van.
- Laderwarg revised the use of the PAF log from a single paper and pencil document to a shared, online tool accessible to all who need it.
- All staff reviewed and updated all Personnel and Payroll procedures.

Front Office
- The front office staff members kept busy managing building projects and maintenance. See the Table 2 for a summary of the building work orders for the year. Some of the highlights include painting the Staff Lounge and cleaning out, hanging shelves, and reorganizing the Staff Lounge "storage" room. The front doors of the main library were refilmed and the carpeting at the front entry of the library was replaced with a permanent lay-in grill carpet.
- The year ended with the "Batastrophe of 2009." Hundreds of bats got lost and ended up in the ceiling and walls of the library administration offices. The Fly by Night Company was invaluable in helping to capture and release the bats at the bat house in the Arboretum.
- In addition to building issues, Sue Terrill made in-roads in maximizing service to the library by meeting with and giving a personal tour of the building to the main dispatchers for work orders at Physical Plant, and with the Assistant Director of Operations and vending manager for Business Services (re. vending machines in the Staff Lounge).
- The vending machines in the Staff Lounge were particularly problematic this year. Malfunctions had to be reported multiple times. Some of the problems were repaired; some not. Business Services was having problems with the vendor(s) not responding to their reports.

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. *Actively pursuing 2nd floor repurposing.*
- Finalize new photocopier contract with Business Services. *Accomplished*
- Re-engage evacuation team. Revise procedures and identify new representatives. *Accomplished*
- Identify measures to improve efficiencies and curtail expenses to offset budget reductions. *Ongoing*
- Update emergency procedures plan. *Ongoing*

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

Human Resources and Staff Development
- Hire and train a permanent replacement to fill the Office/Payroll Manager position. *Completed*

Facilities (Buildings, Shipping & Receiving, Supplies, Copy and Printing Services)
- Continue to work down overstock items in the supply room. *Accomplished/ongoing*
- Continue to designate areas in the supply room for surplus security. *Accomplished*
- Stay on top of paperwork and record retention policies and procedures. *Accomplished*
- Cross-train at least two student assistants in the supply/receiving department. *Accomplished*
- Save money by recycling envelopes and packing materials for future use. *Accomplished/ongoing*
- Work diligently to insure a smooth transition of the new patron and staff copier program. *Accomplished*

Front Office
- Continue to organize, update, and redesign as needed Administration and Intranet Web pages. *Ongoing*
- Continue to create, update, and maintain procedures manuals for front office responsibilities. *Ongoing*
- Perform a comprehensive key inventory based on Physical Plant request. *Terrill verified the university locksmith's master key list against our own key records.*
- Develop an annual report and format that may be used for publicity (in addition to the usual report mounted on the Libraries Web site). *No significant progress made*

Departmental Goals: 2009-2010

General Administrative
- Engineer well-defined plans for 2nd floor learning commons project.
- Seek a solution for location of displaced library materials on 2nd floor, as well as general overcrowding.
- Continue to advocate for statewide storage facility.
- Refine library COOP (Continuity of Operations) plan.

Fiscal Office
- Document duties handled by the Senior Accounting Officer for which there is no backup.
- All Fiscal Office staff will pursue training to maintain professional standards and keep skills current.
- Identify areas where fiscal forms, policies, and procedures may not be clear to library management and staff; research and implement better methods of communication – possibly to include Intranet pages, workshops, one-on-one sessions, handouts, and a survey.

Human Resources
- Enhance the Libraries' Personnel Web and Intranet pages.
- Conduct staff training sessions on student hiring and timesheet preparation.
- Offer staff development programs presented by Central Florida Library Cooperative (CFLC) or UCF Human Resources.

Facilities
- Continue to work down overstock items in the supply room. This can be better accomplished by inviting department heads and/or office managers to tour supply area to see what is available and evaluate their supply needs.
- Continue to work down record retention boxes after the new year arrives. Follow all retention guidelines. Let department heads know when their departments' records will be destroyed.
- Cross-train two student assistants in the sorting and delivery of mail.
- Continue recycling packing material for future use.
- Continue to work with the College of Medicine Health Sciences Library to meet their delivery needs of library materials or other needed items.

Front Office
- Continue to organize, update, & redesign as needed Administration, and Intranet Web pages
- Continue to create, update & maintain procedures manuals for Front Office responsibilities.

- Develop an annual report and format that may be used for publicity (in addition to the usual report mounted on the Libraries Web site).

Staffing Changes
- Deirdre Campbell adjusted her work assignment to serve both the Interlibrary Loan/Document Delivery Services and Administration departments.
- Jade Laderwarg was hired as the Office/Payroll Manager on August 25, 2008.

Advancement Toward the President's Five Goals

Goal #2: Achieve international prominence in key programs of graduate study and research
Provided financial support for grants received by the library: ALSTARs, "Kerouac in Florida: Where the Road Ends," "Picturing the Past," "Pride and Passion," and the General Preservation Survey

Goal #4: Become more inclusive and diverse
Participated in library activities for Diversity Week, Purchasing's Minority Suppliers Diversity Day, and attended "*Preventing Discrimination (Including Harassment) and Retaliation*" at UCF training.

Performance Enhancement Recommendations

Fiscal Office: As always, we continue to review financial processes and procedures for improvements to cut down processing time, decrease paperwork, and improve accuracy and timeliness in reporting. Upon request, we assist departments in projecting OPS costs and work to provide timely financial information, e.g., the new and improved format for OPS summary reports. We will work closely throughout the year with the property custodian to ensure the library does not incur penalty fees for untagged items. We will comply with all audit recommendations.

STATISTICS

Library Administration
Table 1
Human Resources Selected Statistics 2008-2009

	FY 08/09	FY 07/08	FY 06/07	FY 05/06	FY 04/05
FWS Employment					
Students	50	68	51	42	68
OPS Savings	$62,980.57	$76,968.76	$58,516.45	$46,812.26	$76,000*
Employee Turnover					
Hired-USPS	**2**	8	11	7	**11**
Hired- FAP		1	7	3	**1**
Total	**2**	**9**	**18**	**10**	**12**
Separated-USPS	**3**	8	16	6	**10**
Separated-FAP	**2**	5	5	2	**3**
Total	**5**	**13**	**21**	**8**	**13**
Staff Programs					
Video & Web		1	17	3	0
Guest presenters	4	2	12	11	32

* Fall & Spring only

Library Administration
Table 2
Reported Building Problems Fiscal Year

Type of Problem	2008/09	2007/08	2006/07
Cleaning	69	49	49
Clocks	3	1	6
Lights Out	15	12	36
Paint/Patch	10	13	7
Install/Dismantle	45	83	73
Electrical	6	7	18
Plumbing	25	20	35
HVAC (Temp/Leaks)	22	22	56
Roofers and Leaks	19	33	16
Insects	21	13	15
Signs	0	2	1
Keys/Locks	20	40	58
Doors	13	23	13
Elevators	20	26	28
Recycle	7	7	7
Other (Carpet, Supplies, Moving, Re-stock, Misc.)	34	18	15
Totals	**329**	**369**	**433**

This year's building problem statistics reflect the efficiency realized when Administrative Services front office staff increased efforts to work more closely with Physical Plant dispatchers and in-house maintenance staff (John Echevarria). Kudos should continue to be offered to our daytime housekeeping staff member Manuela Santiago for keeping on top of the increased cleaning issues that have developed from the introduction of food and drink into the library.

Frank R. Allen
Associate Director for Administrative Services

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

Highlights of the Year in Retrospect

Slightly more than ten years have passed since the CMC moved into its current location. During this time the number of computer workstations quadrupled (from six to 27), circulating laptops were added, and a host of peripherals and applications were installed. Students also benefited from the addition of digital production tools, a large roll laminator, and an interactive, electronic whiteboard. Old stand-bys, like the Ellison letter machine, continued to enjoy high use by students with the consequence that the number of die cuts more than doubled.

Collections also grew during this time period. A languishing standardized test collection was revived and greatly expanded into one of the premier collections in the area (faculty from other institutions regularly bring their classes in to use it); the textbook collection was supplemented with newer editions; and the professional collection received a much needed infusion of manipulatives and other realia. In all, approximately 9,000 items were added to the collection during this time.

The number of annual visits to the facility also doubled over the last decade, from approximately 43,000 people in 1999/2000 to 80,000 today. Since moving into its current location over 600,000 people have passed through the department's doors. Similarly, with the exception of the current year, the number of orientations classes offered by the CMC has grown, as has student attendance. The average number of classes taught per year is 45 and the average number of students who attend is over 1,000. In total, 451 classes were given and 10,848 students attended over the past decade.

It is this success, along with space constraints, that was the impetus for developing online instruction to supplant face-to-face orientations. As a consequence, last year 23 classes attended orientations in the department, which is a 50% decrease in face-to-face class activity compared to the past few years. This model has seen less disruption of services and increased workspace and computers for patrons. Although not formally reported in library instruction statistics, the online instruction site has been accessed over 200 times between its inception date (February 2009) and June 30, 2009.

Congruent with the transition to online instruction, department members enhanced service by implementing a student assistant training program, moving collections to make them more accessible, and creating finding aids and innovative shelving solutions to tame an unwieldy poster collection. Capitalizing on the energy and vision of the CMC staff, marketing and outreach efforts were also critically reviewed for improvement. Most notably, the Web site was redesigned to make information more accessible to students and to update its look. The new page is based on the Rosen model, thus reflecting a consistent appearance among branch libraries. The CMC also added a Facebook page, created a new brochure for student distribution, and published a faculty newsletter.

Departmental Goals: 2008-2009

- Staffing
  - **Train and cross-train new unit members on all aspects of unit operations.** *Implemented.*
  - **Encourage professional development and continuing education opportunities for staff.** *Implemented to extent possible.*
- Collections
  - **Solicit and process donations from College of Education faculty and grant initiatives to supplement the decreased materials budget.** *Implemented.*
  - **Conduct thorough review of multimedia collection, withdraw outdated software, and merge remaining multimedia collection into general collection.** *Implemented.*
  - **Assess condition of test collection, check contents and create lists of contents, withdraw superseded or out of date instruments.** *Implemented.*
  - **Identify outdated formats in the general and professional collections (such as floppy disks, laser disks, etc.) and withdraw as needed.** *Implemented.*
  - **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.** *Implemented.*
  - **Investigate more appropriate ways of shelving expensive oversized books and review preservation measures for all materials.** *Implemented.*
- 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.** *This project has been assumed by an initiative from the main library.*

- **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.** *Implemented.*
- **"Brand" CMC-produced items, including the brochure, orientation worksheet, and various electronic publications, with a similar look.** *Progress made.*
- **Investigate maintaining a CMC page on Facebook.** *Implemented, with the result that the CMC has a Facebook page.*
- **Meet with new Education faculty, present an overview of CMC and library services.** *Progress made.*
- **Revisit departmental newsletter and investigate blanket e-mails to faculty or other means of communication.** *Implemented.*

■ 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.** *Implemented.*

Departmental Goals: 2009-2010

■ Work on improving face to face and online orientations and instruction.

■ Work on improving certain identified areas in the collection.

Staffing Changes

Rebeca Befus, Senior LTA night supervisor, resigned May 2009 to accept a librarian position at Wayne State University. The unit submitted an exemption request to fill the vacant position. In June, OPS employee Holly Willett resigned and Brook Bennett was hired as OPS to cover evening desk hours. Nick Maby replaced Divya Bhati (who received her doctorate and moved to UCF Operational Excellence and Assessment Services) as the technical support representative funded by the College of Education.

Advancement Toward the President's Five Goals

Goal #1: Offer the best undergraduate education available in Florida

■ Approximately 80,000 patrons visited the CMC in 2008/2009. Gate counts have ranged between 80,000 and 85,000 over the past three years, which suggests that the number of people who visit the CMC is stabilizing. Previous surveys indicate that 98% of CMC users are undergraduate majors in education, thus indicating the facility is highly used by its target audience.

■ 658 undergraduate education students attended one of the 23 face-to-face instruction sessions delivered by the department. This is approximately half the number of students who attended an instructional session last year. It is assumed that much of the decline can be attributed to the transition to an online orientation. Indeed, the online tutorial which was developed to supplant face-to-face orientations has been accessed over 200 times between its inception date (February 2009) and June 30, 2009.

■ Activities that were undertaken to enhance service to undergraduate students include implementing a student assistant training program and cross-training staff on departmental functions; seeking more effective space utilization by moving collections (tests and oversized books) and deselecting outdated software; increasing access to the poster collection via finding aids and shelving options; and creating a list of leveled readers to assist students with selecting appropriate level materials.

■ The CMC sought to market its collections and services through a variety of means. Most notably, the website was redesigned to make information more accessible to students and to update its look. The new page is based on the Rosen model, thus reflecting a consistent appearance among branch libraries. The CMC also added a Facebook page, created a new brochure, and published a faculty newsletter.

Goal #4: Become more inclusive and diverse

Members new to the unit attended Diversity training and all unit members attended Preventing Discrimination training.

Goal #5: Be America's leading partnership university

■ The department mounted an interactive whiteboard, called a Smartboard, for student use. Smartboards are often used in technology-enhanced classrooms and making a Smartboard available to students allows them to become familiar with the equipment.

■ The College of Education continued to supply education-related software and technical support to the CMC. Library Systems & Technology personnel are to be commended for supporting the collaboration. This partnership has been very successful as the support person is available to assist undergraduate students with electronic portfolio software and other applications.

Performance Enhancement Recommendations

Last year, the CMC annual report noted that pressing space concerns were causing department staff members to seriously consider redesigning services and collections. One of the first services to be critically reviewed for revamping was the instruction program, with the result that face-to-face orientations were moved to an online environment. This action has resulted in a 50% decrease in face-to-face class activity, thus freeing up tables and workstations for patrons. To further use space more efficiently, identified materials and shelves were moved and collections were rearranged. Despite these measures lack of space in the CMC continues to be a concern.

STATISTICS

As expected, the number of face-to-face class orientations dropped by more than half compared to the previous year. This is due, in large part, to the transition from teaching face-to-face classes to a model where individual students view an online video tour, then work through an orientation worksheet at their own pace.

The unit is operating close to capacity regarding the number of visits to the facility and this is reflected by the relative stasis in the number of people who visit the facility over the past few years. Patron count for 2008/2009 was slightly below the previous two years; this decrease can probably be attributed to the reduced number of face-to-face classes being taught.

Patron Count Five-Year Summary

Year	Count
2008-2009	79,908
2007-2008	81,611
2006-2007	80,381
2005-2006	73,274
2004-2005	64,879

Classes Taught Five Year Summary

Year	Count
2008-2009	23
2007-2008	50
2006-2007	44
2005-2006	37
2004-2005	67

Students Taught Five Year Summary

Year	Count
2008-2009	658
2007-2008	1,385
2006-2007	1,214
2005-2006	914
2004-2005	1,228

Penny Beile
Head, Curriculum Materials Center

Regional Campus Libraries
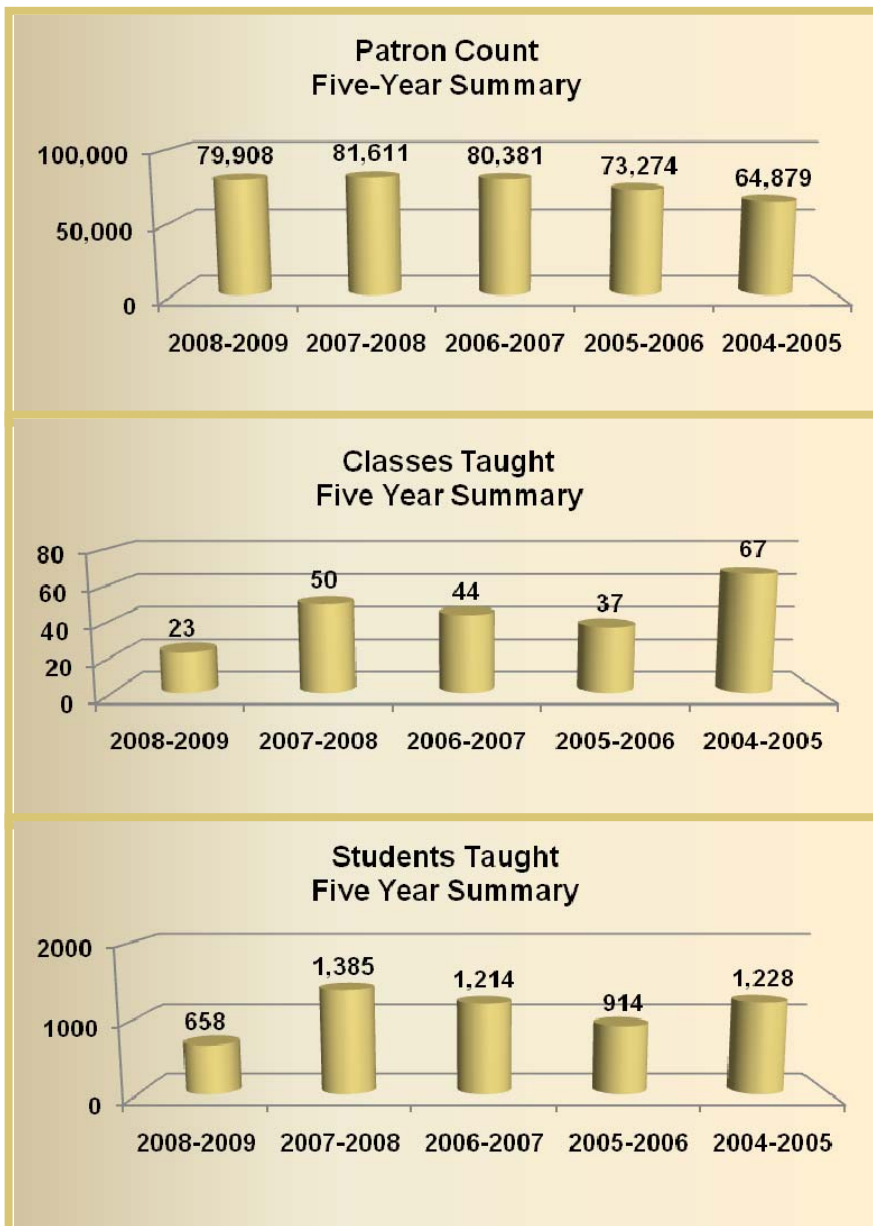
Highlights of the Year in Retrospect

UCF's 50,000 students take courses at twelve locations as well as online. Approximately 20 percent of UCF student credit hours are offered at Regional Campuses or online. The Regional Campus librarians have therefore worked to expand the Libraries' focus from the individual students presenting at Orlando or local reference desks to the universe of virtual students needing support in general or specifically in the WebCT/Web Course environment.

Erratic funding (feast or famine) and philosophical debate about developing redundant collections have complicated print resource development on regional campuses in the past. As the role of Regional Campus library services evolves within the Libraries' overall strategies, service delivery has helped to clarify funding and collection dilemmas. This year Regional Campus Libraries Administration transferred regular operating funds to the library book order accounts for predictable distribution to assigned locations. It is anticipated that this predictable budget model will become the ongoing practice, hopefully with matching operating funds from the Libraries acquisitions budget.
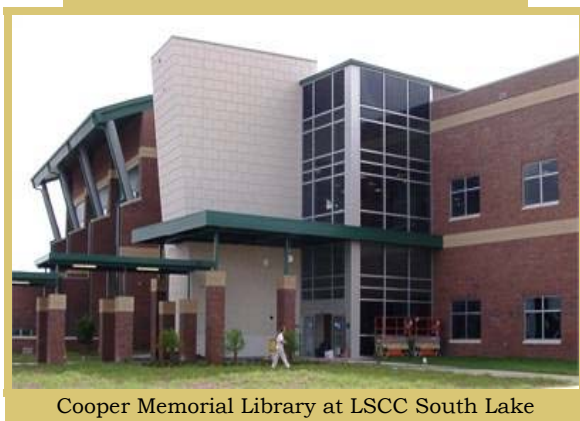
Cooper Memorial Library at LSCC South Lake

The construction of the new 50,000 square foot joint-use library on the South Lake campus, a partnership project of the Lake Sumter Community College, the Lake County Board of County Commissioners, and UCF was completed. It is expected to be in full use by fall of 2009.

Regional Campus Libraries contributed the library analysis for a SACS substantive change prospectus for the Leesburg Education program. During the spring, eight other anticipatory reviews were completed. These reviews represent a close examination of partner facilities, collections, and services culminating in a narrative description. UCF resources specific to the discipline in question are inventoried at the location being reviewed. Online resources may or may not be documented in appendices. Partnership agreements are updated. These evaluations of services and collections from the accreditation perspective provide an excellent learning opportunity and help librarians focus on areas for improvement.

A major focus of the Regional Campus librarians continues to be enhancement to our Web pages. Although using the new LibGuides software was not originally in the plans for this fiscal year, it appears to be in the best interest of the students to adopt the new format. This approach allows quicker turnaround time for updating pages. The first Regional Campus LibGuides pages were in use during the 2009 summer sessions and more guides specifically for distance and regional users are planned.

This year we made significant progress on the use of another technology application, Google Docs. Status of book orders is available for all group members to see. Thanks to assistance from Cataloging Services we are able to check in materials at an online workstation rather than operate with a paper notebook that needed continual, manual updating.

Not all technology applications were without challenges. Maintaining a sense of community is not easy when geography and travel time limit in-person contact. The use of the PolyCom saves quite a bit of time, however, conversations can be choppy and stilted when the connection is not good. We began using Adobe Connect on an experimental basis and have recently obtained equipment to expand use to the entire group.

Departmental Goals: 2008-2009

- **Continue to develop Regional Campus Libraries by facilitating service enhancements that provide fulfilling and challenging work for staff.** S*ome identifiable enhancements with mixed increase in job satisfaction.*
- **Continue group work on RC Web pages.** *Successfully completed revisions and continue to explore potential improvements.*
- **Continue to clarify and document policies and procedures.** W*rote addendum to library partner agreement that documents procedures and created a separate ILL report.*
- **Investigate possible meeting of partner librarians**. *No action*

Departmental Goals: 2009-2010

- Dedicate meetings to sharing more specific information on instruction techniques and assessment of library services.
- Increase contact with online faculty

- Hold a meeting with all partner librarians at the new Cooper Memorial Library
- Use Adobe Connect to improve meeting effectiveness

Staffing Changes
- Jade Laderwarg began working with Google Docs book orders and statistics.
- The LSCC librarian position at the joint-use library on the South Lake campus vacated by Betsy Hoagg's retirement in June 2008 was vacant until May 2009 when Tiana Emsley filled the position.
- Brevard Community College hired partner librarian Duke Darkwolf for the Palm Bay campus.

Advancement Toward the President's Five Goals

Goal #1: Offer the best undergraduate education available in Florida
- Partnered with BCC librarians to update the BCC CHM 2210 library instruction.
- Worked with partner librarians to remove outdated materials from the BEST Center collection and to redesign the space as a group study area per student request.
- Conducted APA workshop fall 2008 in Palm Bay for psychology research group and interested students/faculty.
- Conducted advanced library/research study group/Honors students at Palm Bay.
- Conducted baseline studies and identified four intervention classes for the Information Fluency Engagement Grant.
- Implemented a new design for all Regional Campus Library homepages.

Goal #4: Become more inclusive and diverse
- *ABC's of Diversity*, a workshop on the basics of diversity was held January 23 at South Lake campus. The program was hosted jointly by FLA's Continuing Education Committee and the University of Central Florida's Office of Diversity Initiatives and was organized by Min Tong. The presentation was well-received by the 14 librarians who attended the session, representing five institutions, including University of Florida Libraries, Lake Sumter Community College Libraries, Lake County Library Systems, Lee County Library Systems and University of Central Florida Libraries.

Goal #5: Be America's leading partnership university
- Everything that Regional Campus librarians do on a daily basis is designed to strengthen our learning partnerships. Examples include regularly working with respective community college partners on committees, in regular staff meetings, on joint presentations, and in other library support and outreach activities.
- Provided additional support to both BCC Palm Bay and LSCC South Lake in the absence of a partner librarian on those campuses.
- Conducted a library resource analysis for a new program proposal in architecture at Valencia West.
- Participated in the Daytona State library staff meetings and annual retreat.

STATISTICS

Regional Campus Libraries
Table #1
Library Instruction Statistics

	SCH*	2008-2009		2007-2008		2006-2007		2005-2006	
		Classes	Students	Classes	Students	Classes	Students	Classes	Students
Daytona Beach	16,849	60	1644	62	960	51	891	44	635
Cocoa	15,173	33	980	88	1615	102	3005	21	527
South Lake	7,077	16	340	40	445			8	148
Metro-West	6,421					1			
Palm Bay	6,358	30	747	66	793	59	1577	8	181
Sanford/Lake Mary	4,282	19	325	14	265	31		42	796
Osceola	3,708								
Ocala	3,621			1	18				
Leesburg	1,396	1	6						
Total	64,885	159	4,042	271	4,096	244	5,473	123	2,287

Notes:
* SCH= Student Credit Hours
1. The 2008-09 decline in classes is a result of a revised method of reporting online library instruction statistics.
2. 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.

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 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

- By any measure, the UOF Library team exceeded expectations this fiscal year, continuing to offer a full range of services and resources to patrons despite continued budget cuts, a vacancy in the Reference Librarian role, and a new permanent department head. Moreover, the UOF Library set new highs in most public service categories, increased the size and quality of the collection, and hosted a variety of exhibits and meetings.

- The UOF Library, along with the entire Rosen campus, celebrated its fifth anniversary in January 2009. It has been an exciting and productive first five years! Some of the library's more significant achievements include:

  - Became a World Tourism Depository Library, a distinction currently held by only seven libraries in the United States.
  - Created a variety of outlets for disseminating news and information, including the *Check It Out* newsletter, the *Rosen Library Blog*, and the *Rosen Faculty Lines* newsletter.
  - Developed a full range of public service offerings, including circulation, course reserves, interlibrary loan, library instruction sessions, news publications, popular fiction and nonfiction selections, reference service, and more.
  - Hosted many meetings and gatherings, including events for the Florida Library Association, the State University Library system, MLIS Information Day, various UCF departments, and many others.
  - Increased the size of the collection by more than two-and-half times – from fewer than 3,000 titles in 2004 to more than 8,000 titles in 2009.
  - Partnered with many local organizations – including Cypress Gardens, the Orange County Regional History Center, Walt Disney World, Wet 'n' Wild, and others – to offer fun and educational exhibits each semester.

  The next five years promise to be just as exciting, as the Rosen College campus continues to grow and mature and as the UOF Library continues to strive to provide the highest levels of service and resources.

- The UOF Library once again hosted a variety of meetings and functions, including an HR training workshop, five Diversity workshops, two State University Library committee meetings, and various Career Services sessions.

- The UOF Library also hosted a "Cram 4 the Exam" event at the end of the fall and spring semesters, led by LTA Supervisor T.J. Ormseth. The events featured free food and drink, free school supplies, and extra study space and staff assistance. More than 350 students attended the two "Crams," and the UCF Student Government Association and Publix Super Markets both contributed to the success of the events.

UOF Library Staff: TJ Ormseth (seated); standing: Grenka Bajramoski, Jamie Conklin, Tim Bottorff, Sandra Varry

- Continuing a popular tradition, the UOF Library offered three new exhibits this past year:

  - Tim Bottorff partnered with Rosen College Adjunct Instructor Ed Measom to brew up the fall 2008 exhibit "All About Beer: Brewing, Pairing, & Enjoying the World's Most Popular Alcoholic Beverage."
  - Sandra Varry created the spring 2009 exhibit, utilizing items from Special Collections & University Archives to launch a timely display entitled "Adventures in Space: The Future of Tourism." During the same semester, the Rosen College was one of the sponsors of a nearby conference on "The New Space Frontier: Down to Earth Marketing Opportunities."
  - Grenka Bajramoski created the summer 2009 exhibit, utilizing items borrowed from Disney Cruise Line to craft a display entitled "Cruising: A Whole Other World on Water."

Departmental Goals: 2008-2009

- **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, despite undergoing a transition in leadership (Tim Bottorff was appointed permanent department head in June 2008), lacking a full-time reference librarian, and facing another year of reduced budgets. See below for the full statistical report.*
  - *In order to continue to provide the highest levels of service to the largest number of patrons, a decision was made to close the UOF Library on Saturdays and to maintain a uniform schedule throughout the year, beginning with the summer 2009 term. The change will provide more flexibility for the thinly stretched UOF Library staff, with minimal impact on patrons. Having a*

consistent schedule throughout the year will also reduce confusion about operating hours.

■ **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.**

- *The UOF Library continued to disseminate news and information regularly through both the* Rosen Library Blog *and the* Check It Out *newsletter. Compared to last fiscal year, 36% more posts were made to the* Blog *this year.*

- *The UOF Library debuted a second newsletter, targeted at Rosen College faculty members, in January 2009. The new newsletter,* Rosen Faculty Lines*, represents the first formal mechanism for the UOF Library staff to communicate regularly with Rosen faculty members.* Rosen Faculty Lines *is a monthly publication, focusing on areas of concern for faculty, such as new scholarly materials received, library instruction offerings, course reserve procedures, and much more.*

- *An exhibits page was added to the UOF Library website this fiscal year. The new page* [http://library.ucf.edu/Rosen/Exhibits/default.asp] *offers information about each exhibit featured at the library, usually including a digital copy of the exhibit brochure and a photograph of the display – allowing Web visitors to "virtually" experience UOF Library exhibits.*

- *Throughout the second half of the fiscal year, Tim Bottorff and Jamie Conklin worked on an expansion and revision of the Rosen Library Research Tutorials. This work will advance the UOF Library's future goal to offer online instruction services as alternatives to the traditional face-to-face library instruction sessions.*

■ **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.**

- *Regular stacks maintenance and shifting projects continued this year, under the direction of Sr. LTA Sandra Varry. Varry also took the lead on increased preservation work, including the establishment of the Hospitality Heritage Collection for some of the UOF Library's older or rarer holdings.*

- *Bottorff worked with Dr. Jeffrey Horovitz throughout the year, leading to a generous $3,000 gift from the Horovitz Family Foundation. The gift will be used towards the purchase of library materials in a wide variety of hospitality management areas.*

- *The UOF Library maintained its status as a World Tourism Organization (WTO) depository library, whereby the library receives all of the WTO print publications at a reduced price.*

- *Despite reduced collection development budgets, the UOF Library continued to purchase scholarly materials relating to all facets of hospitality management taught at the Rosen College. Significantly, the library also purchased a*

foundational collection of materials to support the new Golf & Club Management degree program.

Departmental Goals: 2009-2010

With the University of Central Florida mired in what promises to be a prolonged financial crisis, the UOF Library (as well as the entire UCF Libraries System) faces challenging times. The next several years may bring further reductions in budgets and staffing levels. At the same time, the Rosen College campus continues to grow and change, and the UOF Library will need to continue offering high levels of service and convenience. These realities dictate the establishment of goals that will help guide the UOF Library through the difficult and uncertain times ahead.

■ Reinvent library instruction at the Rosen College campus by transitioning (where possible) to online instructional offerings. This approach will lead to more consistent and effective student engagement with information literacy skills, as well as to more effective utilization of librarian time and expertise. *Timeline: two years.*

■ Further establish the UOF Library as a community gathering place by repurposing existing spaces and adapting to shifting patron needs. Small changes to the facility – such as a plan to utilize the library's meeting room for more group study space or additional educational meetings, and a plan to convert some study carrels to additional computer workstations – are simple and low-cost ways to ensure that the UOF Library remains a physical focal point of the Rosen College community. *Timeline: one year.*

■ Fine-tune ongoing marketing efforts, taking into consideration cost effectiveness, staff time, and patron preferences. The UOF Library has developed a number of news and information vehicles, including two different newsletters and a frequently-updated blog. Future directions with these and other such efforts should be informed by more patron feedback, statistical analysis, or other assessment measures. *Timeline: one year.*

Staffing Changes

■ Adjunct Librarian Jamie Conklin joined the UOF Library team in a part-time capacity in August 2008, filling the role vacated by Rebecca Harrington a few months earlier. With a Master's in Library Science from Florida State University and several years of experience at the Orange County Library System, Conklin was able to come up to speed quickly and has made a significant impact at the UOF Library. Her primary responsibilities at the UOF Library include reference, instruction, website and collection development, and other public service duties. In particular, Conklin has worked extensively on the UOF Library Web pages, including the expansion and revision of the Research Tutorials and the frequent posting of blog stories.

- The UOF Library again operated this fiscal year without a full-time Reference Librarian, a position that has remained open for over two years now. The duties of the Reference Librarian position are being split between Bottorff and Conklin.

Advancement Toward the President's Five Goals

Goal #1: 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, and tourism, the library this year acquired additional materials for niche areas such as events and theme parks – areas that are taught in very few Florida universities.
- A foundational collection was developed in Golf and Club Management in anticipation of the start of the new degree, a program that will be unique in the Florida State University System.

Goal #2: 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 Ph.D. program in Hospitality Education. For example, additional materials were acquired from scholarly publishers such as Elsevier, CABI, and the U.S. Travel Association.
- Bottorff partnered with main campus reference librarian Terrie Sypolt to offer a special research session for members of the Graduate Hospitality Association in October 2008. The session featured an emphasis on higher-level research tools, including bibliographic management software, citation indexes, and advanced database search techniques.

Goal #3: 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.

Goal #4: Become more inclusive and diverse

- Sr. LTA Grenka Bajramoski led the UOF Library staff's participation in UCF Diversity Week activities.
- The UOF Library served as the host site for five workshops offered by the Office of Diversity Initiatives.

- 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 Japan, Norway, and several different U.S. states.

Goal #5: 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 Disney Cruise Line and the main campus library's Special Collections department.
- LTA Supervisor T.J. Ormseth led the library in offering two "Cram 4 the Exam" events for students, in partnership with the Student Government Association and Publix Super Markets.
- The UOF Library hosted librarians from all over the state during December 2008, for two different State University Library groups: the Public Services Planning Committee and the Interlibrary Loan & Circulation Subcommittee.
- The UOF Library also hosted meetings and training workshops for several other campus units, including for Career Services, Human Resources, and the Office of Diversity Initiatives.

Performance Enhancement Recommendations

- Although the UOF Library managed to maintain high levels of service this past fiscal despite being down a full-time librarian position, it is imperative that full staffing levels be restored (or even increased) 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. In addition, enrollment at the Rosen College continues to grow, and course offerings continue to diversify, leading to the need for even more support from the library.
- As mentioned in the past, the current biweekly 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.
- Computer capacity has not been increased since the library opened five years ago. A planned installation of additional public computers in the UOF Library is expected to go a long way towards improving student wait times for computer access.
- The UOF Library also 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.

UCF

S T A T I S T I C S

Public Service Statistics

The UOF Library again achieved new highs in nearly every public service statistical category. In contrast to many academic libraries, statistics related to areas such as reference and instruction, patron count, and circulation continue to be on the rise at the UOF Library.

Compared to last fiscal year, Questions Answered increased an impressive 49%, while requests for instruction also reached all-time highs: Instruction Classes Taught and Students Taught both increased by about 31%. Web Page Hits surpassed the 200,000 mark for the first time and increased 25% over last fiscal year, thanks in part to the heavy use (more than 90,000 hits) the online Research Guides received. Meanwhile, Patron Count again surpassed the 100,000 mark and increased more than 5% over last fiscal year. Finally, total Circulation increased 20% over last fiscal year's mark, reaching a new high of more than 9,000 checkouts.

