

2011

## University of Central Florida Libraries, Annual Report 2010-2011

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# Libraries

Annual Report  
2010-2011

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On August 23, 2010, the Knowledge Commons opened in the main library. Planned in response to student needs for more collaborative and individual spaces as well as more desktop PCs and electrical power outlets, the Knowledge Commons is the largest revitalization of space in the main library since the 1984 addition was completed.

This 24,800 square foot learning and technology environment provides seating for 479 undergraduate and graduate students; 196 desktop PC stations; 116 seats with 110v power within easy reach; 167 additional seats in differing configurations including tables, upholstered chairs with tablet arms, soft seating, and group study settings; and major upgrades to electrical and network infrastructure. In total, two-thirds of the seating on the floor hosts either a dedicated PC or provides adjacency to power. Other features include collaborative group study areas featuring large screen monitors; rolling white boards; visual and acoustical screening; centrally located consultation stations for research assistance; a new research assistance desk, updated front circulation desk, new flooring, and all new wall surfaces. Total cost of the project was \$1,370,000, of which \$901,000 was funded by the student Technology Fee.



The opening of the Knowledge Commons received coverage nationally in *College and Research Libraries News* and *American Libraries* and locally in the *Central Florida Future*. UCF News produced a YouTube video about the Knowledge Commons. <http://www.youtube.com/watch?v=5We7d2NxhmQ>

Before the opening of the Knowledge Commons, reference encounters had been steadily declining over a period of three years, dropping by one third, from 30,519 transactions in 2007/2008 to 20,856 in 2009/2010. Since the area reopened the number of questions asked at the Research and Information Desk dramatically increased to 32,980, an increase of 58%. This has required double staffing Desk personnel. Single staffing was adequate previously. Eighteen librarians and two adjunct librarians staffed the desk a total of 4,763 hours.



This exciting area has been heavily used since the ribbon cutting by Student Government officers representing all students.



Research consultations, which can now be conducted in two specially designed offices directly behind the Research and Information Desk, grew significantly this year as well. The consultations are intensive one-on-one or small group sessions. Increasingly popular, these sessions grew by 38%, from 385 in 2009/2010 to 530 this year.

The rather bleak fiscal situation continued for the fourth year, with the Libraries' initial allocation being about the same as 2009/2010. The Libraries materials budget actually increased when special one-time funds such as the Technology Fee funds are taken into consideration. \$424,490 in student Technology Fee funds was awarded to the Libraries to purchase several major digital resources. Of course, inflation continues to take its toll on the purchasing power for library materials.

Without the infusion of one-time funds to the initial allocation, our budget would have continued its downward spiral making it increasingly difficult to support the research and instruction needs of students and faculty. As it is, no new continuing commitments such as journals and databases are begun without the cancellation of existing commitments. Overall, a total of \$6,040,179 was spent on library materials.

Approval plan expenditures continued to decline; decreasing to \$511,767, down 12% from 2009/2010. Only 10,015 volumes were purchased during the year on the approval plan, down 8% from last year. The total number of print titles purchased also continued to decline as only 16,841 volumes were purchased, down 7% from last year.

Expenditures for all electronic resources is steadily increasing as \$4,167,108 or 69% was spent on those resources, up 19% over 2009/2010. Expenditures for print and electronic serials increased 4% or \$116,525 over last year.

No additional library faculty or staff positions were lost during the year, but in anticipation of budget cuts in 2011/2012, few positions were filled. With more than 20 positions unfilled, it is challenging to maintain important services to students and faculty.

This year the Libraries submitted four Technology Fee proposals and all were awarded. The proposals were:

- Springer Online Archive Collection (online access to 961 journals back to volume one), \$199,072
- Oxford Scholarship Online and Handbooks (online access to 4,600 e-books from Oxford University including important reference titles), \$203,356
- Pads and Technology Lending (iPads, digital cameras, voice recorders, portable Blu-ray players available for check out and music and management Cambridge UP eBook collections), \$60,620 of which e-books were \$22,061
- Endnote Citation Management Software, \$35,000.

Information Literacy & Outreach created a second set of assessment questions for each of the twelve existing modules. During this major effort, the department also took the opportunity to analyze each module to ascertain if the assessment questions were aligned with the practice questions and content. Edits to the modules were made as necessary. All twelve sets of assessment questions were completed and all modules were revised during the year.

Two modules, *Conducting a Literature Review* and *Managing References Using Ref Works*, were completely revised.

This year 6,469 students (up 34% over last year) completed 22,658 assessments (up 8% over last year) in 710 classes (up 21% over last year). The average score was 84.69%, down somewhat from last year. New functionality in the Obojobo system greatly improved the accuracy of usage statistics for the modules.

The number of Web courses with embedded librarians grew by 13%, although the number of students in those classes decreased by 24%. Nine librarians on both the Orlando campus and Regional campuses participate in this expanding program.

Face-to-face library instruction classes were attended by 10,149 students in 388 classes in the main library

for a slight decrease in number of classes (2%) and number of students (9%).

There were 3,514 students on the Regional Campuses attending 142 classes. This was a decrease of 41% in the number of students attending and 45% in the number of classes. Lack of staffing by librarians at the Regional Campus partner libraries was the cause of the decline.

The number of students attending classes at the Universal Orlando Foundation (UOF) Library at Rosen College of Hospitality Management increased by 30% to 1,650 and the number of classes increased 29% to 48 classes. Most classes were taught online.

The Curriculum Materials Center's classes and number of students attending has remained about the same for the past three years. Online orientation continues to be heavily used.

As the Rosen College enrollment continues to grow rapidly additional desktop PCs were installed in the Rosen Library bringing the total to 36. Citation management software was also added to all public PCs.

The results of a student survey in October 2010 indicated very high levels of satisfaction with Rosen Library facilities, collections, and services. 85% of survey respondents rated the facilities, collections, and website as good or excellent and 90% rated the services good or excellent.

Overall, Ask A Librarian usage declined slightly (7%) to 9,959 from 10,678 last year while Instant Messaging (IM) chats increased 87%. Total chats, telephone, and e-mail declined slightly.

CampusGuides, which are research guides tailored to specific subjects created by library faculty and staff, now number over 200 guides. The usage was 203,630, up 49% over last year.

The popular *Campus Connections* program continued for a third year with 25 campus organizations participating. The program provides space right inside the entrance to the main library for organizations offering services to students to display information and meet students.

A new outreach effort this year by Information Literacy & Outreach was the Research and Writing Graduate Workshop which was held in December 2010 and May 2011. The two-day workshops were co-sponsored by the Libraries, the University Writing Center, and the Office of Graduate Studies.

The Libraries continues to publish several newsletters: *INSTALLments* (a monthly restroom newsletter), *Illuminations* (semi-annual newsletter for faculty), and *Unbound* (newsletter for library staff and faculty).

The Libraries participated in the Association of Research Libraries (ARL) LibQUAL+ survey again this year. A record number of responses was generated by the survey as 3,497 students and faculty completed it.

Circulation of the Libraries' collections (not including reserves) was 315,743, an increase of 3% over last year.

Use of the main library increased 8% over last year for a total of 1,463,677 users.

The number of persons using the Universal Orlando Foundation Library at Rosen College of Hospitality Management continued to grow as 126,695 persons were served by the library for a 2% increase. Use of the Curriculum Materials Center declined 6% to 79,547.

The total number of users for all UCF Libraries was 1,669,919 for an increase of 7% over last year.

The Libraries joined the Center for Research Libraries (CRL) and the five million volume collection of books, journals, pamphlets, newspapers, and other primary source materials immediately became available for the students and faculty of the university. The Center for Research Libraries is an international community of academic and research libraries dedicated to preservation of the historical, scientific, and cultural record.

During the year, Interlibrary Loan/Delivery Services borrowed 433 items, ranging from journal articles, international dissertations, microfilm, microfiche, and complete runs of journal titles from CRL.

UBorrow was launched in March 2011. UBorrow is a resource sharing program which facilitates borrowing books among State University Libraries. When a user clicks on a UBorrow button in the Union Catalog on a title that is not owned by the UCF Libraries, the request is sent directly to the ILLiad system. This option makes borrowing a book among State University Libraries quick and easy.

Interlibrary Loan/Document Delivery Services continued to take advantage of the RapidILL system. The department submitted 9,368 requests for journal articles, and RapidILL libraries filled 8,734 or 93%, resulting in significant savings in ILL costs. The average request is received in 14.6 hours.

More OCLC IFM funds were received as a result of lending transactions (\$27,168) than spent by borrowing transactions (\$21,092).

The Libraries print collections continued to grow slowly as only 25,606 volumes were added to the collections for a 20% decrease over last year. The print collection now has 1,468,562 volumes not including government documents volumes. When compared to the last year showing normal collection growth 2006/2007, the number of print volumes acquired is down by 51%. This is a result of the continuing loss of purchasing power due to inflation and that more funds are being spent on electronic resources.

The overall print collection now contains 1,786,176 volumes and increased by 1.3%. Access is provided to an additional 624,182 electronic books for a total

collection of both print and electronic volumes for a total collection of 2,410,358 volumes.

The Serials collection now contains 43,333 titles including 2,104 print only titles and 40,865 electronic titles.

Access to electronic resources continues to grow. There were 10,306,606 searches with 2,672,291 full-text downloads of all electronic databases for which COUNTER compliant statistics are available.

Electronic formats, including e-books, e-journals, databases, and e-journal backfiles now make up 69% of the Libraries' materials expenditure as \$4,167,108 was spent on electronic formats.

The Libraries added major new digital collections including: Sabin Americana Digital Archive, Springer Protocols and Journal Archives, Oxford Scholarship Online, and Oxford Handbooks.

A large donation of library materials about golf was received from the Golf Channel Library in May. Most materials were added to the Rosen Library in support of the Golf & Club Management track.

The Libraries' Book Arts Collection continued to grow as several unique titles were acquired including: *The Diener*, an accordion fold format artist book, designed by Michele Burgess and Brighton Press, with poems by Louisiana poet Martha Serpas; *Invented Landscape* by Julie Chen, a limited edition of fifty copies; *Slumburbia*, an oversized accordion fold book by David Sandlin; *Deluge*, a Scripps College Press book, which was written, designed, and produced by the Typography and Book Arts class at Scripps College Press; and *Crimes of Silence*, a photographic and printed sheet, folded accordion style, by Gordon Murray, in an edition of 15.

Additional manuscripts and books were acquired from Michael Spencer for the *Michael A. Spencer Bromeliad Research Collection*, including rare botanical books; Mulford B. Foster original drawings, paintings and notes; two pre-Columbian artifacts from Mexico which were drawn by Foster and appeared in his sketchbooks; and an unpublished manuscript, *A Summer with Stokowski* about Foster and Leopold Stokowski.



Mulford B. Foster

University Archives continued to acquire important UCF materials including materials from UCF Marketing, Athletics, Student Government Association, Robert Handburg Political Science papers, Black Faculty and Staff Association papers, Women Studies Program, university photographs, and Dr. Charles Millican materials.

Special Collections is collaborating with the UCF Film and History departments on the "UCF Home Movie Archive Project." The Libraries will permanently house and provide access to the Digital Home Movie Archive which is being developed as part of this project to study history and heritage through family memories.

Digital Services processed images for the Association of Southeastern Research Libraries (ASERL), Civil War in the American South project, Central Florida Memory, the Digital Library of the Caribbean, the Van Sickle (PRISM) project, RICHES (Regional Initiative for Collecting the History, Experiences and Stories of Central Florida), the *Florida Historical Quarterly*, and retrospective Theses and Dissertations for a total of 26,927 images.

The Electronic Theses & Dissertations Collection grew to 2,668 titles as of June 30, 2011, as this scholarly content produced by UCF students is made available online to the scholarly community.

Systems & Technology continued to work closely with the Florida Center for Library Automation to store UCF created digital images in the Florida Digital Archive. Files were submitted for inclusion for materials in Political and Rights Issues and Social Movements, Harrison "Buzz" Price Collection, Institute for Simulation and Training, Central Florida Memory, and Digital Library of the Caribbean.

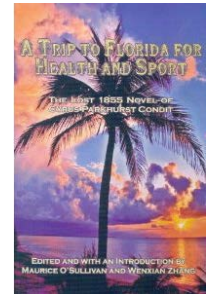
The Florida Digital Archive is a long-term preservation repository for digital materials. Many state university libraries archive resources such as files from digitization projects, electronic dissertations, campus publications, and other retrospectively digitized and born digital materials. This archive ensures that digital materials will not be lost over time as changes in technology make data and computing platforms obsolete.

Systems & Technology completed migration of all physical servers to Computer Services & Telecommunications' central server rooms.

Among the events and exhibits held during the year in the main library were:

- "Project Future: the Inside Story Behind the Creation of Disney World," a lecture by author Chad Emerson.
- *Letters Home*. An exhibition of letters from the Holocaust Memorial Resource and Education Center of Florida written from concentration camps during World War II.
- *DiversiTea: A Survivor's Story*. Mrs. Helen Garfinkel Greenspun told her story of surviving two labor camps and five concentration camps during World War II.

- *A Trip to Florida for Health and Sport: The Lost 1855 Novel of Cyrus Parkhurst Condit*. Dr. Wenxian Zhang and Dr. Maurice O'Sullivan of Rollins College discussed their research that led to the publication of a long lost manuscript found in the Special Collections of Rollins College Olin Library.



- *Rumi Poetry & Sufi Music*. Poetry and stories by Sufi poet, Jalauddin Rumi were shared by readers Peter Rogen, recitation in English; Nargess Albekord, recitation in Persian; Hakan Ozoglu, recitation in Turkish; and Eijaz Milik, recitation in Urdu. Accompanied with music on the tambour lute, nay reed, and daf drum by Arsalaan Vahab.
- *Life is a Beach*, photographs by Pamela Daum.



*Reborn in Florida*, Pamela Daum



### Retirements

**Debbie Weatherford**, LTA Supervisor, Acquisitions & Collections Services, retired after working in the UCF Libraries from March 1977 – February 2011, almost 34 years.



### Promotions

**Min Tong**, South Lake Regional Campus Librarian, applied for and received promotion to Assistant Librarian which will be effective in August 2011.



### Awards

- **Cindy Dancel**, UCF Employee of the Month (June 2011)
- **Min Tong**, American Library Association Emerging Leader Class of 2011.



## Library Service Awards

This was year seven for the Libraries years of service awards. This year's awardees were:

- 30-Years: **Alice Crist** (Cataloging Services)
- 25-Years: **Raynette Kibbee** (Administration)
- 20-Years: **Deirdre Campbell** (Administration); **Athena Candela** (Acquisitions & Collections Services); **Carole Hinshaw** (Administration); **Kimberly Montgomery** (Cataloging Services); **Patricia Tiberii** (Interlibrary Loan/Document Delivery Services)

- 15-Years: **Athena Hoepfner** (Acquisitions & Collections Services); **Selma Jaskowski** (Systems & Technology); **Meredith Semones** (Reference Services)
- 10-Years: **Yousef Ayoub** (Circulation Services); **Linda Colding** (Reference Services); **Davina Hovanec** (Systems & Technology); **Elizabeth Killingsworth** (Information Literacy & Outreach); **Timothy Ryan** (Administration)
- 5-Years: **Robin Chan** (Reference Services); **Gerald Dillon** (Circulation Services); **Johnny Hill** (Circulation Services); **Blake Stephens** (Systems & Technology); **Andrew Todd** (Regional Campus Libraries); **Clare Vogt** (Administration); **Shelly Wilson** (Circulation Services)



August 2010 Years of Service Awards Recipients: (left to right)

30 Years: Alice Crist; 25 Years: Raynette Kibbee; 20 Years: Meredith Semones, Selma Jaskowski; 15 Years: Carole Hinshaw, Tina Candela, Pat Tiberii; 10 Years: Davina Hovanec, Elizabeth Killingsworth, Linda Colding, Tim Ryan; 5 Years: Johnny Hill, Clare Vogt, Andy Todd, Blake Stephens.



## New Faculty

- **Mary Page** joined the Libraries Faculty as Associate Director for Collections and Technical Services in August 2010.
- **Nuria Curras**, Valencia West and Osceola Regional Campus Librarian joined the Libraries Faculty in December 2010



## June S. Stillman Memorial Scholarship

Ms. Lindsay Allen, a Health Services major, received the \$2,000 2010 June S. Stillman Memorial Scholarship for Library Student Assistants & USPS Employees. This is the second time Lindsay has been chosen to receive the scholarship. The first time she received it was for the 2008 scholarship. This \$2,000 scholarship, offered specifically to Libraries student and USPS employees, was established in memory of June Stillman, a charter librarian of our university who tragically lost her life in 1998.



This year's recipient of the June Stillman Memorial Scholarship Lindsay Allen posing between Dr. Walter Taylor and Cheryl Mahan (co-founder of the scholarship)

Special speaker at this year's ceremony was Dr. Walter Taylor, Professor Emeritus from the Department of Biology. Dr. Taylor met June Stillman when the university was still very young. He shared his fond memories and an anecdote or two, including the fact that he attributes his first book to her help and encouragement.

With the opening of the Knowledge Commons in the main library, a new era in the Libraries began. The Knowledge Commons is wildly successful, attracting attention and visitation from colleagues all over the country. Students love it, demonstrating that talking and listening to students during extensive planning was invaluable.

Plans are underway for the 21<sup>st</sup> Century Library, which will transform the existing main library into a facility which will be able to meet the needs of students and faculty well into the 21<sup>st</sup> Century. Holzman Moss Bottino Architecture, Turner Construction, and the UCF Libraries are working on a proposal which will be presented to the University Administration in August 2011.

Despite budget constraints negatively affecting resources and services for students and faculty, the Libraries strives to meet those needs, enabled by an outstanding staff and faculty. The past year was one of exceptional accomplishment by our staff and faculty and is a milestone as we move toward the 21<sup>st</sup> Century Library.

Barry B. Baker  
Director of Libraries

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

## Highlights of the Year in Retrospect



### General Administrative

- The Libraries Knowledge Commons opened on August 23, 2010 with an audience of enthusiastic students, a ribbon cutting ceremony, and brief remarks from the Director of Libraries. The Commons represents the largest enhancement in physical space to the main library since the building was expanded in 1984. Consisting of 24,000 square feet of repurposed space on the second floor at a cost of \$1.5 million, the Commons expands seating from 263 to 479 in a variety of configurations, increases desktop PCs from 94 to 196, and provides power within arm's reach to 2/3 of public seating on the floor. The Commons task force met 44 times from April 2009 through June 30, 2010. Various members of the committee met an additional 15 times with either Iron Mountain Storage, UCF Purchasing, or various members of the project partner team consisting of architects, contractors, Herman Miller Company, and UCF Facilities Planning.



### Fiscal Office

- The fiscal office successfully closed out the year with a modest surplus of \$26,000, an appropriate amount to carry into the new year. In an almost mirror image of the previous year, numerous mid-year budget changes and movement of non recurring dollars into and out of the budget necessitated repeated revisions to budget forecasts.
- 2010-11 was a year of numerous changes in university and library accounting procedures. Major changes included delegation to units for scanning of documentation and payments; changes in online screens and F&A forms and procedures after the UCF Financials 9.1 upgrade in November; new acquisition payment and property tracking procedures due to the increase in property threshold limits. The fiscal office is incorporating these additional duties with existing staff resources.



### Human Resources and Staff Development

- Deirdre Campbell:
  - Coordinated four staff development programs:
    - "Pamper an Employee, "Stress Management at your Workplace"
    - "Grow Where You Are Planted!"

- "How to Stay Safe, Informed During a Campus Emergency"
- Fire Safety, Precaution & Preparation
- Organized and processed personnel information for four hires and four separations.
- Continued to work part-time in ILL and completed all regular library HR duties.
- Jade Laderwarg:
  - Learned Acquisitions Ordering form system to process Regional Campus book orders
  - Initiated change to payroll processing deadlines to avoid overpayment charges
  - Updated all required forms and online verbiage for the new minimum wage
  - Provided shift differential spreadsheet requested by HR-Compensation
  - Began providing time sheet examples via KNIGHTLINES for pay periods including holidays
  - Worked on a Salary Notice for the HR files to replace form no longer provided by HR
  - Streamlined student hiring page links and forms on Intranet
  - Restructured FWS spreadsheets in the G-drive
  - Started collecting letters of resignation for OPS employees to provide backup information to HR for unemployment claims
  - Updated OPS/Student Guidelines
  - Successfully worked with five employees with Workman's Compensation injuries
  - Created instructions to assist new employees with the process of getting a UCF e-mail account
  - Became more involved in process of FMLA leaves and assembled a document to explain FMLA and paperwork requirements
- Cynthia Kisby:
  - Facilitated revisions to the faculty Annual Evaluation Standards & Procedures
  - Contributed to update of the Staff Memorandum Series
  - Updated LPAC CPE Web pages
  - Assisted with employee visa and prevailing wage analysis
  - Assisted with game-day payroll, FMLA, shift differential and other personnel issues



### Front Office

- The front office staff of Library Administration, Sue Terrill, Deidre Campbell, and Raynette Kibbee, continued to provide practical, efficient support for the staff, operations, services, and events in the library. Though the responsibilities of the front office staff are often routine and frequently unglamorous, this staff maintains an atmosphere of helpfulness, professionalism, and good humor, which should be acknowledged.

- The front office staff handled catering arrangements for events such as the Council of State University Libraries meeting and the reception held in honor of Sylvia Semel, a major donor of a rare antiphony, and worked with Facilities Operations on the painting and refurbishment of the Interlibrary Loan and Reference departments. Terrill also assisted UCF Telecommunications by serving as a beta test for an online form they are trying to develop. Table 2 gives a summary of the building problems reported to Facilities Operations during the year.

## Staffing Changes

- Facilities lost several long-term student assistants this year, including Tyler Zaino, Valerie Moe, Joel Christo, and Lindsay Allen. Student assistants hired included Brittany Baker, Jaclyn Hislop, Brittany Ostrinhonsky, Gian Thomas, and Chris Brooke, all of which are working out well.

### Departmental Goals: 2010-2011

## General Administrative

- **Assist instrumentally with building renovation, remodeling and automated storage efforts.** The Knowledge Commons opened in August 2010. Wrote "Red Balloon" piece for academic affairs on the success of the project. Participated in the 21<sup>st</sup> century library feasibility study. Investigated options for additional nearer term improvements.
- **Develop documents and visual aids to argue for protection and replenishment of library funding.** Continuous throughout the year. Drafted major piece in June 2011 for the Office of Information Technologies and Resources
- **Refine emergency procedures and COOP plan.** Expect finalization during fall 2011 term.
- **Work with Head, Circulation Services to re-organize public seating on the 1st floor of main library.** Handled by Circulation Services. The library is "making do" with existing inventory of seating.

## Fiscal Office

- **Professional development training.** 100%
- **Overview/documenting procedures.** 60% – large number of changes required by new university policies and procedures; procedures already documented will need to be re-written
- **Implementation of improved methods.** 50%

## Human Resources

- **Support the Libraries reorganization by completing 20 hours of shelf reading per employee.** Campbell & Kisby completed twenty hours each.
- **Continue to provide staff development opportunities in the library.** Four programs provided.
- **Adapt to HR policy changes and continue to improve library payroll and HR procedures.** Ongoing with specifics mentioned above.

## Facilities

- **Destroy paid book bills.** Accomplished/On Going
- **Clean and organize room 138 to accommodate carpet, paint, and left over building supplies from the Knowledge Commons Project.** Accomplished
- **Continue to work on overstock and organization of supply room.** Accomplished/On Going
- **Hire two new student assistants for the Copy Services, cross train in sorting and mail delivery.** Accomplished
- **Work to make Copy Services more patron oriented on the floor not just in the office.** Accomplished
- **Evaluate all furniture, equipment, and fixture purchases in order to get items \$1,000 or over tagged and properly registered with the property office.** Accomplished

## Front Office

- **Continue to organize, update, and redesign as needed Administration and Intranet Web pages.** In addition to and to assist the library senior administrative assistant, the office assistant learned Web page editing.
- **Continue to create, update, and maintain procedures manuals for front office responsibilities.** This important yet somewhat tedious task is ongoing.
- **Take a more active role in volunteering for the various service opportunities that arise in the library.** The office assistant has taken more opportunities for volunteering and service to the library, e.g., assisting DAG with a couple events and volunteering to serve on the Director's Advisory Group to complete a vacated term.

### Departmental Goals: 2011-2012

## General Administrative

- **Complete revision of Emergency Procedures.**
- **Continue to serve instrumentally the 21<sup>st</sup> century library planning and design efforts.**
- **Continue active involvement with ALA/LLAMA.**

## **Fiscal Office**

- Continuation of last year's goal to implement at least one of the ideas for better communication identified last fiscal year: (1) Fiscal Office survey to staff; (2) simplification of procedures and instructions for travel – to include changes to the current form for travel requests; and (3) "catalog" of minority vendor goods and services for staff.
- All Fiscal Office staff will pursue training to maintain professional standards and skills.
- Continue to document procedures and review existing operations for efficiency and effectiveness with an emphasis on archiving and streamlining files on the computer.

## **Human Resources**

- Expand cross training between Payroll and HR positions.
- Continue to improve HR and Payroll-related communication and services.

## **Facilities**

- Deliver mail in a friendly and timely manner.
- Destroy all FedEx materials with old account numbers. Assure smooth transition of new materials with new account numbers.
- Train two of the new copy services student assistants in the mailroom.
- Account for 100% of the libraries equipment valued at \$5,000 or more.
- Continue to suggest updates for the Libraries' Web page concerning copy machines, cash-to-card machines, and print stations.
- Fill supply requisitions in a friendly and timely manner.

## **Front Office**

- Continue to organize, update, and redesign as needed Administration and Intranet Web pages.
- Continue to create, update, and maintain procedures manuals for front office responsibilities.
- Take a more active role in volunteering for the various service opportunities that arise in the library.
- Make a concerted effort to weed, store, and/or archive the Library Administration paper files.

### **Performance Enhancement Recommendations**

The Fiscal Office is monitoring the additional workloads created by the changes in university and library policies and procedures. Should the additional workload prove excessive, the first action would be a rearrangement of duties among the three Fiscal Office staff. A last resort would be a request for OPS assistance; however, many problems exist with this option – a place to work, hiring, training, supervising, etc. We do not anticipate using this option at this point but administration should be aware that existing changes and any additional changes in the new fiscal year may cause changes in the way the Fiscal Office works.

### **Advancement Toward the President's Five Goals**

## **Become more inclusive and diverse**

Liaison for the Purchasing Diversity Suppliers program.



Library Administration Staff 2011. Back row left to right: Meg Scharf, Mary Page, Jade Laderwarg, Debbie Barnes, Barry Baker, Selma Jaskowski, Clare Vogt, Parri Bolinger, and Deirdre Campbell. Front row left to right: Sue Terrill, Janet Girard, Carole Hinshaw, Raynette Kibbee, Frank Allen, Cynthia Kisby, and Tim Ryan.

## STATISTICS

Library Administration					
Table 1					
Human Resources Selected Statistics Five Year Summary					
	FY 10/11	FY 09/10	FY 08/09	FY 07/08	FY 06/07
<b>FWS Employment</b>					
Students	37	43	50	68	51
OPS Savings	\$47,935.97	\$54,788.06	\$62,980.57	\$76,968.76	\$58,516.45
<b>Employee Turnover</b>					
Hired-USPS	3	2	2	9	11
Hired- FAP	1	1	0	1	7
<b>Total</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>10</b>	<b>18</b>
Separated-USPS	4	3	3	8	16
Separated-FAP	0	2	2	5	5
<b>Total</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>13</b>	<b>21</b>
<b>Staff Development</b>					
Video & Web				1	17
Guest presenters	4	4	4	2	12

Library Administration  
Table 2  
Building Issues  
Five Year Summary of Building Issues Reported to Facilities Operations

Type of Problem	2010/2011		2009/2010		2008/09		2007/2008		2006/07	
	Requests	Completed	Requests	Completed	Requests	Completed	Requests	Completed	Requests	Completed
Cleaning	43	43	69	69	49	49	49	49	78	70
Clocks	10	10	3	3	1	1	6	6	17	17
Doors	14	14	13	13	28	28	13	13	9	8
Electrical	8	8	6	6	7	7	18	18	11	10
Elevators	22	22	6	6	26	26	28	28	31	29
HVAC (Temp/Leaks)	34	34	20	20	22	20	56	56	83	80
Insects	8	8	21	21	13	13	15	15	2	2
Install/Dismantle	49	48	22	22	83	83	73	73	35	34
Keys/Locks	16	16	20	20	58	58	58	58	21	21
Lights Out	12	12	15	15	12	12	36	36	51	48
Paint/Patch	13	13	10	10	13	13	7	7	17	12
Plumbing	34	34	25	25	20	20	35	35	43	35
Recycle	0	0	7	7	7	7	7	7	4	4
Roofers and Leaks	2	2	19	19	33	33	16	16	10	10
Signs	2	2	0	0	2	2	1	1	11	4
Vending Machines	0	0	0	0	0	0	0	0	9	5
Other (Carpet, Supplies, Moving, Re-stock, Misc.)	16	16	34	34	18	18	15	15	20	11
<b>Total</b>	<b>283</b>	<b>282</b>	<b>290</b>	<b>290</b>	<b>392</b>	<b>390</b>	<b>433</b>	<b>433</b>	<b>452</b>	<b>400</b>

Frank R. Allen  
Associate Director, Administrative Services

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

## Highlights of the Year in Retrospect

The day-to-day operations of the CMC run smoothly thanks to LTA Supervisor Pam Jaggernauth, Sr. LTA Igor Kovalyov, and Sr. LTA Sarah Travis. Their hard work and tremendous knowledge of the CMC's collection and operations ensures the CMC functions at a high level. Additionally, Pam's direct supervision of both the CMC Sr. LTAs and student assistants has created a well-trained, customer service oriented staff. The Sr. LTAs worked hard this year to improve the already high quality of customer service. The collection was shifted and new shelving was added. A third computer was added to the desk to make for quicker and easier checking-in of materials and to check-out materials when the desk was busy. The reserves section was rearranged in a more student friendly manner, and a waiting list was created for the ever popular study rooms. These projects were conceived and achieved at the initiative of the CMC Sr. LTAs.

As Acting Head of the CMC, Dr. Jason Martin supervises three senior library technical assistants and six student assistants, and oversees the CMC's collection and collection budget, creation and maintenance of policies and procedures, and personnel budget. The team environment of the CMC allows the members of the department to make important decisions and create change where they see the need. Dr. Martin has worked closely with the Sr. LTAs to align their goals with that of the CMC and the UCF Libraries and to develop their professional skills.

A large part of Dr. Martin's job is outreach to the College of Education (COE) faculty. He is charged with communicating with the faculty on a regular basis and keeping them up-to-date about the services and resources the CMC has to offer. Dr. Martin undertook an outreach campaign to the faculty and students of the COE. Informational CMC Newsletters were distributed to the entire faculty of the COE. These newsletters informed the faculty of the great services the CMC offers. Promotional information was also created for distribution to COE students and faculty. These items included a CMC-branded hand fan, a CMC door hanger for faculty, information about the CMC's Facebook page, and incentives for visitors to "check-in" via social networking sites and announce their presence in the CMC. Dr. Martin continued to serve on the COE Instructional Resources Committee (IRC).



## Staffing Changes

The CMC hired a new Sr. LTA Sarah Travis. Sarah recently graduated from UCF, and was previously employed as a student assistant in the CMC. Sarah is currently pursuing her MLS.

## Departmental Goals: 2009-2010

- **Continue to look for opportunities to partner with the College of Education.** Dr. Martin continued to serve on the COE Instructional Resources Committee. The CMC worked with the COE to publicize the UCF Book Festival and the construction of the Morgridge International Reading Center. The CMC has worked with the COE Systems Department to improve the student technology experience in the CMC.
- **Continue outreach efforts to the College of Education.** Informational CMC Newsletters were distributed to the entire faculty of the College of Education. These newsletters informed the faculty of the great services the CMC offers. Promotional information was also created for distribution to COE students and faculty. These items included a CMC-branded hand fan, a CMC door hanger for faculty, information about the CMC's Facebook page, and incentives for visitors to "check-in" via social networking sites and announce their presence in the CMC.
- **Complete a book shifting project.** More wall shelving was added for picture books and biographies. The biography and picture books were all shifted to create more room for fiction books.
- **Complete a weeding project.** Over 1,800 items were weeded from the CMC. This project was a combined effort of all the CMC staff.
- **Develop LibGuides for the CMC patrons.** Dr. Martin created a LibGuide to facilitate research in the CMC. Pam Jaggernauth, Igor Kovalyov, and Sarah Travis created LibGuides highlighting various areas of the collection including Art, History, Literature, Math, and Science. These guides are designed to help students identify major items in the collection.

## Departmental Goals: 2010-2011

- **Continue to look for opportunities to partner with the College of Education.**
- **Continue outreach efforts to the College of Education.**
- **Add shelving to the CMC.**
- **Complete a major book shifting project.**



**The CMC is always in heavy use."**

## Performance Enhancement Recommendations

The CMC still has a “space crunch.” Space was created for more wall shelving; and the biography and picture books were all shifted to create more room for fiction books. The CMC needs more seating for both individual and group study. At this point the CMC is running close to full capacity in all areas including the collection, technology, and patrons served.

## Advancement Toward the President's Five Goals



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

- The CMC welcomed and served almost 80,000 patrons during 2010-2011. This number is on par with the previous few years. Over 10,000 patrons visited the CMC in the month of September and again in April. Over 10,000 visitors in one month is becoming a regular occurrence in the CMC. The vast majority of these visitors (past surveys indicate as many as 98%) are undergraduate students.
- The CMC staff held 23 face-to-face classes which were attended by 613 students. These numbers are equivalent to last year's totals. The online orientation continues to be heavily used by College of Education Classes.
- The CMC created promotional material aimed at current College of Education undergraduates.



### *Become more inclusive and diverse*

- All of the CMC staff, a diverse population itself, has attended diversity training, and continue to attend similar training.
- CMC displays often highlight the importance of diversity.



### *Be America's leading partnership university*

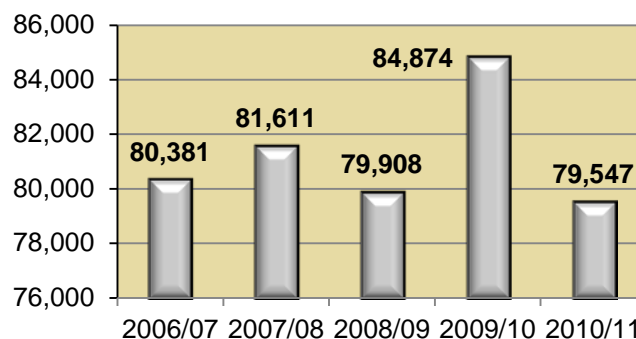
- The CMC partnered with United Cerebral Palsy of Central Florida by accepting two interns from their Transition Program.
- The CMC continues to provide programming for students from the UCF Creative School and other area schools.
- The CMC staff collaborates on College of Education initiatives and committees, such as the UCF Book Festival, the Morgridge International Reading Center, and the IRC.
- The CMC continues to partner with the Orlando Museum of Art in placing Art education materials on reserve for students.
- The CMC staff constantly partners with the main campus library.

# STATISTICS

## Curriculum Materials Center

Chart 1

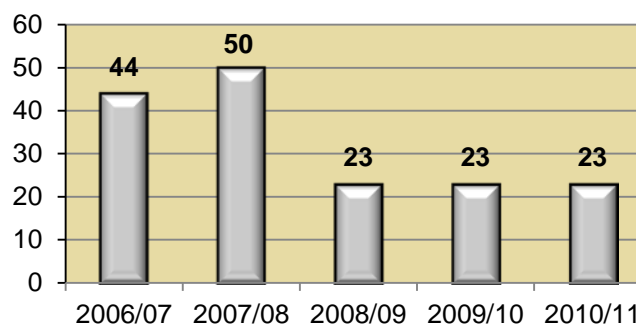
Five-Year Summary of Patron Count



## Curriculum Materials Center

Chart 2

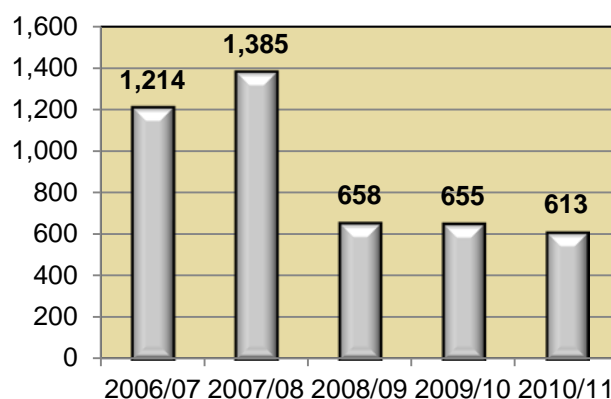
Five-Year Summary of Classes Taught



## Curriculum Materials Center

Chart 3

Five-Year Summary of Students Taught



Dr. Jason Martin  
Interim Head, Curriculum Materials Center

## Highlights of the Year in Retrospect

- In December, Regional librarians welcomed Nuria Curras who serves as the UCF Librarian for Valencia West and Osceola.
- In order to ensure the accuracy of information about holdings on various campuses, UCF librarians working at Seminole State conducted an inventory of UCF materials. An ALEPH report generated by Technical Services indicated expected holdings of 805 items. Approximately 50 call number corrections were identified mostly due to the relocation of nursing materials to the Altamonte campus. About 33 items were either no longer in the LINCC catalog or identified as lost, so those titles were evaluated for replacement or withdrawal. Only about 12 items still show as available in the catalog and are nowhere to be found after numerous shelf checks. These numbers indicate that issues were corrected for about 12% of the items.
- To strengthen joint use partnerships we hosted a full-day meeting for all UCF college partner librarians and included a luncheon at the Sanford/Lake Mary campus. The new Seminole State library tour was a definite attraction to attendees from Valencia, Daytona, Brevard, and Lake Sumter colleges. The agenda included a discussion of results of the regional student library survey and collection development for transition to four-year programs.
- Regional campus librarians updated the library services portion of the Regional Campus virtual orientation for new students. Since the virtual mode is replacing the face-to-face opportunity to invite students to use library services, we attempted to make the orientation as enticing as possible.
- Regional librarians met with Information Literacy & Outreach to share ideas on creative library instruction delivery methods. Exploration of the possible uses of an assessment module is under way.



Standing: Cynthia Kisby, Dee Bozeman, Min Tong, Nuria Curras.  
Seated: Andy Todd, Barbara Alderman.

- With Acquisitions & Collections Services and Systems & Technology staff, regional librarians implemented enhancements to the Acquisitions Intranet Report to eliminate multiple order tracking tools.
- UCF librarians are participating with Valencia Osceola staff in planning for a new building that will include new library space.
- Regional campus Librarians devoted time to exploring the pros and cons of various discovery tools.
- We are exploring new technology with Facebook and Twitter as well as resurrecting the RC library wiki. <http://UCFRegionalLibraries.pbworks.com>.



## Staffing Changes

- Nuria Curras was hired in December 2010 to serve Valencia West and Osceola campuses.
- Dorothy Mitchell-Danzy was promoted to campus librarian for Seminole State College Altamonte Springs. After significantly reducing her UCF hours in fall and spring semesters, she reluctantly gave up her role as UCF liaison in April 2011. Cynthia Kisby joined the Seminole State College Information Services Desk group at Sanford/Lake Mary until a permanent UCF replacement is hired.



Nuria Curras at Spirit Day on the Valencia Osceola campus.

## Departmental Goals: 2010-2011

- **Conduct and analyze a Regional Campus Libraries User Survey.** *The survey was completed and analysis continued into this fiscal year. The results were presented at a partnership meeting in August 2010 and are expected to be published in Journal of Academic Librarianship in November 2011.*
- **Use Adobe Connect technology for online research consultations.** *Some early adapters are using this but it is not universal. The technology is just not as reliable as one would wish.*
- **Focus on e-resources for collection development.** *With others in collection management, we evaluated pros and cons of electronic formats; ordered appropriate e-versions when they were offered on a compatible platform.*
- **Increase faculty and student outreach.** *Cocoa and Palm Bay added a Facebook presence. Valencia added a Facebook and Twitter presence and explored a new faculty outreach approach: "The 5-minute Ice Breaker." In an effort to reach more students, the Daytona librarian is available in the UCF computer lab weekly.*

- **Create opportunities to strengthen partnerships.**  
*The Head of Regional Campus Libraries increased the number of visits to campuses without a full-time UCF librarian. We provide diverse services as needed by the partner including book displays, circulation services, and children's story time; assisted partners with training new BCC Palm Bay circulation staff on UCF Reserves procedures; and assisted with reference and procedural training of three new librarian adjuncts in Palm Bay.*

## Departmental Goals: 2011-2012

- **Work on a combination outreach and assessment project.**
- **Improve library services for regional campus users and partners.**

## Advancement Toward the President's Five Goals

- **Offer the best undergraduate education available in Florida**
  - Created Jing videos for NUR 3165.
  - Developed new Research Guides of scholarly resources targeted to programs for online students.
  - Embedded into online classes to provide library instruction and research assistance to distance students.

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

- Assisted with research for articles and books useful for new Masters in Research Administration program being developed by Public Administration/Dr. Feldheim.
- Created HealthCare Leadership LibGuide.

## **Be America's leading partnership university**

- In collaboration with BCC librarians, planned, coordinated, and implemented first floor shelving relocation and renovation project for the BCC/UCF Joint Use Library in Cocoa.
- Worked with the Valencia partner libraries to develop guidelines for handling Interlibrary Loans.
- Helped coordinate and participated in a RefWorks training session offered by Renee Montgomery at the Valencia library.
- Created a GoogleDocs page to improve collaboration and share important documents between UCF and Valencia.
- Updated the Valencia partners' Wiki with UCF information.
- Integrated services for BCC students with Reference Desk, Circulation Services, and Ask A Librarian local service.
- Assisted with training the partners' InfoLab students in Cocoa. Worked with BCC's full-time Cocoa circulation staff to resolve issues and identify areas for further cooperative efforts.
- Participated in Daytona State College Library staff and librarian meetings and annual retreat.
- Taught DSC library instruction classes.
- Served on the Lake Sumter Community College librarian search committee

# STATISTICS

Regional Campus Libraries  
Table #1  
Library Instruction Statistics

Campus	2010-2011		2009-2010		2008-2009		2007-2008		2006-2007	
	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Cocoa	39	1,141	44	1,290	33	980	88	1,615	102	3,005
Daytona Beach	23	541	55	1,840	60	1,644	62	960	51	891
Leesburg	5	95			1	6				
Ocala	6	114					1	18		
Osceola	1	20								
Palm Bay	24	697	37	988	30	747	66	793	59	1,577
Sanford/Lake Mary	17	267	72	1,480	19	325	14	265	31	
South Lake	8	166	31	770	16	340	40	445		
West	19	473							1	
<b>Total</b>	<b>142</b>	<b>3,514</b>	<b>239</b>	<b>6,368</b>	<b>159</b>	<b>4,042</b>	<b>271</b>	<b>4,096</b>	<b>244</b>	<b>5,473</b>

Notes:

1. Variations in classes taught from year to year are a direct reflection of the availability of librarians on staff.
2. The 2008-2009 decline in classes is a result of a revised method of reporting online library instruction statistics.

Cynthia M. Kisby  
Head, Regional Campus Libraries

The Universal Orlando Foundation 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

It was another busy year at the Universal Orlando Foundation (UOF) Library, characterized by continued growth, high levels of patron activity, and new and ongoing partnerships. Some of the highlights of the year include:

- With Rosen College enrollment reaching new peaks, the physical facility continued to receive high usage from students, staff, and faculty. Numbers related to gate count, reserve circulation, instruction classes taught, and other statistical categories reached new high marks (see the Statistics section below for details).
- Similarly, online usage continued to trend upward, with Web page hits reaching new statistical highs (see the Statistics section below) and the online Research Guides and Research Tutorials undergoing revisions and receiving heavy use as part of the unit's ongoing initiative to conduct more library instruction in the online realm.
- A new print vending system, a new card replenishment system (KnightCash), and a card conversion station were all installed at the library in fall 2010. The transition was rocky at first but ultimately resulted in a better, faster, and much more reliable printing, photocopying, and money management system for students.
- Other technology enhancements included:
  - The addition of two more desktop computers, increasing the library's total public PCs to 36
  - The installation of citation management software on all public PCs
  - The installation of additional memory for public printers, allowing them to better handle large print jobs
  - The installation of additional software and equipment on staff machines, facilitating the creation of new video clips for the library's online Research Tutorials
  - The upgrade of all public PCs to Office 2010 software
- A large donation of golf materials was received from the Golf Channel library in May 2011. Many of the titles were added to the UOF Library collection, in support of the College's Golf & Club Management track, while others were added to the main library's collection.
- The UOF Library also remained a focal point of campus and a popular gathering place, serving as



Courtyard at the Rosen College campus

the venue for many meetings and special events, including:

- Office of Diversity Initiatives workshops in July and September 2010
- Citation Management workshop in September 2010
- Meeting of the Collections Planning Committee (CPC) of the Council of State University Libraries (CSUL) in November 2010
- Cram 4 Exams events in December 2010 and April 2011
- The UOF Library continued a successful partnership with the University Writing Center, providing a study room for consultations and assisting with publicity throughout the year.
- Continuing a popular tradition, the UOF Library offered three new exhibits this past year:
  - Nicole LeBoeuf and Jamie Conklin cooked up *Fall Food Festivals Around the World* for the fall 2010 semester.
  - For the spring 2011 semester, April Anderson, of the UCF Libraries Special Collections & University Archives, put together *Adding It Up: How Harrison "Buzz" Price Changed the Attraction Business*.
  - Everyone got a thrill out of Nicole LeBoeuf's summer 2011 exhibit, *America's Best Roller Coasters*.



## Staffing Changes

- Sonjia McSween joined the UOF Library team as Adjunct Librarian in March 2011, filling the role vacated by Jamie Conklin (who accepted a full-time librarian position out of state) in late 2010. Sonjia has a Master's in Library and Information Science (MLIS) degree from Florida State University and a Bachelor's in Mass Communications from the University of South Florida. Her primary responsibilities at the UOF Library include reference, instruction, Web page design and maintenance, research guide creation and updating, and other public service duties.
- The UOF Library remained without a full-time Reference Librarian for the fourth consecutive fiscal year, due to continuing budgetary constraints faced by the university. The duties of the Reference Librarian position were shared between Head Librarian Tim Bottorff and (part-time) Adjunct Librarian Sonjia McSween.

## Departmental Goals: 2010/2011

- **Maintain high levels of service in a challenging environment where budget and staffing levels remain constant (or decrease) even while user populations, and user expectations, continue to grow and change.** *Timeline: ongoing.*
  - The UOF Library has reached the point, with a small staff being stretched to the limit, where continuing to provide high levels of service in key areas may require cutting back on non-essential services, seeking alternative funding sources for staffing or collections, or further streamlining existing staff processes.
    - *The longstanding Check It Out newsletter was eliminated, freeing up staff time for other tasks. News items are now disseminated more effectively through regular posts to two different blogs and through occasional e-mail messages.*
    - *Options for funding the full-time Reference Librarian position were discussed with both Library Administration and Rosen College administration. Unfortunately, budgetary constraints continued to prevent either administration from funding this vital position.*
    - *Despite facing challenges, service levels remained high at the UOF Library throughout the fiscal year, as evidenced by continuing high levels of usage (see the Statistics section below) and the results of recent patron surveys (see report on Goal 3 below).*
- **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 utilization of librarian time and expertise.** *Timeline: 2009-2011.*
  - *With the Rosen Library Research Tutorials up and running, additional work on this initiative will focus on enhancements to the tutorials, on improving marketing efforts with the faculty, and on increasing the percentage of instruction offered in this manner.*
  - *The tutorials were significantly revised this fiscal year, including updating content; changes to the formatting, submission, and grading of quizzes; and the addition of short video clips to several pages.*
  - *Additional marketing to faculty and increased inertia for this initiative also resulted in teaching additional instruction classes through the online tutorials this fiscal year. Thirty (30) classes were taught online and 67% of students who received library instruction were instructed in this manner in FY 10-11, up from 19 classes and 53% of students the previous fiscal year. Most of the classes taught in a face-to-face setting were either advanced graduate classes or special classes that do not correspond to the content of the tutorials.*
- **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: 2009-2011.*
  - *With a faculty survey having been conducted in late 2009, additional work on this initiative will focus on administering a student survey in 2010 or 2011. The feedback from the surveys, coupled with the expansion of statistics collected on Web page and blog usage, should present a more complete picture of patron preferences and expectations.*
  - *The Check It Out newsletter was eliminated, with more targeted and effective marketing being achieved through regular posts to different blogs and through occasional e-mail messages. Blog usage soared in FY 10-11, up more than 21% over the previous fiscal year.*
  - *A student survey was conducted in October 2010, building on a faculty survey conducted the previous fall. The results indicated very high levels of satisfaction with UOF Library facilities, collections, and services. Student comments on the survey also suggested ways to*

improve offerings in the future, such as calls for more computers, more collaboration spaces, and more electrical outlets. Statistical highlights included:

- Nearly two-thirds of respondents (63%) visit the Rosen Library more than once a week.
- More than 85% of respondents rated the library's computers, study rooms, databases, academic book collection, website, and research guides as "Good" or "Excellent."
- More than 90% of respondents rated the service of staff and librarians as "Good" or "Excellent."

## Departmental Goals: 2011-2012

Having been in existence for over seven years, with an established slate of services and resources that has earned accolades from both students and faculty members, the UOF Library has undeniably reached a point of long-term maturity and viability. Yet, at the same time, the unit faces a prolonged staffing shortage, coupled with a growing and changing patron base. This environment dictates a re-visioning of the unit's goals and priorities — a further belt-tightening and a focus on a new set of realistic goals that will help guide the UOF Library through the challenging times ahead.

### ■ Focus on Core Services

- In order to continue to deliver high levels of service and resources, the unit may need to further prioritize core functions and consider reducing or eliminating less essential ones, especially if staffing levels are to remain low for the foreseeable future. Steps in that direction have already been taken (eliminating the newsletter, cutting hours, etc.), but further choices may be more difficult and more visible. This focus will likely involve enumerating the unit's various services and functions, identifying areas that can be reduced or cut to advantage, and then discussing appropriate actions with library administration.

### ■ Focus on Partnerships

- Active and steady collaboration with other units has promoted goodwill, allowed the unit to offer "more" with "less," and helped ensure that the UOF Library remains a focal point of the campus. The UOF Library will aim to continue partnerships with the Office of Diversity Initiatives, Rosen College administration, the Student Government Association, and the University Writing Center, as well as seek out additional such mutually-beneficial collaborations.

### ■ Focus on Evolving Patron Behaviors and Expectations

- Today's students and faculty expect different features from the library than in the past, and the unit will need to continue to evolve to meet these changing expectations. The department head will work with library administration to draft and submit a Technology Fee proposal aimed at adding more collaboration space, portable computing devices, and electrical outlets to the facility. Many of these improvements were suggested by students in a fall 2010 survey. The unit will also increase purchasing and promotion of e-books and other electronic materials, as well as the purchase of DVDs (largely used by faculty) in order to replace a VHS collection that is nearing obsolescence. As the budget allows, the unit will also continue to offer more convenience items for student checkout, such as calculators, headphones, cameras, and other portable devices.

## Advancement Toward the President's Five Goals



### Offer the best undergraduate education available in Florida

- The UOF Library continues to build collections in support of the Rosen College's unique and highly regarded curricula. In addition to acquiring more materials in support of long-standing areas of focus such as hotels, restaurants, and tourism, the library this year acquired additional materials for niche areas such as event management, golf and club management, timeshares, and theme park management – areas that are taught in very few Florida universities.
- The updates to the Rosen Library Research Tutorials and Research Guides, in addition to our other continuing services related to user education, will help the UOF Library meet the goal of providing Rosen College students with strong information seeking skills.



### 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 enlisted the help of main campus librarian Renee Montgomery in offering a Citation Management workshop for graduate students and faculty in September 2010. The

well-attended session featured discussion of both EndNote and RefWorks.

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

The library's continued status as a WTO Depository Library – a status held by only seven libraries in the United States – supports undergraduate, graduate, and faculty research, especially in the field of international tourism.

## **Become more inclusive and diverse**

- The UOF Library served as the host site for workshops offered by the Office of Diversity Initiatives.
- UOF Library staff members participated in UCF Libraries' Diversity Week activities.
- 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 Aruba, China, Thailand, and several different U.S. states.

## **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 the Sonoma County Harvest Fair, Walt Disney World, and the UCF Special Collections & University Archives.
- LTA Supervisor T.J. Ormseth led the UOF Library in offering two "Cram 4 the Exam" events for students, in partnership with the UCF Student Government Association.

- The UOF Library hosted a Citation Management session for Rosen graduate students and faculty, conducted by UCF main campus librarian Renee Montgomery.
- The UOF Library hosted regular writing consultations offered by the UCF University Writing Center.
- The UOF Library hosted two training workshops offered by the UCF Office of Diversity Initiatives.

## **Performance Enhancement Recommendations**

The most pressing concern remains the need for a full-time Reference Librarian, a position that has remained open since mid-2007 due to a continuing budget crisis. In the time that the position has remained open, the demand for reference, instruction, collection development, Web page design, research guide and tutorial creation, and other professional public service areas has increased dramatically. For example, Rosen College enrollment has increased by 25% since fall 2007. In terms of library usage, since 2007 patron gate count has increased by 29%, the number of library instruction classes has increased by 65%, and hits on the Web page and blogs have increased by 69%. Simply put, one full-time professional librarian (whose primary duties are administrative) is not enough to serve nearly 3,000 Rosen College students, staff, and faculty members, especially when the program is still growing, adding areas of study, and generally requiring greater levels of support from the library.

# STATISTICS

## **Public Service Statistics**

Statistics continued to rise in many categories this fiscal year, reflecting continued high use of both the physical facility and the library's virtual presence. For example, compared to last fiscal year, Patron Count increased 2%, Web page Hits increased by 22%, and Instruction Classes Taught and Students Taught increased by 30% and 29%, respectively.

Statistics in a few categories are leveling off or in decline. Some of these changes are a natural result of the library and campus approaching peak capacity levels, but others may be attributable to

changes in the library or on campus. For example, total Reference and Directional questions have been on the decline the past two fiscal years, even while in-depth Research Consultations have been on the rise. The former may be related to the explosion in class sizes (often 75 or more students) at the Rosen campus, which has forced many instructors to cut back on assignments involving writing and research, or to the lack of a full-time reference librarian. The increase in Research Consultations, on the other hand, may be due to recent increases in enrollment in the graduate program at Rosen or to the increasingly complex nature of the information seeking process at the upper undergraduate and graduate level.

## Universal Orlando Foundation Library

**Table 1**  
**Public Service Statistics**

	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04 <sup>1</sup>
<b>USE OF THE FACILITY:</b>								
Patron Count	126,695	124,479	112,824	107,289	98,446	80,889	61,941	19,438
<b>WEBSITE:</b>								
Hits on UOFL Web pages <sup>2</sup>	320,652	262,417	236,330	189,342	175,485	137,673	97,048	10,091
<b>INSTRUCTION:</b>								
Classes Taught <sup>3</sup>	48	37	38	29	26	19	23	4
Students Taught <sup>3</sup>	1,650	1,277	1,134	864	792	558	662	43
<b>MATERIALS CIRCULATED:</b>								
Total Reserve Circulation	5,299	5,227	4,596	3,732	5,266	n/a	n/a	n/a
Total General Circulation	4,158	4,503	4,492	3,826	3,693	n/a	n/a	n/a
Total Materials Circulated	9,457	9,730	9,088	7,558	8,959	7,584	4,319	501
<b>REFERENCE:</b>								
Directional Questions	3,485	3,752	4,331	2,871	2,744	2,030	2,379	691
Reference Questions	1,312	1,791	1,801	1,230	1,064	1,193	1,230	399
	In Person	1,173	1,642	1,655	1,087	954	1,094	309
	Via Phone	70	74	61	64	54	73	69
	Via Email	69	75	85	79	56	26	21
Research Consultations	28	27	20	23	11	10	9	n/a
<b>Total Questions</b>	<b>4,825</b>	<b>5,570</b>	<b>6,152</b>	<b>4,124</b>	<b>3,819</b>	<b>3,233</b>	<b>3,618</b>	<b>1,090</b>

<sup>1</sup> The UOF Library opened in Jan. 2004; statistics for FY 03-04 are from Feb.-Jun. 2004 only.

<sup>2</sup> Website statistics no longer include hits on PDF files, starting with FY 10-11.

<sup>3</sup> Instruction statistics include both face-to-face and online instruction, starting with FY 09-10.

### Collection Development Statistics

The collection at the UOF Library continues to grow steadily in terms of both quantity and quality, with the goal of positioning it as one of the top libraries in the field. The emphasis this fiscal year remained on developing both core areas (e.g., lodging, restaurants, and tourism) and newer niche areas (e.g., events, golf & club management, timeshares, and theme parks) of hospitality management.

As in previous years, collection development involved both the use of a special "slip plan" (in which librarians select new materials suggested in particular call number ranges) as well as numerous special orders of materials from industry associations, small vendors, and other non-standard sources. Regular shelf reading and shifting in the stacks also continued, primarily

under the direction of Sr. LTA Nicole LeBoeuf, ensuring that the collection remains in good order as the number of titles begins to fill out the available shelving – the total size of the collection has nearly tripled in the UOF Library's 7+ years of existence.

As in previous years, the UOF Library also benefited from donations from students, staff, faculty, and community members. Significant gifts this year included a collection of golf materials from the Golf Channel library, a number of reports from the Dick Pope Sr. Institute for Tourism Studies, and a series of research reports from the UCF Institute for Economic Competitiveness. Many gift titles relating to foodservice, management, tourism, and travel were also added to the collection.

## Universal Orlando Foundation Library

**Table 2**  
**Collection Growth**

Titles Held End of								
	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04
Rosen General	8,082	7,671	7,210	6,906	6,480	5,359	4,640	2,880
Rosen Reference	708	684	675	624	620	526	472	302
Rosen Media	381	375	339	298	233	183	150	115
Rosen Heritage	35	35	28	n/a	n/a	n/a	n/a	n/a
<b>Total</b>	<b>9,206</b>	<b>8,765</b>	<b>8,252</b>	<b>7,828</b>	<b>7,333</b>	<b>6,068</b>	<b>5,262</b>	<b>3,297</b>

## Universal Orlando Foundation Library

**Table 3**  
**Gifts Added to the Library's Collection**

	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04 <sup>1</sup>
Monographic Titles Added to the Collection	91	211	62	207	107	110	829	40

<sup>1</sup> The library opened in Jan. 2004; statistics for FY 03-04 are from Feb.-Jun. 2004 only



One of three exhibits presented this year: *America's Best Roller Coasters* by Nicole LeBoeuf, summer 2011

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

## Highlights of the Year in Retrospect

Collections & Technical Services had a busy and productive year. As always, our most important function was to acquire and make accessible library materials to support student learning and faculty research, and our statistics reflect a concerted effort to do just that. We expended just over \$6 million on the collections, adding almost 68,000 items. The shift from print to digital formats continues apace: 69% of 2010-2011 expenditures was for digital materials.

In terms of allocations for library materials, we have shifted from the practice that divided resources fairly among the disciplines, in favor of a philosophy that focuses resources on the areas in which UCF excels. This year, engineering, optics, and Latin American studies were among the disciplines that received additional funding for monographs in an effort to strengthen those areas.

Other developments include the formation of the electronic resources team, led by Athena Hoeppner. Previously, Hoeppner was the only staff member in charge of the two thirds of the library's expenditures that are in digital format. The motivation for the team was to even out staff resources and distribute expertise. The team is responsible for the entire lifecycle of e-resources at UCF from acquisition to implementation to ongoing maintenance, and it brings together staff members from all areas of the library.

Staff members in collections services were spread out, with two members working away from the rest of the department on the basement level. Since their primary function was bindery work, and bindery processing has decreased dramatically with the shift to electronic journals, it made sense to reunite staff on the fifth floor and integrate them into the workflow of the department. Katie Kirwan handles the remaining bindery functions, and she has also assumed a key role in the serials department. She is a productive member of the electronic resources team with responsibility for assessing the availability of online resources. After a thirty year career at UCF, Debbie Weatherford retired.

We successfully worked with interlibrary loan staff members to improve communication and cooperation between the departments. Staffs were crosstrained to enhance understanding of what each department does. Often, ILL receives requests for materials that are already on order or not yet published, and ILL staff now have access to GOBI, our primary monographic vendor's online information system, so they can easily determine the status of requested items.

Cataloging and acquisitions staff members made significant progress toward the implementation of patron-driven acquisitions, or PDA. The basic premise of PDA is that bibliographic records for materials that the library did not purchase – but would have if funding were available – are loaded into the online catalog for patrons to discover. If a patron finds an item of interest, he or she clicks on a URL and immediately has electronic access to the title. The library pays just for the material that is actually used. This relatively simple concept required hours of staff due diligence to make the project a reality. Cataloging staff established the specifications for the bibliographic records that would be loaded. Acquisitions staff worked with FCLA staff to create the loader that would be used to FTP the records into the online catalog. The process was tested and re-tested, and, as this report is being written, we are on the verge of implementing PDA.



Associate Director, Mary Page

Cataloging staff members participated in several webinars and other training sessions on Resource Description and Access (RDA), the new cataloging code that is slated for implementation in 2013. Cataloging Services' Lyn Case and Jeanne Piascik, attended a two-day preconference at the American Library Association annual conference on RDA, and we are in a good position to adopt the new code. We expect to continue training and learning sessions through to the point of implementation. Cataloging staff also had an initial session with Laila Miletic-Vejzovic, head, Special Collections & University Archives, to learn more about metadata, specifically the Dublin Core scheme. We expect to tackle digital projects during 2011-2012.



## Staffing Changes

- Mary Page began working as Associate Director, Collections & Technical Services August 9, 2010.
- Debbie Weatherford, who was hired in March 1977, retired February 11, 2011. Debbie was one month shy of having 34 years with the UCF Libraries.

## Departmental Goals: 2010/2011

No Collections & Technical Services report in 2009-10.