Universal Orlando Foundation Library
Table 1
Public Service Statistics

	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04*
Use of the Facility:						
Patron Count	112,824	107,289	98,446	80,889	61,941	19,438
Website:						
Hits on UOFL Web Pages	236,330	189,342	175,485	137,673	97,048	10,091
Instruction:						
Classes Taught	38	29	26	19	23	4
Students Taught	1,134	864	792	558	662	43
Materials circulated:						
General Collection	n/a	n/a	n/a	1,884	1,328	354
Audio/Visual	n/a	n/a	n/a	228	116	51
Browsing	n/a	n/a	n/a	155	126	n/a
Reserve	n/a	n/a	n/a	365	1,007	76
Laptops	n/a	n/a	n/a	4,622	1,634	10
Audio Sets	n/a	n/a	n/a	190	83	10
Renewals	n/a	n/a	n/a	140	25	n/a
Total Reserve Circulation	4,596	3,732	5,266	n/a	n/a	n/a
Total General Circulation	4,492	3,826	3,693	n/a	n/a	n/a
Total Materials Circulated	9,088	7,558	8,959	7,584	4,319	501
Reference:						
Total Questions	6,152	4,124	3,819	3,233	3,618	1,090
Directional Questions	4,331	2,871	2,744	2,030	2,379	691
Library Reference, In Person	1,655	1,087	954	1,094	1,092	309
Library Reference, Via Phone	61	64	54	73	91	69
Library Reference, Via E-Mail	85	79	56	26	47	21
Research Consultations (PERCs)	20	23	11	10	9	n/a

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

Collection Development Statistics

Despite a reduced budget, the collection at the UOF Library was significantly improved this fiscal year through continued emphasis on developing both core areas (lodging, restaurants, and tourism) and newer niche areas (events, theme parks, and timeshares) of hospitality management. In the latter category, the Library allocated money towards the purchase of a foundational collection in the area of Golf & Club Management. Most of these materials were purchased in FY 08-09 but will arrive in FY 09-10, in time to support the new degree program in this area.

The UOF Library staff also continued maintenance on the stacks, including shelf reading and shifting projects. A significant preservation project led to the creation of the Hospitality Heritage Collection, a new location code for items in need of extra care. These items will be kept behind the desk and circulated only in-house. A number of other items were recommended for transfer to the Special Collections department, due to their rarity and value.

Universal Orlando Foundation Library
Table 2
Collection Growth

| | Titles Held End of | | | | | |
	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04
Total Collection	8,526	8,129	7,611	6,393	5,526	3,297
Rosen General	7,210	6,906	6,480	5,359	4,640	2,880
Rosen Reference	675	624	620	526	472	302
Rosen Browsing	274	301	278	325	264	n/a
Rosen Media	339	298	233	183	150	115
Rosen Heritage	28	n/a	n/a	n/a	n/a	n/a
Rosen Periodical Titles Held	168	161	153	146	135	117

The UOF Library collection continues to benefit from the generosity of students, staff, faculty, and community members. The most significant development in this area was a pledge of $3,000 from Dr. Jeffrey Horovitz and the Horovitz Family Foundation. The funds, received near the end of FY 08-09 will be spent in early FY 09-10 towards the purchase of materials in a wide variety of hospitality management areas, including foodservice/ lodging, career/ professional development, hospitality services, and tourism/ events/ attractions.

Among the gift books processed for the collection this fiscal year were several research reports, conference proceedings, and other hard-to-find materials. Many titles relating to food, travel, marketing, and customer service were also accepted.

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

	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04*
Monographic Titles Added to the Collection	62	207	107	110	829	40
Number of Different Donors (not including anonymous donors)	10	15	13	14	105	7

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

Tim Bottorff
Head, Universal Orlando Foundation Library
at the Rosen College of Hospitality Management
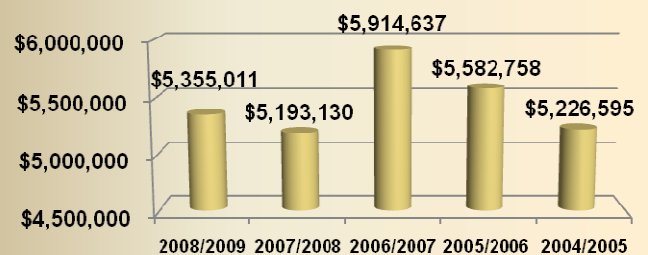
Highlights of the Year in Retrospect

Despite budget cuts that impacted the entire university in 2008-2009, the Libraries' materials budget improved from 2007-2008, due in large part to two specific actions taken by library and university administration. The provost shielded the library materials budget from the percentage cuts placed on other areas of the university and the director of Libraries applied salary savings from unfilled positions to help build the collections. These actions resulted in an increase in 08/09 to $5,355,011 from $5,193,130 in 07/08. This is still a huge decrease from the $5,914,637 expended in 06/07, yet it seemed like a big victory given the overall economic situation.

- In the area of collection development the UCF Libraries added major new electronic collections from Gale, Wilson, and the Netlibrary 8 e-book package. A new degree program in Golf and Club Management at the Rosen Campus was also supported with several new purchases and a generous donation.
- The UCF Libraries acquired, processed, and made available the DeVos Sport Business Management Collection, a collection of professional sports media guides for several sports. A total of 182 titles were added, some containing multiple volumes. This collection is expected to continue to grow through the generosity of Dr. Richard Lapchick.
- The UCF Libraries continued its relationship with private book dealer Books on the Run and continued to produce positive results for the disposition of unwanted gift materials by increasing the total revenue from the regular book sales as well as commissions received from outside sales. A total of $3,823.91 was received from inside sales and $2,710.97 was received from commission. The total of $6,534.88 is right in line with the total from 07/08 which is positive given the economic crisis.
- Several large donations were received this year including:
  - 616 books in the area of women's studies from Dr. Shirley Leckie
  - 619 books on religion, science, anthropology from Mr. Karl Shepard
  - 304 books in the area of Judaic Studies from Ms. Shannon Dosh
  - 1,162 books mostly in Spanish in the areas of history, government, sociology and literature from Dr. Esther Paredes-Hernandez
  - 1,100 books in the areas of history, literature and foreign language from the Col. Joseph A. & Andree M. Rosalia estate.
- As part of the continual review of internal processes and workflow management, Ying Zhang, Acquisitions Librarian, assumed direct supervision of the Serials Unit.
- The Preservation Committee continued to meet and pursue the creation of an active preservation program within UCF Libraries. Two major projects resulted including the review and proper treatment of over 1,500 pre-1900 imprints and the identification, record maintenance, and review of several items identified by the Association of Southeastern Research Libraries (ASERL) as being held uniquely by UCF.

- The Florida State University Libraries continued to donate unwanted gift materials as well as second copies from their own collection. The UCF Libraries has added many of these gift materials and sold the remainder in routine book sales.
- The department continued to work collaboratively with Dr. Johnny Pherigo, Music department chair, on purchasing decisions in order to effectively expend allocated funds to improve music score, CD and DVD collections.
- Because of actions taken to reduce the impact of budget cuts, the library was able to avoid major budget cuts. However, future budget projections that take into account the impact of inflation are still foreshadowing the need for cuts to print and online periodicals, online databases, standing orders and monographs. In preparation for this eventuality the department worked collaboratively with faculty to identify titles for cancellation.
- Min Tong, librarian at the South Lake campus completed the "UCF Collection Growth Plan for the New Cooper Memorial Library."
- Several librarians working in collection development completed updated policies for their areas including history, marketing, finance, economics, film and digital media, art, English, African American Studies, and Caribbean & Latino Studies. Librarians also reviewed collection profiles in various subject areas to ensure that automatic shipment of monographs will be selected based on current focus areas for the departments.
- Nearly completed a review of a list of titles held by UCF identified as being unique to the ASERL.
- Expended funds from the third and final year of special monies from the Department of Film and Digital Media. Formats included books, films and video art, and classic television series.

**Library Resources Expenditures
Five Year Comparison**

	2008/2009	2007/2008	2006/2007	2005/2006	2004/2005
	$5,355,011	$5,193,130	$5,914,637	$5,582,758	$5,226,595

Special Funding

$18,000 in special funds from Film and Digital Media. The funds were used to purchase materials in support of programs within the department. This was the third and final allocation from the department.

New Program Proposals

- M.S. in Real Estate – Jason Martin
- Bachelor of Design in Architecture – Cynthia Kisby
- B.S. in Athletic Training – Elizabeth Killingsworth and Michael Arthur

Training Arranged for Librarians and Staff by Acquisitions & Collection Services

- GOBI training for Acquisitions & CD Librarians, August 2008
- EBSCO invoice training for departmental staff, August 2008
- Aleph migration from version 18 to version 19
- SOLINET - presentation of changes to company, Elaine Roegge, August 2008
- NISO Webinar, February 2009
- Serials Solutions, February 2009

Key Purchases – Electronic Access 2008-2009 (Brief List)

Gale Criticism & Directory Sets with Perpetual Rights:

- *Awards, Honors and Prizes*
- *Wards Business Directory*
- *Dictionary of Literary Biography,* Vol. 1-138
- *Short Story Criticism,* Vol. 1-199
- *Something about the Author,* Vol. 1-199
- *19th Century Literary Criticism,* Vol. 1-199
- *20th Century Literary Criticism,* Vol. 1-199
- *Classical & Medieval Literature Criticism,* Vol. 1-199
- *Contemporary Literary Criticism,* Vol. 1-199
- *Drama Criticism,* Vol. 1-199
- *Literary Criticism 1400-1800,* Vol. 1-199
- *Poetry Criticism,* Vol. 1-199
- *Shakespearean Literature Criticism,* Vol. 1-199

Wilson Retrospective Indexes with Perpetual Access:

- *Applied Science & Technology, 1913-1983*
- *Book Review Digest, 1905-1982*
- *Business Periodicals Index, 1913-1982*
- *Education Index, 1929-1983*
- *Essay & General Literature Index, 1900-1983*
- *Humanities & Social Sciences Index, 1907-1984*
- *Readers' Guide, 1890-1982*
- *Short Story Index, 1915-1983*

Full Text E-Book Sets with Perpetual Rights:

- *MCP Synthesis Digital Library*
- *SOLINET NetLibrary 8*

MARC Cataloging Records to Enhance Access To Purchased Sets:

- *United States Congressional Set MARC*

Key Purchases – Print & Media 2008-2009 (Brief List)

In cooperation with Learning Institute for Elders (LIFE) at UCF several DVDs were added including:

- *Cultural Anthropology: Our Divers World*
- *Play Therapy*
- *Marital Therapy: A Research Based Approach*
- *Eyes on the Prize*
- *China Blue: No Country for Young Girls*

Several books with an international flare across various subject areas were added to the collection.

- *Dekker Encyclopedia of Nanoscience & Nanotechnology*
- *Encyclopedia of Structural Heal Monitoring*
- *The Oxford Encyclopedia of the Islamic World*

Materials were added to continue support of the M.A. in Music including CDs, DVDs and music scores

Over $4,000 was spent in support of the new B.S. in Golf & Club Management at the Rosen campus

In support of the UCF Environmental Initiative several materials were added including:

- *Planet Earth*
- *Mountain Top Removal*
- *Planet in Peril*
- *King Corn*
- *Blue Vinyl*

Titles purchased in support of Jewish Studies include:

- *To be an Arab in Israel*
- *The Shape of Revelation*
- *Aesthetics and Modern Jewish Thought*
- *Sociology Confronts the Holocaust*
- *Memories and Identities in Jewish Diasporas*

A sample of purchases in support of programs in Film and Digital Media include:

- **Books**
  - Cinema Anime: Critical Engagements with Japanese Animation
  - Direct Cinema: Observational Documentary & the Politics of the Sixties
  - Game Writing: Narrative Skills for Videogames
  - Michael Haneke's Cinema: the Ethic of the Image
- **Films and Video Art**
  - 13 Most Beautiful: Songs for Andy Warhol's Screen Tests
  - Bruce Baillie (5)
  - Joel Schlemowitz: Short Experimental Films
  - Variations VII by John Cage
- **TV Series**
  - Star Trek
  - The Twilight Zone
  - The Wire: the Complete Series

Selected use in electronic access					
	2008/2009	2007/2008	2006/2007	2005/2006	2004/2005
Searches	6,145,854	4,873,643	4,566,368	3,693,737	2,601,526
Sessions	1,543,674	1,591,530	2,517,100	1,081,638	2,203,904
Full Text	2,889,128	2,549,232	3,548,676	2,539,466	1,822,103

Detailed listing in Statistics section at the end of report.

Staffing Changes

Tandra Faulkner, UCF Student, was hired in September 2008, and resigned on April 30, 2009, to accept a position within her field of study.

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.** *Jamie LaMoreaux and Athena Hoeppner reviewed the fund codes of online journals and databases throughout the year. Fund codes that were overly general (not specific to a discipline) were replaced with subject specific codes (music). In addition, we systematically reviewed journal fund codes and replaced print codes with online codes as needed. The project will continue into 2009-2010.*

- **Consolidate electronic resources and invoice data in multiple spreadsheets and transfer the data into an Access database.** *Data about the acquisition of e-resources is now consolidated and tracked in a Microsoft Access database. The conversion from multiple spreadsheets and e-mail files to one shared database made a big difference at the end of FY 2008/2009. The new database allows staff to easily produce reports on remaining expenses and expected invoices, and to compare previous year prices with renewal prices. We have set up procedures to check the accuracy of the system and to produce monthly e-resource acquisitions reports.*

- **Identify and convert print subscriptions to online while retaining perpetual rights.** *Throughout the year, several print and print+online were switched to online only subscriptions. EBSCOnet gives some sense of the magnitude of the conversions, though some of the increase is due to transferring invoices to EBSCO that were previously paid – directly to the publisher. The focus continues to be on converting to site licensed online access whenever possible.*

- **Through consultation with the collection development librarians, the department will contribute to the statewide Janus initiatives for collection planning.** *During the past year the department was actively involved with the Janus initiatives. Janus is a focused plan for addressing the major issues affecting collections at academic libraries in Florida. This task force reports to the Council of State University Libraries' Collection Planning Committee. Participation included librarians serving on various working groups and UCF representation at the Collection Development Sharing Conference hosted by FSU in March 2009 where the basic objectives of Janus were apparent in the topics and presentations. At this time, budgetary constraints, reductions in librarians at the state university libraries, and competing interests are all impacting the progress of Janus. However, there is consensus around the state as to the importance of the Janus project.*

- **Continue to work with collection development librarians toward updated collection policies for all major subject areas.** *Updated collection development policies are essential for the continued improvement of the collection. The department continues to work with the librarians in charge of various subject areas to ensure that these policies reflect the current teaching and research focus of the departments. Several policies were updated this year including, history, marketing, finance, economics, film and digital media, art, English, African American Studies, and Caribbean & Latino Studies.*

- **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.** *Budgetary constraints, reductions in staffing, and space concerns had a negative impact on this goal during the past year. However, the group continued to meet to discuss training and awareness about preservation issues. Some progress was made toward writing an initial preservation plan and some equipment was identified for purchase. Michael Arthur and Lee Dotson presented at the Annual Conference of the Florida Library Association on the topic of print and digital preservation. An article that expands on that presentation has been accepted for publication in Florida Libraries, so hopes are high that this very important issue will remain on the priority list and that greater steps can be taken when the budget improves.*

- **Explore and implement new methods for streamlining ordering workflow.** *With a focus on efficiency and reduction of entry errors the department created Acquisitions Online Request Form and trained CD Librarians to select titles directly in vendor provided online ordering systems through major vendors such as YBP and Ambassador.*

- **Enhance serials control through improved decision-making made possible through better coordination with our main serials vendor.** *Improved procedures in communicating with the serials vendor resulted in more efficient serials control. Serials staff continued to review thousands of titles and compare information from vendor supplied invoices to serials control information in the library database.*

Departmental Goals: 2009-2010

- Explore shelf-ready options to expedite the monograph approval acquisitions processes. Solutions may include adding vendor supplied

accounting information, bibliographic records, and physical processing upon the time of shipment.

- Implement an integrated electronic order system between monograph vendors and Aleph to reduce redundancy in workflow and increase information sharing with all users.
- Explore new binding policies to ensure that those items that need to be bound to promote long-term shelf life receive quality binding.
- Analyze the impact of how the use of Metalib in the new Endeca catalog will impact our database usage statistics. It is anticipated that Metalib will be integrated into Endeca during the fall 2009 semester.
- Continue to explore options for a home grown electronic resource management system by working collaboratively with the Systems & Technology department.

Advancement Toward the President's Five Goals

Goal #1: Offer the best undergraduate education available in Florida

UCF Libraries continued to increase Internet resource access to provide course support to our students in different geographical areas. 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 Libraries enhanced services to undergraduates by purchasing online indexes from Wilson and literary sets from Gale, NetLibrary 8. Wilson and Gale are known for their excellent products in support of undergraduate studies. Now, UCF students can search these important sets from home and from regional campuses. (See **Key Purchases** elsewhere in this report for more detailed information).

Goal #2: Achieve international prominence in key programs of graduate study and research

Through consortium participation, UCF Libraries has been able to provide Internet access to a variety of scholarly, research publications to fit the needs of the university's research programs. The library continues to pursue the latest options for providing information to our patrons. During 2008-2009 the library purchased the Morgan & Claypool Synthesis Digital Library, a collection of e-books in engineering and technology. Several print resources were also added that focus on graduate study including the Dekker Encyclopedia of Nanoscience and Nanotechnology.

Goal #3: Provide international focus to our curricula and research

The UCF Libraries extended the collection for materials in Spanish through new purchases (Spanish language approval plan) and gifts

accepted. We have also recently received several significant gifts of books in Urdo, Croation, and Livonian. There was also detailed plan this year to purchase books from a variety of disciplines that would give an international focus to the collection. This was a very exciting project because the titles had been identified in the previous fiscal year, but budget concerns resulted in the project being put on hold.

As a regular practice, we select influential foreign films. This year we made a concerted effort to expand our holdings of Baliwood films. We identified 20 representative films and are in the process of purchasing the titles. Titles added include:

- Anokhi raat
- Om Shanti Om
- Majboor
- Fida

Goal #4: Become more inclusive and diverse

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

Goal #5: 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 2009-2010 the department will continue to work collaboratively with UCF faculty and statewide colleagues to ensure that funds are expended for best overall good. Internally departmental staff will be looking at ways to streamline ordering and receiving of library materials. These changes will be done to improve communication, reduce errors, and make the ordering and receiving process more efficient. In order to do this, departmental staff will explore options, and stay abreast of current trends in academic libraries.

Expenditures 2008-2009 $5,355,011

- Standing Orders 6%
- Approval 12%
- Electronic 18%
- Monographs 6%
- Preservation 3%
- Regionals 1%
- Print Serials 24%
- Online Serials 30%
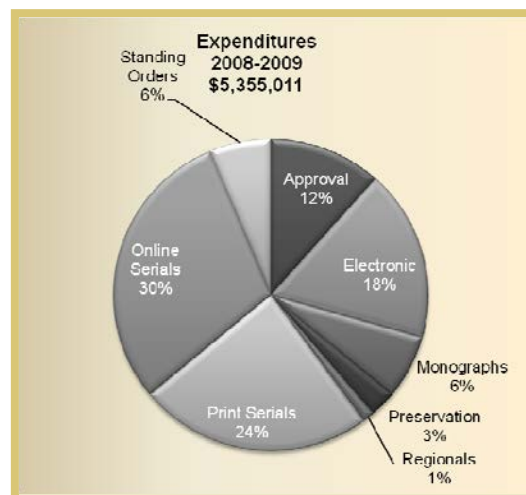
Acquisitions and Collection Services
Table 1
Percentage Comparison Current Five Years

	2008/09	2007/08	2006/2007	2005/06	2004/05
Total Expenditures	**$5,355,011**	**$5,193,130**	**$5,914,638**	**$5,582,758**	**$5,226,595**
Approval	12%	10%	19%	19%	21%
Branches	1%	1%	3%	6%	2%
Electronic	18%	18%	17%	15%	15%
Monographs	6%	5%	8%	10%	5%
Preservation	3%	3%	4%	4%	4%
Serials	54%	56%	43%	39%	46%
Standing Orders	6%	7%	6%	7%	7%

Acquisitions Services
Table 2
Current Five Years

	2008/09	2007/08	2006/07	2005/06	2004/05
Items Received					
Approvals	12,310	11,232	25,362	23,441	23,222
Firm Orders	6,497	4,444	10,163	10,899	5,519
Gifts	7,866	9,892	3,193	742	3,501
Standing Orders	1,523	1,668	2,069	1,431	2,657
TOTAL	**28,196**	**27,236**	**40,787**		**34,899**
Bound Periodicals	**2,664**	**3,203**	**3,615**	**4,890**	**3,827**
Microforms					
Film	488	416	457	562	564
Fiche	28,073	27,350	30,707	30,119	35,030
TOTAL	**28,561**	**27,766**	**31,164**		**35,594**
Periodicals/Serials					
Main (Print)	2,700	4,021	4,523	4,523	4,487
CMC (Print)	12	15	15	15	15
Rosen (Print)	81	81	92	92	90
Brevard (Print)	3	5	146	158	163
Daytona (Print)	15	53	114	106	109
Newspapers	19	30	34	34	34
E-Databases	358	358	377	371	362
E-Journals	24,730*	7,695	7,929	7,424	7,315
print+online	(419)	(541)	(698)	(738)	(1120)
e-only	(24,311)	(7154)	(7231)	(6686)	(6195)
Total Active Subscriptions	**27,918**	**12,258**	**13230**	**12723**	**12,575**

*Includes all E-Journals purchased and accessed

UCF

Acquisitions Services
Table 3
Branches and Regional Campuses

	Monographs	Periodicals	Standing Orders	Databases*	TOTAL
Rosen	$17,627	$25,000	$1,213	$1,305	$45,145
CMC	22,203	314	2,174	0	$24,691
Eastern	6,354	1,365	0	0	$7,719
Southern	4,535	1,507	0	0	$6,042
Western	14,844	0	0	0	$14,844
GRAND TOTAL					**$98,441**

*Prorated cost based on FTE

Acquisitions Services
Table 4
Five-Year Expenditure History

	2008/09	2007/08	2006/07	2005/06	2004/05
Monographs	**$1,022,724**	**$766,635**	**$1,606,075**	**$1,623,263**	**$1,362,187**
Approvals	$621,154	512,072	1,098,608	1,062,690	1,080,294
Firm Orders	401,569	247,449	500,542	549,926	262,150
Replacements	111,40	7,114	6,925	10,647	19,743
Serials	**$3,213,875**	**$3,276,518**	**$2,926,368**	**$2,548,093**	**$2,798,561**
Standing Orders	$338,449	396,410	347,127	364,036	360,980
Periodicals	$1,283,426	1,437,456	1,120,031	642,189	1,281,708
Periodicals Online	$1,592,000	1,429,165	1,444,780	1,398,643	1,126,125
Newspapers	-	13,487	14,430	14,540	11,177
Reference	-	-	128,685	18,571
Electronic	**$952,530**	**$945,062**	**$979,922**	**$868,817**	**$776,668**
Periodical Databases	389715	239,255	118,781	117,686	90,514
Databases	239,858	585,677	738,161	565,578	460,949
Back Vol. & Monographs	322,957	120,130	122,980	185,553	225,205
Preservation	**$137,277**	**$159,606**	**$204,425**	**$206,140**	**$192,507**
Microforms	**72,496**	**69,482**	**72,648**	**66,998**	**63,589**
Microforms/Main	72,496	69,482	71,563	65,984	62,635
Microforms/Brevard	-	-	1,085	1,014	954
Binding	**64,781**	**90,124**	**131,777**	**139,142**	**128,918**
Main	64,781	90,124	131,080	137,866	126,338
Brevard	-	-	697	1,276	2,580
Area Libraries					
Eastern	**$7,719**	**$9,619**	**$84,988**	**$121,535**	**$28,578**
Firm Orders	6,354	7,069	67,627	101,398	13
Periodicals	1,365	2,074	13,651	16,517	25,174
Standing Orders	-	476	3,710	3,621	3,391
Southern	**$6,042**	**$26,031**	**$81,306**	**$160,671**	**$57,584**
Firm Orders	4,535	12,285	44,597	113,769	2,870
Periodicals	1,507	2,662	19,376	25,927	40,842
Standing Orders	-	11,084	17,333	20,974	13,850
Western	**$14,844**	**$9,659**	**$31,553**	**$54,238**	**$10,510**
GRAND TOTAL	**$5,355,011***	**$5,193,130**	**$5,914,637**	**$5,582,757**	**$5,226,595**

*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 $3,163,797 in support of statewide resources for the eleven universities.

Acquisitions Services
Table 5
Database Usage 2008-2009

Database Packages	Searches	Sessions	Full-Text Access
AABD	1,679	1,186	1,547
Alexander Street	4,591	2,460	6,888
Books in Print	12,945	3,223	7,443
Chronicle of Higher Education	-	-	105,381
CollegeSource	1,431	-	-
Compendex FCLA	23,418	-	-
Compendex Ei	13,250	3,577	62,372
CQ Researcher	11,154	8,220	23,952
CSA Illumina	643,446	72,876	22,325
ProQuest Dissertations & Theses	139,412	42,503	12,890
EBSCOhost	3,146,253	431,798	611,468
FirstSearch	344,496	89,726	309
Gale	98,229	55,411	153,028
Grove Music and Art	4,797	2,327	6,258
IbisWorld	-	-	39,583
Inspec FCLA	23,418	-	-
ISI Web of Knowledge	208,099	177,498	-
Leisure Tourism Abs	898	515	-
LexisNexis	61,788	-	-
MathScinet	24,972	16,985	-
MetaLib	24,182	-	-
OED	2,551	986	2,579
Orlando Sentinel	10,874	-	35,328
Ovid Databases	58,965	8,884	9,863
Ovid Journals	18,656	-	5,348
ProQuest Databases	286,724	126,469	313,224
ProQuest Historical Newspapers The New York Times (1851-2006)	7,386	31,087	7,318
S&P NetAdvantage	61,429	-	-
SciFinder Scholar	32,289	-	-
Serials Set	10,874	-	35,328
T&F Abstracts	3,220	5,826	-
Ulrich's Periodicals Directory	12,945	3,223	7,443
Value Line	22,802	-	-
WilsonWeb	288,288	76,106	68,712
Women Writers	528	55	349
Total	**5,605,989**	**1,160,941**	**1,538,936**

E-Books & Media	Searches	Sessions	Full-Text Access
ARTstor	19,595	1,682	14,167
Credo Reference	4,425	1,382	5,931
EEBO	1,529	1,229	11,572
Films on Demand	-	-	284
Gale Virtual Reference Library	3,144	1,365	3,711
NetLibrary	-	-	38,371
R2	-	-	277
Springer Books	-	-	7,016
Theatre in Video	769	494	-
Total	**29,462**	**6,152**	**81,329**

E-Journals	Searches	Sessions	Full-Text Access
Am. Chemical Soc.	10,078	20,287	26,464
Annual Reviews	832	4,276	3,583
Assoc. Computing Machinery	7,559	-	4,337
Cambridge Journals	1,442	-	7,278
Emerald	492	5,833	6,704
Highwire	1,762	-	49,753
IEEE Xplore	-	-	32,159
informaworld T&F Plus	-	-	9,579
ingentaConnect	920	13,177	2,349
IOP Electronic Journals	-	-	12,318
JSTOR	106,836	-	284,430
MetaPress	-	-	35,744
Miscellaneous Journals	1,562	6,696	7,669
Nature Journals	4,757	-	45,212
Oxford Journals	-	-	5,860
Project MUSE	-	-	14,203
Royal Soc. Chemistry	459	-	7,422
ScienceDirect	48,818	128,553	319,010
Scitation	1,545	449	58,610
Wiley Interscience	13,211	70,841	63,738
Total	**200,273**	**250,112**	**996,422**
GRAND TOTAL	**5,835,724**	**1,417,205**	**2,616,687**

Michael A. Arthur
Head, Acquisitions & Collection Services

Cataloging Services

Highlights of the Year in Retrospect

FY2008/09 was another highly active year in many areas. Emphasis was split between cataloging of new materials received through the approval plan, firm orders, and gifts, and several bibliographic maintenance projects involving reclassification, retrospective cataloging and original cataloging. Cataloging staff members once again rose to the challenges set before them and performed outstandingly, adding 22,000 print titles, 12,000 electronic resource titles, and over 900 media titles. These counts surpassed those of FYs 05/06 and 04/05 when staffing numbers were actually higher. Three-day turnaround for materials was still maintained in addition to an increase in the number of priority materials being acquired for Interlibrary Loan. Special projects were also organized to handle various maintenance requests throughout the year.

Cataloging Activities

Cataloging Services continued to provide increased access for various collections and formats throughout the year even as staff members and librarians worked to learn enhancements for the upgrade to v.19 of Aleph (to take place in 07/09). Staff members also participated in the review, testing, and implementation of the database re-indexing project by FCLA in spring 2009. Work began to load the U.S. Congressional Serial Set of MARC records this year, which when complete will total 300,000 records. Special formats unit provided bibliographic access for many musical instruments that were donated to the CMC. Due to the staff shortage the government documents retrospective project had to be suspended indefinitely. However, an "EZ Docs" workflow was established and incorporated into existing staff assignment to handle current federal documents copy cataloging.

Over 200 monographs from the Michael Spencer collection were cataloged for Special Collections. Several items from this group that will make substantial contributions to the area of botanical studies now that bibliographic access to them has been provided. The Esther Paredes-Hernandez donation of over 500 Spanish language materials was cataloged in fall 2008 and media guides for over 200 sport teams were also cataloged to create the DeVos sport business management collection.

Various large retrospective and reclassification projects were undertaken this year including: Van Sickle leftist pamphlets, monographs and other materials from the ASERL unique titles list, as well as the collection of miniature music scores.

The ETD workflow was revised and local policy and procedure documents were written; a more efficient process was developed in cooperation with FCLA for notification of restriction lifting on individual ETDs. UCF dissertations continue to be originally cataloged and records are uploaded into the WorldCat OCLC database.

Facility

As there were no environmental issues to contend with this year, no workspace reorganization was needed.

Organization

Review of units and individual position descriptions is ongoing; planning took place for filling one exempted vacancy and assignment coverage for existing vacancies.

Partnerships

Cataloging Services staff members continue to participate on various levels in a variety of consortia activities and committees including review and implementation of Aleph re-indexing by FCLA; OCLC Expert Community Cataloging project; Central Florida Library Cooperative (CFLC); TSPC; Cataloging and Access Guidelines for Electronic Resources (CAGER); SUL Authorities subcommittee and Rapid ILL. Cataloging activities are contributed to Digital Libraries of the Caribbean (dLOC) and Van Sickle Leftist pamphlet digital collection.

Staffing Changes

Digital resources cataloger Doug Dunlop resigned in July 2008. Dunlop's position is being restructured and will be advertised in fall 2009.

OPS staff member Linda Sterchele was shifted from various special projects to work on ETD cataloging in fall 2008. During spring 2009, she had to take on some additional work in this area when Eda Correa began an intermittent family medical leave.

Lyn Case took on the additional duties of liaison to FCLA for ETDs and batch loading of MARCIVE records during Peter Spyers-Duran's educational leave.

Departmental Goals: 2008-2009

- **Incorporate more bibliographic maintenance activities into staff assignments.** Staff under the direction of the monographic unit coordinator upgraded or re-cataloged various titles included in the ASERL Unique Titles list. They also reclassified over 300 titles from the Van Sickle leftist pamphlet collection. Cataloging activity statistics for FY08/09 show that 86% were for bibliographic maintenance and upgrading in nature.
- **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.** *Staff members contributed original cataloging for various rare and unique items digitized for Digital Library of the Caribbean (dLOC) project. One part-time OPS was permanently assigned to the review and cataloging of UCF ETDs, and departmental policies and procedures for handling these materials were established. Due to vacancies, budgets issues, and workloads, not all librarians were able to receive*

training or have direct involvement with descriptive metadata creation activities.

- **Focus on data integrity and information portability issues.** Staff members continue to review and test batch loaded vendor records sets. Quality control processes are ongoing to identify and update coding in new or existing bibliographic records to current standards, thereby assuring they will display correctly in either the Aleph OPAC or the SUS MANGO user interface.
- **Continue review of workflows and processes.** Ongoing, began planning for another departmental reorganization for 09/10.

Departmental Goals: 2009-2010

- Investigate efficacy of using WorldCat Cataloging Partners system along with vendor supplied catalog records for approval and firm order materials.
- Work to re-organize department to incorporate more standardization of policies and workflows to match other cataloging departments throughout the State University Libraries.
- Continue to focus on bibliographic maintenance activity and database integrity.
- Coordinate with circulation, collection management, and administration on various projects involving materials relocation and building space issues.

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 three-day turnaround time to provide better access to materials.

Claire Leonard (left) and Ginny Farmer, both retired Libraries employees who returned to work part-time, met President Bill Clinton at a Democratic campaign rally on campus fall 2008.

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 U.S. 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
Employed a diverse staff that is reflective of the student and faculty body of UCF.

Be America's leading partnership university
Worked in cooperation with the State University Libraries (SULs) and Florida Center for Library Automation (FCLA) on the upgrading and re-indexing of the Aleph system, as well as supporting upgrades and enhancements to the MANGO user interface. Participated in TSPC, CAGER, SUL Authorities Subcommittee, and dLOC.

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.


So you want to be a rock star?
Eda Correa, Jeanne Piascik (Special Formats librarian), & Alice Crist try their hands at musical instruments that need cataloging for the CMC.