## Departmental Goals: 2011-12

- Implement and evaluate a patron-driven acquisitions program. Participate in the SUL patron-driven acquisitions program.
- Implement shelf-ready service for the approval plan and firm orders. (This goal will depend on the availability of funding.)
- Continue departmental workflow review and implement efficiencies as appropriate.
- Continue development of a strategic plan for collection development in light of flat or reduced funding.
- Involve cataloging and acquisitions staff members in scholarly communication activities within the Libraries.
- Advance knowledge and understanding of a variety of metadata schema within the cataloging department. Become involved with digital projects.

## Advancement Toward the President's Five Goals

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

We continue to acquire and make accessible the best scholarly literature available to support student learning and faculty research. Whenever possible, we add to our growing collection of digital resources to enable 24/7 access for UCF students, faculty, and staff no matter where their work takes them.

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

We intend to continue the practice of allocating funding to the key areas in which UCF has achieved distinction or has a rising program.

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

We acquired about 600 new, scholarly monographs in Latin American studies to support this new program, and will continue to add to the collection to enhance its international focus.

### *Become more inclusive and diverse*

We have a multicultural staff, which is reflected in the many ethnicities and languages within Collections & Technical Services, and look to expand this aspect of our workforce whenever the opportunity arises.

### *Be America's leading partnership university*

In partnership with the Statewide University System libraries, we share an online catalog to provide access to the wealth of resources available throughout Florida. By working with the FCLA, we have access to more than \$3 million of digital resources. We rely on our ASERL colleagues for consortium purchases and collection development activities that strengthen the breadth and depth of materials available to UCF students, faculty, and staff.

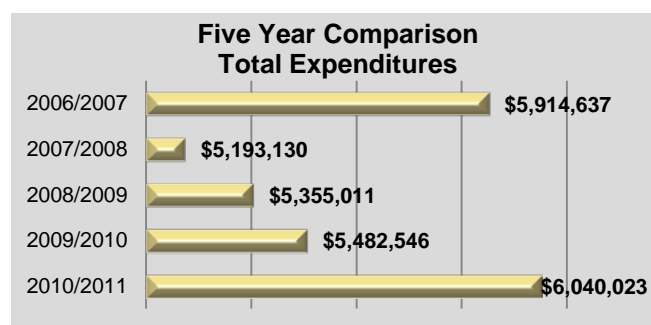
Mary Page  
Associate Director, Collections & Technical Services

## Highlights of the Year in Retrospect



### Collection Funding:

- The state allocation for library materials in 2010-2011 was \$4,987,600, which has remained unchanged since 2008-2009. The library was able to use salary savings and other strategic monies to expend a total of \$6,040,023. This represents an increase from the total expenditures in 2009-2010 of 9.2%. The total amount expended in the 2010-2011 on new materials exceeds the previous high mark of \$5,914,637 expended in 2006-2007. This larger than expected budget can be attributed mostly to the funding received from three technology fee awards, and \$370,000 transferred from library operations.



- The UCF Libraries received three separate student technology fee awards. The awarded funds were used to purchase collections from Springer, Oxford University Press, and Cambridge University Press. A total of \$199,072.60 was used to purchase the Springer Online Archive Collection. This purchase secured perpetual access to the back issues from 961 titles comprising 34,454 individual volumes. The Oxford Scholarship Online and Handbooks Collection was purchased for \$203,356. The collection provided UCF students and faculty with access to over 4,689 titles in 18 different subject areas. It is access to all books made available on the Oxford site. A technology fee proposal to purchase iPads for the library was also approved. Selma Jaskowski was responsible for this successful proposal and she provided the collection budget with a total of \$22,061 for the purchase of two subject collections of online books from Cambridge University Press. The collections in the areas of music and management provide library users with 275 online books available 24/7. In 2009 and 2010 the UCF Libraries has benefited greatly from technology fee funds and have used the large total spends to negotiate

outstanding deals in price and amount of new content.

- The UCF Libraries continued its relationship with Books on the Run, a private book dealer. Books on the Run reviews unwanted gift books donated to the library and places these on sale via their website. The library receives monthly commission checks. The company also provides the library with unwanted books they get through various sources and these help build up the quantity of books for the routine book sales held in the library. A total of \$3,998.03 was received in 2010-2011 from two book sales and the monthly commission checks. This amount is a slight increase from the \$3,891.63 that was received in 2009-2010. Both figures are well below the \$6,534.88 received in 2008-2009. This steep drop can be attributed to a reduction in donations at the library and smaller commission checks.
- A total of \$50,000 from the library materials budget was set aside this year to purchase monographs in support of UCF's strengths. Michael Arthur met with the deans of the College of Graduate Studies and the Office of Undergraduate Studies to get feedback regarding UCF strengths. The money was allocated to approximately 20 subject areas based on information gathered during the interviews.
- Librarians from the Curriculum Materials Center (CMC) expended \$4,516.78 during a purchasing trip to Mumford Books in Jacksonville. This has become an annual trip for the CMC. It is a rare opportunity to select materials one by one at the book store permitting the selectors to review the book jackets, content, and other factors important when selecting materials that support the CMC's mission. A total of \$1,092.33 was expended in support of materials for the general collection on campus and \$1,267 was spent for materials to be housed at regional campus libraries.
- Nearly 80% of available funds are used each year to cover the cost of print and electronic journals, and databases.



### Library Collection:

- The UCF Libraries added major new electronic collections including: Sabin Americana Digital Archive; Springer Protocols and Journal Archives; and Oxford Scholarship Online and Oxford Handbooks. (A more complete listing of major new electronic resources is available under the Key Purchases section of this report.)
- The UCF Libraries joined the Center for Research Libraries (CRL). As a member institution UCF faculty and students now have access to one of the largest library collections in the country. The UCF Libraries and our faculty representative, Dr. Melody Bowden, are permitted to make

recommendations for purchase by CRL. Michael Arthur and Mary Page met with Dr. Bowden to explain the CRL membership and to obtain her support for promoting the resources now available to UCF. Dr. Bowden serves as the UCF faculty representative to the Center for Research Libraries.

- The Acquisitions Librarian in coordination with FCLA and with the help of departmental staff successfully tested Aleph version 20 in anticipation of a July 2011 upgrade.
- Staff members within the Acquisitions unit began reporting to Acquisitions Librarian Ying Zhang. Changes to staffing and departmental priorities resulted in the physical move of three full-time positions from room 142 to room 502.
- Peter Spyers-Duran developed a new Biology Research Guide, and updated the collection development policy for Biology.
- Internal fund structure and librarian liaison duties were altered in response to organizational changes within the College of Education.
- The CMC began receiving standing order shipments from the Junior Library Guild. A total of \$5,105.40 was expended on these materials. This provides an efficient means for procuring materials valuable to the CMC's mission.
- The Universal Orlando Foundation (UOF) Library at the Rosen College of Hospitality Management received a donation of over 200 books from the Golf Channel library. Many of these books were added to the collection at the UOF Library or the General Collection on the main campus.
- The UOF Library maintained its status as a World Tourism Organization (WTO) depository library, a status held by only seven libraries in the United States. WTO publications include statistical compilations, research reports, and monographs pertaining to all facets of international travel and tourism.
- The UCF Libraries received hundreds of gift materials from individual donors, organizations, and UCF departments including, Economics; Teaching, Learning, and Leadership; Nicholson School of Communication; Office of International Studies; and the President's Office. Of note are donations received in support of international and security studies from Jack Mendelsohn and 397 Professional Sports Media Guides donated by Dr. Richard Lapchick, chair of the DeVos Sport Business Management Program. These media guides will be cataloged and housed in a secure area at the Media Desk.
- The e-Resources Support Team was initiated to ensure reliable access to UCF's online journals, books, and databases. The Team responds to user problem reports and service requests. The team meets every two weeks for cross training and coordination. e-Resource Support Team members:

## e-Resources Team

Athena <b>Hoepfner</b>	Electronic Resources
Aysegul <b>Kapucu</b>	Reference
Blake <b>Stephens</b>	Systems
Jamie <b>LaMoreaux</b>	Electronic Resources
Joseph <b>Bizon</b>	Acquisitions
Kathleen <b>Kirwan</b>	Acquisitions
Kim <b>Montgomery</b>	Cataloging
Mary <b>Page</b>	Administration
Michael <b>Arthur</b>	Acquisitions
Myna <b>Branham</b>	Circulation
Nola <b>Pettit</b>	Reference/Ask a Librarian
Patrick <b>Hadlock</b>	Cataloging
Peter <b>Spyers-Duran</b>	Cataloging
Susan <b>MacDuffee</b>	Acquisitions
Ying <b>Zhang</b>	Acquisitions

- The collection at UCF was improved in the past year through the hard work of UCF employees both inside and outside the library. The library continues to work with departmental faculty, non-academic departments, and special initiatives on campus to identify and procure materials in all formats that will help support the teaching and research mission of the university. Future sections of this report highlight major purchases that support the mission and meet President Hitt's goals for UCF. These include print and non-print, monographs, and serial publications all selected after careful consideration as to relevance to the collection.



## Service & Collaboration:

- Athena Candela was honored for 20 years of service to UCF.
- Mary Page joined the library on August 9, 2010. Mary met with everyone within the department and quickly began to contribute toward departmental objectives. She has helped the department with strategic planning and new initiatives including patron driven acquisitions, shelf ready materials, and Web scale discovery tools.
- The UOF Library hosted a face-to-face meeting of the Collection Planning Committee (CPC) in November 2010. The CPC is a committee reporting to the Council of State University Libraries. The committee is made up of representatives from the 11 state universities, as well as the Florida Center for Library Automation. The committee has two face-to-face meetings per year. The committee chair, Roy Ziegler of Florida State University, commended Tim Bottorff, head librarian at the UOF Library, for the great hospitality during the meeting.

- John Venecek collaborated with the English Department to select and procure several books focused on Medieval England.
- Departmental librarians and staff worked closely with colleagues from Reference Services to implement a "New Book" display in the Knowledge Commons.
- The department collaborated with Cataloging Services to investigate services and options for acquiring a major portion of print monographs fully shelf ready including the electronic transfer of cataloging records. It was decided to delay implementation at this time. However, the Acquisitions unit assumed responsibility for adding call numbers and the physical processing of materials is now completed after the book is cataloged. This represented a big change for staff members from this department and from Cataloging Services.
- Michael Arthur and Hal Mendelsohn collaborated with Dr. Piotr Mikusinski, Professor in the Math Department, to save UCF money and increase benefits of membership within the American Mathematical Society. Through the new membership, the UCF Libraries provides access to important mathematical journals and department faculty members can take advantage of the membership benefits.
- The department continued to work collaboratively with the Music Department and Film & Digital Media to enhance the CD and DVD collections. Mary Page assumed responsibility for Music collection development.
- The UCF Libraries collaborated with The Honor's College to migrate the undergraduate theses from print to online. The last of the print theses were bound in 2011.
- Departmental staff members and librarians contributed to UCF in a number of ways. Future sections of this report highlight individual contributions.
- **Library resources expenditure**

<b>2010/2011</b>	<b>\$6,040,023</b>
<b>2009/2010</b>	<b>\$5,482,546</b>
<b>2008/2009</b>	<b>\$5,355,011</b>
<b>2007/2008</b>	<b>\$5,193,130</b>
<b>2006/2007</b>	<b>\$5,914,637</b>

## Special Funding

- The UCF Technology Fee Committee awarded the Libraries:
  - \$199,072.60 for the Springer Online Archive Collection.
  - \$203,356 for the Oxford Scholarship Online and Handbooks Collection.
  - \$22,060.82 to purchase the Music and Management subject e-book collections from Cambridge University Press
- \$20,000 was provided to the library by the UCF Regional Campuses Administration toward the

purchase of library materials for the three UCF Regions. The UCF Libraries to further enhance support of the research and educational mission at the regional campuses matched that funding.

- \$3,600 was provided by the College of Education to purchase access to the Bibliography of Asian Studies.

### Special Funding, 2010-2011

Technology Fee	\$424,489
College of Education	\$3,600
Regional Campus	\$20,000
<b>Total</b>	<b>\$448,089</b>

## New Program Proposals & Accreditation

- Graduate Certificate Program in Global and Comparative Education (Program Review) – Terrie Sypolt
- B.S. in Psychology (Program Review) – Meredith Semones
- Ph.D. in Applied Experimental and Human Factors (Program Review) – Meredith Semones
- M.A. & Ph.D. in Clinical Psychology (Program Review) – Meredith Semones
- M.S. and Ph.D. in Industrial & Organizational Psychology (Program Review) – Meredith Semones
- Master of Research Administration (New Program Proposal) – Michael Arthur
- Master of Science in Engineering Management – Ven Basco
- Ph.D. in Political Science, (New Program Proposal) – Rich Gause, Linda Colding, Mary Page, Michael Arthur
- Ph.D. in Criminal Justice, (New Program Proposal) – Meredith Semones
- B.A. in Latin American Studies (New Program Proposal) – Michael Arthur
- Master of Science in Engineering Management – Ven Basco, Aysegul Kapucu

## Key Purchases – Electronic Access 2010-2011 (Brief List)

- BBC Shakespeare Series
- Digital Reference Shelf
- Gale World Scholar: Latin America and the Caribbean
- IEEE-Wiley E-books
- Sabin Americana Digital Archive
- Springer Protocols and Journal Archives
- Synthesis Digital Library Collection 4
- Theater in Video
- Bibliography of Asian Studies
- Social Explorer
- Cambridge Books Online: Business and Music Subject Collections
- Oxford Handbooks Online
- Oxford Scholarship Online



## Key Purchases – Print & Media 2010-2011 (Brief List)

- CREOL is recognized at UCF for having a strong reputation nationally. This year several new titles were purchased at the request of Dr. Patrick LiKamWa including: *Computational Methods for Electromagnetic and Optical Systems*, 2<sup>nd</sup> edition; *Principles of Laser Spectroscopy and Quantum Optics*; *Handbook of Biomedical Optics*; *Quantum Teleportation and Entanglement: A Hybrid Approach to Optical Quantum Information Processing*; *Luminescence: The Instrumental Key to the Future of Nanotechnology*; *Quantum Well Structures for Infrared Photodetection*; *Colour and the Optical Properties of Materials: An Exploration of the Relationship Between Light, the Optical Properties of Materials and Colour*.
- Almost \$6,000 was expended near the end of the fiscal year to purchase big-ticket print materials for the reference collection. Titles included *Diagnosing Autism Spectrum Disorders: a Lifespan Perspective*; *Evidence-based Care for Children and their Families*; *Foundations of Modern Nursing in America*; *Foundations of Psychological Testing: A Practical Approach*; *Handbook of Green Chemistry-Green Catalysis*; *Neonatal Intensive Care Nursing*; *Paediatric Neurosurgery for Nurses*.
- Richard Harrison, liaison to the Jewish Studies Program at UCF, is dedicated to using both library and foundation funds to purchase print materials that enhance the collection strength. This year titles purchased include *Anti-Jewish Violence: Rethinking the Pogrom in East European History*; *Forgotten Palestinians: A History of the Palestinians in Israel*; *Historians of the Jews and the Holocaust*; *Lethal Obsession: Anti-Semitism from Antiquity to the Global Jihad*; *Marie Syrkin: Values Beyond the Self*; *Origins of Jewish Secularization in Eighteenth-Century Europe*.
- The library continued to expand the DVD collection for both popular and academic content. Here are just a few of the titles purchased this year: *By Brakhage: An Anthology Cinevardaphoto* (Agnes Varda); *Ellis Island: A History of Violence* (New Line Platinum Series); *Initial Assessment of the ICU Patient*; *L'Atalante*; *Nosferatu: the Vampyre/Phantom Der Nacht*; *Singing Revolution* (James Tusty & Maureen Castle Tusty); *Sunrise*; *Une Femme Mariée*.
- The UCF Libraries continued to pursue video on demand as a means of getting important content to library users at remote locations. Titles purchased this year include *A Child's Guide to Language: Teaching a Second Language*; *Dark Side of Chocolate: Child Trafficking and Illegal Child Labor in the Cocoa*

*Industry*; *Human Resource Function*; *Image Makers*; *Insider and Outsider: The Subtleties of Doing Business in Asia*; *Truth about Liars*; *Your Cultural Passport to International Business in Asia*.

- Several new media selections were received including *Draughtsman's Contract*; *Bergman Island*; *Glitterbox* (Derek Jarman, four films); *Velvet Goldmine*; *Absolutely Fabulous*; *The Exquisite Short Films of Kihachiro Kawanamoto* (1968-1979); *Farscape: The Complete Series*; *Life* (BBC/Discovery Channel); and *Shi Gan* (Time).
- A new program in Latin American Studies was approved during this reporting period. A total of \$28,900 was expended for print materials in support of this new program. A brief selection of the titles includes *Brazil as an Economic Superpower?: Understanding Brazil's Changing Role in the Global Economy*; *Crisis and Capitalism in Contemporary Argentine Cinema*; *Cuban-Latin American Relations in the Context of a Changing Hemisphere*; *Human Rights Regimes in the Americas*; *Nicaragua Before Now: Factory Work, Farming, and Fishing in a Low-wage Global Economy*; *Transnational Negotiations in Caribbean Diasporic Literature: Remitting the Text*; *World Crisis Effects on Social Security in Latin America and the Caribbean: Lessons and Policies*.



## Staffing Changes

- Mary Page, Associate Director for Collections and Technical Services, joined UCF on August 9, 2010.
- Debbie Weatherford, Binding Supervisor, retired from UCF on February 28, 2011.
- Traci Milbuta, Office Assistant, resigned on June 23, 2011; she moved to another position at UCF.

## Departmental Goals: 2010-2011

- **Work collaboratively with librarians and vendor representatives to implement shelf ready processing for incoming library monographs.** Librarians from the department worked collaboratively with colleagues within UCF and a major book vendor to explore all of the options, advantages, and disadvantages of having print monographs arrive in shelf ready condition. Fully shelf ready means a full cataloging record is supplied with the purchase and the book is physically processed with call number label, security device, and property stamp. This process has become popular with other academic libraries though there is an added cost per book. It would, however, speed up the process of getting new books to the shelf. There are concerns about the overall cost of the processing and how it will be funded. Because of competing

priorities it was decided that this goal should be placed on hold. It will be revisited after the full implementation of patron driven acquisitions.

- **Investigate various models for providing patron-driven acquisitions within the UCF Libraries.**

Mary Page and Ying Zhang played key roles in exploring the options for implementing patron driven acquisitions (PDA) at UCF. Various PDA vendors including EBL and Ebrary were consulted, and after much exploration it was decided that EBL will be the chosen platform for providing PDA for the UCF Libraries. The billing and title management for the program will be handled by YBP, the major book vendor for UCF, and this association between UCF, YBP and EBL will assist the department in maintaining the title access as well as help to prevent duplication of titles. Planning for PDA implementation was going full speed ahead as the fiscal year ended. Funds have already been reserved for this project and the goal of having PDA access available to UCF faculty and students during the fall 2011 semester should be easily attained.

- **Explore options for integrating a library Discovery tool.**

A Web Scale Discovery Taskforce investigated the major discovery tool options in the marketplace: EBSCO Discovery Service; ExLibris Primo Central Index (with FCLA's Mango discovery layer); and Serials Solutions' Summon. The Taskforce is preparing a report for the director and submitting a 2012-2013 Technology Fee proposal to acquire a WSD system.

- **Explore options for integrating an Electronic Resources Management System within UCF Libraries.**

Any ERMS that UCF chooses must work well with existing library systems, such as the Library Management System (Aleph), journal subscription agent (EBSCO), OpenURL Resolver (ExLibris), and Web Scale Discover system (still unknown). Given the myriad of vendors and the Libraries' uses for these essential functions, there is no obvious good choice for an ERMS at this time. The Libraries will continue to rely on Aleph and spreadsheets to store and report e-resources related data. Upon selection of a Web Scale Discovery tool for the Libraries the push for an operational ERMS may move back to the agenda.

- **Review and update current collection development policies and strategies with a focus on aligning library allocations with institutional priorities.**

Several librarian liaisons worked on updating collection development policies during this reporting period. By completing this process the librarian is updated on the current focus of the department and able to use scarce resources more efficiently.

Michael Arthur met with the deans of the College of Graduate Studies and the Office of Undergraduate Studies to get feedback regarding UCF strengths. This information was used to develop a purchasing strategy, and funds were set aside for the purpose of

providing additional support to those programs that are UCF priorities. This project was part of a large ongoing study to determine proper funding models during times of reduced monograph money. The UCF Libraries may be forced to implement a new strategy for how departments receive funding and the level of support for each. This project was completed and the library liaisons for the identified departments were notified and asked to work with their faculty contacts to effectively expend the additional funding. The project was a success and most of the materials were received by fiscal year end.

- **Evaluate departmental work flow and organizational structure with an eye toward emphasizing the current migration toward digital resources.**

In order to promote better coordination between the Acquisitions and Serials units, it was decided that the Acquisitions unit would report directly to Ying Zhang, Acquisitions Librarian. Previously only the Serials unit officially reported to Ms. Zhang. Ms. Zhang has been in her current position for several years and is well informed on the current thinking about the migration from print to online. This change in reporting structure helps with dissemination of information, and takes advantage of cross training. The reporting lines and shared work flow may also help to break down the artificial barriers that have existed between the two units. In particular steps will be taken to get staff members comfortable with handling the routine acquisitions functions for both print and online materials. With more books being ordered in electronic format and streaming video gaining in popularity there is no longer a clear distinction between formats and staff will be involved with the ordering, receipt, and access issues associated with multiple formats and delivery systems.

As part of the internal staffing realignment, Katie Kirwan and Joseph Bizon received training and accepted work assignments related to electronic resources acquisitions and support, especially related to online journals. They will receive further training and expand their e-resources involvement in the coming year, and there will be continued blending of the assignments between print and online formats.

## Departmental Goals: 2011-2012

- **Explore options for providing greater access to streaming media with focus on delivery options suitable for classroom use, particularly imbedding in WebCourses.**
- **Implement Demand Driven Acquisitions. Monitor usage and the impact this new selection method has on the materials budget and collection strategies.**
- **Explore ways to enhance delivery of monographs by analyzing e-preferred and shelf-ready options.**

- Explore the impact of discovery tools on electronic usage.
- Explore maximizing currently available systems to support tracking and reporting of various aspects of e-resources including perpetual rights, licensing details, and expenditures by format, date range, and fund code.

## Performance Enhancement Recommendations

During fiscal year 2011-2012, the department will continue to focus on how to best provide access to scholarly content in the digital age. The department will focus on the implementation of patron driven acquisitions, and selected areas of the book approval plan (automatic shipments) will migrate from print preferred to electronic preferred in situations in which the two formats are published simultaneously. The Electronic Resources Librarian will continue to providing training and oversight to selected staff from throughout the library with a focus on getting much needed assistance to library users trying to access electronic content from campus and remote locations. Department goals and training will continue to focus on best practices for content management in the current publishing environment.

## Advancement Toward the President's Five Goals

### Offer the best undergraduate education available in Florida

UCF Libraries continued to increase Internet resource access to provide course support to our students in different geographical areas. 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.

Librarians continued to serve as liaisons with faculty representatives from most departments on campus in order to identify materials to support the teaching and research mission of UCF. Upon consultation, the dean of the Office of Undergraduate Studies provided the priority disciplines at UCF. Thousands of print monograph and serials titles were added to

the collection based on this information. Several new electronic resources were added this year with a focus on providing information in support of undergraduate education. These collections are highlighted elsewhere in this report. Special mention should be made of the procurement of Springer Protocols and Journal Archives, Oxford Handbooks Online, Oxford Scholarship Online, BBC Shakespeare Series, and Theater in Video.

### 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. Upon consultation the dean of the College of Graduate Studies provided the priority disciplines at UCF. Several print and online resources were purchased in support of graduate programs. Many of these items have been outlined in this report and several of the electronic packages support both undergraduate and graduate levels. Of particular interest this year for graduate students is the purchase of Sabin Americana Digital Archive, Synthesis Digital Library Collection 4, and access to IEEE/Wiley e-books.

### Provide international focus to our curricula and research

The UCF Libraries expended allocated funds for materials in foreign languages and for content with an international focus. A new database from Gale and almost \$29,000 in print books were purchased to support the new B.A. in Latin American Studies.

### Become more inclusive and diverse

Acquisitions & Collection Services staff members were encouraged to participate in diversity programs. Athena Candela served on the Diversity Committee, and Jamie LaMoreaux served as Chair of the UCF Libraries' Diversity Committee.

### Be America's leading partnership university

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

Selected use in electronic access\*

	2010/2011	2009/2010	2008/2009	2007/2008	2006/2007
<b>Searches</b>	10,306,606	5,401,775	6,145,854	4,873,643	4,566,368
<b>Sessions</b>	5,328,255	1,128,754	1,543,674	1,591,530	2,517,100
<b>Full Text</b>	2,672,291	2,545,607	2,889,128	2,549,232	3,548,676

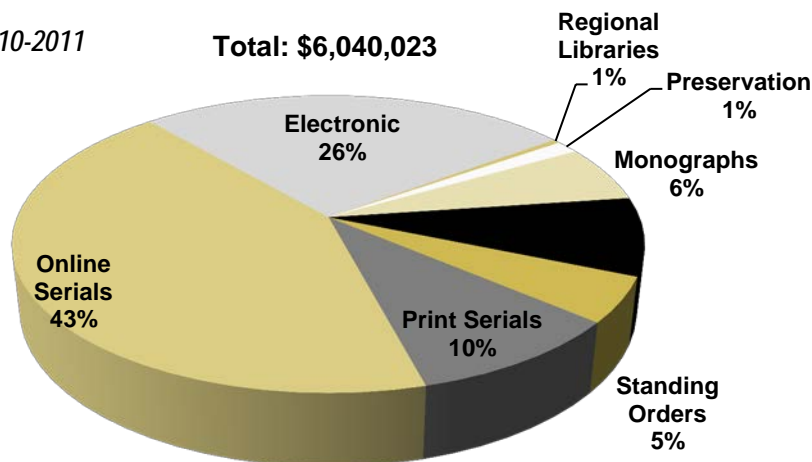
\*Detailed listing in Statistics section at the end of report.

## STATISTICS

### Acquisitions & Collections Services

Chart 1

Expenditures, 2010-2011



### Acquisitions & Collections Services

Table 1

Current Five Years

	2010/2011	2009/10	2008/09	2007/08	2006/07
<b>ITEMS RECEIVED</b>					
Approvals	10,015	10,904	12,310	11,232	25,362
Firm Orders	5,209	5,604	6,497	4,444	10,163
Gifts	11,760	5,378	7,866	9,892	3,193
Standing Orders	1,617	1,634	1,523	1,668	2,069
<b>TOTAL</b>	<b>28,601</b>	<b>23,520</b>	<b>28,196</b>	<b>27,236</b>	<b>40,787</b>
<b>BOUND PERIODICALS</b>	<b>2,967</b>	<b>2,082</b>	<b>2,664</b>	<b>3,203</b>	<b>3,615</b>
<b>MICROFORMS</b>					
Film	407	534	488	416	457
Fiche	32,812	20,198	28,073	27,350	30,707
<b>TOTAL</b>	<b>33,219</b>	<b>20,732</b>	<b>28,561</b>	<b>27,766</b>	<b>31,164</b>
<b>PERIODICALS/SERIALS</b>					
Main (Print)	1,310	1,416	2,700	4,021	4,523
CMC (Print)	12	12	12	15	15
Rosen (Print)	82	82	81	81	92
Brevard (Print)	2	3	3	5	146
Daytona (Print)	0	15	15	53	114
Newspapers	13	13	19	30	34
E-Databases	365	363	358	358	377
E-Journals	37,469*	23,675*	24,730*	7,695	7,929
print+online	(338)	(373)	(419)	(541)	(698)
e-only	(37,131)	(23,302)	(24,311)	(7,154)	(7,231)
<b>Total Active Subscriptions</b>	<b>39,253</b>	<b>25,579</b>	<b>27,918</b>	<b>12,258</b>	<b>13,230</b>

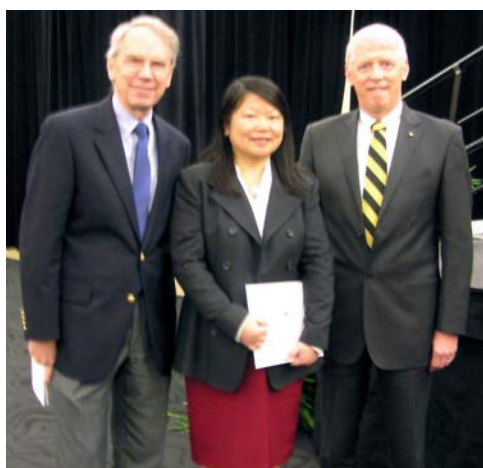
\*Includes all E-Journals purchased and accessed

Acquisitions and Collection Services  
**Table 2**  
*Total Expenditures Comparison Current Five Years*

	2010/2011	2009/10	2008/09	2007/08	2006/2007
<b>Expenditures</b>					
Approval	8%	11%	12%	10%	19%
Branches	1%	1%	1%	1%	3%
Electronic	26%	19%	18%	18%	17%
Monographs	6%	6%	6%	5%	8%
Preservation	1%	2%	3%	3%	4%
Serials	53%	55%	54%	56%	43%
Standing Orders	5%	6%	6%	7%	6%
<b>TOTAL</b>	<b>\$6,040,023</b>	<b>\$5,482,546</b>	<b>\$5,355,011</b>	<b>\$5,193,130</b>	<b>\$5,914,638</b>

Acquisitions Services  
**Table 3**  
*Branches and Regional Campuses*

	Monograph	Periodicals	Standing Orders	Databases	Total
Rosen	\$19,538	\$18,441	\$683	\$1,355	\$40,017
CMC	10,581	405	1,629	0	12,615
Eastern	\$8,206	0	0	0	8,206
Southern	\$10,763	187	0	0	10,950
Western	\$7,491	0	0	0	7,491
<b>TOTAL</b>	<b>\$56,579</b>	<b>\$19,033</b>	<b>\$2,312</b>	<b>\$1,355</b>	<b>\$79,279</b>



April 6, 2011, Founder's Day: 2011 Excellence in Librarianship recipient Ying Zhang poses with Barry Baker, Director of Libraries; Tony Waldrop, Provost; and Mary Page, Associate Director of Collections & Technical Services.