STATISTICS

2008-2009 Added Materials
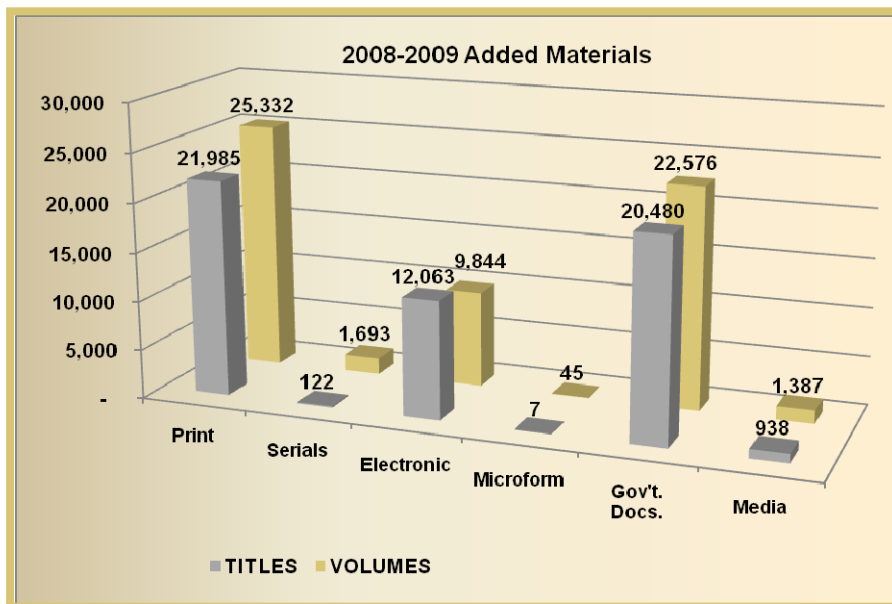
Cataloging Services
Table 1
2008/09 Added Materials

	Titles	Volumes
Print	21,985	25,332
Serials	122	1,693
Electronic	12,063	9,844
Microform	7	45
Gov't. Docs.	20,480	22,576
Media	938	1,387
TOTAL	55,595	60,877

2008-2009 Deleted Materials
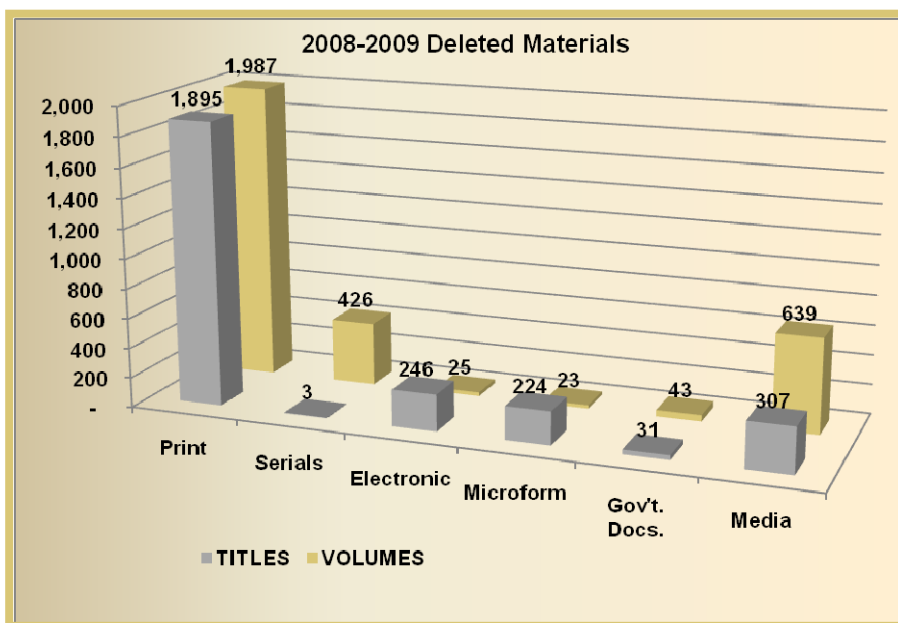
Cataloging Services
Table 2
2008/09 Deleted Materials

	Titles	Volumes
Print	1,895	1,987
Serials	3	426
Electronic	246	25
Microform	224	23
Gov't. Docs.	31	43
Media	307	639
TOTAL	2,706	3,143

5-Year Comparison Total Volumes & Titles Cataloged
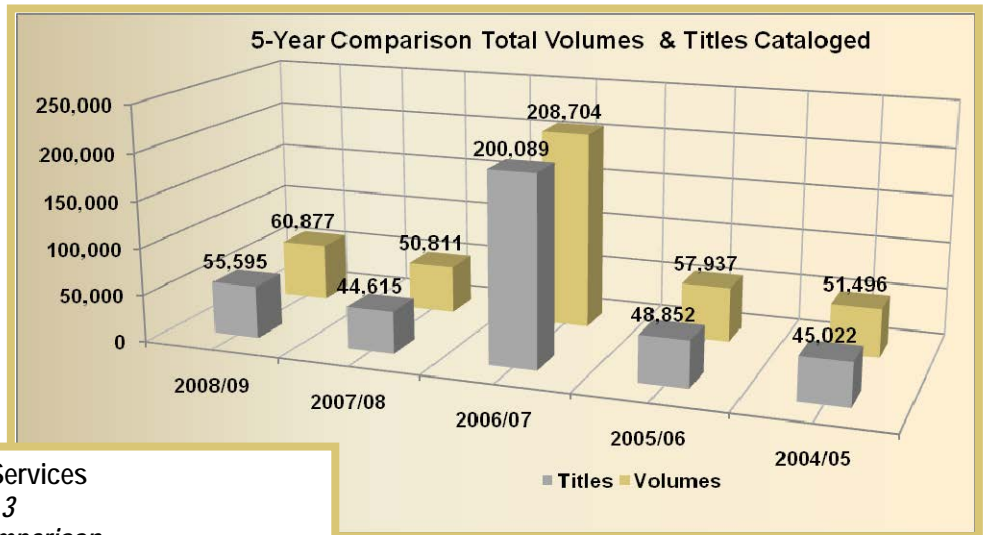
Cataloging Services
Table 3
Five-Year Comparison
Titles & Volumes Cataloged – All Location

	2008/09	2007/08	2006/07	2005/06	2004/05
Titles	55,595	44,615	200,089	48,852	45,022
Volumes	60,877	50,811	208,704	57,937	51,496

2008-2009 Cataloging Activity Statistics
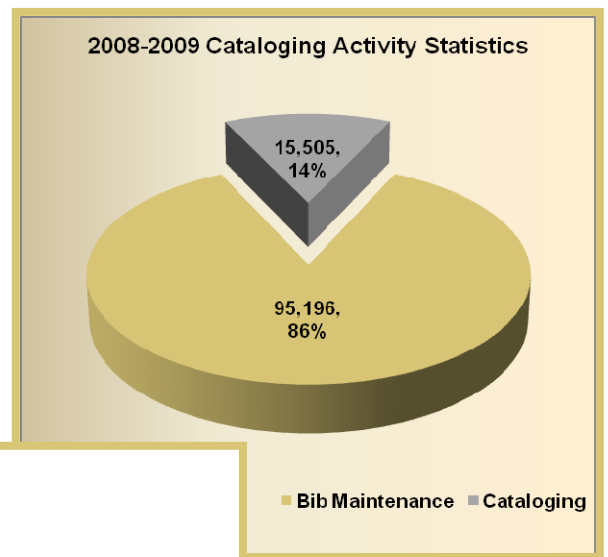
Cataloging Services
Table 4
2008-2009 Cataloging Activity Highlights

Bib Maintenance	
Barcodes (damaged, missing)	947
Labels (corrections, damaged, missing)	4,295
OCLC LHR	1,264
Location change	741
Move order record	87
Rebinds	1,727
Replacements	271
Review of bib maintenance request	1,477
Transfers	49
Upgrade existing catalog record	84,338
Barcodes (damaged, missing)	947
Total	**95,196**

Cataloging	
Original cataloging	797
OCLC error reports	85
Priorities	224
Upgraded cataloging	14,399
Total	**15,505**

Bib Maintenance	95,196
Cataloging	15,505
Total	**110,701**

Evelyn S. Case
Head, Cataloging Services

Public Services

In 2008-2009, Circulation Services, Information Literacy and 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.
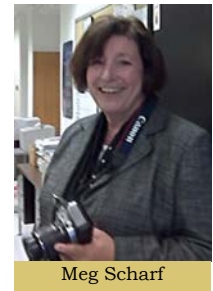
Highlights of the Year in Retrospect

The Libraries co-hosted **Cram 4 the Exam** with UCF's Student Government, December 6, 2008, attracting over 1,000 students.

This year, **LibQUAL+ was administered twice.** The beta version of LibQUAL+ tested a new platform featuring a shortened version of the survey. The beta version was administered to graduate students only during fall 2008. 251 graduate students responded to the survey. The beta version randomly sent half of the respondents a shortened survey, since many respondents in the past have complained about the length and redundancy of the survey. During spring 2009, LibQUAL+ in its orginal format was administered to faculty and undergraduate students. 327 faculty and undergraduate students completed the survey.

Over 130 items were posted for users to read on the Libraries NewsBlog.

The Orange County Arts & Cultural Affairs office included Leonardo Nierman's *Genesis* window in a booklet on notable stained glass art in Orange County, Florida.

U. S. Senator Mel Martinez nominated the UCF Libraries for an IMLS National Medal for Museum and Library Service.

Willamae M. Johnson of the College of the Bahamas, toured the main library in June 2009 to get ideas for new learning spaces.

Departmental Goals: 2008-2009

■ **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 implement new services and improve existing services.**

2008-2009 marked the fourth year of the Libraries Student Advisory Board. Meetings were held in fall and spring.

The Libraries co-hosted Cram 4 the Exam with UCF's Student Government. The main library closed at 7 pm, as usual, but reopened only for students at 7.30 pm. Java City in the Infusion area remained open until 1:00 am as well for students who wanted to purchase coffee and more substantial food than the snacks provided. Study and research support were available for attending students, including: Participation from SARC (Student Academic

Meg Scharf

Resource Center), reference librarians, and 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 2009/2010.

During fall 2008, several meetings were held with members of the Graduate Student Association. They encouraged members to complete the LibQUAL+ survey, and responded positively about the new graduate study rooms.

■ **With the Public Services department heads, plan, develop and implement an integrated service model for public service points in the main library. Focus is on improvement of learning spaces, as well as service.**

During 2008/2009, Reference librarians staffed the Circulation Desk during peak hours. The pilot succeeded in a better exchange of information between those who staff the public service desks. But the physical position of the Circulation Desk made it difficult for patrons to see the Reference librarians who were present.

Public Services is a participant in the current project to redesign the use of the main library's second floor. As the project moves forward, ideas for integrating services in the "new" second floor continue.

Departmental Goals: 2009-2010

■ Continue to form stranger partnerships with student groups, such as SGA and the Graduate Student Association
■ Continue to successfully implement the planned Integrated Service Model.
■ Bring the Public Services department heads together to plan for the times ahead, with a special emphasis on signage and way finding, affect of service, and consolidating resources wherever possible.

LibQUAL+ 2008-2009 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. This year, only one other Florida university administered the survey, so no comparison to Florida peers will be given.

For the first time, the LibQUAL+ survey was administered twice. During fall 2008, UCF participated in a Beta test of what was called "LibQUAL Lite". "Lite" referred to the fact that random respondents received a shortened version when they clicked on the link to access the survey. Only graduate students participated in the fall survey. Those results are given on the line reading 2008 Beta.

327 undergraduate and faculty respondents completed the survey in spring 2009. 249 graduate students completed the "lite" survey in fall 2008. A casual overview of results shows that respondent expectations for library performance seem to be on a gradual increase, and adequacy gaps, particularly in Library as Place and Information Control seem to be widening.

Public Services
Table 1
LibQUAL+ 2002-2009 Results: Affect of Service (UCF)

	2009	2008*	2007	2006	2005	2004	2003	2002
Minimum Acceptable	6.81	6.52	6.93	6.42	6.23	6.54	6.32	6.16
Desired	8.02	7.96	8.09	7.81	7.76	7.89	7.77	7.49
Perceived	7.35	7.1	7.38	7.16	6.97	6.95	7.12	6.71
Adequacy Gap	.54	.58	.45	0.74	0.74	0.41	0.80	0.55

*LibQUAL Lite

Public Services
Table 2
LibQUAL+ 2002-2009- Results: Information Control/Access to Information (UCF)

	2009	2008*	2007	2006	2005	2004	2003	2002
Minimum Acceptable	7.02	7.17	7.31	6.67	6.58	6.90	6.80	6.70
Desired	8.22	8.04	8.42	8.06	8.10	8.22	8.18	8.05
Perceived	7.34	7.44	7.27	7.30	7.07	6.92	7.36	7.02
Adequacy Gap	.32	.7	-.04	0.63	0.49	0.02	0.56	0.32

*LibQUAL Lite

Public Services
Table 3
LibQUAL+ 2002-2009 Results: Library as Place (UCF)

	2009	2008*	2007	2006	2005	2004	2003	2002
Minimum Acceptable	6.61	6.16	6.63	6.47	6.38	6.42	6.32	6.16
Desired	7.93	7.67	7.83	7.92	7.93	7.81	7.77	7.49
Perceived	6.9	6.49	6.68	7.12	6.81	6.79	7.12	6.71
Adequacy Gap	.29	.33	.05	0.65	0.43	0.37	0.80	0.55

*LibQUAL Lite

Meg K. Scharf
Associate Director, Public Services

Highlights of the Year in Retrospect

Purchase and installation of a self-check unit and implementation of a Student Library Patrol were the major highlights of this reporting year. On March 25, 2009 a new self-check unit went "live," allowing library patrons to check out books and other library materials without the assistance of library staff. In January 2009 a new Student Library Patrol was implemented in the department to provide assistance to library patrons in the stacks and to promote safety in the library.

In staffing news, Johnny Hill and Megan Humphries began classes in the University of South Florida Masters in Library Science program starting in August 2008. Stephen Nordlinger and Joseph Ayoub developed and taught several classes as part of the Libraries' Diversity Week activities. With topics ranging from Spanish and Arabic languages, deaf culture, and martial arts around the world, the diversity of Nordlinger and Ayoub's classes matched the theme of the week's activities. Gloria Coney assisted in the selection process for choosing participants in the 2009 - 2010 University Leadership Enhancement Program.

Self-Checkout Unit

To provide library patrons the opportunity to check out materials themselves, either as a matter of convenience or privacy, the library purchased and installed a 3M self-check unit. The unit, located across from the circulation desk, allows patrons to check out general collection items, including VHS tapes, and can print or e-mail a loan receipt for the patron. The receipt also informs patrons if they have any outstanding fines/bills or if they have an item on hold to be picked up at the circulation desk.

Student assistant Allison Matos demonstrates the new Self Checkout unit.

Student Library Patrol

During this reporting period the Student Library Patrol was been re-implemented within Circulation Services. The purpose of the student patrol is to provide assistance to patrons as needed, to promote safety in the library, to encourage adherence of library policies, to report any broken equipment, leaks, or other malfunctions of the building, and to discourage improper or illegal behavior by making regular patrols though the library during patrol hours. Student patrols offer assistance to patrons who seem "lost," are in need of help or request assistance. Assistance provided includes tasks such as helping patrons locate books for which they have the call number, providing basic printer or copier assistance, or referring patrons to Reference, Circulation, Media, or Copy Services as necessary. Patrols also provide directional assistance to patrons and other help as needed and requested.

During normal hours of operation, student patrols are conducted during the following hours:

Monday – Thursday	5:00 pm	- 1:30 am
Friday- Saturday	5:00 pm	- 7:30 pm
Sunday	7:00pm	- 1:30 am

Circulation student assistants Amanda NgMon and Casey Drexel model the latest in Student Patrol uniforms.

At closing, the patrol makes a quick scan of each floor (fifth to the first) to look for any patrons remaining in the building. Gerald Dillon was largely responsible for overseeing the implementation and development of the new student patrol policies and procedures as well as training the students who make up the student patrol.

Other Highlights & Projects

- Various library instruction and in-department training sessions were conducted over this reporting period. These sessions were planned, developed, and conducted by librarians and department staff with the purpose of improving patron service, assuring uniform adherence to policy and procedures, and to improve cross-training so staff can cover other unit functions when fellow staff members are on leave. The following sessions were taught:
  - Renee Montgomery - Database/Reference Searching
  - Richard Gause - Governments Documents
  - Martha Cloutier – Fines & Bills
  - Gloria Coney, Jim Mauk, and Lasheena Tyler – Course Reserves
  - Joseph Ayoub, Jonathan Hanie, and Gerald Dillon – Periodicals Processing
  - Amanda Banner – Special Borrower Cards
  - Danielle Harris, Nathan Schweer, and Gerald Dillon – Holds and Recalls
  - Johnny Hill – various student assistant training and orientation sessions

  In addition Debra Barnes arranged a training session for the department on printer/copier operation and basic maintenance in February 2009. This was extremely helpful given that all of the copier machines were replaced with new units from a different manufacturer.

- Various departmental manuals and training documents were updated, re-written, or developed during this period. The following staff members contributed to this major undertaking:
  - Amanda Branham – Circulation Student Guidelines and Manual, Circulation Student Training Check-list
  - Stephen Nordlinger – Media Policies and Procedures Manual
  - Stephen Nordlinger and Amanda Branham – Circulation and Media Student Assistant Cross-Training Manual and Check-List
  - Lasheena Tyler – Reserves Procedures Manual
- Jonathan Hanie and other Media staff, with the assistance the Head of Acquisitions and Collections Services successfully completed a printed periodicals usage project. A usage list of all periodicals Media staff re-shelved was compiled over a period of one year. This resulted in a count of each periodical title that was re-shelved and how many times each title was re-shelved. This data will be used to assist in collection management decisions regarding periodical titles acquired by the library.

- James Mauk and other Media staff, with the assistance of the Head of Acquisitions and Collections identified various obsolete or uncirculated Media items for removal from the collection or relocation to the General Collection. Some items removed or relocated included VHS tapes, audio cassettes, laser disks, and filmstrips. This effort freed up much needed space in the stacks area behind the Media desk, plus an additional 120 shelves were installed in the Media area.
- The Stacks Unit hosted an "open house" on Halloween and invited all library employees to drop by for a tour of the stacks work area, for information on stacks procedures, and to share some Halloween treats.
- On Saturday, December 6 the library again hosted the "Cram for the Exam" event sponsored by the SGA. The library closed at 7pm on that day and then re-opened to UCF students only from 7:30pm to 1:00am. 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 am to 3:00 am for five days during the weeks of the fall and spring semester finals. In addition, the library extended operating hours from 11:00 pm to 1:00 am during the Summer B finals for two nights.
- After a significant shifting project on the fourth floor, all general collection books in the NE – NX were relocated from the third to the fourth floor. These projects are part of the continuing efforts of the Stacks unit to relieve congestion in the library collection to make it easier for patrons to locate books and other items.
- To support the College of Medicine (CoM) Health Sciences Library, verified the status and manually activated the Aleph Library ID numbers for over 700 new CoM volunteer faculty. Also assisted the CoM Librarian with other Aleph or Circulation related issues as needed.
- At the request of the College of Medicine, Marcus Kilman along with Natasha Hellerich, UCF General Council, met with the CoM Librarian and various CoM administrators and faculty to discuss copyright as applied to online delivery of course materials.
- To support Dr. Han Lon's SPC 1600 class, instructor provided digital cameras were temporary cataloged in Media for check out to students enrolled in Dr. Lon's class.

Staffing Changes
- Jonathan Hanie was promoted to Sr. LTA Media Services.
- Lasheena Tyler resigned as OPS Reserves.
- Two permanent USPS positions remain open and frozen in the department.

Departmental Goals: 2008-2009

- **Continue to work toward full implementation of university blocks for delinquent student patron accounts.** *Full academic blocks are now being placed for UCF students with an account balance of over $100.00 and that are over 90 days delinquent.*
- **Successfully fill the open Sr. LTA positions within the department.** *Due to the continuing hiring freeze, the two open Sr. LTA position remain filled with OPS staff.*
- **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.** *During the spring 2009 semester reference librarians staffed a reference service desk located at the main circulation desk. Hours of operation at the desk were 12:00 pm – 4:00 pm, Monday – Friday. At the end of the semester, an evaluation of the pilot project was completed and forwarded to the Associate Director for Public Services for review.*

Departmental Goals: 2009-2010

- To increase available shelving in the library, install a significant portion of the new shelving received during this reporting period. One area identified for shelf installation will be approximately 2,000 linear feet of shelving on the first floor of the library. Other areas for shelf additions will be identified and shelving installed.
- Continue the effort to free up space behind the Media Desk to accommodate the growing DVD and CD collections. This will consist of identifying materials that can either be relocated to the General Collection shelves or removed from the collection.
- Continue to work toward improved customer service through staff and student assistant training, including continued cross-training among the department units.

Advancement Toward the President's Five Goals

Goal #1: Offer the best undergraduate education available in Florida
and

Goal #2: 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.

Goal #4: Become more inclusive and diverse
Continued the department practice of hiring minority and international students and staff.

Goal #5: 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 new 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, department staff members 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.

Circulation Services
Table 1
Five-Year Comparison

	2008/2009	2007/2008	2006/2007	2005/2006	2004/2005
ITEMS CIRCULATED:*					
A-V, Music, Video, DVD	18,832	25,075	24,795	50,111	39,234
Browsing Collection	2,880	2,305	2,015	2,450	2,600
Documents	438	371	455	555	760
General Collection	288,227	287,766	299,297	305,524	346,292
Reserves**	127,762	109,925	128,215	113,091	109,561
TOTAL ITEMS CIRCULATED	**438,139**	**425,442**	**454,777**	**471,731**	**498,447**
ITEMS SHELVED	**283,154**	**275,496**	**294,772**	**317,788**	**331,195**
PATRON COUNT	**1,358,824**	**1,238,666**	**1,316,516**	**1,018,775**	**901,633**

*Includes circulation statistics for Curriculum Materials Center and the Rosen Library
**Reserves statistics in ALEPH include video reserves, laptops, headsets, and study room keys

Circulation Services
Table 2
Circulation by Patron Type: Five-Year Comparison

	2008/2009	2007/2008	2006/2007	2005/2006	2004/2005
PATRON TYPE					
Undergraduate Students	271,941	249,465	269,109	277,901	285,709
Graduate Students	94,985	91,884	101,329	96,575	118,543
Faculty	24,373	35,980	36,696	37,939	40,617
Staff	9,497	11,394	10,869	11,675	11,202
Alumnae	5,378	5,459	4,745	4,798	4,904
Special Borrowers:					
Affiliate	1,727	3,836	4,319	5233	4,463
Courtesy	10,079	7,586	8,875	9844	9,729
Associate/Subscriber	6,512	7,683	7,249	8292	6,929
Library Charges:					
Interlibrary Loan	11,335	9,852	11,279	12122	11,113
Binding	n/a in Aleph	n/a in Aleph	n/a in Aleph	3065	2,711
Other	2,312	2,303	307	4287	2,527
TOTAL ITEMS CIRCULATED	**438,139**	**425,442**	**454,777**	**471731**	**498,447**

Marcus Kilman
Head, Circulation Services

Highlights of the Year in Retrospect

The Information Literacy and Outreach (ILO) department is composed of a group of dynamic and creative librarians and support staff dedicated to helping students, faculty, and staff in their educational endeavors: Elizabeth Killingsworth, Interim Department Head; Corinne Bishop, Information Literacy Librarian; Rachel Mulvihill, Distance Learning Librarian and Instruction Coordinator; Renee Montgomery, Outreach Librarian; and Erica Baker, Senior LTA.

The 2008-2009 fiscal year was very productive as evidenced by the following projects and accomplishments.

The Information Literacy Modules Project

After unveiling the initial set of four information literacy modules in June 2008, four new modules were created from July 2008 to May 2009 primarily by Corinne Bishop and Kitzzy Aviles, instructional development specialist, Course Development and Web Services (CDWS) (with assistance from Kelvin Thompson, CDWS, and the ILO department). They are:

- Citing Sources Using APA Style;
- Maximizing Google Scholar Searches;
- Recognizing a Research Study (with video); and
- Focusing an Information Search.

In addition to creating these new modules, the initial set of four modules were edited and updated. All eight modules were released on May 18, 2009.

Since the debut of the information literacy modules on June 23, 2008 until the end of July 2009, there have been:

11039	**assessment completions by**
4055	**students in**
151	**course sections (or projects) taught (or led) by**
77	**faculty members who created**
307	**instances of**
8	**info lit modules with an average score of**
89.08%	**across all modules' summative assessments.**

In end-of-term questionnaires:

- Most faculty members say they assign modules as stand-alone graded assignments.
- On average, faculty members report somewhat high impact on student knowledge/skills.
- Few technical problems. (As high as 7% of student respondents indicated serious problems. Tech support logs show far fewer numbers.)
- On average, students say they have prior experience with content, but get value from practice/feedback and find that the summative assessments accurately gauge their competence.

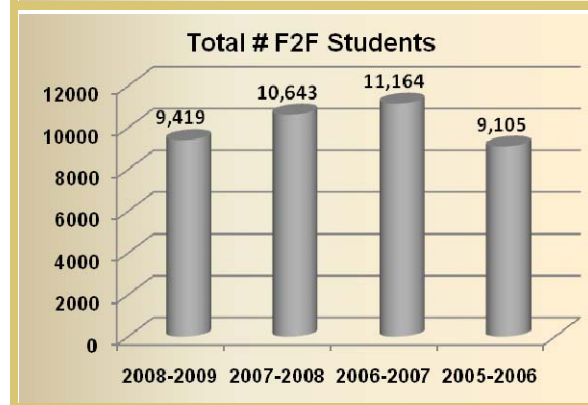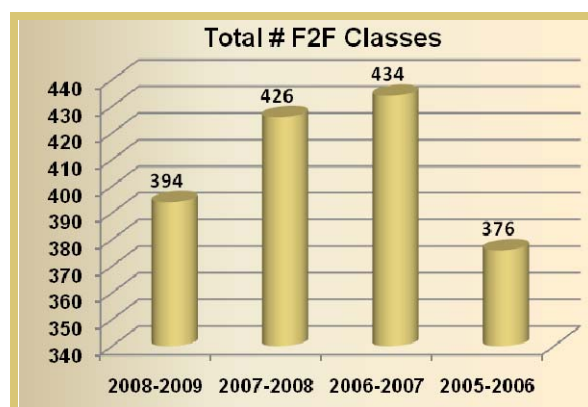To market the information literacy modules, Renee Montgomery designed door hangers, funded and printed by the QEP Office, that were distributed across campus early in the spring semester. Corinne Bishop and Kelvin Thompson also made presentations at both the winter and summer FCTL conferences to showcase the new modules. In addition, e-mails to all teaching faculty to announce the availability of the modules as a teaching resource were sent at the beginning of each semester. End of semester questionnaires were sent to students and faculty who used the modules to gather data on ease of use and effectiveness of module content.

Plans for the 2009-2010 year are to create a new set of modules to be released in May 2010 and to continue to maintain and edit the existing modules.

Instruction

- **Face-to-Face Instruction**:
  Approximately 12 librarians taught 394 face-to-face (F2F) library instruction sessions during the year. The total number of classes is a slight reduction from last year's total of 426, with a corresponding reduction in number of students.
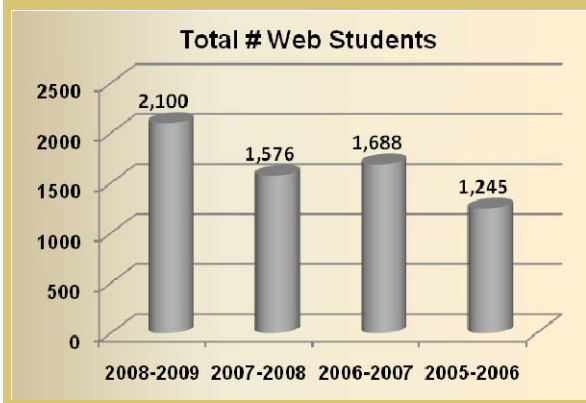

Total # F2F Classes: 2008-2009: 394; 2007-2008: 426; 2006-2007: 434; 2005-2006: 376

Total # F2F Students: 2008-2009: 9,419; 2007-2008: 10,643; 2006-2007: 11,164; 2005-2006: 9,105
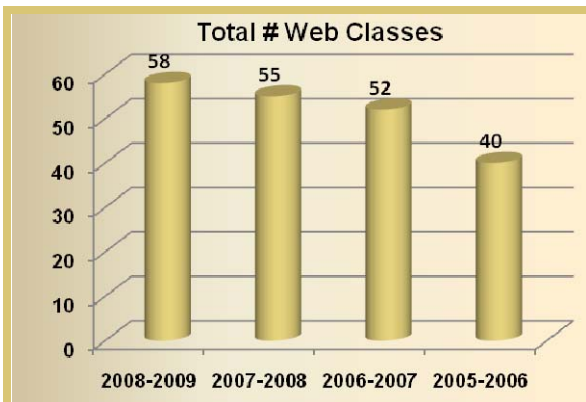
- **Embedded Librarians in Web Courses:**
  Librarians participating in the Embedded Librarians program include all of the regional campus librarians, plus several librarians from the main campus library. The program was started by the regional campus librarians, migrated to the main campus, and has grown steadily over the years. This year the number

of classes increased only slightly, but the total number of students increased 33%. The statistics below include all embedded librarians from the regional campus libraries and main campus.

The role of embedded librarians fluctuates with each course. Librarians monitor a course throughout the semester. Some librarians create assignments, grade, and give feedback on the assignment, while other classes may only require monitoring a discussion board throughout the semester. The degree of participation depends on the class and the collaboration between the faculty member and the librarian.

Total # Web Classes

	2008-2009	2007-2008	2006-2007	2005-2006
	58	55	52	40

Total # Web Students

	2008-2009	2007-2008	2006-2007	2005-2006
	2,100	1,576	1,688	1,245

■ **Instruction Impact**
The total number of students who have interaction with library instruction, (information literacy module completions + face-to-face instruction + WebCourses), through programs coordinated from the main campus is approximately 15,500.

Outreach

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

An ***** indicates a new outreach opportunity.

■ **Highlights from Outreach:**
- *Campus Orientations:*
  - New Faculty Orientation: participation and presentations
  - New Faculty Orientation One-Stop Shop
  - Graduate Student Orientations presentations
  - Library orientation for O-Team Leaders during summer training
  - 40 New Student Orientations reaching approximately 500-700 students in each session.
  - English Composition Fall Orientation Program: presentation
  - ***** International Student Welcome Reception
- *Campus Events:*
  - SARC Learning Fair Annual Event
  - UCF Welcome Expo to introduce the library to new students
  - Summer Research Week presentation "Organizing Your References: How to Use EndNote and RefWorks."
  - ***** LEAD Impact Event on "Plagiarism": invited speaker
- *Campus Connections:*
  - Revised and updated library information for the UCF New Student In-Person and Virtual Orientations.
  - Completed revisions and updates to the Graduate Student Orientation Guide.
  - Updated the library chapter of the SLS Course Textbook for SLS 1501.
  - Conducted training sessions for Upward Bound Tutors.
  - ***** Renee Montgomery and Aysegul Kapucu presented "Library Resources for International Students" to the Intensive English Program (IEP) Faculty.
  - ***** Created new library Web page for International Students: http://library.ucf.edu/Services/International/Default.asp
  - ***** Provided handouts for College Shadow Day.
  - Provided Citation Management 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 & Public Affairs (COHPA) Doctoral Students
    - College of Education Holmes Scholar Program students

- Graduate Students Association (GSA) studentsILO also coordinated the 2nd annual Information Fluency Award with the Honors College. The award is presented to two Honors students who demonstrate an excellent understanding of the research process. Two $500 awards were presented at a reception in the Honors College.
- *Area Schools*:
  - Conducted library orientations for area high schools, West Shore Jr/Sr High School and Trinity Prep AP, working on class projects in the library.
- *Library Related Publications:*
  - Bimonthly bathroom newsletter, *InSTALLments*.
  - Once a semester publication of *Unbound*, the library internal newsletter to improve communication and camaraderie between departments.

Staffing Changes

ILO made a change in the collaboration with CDWS. Kitzzy Aviles, instructional development specialist, now works with ILO on the information literacy modules project.

During the course of Cindy Dancel's maternity leave, Erica Baker unofficially took on the additional role of Office Manager for Reference Services while still functioning as the Senior LTA for Information Literacy and Outreach.

Departmental Goals: 2008-2009

- **Develop the next set of information literacy modules for summer 2009.** *Completed. The new modules were released to the public on May 11, 2009.*
- **Increase use of existing modules through marketing and outreach.** *Completed.*
- **Find new ways of reaching faculty and marketing our services.** *Ongoing.*

Departmental Goals: 2009-2010

- Create a new set of information literacy modules and update the current modules for summer 2010 release.
- Update all Captivate streaming videos for summer 2010 release.
- Identify all undergraduate and graduate courses with a research methods component for marketing of library instruction services and resources.

Advancement Toward the President's Five Goals

Goal #1: Offer the best undergraduate education available in Florida

The ILO department supports this goal through development of online instructional resources and through face-to-face instruction, as well as participation in many outreach programs for undergraduates on campus.

Goal #2: Achieve international prominence in key programs of graduate study and research

The ILO department supports graduate programs and research through online instructional resources, face-to-face instruction, and outreach to all graduate students.

Goal #3: Provide international focus to our curricula and research programs

The ILO department supports international interests by the creation of a Web site devoted to international students and through outreach to faculty who support international students, such as the Intensive English Program faculty.

Performance Enhancement Recommendations

Classroom Capacity

An analysis of classroom data between November 2006 and June 12, 2009 (when statistics were compiled using MS Access) revealed the following:

- 1,038 total classes were taught.
- 153 classes, or 14.6%, were held elsewhere because of inadequate classroom capacity in the library.
- 478 classes, or 46%, were held in either 235A or 235C, but the number of students exceeded the classroom capacity (number of students were >18 in 235A or >21 in 235C).
- 60.7% of the classes taught were impacted by the current classroom capacity.

This does not factor in any classes that are requested, but are not taught because of inadequate classroom facilities. It also does not address the number of classes that are split and require multiple sessions, and more time because of inadequate space.

(Note: Enrollment for composition classes is currently capped at 27, with 235C holding only 21 students and 235A holding only 18.)

Larger classroom space is essential for the growth of the instruction program.

Elizabeth Killingsworth
Interim Head, Information Literacy & Outreach

Highlights of the Year in Retrospect

This year, while the university and the nation have been focused on the economic crisis and budget cuts, the Interlibrary Loan/Document Delivery Services (ILL/DDS) department at UCF has focused on the future and what it holds for resource sharing. The department has been a beehive of activity as we acquired new technology, discussed strong collaborative efforts among the State University Libraries (SULs) and worked in partnership with Digital Services. Two key phrases began and ended the year: "how can departments and libraries collaborate together to share limited resources" and "unmediated borrowing."

As UCF ILL/DDS has been able to focused on the future and on providing access to resources to our users, other libraries throughout the state have not been as fortunate. Numerous public libraries began charging for interlibrary loan (ILL) services where before it was free. ILL requests from other libraries did not drop this year, but it can be predicted that requests from public libraries will drop significantly over the coming year. UCF ILL/DDS has strictly enforced the $25 per request subsidy. This imposed restriction has forced the department to cancel approximately 160 requests over the past year.

The year began and ended with the introduction of two new resource sharing systems. In July 2008, we implemented DOCLINE with the assistance of Jeannette Ward, Associate Director for Technical Services. DOCLINE is the automated ILL request routing and referral system used by the National Library of Medicine (NLM). It serves over 3,000 U.S., Canadian, and Mexican medical libraries. As a member of DOCLINE, UCF ILL/DDS submitted 259 requests directly to fellow libraries without third party intervention. While UCF was paying anywhere from $10 to $25 per request through OCLC, the standard charge for a DOCLINE request is $11, saving the department up to $14 per request. Implementing DOCLINE also decreased the turnaround time. Prior to using DOCLINE, requests to the NLM sometimes took up to two weeks to be filled. Requests sent through DOCLINE are filled in less than five days.

RapidILL was implemented on June 1, 2009. This technology was developed in 1997 by the Colorado State University ILL staff after the library experienced a devastating flood. The *RapidILL* system is designed to bypass OCLC and send article requests directly from the user submission form to the owning library. *RapidILL* maintains a database comprised of the serial holdings of participating libraries, so requests only go to those libraries that own the needed requested volume. *RapidILL* adds the call number and location to the submission form, saving lending staff from having to look up that information. In addition, the form also barcodes the *RapidILL* number and the borrowing library's *Ariel* address for quick updating. One of the requirements for participation in *RapidILL* is to maintain a "rapid" turnaround time of 48 hours or less. In June 2009, ILL/DDS submitted 685 requests through *RapidILL* and 645 of those requests were filled. The average turnaround time, measured from the time

It's a dirty job – but someone has to do it! These fingers belonging to Joanie Reynolds and Kristen Palmiere show what a messy job it is opening the daily DLLI courier bags.

that the request was submitted by the user to the time the request was filled by the owning library, was .52 days or just around 13 hours. Participation in *RapidILL* has not only lowered the turnaround time, but it has also increased the number of reciprocal agreements with ARL and peer institutions by 50. *RapidILL* libraries send articles to each other free of charge through the system, and also agree to lend items for free via OCLC. Comparing June 2008 to June 2009 statistics, approximately $900 was saved in ILL Fee Management (IFM) charges alone by using *RapidILL*. We are anxious to see what the next year brings and to continue to find ways to take full advantage of *RapidILL*.

Over the past year, there have been many discussions among the SULs about unmediated borrowing. The discussion started with a definition of exactly what unmediated borrowing is and evaluating other consortia's unmediated borrowing products and policies. What types of systems are being used for unmediated borrowing? How could unmediated borrowing be implemented in the state of Florida? What are the requirements for creating such a system? What policies need to be written?

Unmediated Borrowing can be defined as a request for a returnable item, such as a book or DVD, delivered to the patron directly from the lending library, without intervention on the part of the patron's home library. A patron can submit a request for an item in the *Endeca* system and the request will automatically go to a library that owns the item to be filled. During the summer and fall 2008, a task force of SUL members was formed, which evaluated different unmediated borrowing systems being used throughout the country. The task force was comprised of Robb Waltner, University of North Florida (UNF); Jennifer Kuntz, Florida Center for Library Automation (FCLA); and Kristine Shrauger, University of Central Florida (UCF). The task force looked at a variety of systems throughout the country and came to the conclusion that two products needed to be evaluated further: *ILLiad* and *Aleph ILL* modules. Several other task forces were charged with creating policies for an unmediated borrowing system and writing up the system requirements for such a program. Shrauger

participated in all of the various task forces. UCF ILL/DDS will be beta-testing both the *ILLiad* unmediated borrowing program and the *Aleph ILL* modules in the coming year.

Lee Dotson, Digital Services Librarian, and Kristine Shrauger presented "Double Duty: Interlibrary Loan and Digital Services Team Up to Enhance Access to Collections" at the Florida Association of College and Research Libraries (FACRL) Fall 2008 program *Proving Your Worth and Adding Value to Your Institution*. For the past couple of years, Digital Services and ILL/DDS have worked together to provide open access to two distinct collections owned by the UCF Libraries: UCF theses and dissertations and the Van Sickle Social Leftist Pamphlet collection. Neither department could have accomplished the projects alone. Teamwork and collaboration between the two departments has allowed both projects to move ahead. During summer 2008, three federal work-study students in our department worked diligently to pull dissertations, create spreadsheets, and verify copyright information. The presentation highlighted how two departments could knock down the hidden walls that have been built over the years and work together toward a common goal.

You just never know what's going to come in the ILL mail. Joanie Reynolds holds a really big – and unexpected – book.

Over the past year, ILL/DDS has hosted many visitors and made site visits to other institutions. The SUL ILL/Circ meeting was once again held at the Rosen Library. Caroline Thompson, University of West Florida, stopped by in December to see how *ILLiad* worked. Jared Hoppenfield, University of South Florida, visited the department on at least two different occasions. Kristine Shrauger visited Valencia Community College and Seminole Community College to review *Aleph ILL*. Shrauger also visited with ILL staffs throughout the state, including: Alachua County Library System (Gainesville); Florida Atlantic University (Boca Raton), where she also met with the Associate Dean of Libraries, Rita Pellen; and Rollins College (Winter Park).

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.** *ILLiad 8.0 has not been released as of June 30, 2009, so migration has not taken place.*
- **Join DOCLINE, the interlibrary loan request and routing system for medical libraries and hospital libraries.** *Accomplished July 2008.*
- **Continue to look for reciprocal agreements in which we can loan and borrow materials free of charge.** *Ongoing.*

Reasons why ILL was unable to fill requests	
Volume/Issue request not owned	2,542
Checked Out	2,449
Non-Circulating (Rosen, Special Collections, CMC, Reference, Microfilm, Cocoa, Daytona)	817
Exceeds Max Cost	642
Not on Shelf	564
Electronic Holdings / unable to lend	409

- **Increase the lending fill rate from 68% to 72%.** *This year, the lending unit filled 24,318 out of 33,048 requests or 73% of all requests. Staff exceeded the stated goal by 1%. One issue that has arisen during the various task forces state- and nationwide over the past year is the lack of ability to deflect requests from being submitted to an ILL department if an item is checked out or if a volume is not owned. Hopefully over the next couple of years steps can be taken toward finding ways to submit requests only to institutions that can lend the requested item.*
- **Build a strong relationship with the UCF College of Medicine Health Sciences Library. Find ways in which to work together to create a strong ILL program for both the Health Science's and main campus libraries.** *ILL and CoM have worked together to create a courier service between the libraries and set-up ILL accounts for CoM faculty.*
- **Evaluate Custom Holdings Groups and Paths. Collaborate with Florida Atlantic University and University of North Florida on compiling this information.** *University of North Florida and UCF worked together on compiling the information during summer 2008, but once the academic year began, the project got pushed to the side and will be picked back up during summer 2009.*
- **Streamline Document Delivery Services unit**. *As budgets continue to shrink, ILL looked at ways to eliminate the use of removable book labels for Document Delivery Services. This was accomplished over a 6 month period.*
- **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.** *Continued, as in every year, to evaluate the costs associated with ILL and document delivery. This year the lending unit continued to review its reciprocal agreements and consortia agreements. While it is nice to be lax with* the agreements and to

provide a free service for all reciprocal agreements, with budget cuts and with staff shortages, policies needed to be tightened. On January 1, 2009, lending fees increased and policies were strictly enforced. March 2009 was the first time in ILL IFM history that the Lending unit earned more money than the Borrowing unit spent. This was also true of the following months.

Departmental Goals: 2009-2010

The goals for next year pertain to more collaboration with other Resource Sharing departments by:

- participating in conversations and working with OCLC to beta-test a new electronic serials database
- working with FCLA to beta-test the *Aleph ILL* module
- designing and testing *ILLiad* as an unmediated borrowing module
- creating a marketing plan to let faculty, students, and staff know about resource sharing services
- cutting document delivery turnaround time down to equal *RapidILL* turnaround time raising the borrowing fill rate to over 80%.

Staffing Changes
- ILL/DDS welcomed Deirdre Campbell back into the fold part time. Campbell started working in the department in March 2009. It's great to have her back.
- ILL/DDS could not operate as well as it does without the support of its student assistants. Four outstanding student assistants have graduated in the past year: Jaime Durand, Dana Webb, Ariana Santiago, and Tachelle Newton. These students will be missed as a few of them came in as freshman and stayed with the department over their entire college experience.

Dana Webb, Tachelle Newton, Ariana Santiago

- Malinda Watkins, a student assistant in the department, won the June S. Stillman Memorial Scholarship award this year.
- Vasu Mody volunteered in the department during the spring. Mody is a high school student at Crooms Academy of Information Technology. He assisted in the library in order to earn credit toward his Bright Futures Scholarship. Mody worked 20 hours a week.

- Charles Bilodeau was a University of South Florida MLIS graduate student who completed his internship in the ILL/DDS department during the spring. Bilodeau will graduate summer 2009.

Advancement Toward the President's Five Goals

Goal #1: Offer the best undergraduate education available in Florida
ILL/DDS continues to collaborate with Digital Services to digitize two UCF Collections: Van Sickle Leftist Collection and a retrospective conversion of UCF theses and dissertations. Both of these endeavors will eventually help our undergraduates and graduates as it will provide open access to two sets of unique and rare items.

Goal #3: Provide international focus to our curricula and research programs
Due to budget cuts and increasing costs, ILL/DDS had to raise its fees for copies and loans to non-reciprocal and international libraries. As a result, the lending unit has received less requests from these libraries.

Goal #5: Be America's leading partnership university
Over the year, the Interlibrary Loan/Document Delivery Services reached out to over 120 libraries throughout the United States asking for reciprocal agreements – an agreement to lend items back and forth for free. Of those 120 libraries, we signed approximately 36 agreements. This will help with defraying the costs of interlibrary loans for students at all of our regional/branch campuses.

Performance Enhancement Recommendations

The ILL/DDS department strives to help all patrons whenever possible. Over the course of the year, ILL/DDS has taken a step backwards, due in large part to only subsidizing request up to $25. Increasing the limit to $50 would increase the number of requests that could potentially be filled.

Ideally, it would be beneficial for both the library and the campus as a whole if ILL/DDS could hand deliver requested items to administrators, faculty, and staff throughout the campus. The ability to deliver items to the office gives the library another opportunity to be seen on campus and provides a service to the busy user. Last year, the department filled 1,905 returnables (books, dvd) for administrators, faculty, and staff on the main campus.

Last year the ILL Borrowing received 6,237 requests for returnables. While every request is not a viable candidate for the "purchase upon demand" program, it is crucial that ILL be given more funding to purchase

items that are driven by faculty, student, and staff demands.

A trend in the field of Resource Sharing is providing document delivery services to all patrons. Currently, the department provides document delivery service to patrons at the regional and branch campuses, distance learners, and to faculty and staff on the main campus. This year, the ILL/DDS canceled about 2,300 requests from undergraduate and graduate students enrolled on the main campus. Libraries need to find the balance between teaching students how to use the library and providing a service. As libraries become more user-centered, providing document delivery service to graduate students may be one step in the right direction.

As budgets continue to shrink, librarians need to think outside their own departments and find ways to work together for the common good. For example, ILL and Reserves could work closely together as some of the steps and procedures are easily blended. Another area of possible teamwork could be between ILL/DDS and Acquisitions. This collaborative effort could help make some cost savings decisions as to when ILL should borrow or buy an item upon demand.

Interlibrary Loan/Document Delivery Services
Table #1
Who Uses ILL?

Department	Article	Loan	Total Requests Received
Engineering	1,948	529	2,477
Nursing	1,993	114	2,107
Education	923	501	1,424
Psychology	745	243	988
History	196	789	985
Foreign Languages	662	294	956
English	586	366	952
Chemistry	792	39	831
Anthropology	597	215	812
Communicative Disorders	560	105	665
Physical Therapy	641	3	644
Biomolecular Sciences	517	41	558
Biology	470	55	525

Interlibrary Loan/Document Delivery Services
Table #2
Requests for items that are owned by UCF Libraries filled by the ILL/DDS staff 2008-2009

Journal Name	# of Requests
Dissertation abstracts international	401
Nature	56
The Cochrane Database of Systematic Reviews	44
Psychological Reports	42
Science	39
Language Variation & Change	30
Journal of Travel Research,	25
Perceptual & Motor Skills	22

Interlibrary Loan/Document Delivery Services
Table #3
Requests Submitted: Four-Year Summary

	2008/09	2007/08	2006/07	2005/06
Borrowing	20,695	20,710	22,447	21,512
Document Delivery	6,503	9,682	6,994	7,346
Lending	33,033	32,588	36,150	36,839
Total	60,231	62,980	65,591	65,697

Interlibrary Loan/Document Delivery Services
Table #4
Top Requested Journals 2008-2009

Journal Name	Department	# of Requests
Molecular Crystals & Liquid Crystals	CREOL	25
Key Engineering Materials.	Mechanical Engineering	20
The Miami Herald.	Journalism	19
Scholarly Inquiry for Nursing Practice.	Nursing	16
Studies in Health Technology & Informatics.	Nursing	15
Materials Science Forum.	Mechanical Engineering	14
Applied biochemistry & Biotechnology.	Biomolecular Sciences	13
Transplantation.	Nursing	13
Anales Galdosianos.	Foreign Languages	12
PVP /	Mechanical Engineering	12
British Journal of Disorders of Communication	Communicative Disorders	11
Journal of Great Lakes Research	Biology	11

STATISTICS

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

Highlights of the Year in Retrospect

The department will move through a series of transitions during the coming fiscal year. After serving as Head of Reference Services since 1999, Carole Hinshaw will relinquish this position in July 2009 to become Marketing and Program Officer for the Libraries. Dr. Penny Beile will serve as Interim Head of the department.

An integrated service model was implemented to effectively utilize existing librarians and provide more efficient patron service. The pilot project was implemented in fall 2008, which provided research assistance at another location in the building. After investigating service models at other libraries, Marcus Kilman, Head, Circulation Services, and Buenaventuro Basco, InfoSource Coordinator, concluded that integrating research assistance at that Circulation Service Desk would be beneficial for patrons. The original reference service desk was retained and referrals between the two service points were made, partially, through instant messaging (IM). New signage helped students learn about the new arrangement. In addition, the designation "Reference Services" was changed to "Research Assistance" to more aptly describe the in-depth service provided to patrons. In 2009 after examining statistics the schedule at both service desks was adjusted to provide optimal service.

Ask A Librarian

UCF Ask A Librarian (AAL) joined Florida's statewide *ASK a Librarian* (www.askalibrarian.org) collaborative chat (Academic Desk) in June 2008. Over 100 libraries statewide participate in this free virtual reference service. The service is funded as part of the Florida Electronic Library (FEL) by a Library Services and Technology Act (LSTA) grant and managed by the Tampa Bay Library Consortium (TBLC).

UCF Ask A Librarian provides local chat for 66 hours per week and staffs the Academic Desk of Florida *ASK a Librarian* chat 11 additional hours per week. Staff in libraries throughout the state celebrated *ASK a Librarian Day* on February 20, 2008. Staff wore *ASK a Librarian* t-shirts and distributed stickers and cards to patrons to publicize the service.

Ask A Librarian Statistics
Four-Year Comparison

Service	2008/09	2007/08	2006/07	2005/06	Inc/Dec from 07-08
Telephone calls	5,563	5,422	5,835	5,992	+ 2%
E-mail	997	1,172	1,254	966	-15%
Chat*	5,722	4,719	4,462	3,757	+ 21%
*Includes 1,928 IM chats.					

In May 2009 UCF Ask A Librarian marked the first anniversary of offering Instant Messaging (IM) in addition to vendor-based chat. Students and staff may contact Ask A Librarian from the Meebo widget located on the AAL homepage (http://library.ucf.edu/Ask/) or by adding UCFLibChat to their "buddy" list. IM is very popular, accounting for a 21% increase in total chats for this fiscal year.

(left to right) Renee Montgomery, Meredith Semones, Rachel Mulvihill, Richard Harrison, Nola Pettit, Rich Gause, Hal Mendelsohn in their AAL Day regalia in front of the Stephen Lotz painting *Wisdom Temple* on display on the library's fifth floor.

Florida *ASK a Librarian* awarded UCF AAL staff members, Nola Pettit and Melinda Gottesman, exemplary reference certificates for best Brief Exemplary Chats. Meredith Semones, along with librarians from Orange County Library System & Gulf Coast Community College, presented in a Webinar, *Best Practices for Local Desks* for Florida *Ask a Librarian*. Aysegul Kapucu and Meredith Semones gave a presentation entitled *Chat Base Reference: Can IM and Commercial Systems Co-Exist?* at FLA on May 7, 2009.

Research Consultations

Research Consultations, the intensive one-on-one or small group sessions, continue to be popular. Although the numbers decreased slightly, the service is becoming more popular with graduate students. Marketing through a Web page and online registration form has proved to be highly successful.

InfoSource

UCF InfoSource advertised its services in the UCF E-Newsletter for faculty twice each semester. Informational brochures were-mailed to targeted special borrower card purchasers detailing services available. Buenaventura Basco, coordinator of InfoSource, was invited to speak during the Advanced Invention to Venture workshop hosted by the UCF Office of Research and Commercialization. The presentation entitled "Marketing Research Information at UCF Libraries" was given to a group of entrepreneurs from all over the country who attended the 3½-day workshop.

A new contract with Bethune Cookman University was instituted to give their student special borrowing privileges.

Government Documents

Richard Gause, Government Documents Librarian, expanded access to government resources through numerous finding aids. Some of these included *Popular Government Resources, Federal Government Resources, Florida Government Resources, Foreign & International Government Resources, Technical Reports, Maps & Geographic Information Systems (GIS), Statistics/ Demographics/ Census, Treaties, Conflict & Terrorism, Florida Weather Observations, Urban Documents Microfiche Collection.*

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.** *Outcomes are inconclusive at this time. The effectiveness is being studied and some scheduling changes will be made in the upcoming year.*

- **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.** *Outcomes included Hal Mendelsohn's "Campus Connections" initiatives. Several UCF departments were invited to market their student and faculty services at display tables near the front door. Because it was so popular and so successful the initiative will be continued next year.*

- **In collaboration with the Disabilities Committee market the Libraries' Disabilities Services, including availability of accessible workstations, schedule workshops for staff, and collaborate with UCF Student Disabilities Services (SDS).** *Outcomes included a training session by SDS staff scheduled for reference staff.*

Departmental Goals: 2009-2010

- Contribute to planning and implementing second floor renovation. Project outcomes include providing a more aesthetically pleasing area with flexible patron seating space and access to computer workstations and power outlets.
- Review reference materials on an item by item basis for reassignment to other areas in the library. Project outcomes include relocating over 60% of the collection to create additional patron seating and a more functional reference collection.
- Continue to refine current service delivery model and investigate additional options.

Staffing Changes
Cynthia Burris Dancel was on maternity leave March – August 2009.

Advancement Toward the President's Five Goals

Goal #1: Offer the best undergraduate education available in Florida
Reference Services supports this goal in a variety of ways. Reference librarians and staff members provide exceptional service which enhances the research goals of faculty and students. Research assistance is provided through face-to-face encounters, Research Consultations, citation analyses for promotion and tenure, and Ask A Librarian service.

Goal #5: Be America's leading partnership university
UCF joined the Florida Electronic Library's *ASK A Librarian* Service in June 2008. Partnering with

101 participating libraries statewide, provides extended hours of research assistance to UCF students and faculty. UCF library patrons will continue to benefit from this new partnership which will provide excellent virtual research service. The consortium includes academic, community college libraries, special libraries, and public libraries.

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.


School mascot Knightro poses a question for Reference Assistance librarian, Richard Harrison.

Hal Mendelsohn organized the Libraries' highly successful "Campus Connections Program" during spring 2009. Twenty four UCF organizations and departments were scheduled and were able to market their services to students and faculty. There were a total of 821 face-to-face contacts and an additional 1,063 pieces of literature distributed.

Performance Enhancement Recommendations

During much of the year, the main library continues to experience seating space shortages and long lines to use computers for research, e-mail, media, software, and various other uses. Seating space is especially 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. An ongoing revitalization project to renovate the main floor will provide some relief in the short term. However, long term there is a great need for a new and larger building.
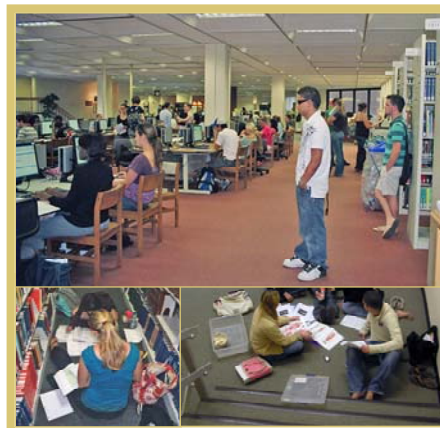
In the stairwells, in the aisles, standing in line – they're everywhere! We need more room!

Reference Services
Table 1
2008-2009 Reference Statistics

Service	Total
Ask A Librarian Total	**12,282**
Phone	5,563
E-mail	997
Chat	5,722
Research Consultations	304
Reference Desk Questions	24,435
Information Source Statistics Total Activity	**230**
Citation Searches	7
InfoSource Research -	
Patents	2
Trademark	0
Literature Search	2
Document Delivery -	
Articles	24
Books	7
Special Collections Billing	4
Miscellaneous Research	0
Special Borrower Cards-	
Individuals	184
Contracts Agreements	0
Contracts Entered	0

STATISTICS

Reference Services
Table #2
Government Documents Statistics 2008-2009

U.S. Documents	Total
U.S. Volumes Received	1,843
U.S. Volumes Deleted	814
Total Volumes	**1,029**
Microfiche Received	6,027
Microfiche Deleted	4
Total Microfiche	**6,023**
Electronic Products Received	132
Electronic Products Deleted	1
Total Electronic Products	**131**
Florida Documents	
Florida Documents Received	347
Florida Documents Deleted	35
Total Florida Documents	**312**
Florida Microfiche Received	0
Florida Microfiche Deleted	0
Total Florida Microfiche	**0**
FL Electronic Received	2
FL Electronic Deleted	0
Total FL Electronic	**2**
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	56
Patents CD-ROM Deleted	1
Total CD-ROMs	**55**
Patents DVDs Received	127
Patents DVDs Deleted	0
Total DVDs	**127**
Total Patents Microfilm Received	0
Total Patents Microfilm Deleted	0
Total Microfilm	**0**
Maps	
Maps Received	59
Maps Deleted	0
Total Maps	**59**
Growth in U.S. Documents Collection (Approx. in ft)	**29.44**

Reference Services:
(standing left to right) Robin Chan, Ven Basco, John Venecek, Richard Harrison, Linda Colding, Aysegul Kapucu, Rich Gause, Terrie Sypolt, Hal Mendelsohn
(sitting left to right) Cindy Dancel, Carole Hinshaw, Melinda Gottesman, Meredith Semones, Patricia Hall (not in picture: Nola Pettit)

Carole S. Hinshaw
Head, Reference Services

The mission of Special Collections, a department within the University Libraries created in August 2001, is to provide services central to the library and university community in support of research, teaching, and service. We collect 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 current budget situation we had very limited purchasing power and, therefore, attempted to purchase fewer but unique items and titles not held by other Florida libraries, with the main aim to support teaching and research at UCF. New purchases resulted in over 70 items (monographs, maps, and manuscripts) added to the five distinct areas of collection development, according to the department's Collection Development Policy: University Archives; Floridiana; Travel & Tourism; Book Arts; and Caribbean & West Indies. Additionally, we were able to acquire an extremely important collection, *African American Legacy, The Carol Mundy Collection*, which will expand our areas of collection into six distinct areas to include African Americana. A total of 13 linear feet of material was added to our manuscripts collection, while University Archives have been enriched by 23.4 linear feet of new material received from UCF departments.

As part of our outreach efforts, we posted a new Web exhibit for the Michael A. Spencer Bromeliad Research collection [http://library.ucf.edu/SpecialCollections/Exhibits/Foster/default.asp] focusing on Mulford B. Foster's art. Also, the Spring 2009 issue of *Reflections from Central Florida,* a publication of the Orange County Regional History Center, [www.thehistorycenter.org/reflections] included an article about Foster and Joy Postle and showcased some of the artists' items from our collections. In addition, a beautiful image of one of the Postle paintings from the "Glamorous Birds" series, also from our collection, was used for the cover. Again we were glad to organize and sponsor a 2008 UCF Student Book Arts Competition. [http://library.ucf.edu/SpecialCollections/Collections/BookArts/2008Winners.asp].
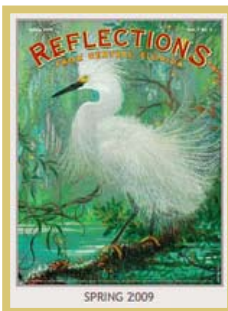
Book Arts

The Book Arts Collection has been augmented with beautiful artists' books. Just to mention a few:

- *Direction of the Road* – an artist's book issued in portfolio box with an original woodcut illustration in anomorphic art form and a mirror made of plastic tubing and reflective polymer to view the woodcut –

Direction of the Road by Ursula K. Le Guin, and woodcut by Aaron Johnson

by Ursula K. Le Guin, and woodcut by Aaron Johnson

- *Hair Loss* – a series of portraits of the artist during the time she lost and regrew her hair due to radiation and chemotherapy – by Bea Nettles, a Florida artist

- *Panorama* – by well-acclaimed book artist Julie Chen, opens horizontally to five feet wide revealing a panoramic view of Earth. It contains three gate-fold panoramas and two double-page panorama-layered pop-ups; each page contains images and texts. From Chen's website: "*Panorama* explores the issue of climate change from an artist's perspective, simultaneously expressing hope and helplessness in the face of this growing crisis."

Panorama by Julie Chen

- *Poule Aye* – an elaborate book/structure that includes an accordion-fold text, a tunnel book illustration, and a four-page colophon attached to the back of the back of the tunnel book, all bound in reclaimed cedar tongue-in-groove planks and fastened with a chicken wire band closure, issued in edition of four, held only by UCF Libraries – by Alisa Banks, a new emerging artist who explores life in Louisiana while dealing with topics of "memory, notions of home and of self, traditions, biology, containment, self-esteem, and the marks that are made as a part of everyday being"

Poule Aye by Alisa Banks

■ *Soliloquy* – each of the wood constructions was made and hand painted by the artist. The relief prints and text were printed letterpress by Nelle Martin and hand colored by the artist on Kitakata paper. Sonja Jones bound the books and made the tray cases. An original woodcut by the artist is mounted on the cover – by James Renner, designed by Michele Burgess, OCLC indicates only nine holdings, none in Florida

Soliloquy by James Renner

■ *Triumphal Summer* – unique book, signed by the artists Kurt Allersley, Marshall Weber and Chirstopher K. Wilde. Hand-bound by Sara Parkel in brown Indian Curry Paper over boards; abstract cover illustration branded in

■ *The Veil* – another beautiful artist's book created and signed by Julie Chen, is a nested accordion structure, each numbered opening has an image of the world seen through an increasingly dense veil of cut paper; comes in a box (33 cm x 22 cm) with magnetized closure. UCF Libraries is the only library in Florida to own it.

The Veil by Julie Chen

Floridiana
For Floridiana, we acquired a very scarce first map of Florida, which originated in the author's (Abraham Ortelius) '*Theatrum Orbis Terrarium*' or 'atlas,' edition ultima of 1603. One side shows the southern U.S., Central America, and portions of South America while the reverse side shows Latin text. According to OCLC, it is only held by UCF Libraries.

Pervviae Aavriferae Regionis Typvs by Abraham Ortelius, 1603
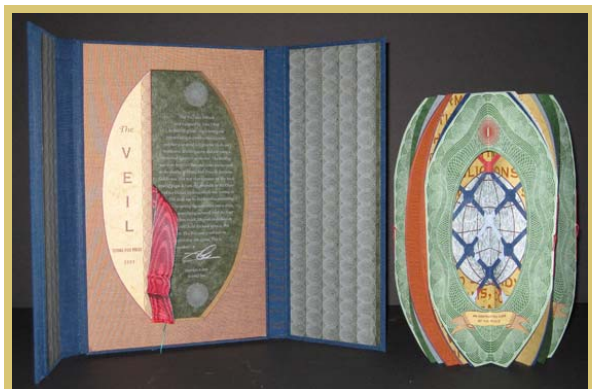
African Americana
The department has just started collecting in this new area as a result of our newly acquired *African American Legacy, The Carol Mundy Collection* – a vast paper-based collection of African Americana, which includes primary sources about the Civil Rights Movement, history, and culture of African Americans. The collection is comprehensive in scope but it also includes a significant portion of local importance, e.g., Central Florida, specifically Apopka and Eatonville.

Michael A. Spencer Collection
The department head has started to appraise the Michael A. Spencer Collection of 1,021 monographs and 163 journal titles. [http://library.ucf.edu/SpecialCollections/Collections/ManuscriptsSpencer.asp] The goal is to finalize the selection of titles to be cataloged and added to the permanent collection. Jack Webb, Cataloging Services, has already cataloged over 680 titles (645 additional titles since last fiscal year.)

Tourism
Numerous additional scrapbooks from Harris Rosen have been added to the Harris Rosen Collection.
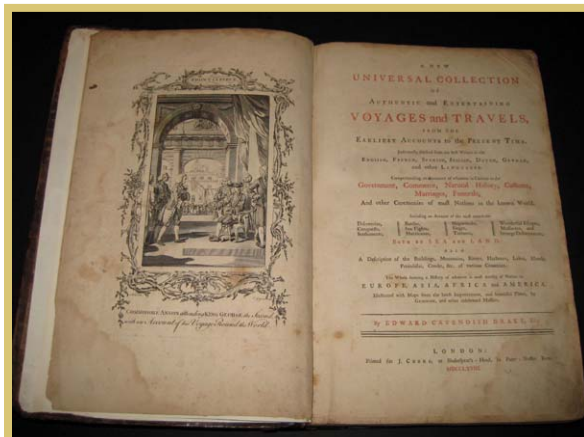
A New Universal Collection of Authentic and Entertaining Voyages and Travels by Edward Cavendish Drake. London, Printed for J. Cooke, 1768

Rare Books
A New Universal Collection of Authentic and Entertaining Voyages and Travels by Edward Cavendish Drake, 1768, has been acquired. A wonderful addition to the department's rare book collection of 18th century imprints. OCLC indicates 42 other holdings, none in Florida.

Bryant West Indies

A rare manuscript was added, *Power of Attorney: Philadelphia, 1794 Sept. 15,* written by William Spiegel. A document consisting of one preprinted page and two holographic pages by William Spiegel granting power of attorney to "John D. Blanchard" to pursue monetary damages from Jonathan Leister, a ship's captain from Norwich, Connecticutt who has lost "a Negro man Charles" by "misconduct at Guadeloupe." Spiegel requests a total of 270 Jaer ($2,160) for the loss of the slave, expenses arising from pursuing the matter, and loss of income.
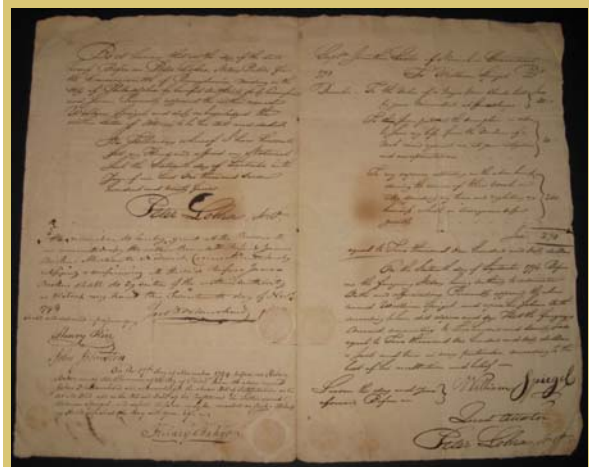
Power of attorney: Philadelphia, 1794 Sept. 15 by William Spiegel
(2 holograph pages)
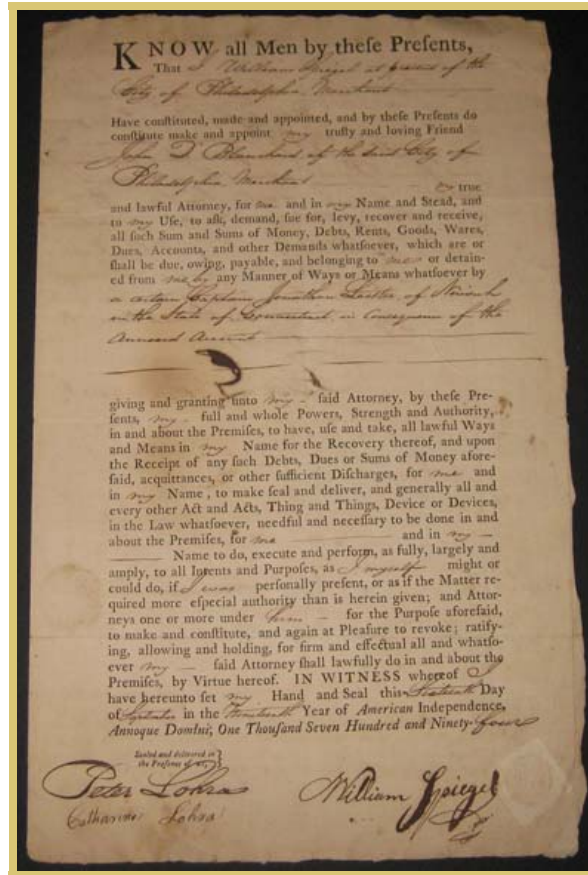
Power of attorney: Philadelphia, 1794 Sept. 15 by William Spiegel
(front page)

Many of the accomplishments Special Collections & University Archives has made this past year would not have been achieved without the help of our dedicated group of student assistants. Their projects, accomplishments and changes in their professional and educational goals while with Special Collections in 2008-2009 are chronicled in the Accomplishments – Other Employees section of this report.

Departmental Goals: 2008-2009

- **Establish clear reporting relationship within the unit.** *Accomplished.*
- **Evaluate collections, and establish processing priorities, for printed material, manuscripts, and University records.** Ongoing. With regard to the printed material: reviewed the backlog and selected items for immediate cataloging; a high processing priority established for cataloging Michael A. Spencer Collection; prioritized a list for processing University Archives.
- **Review and update Collection Development Policy (CDP) to expand and/or narrow individual areas.** *Ongoing.* Important to note is that the CDP has expanded to include African Americana, as a result of acquiring The Carol Mundy Collection, with the aim to build on it with additional acquisitions.

- **As per the CDP, strengthen collections, through new acquisitions and gifts, to 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 the; and artists' books in Book Arts.**
  - *Important new acquisitions were added to the African Americana, Book Arts, Floridiana, West Indies, and University Archives.*
  - *Acquired Carol Mundy Collection of African Americana, which has an important local focus.*
  - *Continued with the appraisal of the Michael A. Spencer Collection.*
- **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.**
  - *Significant series have been processed and their corresponding finding-aids (EAD) have been made available on the Internet.*
  - *Over 120 EAD finding aids were made available on the Internet, including our website,* Archives

Florida [http://palmm.fcla.edu/afl/] and Archive Grid [http://www.archivegrid.org/web/index.jsp].

- **Upgrade access to print collections, manuscript collections, and university archives by eliminating the backlog, and by immediately cataloging/processing new acquisitions**.
  - *Continued to meet with Cataloging Services to ensure that policies and procedures for creating bibliographic records both for item level and collection level be followed.*
  - *Coordinated a regular work flow for cataloging activities.*
  - *All new acquisitions and gifts as acquired were cataloged 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.*

- **Provide better access to Digital Collections by establishing metadata standards and continuing metadata quality control.**
  - *Ongoing. Worked with the Digital Services on establishing metadata standards, and supervised creation of metadata to ensure metadata quality control.*
  - *Started planning with Digital Services to utilize the* CONTENTdm, *the digital collection management software for creating digital databases for visual, print and manuscript material held in the department.*

- **Continue to collect, preserve, and provide access to University Records by working with university offices and organizations.**
  - *Continued to acquire University Records, in terms of publications, photographs, etc.*
  - *Received additional records from the UCF Women's Club, the UCF Arboretum, UCF Marketing, and Fraternities and Sororities.*
  - *Initiated discussion with UCF News & Information with regard to preserving, handling, and creating a digital database for their large collection of digital born photographs.*
  - *Maintained excellent relationship with Cataloging Services to ensure regular work flow 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.** *Ongoing. Curated the Bryant exhibit, and a small exhibit on the Book Arts.*

- **Provide a full, detailed inventory for the art collections.** *Accomplished.*

- **Develop and implement strategies for public service outreach cultivation through exhibits, partnerships, and public relations.**
  - *Taught 13 classes to a total of 194 students.*
  - *Produced more documentation about the department with a specific focus on art and book arts including brochures and general information about the department.*
  - *Reading Room/Special Collection exhibit area displays focus on collections and/or items held*

- **Initiate, develop, and implement a number of projects to enhance Internet access to**

department's resources and to advance public service. *Ongoing.*

- **Develop delivery of new innovative services.** *Ongoing. Started planning phase for building digital collections in* CONTENTdm.

- **Continue enhancements to virtual exhibit based on the Caribbean materials held in the Bryant Collection.** *Ongoing.*

- **Initiate a preservation program within the department.** *Ongoing. The planning has started with the Preservation Assistance Grant, which included a consultant's onsite visit and survey, with an extensive detailed report that followed. A Preservation Program has been implemented – still in its infancy but very active with numerous minor, intermediate, and major preservation activities.*

This clamshell for *Trip to Florida* was created by Chris Saclolo, Preservation Specialist, as part of the department's preservation initiative.

- **Explore opportunities to partner and collaborate with university units and organizations external to the university to further the Libraries' and the university's goals.**
  - *Partnership project with the American Automobile Association (AAA) to develop a Plan of Action and guidelines for housing, processing, and storing their Archive. Also, trained and worked directly with an intern from Public History Program, who processed a first series for their extensive map collection.*
  - *Partnered with UCF Film Department and UCF History Department with a goal to create a Home Movie Archive. Trained and supervised an intern from the History Department assigned to work on the project.*
  - *Supervised UCF History Department and USF Library School internships.*

- **Develop list of projects for outside funding, targeting both individuals and foundations. Complete sponsored projects.**
  - *Explored outside funding sources to enhance access to collections and to address preservation needs in general, and particularly of material at high risk. Accordingly, a grant proposal was submitted for a National Endowment of Humanities (NEH) Preservation Assistance Grant, which was fully funded.*
  - *Submitted a Cataloging Hidden Collections pre-proposal grant to Council on Library & Information Resources (CLIR).*

■ **Build recognition of the University Archives as the source for university history, heritage, and memory.**
- *Continued to update a permanent University History exhibit in UCF Alumni Center.*
- *Created a new brochure highlighting University Archives materials, access to those materials, and contact information for the University Archives.*
- *Assisted several campus organizations and departments in finding materials for their outreach needs.*
- *Assisted University Archives researchers in finding materials.*

■ **Advocate a department budget of at least 1% of state materials budget.** *Due to continued budget cuts the funding request was not close to the 1%.*

■ **Advocate filling a Special Collections/ Manuscripts Librarian position.** *Ongoing.*

Departmental Goals: 2009-2010

■ Continue to evaluate collections and establish processing priorities for printed material, manuscripts, and University records.