Acquisitions Services  
Table 4  
Five-Year Expenditure History\*

	2010/2011	2009/10	2008/09	2007/08	2006/07
<b>MONOGRAPHS</b>	<b>\$883,536</b>	<b>\$1,073,078</b>	<b>\$1,022,724</b>	<b>\$766,635</b>	<b>\$1,606,075</b>
Approvals	511,767	582,651	\$621,154	512,072	1,098,608
Firm Orders	367,715	335,546	401,569	247,449	500,542
Replacements	4,054	7,448	111,40	7,114	6,925
<b>SERIALS TOTAL:</b>	<b>3,465,694</b>	<b>\$3,365,513</b>	<b>\$3,213,875</b>	<b>\$3,276,518</b>	<b>\$2,926,368</b>
Standing Orders	296,219	312,563	\$338,449	396,410	347,127
Periodicals	582,787	582,944	\$1,283,426	1,437,456	1,120,031
Periodicals Online	2,586,688	2,470,006	\$1,592,000	1,429,165	1,444,780
<b>ELECTRONIC</b>	<b>1,580,420</b>	<b>\$1,037,839</b>	<b>\$952,530</b>	<b>\$945,062</b>	<b>\$979,922</b>
Periodical Databases	482,257	408,618	389,715	239,255	118,781
Databases	376,413	445,655	239,858	585,677	738,161
Back Volumes & Monographs	721,750	183,566	322,957	120,130	122,980
<b>PRESERVATION</b>	<b>\$83,726</b>	<b>\$114,764</b>	<b>\$137,277</b>	<b>\$159,606</b>	<b>\$204,425</b>
Microforms	47,401	75,390	72,496	69,482	72,648
Binding	36,325	39,374	64,781	90,124	131,777
<b>REGIONAL LIBRARIES</b>	<b>\$26,647</b>	<b>\$38,786</b>	<b>\$28,605</b>	<b>\$45,309</b>	<b>\$197,847</b>
<b>Eastern</b>	<b>\$8,206</b>	<b>\$11,193</b>	<b>\$7,719</b>	<b>\$9,619</b>	<b>\$84,988</b>
Firm Orders	8,206	11,193	6,354	7,069	67,627
Periodicals	-	-	1,365	2,074	13,651
<b>Southern</b>	<b>\$10,950</b>	<b>\$13,224</b>	<b>\$6,042</b>	<b>\$26,031</b>	<b>\$81,306</b>
Firm Orders	10,763	13,047	4,535	12,285	44,597
Periodicals	187	177	1,507	2,662	19,376
<b>Western</b>	<b>\$7,491</b>	<b>\$14,368</b>	<b>\$14,844</b>	<b>\$9,659</b>	<b>\$31,553</b>
<b>TOTAL</b>	<b>\$6,040,023</b>	<b>\$5,482,546</b>	<b>\$5,355,011</b>	<b>\$5,193,130</b>	<b>\$5,914,637</b>

\* 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 \$3,208,066 in support of statewide resources for the eleven universities.



LTA Specialist, Jamie LaMoreaux, hovers spectre-like over the chopping block and basket.

It isn't all hard work. Libraries Faculty & Staff look forward to the annual Halloween party organized by Alice Crist and Jeanne Piascik, both from Cataloging Services. Here are some of the Acquisitions folks full of the spirit!



Electronic Resources Librarian Athena Hoepfner joking with Traci Milbuta, Acquisitions Office Assistant, as famous Halloween celebrity sit idly by.



LTA Supervisor, Debbie Weatherford, clowning around for Halloween 2010.

**Acquisitions & Collections Services**  
*Table 5*  
*Selected Database usage 2010-2011 (COUNTER and non-COUNTER)*

	Searches	Sessions	Full-Text Access
<b>Databases</b>			
Alexander Street Press	11,699	3,289	
CQ Press	6,780	6,170	8,372
CSA Illumina	33,549	15,804	
EBSCOhost	5,237,386	1,844,210	1,207,590
Engineering Village	18,069	4,972	
FirstSearch	21,403	10,638	
Gale	4,131,561	2,702,213	203,507
ISI Web of Knowledge	43,061	34,400	
Lexis Nexis	72,930	86,319	84,821
NewsBank	2,978	2,470	38,703
Ovid	24,733	21,804	
ProQuest	184,549	64,286	57,956
SciFinder Scholar	20,193	8,159	
Wilson Web	148,532	144,038	49,826
Misc. Databases	136,966	81,850	246,541
<b>E-Books</b>			
Cambridge E-Books Online			530
Credo Reference	915	630	2,744
Morgan & Claypool	100	172	135
NetLibrary			41,101
Springer E-Books			120,214
Misc E-Books	2,043	1,119	6,916
<b>E-Journals</b>			
ACM Collections	61,516		3,490
ACS Publications	13,754	44,547	40,020
American Physical Society			19,350
Cambridge University Press	959		7,063
Elsevier Science Direct Journals	40,109	126,573	280,035
Emerald	1,274	11,339	8,915
Highwire Journals (Sage)			139,241
IEEE Xplore	42,371		26,364
Informaworld Journals (Taylor & Francis)	1,227	2,001	35,017
IOP Electronic Journals			12,863
JSTOR	260,337	196,621	216,381
Nature Journals	4,863		42,919
Optics Infobase	2,726	1,198	27,037
Ovid Journals	19,566	2,460	23,725
Project MUSE	7,321	9,228	13,943
Royal Society of Chemistry	8	125	7,531
Science	2,077		6,780
Scitation	2,264	951	15,730
Springer Journals			41,635
Wiley Blackwell			77,678
Misc. Journals	2,497	13,337	15,064

Michael Arthur  
Head, Acquisitions & Collections Services

## Highlights of the Year in Retrospect

FY2010/11 was another highly active year for the department. Emphasis was split between cataloging newly acquired materials, especially electronic resources, and various bibliographic maintenance projects. Cataloging staff performed outstandingly in all areas adding 67,885 titles. Three-day turnarounds were upheld for new materials. Workflows remained uninterrupted throughout most of the year even as vacant positions have had to go unfilled.

Special formats cataloger and in-house trainer Jeanne Piascik developed a presentation titled "Panic Free Guide to RDA," which was presented at the OCLC sponsored "Good Practices for Great Outcomes" statewide cataloging conference held at Florida Southern College, February 17, 2011. Ms. Piascik's session was very well received by those attending. She is also serving as the lead trainer for Cataloging Services staff members as we work towards implementation of the new cataloging code: Resource Description and Access (RDA), and Jeanne also gave her presentation to our staff in March 2011 (also very well received!)



### Cataloging Activities

Cataloging Services was greatly impacted by the increases in the amount of electronic resources that were being acquired during FY10/11. The E-resources unit has continued to handle this increase in an efficient and timely manner even without an increase in staffing. Records for both new and existing high profile electronic packages of monographs, serials, and databases were added to the catalog. These included: Springer Protocols e-books, OECD Education Library, Oxford

Scholarship Online, Oxford Handbooks Online, EEBO (over 10,000 records), and Cambridge Books Online management and music collections. As part of the cataloging process, much work was done in the way of analysis of various vendor MARC records, development of additional load profiles, as well as records upgrading, character coding, and authorities work.

In cooperation with FCLA and Library Systems & Technology, two new Electronic Theses and Dissertations (ETDs) workflows were added: Electronic Honors Theses (ETH) and the Retrospective Theses and Dissertations (RTDs).

In March 2011, a project to itemize and barcode materials for Special Collections & University Archives was developed and started by our LTA Supervisor Burak Ogreten. The three-month long project resulted in barcoding a total of 9,263 items, which will enable staff from Special Collections & University Archives to circulate their materials as well as help with inventory work. Other value added services that were completed during the project include weeding, local authors notation for UCF Authors Collection, holdings updates for single- and multi-volume sets, new spine labels, and deletion of duplicate records.

In January 2011 we began receiving the last of the completed inventory/shelf lists of items from last year's relocation project ("Big Shift"). Staff members continue updating records for these items in the online catalog with location changes and holdings information.

A program to select and display newly-acquired titles was implemented by Reference Services in January 2011. A special workflow was set up to accommodate this new service so that the



Cataloging Department: Seated left to right: Leticia Abulencia; Ginny Farmer; Lyn Case; Claire Leonard; Alice Crist; and Jeanne Piascik  
Standing left to right: Linda Sterchele; Eda Correa; Jorge Santiago; Yvonne Rivera; David Healy; Rey Parulan; Peter Spyers-Duran; Patrick Hadlock; Kim Montgomery; Anna Dvorecky; and Burak Ogreten

materials coming from Acquisitions & Collections Services would receive cataloging priority and a location status of "On Display" in the online catalog.

A very rare and unique Spanish antiphonary (ca. 1520-1560) was donated to the Libraries' Special Collections & University Archives this year. Our special formats cataloger performed original cataloging for the item and the record was contributed to the OCLC WorldCat database.

This spring, selected cataloging staff members attended a workshop on the basics of Dublin Core, presented by Laila Miletic-Vejzovic (head of Special Collections & University Archives), and will be the first in a series of training sessions to help with the integration of descriptive metadata creation services into the current/traditional cataloging workflows. Initial projects for staff involvement will include providing descriptive metadata for photographs digitized for the ASERL Civil War Era shared digital collection.



## Facility

A permanent workstation was set up in 321C with various cataloging programs. This provided some additional work and/or training space for staff.



## Organization

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



## Partnerships

Cataloging services staff members continue to participate on various levels in a variety of consortia activities and committees including OCLC Expert Community Cataloging project, TSPC, SUL Authorities and Metadata subcommittees, Statewide Bibliographic Standards Advisory Group, SUL Single Bib pilot project, and Rapid ILL. Cataloging activities are contributed to the Digital Libraries of the Caribbean (dLOC).



## Staffing Changes

- Mary Page joined the library in August as the Associate Director for Collections & Technical Services.
- Temporarily shifted duties and assignments within the department to accommodate staffing shortages and priority project work.

No vacancies were approved to be advertised or filled during FY10/11.

## Departmental Goals: 2010/2011

- **Work with newly hired Associate Director for Collections & Technical Services to coordinate workflows and reorganize the department as necessary.** *Met with Mary on various occasions to discuss staffing needs and current workflows. No reorganization was suggested, but a new procedure for processing of materials was implemented. This shifted some labeling functions from Cataloging to Acquisitions once completed materials come back to Cataloging for distribution to Circulation.*
- **Prepare for implementation of Resources Description and Access (RDA) cataloging standards.** *Training was provided for staff and librarians via in-house, face-to-face, and webinar formats. Recommendation/decision was announced in June by the joint steering committee, and national implementation will take place no sooner than January 2013, so training at the local level will continue but at a slower pace than originally anticipated.*
- **Continue to assist with the development of Statewide Bibliographic Standards and work towards consortia cataloging in a shared bibliographic environment.** *Participated on statewide committees and groups working on single/shared bibliographic projects.*
- **Support and maintain an adaptive, flexible workforce.** *Provided ample opportunities and release time for staff for training and skills development throughout the year. Began training with special collections on Dublin Core for creation of descriptive metadata for digital projects. Began in-house, face-to-face and webinar training for staff on RDA.*

## Departmental Goals: 2009-2010

- **Continue to assist with development of Statewide Bibliographic Standards and work towards consortia cataloging in a shared bibliographic environment.**
- **Support and maintain an adaptive, flexible workforce.**
- **Continue to prepare for 2013 implementation of Resource Description and Access (RDA) cataloging standards.**

## Performance Enhancement Recommendations

- Establish, advertise, and fill an additional LTA Specialist position assigned to work with batch loading and data transformation.
- Establish, advertise, and fill an A&P position to assist with workflow operations and project management.
- Provide training for cataloging staff as needed.

## 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

### 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 & University 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) supporting upgrades and enhancements to MANGO user interface. Participated in TSPC, SUL Metadata and Authorities Subcommittees, Statewide Bibliographic Standards Advisory Group, and dLOC.

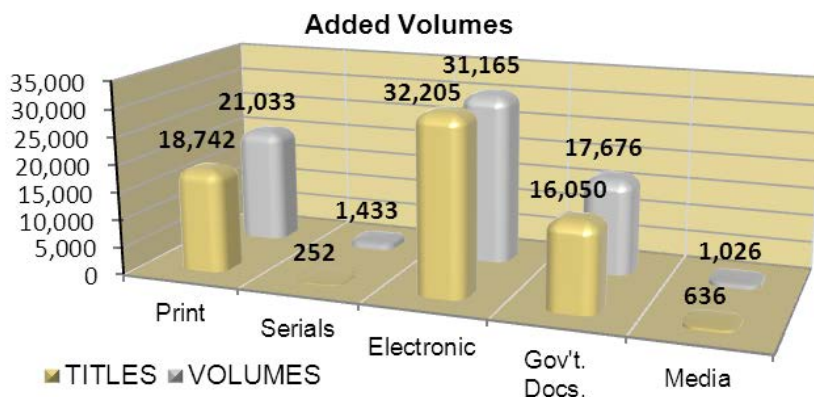
## STATISTICS

### Cataloging Services

Table 1

#### 2010 - 2011 Added Materials

	TITLES	VOLUMES
Print	18,742	21,033
Serials	252	1,433
Electronic	32,205	31,165
Gov't. Docs.	16,050	17,676
Media	636	1,026
<b>TOTAL</b>	<b>67,885</b>	<b>72,333</b>

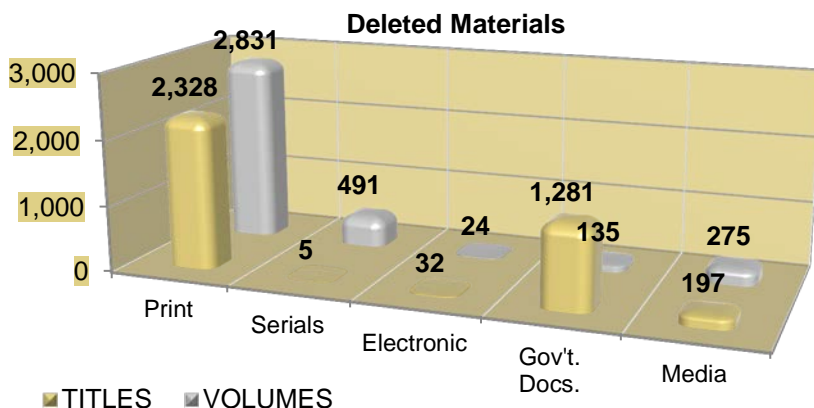


### Cataloging Services

Table 2

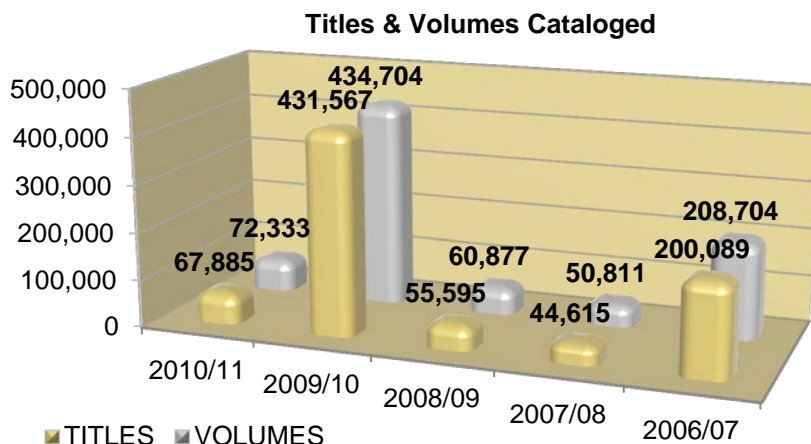
#### 2010 - 2011 Deleted Materials

	TITLES	VOLUMES
Print	2,328	2,831
Serials	5	491
Electronic	32	24
Gov't. Docs.	1,281	135
Media	197	275
<b>TOTAL</b>	<b>3,843</b>	<b>3,756</b>



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

	TITLES	VOLUMES
2010/11	67,885	72,333
2009/10	431,567	434,704
2008/09	55,595	60,877
2007/08	44,615	50,811
2006/07	200,089	208,704



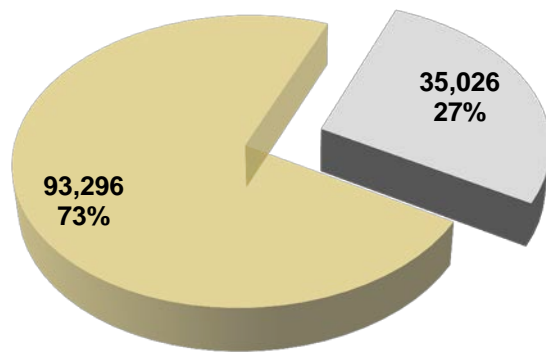
**Cataloging Services**  
**Table 4**  
**2010 - 2011 Highlights**

Bib Maintenance	
Barcodes (damaged, missing)	10,494
Labels (corrections, damaged, missing)	4,295
OCLC LHR	846
Location change	1,166
Move order record	41
Rebinds	495
Replacements	113
Review of bib maintenance request	2,679
Transfers	28
Upgrade existing catalog record	73,139
<b>Total</b>	<b>93,296</b>

Cataloging	
Original cataloging	405
OCLC error reports	18
Priorities	278
Upgraded cataloging	34,325
<b>Total</b>	<b>35,026</b>

Summary	
Bib Maintenance	93,296
Cataloging	35,026
<b>Total</b>	<b>128,322</b>

**Summary**



■ Bib Maintenance ■ Cataloging

Evelyn S. Case  
Head, Cataloging Services

Circulation Services, Information Literacy & Outreach, Interlibrary Loan/Document Delivery Services, and Reference Services comprise UCF Libraries Public Services. Public Services contributes to the mission of the Libraries by supporting learning and teaching, research, creation of knowledge, intellectual growth, and enrichment of the academic experience. The four Public Services departments report separately on departmental accomplishments, highlights, goals and statistics in this report.

## Highlights of the Year in Retrospect



The year began with final plans and work for the opening of the Knowledge Commons on August 23, 2010. The Commons officially opened with a ribbon-cutting by Student Government officers, and a giveaway of UCF Libraries Knowledge Commons flash drives to the first 100 students who entered the Commons after the ribbon-cutting. The opening was the culmination of thousands of hours of work contributed by every Public Services employee. It was exciting to see the immediate response of the students using the Commons. The opening kicked off a record-breaking year for Public Services departments. The Knowledge Commons positively affected a number of services by bringing new attention to the library as a whole.

The opening of the Knowledge Commons was featured in *College and Research Libraries News*, *American Libraries*, and in a long front-page article in the *Central Florida Future*. Dale Fakess of the Office of Instructional Resources created a “before and after” video, showing the student use of the area before and after construction of the Commons. Ed Heiland of UCF News posted a *YouTube* video about the Commons. The Faculty Center for Teaching and Learning held the Faculty Showcases which end the Summer and Winter Faculty Conferences in the Knowledge Commons in December and in May.

Circulation Services completed the tasks related to preparation for and opening of the Knowledge Commons, including shelf reading. Increased use of the library building kept Circulation very busy.

Information Literacy & Outreach had a record number of users for the Information Literacy Modules: 22, 658.

Interlibrary Loan/Document Delivery Services began using the statewide UBorrow system on March 1, 2011. In the first year of Center for Research Libraries membership, 433 items were requested and delivered to UCF patrons. As members in the RapidILL system for delivery of articles increased, UCF’s average turnaround time for delivery of articles to patrons decreased to 14.6 hours.

The new Reference & Information Desk, now located in the Knowledge Commons in full view of the library entrance, answered 58% more questions than were answered in 2009 – 2010. Research Consultations increased 38%.

This year, the LibQUAL+ survey generated a record response: 3,497 undergraduates, graduate students, and faculty completed the survey. The increased response may be due to a drawing for an iPad, and to an overall feeling of increased awareness and satisfaction with the library due to the Knowledge Commons.

Awareness of the library building brings challenges as well. In June, a laptop thief was apprehended by University Police, bringing attention from local media. The laptops had been stolen in the library, although thefts are on the rise campuswide. Circulation continues to build awareness of the need for users to secure belongings.

## Departmental Goals: 2010-2011

- **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. 2010- 2011 marked the fifth year of the Libraries Student Advisory Board. This year, a newly revitalized Board met in the fall and spring. Membership was treated more formally, and meeting turnout increased to a dozen. The Libraries co-hosted Cram 4 the Exam at midterms and finals with UCF’s Student Government. The main library closed at 7 p.m., as usual, but reopened only for students at 7.30 p.m. Study and research support were available for attending students.
- **Strengthen informal channels of user feedback, particularly the Suggestion Boxes.** Suggestion box comments and suggestions are received physically and electronically. This is the first full year in which the suggestions received electronically go directly to Ask A Librarian (AAL); i.e., a click on the Suggestion Box link sends the message to AAL. Many times the electronic suggestions ask questions about resources and services, rather than commenting or suggesting. Since AAL has evening and weekend hours, they can send answers to students more quickly. In the past, the Suggestion Box received questions on resources needed for an assignment or paper due the next day. The electronic Suggestion Box receives far fewer suggestions than the four wooden Suggestion Boxes in the main library building. This year 63 faculty and students received a phone call or e-mail response to a suggestion.

Twitter has been developing into an informal channel for user feedback. Cindy Dancel, Reference Services, and other “Tweeters” send messages on a

daily basis and are often notified of problems and receive commentary on library services. Over 500 "Tweets" were sent during this year.

■ **Successfully administer LibQUAL+ 2011. Reach over 2,000 respondents, and analyze results with a special emphasis on differences between previous surveys administered before the opening of the Knowledge Commons.** In Spring 2011, the library administered LibQUAL+ 2011. 3,497 UCF students, faculty, and staff completed the survey. The record response was due to a random drawing for an iPad held to publicize the survey, and (possibly) the overwhelmingly favorable student reaction to the opening of the Knowledge Commons in August 2010. More details on the survey responses appear later.



Director of Libraries Barry Baker presents Tayrn Griffith, 3<sup>rd</sup> Year Knight majoring in French with a new iPad she won in the chance drawing for completing the LibQUAL+ survey.

■ **Successfully implement the planned Integrated Service Model.** Public Services departments have a good relationship, but strive to work together more often and more efficiently. Work before and after the Knowledge Commons opening has brought many opportunities for collaborative and cooperative

work. In May, the department heads were brought together to begin discussing 21st Century Library Services. At the American Library Association meeting in June, Penny Beile and Meg Scharf were able to meet with library consultants George Needham and Joan Frye Williams to discuss ideas for future directions. The Integrated Service Model will now take shape in planning future services.

■ **Bring the department heads of Public Services together to plan for the times ahead, with a special emphasis on signage and way finding, affect of service, and consolidating resources wherever possible.** The 21st Century library Services project was begun in 2010-2011 and will develop plans for communicating with users on way finding and directional issues. Plans are in place for Systems and Technology to implement a digital sign solution soon, which will provide opportunities to improve directions and way finding. In August 2010, for the first time in years, the elevator signs were improved and installed, benefitting from a new framework, a bright new design, and more accurate, updated information.

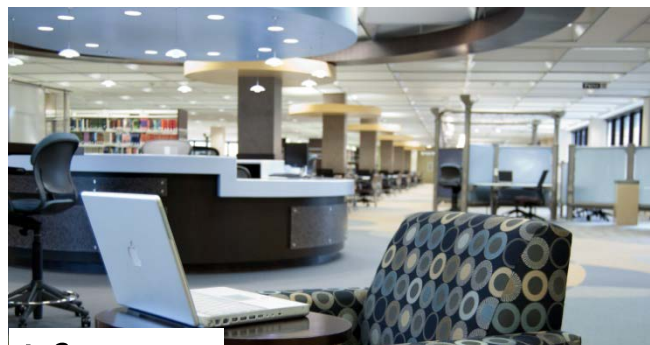
## Departmental Goals: 2011/2012

- **To create a plan for 21st Century Library Services.** The plan will provide an examination of the current work of UCF Public Services, and an overview of future directions, as well as outlining steps that will be taken to begin moving toward the future. Initial work is taking place with department heads, but this year the work will grow to include others from Public Services.
- **To continue to strengthen student input, feedback and responsiveness.** Through the Library Student Advisory Board and other means.
- **To improve communication with users by every means possible.**

## Reference Desk



Before



After

## Knowledge Commons

Meg K. Scharf  
Associate Director, Public Services

Following are the 2006–2011 LibQUAL+ responses to questions about the three dimensions: **Library as Place**, **Affect of Service**, and **Information Control**; as well as the Overall Mean Scores.

## ■ What do the numbers mean?

UCF Libraries has administered the LibQUAL+ survey four times during this five- year period: Spring 2006, Spring 2007, Spring 2009, and Spring 2011. The greatest improvement in scores in all dimensions of the survey occurred in 2011, after students had the opportunity to use the Knowledge Commons.

In LibQUAL+, respondents are asked to rate their attitudes about library service along three dimensions: **Service Affect**, **Library as Place**, and **Information Control**. The scores listed here are mean scores for the three service dimensions and the overall combined mean scores for the survey.

Users are asked to give three ratings for each question, on a scale from 1 to 9, with 9 being the most favorable:

1. The number representing the **Minimum** level of service considered to be acceptable.
2. The number representing the **Desired** level of service the user personally wants or expects from superior libraries. How important is this service to the user?
3. The number representing the **Perceived** level of service provided by the library.

The **Adequacy Gap** score is calculated by subtracting the *minimum* score from the *perceived* score. In general, Adequacy is an indicator of **the extent to which the library is meeting the minimum expectations of users**. A negative service adequacy gap score indicates that library users' perceived level of service quality is below their minimum expectations for service.

A **Service Superiority Gap** score can be calculated by subtracting the *desired* score from the *perceived* score. In general, it is an indicator of **"how far" the library needs to go to give users the desired level of service**.

Both the Service Adequacy Gap and the Service Superiority Gap scores are scaled such that **higher scores are more favorable**.

# STATISTICS

Table 1  
*Library as a Place*

	Minimum Mean	Desired Mean	Perceived Mean	Adequacy	Superiority
Spring 2011	6.41	7.88	7.15	<b>0.74</b>	<b>-0.73</b>
Spring 2009	6.61	7.93	6.9	<b>0.29</b>	<b>-1.03</b>
Spring 2007	6.63	7.83	6.68	<b>0.05</b>	<b>-1.15</b>
Spring 2006	6.47	7.92	7.12	<b>0.65</b>	<b>-0.8</b>

Table 2  
*Affect of Service*

	Minimum Mean	Desired Mean	Perceived Mean	Adequacy	Superiority
Spring 2011	6.6	7.82	7.46	<b>0.86</b>	<b>-0.36</b>
Spring 2009	6.81	8.02	7.35	<b>0.54</b>	<b>-0.67</b>
Spring 2007	6.93	8.09	7.38	<b>0.45</b>	<b>-0.71</b>
Spring 2006	6.42	7.81	7.16	<b>0.74</b>	<b>-0.65</b>

Table 3\*  
*Information Control*

	Minimum Mean	Desired Mean	Perceived Mean	Adequacy	Superiority
Spring 2011	6.48	7.85	7.31	<b>0.83</b>	<b>-0.54</b>
Spring 2009	7.02	8.22	7.34	<b>0.32</b>	<b>-0.88</b>
Spring 2007	7.31	8.42	7.27	<b>-0.04</b>	<b>-1.15</b>
Spring 2006	6.67	8.06	7.3	<b>0.63</b>	<b>-0.76</b>

\* Whole population of respondents

2011 showed the highest scores for perceived level of service in all dimensions and in the overall mean perceived score. 2011 showed the **greatest improvement** in the **adequacy** score, and the **greatest gain** in the **superiority** score.

Table 4  
*Overall Scores*

	Minimum Mean	Desired Mean	Perceived Mean	Adequacy	Superiority
Spring 2011	6.51	7.86	7.32	<b>0.81</b>	<b>-0.54</b>
Spring 2009	6.86	8.09	7.25	<b>0.39</b>	<b>-0.84</b>
Spring 2007	7.02	8.17	7.18	<b>0.16</b>	<b>-0.99</b>
Spring 2006	6.53	7.93	7.21	<b>0.68</b>	<b>-0.72</b>

## Highlights of the Year in Retrospect

A major task for this year was completing the department's efforts related to the Knowledge Commons project. All of the reference shelving located on the second floor that was not used for the Knowledge Commons was relocated and assembled on the other floors of the library. Once the shifting of the entire general collection was completed the department coordinated and supervised a shelf reading project aimed at identifying and correcting any resulting shifting errors. The shelf reading was accomplished by volunteers from the entire library staff. Minor errors were corrected by the shelf readers while larger problems requiring more time to fix were passed on to the Stacks unit.

In staffing news four department staff successfully completed their advanced degree programs during this reporting period. Johnny Hill graduated from USF with a Masters in Library and Information Science Degree, earning a 4.0 GPA. Megan Humphries also graduated from USF with a Masters in Library and Information Science. Amanda Ng Mon graduated from UCF with a Master of Science in Accounting and Blake Robinson graduated from FSU with a Master of Library and Information Science degree. Gerald Dillon continues working toward a degree in Business Administration at Valencia Community College. Joseph Ayoub presented Arabic language classes as part of the Library Diversity Week events and also gave a training class on Arabic culture through the UCF Office of Diversity Initiatives. Johnny Hill and Blake Robinson have been staffing the Research Assistance & Information Desk on a volunteer basis, and Johnny has also assisted with library instruction classes. Stephen Nordlinger prepared and presented a training session on Office Safety for the Cataloging Services. Circulation Services congratulates and offers best wishes to Andrew Hackler (Stacks unit OPS) and Whitney Broadaway (Special Collections & University Archives OPS), who were married May 21, 2011.

Audio equipment and software were purchased and installed to replace the outdated CD-ROM equipment used for the library closing announcements. The old CD player was replaced with digitally recorded audio

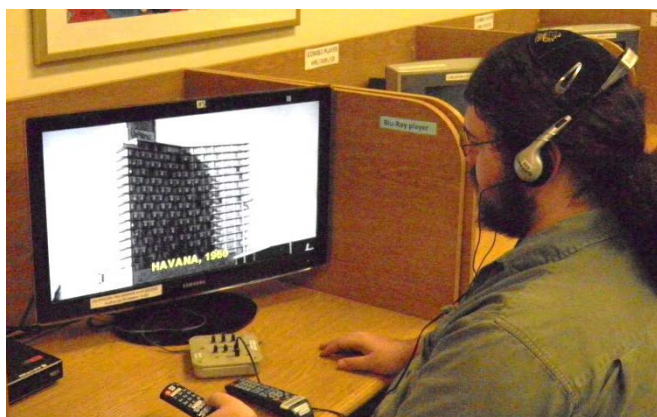
announcements that can be played back via a PC using Windows Media Player. This new equipment and software allow the library to locally record a larger variety of closing announcements, including customized announcements based upon unique or focused events, such as football game day closings. We can also more readily record our standard closing announcements using a variety of different voices.

Department training during this reporting period included a session based on the webcast "50 Things Libraries Should Never Do," by Meg Scharf and Marcus Kilman. Patron and library employee suggestions for the "50 Things" were discussed and evaluated by the department to develop recommendations and strategies for improving patron service. Johnny Hill coordinated and developed student assistant orientation and training sessions for both Stacks unit student assistants and Circulation and Media units student assistants. Sessions were held on September 8 and 18, 2010 and June 4, 2011.

The department contributed significantly to the 21st Century Library and ARC (Automated Retrieval Center) feasibility study and committee work during this reporting period. Much of the preliminary work for planning and then loading library materials into an ARC facility revolve around general collection volume counts, circulation statistics, and time and staffing requirement estimates for relocating materials into the ARC, and also stacks disassembly and relocation. Various ALEPH, ARROW, and custom reports were used to gather data necessary for the feasibility study. The custom reports were developed with the much appreciated assistance of Blake Stephens from Systems & Technology. In addition, the department head worked with FCLA to evaluate current ARROW reports to provide more useful reports for gathering circulation needed data for weeding the Libraries' collection and loading the ARC. As a result of this collaboration with FCLA a new ARROW report "Low Use Items" was developed.