■ Update Collection Development Policy (CDP) to expand and/or narrow individual areas.

■ As per the CDP, continue to strengthen collections, through new acquisitions and gifts, to 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 the; and artists' books in Book Arts.

■ 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.

■ Broaden access to print collections, manuscript collections, and University archives by eliminating the backlog, and by immediately cataloging/ processing new acquisitions.

■ Create Digital Collections to broaden access to unique resources, primary source materials, and University Archives.

■ Continue to collect, preserve, and provide access to the University Records by working with university offices and organizations.

■ Continue to 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/

■ Continue enhancements to virtual exhibit based on the Caribbean materials held in the Bryant Collection.

■ Continue to work toward implementing and developing a permanent preservation/conservation program within the department, based on the Comprehensive Report received from North Eastern Document Conservation Center (NEDCC).

■ Continue to explore opportunities to partner and collaborate with university units and organizations

external to the university to further the Libraries' and the university's goals.

■ Continue to develop list of projects for outside funding, targeting both individuals and foundations. Complete sponsored projects.

■ Continue to 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.

Advancement Toward the President's Five Goals

Goal #1: 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.
■ Continued to offer internship opportunities for UCF students.
■ Over 120 EAD finding aids 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* [http://palmm.fcla.edu/afl/].

Goal #2: 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.
■ Curated "Let's learn Creole! Learning the Creole Language with the Bryant West Indies Collection."
■ Assisted several graduate students with the use of our collections in researching their theses. Collections included Florida Ephemera, Florida Image, Tourism and Travel.

Goal #3: Provide international focus to our curricula and research programs
■ 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.

Goal #4: 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.

Goal #5: Be America's leading partnership university
■ Partnered with UCF History Department in creating an undergraduate internship program.

- Provided help and assistance to the Holocaust Memorial Resource and Education Center of Florida in organizing and providing access to their collections and objects.
- Partnered with AAA to assist them with providing access to their Archive, and to train interns for their project.
- Partnered with UCF Film and History departments, to create a Home Movie Archive.
- Assisted UCF Art Department with selecting items from the Book Arts Collection to be included in their "Type Bound" exhibit, January – March 2009.

- Assisted with the Central Florida Memory (CFM) LSTA Grant project in terms of processing the Bethune-Cookman University Booklet Collection, 1937-1968, resulting in an EAD finding aid available at Archives Florida (go to http://palmm.fcla.edu/afl/ and click on Search Finding Aids) and over 300 items contributed to CFM.
- Trained and supervised collection metadata creation for the CFM LSTA grant, including Stetson University, and Bethune-Cookman material.

Special Collections & University Archives
Table 1
Catalog Count

Collections in Catalog *	07-08 Totals	08-09 Adds	08-09 Deletes	08-09 Totals
Book Arts & Typography Collections	1,510	50		1,560
Bryant West Indies Collection	2,127	6		2133
Engineering	556	0		556
Floridiana Collections	898	25		923
Horror	179	0		179
Manuscripts/cataloged	105		43 *	62
Reference Collection	65	1		66
Special Collections	4,707	708		5,415
University Archives **	6,626	438		7,064
TOTAL	**16,773**	**1,228**	**-43**	**17,958**

* Collection level records previously in this collection code were moved to University Archives to correct the former error.

** Includes theses, dissertations, and honors theses, a total of 4,955 titles. University Archives records, excluding the above, is 2,109.

Special Collections & University Archives
Chart 1
2008-2009 Patron Chart
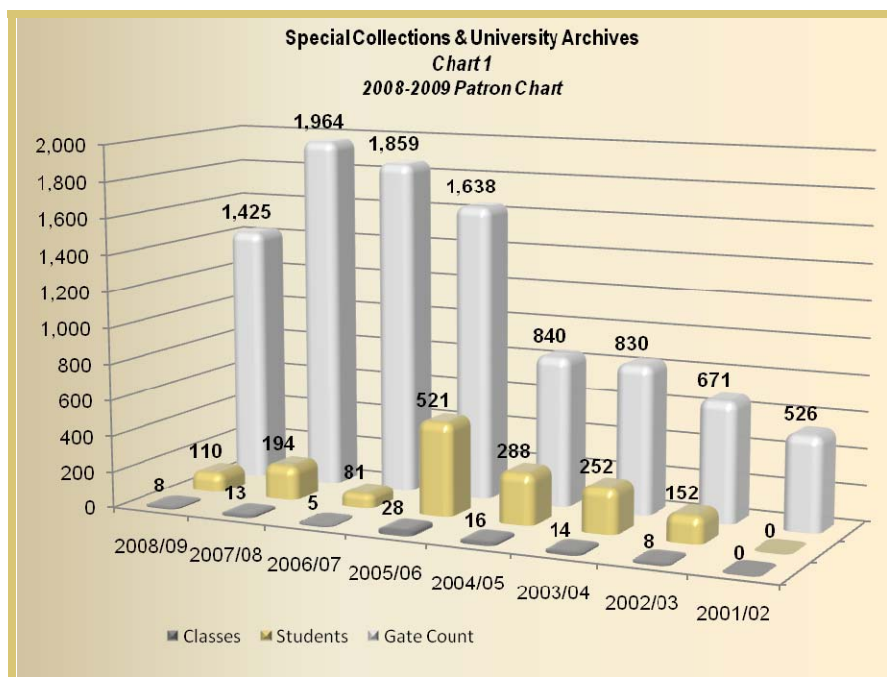
Special Collections & University Archives
Table 2
Manuscript Collections: Total 828.6 Linear Feet

Artist's Papers	Linear Feet
Rose Feinman Papers, 1986-1996	3.0
Walter Gaudnek Collection, 1945-2003	4.9
Iva Kitchell-Webster Papers 1947-1984	0.5
Doris Leeper Papers, 1951-1999	6.0
Sol & Sadie Malkoff Papers, 1939-1999	7.0
Albin Polasek Collection, 1910-1982	2.0
Joy Postle Papers, 1912-2006	6.0
Joseph and Mary Velezdy Papers, 1947-1999	0.5
Zines Collection, 1996 – ongoing	1.0

African Americana	
African American Legacy, The Carol Mundy Collection	9.0

Book Arts Collections	
Book Arts Ephemera Collection, 1993-2007	0.75
Susan King Papers	70.0
Walter and Dorothy Donnelly Family Papers, 1887-1976	1.0

Florida History Collections	
Christian Bauer Collection on the Orange County Big Box Store Task Force, 2006-2007	0.5
Children's Home Society of Florida Collection, 1886-2000 (Bulk 1902-1997)	54.0
Cultural Byways Project Collection, 2002	1.5
Cultural Heritage Alliance Collection, 2002-2006	0.2
Educator's Oral History Collection, 1997-2002	5.6
Florida Ephemera Collection, 1841-2007	11.25
Florida Folklife Program Collection, 1984-2004	1.4
Florida Folklore Society Records, 1981-2006	2.0
Florida Image Collection, 1898-1986	1.65
Florida Lifestyle Radio, 1997-1999	0.5
Florida State Music Teachers Association Collection, ca. 1934-2009	4.4
Paul Hartman Slide Collection	2.0
Phyllis J. Hudson United Faculty of Florida Papers, 1973-2003	26.0
Bob Kealing Kerouac Research Collection, 1958-2008	0.75
Thomas & Georgine Mickler Collection of Arnold, Bennett, and Tanner Family Diaries, 1899-1974	2.0
Thomas & Georgine Mickler Sermon Collection, 1838-1933	3.0
Thomas & Georgine Mickler Map Collection, 1735-1995	7.5
Henry Nehrling Papers, 1886-1970	3.0
Old Florida Structures Photographs Collection, 1971-2002	1.75
Michael A. Spencer Bromeliad Research Collection, 1910-1990	95.0
Michael A. Spencer Collection on Theodore Mead, 1887-1939	0.2
Michael A. Spencer Collection on Julian Nally, 1908-1977	0.2
Michael A. Spencer Collection on Henry Nehrling, 1894-1997	0.5

Literary Collections	Linear Feet
Duerr, Howard J. Papers, 1911-1978	9.4

Local & Central Florida History	
Carey-Hand Funeral Home Records, 1891-1952	22.0
Dr. John McMillon Correspondence, 1929-1935	0.4
Wekiva River Basin Maps and Aerial Photographs Collection, 1956-1990	1.0
Ben White Raceway Papers, 1947-1978	0.5
Zora Neale Hurston Festival Collected Materials, 1990-2006	0.3

Political Papers	
Democratic Women's Club of Florida Inc. Collection, 1957-2007	8.0
Beatrice B. Ettinger Papers, 1964-1998	5.3
Lou Frey Papers, 1947-2006	28.5
Gunnerson Collection of Nuclear Power Booklets, 1966-1981	1.0
Phyllis J. Hudson Political Papers, 1966-2005	5.0
Archimedes L. A. Patti Research Papers, 1922-1993	23.5
George L. Stuart Jr. Political Papers, 1977-1990	114.0
Lynda Van Scoyoc Women's Political Caucus, 1970-2000	3.8

Social Movement Collections	
James C. Clark Research Papers, 1937-1996	2.5
Van Sickle Leftist Pamphlet Collection, 1920's -1970's	3.75

Space Program Collections	
NASA Photographs Collection, 1974-2001	22.5
Fred and Cheryl Mahan Space Collection	1.0
Scharf Space Shuttle Collection, 1991-2001	1.0
Scott Simpkinson Papers, ca.1943-1989	12.8
Wagar Space Collection, 1945-1986	18.6

Travel & Tourism	
Bryant Archaeological Artifacts Collection, 1956-1964	15.0
Bryant Archaeological Artifacts Collection, 1956-1964	2.5
Bryant Slide Collection	1.25
Bryant West Indies British Parliamentary Acts Collection, 1712-1873	2.5
Bryant West Indies Ephemera Collection	1.0
Disney Ephemera Collection, 1971-2002	2.0
Stephen Danks Lodwick Papers, 1964-2002	5.5
George and Anne Millay Collection, 1964-2004	20.0
Harrison "Buzz" Price Papers, 1956-2003	137.5
Harris Rosen Scrapbooks & Papers, 1939-2005	16.7
Splash Magazine Archives, ca. 1985-2002	3.0
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: Total 748.2 Linear Feet

Office of the President	Linear Feet
Office of the President, 1968-2005	81.75
Charles Norman Millican Presidential Papers, 1963-1978	8.8
H. Trevor Colbourn Presidential Papers, ca. 1978-1989	34.5
Steven Altman Presidential Papers, 1989-1991	9.0
Collected Materials on Robert A. Bryan, 1991-1997	0.2
Hitt, John, Inauguration Records, 1992	2.0
Gambrell, Carroll B. Vice-Presidential Papers, 1967-1978	20.0
Ellis, Leslie L. Vice-Presidential Papers, 1978-1986	7.5

Photographs, Audio and Visual Materials	
University Photographs, 1965-1998	26.4
University Building Renderings, 1966-1968	3.0
University Audio, Visual, and Multi-Media Collection, 1970-2006	23.3
UCF Commencement Video Collection, 1998-2005	3.0
UCF Metro with Linda Chapin Video Collection, 2001-ongoing	2.0
Medicine and Morality Audi-Visual Collection, 1974-1975	2.5
University Poster Collection (undated)	0.2
WUCF Jewish Radio Hour Records, 1992-1997	2.25

University History	
H. Trevor Colbourn Oral History Collection	8.0
History of the University Seal, 1966-1968	0.5
Mary Monroe Collection on UCF Theatre, 1973-1976	1.0
News and Information Collection, 1968-2005	6.0
25th Anniversary Events Records, 1988	4.5
University Memorabilia, 1963-ongoing	29.0
University Publications Collection, 1962-2006	21.1
University Scrapbooks Collection, 1960-2008	27.0
University Self Study, 1973	2.0
Vertical File, ca. 1970-2007	11.0
Walter Taylor Collection on UCF Campus History, 1972-1987	0.5

University Organizations Records	
Lou Frey Institute of Politics and Government, 2003-2005	0.5
University of Central Florida Faculty and Alumni Manuscripts, 1972-2001	2.0
Staff Council, 1971-1992	6.5
University of Central Florida Theatre, 1969-ongoing	8.0
University of Central Florida Women's Club, 1969-ongoing	14.5
Alumni Association Records, 1964-2000	2.3
Student Government Association, 1969-2003	34.5
UCF Sororities & Fraternities	2.5
Academic Affairs, 1993-2000	60.0

University Office Records	Linear Feet
Academic Affairs Office Records, 1993-2000	60.0
Arboretum Scrapbook Collection, 1981-2003	3.4
Assistant Director of Maintenance Records, 1966-2000	6.25
Board of Trustees Minutes, 2001-current	3.75
Budget Office (undated)	6.0
Center for Research in Electro-Optics and Lasers (CREOL) Records (undated)	4.0
History of the Center for Research in Electro-Optics and Lasers, 1984-1991	0.2
College of Medicine, 2007 – ongoing	1.0
Department of Nursing, 1978-1988	2.0
Leslie L. Ellis Papers, 1967-1987	7.5
Equal Opportunity Office Records, 1969-1987	1.5
Facilities Planning (undated)	2.2
Finance and Accounting Office	2.0
General Counsel's Office Records (undated)	4.0
Graduate Studies Office Records, 1970-1991	7.5
Health Sciences Records	2.0
Judaic Studies Program, Distinguished Lectures Series Records, 1985-2004	1.0
Marketing Office Publications Collection, 1966-2006	7.0
Physical Plant (undated)	7.0
Police Department Records (undated)	1.0
Public Affairs Office Manuscripts, undated	1.0
Public Relations Records, McGinnis, D. Robert, 1986-1993	8.0
Registrar Records, undated	2.0
Research and Graduate Study Office Records, 1980-1987	2.5
Student Development and Enrollment Services Records, 1968-2002	9.5
Vice-President for Research Office records, 1989-1993	8.75

University Sports	
Patrick Cucci UCF Wrestling Collection, 1983-1986	0.4
Ed Gantner Collection of UCF Football Memorabilia, 1979-1982	1.0
Ron Johnson Collection (UCF Football game footage from 1981)	1.0
Michael O'Shaughnessy Collection, ca. 1979-1981	0.5
University Athletics Collection, 1968-2006	22.75

University Library Records	
University Library Exhibits Records, 1969-1979	2.8
Library Frankenstein Exhibit Materials, 2004	1.0
Walker, Lynn, Library Director, 1967-1983	23.0
Allison, Anne Marie, Library Director, 1983-1997	18.0
Library Blueprints	3.0
Library Photographs	4.0

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

Laila Miletic-Vejzovic
Head, Special Collections & University Archives

Systems & Technology

Highlights of the Year in Retrospect

Applications Development – Intranet
■ Redesigns
- *Intranet Notification System* – This system was overhauled due to high demand and the load it put on the server. The new version runs more than 10 times faster and sends the data to the client's browser for processing client-side instead of processing the data server-side and sending the result. It was also rewritten in a new language to improve its speed.
- *Staff Photos* were added and subsequently rewritten. The latest system uses a combination of CSS classes and dynamically generated CSS files that refer to a matrix of staff photos all stored in one file. This method means that hundreds of staff photos can all appear on one page, loading almost instantly with practically no load detriment to the server. All that is sent from the server for that request is one image and one CSS file. The original method would have resulted in hundreds or thousands of requests, each requiring CPU time to process.
- *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 mentioned above.
- *New Forum Software* – Updated our aging phpBB 2.1 to phpBB 3.04. Version 3.04 is a complete redesign with many more features including file uploads, ACLs, and hierarchic forum layouts.

■ New Systems
- *Hours Manager* – This new system manages, stores, and automates the Libraries' hours on the public website. It has different modes for hours arrangement, including Regular Hours, Specialty Hours (like fall finals), and Intersession Hours in multiple sizes: Small (sidebar), Medium (public PC desktops), and Large (Web page) views. The interface is simple with start and end times, dynamically adding and removing rows as needed by the creator's preference. Hours change automatically on the public website when it is time to change, and the upcoming schedule can be posted in advance so patrons can make better plans.
- *Study Room Governor* – This is the interface for staff to manage the study rooms. A terminal setup at the circulation desk loads this application exclusively. When a staff member scans a study room key, it is automatically entered into this system. Information about the study room, including the check-out time, is recorded and a countdown is started based on the duration of time that room may be checked out. As rooms are checked out their status changes in

the master list. The room's record changes slowly from yellow to red as the room's lease expiration approaches. Rooms are reported as overdue once their time is up. Upon the return of the key, it is scanned again, logging it back into the system. This information is all immediately available on all Study Room Availability lists, including the public display at the front of the library. The information on all signs is accurate and current down to the second.

Floor	Room	Features	Capacity	Duration	Check-out From	Status	Type
1st View Map	189		6	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	190		6	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	192		10	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	193		10	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	195		10	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	196		10	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	198		10	2 Hours	Circulation Desk - 2nd Floor	In Use	General
3rd View Map	307		8	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	335		6	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	336		6	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	337		6	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	338		6	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	339		3	4 Hours	Media Desk - 3rd Floor	In Use	Graduate
	340		3	4 Hours	Media Desk - 3rd Floor	In Use	Graduate
	341		3	4 Hours	Media Desk - 3rd Floor	In Use	Graduate
	342		3	4 Hours	Media Desk - 3rd Floor	In Use	Graduate
	353		3	4 Hours	Media Desk - 3rd Floor	Available	Graduate
	371		8	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	372		8	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	373		8	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	374		8	2 Hours	Circulation Desk - 2nd Floor	In Use	General
4th View Map	406		8	2 Hours	Circulation Desk - 2nd Floor	In Use	General
	407		10	2 Hours	Circulation Desk - 2nd Floor		General

Screen shot of the Study Room Availability feature at http://library.ucf.edu/Systems/FacilityAvailability.asp

- *Digital Projects Manager* – This system was started as a replacement for an old Access database which managed all digital imaging projects. This new system does that and more. It contains 2,492 submitted project items at the time of this writing. It has a public site Web component which intakes all requests and a backend which manages them for their entire life-cycle. Items are processed by multiple departments and ultimately get published to the website for patrons and document owners to see. Progress is logged and reports are generated from all information, broken down by project, file size, hours spent, etc. The data may also be exported for ingestion into external systems.

Printing, Graphics, and Posters
■ Projects
- Printed over 1,100 feet of posters this year, including conference posters, library signage, and floor maps. The poster request submission page was also remodeled with simplicity and speed in mind.
- The automated spam filter engine has caught 12,739 offending machines so far with 0 (zero) false positives. On average, 6 are added daily.

Digital Services
- ■ This year saw a resurgence of energy for Central Florida Memory. The LSTA grant "Picturing the

Past: Photographs and Postcards of Central Florida," which was co-authored by Lee Dotson, Doug Dunlop, and Selma Jaskowski, was funded for one year for $52,002 from October 2008 through September 2009. The award allowed us to add two new partners to the project and increase the collection by 30,000 images. UCF Libraries' Digital Services, Systems & Technology, and Special Collections have been working with Bethune Cookman University and Stetson University to digitize and describe a variety of materials such as pictures, postcards, and yearbooks.

- Consulted with faculty from the English and Humanities departments regarding digital projects. Collaborated with Mark Kamrath to create MODS metadata records for the Charles Brockden Brown bibliographies.
- Collaborated with Social Sciences Education faculty to integrate digital collections in classroom settings. Assisted Dr. William Russell in digitizing and making back issues of the *Journal of Social Studies Research* available online.
- Continued partnership with Interlibrary Loan/ Document Delivery Services to work on developing two new digital collections to enhance access to unique resources in the Van Sickle Leftist Pamphlet collection and UCF's print theses and dissertations.
- Work on the Van Sickle Leftist Pamphlet collection led to collaboration with Florida Atlantic University to create a joint digital collection in the Publication of Archival, Library, and Museum Materials (PALMM). The newly created *PRISM: Political & Rights Issues & Social Movements* collection covers political issues such as socialism, communism, and capitalism; rights issues such as civil rights, women's rights, and labor unions; and social movements such as the Ban the Bomb movement. Web pages are currently being tested and items are being loaded into DigiTool for public access.
- Collaborated with Blake Stephens to create a new Digital Services Project Management System to track the progress of an item during digitization from the time the request is generated until the images are uploaded to a collection.
- Began testing DigiTool for PALMM collections. Training at UCF Libraries was provided by the Florida Center for Library Automation (FCLA) for Digital Services, Special Collections, and Cataloging.
- Worked with Lydia Motyka of the Florida Digital Archive at FCLA to create a workflow for submitting locally hosted digital materials for preservation. Transferred 50,000 Central Florida Memory images to the Florida Digital Archive.
- Expanded research into the feasibility of and the Libraries' potential role in an institutional repository by implementing a pilot project using *Eprints*.
- Welcomed two Library and Information Science graduate student volunteers. Charles Bilodeau started in December 2008 to prepare Central Florida Memory materials for submission to the Florida Digital Archive. Subsequently, Bilodeau was hired using grant funding to create MODS metadata records for the Charles Brockden Brown bibliographies and to provide metadata creation and upload items for Central Florida Memory. Natasha Almonor started in May 2009 to assist with organization and research for the institutional repository pilot project.
- Lee Dotson, Digital Services Librarian, was invited to travel to Kingston, Jamaica, with Brooke Wooldridge (FIU) and Mark Sullivan (UF) to assist with training and outreach for the Digital Library of the Caribbean (dLOC).
- Cleared images from server that have been submitted to the Florida Digital Archive and reorganized digital files on the server and local hard drives.
- Created written procedures on audio and video digitization, and slide scanning.
- Completed the *Sandspur Newspaper* Project for Rollins College.

Infrastructure

Managed Libraries' network operations, servers, storage systems, security, and related infrastructure.

- Applied service packs, patches, group policies, and updates.
- Upgraded antivirus product to an enterprise protection suite.
- Maintained key library server applications:
  - *ILLiad* document delivery system with upgrade to v7.3.
  - Pharos *Uniprint* "Pay-for-Print" network printing with major upgrade to v8.0.
- Created and preserved statistical data for Web services and "Pay-for-Print" network printing.
- Evaluated new products and services.
- Maintained data backup, retention, and recovery.
- Continued migrating static IP addresses to DHCP.
- Migrated non-essential network devices to virtual address space per campus standards.
- Improvements to network infrastructure:
  - Qualified network cabling at 1GbE with certified test equipment.
  - Deployed additional network switches to provide network for 21 new PCs on the first floor.
  - Coordinated update of network operating system on core library infrastructure.
- Improvements to servers and storage:
  - Deployed new network attached storage enclosure with a 4TB raw capacity.
  - Deployed additional 9TB of raw storage to Windows Storage Server. Upgraded memory on primary Web server and primary domain controller.
- Relocated EZProxy from FCLA to locally-hosted instance on a virtual server.
  - Implemented SSL for EZproxy.

Technical Support

- Contacted Sun for setting up a Proof-of-Concept with Sunray terminals. Sun was unable to provide a working server for the POC.
- Deployed 24 new PCs at Rosen.
- Added 21machines to the library's first floor.
- Refreshed all library computers to reflect current upgrades.
- A "smart podium" was installed in Room 223 that controls PC, laptop, projector, and camera operation.
- A presentation practice room went live in the fall 2008 semester in Room 306. Students can use the room to rehearse group and individual presentations. They can view their sessions live on the LCD TV and/or record them (camera provided) and save them to flash drive.

Web Services

Website

- Created a new design for the public website for deployment in August. This will complete a multiple year goal to rewrite the entire website to use modern scalable website code. The new site is designed from the ground up, rewriting every one of the tens of thousands of lines of HTML, style-sheets, JavaScript, and Visual Basic/ASP that define the website. Our new design has been fully tested with every version of every modern Web browser, with many mobile devices, and has an automatically generated print-out version. The website uses HTML5, CSS3, translucent 24-bit PNGs and the MooTools JavaScript framework. Nearly every page on the website has been individually viewed to ensure that the new site presents the page in its ideal way, to prevent any possible deployment issues.
- The code clean-up project has been successfully finished, repairing nearly 5,000 pages.
- Redesigned the news/blog to match the rest of the website and bring a more appealing look to that section.
- Created a new set of systems loosely referred to as facility availability. These new systems keep track of the availability of the library's study rooms and public PCs.
- Study room availability can be accessed via displays at the front of the library. Patrons can check the status of rooms as they enter. Availability can also be checked from the circulation Web page.
- Public PC availability can also be found on a screen at the front of the library. PCs are divided by floor, and areas on each floor. Totals and percentages of availability are clearly listed. This information can also be found on the Systems page and tracks as accurately as 5 seconds showing when a PC is busy/in-use or available.

Staffing Changes

- Aaron Keyser was hired as Computer Support Analyst. Keyser previously worked as an OPS technician in Systems.
- John O'Connor, Digital Services LTA, left UCF to attend graduate school at FSU.

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.** *Technical staff members continue to attend classes to upgrade their skills and stay current on new technologies. More details are available in the Accomplishments of Faculty and Staff section.*
- **Investigate the feasibility of automating patron library number activation at patron load.** *Through extensive discussions with campus computer services and FCLA, patron library numbers are now part of the PeopleSoft export and, with the patron load, become active automatically.*
- **Continue discussions with campus computing regarding standardized user authentication in the library, across campus, and across state university campuses in Florida.** *Discussions are ongoing.*
- **Develop and implement a tracking system to schedule and monitor activities related to departmental and interdepartmental projects.** *Page Curry and Lee Dotson collaborated with Blake Stephens to create a new Digital Services Project Management System to track the progress of an item during digitization from the time the request is received until it is uploaded to a collection.*
- **Continue to develop processes between Digital Services, Special Collections, and Cataloging Services to support the growth of digital collections.** *More effective collaboration and communication among all individuals responsible for aspects of digital collection building was achieved through the creation of a Digital Collections Interest Group (DigiCIG) to provide a forum for sharing ideas and providing input from a broad spectrum of participants. Each participating department brings unique expertise to the group and is invited to take part in collective discussions regarding various phases of digital projects and workflow processes. Additionally, a Digital Collections Interest Group forum was created on the Intranet to allow for open communication outside of scheduled meetings.*

Departmental Goals: 2009-2010

- Working with other IT&R units, create a plan for implementing thin client technology on campus that is appropriate to the needs of all users.
- Develop a strategy for the maintenance, support, and future implementation of library servers that preserves the efficiency of service, strives for cost savings, and partners with campus computer services to deliver a cohesive model for IT management.
- Partner with UCF colleges and departments for the development of digital projects to include creating an action plan for an institutional repository and expanding the retrospective conversion of print theses and dissertations pilot project.

Performance Enhancement Recommendations

Service levels remain high due to the dedication and commitment of the Libraries' in-house IT staff. Systems & Technology strongly believes that onsite management of its servers ensures that it will be able to continue to provide prompt, knowledgeable support for the Libraries' IT needs which are specific and unique to library operations.

Advancement Toward the President's Five Goals

Goal #5: 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 include Stetson University's duPont Ball Library and Bethune-Cookman University's Carl S. Swisher Library. A collaboration with Florida Atlantic University created a joint digital collection in PALMM. The newly created PRISM: Political & Rights Issues & Social Movements collection digitally joins the UCF Libraries' Van Sickle Leftist Pamphlet Collection with FAU's Socialist Monographs Collection.

Systems & Technology Table 1 Network Printing, Four-Year Summary	2008-2009	2007-2008	2006-2007	2005-2006
Black & White Printers				
Main Library, 2nd Floor	274,351	275,929	161,898	305,071
Media, 3rd Floor	46,781	57,929	69,255	59,636
Infusion	227,436	291,715	361,091	227,188
CMC	74,777	69,696	60,536	-
Rosen	69,023	64,834	42,153	11,503
Total Black & White Pages Printed	**692,368**	**760,103**	**694,933**	**603,398**
Color Printers				
Main Library, 2nd Floor	6,143	6,313	7,655	5,565
CMC	2,144	2,341	-	-
Total Color Pages Printed	**8,287**	**8,654**	**7,655**	**5,565**
Grand Total No. Pages Printed	**700,655**	**768,757**	**702,588**	**608,963**

STATISTICS

Systems & Technology
Table 2
Web Page Statistics – Four Year Summary

Web Pages	2008-2009	2007-2008	2006-2007	2005-2006
Total Hits	98,354,063	87,795,712	74,072,826	45,984,103
Average Hits per day	269,462	240,398	202,954	125,982
Visitors	1,442,644	1,504,322	1,252,397	1,069,674
Unique IPs	593,051	573,039	504,610	453,641
Total data transferred (Mbytes)	411,021	510,574	343,025	354,201
Data transfer per day (Mbytes)	1,122	1,388	937	969
Stats for Library Main	**2008-2009**	**2007-2008**	**2006-2007**	**2005-2006**
Total Hits	87,831,340	78,157,697	66,773,165	41,440,519
Average Hits per day	240,634	214,131	182,940	113,536
Visitors	1,154,977	1,126,521	1,010,262	904,462
Unique IPs	546,101	530,725	461,382	414,789
Total data transferred (Gbytes)	568.01	443.47	317.19	209,224
Data transfer per day (Mbytes)	1,594	1,244	889.87	573.22
Stats for Reserves	**2008-2009**	**2007-2008**	**2006-2007**	**2005-2006**
Total Hits	72,186	44,999	84,766	387,147
Hits per day	197	122	231	1,060
Visitors	8,140	6,415	14,618	36,618
Unique IPs	2,612	3,015	5,640	11,232
One-time visitors	1,547	1,814	3,187	5,993
Total data transferred (Gbytes)	8.67	7.87	23.02	148,511
Data transfer per day (Mbytes)	24.32	22.01	64.42	406.88
Stats for CFM	**2008-2009**	**2007-2008**	**2006-2007**	**2005-2006**
Total Hits	9,489,693	8,628,679	5,867,581	3,060,751
Hits per day	25,999	23,511	16,075	8,385
Visitors	228,255	327,131	177,971	73,340
Unique IPs	33,317	28,727	26,003	15,978
One-time visitors	23,704	17,839	18,535	12,436
Total data transferred (Gbytes)	351.02	451.52	275.41	171,489
Data transfer per day (Mbytes)	984.79	1,259.52	772.66	469.83
Stats for ILLiad	**2008-2009**	**2007-2008**	**2006-2007**	**2005-2006**
Total Hits	949,760	960,469	1,347,137	1,081,517
Hits per day	2,602	2,624	3,690	2,963
Visitors	48,632	40,903	44,215	45,406
Unique IPs	10,169	9,462	10,106	9,204
One-time visitors	5,546	5,156	5,561	4,902
Total data transferred (Mbytes)	41,062	38,912	36,536	33,608
Data transfer per day (Mbytes)	112.51	106.32	100.10	92.08
Stats for SELA	**2008-2009**	**2007-2008**	**2006-2007**	**2005-2006**
Total Hits	11,084	3,868	177	14,169
Hits per day	30	10	18	38
Visitors	2,640	3,352	5,331	9,848
Unique IPs	852	1,110	1,479	2,438
One-time visitors	539	793	979	1,672
Total data transferred (Mbytes)	2.61	2.61	7	21
Data transfer per day (Mbytes)	0.05	0.01	0.02	0.06

Systems & Technology
Table 3
Digital Services Statistics – Four Year Summary

Project	Images Scanned			
	2008-09	2007-08	2006-07	2005-06
Administration	156	-	267	-
Bryant Collection	-	-	429	8,106
Carey Hand	-	12,790	2,327	266
Central Florida Memory	22,747	4,996	2,042	25,811
Central Florida Memory Outsourced	-	-	-	13,274
Children's Home Society	-	-	416	-
College of Education	213	-	-	-
Digital Library of the Caribbean(dLOC)	1,403	1,957	3,228	-
Florida Heritage Project	-	11,027	1,531	7,423
Florida Historical Quarterly	-	2,356	-	-
Harrison Price Papers	-	-	-	228
ILL	-	148	112	-
Retrospective Theses & Dissertations	1,912	-	-	-
Special Collections	11	400	1,318	3,728
Special Requests	-	234	-	277
Van Sickle Project	225	10,208	53,313	2,194
	Audio/Video Files			
Lou Frey	-	-	11	-
Theater, Special Collections requests	-	-	35	-
Total Audio/Video	-	-	46	-
Total Images	26,667	44,116	64,983	**61,307**
Total Digital	26,667	44,116	65,029	**61,307**

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

	2008-09	2007-08	2006-07	2005-06
Work Orders Logged (total tech & supplies)	1,230	1,695	1,177	1,208
Work Orders Completed (by techs)	701	1,657	1,177	1,202
Public PCs	280	234	231	203
Staff PCs	169	181	189	189
Public Laptops	68	58	71	61
Staff Laptops	20	46	17	17
Public Printers	8	8	7	7
Staff Printers	30	29	35	35
Staff Terminals*	0	0	0	1
Classroom PCs	42	43	43	43
Windows Servers	9	10	9	6
Unix Server*	0	0	1	1
Virtual Server	1	0	0	0

*Innopac (Acquisitions/Serials system)

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.

Highlights of the Year in Retrospect

Committee Members
- Carole Hinshaw, Head, Reference Services (chair)
- April Anderson, Senior Archivist, Special Collections & University Archives
- Cindy Dancel, Office Manager, Reference Services
- Jamie LaMoreaux, LTA Specialist, Acquisitions & Collection Services
- Pat Tiberii, Senior LTA, Interlibrary Loan/ Document Delivery Services
- John Venecek, Librarian, Reference Services

July 2008
- *Life in the Caribbean: Exploring Caribbean Culture in the Bryant West Indies Collection* – Showcasing items from the UCF Libraries' Special Collections & Archives, the William L. Bryant West Indies Collection, *Life in the Caribbean* explores 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 &

Untitled Painting
by Jacques-Richard Chery

  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.

August 2008
- *Karen Harrod, Artist* – Showcase of a wide range of artistic concepts in various media. Portrayals included wildlife, portraits, and landscapes.

Snowy Egret by Kathryn Harrod-Miller

September 2008
- *UCF Hidden Artists Uncovered* – Showcased the inspired, artistic, and talented staff who work in the divisions of Student Development and Enrollment Services as well as Marketing, Communication, and Admissions. The goal of the exhibit is to increase awareness of the varied activities of these two divisions. Many of these artists have displayed their works at other local exhibits.

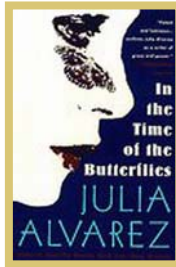Samples of the artwork of the UCF Hidden Artistis Uncovered

- *Tupperware Unsealed: Brownie Wise, Earl Tupper, and the Home Party Pioneers* – Bob Kealing appeared to discuss his latest book on September 18. Brownie Wise was the founder of the Tupperware Home Party and a pioneer for women in corporate America. As a trailblazing business woman, she was a major influence in leading the unknown Tupperware Company from obscurity to

a successful multimillion dollar corporation. Through interviews with former executives and reviewing primary source documents and sealed court depositions Mr. Kealing uncovered the circumstances that led to her firing at the height of her career.

October 2008
- *Office of International Studies* – Presentation of travel journals and scrapbooks outlining possibilities available to UCF students who study abroad.

■ **Julia Alvarez** – A display of several of Julia Alvarez's books including *In the Time of Butterflies* and *How the Garcia Girls Lost Their Accents.*

■ **The Dharma Bums** – Photos and books on display focused on one of Jack Kerouac's most famous books, published 50 years ago in 2008. Kerouac wrote the book in eleven days and nights while living at 1514½ Clouser Street in the College Park neighborhood in Orlando.

House in College Park, Florida where Kerouac wrote *The Dharma Bums*.

November 2008

■ **Mirage: Florida and the Vanishing Water of the Eastern U.S.** – On November 5, Cynthia Barnett discussed her book, which recently won the Gold medal for best nonfiction in the Florida Book Awards. The program was sponsored by the UCF Libraries and the Office of Undergraduate Studies. The book is relevant to the UCF General Education Program's Unifying Theme on the environment and global climate change.

December 2008 – January 2009

■ **Saving Dreamland: Henry Nehrling's Gardens, a Project of the Henry Nehrling Society** – This exhibit consisted of original diaries, books, photos, and other items on loan from the UCF Libraries' Special Collections & University Archives and the Henry Nehrling Society. Palm Cottage

Henry Nehrling on the steps of Palm Cottage. *Florida Magazine,* Sunday edition of the *Orlando Sentinel,* October 2000

Gardens is the former home of famed horticulturalist Henry Nehrling, who purchased the property in 1885 to establish a garden where he could experiment with tropical and subtropical plants year round. It is located in Gotha, Florida, a small community near Orlando that was founded by German Americans in the 1870s. Palm Cottage Gardens was Florida's first experimental botanical garden where Dr. Nehrling tested over

3,000 new and rare plants for the USDA. The Henry Nehrling Society is dedicated to preserving Dr. Nehrling's home and legacy.

February 2009

■ **Enter Colored Hat** – a photographic exhibit of 30 photographs and artifacts and based on *African Americans in Sanford* by Valada Parker Flewellyn and the Sanford Historical Society. It was sponsored by EYESEEIMAGES, The Sanford Historical Society, the Sanford Museum, and the Zora Neale Hurston Institute for Documentary Studies housed in the UCF College of Arts and Humanities, Dean's office.

■ **Goldsboro: An American Story** – a documentary filmed and produced under the direction of Anthony Major and Valada Flewellyn was shown. Residents of the Goldsboro community attended and reflected on their experiences living and working in the community before and after integration.

March 2009

■ **African American Studies Program** – African American Studies Program highlights African American officials who have been elected or appointed to government positions in the United States. The posters focus on Joseph Hayne Rainey, Pinckney B.S. Pinchback, Hiram Rhodes Revels, Shirley Chisholm, Carl Stokes, Douglass Wilder, Carol Moseley Braun, Colin Powell, Condeleeza Rice, and President Barack Obama.

■ **Indian Awareness Council** – Display of various contributions of India to science spanning the fields of medicine, physics, etc. Several Indian films were shown during the month.

■ **Women's Studies Program** – Exhibit promoted women's values and issues of concern.

April 2009

■ **Cuban Revolution in Print** – This exhibit marked the 50th anniversary of the overthrow of the dictatorship of Fulgencio Batista by Fidel Castro's rebels. The exhibits included objects from the collection of Dr. Luis Martínez-Fernández and items from the UCF Libraries' *Van Sickle Leftist Pamphlet Collection.* Dr. Martínez-Fernández is a Professor of History at UCF and an expert on Cuba, the Caribbean, Puerto Rico, and Latin America. Programs included:

Lejos de la Isla, a documentary tracing the waves of emigration from Cuba to the United States over the past 47 years through personal accounts. Luis Salas, director & writer, attended.

"Charla," A Chat with José Martí was created by Chaz Mena with a grant from the Florida Humanities Council.

Conjunto Kimbombo. Cuban music lunchtime concert, performed by UCF trio. Readings by Dr. Cecilia Rodriguez Milanes.

- **Images Near and Far** – Photographs and images taken in the United States and countries around the world by Etta Jean Juge and Dr. Frank Juge The photographers used digital techniques and different papers, canvas, texture fine art paper, and standard semi-matt photo paper to produce these photographs and images. A reception was well attended.
- **Voyage of the St. Louis** – sponsored by the Holocaust Memorial Resource and Education Center of Florida. Photos depicted the 1939 tragic journey of over 900 Jews trying to leave Hitler's Germany on the ship St. Louis. After being turned away in Cuba and the United States, the ship returned to Europe. In the end, many of the St. Louis passengers who returned to Europe would die at the hands of the Germans

May 2009
- **Showcase of Undergraduate Research Excellence (SURE)** –UCF undergraduates presented their research and creative projects to the broader university community. 2009 first and second place posters from eight judging divisions were on display.
- **United States, Military, and Florida Documents** – A display of publications and pamphlets relating to military and war was assembled from the Libraries' government documents collection by Patricia Hall.

- **Star Trek Books** – Boldly going where new books have gone before. Star Trek books, fanzines and miscellaneous items celebrated 40 years of Star Trekin' thru the universe was curated by Jamie LaMoreaux.
- **Millinery- The Art of Hat Making** – The process and materials used in the designing, creating, and decorating various types of hats was curated by Jamie LaMoreaux.
- **PEZ** – Collections and history of these popular candy dispensers was showcased by Pat Tiberii.

June 2009
- **Reptiles of the Galapagos Chelonian Research Institute** –Dr. Peter Pritchard, renowned turtle expert and founder of the Chelonian Research Institute, recently visited the Galapagos Islands to continue his studies of the species that thrive there. *Time Magazine* designated this hero to turtles as "Hero for the Planet" in 2000. On display were photographs of tortoises, iguanas, sea turtles, and lava lizards in their terrestrial and marine habitats in the Galapagos Islands off the coast of Ecuador. Other artifacts included shells and skeletons collected (no reptiles were killed for these collections) from the Islands and wood carvings from local artisans. For more information on Dr. Pritchard's research and the Chelonian Research Institute see: http://chelonianresearch.wordpress.com/. Books about turtles from the UCF Libraries and local turtle artifacts were also on display as well as some shells and photos from the collection of Dr. Penny Beile, Head, Curriculum Materials Center. *Central Florida Future* covered the exhibit in an article "Turtley Times" on June 25, 2009.
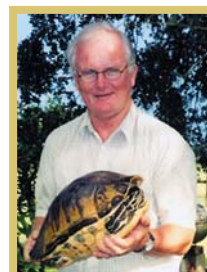
Dr. Peter Pritchard

Carole S. Hinshaw, Chair
Exhibits & Events Committee

VOLUMES HELD	OWN 6/30/08	ADDED	DELETED	OWN 6/30/09
Main Library	1,255,625	26,326	1,955	1,279,996
Brevard	40,478	160	3	40,635
Daytona	21,394	55	68	21,381
South Lake	2,554	70	70	2,554
Universal Foundation Library at Rosen College	7,807	528	149	8,186
Curriculum Materials Center (CMC)	34,708	1,442	47	36,103
MetroWest, Osceola	321	75	-	396
Ocala	141	124	-	265
Sanford/Lake Mary	430	50	-	480
Florida Solar Energy Center volumes (FSEC)	26,322	1,156	229	27,249
Subtotal print volumes	1,389,780	29,986	2,521	1,417,245
Electronic volumes (netLibrary, other)	197,381	9,844	25	207,200
TOTAL	1,587,161	39,830	2,546	1,624,445
CATALOGED TITLES ALL LOCATIONS & MATERIALS	1,448,308	55,595	2,706	1,501,197
MICROFORM UNITS				
Microfilm				
Main Library	62,369	488	-	62,857
Microfiche - General			-	
Main Library	1,176,215	1,598	-	1,177,813
FSEC	56,522	-	-	56,522
Documents Microfiche (ASI, CFR, CIS, IIS, SRI)	879,317	26,475	-	905,792
Microfiche Government Documents	844,082	6,027	4	850,105
U.S. Patents (Microfilm)	8,906	-	-	8,906
TOTAL	3,027,411	34,588	4	3,061,995
GOVERNMENT DOCUMENTS				
Print:				
U.S. Government	274,954	1,843	814	275,983
Florida Government	35,274	347	35	35,586
Subtotal Print Gov't Documents (for IPEDS)	310,228	2,190	849	311,569
(Total IPEDS holdings incl. Gov Docs)	1,897,389	42,020	3,395	1,936,014
Non-Print:				
U.S. Electronic (CD-ROM, DVD, floppy)	4,377	132	1	4,508
Florida Electronic (CD-ROM, DVD, floppy)	30	2	-	32
U.S. Patents (CD-ROM, DVD)	1,450	183	1	1,632
Maps	3,826	59	-	3,885
TOTAL	319,911	2,566	851	321,626
SERIALS SUBSCRIPTIONS				
Periodicals all locations:				
Print Journals	4,175	-	1,364	2,811
E-Journals (Dual format + e-only)	7,695	17,035	-	24,730
Newspapers	30	-	11	19
E-Databases	358	-	-	358
FSEC Serials	113	8	28	93
Federal Depository Program (FDP) print serials	1,253	-	649	604
FDP e-serials (dual format + e-only)	3,881	-	487	3,394
Total Active Serial Subscriptions	17,505	17,043	2,539	32,009
Total Electronic Serial Subscriptions	11,576	17,035	487	28,124
Total Inactive Titles	4,793	-	-	4,793
MEDIA VOLUMES				
Main*	31,427	1,085	94	32,418
Curriculum Materials Center	5,769	174	543	5,400
Regional Campuses and Rosen	1,602	128	2	1,728
Florida Solar Energy Center*	7,986	31	3	8,014
TOTAL	46,784	1,418	642	47,560

*Beginning Count Restarted

Media Volumes

	Own 6/30/08	Added	Deleted	OWN 6/30/09
Main				
Cassettes/Audio Tapes	2,172	4	76	2,100
CD/ROMs	2,309	287	1	2,597
Compact discs (music)	4,780	257	-	5,037
Compact discs (other)	14	-	-	14
DVDs	4,263	473	4	4,732
DVD ROMS	5	-	-	5
Filmstrips	500	-	-	500
Laserdiscs 12"	203	-	-	203
Media kits*	-	-	-	-
Other	80	28	2	106
Phonograph records	2,326	-	-	2,326
Pictures	11	-	-	11
Slides*	-	-	-	-
Video Recordings	14,764	34	11	14,787
Total - Main	**31,427**	**1,085**	**94**	**32,418**
Curriculum Materials Center				
Cassettes/Audio tapes	410	2	-	412
CD-ROMs	358	31	416	-
Compact discs	370	-	66	304
DVD	129	42	-	171
Filmstrips	399	-	-	399
Games	212	8	1	219
Kits	516	6	-	522
Laserdiscs 12"	60	-	-	60
Maps	13	2	-	15
Media kits	41	-	-	41
Models	38	5	-	43
Pictures	200	-	35	165
Multi-media	156	-	-	156
Other	47	11	22	36
Phonograph records	961	-	-	961
Realia	120	53	1	172
Software	724	-	-	724
Transparencies	15	-	-	15
Video Recordings	973	14	2	985
Total - CMC	**5,769**	**174**	**543**	**5,400**
Regional Campuses and Rosen *				
Compact discs (music)	63	-	-	63
Cassettes/Audio tapes	27	-	-	27
CD/DVD	828	122	2	948
CD-ROMS	80	-	-	80
Other	67	-	-	67
Video Recordings	537	6	-	543
Total – Regional Campuses	**1,602**	**128**	**2**	**1,728**
Florida Solar Energy Center				
Cassettes/Audio tapes	58	-	-	58
CD-ROMs	132	21	3	150
Films	10	-	-	10
Slides	7,572	-	-	7,572
Video Recordings	214	10	-	224
Total - FSEC	**7,986**	**31**	**3**	**8,014**
TOTAL MEDIA VOLUMES	**46,784**	**1,418**	**642**	**47,560**

Restated starting count

Financial Profile (Expenditures)

	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04	2002/03	2001/02	2000/01	1999/00
Salaries - Full-time (1)	$5,474,755	$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
Part-time Personnel (2)	458,727	537,698	$615,997	$579,478	$600,094	$629,670	$485,397	$498,804	$531,520	$415,740
Operating Expense (3)	408,650	641,580	$912,573	$643,044	$670,940	$640,077	$580,051	$466,875	$582,724	$555,175
Capitalized Furniture and Equipment (4)	308,758	346,366	$326,322	$309,754	$278,665	$265,957	$291,864	$248,930	$276,841	$294,239
Library Materials (5)	5,912,347	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
Library Total Expenditures (E&G)	$12,563,237	$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

(1) Includes fringe benefits.

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

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

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

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

All figures include encumbrances as of fiscal year end.

Sources & Uses of Materials Budget

Year	(1) Base E&G Funding	(2) Funds from Other Sources (see Notes following)	(3) Total Materials Budget (1 + 2)	(4) Disbursed 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)
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
2008/2009	4,987,597	924,750	5,912,347	3,690,900	999,299	952,530	204,837	64,781	5,912,347

Note (a): Effective 2008/09 "Serials" includes print and electronic formats. Prior to 2008/09 serials was defined as "print serials"

Note (b): Effective 2008/09 "Electronic resources" excludes serials. Prior to 2008/09 e-resources includes e-serials

Notes to Materials Budget

FY 2008/09	$	10,000	Research and Contracts
		160,000	Planning money conversion
		62,000	Biomolecular
		21,561	Internal revenue
		80,310	Fines Money for Mundy and King Collections
		125,414	Internal conversions
		445,465	Carry forward from 08
		20,000	Regional Campuses
	$	**924,750**	**Total**
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**

Notes to Materials Budget (cont'd)

FY 2003/04	$		
	250,000	University Special	
	6,411	Arts and Sciences	
	30,000	Rosen College of Hospitality Management	
	43,909	Revenue (Replacements and thesis/dissertation)	
	20,000	IST	
	10,000	Office of Research	
	20,791	Operations sweep	
	$ 381,111	**Total**	
FY 2002/03	$ 136,998	Operating budget sweeps	
	62,000	Molecular Biology Support	
	500,000	University Special	
	32,680	Thesis reimbursements and book replacement	
	43,190	Additional academic program support	
	195,000	Regional Campus Support	
	100,000	AA Reserve	
	10,000	Sponsored Research	
	$ 1,079,868	**Total**	
FY 2001/02:	$ 62,000	Mid-year operating budget sweep	
	27,087	Thesis reimbursements	
	5,152	Book replacements	
	28,799	Academic program support	
	10,000	Sponsored Research	
	100,000	Area campus support	
	$ 233,038	**Total**	
FY 2000/01:	$ 350,000	lapsed full-time salary monies	
	4,531	Book replacements	
	32,842	Thesis reimbursements	
	10,000	Sponsored Research	
	27,000	Engineering materials support	
	682	Other	
	$ 425,055	**Total**	
FY 1999/00:	$ 585,500	Lapsed full-time salary monies	
	28,000	OPS salary sweep	
	43,699	Thesis/Dissertation/Lost Book Recoveries	
	43,637	Equipment conversion	
	27,000	Engineering	
	10,000	Sponsored Research	
	$ 737,836	**Total**	

Leticia Abulencia
Sr. LTA
Cataloging Services
■ Training/Development:
  • Preventing Discrimination
  • Office 2007 Overview

Barbara Alderman
Regional Campus Librarian
Palm Bay/Cocoa
■ Creative works (with Andrew Todd):
  • "Blogging and the Health Care Manager," with Dr. Donna Malvey. *The Health Care Manager*, 28(2): 159-164 (2009)
  • "Branching Out: Communication and Collaboration among Librarians at Multi-Campus Institutions," with Timothy Bottorff and Robin Glaser. *Journal of Library Administration*, 48(3/4): 329-363 (2008)
  • Participant, 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"
■ Service:
  • ACRL EBSS ERIC Users Committee, virtual member
  • ERIC Content Development Group organized by CSC, volunteer
  • Participated in staffing the Ask-A-Librarian online reference service that BCC provides via CCLA.
  • Joint BCC/UCF Reference Task Force to revise service
  • Joint BCC/UCF LINCC 2.0 Task Force to beta LINCCWeb interface and its foundation software, *Primo*

Frank Allen
Associate Director
Administrative Services
■ Service:
  • Program Committee, Library Leadership and Management Association (LLAMA) 2007-2009, chair. LLAMA is a division of the American Library Association.
  • UCF Libraries Learning Commons Task Force to repurpose 2nd floor of main library, chair
  • Invited reviewer and manuscript referee, *College and Research Libraries*. Reviewed three manuscripts in FY 08/09: 10/20/08, 3/12/09 and 6/9/09. *C&RL* is the official publication of the Association of College and Research Libraries (ACRL).
  • (ACRL) Research Committee, 2008-2009
  • State Universities Libraries (SUL) Statewide Storage Committee, 2008-09
  • Mentor, Sunshine State Library Leadership Institute (SSLLI), a leadership development program sponsored by the Florida State Library
  • Search Committee for Associate Director for Collections and Technical Services, fall 2008, chair

• Libraries 2008 Florida State Employees Charitable Campaign, co-chair
• University Libraries, Diversity Week Team
• Appointed to Libraries Personnel Advisory Committee (LPAC), which serves as the Libraries' promotion advisory committee.
• Planning groups to design and build joint-use libraries with both Seminole Community College and Lake Sumter Community College

April Karlene Anderson
Sr. Archivist
Special Collections & University Archives
■ Creative Work:
  • Organized the 2008 Book Arts Competition.
  • Adjunct Instructor, UCF History Department
  • Performed varying public outreach duties including an interview for a Full Sail student's documentary entitled *Letterpress: The Film*; assisting UCF Marketing in taking publicity photos using items from Special Collections; and taking Vinnie the Vulture to UCFTV for a photo shoot.
  • Hosted two sessions of a stroke survivors workshop for the UCF Communication Disorder's Clinic, July 2008.
  • Curated "Let's Learn Creole! Learning the Creole Language with the Bryant West Indies Collection."
  • Assisted in helping to find and facilitate loan of books from Special Collections for the UCF Art Department's book art exhibit, "Type Bound," January-March 2009.
■ Service:
  • Web Working Group
  • Exhibits & Events Committee
■ Training/Development:
  • ARCHON Workshop, September 2008
  • Accepted to Florida State University's library school and will start online classes fall 2009.
■ Memberships:
  • Society of Florida Archivist (SFA)
  • Society of American Archivist (SAA)
  • Phi Alpha Theta (National History Honors Society)
  • UCF Alumni Association

Michael A. Arthur
Department Head
Acquisitions & Collections Services
■ Creative Works:
  • Arthur, M.A., Safley, E., Montgomery, D., Borchert, C.A., & Ireland, J.L. (2008). "The Sting of Releasing Print Journals: Surviving the Transition to an Online Environment," *The Serials Librarian*, 56, 260-265
  • McCracken, P., & Arthur, M. A. (2009). "KBART: Best Practices in Knowledgebase Data Transfer," *The Serials Librarian*, 56, 230-235
  • Arthur, M.A. & Dotson, L. (in press) "Bringing Preservation to the Forefront: Preservation Initiatives at the University of Central Florida Libraries." Article accepted for publication in the fall 2009 peer reviewed issue of *Florida Libraries*.

- Rais, S., Arthur, M.A., & Hanson, M. (in press). "Creating Core Lists for Print Subscription Retention & Storage/Weeding." Article accepted for publication in *The Serials Librarian*, 58, 2010.
- Arthur, M.A. (in press). "Meeting the Fundamental Challenges Facing Academic Libraries: How the Council of State University Libraries Is Addressing the Janus Challenges in Florida." In K. Strauch, B. Bernhardt, T. Daniels, & K. Steinle (Eds.). *Charleston Conference Proceedings, 2008*. Westport, Connecticutt: Libraries Unlimited. Proceedings scheduled for release October 2009.
- Arthur, M.A., & Getz, K. (2009, May). "Priorities and Policies for Gift Operations: Best Practices for Handling Gift Materials." Paper presented at The Acquisitions Institute at Timberline Lodge, Timberline Lodge, Oregon
- Arthur, M.A. (November 2008). "Meeting the Fundamental Challenges Facing Academic Libraries: How the Council of State University Libraries is Addressing the Janus Challenges in Florida." Paper presented at the 28th Annual Charleston Conference: "Issues in Book and Serial Acquisition." Charleston, South Carolina
- Arthur, M.A. "Janus Challenges: A Statewide Initiative Among the 11 State Universities in Florida." Paper presented at the Collection Development and Resource Sharing Conference, Tallahassee, March 2009.
- Arthur, M.A., & Dotson, L. (May 2009). "Bringing Preservation to the Forefront: Preservation Initiatives at the University of Central Florida Libraries." Paper presented at the Florida Library Association 2009 Annual Conference, Orlando.
- Arthur, M.A. "Janus Challenges: Core Collections." Round table facilitator at the Collection Development and Resource Sharing Conference, March 2009, Tallahassee.
- Service:
  - Opening Knight, August 2008, volunteer
  - Alibris for Libraries Advisory Board
- Training/Development: Sunshine State Library Leadership Institute, August 2007-July 2008. One of forty librarians selected from a statewide pool of applicants for this intensive leadership series for Florida librarians. Earned Certificate of Accomplishment, 2008
- Attended:
  - Annual Charleston Conference: "Issues in Book and Serial Acquisition," 2008
  - North American Serials Interest Group Annual Conference, 2009

Joseph Ayoub
Sr. LTA
Circulation Services
- Service: Libraries Diversity Week Team
- Training/Development:
  - Preventing Discrimination, UCF HR
  - MS Office 2007 Word, CFLC

Joseph Ayoub

- UCF Libraries:
  - General Reference and Database Training
  - Government Documents Training
  - Printer/Copier Operation/ Maintenance Training
  - Various Aleph/Department Training Sessions
    - Fines & Bills Procedures
    - Course Reserves
    - Special Borrower Cards
    - Periodicals Processing and Procedures

Grenka Bajramoski
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
- Creative Works:
  - Curated the exhibit "Cruising: A Whole Other World on Water."
  - Compiled information for Rosen's submissions to *Unbound.*
  - Wrote three Rosen Book of the Month reviews.
- Service: Libraries Diversity Week Team
- Training/Development:
  - Workshops/Training:
    - UCF Office of Diversity Initiatives Workshops:
      - "ABCs of Diversity"
      - "Allies Advance"
      - "Generational Diversity"
      - "Mind Your Mouth and Fix Your Face"
    - UCF HR Workshops:
      - "Got Attitude?"
      - "Marketing, Branding, and UCF"
      - "Preventing Discrimination"
    - Completed Student Records Inquiry 2, WebCT.
    - Took additional coursework at the UCF main campus.

Barry Baker
Director of Libraries
- Creative Works:
  - Presenter*: The 21st Century Academic Library.* Central Florida Phi Delta Theta Alumni Club, University Club, Orlando
  - Editor, "Technical Services Report" in *Technical Services Quarterly*
- Service:
  - International:
    - ACURIL:
      - Academic Libraries Special Interest Group, chair
      - Finance committee, chair
      - Executive Council
    - Digital Library of the Caribbean (dLOC) Executive Committee
    - Advisory Board, Caribbeana Portal Project
    - ACURILEANA (electronic journal), editorial board
  - National:
    - ALA:
      - Association of College & Research Libraries, Ethics Committee

- Library Leadership & Management Association, Building and Equipment Section, Buildings for College and University Libraries Committee
  - Southeastern Library Association, Constitution & Handbook Committee
  - State:
    - Council of State University Libraries, past chair
    - Florida Center for Library Automation Board, past chair
    - Florida Library Network Council

Erica Baker
Sr. LTA
Information Literacy & Outreach
- Awards:
  - Inducted (April 2009) into Phi Kappa Phi, the nation's oldest and largest honors society. As part of the eligibility requirement for membership, graduate students must rank within the top 10% of their class.
  - Graduated (summer 2009) from Florida State University's College of Information with a Master's Degree in Library and Information Studies. She completed this accomplishment with a total GPA of 4.0.

Debbie Barnes
Facilities Specialist
Library Administration
- Service:
  - Organized training for Circulation Services for copiers and copy services issues.
  - Participated in meeting for property training issues. Group effort to rewrite some of the F&A policies and procedures in reference to property issues.
  - Holiday Party Committee
  - IT&R Social Committee

Buenaventura Basco
Coordinator, Information Source
Reference Services
- Service:
  - Asian/Pacific American Librarians Association, executive board member, and chair, Nominations Committee
  - ALA Council International Relations Committee (appointed) and International Relations Round Table International Papers Committee.
  - Business Subcommittee of the Florida SUL Electronics Collection Committee, chair
  - Student Conduct Board (three years)

Judith Beale
Sr. Archivist
Special Collections & University Archives
- Creative Works:
  - Completed project to assist the Holocaust Memorial Resource and Education Center of Florida to create accession files and arrange and describe their manuscript collections and objects.

- Supervised processing of Bethune-Cookman University photographs for digitization and addition to CFM website.
- Supplied images for and fact-checked university history book published by Arcadia and due out in the fall.
- Wrote regular "Remember When" column for *Pegasus* magazine
  - Service:
    - Appointed, then elected Secretary of the Society of Florida Archivists.
    - SFA Scholarship Committee, chair
  - Training/Development:
    - SAA Workshops
      - "Implementing DACS in Integrated Content Management Systems: Using ARCHON"
      - "Essentials of Digital Repositories"
    - UCF Training – "Preventing Discrimination"
    - ACRL Webinar – "Undergraduate Students Research Behavior"
  - Attended:
    - UCF Retirement Association Spring luncheon
    - Society of Florida Archivists Annual Meeting
    - Society of American Archivists Annual Meeting
    - Connecting to Collections Forum
  - Memberships
    - Society of Florida Archivists (SFA)
    - Society of American Archivists (SAA)

Dr. Penny Beile
### Department Head
Curriculum Materials Center
- Creative Works:
  - Publications:
    - Beile, Penny. (2009). *Measuring Information Literacy Skills in Education: Development and Validation of a Standards-based Assessment Scale.* VDM Verlag Dr. Müller: Saarbrucken, Germany
    - Brasley, Stephanie, Penny Beile, and Irv Katz. (2009). "Assessing Information Competence of Students using iSkills: A Commercially-available, Standardized Instrument," in S. Hiller et al. (Eds.), *Proceedings of the 2008 Library Assessment Conference* (pp. 105-114). Washington, DC: ARL
    - Beile, Penny M. (2008). "Information Literacy Assessment: A Review of Objective and Interpretive Measures," in K. McFerrin et al. (Eds.), *Proceedings of Society for Information Technology and Teacher Education International Conference 2008* (pp. 1860-1867). Chesapeake, Virginia: AACE
  - Papers:
    - *Building a Reflective, Recursive, Sustainable Assessment Culture for the QEP,* with Charles Dzuiban, Irv Katz, and Martha Marinara, delivered at the Southern Association of Colleges and Schools (SACS) 2008 Annual Conference, San Antonio, Texas, December 2008
    - *Restructuring a Doctoral Program in Education: Outcome of an Evaluation of Dissertation Bibliographies*, presentation requested by coordinators of the UNESCO

Training the Trainers Information Literacy Workshop, Ankara, Turkey, September 2008

- *Assessing Information Competence of Students using iSkills: A Commercially-available, Standardized Instrument,* with Stephanie Brasley and Irv Katz, delivered at the 2008 Library Assessment Conference, Seattle, Washington, August 2008

■ Service:
- ALA/ACRL:
  - Leadership Council
  - Education and Behavioral Sciences Section, section past chair
    - Advisory Council
    - Executive Committee
- Educational Testing Service: iSkills National Advisory Committee
- UCF:
  - Quality Enhancement Plan, Assessment Committee
  - *Undergraduate Research Journal* editorial board
- UCF Librarians' Personnel Advisory Committee
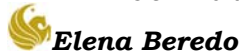
Elena Beredo
Sr. LTA
Acquisitions & Collections Services

■ Awards: Libraries Years of Service Award: 10 years.
■ Service: Holiday Committee

Elena Beredo
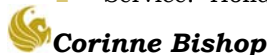
Corinne Bishop
Information Literacy Librarian
Information Literacy & Outreach

■ Promoted from instructor to assistant librarian.
■ Creative Works:
- Presentations:
  - Invited Speaker: "Designing for Synergy: Online Information Literacy Modules at the University of Central Florida," presented at Johnson C. Smith University and at the Information Literacy Leadership Institute, Charlotte, North Carolina, October 2008
  - Co-presented a project briefing, "Integrating Information Literacy for the 21st Century: Reaching Out to Faculty and Students by Adopting Web 2.0 Principles" with Francisca Yonekura and Patricia LeClaire of UCF Course Development and Web Services (CDWS) at the EDUCAUSE Learning Initiative (ELI) Conference, Orlando, January 2009
  - Co-presented with Kelvin Thompson, UCF CDWS, at the 2009 UCF Summer Faculty Development Conference. The demonstration titled, "Teaching Smarter, Not Harder with the New Online Information Literacy Modules," discussed the eight modules currently available for faculty use and how to access, assign, and download scores from the modules.
- Publications:
  - Goda, D. & Bishop, C. (2008). "Frequency and content of chat questions by time of

semester at the University of Central Florida: Implications for training, staffing and marketing," *Public Services Quarterly*, 4(4).

■ Service – National Committees
- Educational and Behavioral Sciences Section (EBSS) Online Learning Research Committee. The committee is adding the final touches to a Web site resource for academic librarians called *Toolkit of Comparative Technology Resource.* The committee also worked on a survey to poll librarians about the current technologies they use to deliver online instruction. Bishop also co-led a one-hour "current topics" discussion with members from the committee on the topic of online instruction.
- Johnson C. Smith University – Information Literacy Mentorship Program – serves as a mentor and consultant for the Information Literacy Buddy Program, which is an extension of the initiative, "Building Partnerships for Success: Information Literacy Across the Curriculum." The program is led by Johnson C. Smith University in Charlotte, North Carolina, and is part of a planning grant for 13 Historically Black Colleges and Universities (HBCUs) as they work to develop information literacy programs at their institutions.

■ Attended"
- EDUCAUSE Annual Conference, Orlando, October 2008
- EDUCAUSE Learning Initiative (ELI), Orlando, January 2009
- American Library Association Midwinter, Denver, Colorado, January 2009

Joe Bizon
LTA Supervisor
Acquisitions & Collections Services

■ Service: Search Committee, Associate Director for Collections and Technical Services
■ Served as acting supervisor for Katie Kirwan in her immediate supervisor Debbie Weatherford's medical leave.
■ Training/Development: Started in the MLIS program at USF.

Parri Bolinger
Accountant
Library Administration

■ Training/Development:
- Preventing Discrimination Workshop
- Front Desk Training, Administration
■ Service: Holiday Party Committee
■ Attended:
- F & A's Year End Informational Meeting
- Diversity Week Kick-off Breakfast

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

■ Creative Works:
- Co-principal investigator (with Carole Hinshaw, John Venecek, Richard Harrison, and Cindy Dancel) on the ALA/NEH grant-funded ($2,500)

traveling exhibit *Pride & Passion: The African American Baseball Experience*
- Co-curated the exhibit "All About Beer: Brewing, Pairing, and Enjoying the World's Most Popular Alcoholic Beverage," fall 2008.
- Wrote one Rosen Book of the Month review.
- Wrote two book reviews for *CHOICE* magazine.
■ Service:
- Faculty Judge, 2009 Graduate Research Forum
- Word Judge, 2009 Orlando Sentinel District Spelling Bee
- Committees:
  - FLA Conference Planning Committee
  - UCF Libraries:
    - Electronic Resources Workgroup (ERW)
    - Libraries Preservation Committee
    - Web Working Group (WWG)
■ Training/Development:
- Office of Diversity Initiatives Workshops:
  - "Allies Advance"
  - "Generational Diversity"
  - "Understanding Power & Privilege"
- UCF HR Workshops:
  - "Got Attitude?"
  - "Performance Appraisal Training"
  - "Preventing Discrimination"
■ Memberships:
- American Library Association
  - Library Administration & Management Association
  - Reference & Users Services Association
- Association of College & Research Libraries
- Florida Library Association
■ Attended:
- FACRL Fall Program "Proving Your Worth and Adding Value to Your Institution," Jacksonville
- Florida Library Association Annual Conference, Orlando

Dee Bozeman
Regional Campus Librarian
Daytona Beach
■ Creative Works:
- Embedded Librarian: Research Assistance Just in Time. Poster session presented at 24th Annual Conference on Distance Teaching & Learning, Madison, Wisconsin
- "Providing Services to Online Students: Embedded Librarians and Access to Resources," with Rachel Owens, *Mississippi Libraries*, 72, no. 3: 57-59 (2008)
- Librarians: Adding Value to Online Learning. Panel discussion at FACRL Fall Program, November 2008
- "Toward a Faculty-Librarian Collaboration: Enhancement of Online Teaching and Learning," with Rachel Owens, *Journal of Library & Information Services in Distance Learning*, 3(1), 31-38 (2009)
- PowerPoint slideshow presented at the Opening Session, 2009 FLA conference
■ Service:
- FLA:
  - Awards Committee, chair

- 2009 Conference Local Arrangements Committee, co-chair

Amanda Branham
Sr. LTA
Circulation Services
■ Creative Works: *Orlando Ghosts: Rouse Road and other Central Florida Haunts*, Amanda Branham, Shiffer Publishing, 2009

Amanda Branham

■ Training/Development:
- UCF HR: Preventing Discrimination
- CFLC: MS Office 2007 Suite Overview
- UCF Libraries:
  - General Reference and Database Training
  - Government Documents Training
  - Printer/Copier Operation/Maintenance Training
  - Payroll Workshop and Training Session
  - Various Aleph/Department Training Sessions
    - Version 19 Upgrade session
    - Fines & Bills Procedures
    - Course Reserves
    - Special Borrower Cards
    - Periodicals Processing and Procedures

Deirdre Campbell
Sr. LTA
Library Administration
■ Training/Development:
- Acu-pressure, Longwood Healing Center & Spa
- CFLC:
  - Office 2007 Overview
  - MS 2007 Word I
- TAG:
  - Unmediated Borrowing
  - Excel Tips and Tricks
- A taste of Japan: A workshop in Culture Art, Multicultural Student Center
- Leadership Enhancement Seminar, UCF HR
- RAPID ILL Webinar
- Hope Helps, Cynthia Kisby
- IT & R Personnel Workshop
■ Attended:
- Zora Goldsboro American Story
- Zora Jumps at the Sun
- "Charla" a Chat with José Martí, - Sponsored by Florida Humanities Council

Tina Candela
### LTA Supervisor
Acquisitions & Collections Services
■ Service:
- USPS Staff Council; Research Subcommittee
- FSECC Keyworker
- Libraries' Information Kiosk for "New Student Orientation"
■ Training/Development:
- FCLA Session for Aleph 19.0 Introduction Site Visit, May 2009
- TAG:
  - Excel Tips & Tricks
  - Serials Solutions

- Hope Helps, Cynthia Kisby
- CFLC:
  - Microsoft Word
  - Overview Office 2007
- Preventing Discrimination, UCF HR
- YBP GOBI workshop
■ Attended: 15th Annual Joseph C. Andrews Mentoring Breakfast

Lyn Case
Department Head
Cataloging Services
■ Service:
- SUS TSPC
- Digital Collections Interest Group
- OPAC Visioning Summit
■ Training/Development:
- Leadership Excellence, First Session
- Aleph v.19, FCLA Training
- Library Com: DigiCig (Digital Collections Interest Group)
- UBorrow, Overview of Pilot Project
- V.19 Webinar with FCLA
- WorldCat Local Webinar on Quick Start
- FCLA Site Visit, v.19 Training
- ACRL Webcast, "Spring Board Series"
- CPE Promotion Documentation for Aysegul Kapucu
■ Memberships:
- American Library Association
- Florida Library Association
- Central Florida Library Cooperative
- United Faculty of Florida
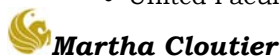
Martha Cloutier
LTA Specialist
Circulation Services
■ Service:
- "Reference Info Kiosk"
- "New Student Orientation"
■ Training/Development:
- Preventing Discrimination, UCF HR
- MS Office 2007 Word, CFLC
- UCF Libraries
  - General Reference and Database Training
  - Government Documents Training
  - Printer/Copier Operation/Maintenance Training
  - Various Aleph/Department Training Sessions
    - Fines & Bills Procedures
    - Course Reserves
    - Special Borrower Cards
    - Periodicals Processing and Procedures

Martha Cloutier
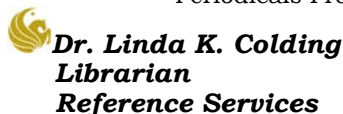
Dr. Linda K. Colding
Librarian
Reference Services
■ Creative Works:
- "It Takes Two: Partnering for Freshman Success," with Mr. Stephen O'Connell, Georgia Conference on Information Literacy, Savannah, Georgia, October 3, 2008
- "Incorporating Information Fluency into FYE Course Curriculum" with Stephen O'Connell,

Joe Ritchie, and Jennifer Wright, The 28th Annual Conference on the First-Year Experience, Orlando, February 2009
- Library Instruction Round Table (ALA), president
- Selected for the American Council on Education, Military Installation Voluntary Education Review (MIVER) Team evaluation for Fort Stewart/Hunter Army Airfield, Georgia, MIVER visit, January 2009.