## Other Highlights and Projects

- Provided training for Special Collections staff on running statistical reports in ALEPH.
- All of the six-shelf shelving located on the fourth floor of the library was replaced with seven-shelf shelving, resulting in an increase of almost 400 linear feet of new shelving on that floor.
- Jim Mauk installed and set up five new 26 inch flat screen televisions and one new Blu-Ray player to replace older and outdated video equipment.
- The department participated in two "CRAM for the Exam" events during this reporting period. CRAM nights, co-sponsored by the Libraries and the SGA, were held on December 5 and April 23. The library remained open until 3:00 a.m. for the exam finals CRAMS.
- The Circulation and Media units continued to extend library hours from 1:00 a.m. to 3:00 a.m. for five days during the weeks of the fall and spring semester finals. In addition, the library extended operating hours from 11:00 p.m. to 1:00 a.m. during the Summer B finals.
- Ten laptop cable locks were purchased and placed on Reserves for checkout by library



UCF student Aaron Zuckerman views a documentary on the new Media equipment – a Blu-ray player and a 27-inch HD high definition television.

patrons to improve security of personal laptops in use in the library.

- Gerald Dillon and Amanda Ng Mon developed and coordinated a volunteer campus scavenger hunt for the department's evening/weekend student assistants. The scavenger hunt was designed to familiarize our student assistants with locations and functions of other UCF departments in order to improve their patron service skills at the Circulation & Media desks.
- Gerald Dillon arranged for training and orientation visits to the CMC and Rosen libraries during the semester breaks.
- The department again assisted with the Operation Excellence and Assessment Support (OAES) survey by handing out coupons at the Circulation Desk to students who had completed the survey.



## Staffing Changes

- Amanda Ng Mon was hired as Sr. LTA in Circulation.
- Andrew Hackler was hired as OPS in Media.



- Allison Matos was hired as OPS in Circulation.
- Three permanent USPS positions remain open and frozen in the department.

## Departmental Goals: 2010-2011

- **Hire a permanent USPS for the Evening/Weekend Sr. LTA position formerly held by Nathan Schweer.** *Amanda Ng Mon was hired for the position during this reporting period.*
- **Finish up the remaining tasks related to Knowledge Commons project, which include:**
  - **Relocating some of the shelving removed from the second floor to other floors of the library as possible given space constraints.** *All of the shelving from the second floor was relocated to other floors of the library.*
  - **Continuing to surplus the furniture and other unusable materials removed from the second floor.** *Most of the furniture from the second floor was relocated to other floors of the library. What could not be used elsewhere in the library was sent to surplus.*
  - **Finishing up the shelf reading of the General Collection and correct major errors or problems identified by other library staff participating in the shelf reading.** *With the help of all library staff and faculty, the shelf reading of the general collection was completed in a timely manner. Minor problems were fixed by the volunteers and major problems were corrected by the Stacks unit.*



Sr. LTA Stephen Nordlinger assists UCF student Amanda Haataia in the use of one of the new Media digital microfilm/fiche machines.

## Departmental Goals: 2011-2012

- **Develop circulation policies and procedures for and place into circulation the new media equipment approved for purchase through a Student Technology Fee grant proposed by the library.** *New equipment will include iPads, digital cameras, flip video cameras, digital voice recorders, portable Blu-Ray players, and portable scanners.*
- **Continue to work toward improved customer service through staff and student assistant training.**
- **Plan and implement, as time permits, a project to pull books from the stacks to replace faded and worn call number labels.** *This project may take several years to complete.*

## Advancement Toward the President's Five Goals



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



**Achieve international prominence in key programs of graduate study and research**  
Continued to operate the Reserves unit to support the teaching mission of the university. Provided extended circulation privileges to graduate students to support their research needs.



**Become more inclusive and diverse**  
Continued the department practice of hiring minority and international students and staff.



## Be America's leading partnership university

Provided circulation privileges to:

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

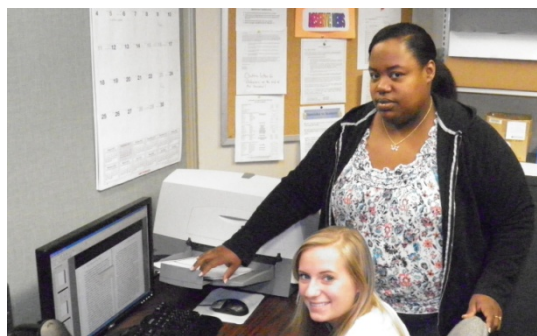
### Performance Enhancement Recommendations

Having three permanent USPS positions open in the department places a strain on the ability of the department staff to effectively fulfill all of department's responsibilities and duties. Current staff members are responsible not only for their own job duties, but are sharing the duties of the vacant positions. In addition, the creation of one new staff position, a weekday cash register LTA position, would improve patron service at the main circulation desk. Currently, department staff are having to double staff the Circulation Desk during most daytime hours, further reducing the ability of the staff to fulfill their normal duties as they are having to spend more time assigned to the Circulation Desk.



Circulation Services Staff Members dressed as King Henry IV and his ladies for Halloween 2010: Seated: Myna Branham and Johnny Hill; standing: Megan Humphries, Martha Cloutier, Jade Laderwarg (Library Administration), Mary Lee Gladding-Swann, Susan MacDuffee (Acquisitions)

# STATISTICS



Student Supervisor Margaret Powell trains Student Assistant Heidi Esterune in scanning an article to be placed on electronic course reserves.

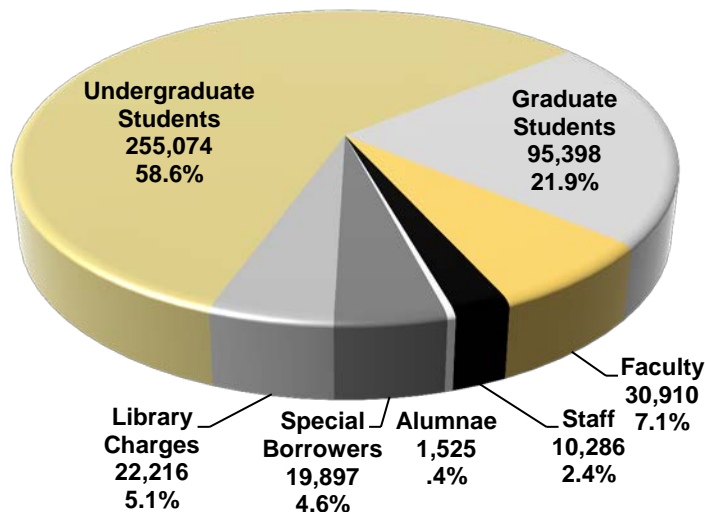
Circulation Services  
Table 1  
Five-Year Comparison

	2010/2011	2009/2010	2008/2009	2007/2008	2006/2007
<b>ITEMS CIRCULATED:*</b>					
A-V, Music, Video, DVD	13,810	17,929	18,832	25,075	24,795
Browsing Collection	2,698	3,010	2,880	2,305	2,015
Documents	394	425	438	371	455
General Collection	298,841	284,865	288,227	287,766	299,297
Reserves**	19,554	138,170	127,762	109,925	128,215
<b>TOTAL ITEMS CIRCULATED</b>	<b>435,297</b>	<b>444,399</b>	<b>438,139</b>	<b>425,442</b>	<b>454,777</b>
<b>ITEMS SHELVED</b>	<b>264,825</b>	<b>287,272</b>	<b>283,154</b>	<b>275,496</b>	<b>294,772</b>
<b>PATRON COUNT</b>	<b>1,463,677</b>	<b>1,357,726</b>	<b>1,358,824</b>	<b>1,238,666</b>	<b>1,316,516</b>
*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

	2010/2011	2090/2010	2008/2009	2007/2008	2006/2007
<b>PATRON TYPE</b>					
Undergraduate Students	255,074	269,235	271,941	249,465	269,109
Graduate Students	95,398	94,484	94,985	91,884	101,329
Faculty	30,910	32,374	24,373	35,980	36,696
Staff	10,286	10,473	9,497	11,394	10,869
Alumnae	1,525	4,753	5,378	5,459	4,745
<b>Special Borrowers:</b>	<b>19,897</b>	<b>20,194</b>	<b>19,105</b>	<b>20,443</b>	<b>23,369</b>
Affiliate	6,195	3,981	1,727	3,836	4,319
Courtesy	6,713	7,867	10,079	7,586	8,875
Associate/Subscriber	6,989	8,346	6,512	7,683	7,249
<b>Library Charges:</b>	<b>22,216</b>	<b>12,886</b>	<b>13,647</b>	<b>12,155</b>	<b>11,586</b>
Interlibrary Loan	10,311	10,192	11,335	9,852	11,279
Other	11,905	2,694	2,312	2,303	307
<b>TOTAL ITEMS CIRCULATED</b>	<b>435,297</b>	<b>444,399</b>	<b>438,139</b>	<b>425,442</b>	<b>454,777</b>

Circulation Services  
Chart 1  
Patron Type, 2010-2011



LTA Supervisor "Sheriff" Gerald Dillon took second place in the 2011 IT&R Annual Social costume contest.



Gloria Coney (Circulation Services) and Patricia Hall (Government Documents) attend the annual Black Faculty and Staff Association luncheon

Marcus Kilman, II  
Head, Circulation Services

## Highlights of the Year in Retrospect

The Information Literacy & Outreach (ILO) department had many significant accomplishments during the 2010-2011 year. ILO team members include: Elizabeth Killingsworth, interim head; Rosie Flowers, Sr. LTA; Corinne Bishop, Information Literacy Librarian; Renee Montgomery, Outreach Librarian; and Rachel Mulvihill, Distance Learning Librarian.



### **Information Literacy Modules**

One of the major accomplishments of the year for the information literacy modules project was the creation of a second set of assessment questions for each of the twelve existing modules. Previously, each module had only one set of assessment questions. The additional question set increased the rigor of each module, especially for students given more than one attempt to obtain a high score. The completion of this project was accomplished with the financial support of the Information Fluency Office which paid for the continued work of our Information Literacy Librarian, Corinne Bishop, and the graduate student we hired, Sharen Patel. While Sharen worked with our department a short time, the impact of her work was substantial. She created assessment questions for each module within a team effort to accomplish our goal. While the creation of the assessment questions was the end point, we also took this time to analyze each module to make sure the assessment questions were aligned with the practice questions and with the content. Each librarian within the department was assigned specific modules to review. Based on an analysis completed by Beth Nettles, an assessment specialist within the Center for Distributed Learning, each librarian made edits to the content to align more completely with the practice and assessment questions. Beth's assessment analysis also identified existing assessment questions that needed attention based on low scores from students in previous years. We analyzed these questions to determine if the wording or content might be problematic. In some cases, old questions were rewritten or content was revised or edited. In some cases, we determined the assessment questions were just more rigorous. And in some instances, we realized that we needed to add new assessment questions or delete assessment questions to balance with the practice questions. Because of the comprehensive analysis of each module and the addition of an exceptional graduate student with excellent analytical skills and a very strong work ethic, the project was completed on time. All 12 sets of assessment questions were completed and all modules were revised by May 2011. Then the team collapsed in a heap.

After recuperating, Corinne Bishop then completed an overhaul of the module on Conducting a Literature Review. We felt the first version of this module that we created in 2009 was too content-heavy. Corinne streamlined the content and worked to make the content more of a basic primer on the topic, rather than including details more suited to an advanced treatment of the topic. The new version was completed over the summer 2011.

Another module in need of a major revision was the Managing References Using RefWorks module. A new version of the RefWorks software was released in May 2011. Renee Montgomery edited the content, practice questions, and the assessment questions to reflect the changes of this new version. The new version of this module was made public over the summer 2011.

In addition to work on the modules, we also completed a Memorandum of Understanding (MOU) with the Center for Distributed Learning to ensure the continued cooperation of the two units on the project. The MOU outlines the extent of instructional design and graphics support, as well as the technical support for end users that will continue throughout the life of the modules.



### **Information Literacy Module Statistics**

We also met with the creators of the Obojobo system throughout the year for discussions of new functionality for the system, including a new reporting system. The new reporting system was unveiled in May 2011. We are now able to retrieve accurate statistics on the use of our modules. Before the reporting system, each month the Obojobo system creators, Ian Turgeon and Zach Berry, distributed over 50 excel files with cumulative data on the system as a whole. The data included other users of the Obojobo system, so information literacy numbers had to be extracted each month. Rosie Flowers worked tirelessly to take the monthly reports and pull from it accurate reports on the Information Literacy modules. What became apparent from this process was that data was being dropped each month. Because of Rosie's work, Ian and Zach were able to determine that the reports had all been run against the wrong tables for quite some time. The missing data was restored. Once the new reporting system was available in May 2011, we were able to run accurate reports. We were able to confirm their accuracy based on the analysis Rosie completed with the Excel file data. As a result, the accurate statistics show a substantial increase in the use of the information literacy modules over previously reported data.

## Definitions:

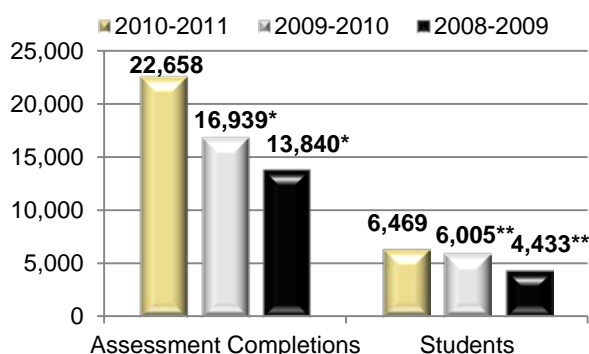
**Assessment Completions:** Number of assessment tests completed by students

**Instance:** Faculty members create an "instance" or version of a module to assign to their class. Each time an instance is created, it is counted.

**Unique Courses:** Unduplicated courses (for example, ENC 1101 is counted one time, no matter how many sections of ENC 1101 have used the modules).

**Total Course Sections:** Duplicated courses.

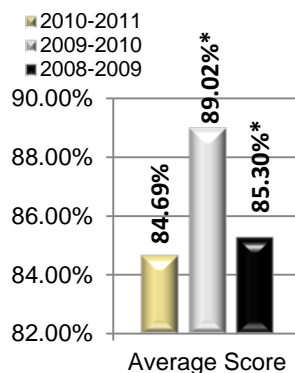
## Information Literacy Module Statistics



\*Based on the new reporting system, compared to 12,901 (09/10) and 11,039 (08/09).

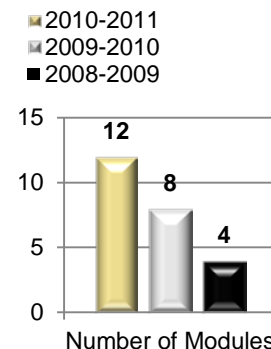
\*\*Based on new reporting system, compared to 4,250 (09/10) and 4,055 (08/09).

## Information Literacy Module Statistics

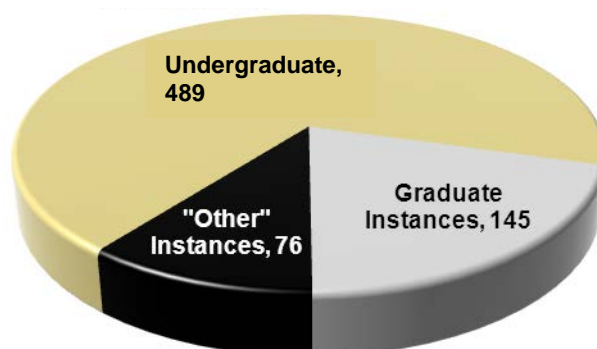


\*Based on the new reporting system, compared to 90.40% (09/10) and 89.08% (08/09).

## Information Literacy Module Statistics

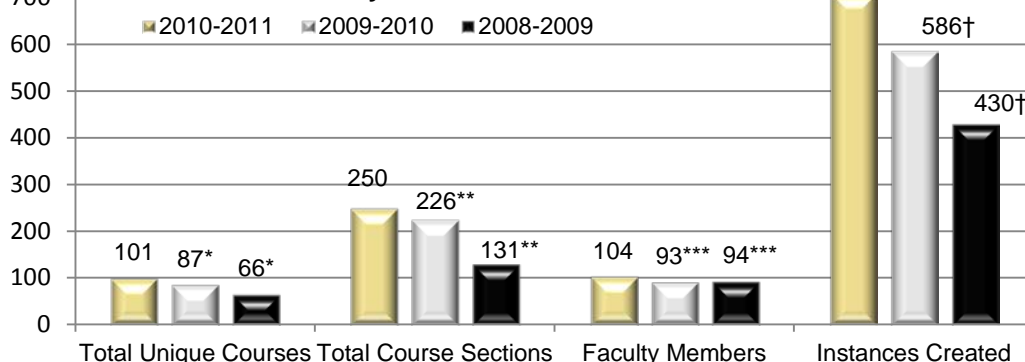


## Breakdown of Instances Created



"Other" courses include workshops, recovered data, etc.

## Information Literacy Module Statistics



\*Based on the new reporting system, compared to 139 (09/10) and 151 (08/09).

\*\*Based on new reporting system, compared to 226 (09/10) and 131 (08/09).

\*\*\*Based on new reporting system, compared to 50 (09/10) and 77 (08/09).

†Based on new reporting system, compared to 361 (09/10) and 307 (08/09).



## Library Instruction

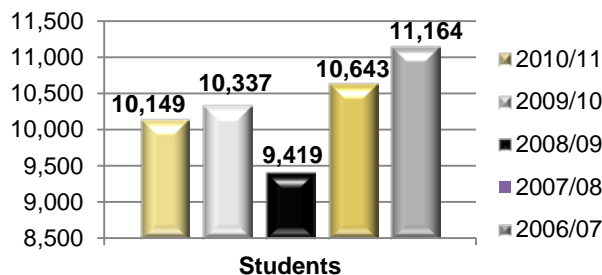
### Face-to-face instruction

Our face-to-face instruction sessions decreased slightly over the previous year. Twelve librarians have a percentage of their assignment to teach face-to-face library instruction sessions: Corinne Bishop, Linda Colding, Rich Gause, Richard Harrison, Aysegul Kapucu, Jason Martin, Hal

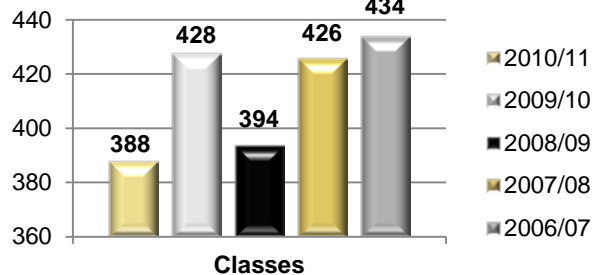
Mendelsohn, Renee Montgomery, Rachel Mulvihill, Missy Murphey, Terrie Sypolt, and John Venecek.

While the number of face-to-face classes has decreased, the number of students remained relatively stable.

**Face-to-Face Instruction  
Total Number of Students**



**Face-to-Face Instruction  
Total Number of Classes**



**Breakdown of Face-to-Face Courses  
2010-2011**



**Breakdown of Face-to-Face Students  
2010-2011**



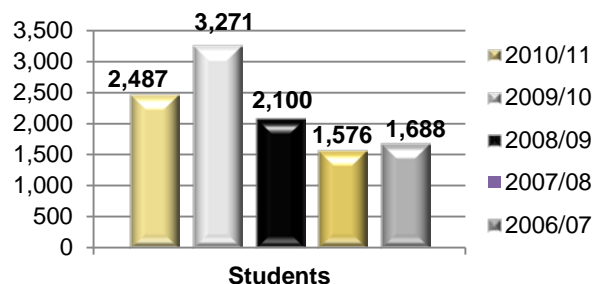
### Embedded Librarians in Web Courses

The embedded librarian project is a collaboration between librarians on the main and regional campuses. Nine librarians participated as embedded librarians: Barbara Alderman, Corinne Bishop, Dee Bozeman, Elizabeth Killingsworth, Renee Montgomery, Rachel Mulvihill, Andy Todd, Min Tong, and John Venecek. Each librarian is embedded in a course section and works with a professor to tailor library support for the class.

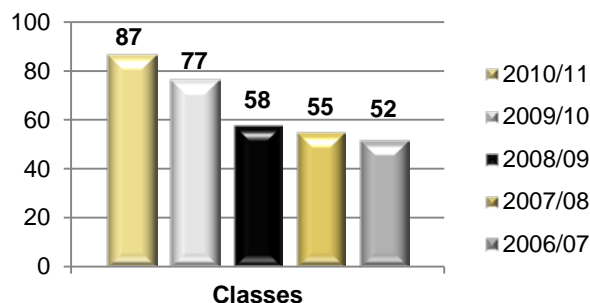
Librarian participation in the course may be substantial with a graded assignment, live chats, customized LibGuides or face-to-face instruction. At minimum librarians monitor the course throughout the semester to answer library-related questions.

The statistics reveal a program that continues to grow. Librarians were embedded in 39 undergraduate courses and 48 graduate courses throughout the year reaching 2,487 students.

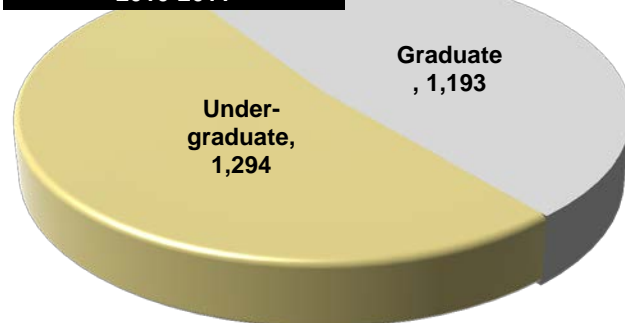
**Total Number of Web Students**



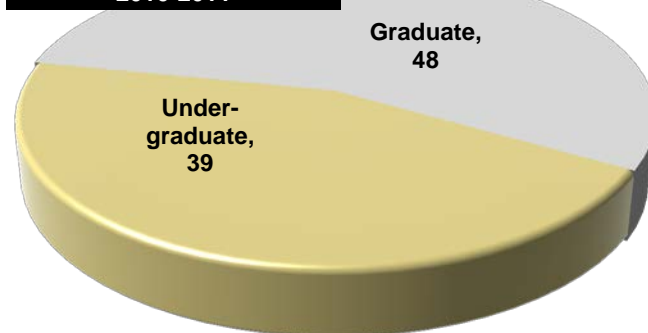
**Total Number of Web Courses**



**Breakdown of Web Students  
2010-2011**



**Breakdown of Web Courses  
2010-2011**



## Outreach

The Information Literacy & Outreach department continued to take advantage of opportunities to market services and resources to a myriad of constituencies both on campus and in the community.

A major outreach effort this year was the Research and Writing Graduate Workshop held in December 2010 and May 2011. This two-day workshop was co-sponsored by the library, the University Writing Center, and the College of Graduate Studies. A website with a workshop description and application form was created. Sessions included information on how to write a literature review, how to conduct library research within various disciplines, and how to format the dissertation for UCF. Appointments with librarians and writing consultants were offered during the workshops. A total of 55 graduate students attended the workshops and feedback from participants was very favorable.

Other outreach efforts included the following:

### ■ Campus Orientations:

- New Faculty Orientation: presentation
- New Faculty Orientation One-Stop Shop
- Graduate Student Orientations (~400 students): presentations
- Library orientation for O-Team Leaders during summer training
- 40 New Student Orientations (6,400 freshmen and 8,600 transfer students)
- International Student Fall Welcome Reception (~130 students)
- International Student Spring Orientation (~90 students)

### ■ Campus Events:

- SARC Learning Fair Annual Event
- UCF Welcome Expo to introduce the library to new students
- Summer Research Week presentation "Need Help with Citations? Learn How RefWorks & EndNote Can Help."
- Campus Resource Fair for Housing Resident Assistants
- MASS (Multicultural Academic Support Services) Annual Extravaganza Event

### ■ 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.
- Provided Citation Management Sessions to specific groups on campus:
  - Organization of Doctoral Students in Nursing (ODSN)
  - College of Nursing Lunch & Learn Program
  - University Writing Center Consultants
  - Nursing Honors in the Major students
  - Graduate Student Association (GSA) students

### ■ Area Schools:

- Conducted library orientations/tours for area schools, West Shore Jr./Sr. High School
- Provided Instruction Session for Seminole County High School Teachers.

### ■ Library Related Publications:

- *InSTALLments*, bimonthly bathroom newsletter
- *Unbound*, once a semester internal online library newsletter to improve communication and camaraderie between departments
- *Illuminations*, biannual faculty newsletter, published fall 2010 and spring 2011.

## **Changes in Staffing**

- We hired Rosie Flowers in August 2010 as the Senior Library Technical Assistant.
- Rachel Mulvihill was on maternity leave from May 17 – August 30, 2011.

### **Departmental Goals: 2010/2011**

- **Create a question bank for each information literacy module in order to increase the rigor of the assessment in each module.** *Completed.*
- **Work with the Obojobo systems team to make statistics for the information literacy modules easier to compile, and, as a result, compile statistics on a monthly basis from June 2008 to present.** *Completed.*
- **Develop effective marketing tools for the information literacy modules and all other instruction services.** *Completed new captive demo of the information literacy modules and embedded this on the information literacy Web page.*

### **Departmental Goals: 2011-2012**

- **Market the information literacy modules (distribute flash drives to faculty).**
- **Complete new version of the “Avoiding Plagiarism” module with examples in APA Style and upgrades to graphics for the existing plagiarism module.**
- **Create new module in the spring 2012.**
- **Prepare for the new HTML5 viewer in Obojobo by reviewing all modules and making needed edits.**
- **Update streaming videos and assess needs for new instructional videos.**

### **Advancement Toward the President's Five Goals**

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

Our department supports this goal through all of our online and face-to-face instructional and outreach activities and resources. We taught 302 face-to-face instruction sessions to 8,591 undergraduate students and monitored 39 undergraduate WebCourses reaching 1,294 undergraduate students. Many of the Information Literacy Modules are geared towards undergraduates. The modules were used in 489 undergraduate courses during 2010-2011. In addition to instruction, we coordinated the library presence at all new student orientations and new student events reaching thousands of undergraduate

students as they start their university careers. We also supported the Office of Undergraduate Research by offering library sessions for the Summer Research Academy.

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

We support this goal through all of our instructional and outreach efforts. We taught 71 face-to-face instruction sessions to 1,429 graduate students and monitored 48 graduate WebCourses reaching 1,193 graduate students. Our Information Literacy Modules were used in 145 graduate courses in 2010-2011. In addition, we collaborated with the University Writing Center and the College of Graduate Studies to offer two Research and Writing Workshops for graduate students in December 2010 and May 2011. Our department communicates with all graduate students through the graduate orientation and with postings to the College of Graduate Studies website.

## **Provide international focus to our curricula and research**

We support this goal by marketing library services to international students at many events, including the International Student Fall Welcome Reception, the International Student Spring Orientation, and MASS (Multicultural Academic Support Services) Annual Extravaganza Event.

## **Become more inclusive and diverse**

We support this goal by continuing outreach to all international student groups on campus and outreach to area schools.

## **Be America's leading partnership university**

We support this goal by partnering with:

- The Center for Distributed Learning to create a question bank for the Information Literacy Modules
- The Burnett Honors College to present the 4th Annual Information Fluency Student Award
- The Office of Undergraduate Research to teach Library Instruction sessions for 100 Summer Research Academy students
- The Center for Distributed Learning to embed a librarian in the IDL 6543 course, (the course to educate faculty about teaching online courses)
- The University Writing Center and the College of Graduate Studies to give two Research and Writing Workshops for graduate students

Elizabeth Killingsworth  
Acting Head, Information Literacy & Outreach

## Highlights of the Year in Retrospect

Becoming members of the Center for Research Libraries (CRL) was one of the many highlights of the Interlibrary Loan and Document Delivery Services (ILL/DDS) department. Faculty and students over the years have wanted to borrow materials from CRL, but the non-member fee of \$175 per request prohibited ILL/DDS from requesting from them. As a member, ILL borrowed 433 items, ranging from articles, international dissertations, reels of microfilm/fiche, and complete runs of journal titles.

Kristen Palmiere spearheaded the ILL/DDS staff presentation at the Florida Library Association annual meeting. This was the first time for Kristen, Pat or Joanie to speak at a conference. The topic was "Tips and Tricks of Interlibrary Loan." Staff spoke about the shortcuts of interlibrary loan they had discovered over the years.

UBorrow was released on March 1. UBorrow is an internal State University System (SUS) Libraries resource sharing function. In the Union Catalog, patrons now see a UBorrow button. By clicking on this button, it sends the request directly to the ILLiad system. This option now makes borrowing a book within the SUS quick and easy.

The Harriett F. Ginsburg Health Services Library at the College of Medicine came on board as a shared ILLiad site. This means that the two ILL departments can pass requests back and forth to each other inside ILLiad. Thanks to Systems & Technology for all the hard work put into changing the ILLiad system from a single site to a shared site.

As more and more libraries join RapidILL, patrons reap the benefit of an average turnaround time of 14.6 hours per request. Patrons are able to submit article requests; and the majority of the time requests are filled either the same day or the next day. UCF ILL/DDS submitted 9,368 requests to be filled, with Rapid filling 93% (8,734). Of the requests that were not filled by Rapid libraries, the majority were book chapters, conference proceeding articles, and journals that were not owned by any RapidILL library.

Regarding the budget, the ILL/DDS continues the trend of the Lending unit bringing in more ILL Fee Management (IFM) "money" (\$27,168) than the Borrowing unit (\$21,092.31). ILL/DDS is heavily reliant on student assistants and was successful in acquiring four to five federal Work Study students, saving the University Libraries \$18,600.93.

Overall, ILL/DDS saw a slight increase in Borrowing and Document Delivery requests, and a decrease in Lending requests. Of the 8,342 Document Delivery requests, 3,606 requests were for full-text articles found in databases purchased by the UCF Libraries. The economic downslide could account for the slight decrease in Lending requests as libraries either cut interlibrary loan services altogether or are unable to pay for borrowing interlibrary loan items.



First large shipment ILL/DDS received from CRL – fragile international newspapers



## Changes in Staffing

None.

## Departmental Goals: 2010-2011

- **Evaluate the GIST (Getting It Systems Toolkit) software and how it could enhance the user's interaction with the Interlibrary Loan, Acquisitions, and Gifts & Exchange departments, and how GIST could create a stronger bond between Acquisitions, Collection Development, and Interlibrary Loan.** After further research, implementing GIST would require a shift in the current policy, procedures, and channel of communication between Acquisitions and Interlibrary Loan. The two departments would need to work hand-in-hand to make workflow and staffing changes. At this time, discussions have begun on some collaboration efforts between the two departments.
- **Implement the UBorrow concept throughout the UCF Libraries.** UBorrow went live in March 2011 without a big fanfare here. The word is slowly spreading about using the UBorrow button in the union catalog for requesting items at UCF and other SUL institutions.

## Departmental Goals: 2009-2010

- **Implement "Get It Now" service, a new commercial document delivery service run by Copyright Clearance Center.**
- **Work with Information Literacy & Outreach to advertise Graduate Document Delivery Services in which all articles are pulled and scanned and books pulled and left at the Circulation desk.**
- **Work with Media Services to begin loaning DVDs and CDs again on the lending side.**
- **Install ILLiad at the Health Services Library.**

- Install new equipment, such as the Bookeye 4 and the microfilm/fiche reader, and be trained on the equipment.

## Advancement Toward the President's Five Goals

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

The Interlibrary Loan and Document Delivery Services supports undergraduates by providing interlibrary loan requests.

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

As members of CRL and RapidILL, we are filling more requests and we continue to provide fast article service to all graduate students and faculty.