Gloria Coney
LTA Supervisor
Circulation Services
■ Service: UCF Empowerment Luncheon
■ Training/Development:
- Preventing Discrimination, UCF HR
- MS Office 2007 Suite Overview, CFLC
- UCF Libraries:
  - General Reference and Database Training
  - Government Documents Training
  - Printer/Copier Operation/Maintenance Training
  - Various Aleph/Department Training Sessions
    - Fines & Bills Procedures
    - Course Reserves
    - Special Borrower Cards
    - Periodicals Processing and Procedures
    - Get Organized and Stay Organized
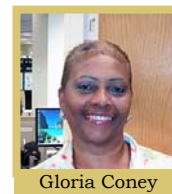
Gloria Coney

Eda Correa
Monographs Librarian
Cataloging Services
■ Creative Works: Prepared the presentation "Providing Access to Spanish Language Materials." Distributed on CD at the 2009 FLA Annual Conference
■ Service:
- Assisted ILL and Acquisition departments in communicating with foreign libraries
- Served as indexer for *Hispanic American Periodical Index*
■ Training/Development:
- Preventing Discrimination
- Webinar: Parallel Titles Records
■ Memberships:
- American Library Association
- Florida Library Association
- Seminar on the Acquisition of Latin American Library Materials (SALALM)

Alice Crist
Sr. LTA
Cataloging Services
■ Service:
- Florida State Employees Charitable Campaign (FSECC), keyworker
- Annual Halloween Party (Harry Potter, Hogwarts)
■ Training/Development:
- Office 2007 Overview
- Preventing Discrimination

Page Curry
Digital Imaging Technician
Systems & Technology
- Creative Works: Orientation for New Employees
- Service:
  - Central Florida Memory, Digital Services Support
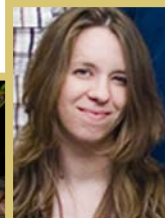 - Director's Advisory Group

Cynthia Burris Dancel
Office Manager
Reference Services
- Service
  - Exhibits & Events Committee
  - Web Working Group
- Gave birth to Jacob Dennis Dancel, March 15, 2009.

Jacob and Cindy Dancel

Gerald Dillon
LTA Supervisor
Circulation Services
- Service: Staffed the "Reference Info Kiosk"
- Training/Development:
  - Preventing Discrimination, UCF HR
  - MS Office 2007 Word, CFLC
  - UCF Libraries:
    - General Reference and Database Training
    - Government Documents Training
    - Printer/Copier Operation/Maintenance Training
    - Various Aleph/Department Training Sessions
      - Fines & Bills Procedures
      - Course Reserves
      - Special Borrower Cards
      - Periodicals Processing and Procedures
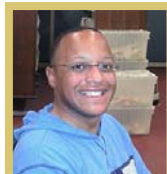
Gerald Dillon

Lee Dotson
Digital Services Librarian
Systems & Technology
- Creative Works:
  - "Bringing Preservation to the Forefront: Preservation Initiatives at UCF Libraries," with Michael Arthur, presented at the Florida Library Association Annual Conference, Orlando, May 2009
  - "Retrospective Conversion of Theses and Dissertations: The Trials and Tribulations of Adaptation," with Gail Clement, Cathleen Martyniak, Salwa Patel, and Kristine Shrauger, presented at the Florida Library Association Annual Conference, Orlando, May 2009
  - "Double Duty: Interlibrary Loan and Digital Services Team Up to Enhance Access to Collections," with Kristine Shrauger, presented at the Florida Association of College and Research Libraries Fall Program, Jacksonville, November 2008
  - "Central Florida Memory," presented at:

- Seminole County Public Schools Teach-In, Jackson Heights Middle School, Orlando, November 2008.
- Orange County Public Schools Teach-In, East Lake Elementary School, Orlando, November 2008.
- "The Many Faces (and Places) of CONTENTdm" presented at the CONTENTdm Southeast Users' Group Meeting, Mississippi State University, Starkville, Mississippi, August 2008
- Service:
  - UCF Committee Assignments:
    - Central Florida Memory, Digital Services Support
    - Central Florida Memory Grant Writing Committee
    - Library Technology Advisory Group
    - UCF Electronic Theses and Dissertations Group
    - Libraries Preservation Committee
    - Digital Collections Interest Group
  - FCLA Committee Assignments:
    - Cataloging and Access Guidelines for Electronic Resources Revision Joint Working Group, 2008-present
    - Council of State University Libraries Technology Advisory Group Digital Initiatives Subcommittee, 2008-present
      - 2009-present, chair
      - 2008-2009, vice-chair
    - Council of State University Libraries Collection Planning Committee's Janus Recon Task Force, 2008
  - Other Committee Assignments:
    - CONTENTdm Southeast Region Users Group Meeting Planning Committee, 2007-present
      - 2008-present, chair of program planning committee
      - 2007-2008, co-chair
- Digital Project Development:
  - PRISM: Political & Rights Issues & Social Movements
  - Retrospective conversion of print theses and dissertations
  - Institutional Repository pilot project
- Digital Project Management:
  - Central Florida Memory
  - Digital Library of the Caribbean (dLOC)
  - Electronic Theses and Dissertations
  - Florida Heritage Project
  - Florida Historical Quarterly
- Training/Development:
  - Sunshine State Library Leadership Institute, November 2008-July 2009. One of forty librarians selected from a statewide pool of applicants for an intensive series of workshops focused on developing and enhancing leadership qualities among librarians.
  - DigiTool Training, Orlando, September 2008
  - CONTENTdm Basic Training, Starkville, Mississippi, July 2008
- Attended:
  - Southeast CONTENTdm User Group Meeting, Starkville, Mississippi, August 2008

- Florida Association of College and Research Libraries Fall Program, Jacksonville, November 2008
- Florida Library Association Annual Conference, Orlando, May 2009

Ana Dvorecky
Sr. LTA
Cataloging Services
- Service:
  - Library Evacuation Team
  - USPS Staff Council Representative
- Training/Development:
  - Preventing Discrimination
  - "Acu-pressure, How to Deal with Stress and Pain"
  - "Struggle for Public services in Rural Haiti" – Public Forum
  - MS Office 2007 Overview

Janet Girard
Sr. Accounting Officer
Library Administration
- Training/Development:
  - FRP110 Reporting Essentials
  - Purchasing Workshop: Equipment Maintenance
  - F&A Credit Card Meeting: procedures update
  - Preventing Discrimination
  - F&A Enhanced DAL training
  - FPR300 Financials Reports
- Service: Supplier Diversity Day 2009

Mary Lee Gladding-Swann
Sr. LTA
Circulation Services
- Service: Library Evacuation Team
- Training/Development:
  - Preventing Discrimination, UCF HR
  - UCF Libraries:
    - General Reference and Database Training
    - Government Documents Training
    - Printer/Copier Operation/Maintenance Training
    - Various Aleph/Department Training Sessions
      - Fines & Bills Procedures
      - Course Reserves
      - Special Borrower Cards
      - Periodicals Processing and Procedures

Patrick Hadlock
Sr. LTA
Cataloging Services
- Training/Development: Preventing Discrimination

Patricia Hall
Sr. LTA
Reference Services
- Creative Works: Maintained the Book Jacket Display to encourage students to read more
- Service: UCF New Student Orientation and the Library's Information Kiosk
- Attended: Black Faculty Staff Association (BFSA) Mentoring Breakfast and the BFSA Meet and Greet for African American students.

Becky Hammond
LTA
Special Collections & University Archives
- Training/Development: Preventing Discrimination, UCF HR
- Service: Libraries Diversity Week Team

Jonathon Hanie
Sr. LTA
Circulation Services

Jon Hanie

- Service: Library Evacuation Team
- Training/Development:
  - UCF HR:
    - Preventing Discrimination
    - PeopleSoft SA/HR Basic Navigation
  - CFLC:
    - MS Office 2007 Overview
    - MS Office 2007 Word
  - UCF Libraries:
    - General Reference and Database Training
    - Government Documents Training
    - Printer/Copier Operation/ Maintenance Training
    - Various Aleph/Department Training Sessions
      - Fines & Bills Procedures
      - Course Reserves
      - Special Borrower Cards
      - Periodicals Processing and Procedures

Danielle Harris
Sr. LTA
Circulation Services

Danielle Harris

- Training:
  - Preventing Discrimination, UCF HR
  - MS Office 2007 Word, CFLC
  - UCF Libraries:
    - General Reference and Database Training
    - Printer/Copier Operation/ Maintenance Training
    - Various Aleph/Department Training Sessions
      - Fines & Bills Procedures
      - Course Reserves
      - Special Borrower Cards
      - Periodicals Processing and Procedures

Richard Harrison
Librarian
Reference Services
- Recipient, 2009 Excellence in Librarianship Award
- Vanderbilt-Peabody Library Leadership Institute, participant
- Student Perception of Instruction Ad Hoc Committee, Faculty Senate Committee, continuing member

Richard Harrison

David Healy
Sr. LTA
Cataloging Services
- Training/Development:
  - Preventing Discrimination
  - CFLC:
    - Office 2007 Overview
    - MS Office 2007, Word I

Johnny Hill
LTA Supervisor
Circulation Services
- Training/Development:
  - UCF HR:
    - Allies Advance
    - Preventing Discrimination
  - UCF Libraries:
    - General Reference and Database Training
    - Government Documents Training
    - Printer/Copier Operation/ Maintenance Training
    - Various Aleph/Department Training Sessions
      - Fines & Bills Procedures
      - Course Reserves
      - Special Borrower Cards
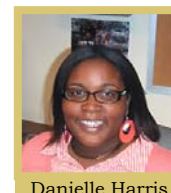   - Periodicals Processing and Procedures
- Attended:
  - FLA Annual Conference, Orlando, May 2009
  - SLA Annual Conference, Washington, DC, June 2009
- Memberships:
  - American Library Association
  - Florida Library Association
  - Special Libraries Association

Johnny Hill

Carole Hinshaw
Department Head
Reference Services
- Creative Works: Chaired committee that was awarded a National Endowment for the Humanities/American Library Association grant for a traveling exhibit *Pride & Passion: the African American Baseball Experience.* The exhibit and related events will take place March 3-April 16, 2010. Committee members included Timothy Bottorff, Cynthia Burris Dancel, Richard Harrison, and John Venecek.
- Service:
  - Exhibits and Events Committee, coordinator. Organized several exhibits & events including:
    - *Tupperware Unsealed: Brownie Wise, Earl Tupper, and the Home Party Pioneers.* Bob Kealing appeared to discuss his latest book.
    - *Life in the Caribbean: Exploring Caribbean Culture in the Bryant West Indies Collection*

Carole Hinshaw with author/reporter Bob Kealing

- *Mirage: Florida and the Vanishing Water of the Eastern U.S.* Cynthia Barnett discussed her book, which recently won the Gold medal for best nonfiction in the Florida Book Awards. The program was sponsored by the UCF Libraries and the Office of Undergraduate Studies. The book is relevant to the University's General Education Program's Unifying Theme on the environment and global climate change.
- *Saving Dreamland: Henry Nehrling's Gardens*, a Project of the Henry Nehrling Society an exhibit consisting of original diaries, books, photos and other items on loan from the UCF Libraries' Special Collections & Archives Department and the Henry Nehrling Society.
- *Cuban Revolution 50th Anniversary* and exhibit which marked the beginning of the Revolution included programs: *Lejos de la Isla, a* documentary written and directed by Luis Salas; *Cuban Folklorico Music* by Conjunto Kimbombo ; *Charla: A Chat With José Martí,* portrayed by Chaz Mena and funded by Florida Humanities Council.
- *Reptiles of the Galapagos and the Chelonian Research Institute.*

Athena Hoeppner
Electronic Resources Librarian
Acquisitions & Collections Services
- Service:
  - Electronic Resources Workgroup, chair
  - Web Working Group
  - Search Committees:
    - Associate Director for Technical Services.
    - Electronic Resources and Web Librarian for College of Medicine.
  - Electronic Resources Subcommittee (SUL)
  - CPC Procon Task Force, chair
    - Wrote Procon Reports and Recommendations for the Janus Task Force.

Davina Hovanec
Computer Analyst
Systems & Technology
- Training/Development:
  - "Installing and Configuring the Windows Vista Operating System"
  - "Maintaining and Troubleshooting Windows Vista Computers"

Megan Humphries
Sr. LTA
Circulation Services
- Training/Development:
  - Preventing Discrimination, UCF HR
  - UCF Libraries:
    - General Reference and Database Training
    - Government Documents Training
    - Printer/Copier Operation/Maintenance Training
    - Various Aleph/Department Training Sessions
      - Fines & Bills Procedures

Megan Humphries

- Course Reserves
- Special Borrower Cards
- Periodicals Processing and Procedures
- Attended: FLA Annual Conference, Orlando, May 2009
- Memberships: Florida Library Association

Pam Jaggernauth
LTA Supervisor
Curriculum Materials Center

- Training/Development: Continued course work at UCF toward a degree in Accounting.

Selma K. Jaskowski
Assistant Director
Systems & Technology

- Creative Works: With Lee Dotson and Douglas Dunlop, wrote an LSTA grant proposal entitled, "Picturing the Past: Photographs and Postcards of Central Florida." The project was funded in the amount of $52,002.
- Service:
  - UCF Committee Assignments:
    - Principal Investigator, LSTA grant, "Picturing the Past: Photographs and Postcards of Central Florida."
    - Learning Commons Task Force
    - Search Committee, Associate Director for Collections and Technical Services
    - Library Advisory Committee
    - Library Student Advisory Board
    - Web Working Group, chair
    - Library Technology Advisory Group, chair
    - Aleph Implementation & Migration Committee
    - Central Florida Memory Operations Committee
    - Central Florida Memory Grant Writing Committee
    - Central Florida Memory Digital Services and Server Support
    - COOP Committee
    - Network Security Team
  - FCLA Committee Assignments:
    - CSUL Technology Advisory Group, coordinator
    - LMS Project, coordinator
    - General Liaison
  - Digital Project Management:
    - Central Florida Memory
    - Electronic Theses and Dissertations
    - Florida Heritage Project
    - Institutional Repository development
    - Digital Library of the Caribbean (dLOC)
- Training/Development: Discrimination and Retaliation Workshop, COE Teaching Academy, October 2008
- Attended:
  - Coalition for Networked Information Fall Task Force Meeting, Washington, DC, December 2008
  - UCF Departmental Security Coordinator's Conference, November 2008
  - EDUCAUSE Annual Conference, Orlando, October 2008
  - COOP Annual Meeting, July 2008

Jacqui Johnson
Sr. LTA
Cataloging Services

- Training/Development:
  - Understanding Your Hidden Biases
  - Preventing Discrimination
  - CFLC:
    - Office 2007 Overview
    - MS Office 2007, Word I

Aysegul Kapucu
Librarian
Reference Services

- Creative Works:
  - "Chat Based Reference: Can IM and Commercial Systems Coexist?" Presented with Meredith Semones at the Florida Library Association (FLA) 2009 Conference, Orlando, May 2009 and sponsored by Florida Association of College and Research Libraries (FACRL).
  - "Mashing Up Library Resources for International Students." Presented with Renee Montgomery, at the FLA Annual 2009 Conference, Orlando, May 2009 and sponsored by FACRL.

Aaron Keyser
Computer Analyst
Systems & Technology

- Training/Development:
  - "Installing and Configuring the Windows Vista Operating System"
  - "Maintaining and Troubleshooting Windows Vista Computers"

Raynette Kibbee
Sr. Administrative Assistant
Library Administration

- Service:
  - Web Working Group - Web Design Team
  - DAG (ex-officio)
- Training/Development:
  - AIG Retirement Seminar, September 2008, Student Union
  - "LSTA Grant Overview," January 2009, Online

Elizabeth Killingsworth
Interim Department Head
Information Literacy & Outreach

- Creative Works: "Bringing Down the Walls: A Web 2.0 Collaboration to Reach Faculty and Facilitate Student Learning" for the EDUCAUSE Learning Initiative (ELI) 2009 Annual Conference with Kelvin Thompson, Orlando, January 2009
- Service: Florida Chapter of the Association of College and Research Libraries (FACRL), president, 2008-2009
- Attended:
  - Florida Library Association Annual Conference, Orlando, May 2009
  - Florida Chapter of the Association of College and Research Libraries (FACRL) Fall Program,

University of North Florida, Jacksonville, November 2008
- EDUCAUSE Annual Conference, Orlando, October 2008
- EDUCAUSE Learning Initiative (ELI), Orlando, January 2009

Marcus Kilman
Department Head
Circulation Services
- Service:
  - State: SUL Circulation Subcommittee
  - University:
    - Faculty Copyright Liason
    - Semester Planning and Evaluation Committee
  - Library:
    - Blended Services Committee
    - Learning Commons Task Force
- Training/Development:
  - Preventing Discrimination, UCF HR
  - LibGuides Training Session, UCF Libraries
- Attended: Open Library Environment (OLE) Regional Workshop, Durham, North Carolina, December 2008
- Memberships:
  - Florida Library Association
  - American Library Association
  - Association of College & Research Libraries

Katie Kirwan
Sr. LTA
Acquisitions & Collections Services
Assumed additional duties in Binding and Gifts while her supervisor was out on medical leave

Cynthia Kisby
Department Head
Regional Campus Libraries
- Creative Works:
  - Kisby, Cynthia M. and Suzanne E. Holler. "Formalizing Staff Development" in *An Introduction to Staff Development in Academic Libraries.* Ed. Elizabeth Connor. New York: Routledge, 2009
  - Kisby, Cynthia M. and Kilman, Marcus D. "Improving Circulation Services through Staff Involvement" in *Best Practices in Access Services.* Eds. Lori L. Driscoll and W. Bede Mitchell. New York: Routledge, 2009:103-112. Originally published in *Journal of Access Services* 5, no. 1-2 (2007):103-112
  - "Thinking and Acting with Abundance" *Florida Libraries* 51, no. 2 (Fall 2008):18-20
  - "Micromanaging or Delegating: What You Believe Is All Important" *Library Worklife: HR E-News for Today's Leaders* 6, no.2 (February 2009) http://www.ala-apa.org/newsletter/current.html
  - "ALSTARS: Academic Librarians for Tomorrow's Academic Researchers: An IMLS-Sponsored Project to Help Define a Curriculum for Academic Librarians" presented with V. Gregory, D. Perez, J. Archer, C. Dold at the Association of College

& Research Libraries 14th National Conference, Seattle, Washington, March 2009
- "Hope Helps: Staying Connected in a Disconnected World," presented at the Florida Library Association 2009 Annual Conference, Orlando, May 2009
- Reeling in Relationships: A Partnership Approach to Library Services. Poster session presented with Min Tong at the Association of College & Research Libraries 14th National Conference, Seattle, Washington, March 2009.
- Service:
  - FLA Executive Board – Director at Large (elected) 2009-2011. Represented FLA at FAME, September 2008.
  - As Chair of the FLA Management & Administration Group arranged a full-day conference including speakers and sponsors: FLA Panhandle Unconference, Niceville, Florida August 2008
- Training & Development:
  - Association of College & Research Libraries 14th National Conference, Seattle, Washington, March 2009
  - Florida Library Association Annual Conference May 2009
  - Preventing Discrimination, UCF HR

Igor Kovalyov
Sr. LTA
Curriculum Materials Center
- Service:
  - Libraries Preservation Committee
  - Director's Advisory Group
- Training/Development: Emerging Leader's workshop

Jade Laderwarg
Office/Payroll Manager
Library Administration
- Service:
  - ITR Social Committee
  - Holiday Party Committee
  - Chocolate Cook-off Committee (DAG)
- Training/Development:
  - PeopleSoft Payroll Processor
  - ePAF Originator Training
  - ePAF Approver Training
  - Mind Your Mouth and Fix Your Face (Diversity
  - Preventing Discrimination (Including Harassment & Retaliation
  - PeopleSoft SA/HR Basic Navigation
  - MS Office Overview, CFLC
  - IT & R Personnel Workshop
  - Acu-pressure Session
  - "Hope Helps," Cynthia Kisby
- Attended:
  - 2009 Diversity Breakfast
  - Joseph Andrews Mentoring Breakfast

Joel Lavoie
Library IT Manager
Systems & Technology
■ Service:
  • UCF Committee Assignments:
    • Learning Commons Task Force
    • Campus ETD Working Group
    • Web Working Group
    • Central Florida Memory Web Design and Server Support Committee
■ Training/Development:
  • Dell Flex Demo, UCF
  • Managing a Microsoft Windows Server 2003, New Horizons
  • Discrimination and Retaliation Workshop, UCF HR
  • Webinars:
    • OLE, UCF
    • Digitool Demo, UCF
    • Maintaining Public Computers in Florida, UCF
    • CONTENTdm 5, UCF
    • Various Microsoft Webinars
    • Various Citrix Webinars
■ Attended: John T. Washington Luncheon, April 2009

Jamie LaMoreaux
LTA Specialist
Acquisitions & Collections Services
■ Service:
  • University:
    • Transportation and Parking Committee
    • Staff Council, Parliamentarian
  • Libraries
    • Exhibits & Events Committee
    • Student Orientation Kiosk
    • Library Evacuation Team
  • Profession: Worked/Attended FLA
■ Graduated Spring 2009 with 2nd Bachelor's Degree in Theatre

Jamie LaMoreaux

Tatyana Leonova
Sr. LTA
Acquisitions & Collections Services
■ Creative Works: Prepared beadwork display on 2nd floor of UCF Libraries
■ Service: Library Book Sale, volunteer
■ Training/Development: Preventing Discrimination and Retaliation'.

Susan MacDuffee
Sr. LTA
Acquisitions & Collections Services
■ Service:
  • Library Evacuation Team
  • Library Book Sale, volunteer
■ Training/Development:
  • Microsoft Word 2007 Training , CFLC
  • "Hope Helps," Cynthia Kisby

■ Attended
  • IT&R Social
  • Joseph C. Andrews Mentoring Breakfast

Jason Martin
Librarian
Curriculum Materials Center
■ Creative Works:
  • Publications Accepted:
    • "The Information Seeking Behavior of Undergraduate Education Majors: Does Library Instruction Play a Role?" Accepted for publication in *Evidence Based Library and Information Practice.*
    • "The Art of Librarianship: Thoughts on Leadership Skills for the Next Generation of Academic Library Leaders." Accepted for publication in *C&RL News.*
  • Presentations:
    • "The Efficacy of Leadership Training: A SSLLI Review." Co-presented with David Woolard, Embry-Riddle Aeronautical University at FLA Annual 2009.
    • "Leadership Through Advocacy." Panel presentation at FLA Annual 2009, moderator
■ Service:
  • Book reviewer for *Library Journal*
  • LPAC, 2008 chair
  • UCF Student Conduct Review Board. Named 2008-2009 Returning Member of the Year
  • UCF Mediator
  • UCF Heart Walk Team, captain
■ Training/Development: Completed course work for EdD in Educational Leadership.

Jim Mauk
Sr. LTA
Circulation Services
■ Training/Development:
  • UCF HR:
    • Preventing Discrimination
    • First Aid
    • PeopleSoft SA/HR Basic Navigation
    • Retiring from UCF
    • Social Security
  • MS Office 2007 Word, CFLC
  • UCF Libraries:
    • General Reference and Database Training
    • Government Documents Training
    • Printer/Copier Operation/Maintenance Training
    • Various Aleph/Department Training Sessions
      ▪ Fines & Bills Procedures
      ▪ Course Reserves
      ▪ Special Borrower Cards
      ▪ Periodicals Processing and Procedures

Jim Mauk

Greg McCoy
LAN Administrator
Systems & Technology
- Service:
  - UCF Committee Assignments:
    - Information Technology & Resources Coordinating Council
    - Network Security Team
    - UCF Departmental Security Coordinator
    - Web Working Group
    - Director's Advisory Group
    - 2st Annual Library Tailgate Party, Co-Chair
    - Holiday Party Committee, Advisor
    - Library Emergency Team
    - UCF Student Conduct Review Board & Disciplinary Review Board
- Training/Development:
  - Attended various seminars presented by Microsoft, Cisco, Dell, Citrix, and Symantec
  - UCF Human Resources training
  - CPR
  - Discrimination and Retaliation Workshop, COE Teaching Academy, October 2008

Hal Mendelsohn
Librarian
Reference Services
- Creative Works:
  - Elizabeth M. Doolittle; Graham, John-Bauer; Martin, Alyssa; Mendelsohn, Hal, Snowden, Kent; and Stone Amanda. "Creating A Culture of Mentoring @ Your Library." *The Southeastern Librarian* 57.1 (Spring 2009): 29-38
  - Patent presentation at Tampa Bay Inventors Club, Largo, Florida, May 2009
  - Patent presentation at Inventors Council of Central Florida, Orlando, June 2009
  - Participated in a panel discussion at the Southeastern Library Association (SELA) BiAnnual Conference on Mentoring. October 2008. Louisville, Kentucky.

Traci Milbuta
Office Assistant
Acquisitions & Collections Services
- Awards/Honors:
  - Awarded UCF 10 years of service
  - Awarded USPS Staff Council Scholarship Spring 2009
- Service:
  - Organized all Book Sales
  - Library Information Kiosk
  - DAG
    - Holiday Party Committee
    - Library Service Awards Committee
    - Library Bake Sale Committee
- Training/Development:
  - CFLC:
    - Microsoft Office I
    - Microsoft Word I
  - Completed seven courses at UCF

Traci Milbuta

Laila Miletic-Vejzovic
Department Head
Special Collections & University Archives
- Creative Works:
  - Juror – Florida Book Awards (FBA), "Book Design" category
    http://www.fsu.edu/~ams/bookawards/Juries/Vejzovic.html
  - 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
  - Received a National Endowment for the Humanities (NEH) "Preservation Assistance Grant," November 2008
  - One of the faculty invited to conduct a workshop at the Summer School in the Study of Old Books, September 28 – October 2, 2009, University of Zadar.
    http://ozk.unizd.hr/ssob/?page_id=342
  - Invited to lecture at the Library School, University in Zadar, on managing special collections, October 2009.
  - Submitted a pre-proposal for "Cataloging Hidden Special Collections & Archives" grant to Council on Library and Information Resources (CLIR), June 2009.
  - Participated in the Digital Library of the Caribbean (dLOC)
  - Acted as the Metadata Manager for the Central Florida Memory (CFM) LSTA grant
- Service:
  - UCF Women's Club Spring Luncheon, May 2009.
  - Libraries Preservation Committee
  - 2009/2010 UCF Student Fulbright Application, reviewer
  - Library Sciences Peer Review Committee for the Fulbright Scholar Program 2008/09
  - *OCLC Systems & Services* (*OSS*), Editorial Board (EAB), 2002 – present
- Attended:
  - Association the Association of Moving Image Archivists Annual Conference, Savannah, Georgia, October 2008
  - American Library Association Midwinter Conference, Denver, Colorado, January 2009
  - Connecting to Collections Forum, Debary, Florida, March 2009
- Memberships:
  - American Library Association
    - ACRL Division
    - ACRL RBMS Section; Membership & Professional Development Committee through June 2009
    - ACRL SEES Section
- Donors & Potential Donors:
  - Invited Mrs. Jean Gould to participate, as one of the judges for the 2008 UCF Student Book Arts Competition.
  - Continued to stay connected with Denise Hall via e-mail and telephone calls.
  - Continued to connect via e-mail with Michael Spencer to discuss his fine Bromeliad Research Collection, and his book collection.

- Continued to develop and cultivate a good relationship with Carol Mundy and finalized negotiations for acquiring her important comprehensive collection of African Americana.
- Continued to maintain excellent relationship with Harris Rosen. Negotiated and facilitated a donation of $2,000 from the Harris Rosen Foundation, earmarked for the purchase of a 16mm film transfer to DVD equipment for the UCF Film Department.
- Initiated contact with Giuliana Scott, daughter of late Archimedes L.A. Patti, to finalize the Deed of Gift and MoU for the Archimedes L.A. Patti Collection.

Kim Montgomery
Librarian
Cataloging Services
- Creative Works: Internal Work Resources Web page
- Service:
  - Metadata Subcommittee, vice chair in 2009
  - Search Committee, Associate Director for Technical Services
- Training/Development:
  - Preventing Discrimination
  - Aleph v.19 training
- Memberships:
  - American Library Association (ALA)
  - American Society for Information Science and Technology (ASIST)

Renee Montgomery
Outreach Librarian
Information Literacy & Outreach
- Creative Works – Presentations:
  - Speaker for Faculty Liaison Program during Spring Semester – "Information Literacy Modules & Library Instruction"
  - Renee Montgomery and Aysegul Kapucu presented "Mashing Up Library Resources for International Students," at the FLA Annual 2009 Conference, Orlando, May 2009 (Sponsored by FACRL).
- Service:
  - Profession: Public Services Planning Committee, Information Literacy Subcommittee, 2007 – present
  - University:
    - General Education Program (GEP) Subcommittee, 2006-present
    - University Faculty Senate Alternate, 2007-2009
    - Commencements, Convocations, and Recognitions Committee, 2007 – present.
    - Honors College Information Fluency Student Award Committee, 2008
  - Library:
    - Cram 4 for the Exam Committee, fall 2008
    - Holiday Party Committee, chair, December 2008
    - Director's Advisory Group (DAG) Faculty Representative, 2007-2009

- Libraries Preservation Committee, 2008 – present
- ASERL Collaborative Virtual Reference Marketing Committee, UCF Representative, 2006-2008
- Attended: Florida Library Association Annual Conference, Orlando, May 2009

Rachel Mulvihill
Librarian
Information Literacy & Outreach
- Service: Served as mentor to Leah Plocharczyk (Broward Library Services, Florida Atlantic University), who was participating in the Sunshine State Library Leadership Institute for 2008-2009. This involved mentoring Leah for one year, attending the first Institute session, hosting Leah at UCF for a campus visit, and visiting Leah's office at FAU Ft. Lauderdale.
- Attended: Florida Library Association Annual Conference, Orlando, May 2009

Stephen Nordlinger
Sr. LTA
Circulation Services

Stephen Nordlinger

- Service: Libraries Diversity Week Team
- Training/Development:
  - Hurricane Preparedness, UCF Dept. Health & Public Services
  - Preventing Discrimination, UCF HR
  - Deaf Culture, Winter Springs Public Schools
  - UCF Libraries:
    - General Reference and Database Training
    - Government Documents Training
    - Printer/Copier Operation/Maintenance Training
    - Various Aleph/Department Training Sessions
      - Fines & Bills Procedures
      - Course Reserves
      - Special Borrower Cards
      - Periodicals Processing and Procedures

Burak Ogreten
LTA Supervisor
Cataloging Services
- Service:
  - Search Committee, Associate Director for Technical Services
  - Web Working Group
- Training/Development: Preventing Discrimination

Tanya Jo Ormseth
LTA Supervisor
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
- Creative Works: Wrote two Rosen Book of the Month reviews
- Service:
  - USPS Staff Council
  - Florida State Employees Charitable Campaign (FSECC) keyworker

- Hosted fall 2008 and spring 2009 "Cram 4 the Exam" events at Rosen
- Staffed the UOF Library information table at Rosen College Transfer Orientations
■ Training/Development:
  - UCF Office of Diversity Initiatives workshops:
    - "Allies Advance"
    - "Generational Diversity"
    - "Mind Your Mouth and Fix Your Face"
    - "Understanding Power and Privilege"
  - UCF HR Workshops:
    - "Got Attitude?"
    - "Preventing Discrimination"

Kristen Palmiere
Sr. LTA
Interlibrary Loan/Document Delivery Services
■ Service:
  - Libraries Diversity Week Team
  - Web Working Group

Reynaldo Parulan
Office Assistant
Cataloging Services
■ Training/Development:
  - Preventing Discrimination
  - CFLC:
    - Office 2007 Overview
    - MS Office 2007, Word I

Jeanne Piascik
Special Formats Coordinator Librarian
Cataloging Services
■ Service:
  - Technical Services Member Group of FLA (state), chair
  - SUS TSPC Authorities Subcommittee
  - Digital Collections Interest Group (library)
■ Training/Development"
  - Preventing Discrimination, UCF HR
  - CFLC:
    - Office 2007 Overview
    - MS Office 2007, Word I
  - Webinars:
    - Aleph v. 19
    - OCLC WorldCat Local
    - DigiTool Demo
■ Attended: FLA Annual Conference
■ Memberships:
  - American Library Association (ALA)
  - Florida Library Association (FLA)
  - Online Audiovisual Catalogers (OLAC)

Joanie Reynolds
Sr. LTA
Interlibrary Loan/Document Delivery Services
■ Service: Director's Advisory Group

Yvonne Rivera
Sr. LTA
Cataloging Services
■ Training/Development:
  - Preventing Discrimination
  - CFLC:

- Office 2007 Overview
- MS Office 2007, Word I

Tim Ryan
Sr. Clerk
Library Administration
■ Service: Gift Donation pickup for Carol Mundy Collection
■ Training/Development: Preventing Discrimination

Jorge Santiago
Sr. LTA
Cataloging Services
■ Training/Development:
  - Preventing Discrimination
  - Office 2007 Overview, CFLC

Meg Scharf
Associate Director
Public Services
■ Creative Works:
  - *Tellin' Our Story---Or Not: Assessment Results on Academic Library Web Sites.* Presented at the ACRL 14th National Conference in Seattle, Washington, March 2009. Published in the Conference *Proceedings.*
  - *Two Approaches,Twice the Memories*, co-presented with Kathryn Robinson, Orange County Library System, program on Central Florida Memory and Second Life at the 83rd Annual Florida Library Association Conference, Orlando, May 2009.
  - EDUCAUSE 2008, Orlando
    - "VBrick Systems, An EDUCAUSE Silver Partner - Enhancing Education with Live Video over IP," Technology Solutions presentation, convener, October 2008
    - "Perspectives on Collaborative Data Cyberinfrastructure: A Role for Libraries in Data Curation and Long-Lived Preservation Services," library presentation, convener, October 2008
■ Service:
  - With Barry Baker, Frank Allen, and Selma Jaskowski, assisted in the formulation of objectives and assessment methods for the University's Organizational Effectiveness process. Serving as a Divisional Reviewer for "provost B" assessment plans, beginning fall 2008.
  - Advisory Board of the Karen L. Smith Faculty Center for Teaching and Learning (FCTL).
  - Central Florida Memory (CFM) project.
    - Marketing Group
    - Assessment Group
  - SUL Public Services Planning Committee. The Committee continues involvement with planning for Endeca and other statewide cooperative services. UCF hosted the Committee's annual face-to-face meeting in December 2008.
  - Member, Library Leadership Management and Administration (LLAMA)
    - Elected MAES Chair, beginning July 2009.
    - Served as Chair Elect for 2007/2008.