- ☀ **Become more inclusive and diverse**

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

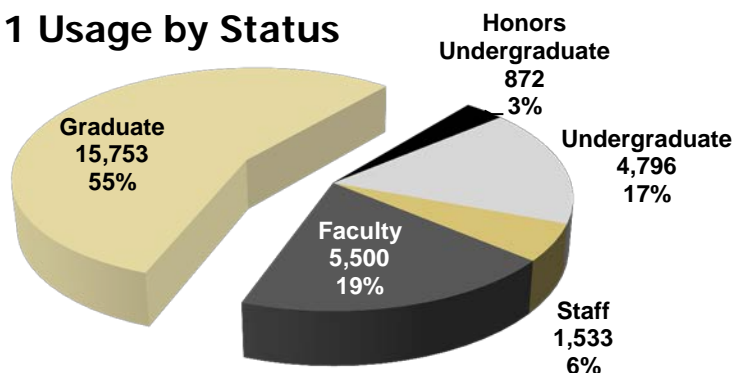
- ☀ **Be America's leading partnership university**

Provided interlibrary loan and document delivery services to faculty, students, and staff at all regional campuses and all distance learners. Provided lending services to all public libraries, community colleges, universities, and colleges throughout the state of Florida and throughout the world.

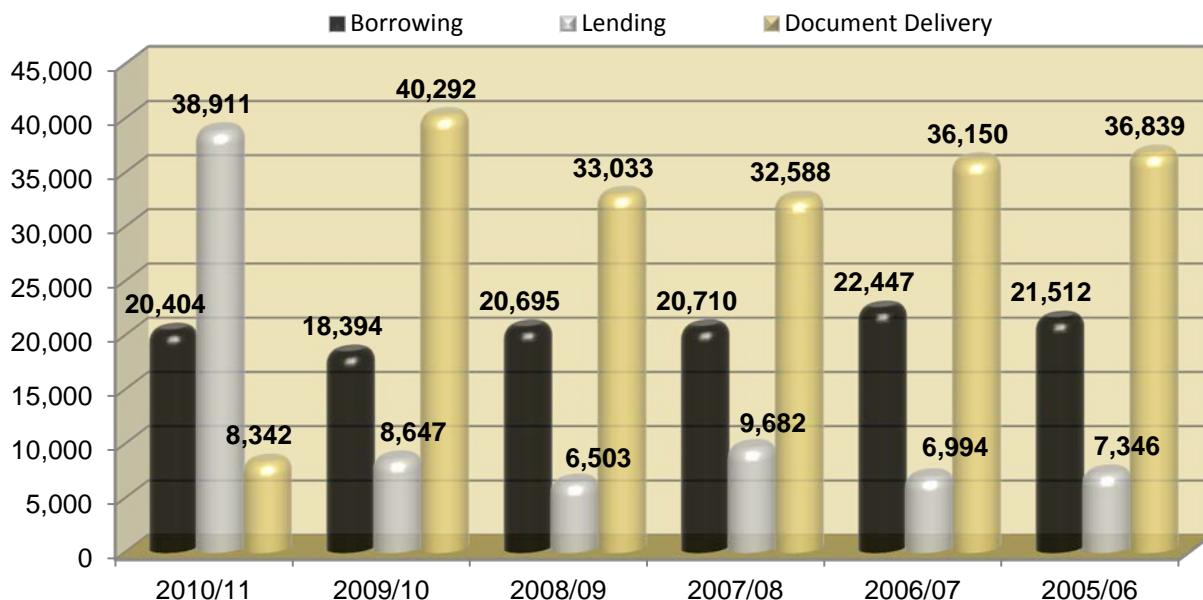
## Performance Enhancement Recommendations

- **RapidILL holdings** need to be more accurate. Rapid software is reliant on SFX holdings information that is sent from UCF/FCLA to RapidILL. The accuracy of UCF's SFX holdings is below the norm.
- **Single sign-on.** ILLiad requires patrons to register with the system. Other institutions, such as University of Florida and University of South Florida, have both achieved single sign-on, where once the patron is in the University system, they are in the ILLiad system. This would allow patrons to more easily access materials through Document Delivery Service, Interlibrary Loan, or UBBorrow.
- **Institutional Repository.** Interlibrary Loan is receiving more requests for things that were published by our own faculty here at UCF. It would be beneficial to the department to have UCF materials housed under one umbrella.

## 2010-11 Usage by Status



## ILL Activity, 2005/06 - 2010/11



STATISTICS

# Interlibrary Loan/DDS (cont'd)



## Interlibrary Loan/Document Delivery Services

Table #1

### Inter-campus Borrowing Statistics

	2010-11	2009-10	2008-09	2007-08
<b>UCF at Brevard Community College</b>				
Books	235	203	224	177
Copies	395	275	217	295
<b>UCF at Daytona State College</b>				
Books	111	175	198	194
Copies	623	388	446	564
<b>Florida Solar Energy Center</b>				
Books	0	5	0	2
Copies	75	96	32	40
<b>UCF at LSCC</b>				
Books	85	51	77	86
Copies	40	35	12	7
<b>UCF at Seminole State College</b>				
Books	41	79	14	12
Copies	72	78	25	39

	2010-11	2009-10	2008-09	2007-08
<b>UCF at Osceola</b>				
Books	16	0	0	7
Copies	25	1	0	7
<b>UCF at Valencia</b>				
Books	12	1	8	9
Copies	26	39	39	44
<b>UCF at Rosen</b>				
Books	194	199	250	222
Copies	225	316	533	558
<b>UCF Distance Learners</b>				
Books	412	363	313	344
Copies	1,805	1,955	2,428	2,855
<b>Total</b>				
	<b>4,392</b>	<b>4,259</b>	<b>4,816</b>	<b>5,462</b>

## Interlibrary Loan/Document Delivery Services

Table #2

### Monthly Breakdown of Activity, 2010-2011

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
<b>Borrowing</b>													
Articles													
Filled	822	563	1,190	1,139	1,113	354	985	1,010	1,216	967	862	990	11,211
Unfilled	127	79	220	298	192	90	137	256	176	137	124	141	1,977
Loans													
Filled	274	501	688	594	489	229	700	680	648	412	357	407	5,979
Unfilled	74	117	143	154	98	82	159	119	102	64	63	62	1,237
<b>TOTAL</b>	<b>1,297</b>	<b>1,260</b>	<b>2,241</b>	<b>2,185</b>	<b>1,892</b>	<b>755</b>	<b>1,981</b>	<b>2,065</b>	<b>2,142</b>	<b>1,580</b>	<b>1,406</b>	<b>1,600</b>	<b>20,404</b>
<b>Lending</b>													
Articles													
Filled	1,614	962	1,753	1,764	1,800	780	1,395	1,681	1,750	1,167	1,068	1,072	16,806
Unfilled	496	462	625	764	832	386	655	744	869	640	518	728	7,719
Loans													
Filled	690	654	1,005	985	837	480	1,245	1,036	1,040	655	679	642	9,948
Unfilled	313	323	502	486	378	204	472	425	472	256	292	315	4,438
<b>TOTAL</b>	<b>3,113</b>	<b>2,401</b>	<b>3,885</b>	<b>3,999</b>	<b>3,847</b>	<b>1,850</b>	<b>3,767</b>	<b>3,886</b>	<b>4,131</b>	<b>2,718</b>	<b>2,557</b>	<b>2,757</b>	<b>38,911</b>
<b>Document Delivery</b>													
Articles Filled	607	418	813	743	666	272	775	798	688	603	619	587	7,589
Loans Filled	54	65	117	71	42	19	92	66	64	50	72	41	753
<b>TOTAL</b>	<b>661</b>	<b>483</b>	<b>930</b>	<b>814</b>	<b>708</b>	<b>291</b>	<b>867</b>	<b>864</b>	<b>752</b>	<b>653</b>	<b>691</b>	<b>628</b>	<b>8,342</b>

Kristine Shrauger  
Head, Interlibrary Loan/Document Delivery Services

## Highlights of the Year in Retrospect

An annual report, as generally defined, provides information about activities and performance of a company (or, in this case, a department) to stakeholders for the preceding year. One of the most paralyzing aspects of writing an annual report is that something, or someone, will fail to be mentioned or recognized. This was an outstanding year as far as activities and performance, and the contributors and collaborators (many from outside the department) are surpassed in number only by their accomplishments. It stands to reason that the more activities there are to report, the more likely something will be overlooked, so apologies are extended in advance.

In an effort to quickly address burgeoning issues associated with fitting into the newly renovated space and working to more systematically add additional communication channels, explore new technologies, revitalize and clean up languishing Web pages, and improve services, the department was reorganized into five workgroups at the beginning of the reporting year. These workgroups were formed based on input from a strategic planning retreat, and included Space Management, Training, External Communications, Internal Functions, and Collections. The workgroups were populated by members from Reference, Information Literacy and Outreach, Acquisitions, Cataloging, and Systems. Further, many of the projects were accomplished in collaboration with other departments, such as Systems & Technology and Acquisitions & Collections Services (collection development).

### Workgroup Membership

Group	Members
<b>Space Management</b>	Ven Basco (coordinator), Cindy Dancel, Patricia Hall, Hal Mendelsohn, Missy Murphey
<b>Training</b>	Corinne Bishop, Rich Gause (coordinator), Aysegul Kapucu, John Venecek, Ying Zhang
<b>External Communications</b>	Robin Chan, Cindy Dancel, Lee Dotson, Rich Gause, Aysegul Kapucu, Elizabeth Killingsworth, Hal Mendelsohn, Renee Montgomery (current coordinator), Rachel Mulvihill (past coordinator), Terrie Sybolt, John Venecek (coordinator in waiting)
<b>Internal Functions</b>	Ven Basco, Penny Beile (past coordinator), Robin Chan, Linda Colding (current coordinator), Rosie Flowers, Missy Murphey, Nola Pettit, Meredith Semones
<b>Collections</b>	Rich Gause, Richard Harrison (coordinator), Athena Hoeppner, Nola Pettit, Peter Spyers Duran, Terrie Sybolt

A quick look at Table 5 (at the end of this report) reveals selected projects that the workgroups addressed. Although each of these accomplishments was important in its own right, none stands out more than the success of CampusGuides. These research guides are created by people from across the Libraries (rather than solely Reference Services), but as overall usage statistics are

not reported elsewhere they are mentioned here. The number of hits to the 200+ guides grew from 136,604 in 2009/10 to 203,630 in 2010/11, for an increase of 49%. The following table shows the five most popular guides, based on number of hits, for the past two years.

Guide Name	Developer	2010/11	2009/10	% Growth
Business Research	Rich Gause, Ven Basco	30,672	14,880	106%
Nursing Research	Andy Todd	13,413	11,051	21%
Databases	Rich Gause	7,382	6,645	11%
RefWorks	Renee Montgomery, Rich Gause	5,911	1,142	418%
EndNote	Renee Montgomery	4,837	272	1,678%

This activity illustrates the value of the guides in providing useful information to UCF students and faculty. Furthermore, many non-UCF affiliates also used the guides, and what is even more remarkable is that colleagues from other institutions have asked to use the content developed here in their own research guides.

Another performance measure is the number of patron interactions (virtual and face-to-face) conducted. Reference Services offers a variety of ways to assist patrons with their information needs, including the Research and Information Desk (RAID) and the Ask A Librarian service, as well as the InfoKiosk desk and indepth Research Consultations. The volume of patron interactions has increased dramatically with the launching of the Knowledge Commons, and these numbers are discussed in more detail in the sections that follow. However, the following table summarizes the number of people and hours devoted to each service and the total interactions for the reporting year.

### Summary of Services

Service	# of People*	# of Hours†	# of Interactions
RAID	20	4,763	32,980
Ask A Librarian	17	3,669	9,959
InfoKiosk	19	21	611
Research Consultations	20	1,060	530
<b>TOTAL</b>		<b>9,513</b>	<b>44,080</b>

\*The People column was not totaled as each person generally staffs multiple service points.

†Hours for Research Consultations were estimated at one hour to prep and schedule a session and one hour spent with the patron.

Prior to the opening of the Knowledge Commons, the Research and Information desk was singly staffed. Since re-opening, the volume of service requests demands double staffing, at minimum, and the desk is

triple staffed during certain times of the week. Further, Ask A Librarian now offers chat/IM, phone, e-mail, and texting, which necessitates double staffing to handle the volume of requests and the variety of channels offered. This growth has significantly impacted how the service points are managed and staffed.

In addition to the workgroup accomplishments and success of CampusGuides, department members were also recognized for their contributions by receiving awards and honors. Recipients and their awards or honoraries were: Linda Colding, who was inducted into the Phi Kappa Phi, UCF chapter; Larry Cooperman, who received the Outstanding Achievement Award for Book Reviews from RUSA; Cindy Dancel, for being acknowledged as the UCF Employee of the Month (June 2011), and Terrie Sybolt, as the Florida Association of Teacher Educators Program of the Year award winner.



UCF USPS Employee of the Month for June 2011 Cindy Dancel pictured with President John Hitt and Vice President and Chief Financial Officer William Merck at the August USPS Employee Awards Program.

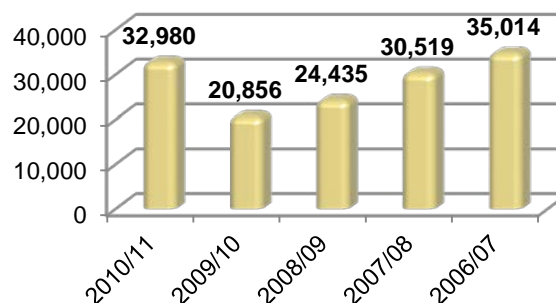
Terrie Sybolt, recipient of the FATE Program of the Year Award.

Further, departmental members were responsible for coordinating and hosting a number of events of interest to institutional and area constituents. Among these were the U.S. Census Bureau workshop, in which staff from the Census Bureau presented on the new Economic Census to local government employees; the Florida Statewide Symposium on Engagement in Undergraduate Research; and the MLIS Information Day, which provides programming and serves to connect interested librarians and library students around the central Florida area. Patrons also benefited from the addition of two scanners, and three new ViewScan machines (two in Media and one in Government Documents). The ViewScan machines can read a variety of media, and offer print or electronic outputs. As the machines are networked, patrons have the option of attaching the files to their e-mail accounts.

As the 2010/11 fiscal year drew to a close, department members were pursuing the purchase and implementation of LibAnswers and Libraryh3lp. LibAnswers has two components; the first is a knowledge base of questions that is developed at the home institution, and the second is a statistics keeping module. Libraryh3lp is proprietary chat software

developed for libraries, and it was selected to replace undependable free software. It is expected that the LibAnswers knowledge base will be available to help students asynchronously, 24/7, which is a departmental strategic direction. It is also anticipated that the Libraryh3lp software will assist with smoother transitions between chat shifts as well as provide more stable service.

## Research & Info Desk Transactions Five Year Summary



As the 2010/11 fiscal year drew to a close, department members were pursuing the purchase and implementation of LibAnswers and Libraryh3lp. LibAnswers has two components; the first is a knowledge base of questions that is developed at the home institution, and the second is a statistics keeping module. Libraryh3lp is proprietary chat software developed for libraries, and it was selected to replace undependable free software. It is expected that the LibAnswers knowledge base will be available to help students asynchronously, 24/7, which is a departmental strategic direction. It is also anticipated that the Libraryh3lp software will assist with smoother transitions between chat shifts as well as provide more stable service.

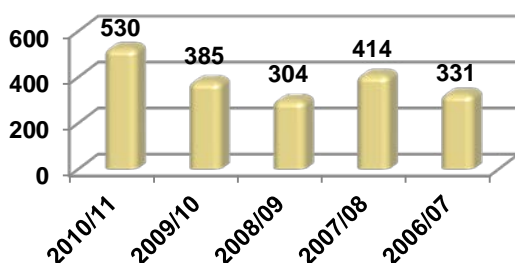


## Research and Information Desk, Research Consultations, and InfoSource

This was a banner year for Research and Information Desk statistics. Prior to the renovation, reference encounters had declined by a third over a period of three years (from 30,519 in 2007/08 to 20,856 in 2009/10). Since the space re-opened the number of questions fielded at the reference desk grew from 20,856 in 2009/10 to 32,980, which is an increase of 58%. This has resulted in moving from single to double staffing at the desk, which is not insignificant for a department of this size. Eighteen librarians and two adjuncts staffed the desk for a total of 4,763 hours.

Research Consultations, which are intensive one-on-one or small group sessions, also grew this year. The number of consultations went from 385 last year to 530 this year, which is an increase of 38%. Each consultation takes up to an hour to prep and schedule, and the average consultation lasts approximately an hour. This equates to over 1,000 hours each year being spent meeting with students on an individual basis, which (again) has a significant impact on the department's workload.

**Research Consultations  
Five Year Summary**



InfoSource statistics grew 24% this year, as document delivery and Special Borrower Card requests increased from 18 to 29 and 190 to 229, respectively. Citation searches grew from 11 last year to 13 this year. Although there are a number of ways to illustrate the impact of a publication, many departments continue to rely on the citation searches performed by the service.



## Ask A Librarian

Ask A Librarian, the virtual reference service, has increased in the number of hours services are offered, the number of channels that patrons can seek assistance, and the number of people it takes to maintain services. This unit has 17 people who contributed 3,669 hours to run the service. It consistently receives high praise from patrons and recognition from colleagues in the form of service awards.

In February, UCF Ask A Librarian (AAL) members joined their collaborative chat partners from around the state to celebrate Ask A Librarian Day. UCF librarians and staff distributed bookmarks, stickers, and lanyards to advertise Ask A Librarian's free chat service, which is available to all Florida citizens. This year two UCF Ask A Librarian staff members, Rachel Mulvihill and Nola Pettit, won awards for the Best Exemplary Teaching Chat. This is a competitive award, voted on by the Quality Assurance Workgroup of Florida Ask A Librarian, and awarded to one librarian each month.

Ask A Librarian virtual reference service answered 4,941 chat questions; 4,274 phone calls; and 744 e-mail inquiries. Whereas telephone, e-mail, and traditional chats have declined slightly from last year, Instant Messaging (IM) chats increased from 1,099 to 2,055, or 87%. Florida Ask A Librarian introduced text messaging in October 2010, however, usage has been very low, with only 155 text messages recorded from October through June 2011.



All-Star 2010/11 Ask A Librarian Team: L to R: Renee Montgomery, Hal Mendelsohn, Meredith Semones, Rachel Mulvihill, Nola Pettit, Aysegul Kapucu, Ven Basco, Larry Cooperman, Richard Harrison, Cindy Dancel, Kerri Bottorff, Robin Chan, John Venecek, Missy Murphey, and Rosie Flowers.



## Staffing Changes

- Linda Colding was awarded Professional Development Leave for the academic year, and spent 75% of her assignment on leave and 25% at work.
- Jennifer Rareigh-Hopper resigned as adjunct and Sandy Avila and Larry Cooperman were hired for weekend desk and Ask A Librarian duties, respectively.
- Therese Triumph also joined the staff in an OPS position.
- Additionally, eleven people external to the department contributed hours to the Research and Information Desk and Ask A Librarian service.

## Departmental Goals: 2010/2011

- **The department held a "visioning" retreat at the close of the 2009/2010 fiscal year to help identify departmental needs. Data from the session was used to plan for services in the new space, and will be used to inform future service models.** *Implemented.*
- **The department's Web presence will be reviewed and updated.** *Implemented.*
- **A training program on government documents and reference services and sources will be initiated.** *Implemented (although training on new software tended to be a priority).*
- **The Ask A Librarian service will pilot texting as a contact method.** *Implemented.*
- **Efforts will be made to make scholarly communication efforts more visible on campus.** *Implemented to a certain degree.*

## Departmental Goals: 2011/2012

As the department moved into the new fiscal year, plans were being made to hold a strategic planning retreat, which would determine strategic directions that would guide the projects the department would pursue over the next few years. At the time of this writing, the department identified four strategic directions: automate the user experience, as warranted; continue to improve the face to face experience, including physical space and services; offer programming and services tailored to specific groups, for a value-added experience; and, work to make the invisible library visible. Each person in the department will be responsible for some aspect of projects identified in support of these directions, and will work collaboratively with other units in implementing them.

## Performance Enhancement Recommendations

The prior year saw many members of the department consistently working beyond their negotiated assignment percentages. This has been somewhat alleviated with more robust OPS funding; however, the department's needs extend beyond staffing the Research and Information Desk and Ask A Librarian service. The relatively small number of librarians and staff (as a function of institutional size) prohibits development of needed services and innovations (such as GIS and data set librarians, Web and social software support, further development of scholarly communication efforts, etc).

## Advancement Toward the President's Five Goals

### Offer the best undergraduate education available in Florida

- The Reference Desk was open over 3,100 hours and librarians fielded 32,980 questions during that time. The service is extended to all who visit the library, but the majority of these queries are from undergraduate students.
- The Ask A Librarian (virtual reference) service received almost 5,000 chat questions and approximately the same number of e-mail and phone questions, for a total of 9,959 electronic and phone interactions.
- The Information Kiosk service fielded 611 questions last fall. The kiosk is an outreach and information desk set up at the beginning of the semester to help students get acclimated to the library and campus.
- The 200+ CampusGuides, which are guides developed to support research on a particular topic, received 203,630 hits in 2010/11. These guides can be used by students, faculty, and others both internal and external to the

institution, but are designed primarily for UCF students.

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

- Librarians conducted 530 in depth, one-on-one Research Consultations. These consultations are available to all students, but are heavily used by graduate students.
- Departmental faculty served on two dissertation committees.
- Combined research and scholarship efforts by the unit included three publications and six papers, presentations, or poster sessions presented at local, state, and national venues.

### Provide international focus to our curricula and research

- A member of the department continued to work closely with the Center for Multilingual Studies faculty and students, and other international students.
- Library faculty often assist with patent research, which may have international implications.

### Become more inclusive and diverse

Several departmental members work closely with the Exhibits Committee, which hosts exhibits and programming on a variety of diversity topics, and connects them with the community.

### Be America's leading partnership university

- The department's AAL service is part of the Tampa Bay Library Consortium (~135 libraries), which collaborates to provide statewide chat service.
- The department teams with the University Writing Center to provide writing assistance to students in the library by allocating space, purchasing citation style guides, and marketing services.
- Several members of the department work to support the Information Fluency QEP, by providing assessment assistance and reports, serving on the *Journal of Information Fluency* editorial board, and as reviewers for IF conference presentations.
- Some members of the department collaborate with the Office of Undergraduate Research by serving on the editorial board of the *Journal of Undergraduate Research* and reviewing articles for the library-sponsored best article of the year award.
- Several members of the department planned and hosted the UCF Libraries MLIS Information Day, which provides programming and serves to connect interested librarians and library students around the central Florida area.
- A member of the department coordinated and hosted a workshop presented by staff from the U.S. Census Bureau about the new data available from the most recent Economic Census. Attendance included local librarians and planners from local government agencies who will be working with the data.

- A total of 25 organizations participated in the Campus Connections program, which was created to host campus organizations in the library in order to provide a visible place for them to market services and meet students. The organizations talked to 2,050 people and distributed 3,189 brochures while in the library.
- Government Documents, which is a member of the Federal Depository Library Program, receives documents in every subject area and makes a concerted effort to make this information

accessible to the public. In the spirit of the program, 1,599 print volumes and maps, 7,548 microfiche, and 243 electronic products were added to the collection and guides to many of the subject areas were created or updated.

- The InfoSource service conducted 13 citation searches for faculty and candidates across the campus, in addition to 265 other transactions that included literature searching, article delivery, and extension of Special Borrower Cards.

## STATISTICS

### Reference Services

Table 1

*Desk, InfoKiosk, and Research Consultation  
Statistics Five-Year Comparison*

Service	2010/11	2009/10	2008/09	2007/08	2006/07
Research & Info Desk	32,980	20,856	24,435	30,519	35,014
Info Kiosk*	611	605	540	486	698
Research Consultations	530	385	304	414	331

\* Info Kiosk statistics started to be reported in 2010/11.

### Reference Services

Table 2

*Ask A Librarian Statistics Five-Year Comparison*

Service	2010/11	2009/10	2008/09	2007/08	2006/07
Telephone calls	4,274	4,761	5,563	5,422	5,835
Email	744	914	997	1,172	1,254
Commercial Chats	2,192	3,216	3,794	4,719	4,462
Instant Messaging Chats*	2,055	1,099	1,928		
Florida Desk Chats†	694	688			
Total Chats	4,941	5,003	5,722		
<b>TOTAL INTERACTIONS</b>	<b>9,959</b>	<b>10,678</b>	<b>12,282</b>	<b>11,313</b>	<b>11,551</b>

\*The IM service started in 2008/09.

†Florida Desk chats started being counted separately 2009/10.

### Reference Services

Table 3

*Information Source Statistics Five-Year Comparison*

Service	2010/11	2009/10	2008/09	2007/08	2006/07
Citation Searches	13	11	7	8	15
InfoSource Research	2	2	4	10	12
Document Delivery	29	18	31	38	165
Special Borrower Cards	229	190	184	226	272
Special Collections Billing*	5	4	4		
<b>TOTAL INTERACTIONS</b>	<b>278</b>	<b>225</b>	<b>230</b>	<b>282</b>	<b>464</b>

\*Special Collections billing started in 2008/09.

### Government Documents Statistics

Table 4

2010/2011

U.S. Documents	
U.S. Volumes Received	1,579
U.S. Volumes Deleted	604
<b>Total Volumes</b>	<b>975</b>
Microfiche Received	7,548
Microfiche Deleted	1
<b>Total Microfiche</b>	<b>7,547</b>
Electronic Products Received	243
Electronic Products Deleted	0
<b>Total Electronic Products</b>	<b>243</b>
<b>TOTAL U.S. DOCUMENTS</b>	<b>8,765</b>
Florida Documents	
Florida Documents Received	683
Florida Documents Deleted	30
<b>Total Florida Documents</b>	<b>653</b>
Florida Microfiche Received	0
Florida Microfiche Deleted	0
<b>Total Florida Microfiche</b>	<b>0</b>
FL Electronic Received	25
FL Electronic Deleted	0
<b>Total FL Electronic</b>	<b>25</b>
<b>TOTAL FLORIDA DOCUMENTS</b>	<b>678</b>
Patents	
Patents CD-ROM Received	49
Patents CD-ROM Deleted	0
<b>Total CD-ROMs</b>	<b>49</b>
Patents DVDs Received	112
Patents DVDs Deleted	0
<b>Total DVDs</b>	<b>112</b>
Total Patents Microfilm Received	0
Total Patents Microfilm Deleted	0
<b>Total Microfilm</b>	<b>0</b>
<b>TOTAL PATENTS</b>	<b>161</b>
Maps	
Maps Received	20
Maps Deleted	0
<b>TOTAL MAPS</b>	<b>20</b>
<b>Growth in U.S. Documents Collection (Approx. in ft)</b>	<b>28.73</b>

# Reference Services (cont'd)



Workgroups include: Space Management (SM), External Communications (EC), Internal Functions (IF), Training (TR), and Reference Collections (RC). *Nota bene:* many of these projects have been collaborations with people external to the department, notably Systems and Collection Development.

Reference Services  
Table 5  
Reference/ILO Workgroup Projects

Project	Work Group	Completed	Current	On Horizon
Reference Web reorg/clean up – maintain a simple interface with information important to patrons	EC	X		
Handout archive on the Intranet	EC	X		
Collaborated with Systems on mobile site app	EC	X		
Redesigned and organized AAL and social media access points, with Systems	EC	X		
Expanding social media; content and penetration	EC		X	
QR code use for exhibits and browsing collection	EC	X		
Implemented CampusGuides, provided training	EC	X		
Implemented LibAnswers FAQ, provided training	EC	X		
Set up statistics gathering module in LibAnswers, provided training	EC	X		
Providing some content for digital signs	EC	X		
Worked with Systems to enhance communication across news forms and platforms (intranet, FB, twitter)	EC	X		
Reference Collection usage/analysis for coll building	RC		X	
QR code use for Reference collection – to point to online equivalents	RC			X
Requested purchase of Reference Universe, Chicago Manual of Style Online, SimplyMaps	RC	X		
Clean, straighten, repair list for KC area	SM		X	
Enhance housekeeping, technology, etc for patrons	SM		X	
Training provided on keeping statistics, using Outlook, how to create LibGuides, how to use CampusGuides, how to populate LibAnswers, using some Ref tools, etc	TR	X		
Added AIM to all PCs to improve internal communication (transitioned to Lync, at Systems' recommendation)	IF	X		
Added student assistants to assist in locating books in the stacks	IF	X		
Purchased and deployed libraryh3lp for AAL IM, provided training	IF	X		
Opened more AAL channels, increased staffing	IF	X		
Expanded staffing at the Research and Info desk	IF	X		
Ordered headsets for AALers, with Systems	IF	X		
Migrating internal documents to CampusGuides	IF		X	
Created a departmental Who Does What list	IF	X		
Implemented Roving Librarian service	IF	X		
Electronic leave requests with centralized database; requested of Systems	IF		X	

Dr. Penny Beile  
Interim 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, in spite of the significantly reduced acquisitions budget which limited our purchasing power; therefore, we attempted to purchase fewer but unique items, and titles not held by other Florida libraries, with the primary aim of supporting teaching and research at UCF. New acquisitions (including gifts-in-kind) resulted in over 50 titles, and 1 manuscript added to the 6 distinct areas of collection development, as per the department's Collection Development Policy.

- University Archives
- Floridiana
- Travel & Tourism
- Book Arts
- Caribbean & West Indies
- African Americana

A total of 14 linear ft. of material was added to our manuscripts collection, while University Archives has been enriched by 42.75 linear ft. of new material received from UCF departments.

As part of the outreach efforts, we installed new exhibits, "The Art from the Book Art," a selection from our Book Arts & Typography Collection, and "Dr. Charles Millican: Celebrating Our Founding President"; and assisted with planning a reception, which also included a program, in honor of Mrs. Sylvia Semel, for her wonderful gift of the Spanish Antiphonary, ca. 1600 to Special Collections & University Archives. We have continued to reach a wide audience through department's Facebook and Twitter accounts.



### Book Arts

The Book Arts Collection has been augmented with beautiful artists' books. Just to mention a few: *Invented Landscape* by Julie Chen, a limited edition of fifty copies. The physical format of the book is a variation on a structure originally designed by Hedi Kyle. According to the artist:

*The initial idea for this book came out of my participation in The Fourth International Biennale for the Artists' Book hosted by The Bibliotheca Alexandrina in Alexandria, Egypt in the spring of 2010. The assigned theme of nomadism led me to do much research and reflecting on the steady decline of the grasslands of Central Asia and Mongolia,*

*and the disappearance of nomadic pastoralism in those parts of the world. In 2010, Mongolia experienced one of the harshest winters in a decade causing catastrophic losses of herds that may force many nomadic families to abandon their traditional way of life.*



Figure 1: *Invented Landscape* by Julie Chen.



Figure 2: *Invented Landscape* by Julie Chen.



Figure 3: *Invented Landscape* by Julie Chen.