- Facilitated ALA 2009 program, *Through Their Eyes.*

Nathan Schweer
Sr. LTA
Circulation Services
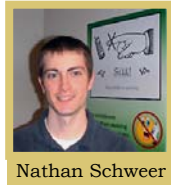
■ Training/Development:
- Preventing Discrimination, UCF HR
- MS Office 2007 Word, CFLC
- UCF Libraries:
  - General Reference and Database Training
  - Printer/Copier Operation/Maintenance Training
  - Various Aleph/Department Training Sessions
    - Fines & Bills Procedures
    - Course Reserves
    - Special Borrower Cards
    - Periodicals Processing and Procedures

Meredith Semones
Ask A Librarian
Reference Services

■ Creative Works: "Chat Base Reference: Can IM and Commercial Systems Co-Exist?" Presentation with Aysegul Kapucu, Florida Library Association, May 2009

Linda Seward
Sr. LTA
Acquisitions & Collections Services

■ Service:
- Director's Advisory Group
- Libraries Diversity Week Team
■ Training/Development:
- "Struggle for Public Services" workshop
- Office 2007 overview, CFLC
- "Hope Helps," Cynthia Kisby
- FCLA Aleph 19th training
- Gobi cart training
- Gobi Workshop
■ Attended:
- 36th Annual Employees Award Program
- Library Service Recognition Program
- June Stillman Scholarship Award Program

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

■ Creative Works:
- Shrauger, Kristine, Hasty Doug and Beth Farmer. Chaired a committee to submit a proposal "Stand and Deliver: Putting the Patron in Control" for a pre-conference for the 3rd Annual Florida Resource Sharing Conference at the Florida Library Association. It was hoped that combining the conferences would bring out a larger crowd. The proposal was accepted for the 2009 FLA Conference hosted in Orlando.
- Dotson, Lee and Kristine J. Shrauger. Co-chaired a proposal "Retrospective Conversion of Theses and Dissertations – The Trials and Tribulations of Adaptation" for the 2009 Florida Library Association. This accepted panel discussion will have five speakers: Lee Dotson, University of Central Florida; Kristine Shrauger, University of Central Florida; Salwa Ismail Patel, Florida Atlantic University; Cathleen L. Martyniak, University of Florida; and Gail Clement, Florida International University.
- "Double Duty: Interlibrary Loan and Digital Services team up to enhance access to collections.: Co-presented with Lee Dotson at the 2009 Florida ACRL Conference in Jacksonville, November 2009.
- "Introduction to WorldCat Resource Sharing." this four-hour presentation on a variety of topics centered on interlibrary loan issues was co-presented with Elizabeth Davis at CFLC Headquarters, November 2008.
■ Service:
- Library:
  - Disability Services, 2006-2009, chair
  - LPAC, 2009 chair
- University:
  - University Research Council, 2006-2009
  - Honors Undergraduate Research Award Committee, 2008-2009
- State:
  - CFLC Board, 2009-present
  - Unmediated Borrowing Task Force, 2008-09
  - Unmediated Borrowing Policies Task Force, 2009
  - Unmediated Borrowing Standards Task Force, 2009
  - Tampa Bay Library Cooperative (TBLC) Delivery Vendor Task Force, 2009
  - Sunshine State Leadership Institute 2008-2009, participant

Peter Spyers-Duran
Serials Coordinator Librarian
Cataloging Services

■ Service
- State: Served on the Janus Core Collection Committee
- University: Florida State Employees' Charitable Campaign, keyworker
■ Training/Development:
- 12-week internship program with national accounting firm McGladrey & Pullen
- Preventing Discrimination

Blake Stephens
Programmer Analyst
Systems & Technology

■ Awards: September USPS Employee of the Month
■ Service: UCF Committee Assignments
- Central Florida Memory Web Design and Server Support
- Web Working Group
■ Training/Development: Discrimination and Retaliation Workshop, Course Development and Web Services, July 2009

Sue Terrill
Office Assistant
Library Administration
■ Service:
  • Holiday Party Planning Committee
  • Library Administration's Diversity Door and Holiday "Misfit Toys" projects
  • Single-handedly captured five bats
■ Training/Development:
  • Microsoft Word 2007 Overview, CFLC
  • Excel Tips, Technology Advisory Group
  • SharePoint Tutorials, Online

Patricia Tiberii
Sr. LTA
Interlibrary Loan/Document Delivery Services
■ Creative Works: Exhibited Pez collection in the cases on the main floor of the library.
■ Service:
  • DAG; Chili Cookoff-Committee, co-chair
  • Exhibits & Events Committee

Andy Todd
Regional Campus Librarian
Cocoa
■ Creative Works:
  • "Blogging and the Health Care Manager," with Dr. Donna Malvey and Barbara Alderman. *The Health Care Manager*, 28(2): 159-164 (2009)

Andy Todd

  • "Branching Out: Communication and Collaboration among Librarians at Multi-Campus Institutions," with Timothy Bottorff, Robin Glaser, and Barbara Alderman. *Journal of Library Administration*, 48(3/4): 329-363 (2008)
  • With Barbara Alderman, participant 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"
  • "Preparing Students to Participate in Undergraduate Research: What We Learned." Presented with UCF teaching faculty Kathleen Bell and UCF librarian John Venecek at the statewide Engagement in Undergraduate Research Symposium, held at the University of Central Florida on Saturday, September 27, 2008.
  • A Visual Approach to MedlinePlus for Low Literacy, Low Income Patients. Poster session presented with Marilyn Teolis and Mary Virginia Taylor at the Medical Library Association 2009 Annual Meeting, Honolulu, Hawaii, May 2009
■ Service:
  • Quality Assurance Workgroup for Florida Statewide AskALibrarian Service
  • Florida Library Association Scholarship Committee
  • Web Working Group

Min Tong
Regional Campus Librarian
South Lake
■ Awards: Received Association of College & Research Libraries (ACRL) 14th National Conference Librarian Scholarship
■ Creative Works:
  • Received Association of College & Research Libraries (ACRL) 14th National Conference Librarian Scholarship.
  • Contributed five entries for *Biographic Dictionary of Chinese Entrepreneurs*, which was published and released in May 2009
  • Reeling in Relationships: A Partnership Approach to Library Services. Poster session presented with Cynthia Kisby at the Association of College & Research Libraries 14th National Conference, Seattle, Washington, March 2009.
  • "4.5 Librarians Serving 11 Campuses? – The Synergy of Collaboration." Presentation, 2009 FLA Annual Conference, Orlando, May 2009
■ Service:
  • Received a grant from the UCF Office of Diversity Initiatives to allow for free registration for the FLA Continuing Education Committee workshop program "ABC's of Diversity" and assumed responsibility for organizing the program.
  • Chinese American Librarian Association Southeast Chapter
    • Nominated as Vice President
    • Webmaster
  • FLA Continuing Education Committee.
  • Search Committee for Lake Sumter Community College (LSCC) Reference Librarian at South Lake campus
  • Libraries Preservation Committee
  • Web Working Group
■ Attended: Association of College & Research Libraries 14th National Conference, Seattle, Washington, March 2009

Sandra Varry
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
■ Creative Works:
  • Curated the exhibit "Adventures in Space: The Future of Tourism" (Spring 2009)
  • Changed the Rosen Book Jacket display each semester
  • Wrote a Rosen Book of the Month review
■ Service
  • Director's Advisory Group (DAG)
  • Libraries' Preservation Committee
  • Volunteered at the Anton Brees Library, Bok Tower Garden
■ Training/Development:
  • CFLC:
    • "Basic MARC"
    • "Copy Cataloging"
  • UCF HR Workshop:
    • "Myers-Briggs"

- "Preventing Discrimination"
- UCF Office of Diversity Initiatives Workshops:
  - "ABCs of Diversity"
  - "UCF Allies"
- Completed three graduate courses towards MLIS degree at USF
- Attended:
  - Art Libraries of North America, Southeast Regional Conference, Sarasota
  - Florida Library Association Annual Conference, Orlando, May 2009
  - Connecting to Collections Forum, DeBary, Florida

John Venecek
Librarian
Reference Services
- Service:
  - *Undergraduate Research Journal* in the fall 2008, editorial board
  - Judge for the first Award for Excellence in Undergraduate Research, sponsored by the library.
  - Selection Committee for the Jack Kerouac Writer in Residence Project of Orlando. Committee reads submitted writings and selects writers who live in the Kerouac House.
  - Negotiated the acquisition of Bob Kealing's research materials for "Kerouac in Florida: Where the Road Ends." Materials are in Special Collections & Archives
  - Committe member, National Endowment for the Humanities/ American Library Association sponsored grant *Pride & Passion: the African American Baseball Experience.* The traveling exhibit will be hosted by the library March 3-April 16, 2010.

Clare Vogt
Accountant
Library Administration
- Service:
  - Holiday Party Committee
  - Chocolate Bake Off/Bake Sale Committee
  - Assisted with Chili Cookoff
- Training/Development:
  - FPO212-Purchasing Card Workshop
  - Front Desk Training, Library Administration
  - Discrimination (Including Harassment) and Retaliation at UCF
  - Acu-Pressure for headaches and stress, Brown Bag Lunch
- Attended: Finance & Accounting's Year End Informational Meeting

Debbie Weatherford
LTA Supervisor
Acquisitions & Collections Services
- Service: Libraries Preservation Committee

Jack Webb
Monographs Coordinator Librarian
- Service:
  - Libraries Preservation Committee
  - Participated in the promotion process
  - Participated in the interview for the associate director of technical services
- Training/Development:
  - Open Library Environment (OLE) Project Webcast
  - Aleph v.19 Webinar, FCLA
  - WorldCat Local Webinar
  - FCLA Aleph v.19 training

Shelly Wilson
Sr. LTA
Circulation Services
- Service:
  - Library Services to Disabled Patrons
  - Web Working Group
- Training/Development:
  - Preventing Discrimination, UCF HR
  - UCF Libraries:
    - General Reference and Database Training
    - Government Documents Training
    - Printer/Copier Operation/Maintenance Training
    - Various Aleph/Department Training Sessions
      - Fines & Bills Procedures
      - Course Reserves
      - Special Borrower Cards
      - Periodicals Processing and Procedures

Shelly Wilson

Ying Zhang
Acquisitions Librarian
Acquisitions & Collections Services
- Service:
  - Chinese American Librarian Association Southeast Chapter, membership director
  - FCLA Acquisitions Group, UCF representative
  - UCF Bookstore Advisory Committee, Libraries representative

Jeffrey Baumiller, Student Assistant
Special Collections & University Archives
Accepted to FSU's History department to pursue his MA degree in History. He will leave the department at the end of the summer 2009 term. His accomplishments this year include curating the Archimedes L.A. Patti exhibit, "The OSS and Vietnam."

Heather Bollinger, Student Assistant
Special Collections & University Archives
Hired part-time with the department and part-time with the Central Florida Memory grant. Will continue in Special Collections after the completion of the grant while working on her MA degree in History with the UCF History department. In addition to working with CFM, processed a handful of collections including the Democratic Women's Club of Florida Collection (for her internship) and the UCF Department of Nursing Collection.

Nava Cohen, Student Assistant
Special Collections & University Archives
Started work on her MA degree in History with the UCF History department. Projects this year included learning how to create and install exhibits such as "Women's History Month" and "Torchy Clark: Remembered" as well as processing various collections.

Jamie Conklin, Adjunct Librarian (OPS)
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
■ Creative Works
 • Assisted in hosting the Spring 2009 "Cram 4 the Exam" event at the UOF Library
 • Wrote one Rosen Book of the Month review
■ Training/Development
 • UCF Office of Diversity Initiatives Workshops:
  • "Allies Advance"
  • "Generational Diversity"
  • "Mind Your Mouth and Fix Your Face"
 • Took additional coursework at the UCF main campus
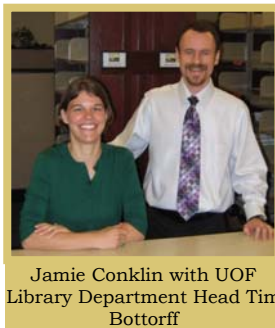
Jamie Conklin with UOF Library Department Head Tim Bottorff

Patricia Dyson, OPS
Regional Campus Libraries
■ Service
 • Coordinated and participated in two National Education Association Read-Across America events for pre-school students held in the BCC/UCF Joint Use Library, Cocoa campus. Event consisted of a story and art activity.

Read Across America, March 2009 Celebration of Dr. Seuss' Birthday

 • Created a raffle basket for UCF's participation in the BCC/UCF Joint Use Library event for National Library Week 2009 Celebration; Worlds Connect.

 • Designed and executed four children's book displays for the BCC/UCF Joint Use Libraries on both Cocoa and Palm Bay campuses.
 • Became a member of Rolling Readers-Space Coast, a non-profit literacy program. Designed a weekly lesson plan and shared a story with a group of first graders to inspire their imaginations and increase language skills.
■ Training/Development: Attended the ABC's of Diversity training on the UCF/LSCC South Lake campus.

Christopher Saclolo, Student Assistant
Special Collections & University Archives
Began in May as Special Collections' first book conservator. In addition to working with Special Collections material, helped with restoration of some Central Florida Memory items. Expects to graduate with his BA degree in Art December 2009.

Katie Seeler, Student Assistant
Special Collections & University Archives
Helped curate a variety of Special Collection area exhibits including "UCF's 40th Anniversary of Class" as well as process collections; left in spring 2009 to pursue other interests.

Jonathon Teasley, Student Assistant
Special Collections & University Archives
Continues work on a BS in Computer Science and expects to graduate May 2010. Projects include two Web exhibits: "Book Arts at UCF Special Collections" and "Mulford Foster: from images in the Michael A. Spencer Bromeliad Research Collection."

Lasheena Tyler, OPS
Circulation Services
■ Training/Development
 • Preventing Discrimination, UCF HR
 • MS Office 2007 Word, CFLC
 • Printer/Copier Operation/Maintenance Training, UCF Libraries
 • Various Aleph/Department Training Sessions, UCF Libraries
  • Fines & Bills Procedures
  • Course Reserves
  • Special Borrower Cards
  • Periodicals Processing and Procedures

Jose Vasquez, OPS
Circulation Services

■ Training:
 • Preventing Discrimination, UCF HR
 • MS Office 2007 Word, CFLC
 • General Reference and Database Training, UCF Libraries
 • Government Documents Training, UCF Libraries
 • Printer/Copier Operation/Maintenance Training, UCF Libraries
 • Various Aleph/Department Training Sessions, UCF Libraries
  • Fines & Bills Procedures
  • Course Reserves
  • Special Borrower Cards
  • Periodicals Processing and Procedures

Library Advisory Committee 2008-2009

UCF

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

Colleges

Buchoff, Rita
Education/Teaching & Learning Principles

Term: 07/08-09/10

Dexter, Nadine
Medicine/Harriet F. Ginsburg Health Sciences Library

Term: 08/09-10/11

Divo, Eduardo
Engineering & Computer Sciences/ Engineering Technology

Term: 07/08-09/10

Kallina, Edmund
Arts & Humanities/History

Term: 08/09-10/11

Lafferty, Patricia
Nursing

Term: 07/08-09/10

LiKamWa, Patrick
School of Optics

Term: 08/09-10/11

Matejowsky, Ty
Sciences/Anthropology

Term: 08/09-10/11

Milman, Ady
Rosen College of Hospitality Management/Events & Attractions

Term: 08/09-10/11

Parikh, Mihir
Business Administration/Mgmt Information Systems

Term: 07/08-09/10

Libraries

Baker, Barry
Director of Libraries

Term: Ex Officio

Allen, Frank
Libraries/Associate Director, Administrative Services

Term: Ex Officio

Jaskowski, Selma
Libraries/Assistant Director, Systems & Technology

Term: Ex Officio

Scharf, Meg
Libraries/Associate Director, Public Services

Term: Ex Officio

Faculty Senator

Harrison, Richard
Senate Representative
Library Reference Services

Term: 08/09-09/10

Administrators

Eaglin, Ron
Department Chair
ECS/ Engineering Technology

Term: 07/08-09/10

Morrison-Shetlar, Alison
College Dean
Undergraduate Studies

Term: 08/09-10/11

Student Representative(s)

Rionda, Jennifer
Undergraduate Student
Student Government

Term: 08/09

UCF Libraries Staff (as of June 30, 2008)

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
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
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
Dancel, Cindy (02/02) ....Reference 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
Harris, Danielle (08/08)................... 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
Keyser, Aaron (10/08).................. Systems & Technology
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
Laderwarg, Jade (08/08).............Administrative Services
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
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
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: Date in parentheses is the library date of hire.

Organization Chart

UCF

Joel Hartman
Vice Provost
Information Technologies & Resources

Barry Baker
Director of Libraries

Raynette Kibbee
Sr. Administrative Assistant

TBA
Director of Library Development

Sue Terrill
Office Assistant

TBA
Information Specialist

Laila Miletic-Vejzovic, Head
Special Collections/Archives

TBA
University Archivist

Judith Beale
Sr. Archivist

April Anderson
Sr. Archivist

Rebecca Hammond
LTA
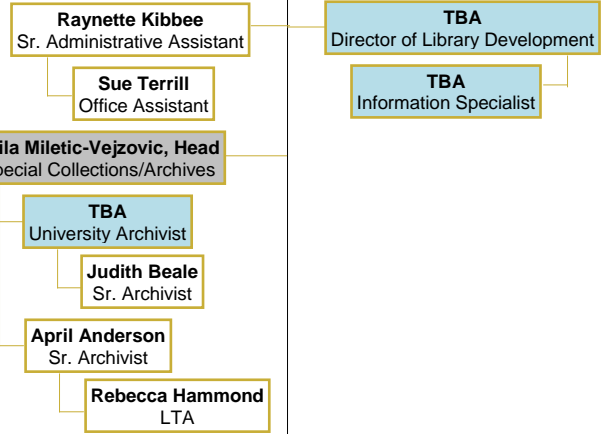
Frank Allen
Assoc. Dir. for Administrative Services

TBA
Assoc. Dir. for Collections & Technical Services

TBA (Cynthia Kisby acting)
Personnel Librarian

Janet Girard
Sr. Accounting Officer

Michael Arthur, Head
Acquisitions & Collection Services

Lyn Case, Head
Cataloging Services

Jade Laderwarg
Office Manager

Parri Bolinger
Accountant

Athena Hoeppner
Electronic Resources Librarian

Traci Milbuta
Office Assistant

Reynaldo Parulan
Office Assistant

Deirdre Campbell
HR Sr. LTA

Clare Vogt
Accountant

Jamie LaMoreaux
LTA Specialist

Eda Correa
Librarian

Debbie Barnes
Facilities Specialist

Ying Zhang
Acquisitions Librarian

Peter Sypers-Duran
Librarian

Tim Ryan
Sr. Clerk

Joe Bizon
LTA Supervisor

TBA
Librarian

Penny Beile, Head
Curriculum Materials Center

Tatyana Leonova
Sr. LTA

TBA
Librarian

Jason Martin
Librarian

Susan MacDuffee
Sr. LTA

Kimberly Montgomery
Librarian

Pamela Jaggernauth
LTA Supervisor

Cynthia Kisby, Head
Regional Campus Libraries

TBA
LTA

Patrick Hadlock
Sr. LTA

Igor Kovalyov
Sr. LTA

Barbara Alderman
BCC/Palm Bay Librarian

Tina Candela
LTA Supervisor

Jeanne Piascik
Librarian

TBA
Sr. LTA

Dee Bozeman
DBCC Librarian

Elena Beredo
Sr. LTA

Alice Crist
Sr. LTA

Tim Bottorff, Head
UOF Library At Rosen

Andy Todd
BCC Librarian

Linda Seward
Sr. LTA

David Healy
Sr. LTA

Min Tong
LSCC Librarian

TBA
Sr. LTA

Jack Webb
Librarian

TBA
Librarian

TBA
BCC Librarian

Debbie Weatherford
LTA Supervisor

T. J. Ormseth
LTA Supervisor

TBA
SLM Librarian

Burak Ogreten
LTA Supervisor

Katie Kirwan
Sr. LTA

Grenka Bajramoski
Sr. LTA

Leticia Abulencia
Sr. LTA

Anna Dvorecky
Sr. LTA

TBA
LTA

Sandra Varry
Sr. LTA

Jacqui Johnson
Sr. LTA

Yvonne Rivera
Sr. LTA

Jorge Santiago
Sr. LTA

Meg Scharf
Assoc. Dir. for Public Services

Selma Jaskowski
Asst. Dir. for Systems & Technology

Marcus Kilman, Head
Circulation & Media Services

- **Martha Cloutier**
  LTA Specialist
- **Johnny Hill**
  LTA Supervisor
  - **Mary Lee Gladding-Swann**
    Sr. LTA
  - **Megan Humphries**
    Sr. LTA
  - **Shelly Wilson**
    Sr. LTA
- **Gerald Dillon**
  LTA Supervisor
  - **Joseph Ayoub**
    Sr. LTA
  - **Danielle Harris**
    Sr. LTA
  - **Nathan Schweer**
    Sr. LTA
- **Gloria Coney**
  Sr. LTA
  - **Amanda Branham**
    Sr. LTA
  - **Jon Hanie**
    LTA
  - **Jim Mauk**
    Sr. LTA
  - **Stephen Nordlinger**
    Sr. LTA
- **TBA**
  Sr. LTA
- **TBA**
  Sr. 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
- **TBA**
  Sr. LTA
- **Pat Tiberii**
  Sr. LTA
- **TBA**
  Sr. LTA

Carole Hinshaw, Head
Reference Services

- **Cindy Dancel**
  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
- **Aaron Keyser**
  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
AABD	African American Biographical Database
AACE	Association for the Advancement of Computing in Education
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
ALA	American Library Association
ALEPH	Automated Library Expandable Program
ALSTAR	Academic Librarians for Tomorrow's Academic Researchers
AP	Advanced Placement
APA	American Psychological Association
APALA	Asian Pacific American Librarians Association
ARCHON	Archive Online
ARL	Association of Research Libraries
ASERL	Association of Southeastern Research Libraries
ASIS & T	American Society for Information Science & Technology
ASP	Application Service Provider
AV	Audiovisual
BA	Bachelor of Arts
BCC	Brevard Community College
BFSA	Black Faculty & Staff Association
C&RL	*College & Research Libraries*
CAGER	Cataloging & Access Guidelines for Electronic Resources
CCLA	College Center for Library Automation
CD	Compact Disk
CD	Collection Development
CDWS	Course Development & Web Services
CFLC	Central Florida Library Cooperative
CFM	Central Florida Memory
CIS	Congressional Information Service
CLIR	Council on Library and Information Resources
CMC	Curriculum Materials Center
COE	College of Education
COHPA	College of Health & Public Affairs
COM	College of Medicine
COOP	Continuity of Operations Program
CPC	Collection Planning Committee
CPE	Cumulative Progress Evaluation
CPU	Central Processing Unit
CQ	ClearQuest
CREOL	College of Optics and Photonics
CSA	Cambridge Scientific Abstracts
CSC	Computer Sciences Corporation
CSS	Cascading Style Sheet
CSUL	Council of State University Libraries
DACS	Describing Archives: A Content Standard

DAG	Director's Advisory Group
DB	Database
DDS	Document Delivery Services
DHCP	Dynamic Host Configuration Protocol
DigiCIP	Digital Collections Interest Group
dLOC	digital Library of the Caribbean
DOCS	Documents
DSC	Daytona State College
DVD	Digital Video Disc
E & G	Educational & General
EAD	Encoded Archival Description
EBSCO	Elton B. Stephens Company
EBSS	Education and Behavioral Sciences Section (ACRL)
EdD	Doctor of Education
EEBO	Early English Books Online
Ei	Engineering Information
ELI	EDUCAUSE Learning Institute
EoM	Employee of the Month
ERIC	Education Resources Information Center
ERW	Electronic Resources Workgroup
ETD	Electronic Theses & Dissertations
F & A	Finance & Accounting
F2F	Face-to-Face
FACRL	Florida Chapter, Association of Colleges & Research Libraries
FAME	Faculty & Administrator Modules in Higher Education
FAP	Faculty/A & P
FAU	Florida Atlantic University
FBA	Florida Book Award
FCLA	Florida Center for Library Automation
FCTL	Faculty Center for Teaching & Learning
FEL	Florida Electronic Library
FIU	Florida International University
FLA	Florida Library Association
FSEC	Florida Solar Energy Center
FSECC	Florida State Employees' Charitable Campaign
FSU	Florida State University
FTE	Full-Time Equivalent
FTU	Florida Technology University
FWS	Federal Work Study
FY	Fiscal Year
GEP	Graduate Education Program
GIS	Geographic Information Systems
GOBI	Global Online Bibliographic Information
GOVT	Government
GPA	Grade Point Average
GSA	Graduate Students Association
HBCU	Historically Black Colleges and Universities
HR	Human Resources
HTML	HyperText Markup Language
HVAC	Heating, Ventilating, & Air Conditioning
ID	Identification
IF	Information Fluency
IFM	ILL Fee Management
ILL	Interlibrary Loan
ILO	Information Literacy & Outreach
IM	Instant Messaging

IMLS	Institute for Museum and Library Services		PC	Personal Computer
INSPEC	Information Service for Physics, Electronics, and Computing		phpBB	Hypertext Preprocessor Bulletin Board
			PNG	Portable Network Graphics
IOP	Institute of Physics		POC	Point of Concept
IP	Internet Protocol		PRISM	Political & Rights Issues & Social Movements
ISI	Institute for Scientific Information			
IST	Institute for Simulation & Training		PSPC	Public Services Planning Committee
IT	Information Technology		QEP	Quality Enhancement Program
IT & R	Information Technologies & Resources		RBMS	Rare Books & Manuscripts Section
JSTOR	Journal Storage		RC	Regional Campus
KBART	Knowledge Bases & Related Tools		REU	Research Experience for Undergraduate
LAMA	Library Administration & Management Association (ALA)		S & P	Standard and Poor's
			SAA	Society of American Archivists
LCD	Liquid Crystal Display		SACS	Southern Association of Colleges & Schools
LHR	Local Holdings Records			
LI	Library Instruction		SALALM	Seminar on the Acquisition of Latin American Library Materials
LILAC	Librarians Information Literacy Annual Conference			
			SARC	Student Academic Resource Center
LINCC	Library Information Network for Community Colleges		SCC	Seminole Community College
			SCH	Student Credit Hours
LLAMA	Library Leadership & Management Association (ALA)		SDS	Student Disability Services
			SEES	Slavic & Eastern European Studies
LPAC	Librarians' Personnel Advisory Committee		SELA	Southeastern Library Association
LSCC	Lake Sumter Community College		SFA	Society of Florida Archivists
LSTA	Library Services and Technology Act		SGA	Student Government Association
LTA	Library Technical Assistant		Sr. LTA	Senior Library Technical Assistant
MA	Master of Arts		SSLLI	Sunshine State Library Leadership Institute
MAES	Measurement, Assessment, and Evaluation Section			
			SUL	State University Libraries
MANGO	Metasearch and Next-Gen OPAC		SURE	Showcase of Undergraduate Research Excellence
MARC	Machine Readable Cataloging			
MBTI	Myers Briggs Type Indicator		SUS	State University System
MCP	Morgan & Claypool Publishers		T & F	Taylor & Francis
MCSA	Microsoft Certified Systems Administrator		TAG	Technology Advisory Group
			TBLC	Tampa Bay Library Cooperative
MIVER	Military Installation Voluntary Education Review		TSPC	Technical Services Planning Committee
			TV	Television
MLIS	Master of Library & Information Science		UCF	University of Central Florida
MODS	Metadata Object Description Schema		UF	University of Florida
			UNESCO	United Nations Educational, Scientific & Cultural Organization
MS	Microsoft			
NEH	National Endowment for the Humanities		UNIX	Uniplexed Information and Computing System
NISO	National Information Standards Organization			
			UOF	Universal Orlando Foundation
OCLC	Online Computer Library Center		UOFL	Universal Orlando Foundation Library
OCO	Operating Capital Outlay		USDA	United States Department of Agriculture
OCPS	Orange County Public Schools		USF	University of South Florida
ODSN	Organization of Doctoral Students in Nursing		USPS	University Support Personnel System
			VCC	Valencia Community College
OED	Oxford English Dictionary		VHS	Video Home System
OLAC	Online Audiovisual Catalogers		WebCT	Web Course Tools
OLE	Open Library Environment		WTO	World Tourism Organization
OPAC	Online Public Access Catalog		WWG	Web Working Group
OPS	Other Personnel Services		YBP	Yankee Book Peddler
OSS	Office of Strategic Services			
OSS	*OCLC Systems & Services*			
PAF	Personnel Action Form			
PALMM	Publication of Archival Library & Museum Materials			

A & I	Alterations & Improvements	DAG	Director's Advisory Group
A & P	Administrative & Professional	DB	Database
A & S	Arts & Sciences	DDS	Document Delivery Services
AA	Academic Affairs	DHCP	Dynamic Host Configuration Protocol
AABD	African American Biographical Database	DigiCIP	Digital Collections Interest Group
AACE	Association for the Advancement of Computing in Education	dLOC	digital Library of the Caribbean
		DOCS	Documents
AAL	Ask A Librarian	DSC	Daytona State College
ABET	Accreditation Board for Engineering and Technology	DVD	Digital Video Disc
		E & G	Educational & General
ACRL	Association of College & Research Libraries	EAD	Encoded Archival Description
		EBSCO	Elton B. Stephens Company
ACURIL	Association of Caribbean University, Research & Institutional Libraries	EBSS	Education and Behavioral Sciences Section (ACRL)
ALA	American Library Association	EdD	Doctor of Education
ALEPH	Automated Library Expandable Program	EEBO	Early English Books Online
ALSTAR	Academic Librarians for Tomorrow's Academic Researchers	Ei	Engineering Information
		ELI	EDUCAUSE Learning Institute
AP	Advanced Placement	EoM	Employee of the Month
APA	American Psychological Association	ERIC	Education Resources Information Center
APALA	Asian Pacific American Librarians Association	ERW	Electronic Resources Workgroup
		ETD	Electronic Theses & Dissertations
ARCHON	Archive Online	F & A	Finance & Accounting
ARL	Association of Research Libraries	F2F	Face-to-Face
ASERL	Association of Southeastern Research Libraries	FACRL	Florida Chapter, Association of Colleges & Research Libraries
ASIS & T	American Society for Information Science & Technology	FAME	Faculty & Administrator Modules in Higher Education
ASP	Application Service Provider	FAP	Faculty/A & P
AV	Audiovisual	FAU	Florida Atlantic University
BA	Bachelor of Arts	FBA	Florida Book Award
BCC	Brevard Community College	FCLA	Florida Center for Library Automation
BFSA	Black Faculty & Staff Association	FCTL	Faculty Center for Teaching & Learning
C&RL	*College & Research Libraries*	FEL	Florida Electronic Library
CAGER	Cataloging & Access Guidelines for Electronic Resources	FIU	Florida International University
		FLA	Florida Library Association
CCLA	College Center for Library Automation	FSEC	Florida Solar Energy Center
CD	Compact Disk	FSECC	Florida State Employees' Charitable Campaign
CD	Collection Development		
CDWS	Course Development & Web Services	FSU	Florida State University
CFLC	Central Florida Library Cooperative	FTE	Full-Time Equivalent
CFM	Central Florida Memory	FTU	Florida Technology University
CIS	Congressional Information Service	FWS	Federal Work Study
CLIR	Council on Library and Information Resources	FY	Fiscal Year
		GEP	Graduate Education Program
CMC	Curriculum Materials Center	GIS	Geographic Information Systems
COE	College of Education	GOBI	Global Online Bibliographic Information
COHPA	College of Health & Public Affairs	GOVT	Government
COM	College of Medicine	GPA	Grade Point Average
COOP	Continuity of Operations Program	GSA	Graduate Students Association
CPC	Collection Planning Committee	HBCU	Historically Black Colleges and Universities
CPE	Cumulative Progress Evaluation		
CPU	Central Processing Unit	HR	Human Resources
CQ	ClearQuest	HTML	HyperText Markup Language
CREOL	College of Optics and Photonics	HVAC	Heating, Ventilating, & Air Conditioning
CSA	Cambridge Scientific Abstracts	ID	Identification
CSC	Computer Sciences Corporation	IF	Information Fluency
CSS	Cascading Style Sheet	IFM	ILL Fee Management
CSUL	Council of State University Libraries	ILL	Interlibrary Loan
DACS	Describing Archives: A Content Standard	ILO	Information Literacy & Outreach
		IM	Instant Messaging

IMLS	Institute for Museum and Library Services	PC	Personal Computer
INSPEC	Information Service for Physics, Electronics, and Computing	phpBB	Hypertext Preprocessor Bulletin Board
		PNG	Portable Network Graphics
IOP	Institute of Physics	POC	Point of Concept
IP	Internet Protocol	PRISM	Political & Rights Issues & Social Movements
ISI	Institute for Scientific Information		
IST	Institute for Simulation & Training	PSPC	Public Services Planning Committee
IT	Information Technology	QEP	Quality Enhancement Program
IT & R	Information Technologies & Resources	RBMS	Rare Books & Manuscripts Section
JSTOR	Journal Storage	RC	Regional Campus
KBART	Knowledge Bases & Related Tools	REU	Research Experience for Undergraduate
LAMA	Library Administration & Management Association (ALA)	S & P	Standard and Poor's
		SAA	Society of American Archivists
LCD	Liquid Crystal Display	SACS	Southern Association of Colleges & Schools
LHR	Local Holdings Records		
LI	Library Instruction	SALALM	Seminar on the Acquisition of Latin American Library Materials
LILAC	Librarians Information Literacy Annual Conference		
		SARC	Student Academic Resource Center
LINCC	Library Information Network for Community Colleges	SCC	Seminole Community College
		SCH	Student Credit Hours
LLAMA	Library Leadership & Management Association (ALA)	SDS	Student Disability Services
		SEES	Slavic & Eastern European Studies
LPAC	Librarians' Personnel Advisory Committee	SELA	Southeastern Library Association
LSCC	Lake Sumter Community College	SFA	Society of Florida Archivists
LSTA	Library Services and Technology Act	SGA	Student Government Association
LTA	Library Technical Assistant	Sr. LTA	Senior Library Technical Assistant
MA	Master of Arts	SSLLI	Sunshine State Library Leadership Institute
MAES	Measurement, Assessment, and Evaluation Section		
		SUL	State University Libraries
MANGO	Metasearch and Next-Gen OPAC	SURE	Showcase of Undergraduate Research Excellence
MARC	Machine Readable Cataloging		
MBTI	Myers Briggs Type Indicator	SUS	State University System
MCP	Morgan & Claypool Publishers	T & F	Taylor & Francis
MCSA	Microsoft Certified Systems Administrator	TAG	Technology Advisory Group
		TBLC	Tampa Bay Library Cooperative
MIVER	Military Installation Voluntary Education Review	TSPC	Technical Services Planning Committee
		TV	Television
MLIS	Master of Library & Information Science	UCF	University of Central Florida
MODS	Metadata Object Description Schema	UF	University of Florida
MS	Microsoft	UNESCO	United Nations Educational, Scientific & Cultural Organization
NEH	National Endowment for the Humanities		
		UNIX	Uniplexed Information and Computing System
NISO	National Information Standards Organization		
		UOF	Universal Orlando Foundation
OCLC	Online Computer Library Center	UOFL	Universal Orlando Foundation Library
OCO	Operating Capital Outlay	USDA	United States Department of Agriculture
OCPS	Orange County Public Schools	USF	University of South Florida
ODSN	Organization of Doctoral Students in Nursing	USPS	University Support Personnel System
		VCC	Valencia Community College
OED	Oxford English Dictionary	VHS	Video Home System
OLAC	Online Audiovisual Catalogers	WebCT	Web Course Tools
OLE	Open Library Environment	WTO	World Tourism Organization
OPAC	Online Public Access Catalog	WWG	Web Working Group
OPS	Other Personnel Services	YBP	Yankee Book Peddler
OSS	Office of Strategic Services		
OSS	*OCLC Systems & Services*		
PAF	Personnel Action Form		
PALMM	Publication of Archival Library & Museum Materials		

UNIVERSITY OF CENTRAL FLORIDA
LIBRARIES