*Crimes of Silence* by Gordon Murray is an important piece of photographic/printed American art with a powerful statement urgently pertinent to our times. The title is stenciled in black, outlined in red, on the cover. It consists of one sheet, printed on one side (1,520 cm. long, folded accordion style to [20] p. of 63 x 76 cm.) and it comes in a handcrafted but roughhewn wooden box. Lettered text of Martin Niemöller is interspersed with illustrations. Neimöller was one of the few major German religious figures to loudly protest against the Nazi regime. (He was condemned to the death camps but miraculously survived.) Murray takes the essence of this quote – that to be neutral in the face of evil is to be a collaborator – and extends it back into the past and present struggles for human rights throughout the world with a focus on the United States. A forceful moral statement Murray's artwork evidences an aesthetic and ethical integrity rarely seen. This is a signed and numbered edition of 15, only 2 holdings in WorldCat but none held by other Florida libraries.

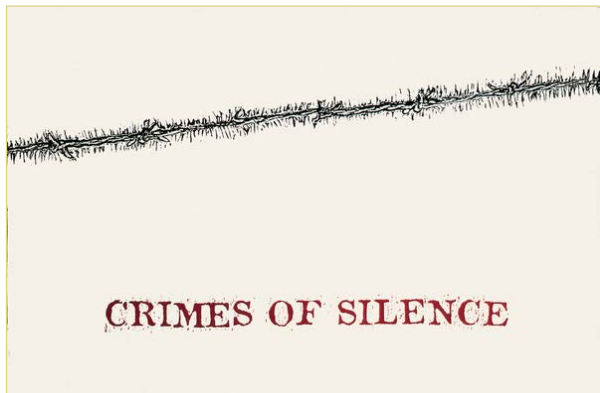


Figure 4: *Crimes of Silence* by Gordon Murray



Figure 5: *Crimes of Silence* by Gordon Murray

*The Diener* is another amazing accordion fold format artist's book in a slipcase, with a cast bronze sculpture mounted on it, designed by Michele Burgess and Brighton Press with the poems by Martha Serpas. In this new collaboration, poet Martha Serpas and artist Michele Burgess share concerns about the intersection of environmental loss and the spiritual care of humans. Serpas, author of two collections of poetry, is a native of southern Louisiana, who remains involved in efforts to restore Louisiana's wetlands. Since 2006 she has worked as a trauma hospital chaplain. *Diener* is a German word meaning servant at its root. It was first used for lab assistants and then specialized to mean the person who runs the morgue, who mostly moves the bodies around, not the pathologist. Roots are servants of the tree in a way. The edition is limited to 30 numbered and signed copies. WorldCat indicates a total of seven holdings, none by other libraries in Florida.



Figure 6: *The Diener* by Michelle Burgess and Martha Serpas

With the acquisition of *Deluge*, we continue to add to our Scripps College Press collection. *Deluge* is a limited edition of 103 copies which was conceived, written, developed, typeset, designed, printed, bound, and encoded by the students in the Typography and Book Arts class at the Scripps College Press; assisted by Professor Kitty Maryatt, who said of the class:

*The typography class was first asked to develop a list of one hundred significant problems in America ... They decided to select addiction to media for their advocacy efforts ... They all have extensive experience with the deluge of information ... and even have friends who are on the verge of addiction. The goal became not only to promote awareness of the consequences of addictive behavior, but also to reveal the lure of new media that seduces us daily.*

This fine book is held by 17 other libraries – UCF is the only Florida library.

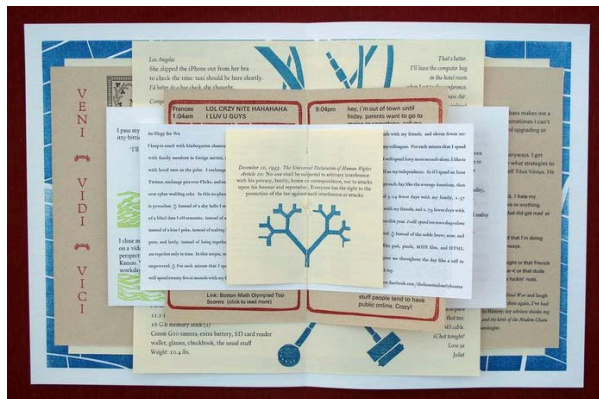


Figure 7: *Deluge* by Kitty Maryatt

*Slumburbia* by David Sandlin is an incredible oversized accordion-style with screen-printed pages that extend out to either side: one attached to the inside front folded cover and the other to the inside back folded cover; when unfolded the book can be read as one panel. Dimensions when unfolded are 58 x 779 cm. Sandlin's comics and illustrations fit nicely into the tradition of R. Crumb, Julie Doucet, and Gary Baseman.



Figure 8: *Slumburbia* by David Sandlin

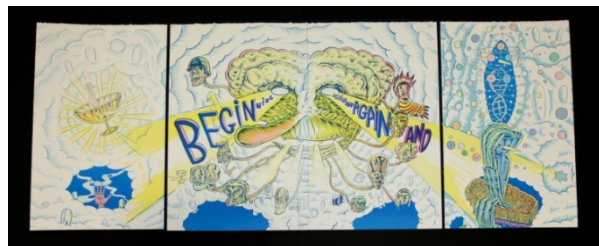


Figure 9: *Slumburbia* by David Sandlin

*Titels en portretten gesneden naar P. P. Rubens voor de Plantijnsche drukkerij* = *Titres et portraits gravés d'après P. P. Rubens pour l'Imprimerie plantinienne* by Max Roose is a beautifully-produced and quite scarce work with the title page and text in Dutch and French. It is a folio consisting of an unpaginated presentation of engraved titles and portraits created by Rubens for publications by the renowned publisher, including ca. 38 pp. text and detailed annotated descriptions of the works, and 35 exquisite plates (printed from the original plates) in careful detail showing an impressive array of work by the master. As noted above, a very scarce work held by a small number of libraries in United States and Europe, but none in other Florida libraries.

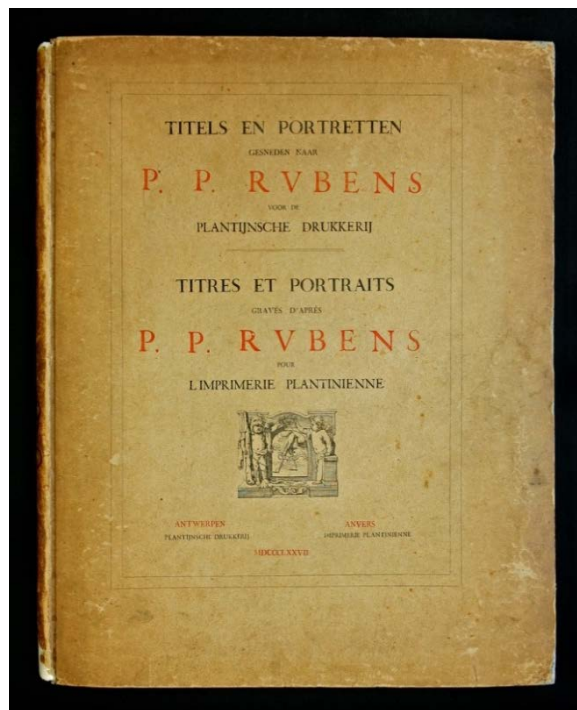


Figure 10: *Titels en portretten gesneden naar P.P. Rubens ...* by Max Roose



Figure 11: *Titels en portretten gesneden naar P.P. Rubens ...* by Max Roose



Figure 12: *Titles en portretten gesneden naar P.P. Rubens ... by Max Rooses*

## Floridiana

Our Floridiana collection has been enriched by an early, scarce broadside which is only held by UCF Libraries. What makes this broadside quite remarkable is that it contains a lengthy manuscript letter, written in pencil and signed (dated March 10, 1876) on its verso. The letter was written in Jacksonville, Florida, in 1876 from a recent East Coast emigrant, arriving from Smith's Basin, [near Fort Ann], Washington County, New York. H. A. Dersey [possibly Derley or Denley] writes extensively and descriptively of his hopes to settle in Orange County, possibly in Mellonville, and of his impressions of Florida in 1876. In part, only:

*[A few] days after I left New York I wanted my overcoat on ... but now what a change. The weather is so warm and pleasant, everything looks queer and beautiful. Orange trees hanging with oranges and blossoms the year round.*

Of land agent John A. MacDonald, we learn he settled in Orange County in 1866 and established the first grapefruit nursery in Florida. He also authored *Plain talk about Florida, for home and investments* (1883) and was editor of the *Florida New-Yorker*. The broadside is printed in black ink using show types and other various fonts and with two decorative cuts on cream-colored paper with overprinting in red ink. Calendar date added in ink manuscript to overprinted form.

Noteworthy of mention is that we have acquired additional manuscript and printed material from Michael Spencer for our Floridiana Collection. It is to

be added to his Bromeliad Research Collection, including some rare botanical books; numerous Mulford B. Foster original drawings and notes; a pair of pre-Columbian Mexican artifacts that were drawn by Foster and appeared in one of the sketchbooks; about 15 original Foster paintings depicting Florida Beach scenes; and, *A Summer with Stokowski* an unpublished manuscript about Leopold Stokowski.



Figure 13: 1,000 Reasons why Orange County is the Best Place to Emigrate to.

## African Americana

We acquired a rare broadside for our African Americana collection, entitled "Dr. Martin Luther King Jr. invites you to join us in the Poor People's Campaign," spring 1968. It is a xerographic broadside, halftone graphic with text. It was in the course of this "Poor People's Campaign" that King was assassinated, in Memphis, on April 4th, 1968. WorldCat indicates no other holdings, except UCF Libraries.

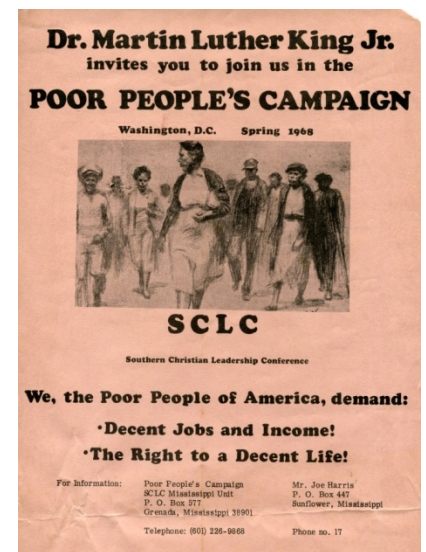


Figure 14: Dr. Martin Luther King Jr. invites you to join us in the Poor People's Campaign, Washington D.C., spring 1968



## University Archives

We were very pleased to acquire an additional 42.75 linear feet of material for the UCF Archives, including: UCF Marketing; Athletics; Memorabilia and miscellaneous; UCF/FTU Sports trophies and memorabilia; additional material from the late Dr. Millican; records from the Student Government Association; Robert Handberg and Political Science papers; Black Faculty and Staff Association records; Women Studies Program; University photographs, etc. In addition, a number of UCF publications were acquired totaling 6.75 linear feet, which shall be cataloged individually.



## Staffing Changes

After completing her Master in Science Degree from the School of Library & Information Studies at Florida State University, April Anderson, one of our senior archivists was offered and accepted the position of University Archivist with Illinois State University. April left UCF Libraries at the end of March 2011.

### Departmental Goals: 2010-2011

- **Continue to evaluate collections and establish processing priorities, both for printed material, manuscripts, and University records.** *Ongoing.*
- **Update Collection Development Policy to expand and/or narrow individual areas.** *Done.*
- **Per Collection Development Policy, 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 tourist attraction development in the United States and the Caribbean; rare material in the Caribbean and the West Indies; and artists' books in Book Arts.** *All of our collecting areas have been augmented with new purchases and gifts.*
- **Continue to provide access to manuscripts and university records collections through the continued implementation of EAD and collection level bibliographic records, with 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 are currently available on the Internet, including our website, Archives Florida and Archive Grid.
- **Broaden [Upgrade] access to print collections, manuscript collections, and university archives by eliminating the backlog, and 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 workflow for cataloging activities.
- New acquisitions and gifts as acquired were selected for cataloging 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 by continuing metadata quality control.**
  - *Ongoing.* Continued working with the Digital Services unit on establishing metadata standards, and supervised creation of metadata to ensure metadata quality control.
  - *Ongoing.* Continued discussions with Digital Services to utilize CONTENTdm, the digital collection management software for creating digital databases for visual, print, and manuscript material held in the department.
  - Worked with Systems & Technology to create a digital database for UCF Historical Photograph Collection available at:  
<http://digitalcollections.lib.ucf.edu/cdm4/browse.php?CISOROOT=%2FUCP>
  - Continued to contribute material from the Van Sickel Collection (over 550 titles) to PRISM (a PALMM collection), and from Funeral Registers from Cary Hand Funeral Records Collection to Central Florida Memory.
- **Continue to collect, preserve, and provide access to the University Records by working with university offices and organizations.**
  - *Ongoing.* Continued to acquire university records, in terms of publications, photographs, etc.
  - Received additional records from the UCF Women's Club; UCF Arboretum; UCF Marketing; Fraternities and Sororities; and, additional material from Dr. Charles Millican, President Emeritus, after his passing.
  - *Ongoing.* Continued discussions with UCF News & Information with regard to preserving, handling, and creating a digital database for their large collection of digital born photographs.
  - Initiated contacts and established new relationships with UCF departments from which material had not been acquired in the past.
  - Maintained excellent relationship with Cataloging Services to ensure regular workflow for cataloging University Archives.
- **Continue to develop and implement strategies for cultivating public service outreach through exhibits, partnerships, and public relations.**
  - Taught 4 classes with a total of 58 students.
  - Continued to produce additional documentation about the department with a specific focus on art and book arts, including brochures and general information about the department.
  - Special Collections & University Archives exhibit area display features material from our department's collections.
- **Continue identifying new potential library donors, as well as cultivating and stewarding current donors.**
  - Identified, cultivated, and solicited donors for the UCF Libraries.
  - Continued to stay connected with Denise Hall via e-mail and telephone calls.

- Continued to stay connected with Jean Gould via telephone calls, and visited with her during Mrs. Sylvia Semel's reception.
- Continued to connect via e-mail with Michael Spencer to discuss additional acquisition of his fine Bromeliad Research Manuscript Collection and his rare botanical monographs.
- Visited Michael Spencer at his home, October 2010.
- Continued to cultivate and steward Carol Mundy, a donor of the African American Legacy Collection.
- Continued to maintain excellent relationship with Harris Rosen.
- Continued to maintain excellent relationship 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. Visited her at her home in Fort Walton Beach, June 2011.
- Initiated and developed a relationship with Sylvia Semel, donor of the wonderful treasure, a Spanish Antiphonary from ca. 1600. Continued to visit with her at her home, and met with her three times over lunch.
- Initiated a relationship with Robert Foster, a former Real Estate Attorney for Walt Disney land acquisition and real estate transactions, and started discussions about acquiring his papers.
- **Initiate, develop, and implement a number of projects to enhance Internet access to the department's resources, and to advance public service:** <http://library.ucf.edu/SpecialCollections/>. Ongoing. Additional material from the Van Sickle Pamphlet Collection contributed to PALMM; additional material contributed to dLOC.
- **Continue enhancements to virtual exhibit based on the Caribbean materials held in the Bryant Collection.** Bryant West Indies Archeological Collection, <http://library.ucf.edu/SpecialCollections/Exhibits/BryantSite/Default.html>
- **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).** Ongoing. 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.
- **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.**
- **UCF Internal Partnerships**
  - The Regional Initiative for Collecting the History, Experiences and Stories of Central Florida (RICHES) <http://riches.cah.ucf.edu/> has been proposed by the members of the History Department. The projects are all interdisciplinary. The RICHES steering committee has continued to help, advise, and coordinate these efforts. Any acquired material (paper-based), and oral history interviews have become part of Special Collections & University Archives' permanent collections.
  - Partnered with UCF Film and History departments with a goal to create a Home Movie Archive.
- **External Partnerships:**
  - Library of Congress (LC) Veterans History Project (VHP), UCF History Department, UCF Libraries, and the Burnett Honors College have started developing a Veterans History Project at the University of Central Florida to support the LC VHP. <http://www.loc.gov/vets/>
  - Assisted and provided training and consultations to Judith Duda, at the St. Luke's Lutheran Church in Oviedo, for their St. Luke's archival project, i.e., building and developing a digital database.
- **Continue to develop a list of projects for outside funding, targeting both individuals and foundations. Complete sponsored projects.** Not accomplished due to staffing constraints.
- **Continue to 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.
  - Assisted several campus organizations and departments in finding materials for their outreach needs.
  - Assisted University Archives researchers in finding materials.
  - Continued to cultivate good relationship with UCF Alumni Association, and arranged a transfer of digital images to UCF Archives.
- **Establish clear reporting relationship within the unit.** Done.
- **Evaluate collections, and establish processing priorities, both for printed material, manuscripts, and University records.** Ongoing. In regard to the printed material, reviewed the backlog, and selected items for immediate cataloging; a high processing priority established for cataloging as per the use pattern and high demand items, mostly book arts; prioritized a list for cataloging printed items and processing collections for the University Archives.
- **Review and update the 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, we have started to build on it with additional important and unique acquisitions. In addition, we have started seeking home movies (8mm, super 8 mm, and 16 mm films) for our Home Movie Archive, as well as Veteran's oral histories, and related material, for the Veterans History Project. We sent 22 first oral history interviews to the Library of Congress in May 2011.
- **As per the Collection Development Policy, 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, artists' books in Book Arts.**
  - Important new acquisitions were added to the African Americana, Book Arts, Floridiana, West Indies, and University Archives.

- Acquired additional material for African Americana, which has an important local focus.
- Continued with the appraisal of the existing backlog, and unprocessed collections.
- Acquired additional manuscript and printed material from Michael Spencer to be added to his fine Bromeliad Research Collection.

- **Notable Gifts:** Thirty two titles from Michael Spencer to be added to his book collection.
- **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. A Book Arts Collection.
- **Develop delivery of new innovative services.** Ongoing. Started building digital collections in CONTENTdm. Contributed over 600 images plus descriptive metadata to the newly created UCF Historical Photograph Collection.
- **Outreach efforts aimed at the young adults.** Continued adding content to the department's Facebook, and Twitter accounts.
- **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: 2011-2012

### Continue to:

- **Evaluate collections and establish processing priorities, both for printed material, manuscripts, and university records.**
- **Update Collection Development Policy to expand and/or narrow individual areas.**
- **Strengthen collections according to Collection Development Policy through new acquisitions and gifts; build quality, in-depth collections in the:**
  - History of Florida and the Central Florida region
  - Tourism and tourist attraction development in the United States and the Caribbean
  - Rare material in the Caribbean and the West Indies
  - Artists' books in Book Arts.
- **Provide access to Manuscripts and University Records collections through the continued implementation of EAD, and collection level bibliographic records, as the end result of collections-processing.**
- **Broaden access to print collections, manuscript collections, and university archives by eliminating the backlog, and by immediately cataloging/processing new acquisitions.**
- **Build Digital Collections to broaden access to unique resources, primary source materials, and university archives.**
- **Collect, preserve, and provide access to University Records by working with university offices and organizations.**
- **Develop and implement strategies for public service outreach cultivation through exhibits, partnerships, and public relations.**

- **Identify new potential library donors, as well as cultivating and stewarding current donors.**
- **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/>
- **Enhance virtual exhibit based on the Caribbean materials held in the Bryant Collection.**
- **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).**
- **Explore opportunities to partner and collaborate with university units and organizations external to the university to further the Libraries and the university's goals.**
- **Develop list of projects for outside funding, targeting both individuals and foundations. Complete sponsored projects.**
- **Build recognition of the University Archives as the source for university history, heritage and memory.**

## Performance Enhancement Recommendations

During 2011-2012, the department will continue to work collaboratively with UCF faculty and community colleagues to: develop new innovative services; forge partnerships; initiate, develop and implement a number of projects to enhance Internet access to department's resources, and to advance public service; become more proactive in developing creative undergraduate research opportunities.

## Advancement Toward the President's Five Goals

### Offer the best undergraduate education available in Florida

- Hosted lectures and student events.
- Participated in university events to encourage use of the Special Collections in research.
- 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.

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

- Provided access and information on collections held in the department both in person and through the Internet.
- Assisted several graduate students with the use of our collections in researching their theses.

Collections included Florida Ephemera, Florida Images, and Tourism and Travel.



## **Provide international focus to our curricula and research**

- Participated in the digital Library of the Caribbean (dLOC)
- Participated in Dutch Caribbean Libraries Seminar in Curacao.



## **Become more inclusive and diverse**

University Archives collects and provides access to historical documents that showcase the university's continuing dedication to diversity, international curricula, and research.



## **Be America's leading partnership university** UCF Internal Partnerships

- Partnered with UCF History Department in creating undergraduate and graduate internship opportunities..
- The Regional Initiative for Collecting the History, Experiences and Stories of Central Florida (RICHS) <http://riches.cah.ucf.edu/> is an umbrella program housing interdisciplinary public history projects that bring together different departments at UCF, including the UCF Libraries' Special Collections & University Archives, with profit and non-profit sectors of the community. The projects are all interdisciplinary. In July 2009 a RICHS steering committee was established to help advise and coordinate these efforts. The primary goals of RICHS are to use humanities and arts to: strengthen ties between UCF and the community; bolster Central Floridians' sense of themselves and their communities; and promote interdisciplinary cooperation within the College of Arts & Humanities. Secondary goals are to: solidify the community's awareness of the importance of arts and humanities; develop UCF's status as a center for research and archival materials; and provide opportunities for graduate research and scholarly production. The main outcomes: opportunities for interdisciplinary collaboration in research and teaching; support for programs and projects in individual departments; and, community exposure that will make the humanities and arts more central to UCF's mission. Any acquired material (paper-based), and oral history interviews will become part of Special Collections & University Archives permanent collections.
- UCF Home Movie Archive Project. The partnership includes the UCF Film and History departments, and Libraries' Special Collections & University Archives. It shall be the mission of the Libraries to administer, permanently house, preserve, inventory, process, maintain, and make available the Home Movie Archive to the public, researchers, and scholars, in accordance with the UCF Libraries established policies and procedures. As a part of broadening access to

the acquired materials, the UCF Libraries shall create and maintain a Digital Home Movie Archive available through a website. The Libraries desires is to partner and collaborate with the UCF Film Department in terms of acquiring home movies, and with the History Department in offering internship opportunities for their students. In addition, in partnership with the Film and History departments, organize and participate in symposiums, educational workshops, and lecture series for the purpose of studying our history and heritage through family memories. As Martin Scorsese eloquently noted,

*Saving our film heritage should not be limited only to commercially produced films. Home movies do not just capture the important private moments of our family's lives, but they are historical and cultural documents as well.*

- Assisted UCF History Department with their NEH grant proposal – a partnership to also include the Sanford Historical Museum.

## External Partnerships:

- Library of Congress (LC) Veterans History Project (VHP) – UCF History Department, UCF Libraries, and the Burnett Honors College have started developing a Veterans History Project at the University of Central Florida to support the LC VHP. <http://www.loc.gov/vets/> Burnett Honors College will pilot a model seminar and course around VHP and will encourage other units to participate. There is a wonderful capacity for collaboration across many sectors at UCF to potentially include history, communications, sociology, political science, digital media, honors units, the Office of Veterans Services, ROTC, LEAD Scholars, the Office of Undergraduate Research, and/or the Office of Interdisciplinary Studies. LC VHP is looking at new ways to partner with universities, particularly in Florida where they are laying groundwork for a pilot program - the first of its kind in the nation – aimed at gathering the oral history of Florida's veterans on an ambitious scale. This is an excellent time for UCF to begin building collections at the Library of Congress. As plans progress in the coming year, UCF looks to their strongest, most established Florida donors to be integral to this initiative. Special Collections & University Archives (SCUA) will coordinate the Veterans History Project (VHP) at UCF, and work closely with the Library of Congress on establishing procedures for acquiring the material, and for contributing it to the LC Veterans History Project. Special Collections & University Archives shall keep copies of the original material sent to LC VHP, including oral histories, and make them available to the public.
- Provided assistance and guidance to St. Luke's Lutheran Church in Oviedo with developing a digital database, including metadata training.

# STATISTICS

## Special Collections & University Archives

*Table 1  
Collections in the Catalog<sup>†</sup>*

	2009-2010 Totals	2010-2011 Adds <sup>††</sup>	2010-2011 TOTAL
African Americana	1	8	9
Book Arts & Typography Collection	1,580	208	1,788
Bryant West Indies Collection	2,136	183	2,319
Engineering	558	56	614
Floridiana Collections	935	254	1,189
Horror	179	5	184
Manuscripts/cataloged	62	1	63
Reference Collection	71	8	79
Special Collections*	5,633	(217)	5,416
University Archives**	7,426	1,488	8,914

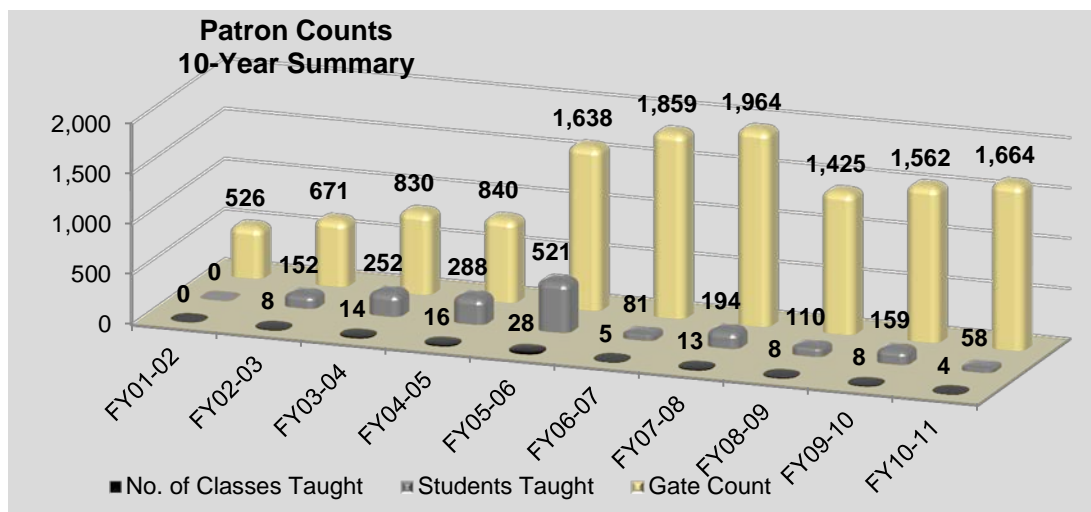
\*Please note that the 10/11 year total has actually been reduced, due to moving 217 titles into other individual collections

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

<b>TOTAL CATALOGED MATERIALS 09-10</b>	<b>18,525</b>
<b>MATERIALS ADDED</b>	<b>2,210</b>
<b>MANUSCRIPTS ADDED</b>	<b>1</b>
<b>TOTAL CATALOGED MATERIALS 10-11</b>	<b>20,736</b>

†Not every series is represented

††Due to the huge retroactive barcoding project, the 2010/11 "Adds" do not reflect only newly cataloged items.



## Special Collections & University Archives

Table 2

Manuscript Collections 2010-2011: Total 884.06 Linear Feet\*

**Bold & Italicized Text indicates a change from 2009-2010.**

Artist's Papers		Linear Feet
	Rose Feinman Papers, 1986-1996	3.0
+1	<b>Walter Gaudnek Collection, 1945-2003</b>	<b>5.0</b>
	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	4.0
+3.5	<b>Joy Postle Papers, 1912-2006</b>	<b>9.5</b>
	Joseph and Mary Velezdy Papers, 1947-1999	0.5
	Zines Collection, 1996 – ongoing	1.0
African Americana		
	African American Legacy, The Carol Mundy Collection	11.0
Book Arts Collections		
	Book Arts Ephemera Collection, 1993-2007	0.75
-22.0	<b>Susan King Papers</b>	<b>48.0</b>
	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	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
+1.0	<b>Florida Ephemera Collection, 1841-2007</b>	<b>12.25</b>
	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	6.4
	Paul Hartman Slide Collection	2.0
+3.0	<b>Phyllis J. Hudson United Faculty of Florida Papers, 1973-2003</b>	<b>29.0</b>
	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
-12.5	<b>Michael A. Spencer Bromeliad Research Collection, 1910-1990</b>	<b>82.5</b>
	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
+3	<b>Zora Neale Hurston Festival Collected Materials, 1990-2006</b>	<b>0.6</b>
Political Papers		
+3.5	<b>Democratic Women's Club of Florida Inc. Collection, 1957-2007</b>	<b>11.5</b>
	Beatrice B. Ettinger Papers, 1964-1998	5.3
	Lou Frey Papers, 1947-2006	28.51
	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
-2.0	<b>George L. Stuart Jr. Political Papers, 1977-1990</b>	<b>112.0</b>
+1.0	<b>Lynda Van Scoyoc Women's Political Caucus, 1970-2000</b>	<b>4.8</b>
Social Movement Collections		
	James C. Clark Research Papers, 1937-1996	2.5
	Van Sickel 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
-25	<b>Scharf Space Shuttle Collection, 1991-2001</b>	<b>.75</b>
	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 West Indies Audio Collection, 1940-1970	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	21.0
	Harrison "Buzz" Price Papers, 1956-2003	137.5
	Harris Rosen Scrapbooks & Papers, 1939-2005	20.0
	Splash Magazine Archives, ca. 1985-2002	3.0
	Wet 'n Wild Collection, 1975-2002	0.25
Unprocessed Collections		
	Dr. Val Bradley Union	3.0
	Confederate Shot and Ball	.75
	Paul O. Schallert	1.0
	James Sheppard	3.0
	Otto Frohlich	4.25
	John Young Gooch	1.0
	Finney Accounting	1.0
	Fonelli	2.0
	Miscellany	.5
	NASA Tapes	48.0
	NASA Negatives	7.0

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

## Special Collections &amp; University Archives

Table 3

UCF University Archives 2010-2011: Total 710.11 Linear Feet

**Bold & Italicized Text indicates a change from 2009-2010.**

Office of the President		Linear Feet
	Office of the President, 1968-2005	81.75
+1.5	<b>Charles Norman Millican Presidential Papers, 1963-1978</b>	15.3
	H. Trevor Colbourn Presidential Papers, ca. 1948-2006	34.5
-4.75	<b>Steven Altman Presidential Papers, 1984-1991</b>	4.25
	Collected Materials on Robert A. Bryan, 1991-1997	0.2
	Hitt, John, Inauguration Records, 1992-1993	2.0
+5.0-	<b>Gambrell, Carroll B. Vice-Presidential Papers, 1964-1984</b>	25.0
	Ellis, Leslie L. Vice-Presidential Papers, 1967-1986	7.5
Photographs, Audio and Visual Materials		
	University Audio, Visual, and Multi-Media Collection, 1970-2007	23.3
	University Building Renderings, 1966-1968	3.0
	UCF Commencement Video Collection, 1998-2005	3.0
	Medicine and Morality Audi-Visual Collection, 1974-1975	2.5
	"UCF Metro with Linda Chapin" Video Collection, 2001-2006	2.0
+7.1	<b>University Photographs, 1965-ongoing</b>	50.0
	University Poster Collection, 1970-2008	0.2
	WUCF Jewish Radio Hour Records, 1992-1997	2.25
University History		
-1.9	<b>25th Anniversary Events Records, 1967-1998</b>	2.6
New	<b>Biotic Communities on the FTU Campus, 1971</b>	.2
	H. Trevor Colbourn Oral History Collection, 1987-2006	8.0
New	<b>UCF Brevard Branch Campus, 1966-1995</b>	.2
+1.5	<b>University Seal, 1966-1968</b>	2.0
+1.5	<b>University Memorabilia, 1965-ongoing</b>	30.5
	Mary Monroe Collection on UCF Theatre, 1973-1976	1.0
	News and Information Collection, 1968-2003	6.0
-16.1	<b>University Publications Collection, 1962-2006</b>	5.0
+6.0	<b>University Scrapbooks Collection, 1960-2009</b>	33.0
	University Self Study, 1973	2.0
New	<b>UCF Strategic Planning Council Records, 1987-1992</b>	.75
+15.0	<b>Vertical File, ca. 1970-ongoing</b>	26.0
	Walter Taylor Collection, Campus History, 1972-1987	0.5
University Office Records		Linear Feet
-8	<b>Academic Advising, 1967-1989</b>	.2
-20.0	<b>Academic Affairs Office Records, 1994-2003</b>	40.0
+6	<b>Arboretum Scrapbook Collection, 1984-2003</b>	4.0
	Assistant Director of Maintenance Records, 1964-2000	27.0
+1.25	<b>Board of Trustees Records, 2001-current</b>	5.0
	Center for Research in Electro-Optics and Lasers (CREOL) Records, 1984-1991	4.0
	Center for Research in Electro-Optics and Lasers History, 1984-1991	0.2
	Equal Opportunity Office Records, 1969-1988	1.5
+1.0	<b>Finance &amp; Accounting</b>	7.0
+1.0	<b>Finance and Accounting Office, 1983-2003</b>	3.0
-2.0	<b>General Counsel's Office Records</b>	2.0
+3	<b>Graduate Studies Office Records, 1969-1991</b>	7.8
	Judaic Studies Program, Distinguished Lectures Series Records, 1985-2004	1.0
	Marketing Office Collection, 1967-2001	7.5
New	<b>Medical Record Administration Program, 1971-1990</b>	1.2
	College of Medicine, 2007 – ongoing	1.0
-5	<b>Department of Nursing, 1968-1987</b>	1.5
+4.0	<b>Physical Plant</b>	11.0
-8	<b>Police Department Records, 1977-1998</b>	.2
	Public Affairs Office Manuscripts, undated	1.0
	Public Relations Records, McGinnis, D. Robert, 1986-1993	8.0
-6	<b>Registrar Office Records, 1972-1987</b>	1.4
	Research & Commercialization	1.0
	Research & Graduate Study Office Records, 1980-1987	2.5
New	<b>Small Business Development Records, 1998-2002</b>	2.6
	<b>Student Development and Enrollment Services Records, 1968-2002</b>	6.5
-3.0	Vice-President for Research Office records, 1989-1993	8.75
New	<b>Vice President for University Relations, 1968-1992</b>	6.0
University Organizations Records		
	Alumni Association Records, 1964-2000	2.3
New	<b>Campus Advisory Board Collection, 1993-2006</b>	.2
	Faculty and Alumni Manuscripts, 1972-2001	2.0
	Fraternity and Sorority Lifestyle Collection	2.5
New	<b>UCF Foundation, Inc. Records, 1968-2002</b>	2.2
	Lou Frey Institute of Politics and Government, 2003-2005	0.5
New	<b>Retirement Association Collection, 1989-2004</b>	1.0
	Staff Council, 1971-2002	7.5
-18.9	<b>Student Government Association, 1983-2003</b>	15.6
-3.0	<b>UCF Theatre, 1969-2009</b>	5.0
New	<b>Town and Gown Council Collection, 1982-2004</b>	2.0
	Women's Club, 1969-2007	14.5
University Sports		
+8.0	<b>University Athletics Collection, 1968-ongoing</b>	31.25
	Ed Gantner Collection, UCF Football Memorabilia, 1979-1982	1.0
	Ron Johnson Football Films, 1981	1.0
	Michael O'Shaughnessy Collection, ca. 1979-1981	0.5
	Patrick Cucci UCF Wrestling Collection, 1983-1986	0.4
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
New	<b>Baker, Barry B., Director of Libraries, 1997-</b>	1.0
	Library Blueprints	3.0
	Library Photographs	4.0
Unprocessed Records		
	Miscellaneous Collections removed from Vertical Files	10.0
	Women's Studies Collection	2.0
	Political Science Department & University Author's Collection	8.0
	Rosen College of Hospitality and Management	.5
	Library History (removed from Vertical Files)	3.0
	Facilities Planning & Construction (AVMM material)	9.0
	Research and Commercialization (AVMM material)	1.0
	Daytona Beach Campus Office of the President: Harold Green	4.0
	Faculty Senate Minutes	2.0

\*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

## Highlights of the Year in Retrospect

2010-2011 was a time of transition and change for Systems & Technology. During the summer of 2010, while construction was underway to complete the Knowledge Commons, Systems worked with Computer Services & Telecommunications (CS&T) to move its physical servers to the CS&T data center and convert them to virtual servers. When completed, the Libraries had a total of 18 virtual servers and 1 physical server at CS&T. The software used for the public pay-for-print service was changed from Pharos to ITC which is now used campuswide. Equipment and technology purchases for the summer were configured and installed, including an additional 100 PCs for the Knowledge Commons. Evidence was gathered and submitted to CS&T regarding the poor wireless connectivity in the main library building, and CS&T continues to analyze the problem. Electrical and data wiring projects were scheduled for the installation of digital signage throughout the library. Each classroom was outfitted for a smart podium. Because of the mandate by the NSF requiring data management plans be submitted with grant proposals, Systems began discussions with the Office of Research and Commercialization and the Institute for Simulation & Training to address the needs of faculty to become informed about their responsibilities to comply with the mandate. As a result of this and an increase in the requests from departments on campus to digitize and manage materials that do not fit in with traditional library digital collections, discussions for an institutional repository began.



## Applications Development – Intranet

### Redesigns

- **Intranet Settings System** - This received a complete, from the ground up, reinvention. Previously, each Intranet application would store all of its settings in an XML structure that was stored in the database, which was parsed and read at each page load. This method was fine for an individual loading his own page, but if that individual needed to cross check other users' settings, it became more CPU intensive than it should have been. Additionally, each application set up its own settings. There was no uniform predictable way to guarantee that a setting would have something in it or not so each application had to not only gauge the value of the setting but first had to determine if the setting existed at all and, if not, what the default value should be. The new system fixes all of this and does much more. All settings' definitions are now stored in the database and tied to a specific application. They each have a default value and a consistent naming convention that is used to determine what type of variable is stored in the setting. Every type of variable can be stored and works in this system. Types are: Boolean, integer, floating point number, string, array, hash (associative array), and nested objects. Settings can be autonomously created in

the system as needed as well. Users can set their own preferences, which override the setting's default value. Users as well as system administrators can now reset/revert their preferences back to defaults. It is also now possible to quickly and efficiently look up any user's preferences from any other account. This is useful when a user wants to send out notifications for a particular application function. Example: A user has just posted a news item. The assigned news managers are notified via the Intranet notification system. If one of them has e-mail notifications enabled, they will also receive an e-mail. The new settings system allows for this user-to-user preferences check.

### New Systems

- **Table Boss** - A system that allows access to any table in the database server. The system uses one table to keep track of the settings, names, and permissions for each of the tables. A database table can have any or all of the following settings:
  - **Viewable:** Non-visible tables can only be listed in the master list by users who administer the Table Boss system.
  - **Private:** Private tables require permission to view. Permissions are granted in the Intranet Permissions system.
  - **Editable:** Editable tables have the ability to be edited. A user must be granted access to edit a table from the Permission system, regardless of its privacy. This system fills a rather large hole for empowering our own staff to access their own data, whether it is website form submissions, surveys, registrations for events, etc. Any table added to the system can be exported to an Excel file at any time.
- **PURLs System** - We can now create persistent URLs. Each persistent URL (PURL) has a QR code generated for it automatically as well as stats tracking, so we can see how often it is accessed, when it is followed, and where the visitor came from. The system also doubles as an automatic redirect page, just by adding a source URL to the record. If the source URL points to a file that does not exist, a visitor to that non-existent file will be automatically redirected to the destination URL (the PURL's destination). By combining these two uses into one system, we have the added benefit of shared services. Now, broken links that are being followed are being counted by this system. Each PURL record in the system is owned by a person, who has full editing rights to that record. One can also create PURLs for other people, and the system keeps track of who last edited a PURL. The system is open to anyone on the Intranet to create PURLs when needed. PURLs can have their destination URL changed after creation to future-proof each link and QR code.



## Digital Services . . .

- Submitted an LSTA grant for "Central Florida Memory: News and Views." The \$87,283 grant seeks to add five new participants: Oviedo Historical Society, Apopka Museum, Lake County Library System, Eustis Memorial

Library, and the Winter Garden Heritage Foundation and will provide access to area newspapers and materials that support the stories of early Central Florida. The addition of over 110,000 images will expand the Central Florida Memory digital collection to include Lake County and west Orange County history. The proposal received high marks (91 out of 100) and was given a high rating by evaluators but the State Library decided not to fund any digital projects this year.

- Consulted with faculty from the English and Humanities departments regarding digital projects.
- Collaborated with Social Sciences Education faculty to integrate digital collections in classroom settings. Participated in and supported the Library of Congress' Teaching with Primary Sources grant-funded workshops.
- Partnered with History Department for RICHES (Regional Initiative for Collecting the History, Experiences, and Stories) of Central Florida projects:

- **Sanford Museum/Central Florida Mosaic Interface:** With the assistance of a RICHES sponsored graduate assistant, worked with the Sanford Museum to select materials from the museum's collection for digitization and upload to Central Florida Memory for harvesting by CFMI. Additionally, Sanford related items were received from some of Central Florida Memory's partners. One hundred thirty-three (133) items were digitized and added to Central Florida Memory. One hundred sixteen (116) items were scanned for direct upload to CFMI.

- **UCF Community Veterans History Project:** A digital collection was created in CONTENTdm for the veterans oral histories. Information from the veterans' database was used as the basis for metadata for uploading materials. There are currently 19 available online. Pre-defined searches were created so users can easily browse the oral histories by war/conflict, branch of service, medal/award, gender, and prisoner of war.

- Continued the partnership with Interlibrary Loan / Document Delivery Services to expand and maintain two digital collections to enhance access to unique resources in the Van Sickle Leftist Pamphlet collection and UCF's print theses and dissertations.
- Established an online home for digitized retrospective theses and dissertations in CONTENTdm. Eighty-eight (88) digitized theses and dissertations were added in 2010-2011. Continued to investigate the most efficient way to include RTDs in the library catalog.
- Expanded contributions to the Digital Library of the Caribbean (dLOC).
- Completed upload of 108 British parliamentary Acts  
<http://www.dloc.com/contains/?t='British+Parliamentary+Acts'&f=TI>
- Completed upload of 158 Haitian slides from the Bryant Slides Collection  
<http://www.dloc.com/contains/?t='Bryant+Slides+Collection'&f=TI>

- Updated Florida Historical Quarterly metadata, display, and thumbnails in DigiTool.
- Consulted with the Honors College on transitioning from print to electronic theses. Students began submitting Honors Theses electronically for spring 2011.
- Worked with the Office of Research and Commercialization to investigate Data Management issues and possible solutions. Created a Guide to provide resources for researchers concerned with the management and stewardship of data: <http://guides.ucf.edu/data>. Assisted ORC in bringing a guest speaker to campus for a day of presentations.
- The migration of CONTENTdm to a new server provided the opportunity to explore ways to host local digital collections in addition to Central Florida Memory. Four "new" digital collections were established in CONTENTdm:
  - The Harrison "Buzz" Price Papers collection was migrated from Greenstone. One hundred eighteen (118) PDFs of reports and feasibility studies were loaded into CONTENTdm with updated metadata.  
<http://digitalcollections.lib.ucf.edu/cdm4/browse.php?CISOROOT=%2FBUZ>.
  - The Institute for Simulation & Training collection was created to give over 200 digitized IST documents an online home. Formerly, the PDF documents were only available electronically via a link in the UCF Libraries' catalog record.
  - A metadata only collection now allows for our UCF Electronic Theses & Dissertations to be harvested and indexed by other websites enabling student works to be easily featured on national and international databases such as the *Networked Digital Library of Theses and Dissertations* (NDLTD) and the *Worldwide ETD Index*.
  - Interest in the Retrospective Electronic Theses & Dissertations project provided the impetus to host an online RTD collection in CONTENTdm.
- Continued to work closely with the Florida Center for Library Automation (FLCA) to ensure that locally created images are being stored in the Florida Digital Archive (FDA). Collaborated with UF and FCLA to provide input and testing for the METS Editor, a solution to more easily create the XML submission information packages which are required for ingesting materials. Fifteen hundred twenty-four (1,524) packages were successfully submitted for materials from Political and Rights Issues and Social Movements, Harrison "Buzz" Price, Institute for Simulation and Training, Central Florida Memory, and Digital Library of the Caribbean.
- Participated in the development and implementation of the Digital Project Management system. Efforts focused on migrating legacy data and updating files to reflect DP numbering and organization.

- Examined Open Access and Institutional Repository options. To encourage discussion and education within the library, various sessions were held during Open Access Week, October 18th-22nd. Due in part to the success of Open Access Week, a task force was convened in 2011 to develop a pilot project for an open access/scholarly communications site with a repository using volunteered library faculty materials. The Scholarly Communication Task Force surveyed current practices, examined obstacles to implementation, and suggested solutions and resources.

## Infrastructure

Note: Joel Lavoie inherited primary responsibility for the Libraries' network operations, servers, storage systems, security, and related infrastructure in addition to his IT Manager duties on June 1, 2011.

- Completed the migration of physical servers to CS&T and the establishment of 18 virtual servers in the CS&T data center.
- Implemented a new campus printing solution. The library now uses ITC Systems as its pay-for-print solution. ITC replaces the Pharos system the Library used for 10 years.
- ILLiad Server:
  - Implemented SSL on ILLiad Web server.
  - Implemented a Web page for self-assisted password resets.
  - Finished implementing a second site instance of ILLiad. The College of Medicine is not fully operational on ILLiad.
  - Worked with Blake Stephens's team to overhaul and redesign the ILLiad Web pages for main library ILL.
  - Upgraded ILLiad clients to 8.1.4.
  - Implemented WebCirc.
- EZProxy Server:
  - Updated SSL.
  - Updated to latest version 5.4.1.
- SCOM Server: System Center Operation Manager is being used to push new software and update packages to library computers.
- CONTENTdm Server:
  - Redesigned the CONTENTdm server to allow for multiple collections. Each collection can now be customized without affecting other collections.
  - Current collections: Central Florida Memory, University Archives, Special Collections, UCF Digital Collections, UCF Electronic Theses & Dissertations, Harrison Buzz Price, Retrospective Electronic Theses & Dissertations, Institute for Simulation & Training, University Photographs, Archimedes L. A. Patti Photograph, UCF Community Veterans History Project, Civil War.

## Technical Support

- Installed all the equipment for the Knowledge Commons in one week.

- The tech team continued to support the computing needs of staff, students, and faculty who use the Libraries' 566 PCs, 108 laptops, 44 printers, 60 tablets, and assorted scanners.
- Upgraded all library computers to Office 2010.
- Successfully switched staff from GroupWise to Exchange as part of the Campus Exchange Initiative.
- Deployed three digital signs using the newly purchased Four Winds Interactive digital signage software.

## Web Services

### UCF Libraries Public Website

- Redesigned the library floor maps and branch campus maps for version 2.0. The new system is built using the Google Maps API version 3 and employs custom controls, polygons, points of interest, and custom icons. In this new version, floor maps are geo-located and overlaid directly on top of live Google maps and satellite imagery.
- Added Rosen to the floor maps.
- Improved detail on the maps by creating customized zoom-levels, so as users zoom into the map imagery, more detail appears, more labels appear, and the text stays the same size instead of getting larger. Counting Rosen, there are 42 separate exported base floor images - 7 zoom levels for each of the 5 floors plus Rosen. The 42 images are then geo-positioned and sliced into 9,350 image tiles that are served to visitors as they pan and zoom the map.
- Designed a workflow to automate the process of editing and generating maps and their tiles. A change to the fundamental floor plan imagery can be made and published to the website in less than 15 minutes. This process includes regenerating all 42 floor plans, and the 9,350 map tiles.
- The maps are now more mobile friendly, reserving more screen space for the map than before by collapsing navigation menus when not in use. Controls also receive touch events, not just mouse events.
- The maps administration system can now directly create and modify polygons in addition to the points it could manipulate at version 1.0.
- Added room schedule linking to the map. Version 2.0 shows the current day's room schedule when a room is clicked. The schedule information is pulled from the Libraries' Intranet calendar.
- The left side menu on the website was remodeled to be both less obtrusive and easier to read. Its boundaries were expanded, leaving more white space inside it, but its colors were toned down so it does not distract from the website's content. The look of it now resembles a sunken area with smooth gradients and matching light gray accents.
- Converted the public website from ASP code (VisualBasic 6) to PHP. All website functionality has been rewritten from scratch in the new language - roughly 8,000+ lines of code. Each of the 2,500+ pages was also converted to the new language and file extension. Additional custom code was added to the 404 "File Not Found" page,

which automatically corrects links to ASP pages that no longer exist to their PHP counterparts, before showing an error to the visitor. This method allows Web editors to update their pages' internal links at their leisure, even though every page has been renamed. It also preserves externally linking sites from receiving broken link errors when linking to our content.

- The website was successfully transitioned from the old physical Web server to the new virtual Web server and is housed in an offsite cluster.
- Built a mobile-targeted front-end for the website which has information and links specifically targeted at mobile device visitors. This design is completely new and uses all new imagery: icons, backgrounds, and visual styles.



## Changes in Staff

- The LAN Administrator left Systems in June.
- Robert Ciullo was hired as an OPS Programmer to assist Blake Stephens with Web development and programming projects.

## Departmental Goals: 2010/2011

- Submit a technology fee proposal for a technology-lending project that includes iPads, cameras, scanners, and other mobile equipment. *The proposal was funded for \$62,002 and the equipment purchased. The equipment is available for checkout at the Media Desk as of fall 2011.*
- **Expand and enhance access to local partnership digital collections, while consolidating management of them, through the implementation of discrete collections in CONTENTdm and a new digital initiatives Web page.** *Consolidating management of local digital collections was aided by the migration of CONTENTdm to a new server. This provided the opportunity to explore ways to host digital collections in addition to Central Florida Memory. Four "new" discrete collections were established in CONTENTdm.*

*The new digital initiatives Web page is database driven so that information is automatically updated as materials are processed and information is entered into the Digital Projects Management System on the Intranet. All collection information and item tracking information is stored on the Intranet and called upon to generate statistics and populate the Web pages. Each collection Web page lists items individually with the title, format, description, and a URL to facilitate search engine accessibility.*

- **Resurrect discussions for the implementation of thin client technology in the public area.** *With the consolidation of servers in the data center, personnel changes, budget constraints, and the use of other hardware/software management tools, this project has been postponed.*
- **Complete consolidation of library servers into the CS&T data center.** *Project completed.*
- **Complete transition from Pharos to ITC as the Libraries' pay-for-print solution in collaboration**

**with CS&T and UCF Business Services.** *Project completed.*

- **Implement digital signage in the public area.** *Hardware and software have been purchased and electrical and data wiring completed. Content for the digital signs is being finalized and the signs will be installed during the fall semester 2011.*

## Departmental Goals: 2011-2012

- **Continue investigating implementing an institutional repository at UCF.**
- **Continue working with ORC and IST to create a data management plan for UCF.**
- **Develop policies and procedures for submitting and publishing content on the Libraries' digital signs.**
- **Explore options for delivering assistance more directly to students with technology problems.**
- **Work with CS&T to solve wireless connectivity issues in the main building, and determine more efficient ways to disseminate instructions for configuring devices to new users.**
- **Increase staff.**

## Performance Enhancement Recommendations

Systems & Technology has a small staff of six (one IT Manager and two Support Analysts, one Web Applications Developer, one Digital Initiatives Librarian, and one Digital Imaging Technician) that support and maintain the Libraries' IT needs, digital initiatives, website, and applications development. In addition, technical support is provided for the Curriculum Materials Center and the Universal Orlando Foundation Library at Rosen. There are projects and services the department would like to undertake but is unable to because of its small staff. Expanding permanent staffing is desired to ensure continued technological growth.

## Advancement Toward the President's Five Goals



### Be America's leading partnership university

Systems & Technology continues to participate in partnerships with the other state university libraries to expand PALMM (Publication of Archival Library & Museum Materials) and the Florida Heritage Collection; with the Orange County Library System, Orange County Regional History Center, Rollins College, and the Museum of Seminole County History, Bethune-Cookman University, and Stetson University on Central Florida Memory; and developing the Digital Library of the Caribbean (dLOC) with state university and Caribbean university participants.

## STATISTICS

The methods used to measure statistics changed this year. The network printing software from ITC measures printer use and Google Analytics measures web use. Because of this change, only current year numbers are shown.

### Systems & Technology

Table 1

#### Network Printing Statistics

Printer	# of Pages
2nd Floor Main - BW1	36,403
2nd Floor Main - BW2	43,670
2nd Floor Main - BW3	133,582
2nd Floor Main - BW4	190,989
3rd Floor Main - BW5	28,901
Lobby	90,951
Main (Color)	8,517
CMC (BW)	89,363
CMC (Color)	3,713
Rosen 1	48,260
Rosen 2 (3 Dec 2009)	47,440
<b>Total</b>	<b>721,789</b>

### Systems & Technology

Table 2

#### Web Page Statistics (using Google Analytics)

<b>Total Page Views</b>	<b>8,762,968</b>
Average Page Views per visit	4.06
Visitors	3,137,441
Unique IPs	1,092,526
Mobile Devices	25,419
<b>Stats for Library Main</b>	
Total Page Views	8,525,294
Average Page Views per visit	2.77
Visitors	3,082,039
Unique IPs	1,055,867
Mobile Devices	24,234
<b>Stats for CFM</b>	
Total Page Views	74,998
Average Page Views per visit	5.51
Visitors	13,604
Unique IPs	10,960
Mobile Devices	379
<b>Stats for LibGuides (1/26/2011 - 6/30/2011)</b>	
Total Page Views	162,676
Average Page Views per visit	3.89
Visitors	41,798
Unique IPs	25,699
Mobile Devices	806

### Systems & Technology

Table 3

#### Digital Services Statistics

Project	Images
Central Florida Memory	4,210
Civil War	2,555
Digital Library of the Caribbean(dLOC)	3,118
Florida Historical Quarterly	1,289
ILL	110
Other	473
Retrospective Theses & Dissertations	7,095
RICHES	1,137
Special Requests	473
University Archives	4
Van Sickle Project (PRISM)	6,463
<b>Project</b>	
<b>Audio/Video</b>	
Commencement	18
UCF Community Veterans History Project	133
<b>Total Audio/Video</b>	<b>151</b>
<b>Total Images</b>	<b>26,927</b>
<b>Total Digital</b>	<b>27,078</b>

### Systems & Technology

Table 4

#### Electronic Theses & Dissertations

<b>Submissions:</b>	
1 Jan 2004 - 30 June 2011	2,668
1 July 2010 - 30 June 2011	314

### Systems & Technology

Table 5

#### Technical Support Statistics

<b>(Main, CMC, Rosen)</b>	
Work Orders Logged (total tech & supplies)	1,940
Work Orders Completed (by techs)	1,166
Public PCs	361
Staff PCs	205
Public Laptops	83
Staff Laptops	25
Public Printers	11
Staff Printers	33
Classroom PCs	41
iPad Tablets	55
Android Tablets	5
Virtual Servers	18
Physical Server	1

Selma K. Jaskowski  
Assistant Director, Library Systems & Technology

The following is a report on the exhibits and events coordinated in 2010-2011 by committee members:

- Carole Hinshaw, Marketing & Program Officer (chair)
- Debbie Barnes, Facilities Specialist
- Cindy Dancel, Office Manager, Reference Services
- Jamie LaMoreaux, LTA Specialist, Acquisitions & Collection Services
- Pat Tiberii, Senior LTA, Interlibrary Loan/Document Delivery Services

## Highlights of the Year in Retrospect

The Committee continues to attract new and exciting exhibitions and programming. An important aspect of this service is the appeal to a broad range of people and organizations on campus and in the community. The library formed partnerships with Rollins College, the Holocaust Memorial Resource and Education Center of Florida, the UCF History Department, and the Office of Diversity Initiatives, just to name a few. Committee members recruit artists at art shows and through personal contacts and recommendations. Other exhibitors are enticed to use the library's space by word of mouth and personal contacts.

The Committee recommended ordering seven new display cases – five in February and two in June 2011. The cases were manufactured by Peter Pepper and were ordered through Beyond Office Furniture Office Solutions in Altamonte Springs, Florida. These cases provide a visual balance to the design décor of the Knowledge Commons. New supplies and props were ordered and will contribute to the professional appearance of the exhibitions.



## Notable Exhibits & Events

- **Project Future**  
**Lecture, September 20, 2010**  
Chad Emerson is the author of *Project Future: the Inside Story Behind the Creation of Disney World*. He is a frequent lecturer and author in the areas of land planning law, intellectual property law, and amusement and leisure law.
- **Letters Home**  
**Exhibit, September 2010**  
This exhibition included letters written from concentration camps during World War II. Materials were from the archives of the Holocaust Memorial Resource and Education Center of Florida located in Maitland, Florida.
- **DiversiTea: a Survivor's Story**  
**Lecture, September 22, 2010**  
Pamela Kanher, the Executive Director of the Holocaust Memorial Resource and Education Center of Florida, introduced Helen Garfinkel Greenspun. Mrs. Greenspun told her story of surviving two labor camps and five concentration camps.

- **UCF Community Veterans History Project**  
**Information Session, September 23, 2010 (35)**  
The UCF Community Veterans History Project (RICHES) is collecting, preserving, and making accessible to the public the experiences of Central Florida's veterans so that future generations will better understand the realities of conflict. The History Department, Office of Diversity Initiatives, and the UCF Veterans Services held an informative orientation session to raise awareness of this effort.

- **Florida for Health & Sport**  
**Exhibit, October 2010**

From the mid-1800s, travelers came to Central Florida for sun, hunting, fishing, sports, and leisure activities. Those early "snow birds" came for the climate and spent months in hotels in the area. The turpentine industry originally produced derivatives for naval stores and the shipping industry, but also produced "patent medicines." The exhibit included innovative ways that turpentine was used for medicinal purposes.

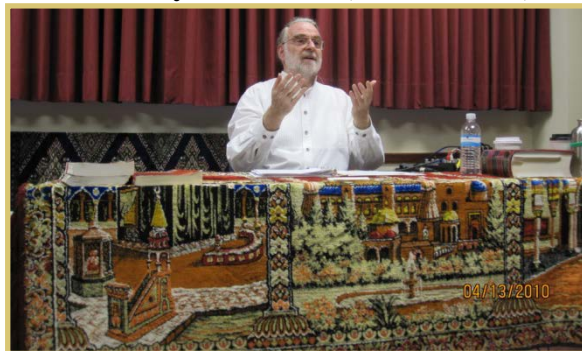
- **Florida for Health & Sport**  
**Lecture, October 7, 2010**

Dr. Wenxian Zhang, Head of Special Collections, Olin Library, and Dr. Maurice O'Sullivan, professor of History, Rollins College, discussed their research that led to the publication of a long lost manuscript, *A Trip to Florida for Health and Sport: the Lost 1855 Novel of Cyrus Parkhurst Condit*.

- **Gatorland: Survival of the Fittest**  
**Lecture, October 28, 2010**

Dorothy Mays, Head of Public Services at Rollins College's Olin Library, discussed the impact that competitors such as Walt Disney World and modern innovations, including interstate highways, have had on Gatorland and other Central Florida roadside attractions.

- **Rumi Poetry & Sufi Music**  
**Music & Poetry Presentation, November 19, 2010**



Peter Rogen reciting Rumi poetry in English

Poetry and stories by Sufi poet, Jalauddin Rumi, were shared by readers including Peter Rogen, recitation in English; Nargess Albekord, recitation in Persian, the language of Rumi; Professor Hakan Ozoglu, recitation in Turkish; Eijaz Malik, recitation

in Urdu. Arsalaan Vahab accompanied with music on the tanbour lute, nay reed, and daf drum.

- **Studio Experiences in Art Education Exhibit, December 2010**



*Tree of Conscience*, multimedia painting  
by Samantha Tramfa, UCF Senior

The School of Teaching, Learning, and Leadership (STLL) and the Art Education Program in the College of Education (CoE) showcased art education students' studio work. Some of the work was produced in Summer A term 2010 at the Atlantic Center for the Arts in New Smyrna Beach during a class entitled "Studio Experience in Art Education." This exhibit demonstrated the studio learning that takes place with future and current art education teachers and brings to light the 10-year partnership between the CoE, STLL, UCF Orlando, UCF Daytona Beach, and the Atlantic Center for the Arts.



*The Forgotten Frontier*, sculpture

- **UCF Hidden Artists Reception, January 15, 2011**

This exhibition of outstanding works from UCF faculty and staff, who create art on their own time, was a great success.

- **UCF Libraries Artists Exhibit, February 2011**

At the UCF Libraries people do more than work with books and computers. They are also artists who work with many types of materials – both natural and manmade – to create beautiful works of art. Creativity is expressed through the process of jewelry making, metal smithing, wire-wrapping, weaving, silk painting, stamping on paper with ink and watercolors, and designing artistic handmade books. This exhibition featured the works of Margaret Bolinger, Jacqui D. Johnson, Jamie Lamoreaux, Tatyana Leonova, Kristine Shrauger, and Patricia Tiberii.

- **Fighting the Fires of Hate: America and the Nazi Book Burnings Panel Discussion, March 30, 2011**



Panel Members Mitchell Bloomer, Kenneth Hanson, & Lyn Davidson discuss book burning.

Panelists Mitchell Bloomer, Resource Teacher at the Holocaust Memorial Resource and Education Center in Maitland; Lyn Davidson, associate editor of *Heritage Florida Jewish News*, who has studied and dealt with issues relating to censorship and the First Amendment; and Kenneth Hanson, an associate professor in the UCF Judaic Studies Program, focused on how the book burnings that occurred in Germany in 1933 became a potent symbol during World War II in America's battle against Nazism. The discussion concluded by examining the continued impact on our public discourse and current concerns over censorship, challenges to intellectual expression, and freedom of speech. A related traveling exhibition, *Fighting the Fires of Hate: America and the Nazi Book Burnings*, was on loan from the United States Holocaust Memorial Museum and was on display at the Holocaust Memorial Resource and Education Center of Florida.

■ **Frank Messina: The Mets Poet  
Poetry Reading, April 14, 2011**



Frank Messina gave a poetry reading, Q&A session, and signed books. He is the author of four books of poetry including the critically acclaimed *Full Count: The Book of Mets Poetry*, and *Disorderly Conduct*. His work tackles subjects relating to human nature including themes of love, struggle, war, civic responsibility, and sports fanaticism.

■ **Life is a Beach  
Exhibit, May 2011**

Pamela Daum specializes in alternative methods of photography. She channeled her photographic vision after the loss of Polaroid photography by reestablishing her roots in black & white and infrared photography.

■ **The Art of Bobbin Lace Making, Finished Lace,  
and Lacemaking Equipment  
Exhibit, May 2011**



On display were many examples of bobbin laces and lace making pillows from several countries, lace books, lacemaker figurines, bobbins, and bobbin winders. The demonstrations of the LLEJP (LLEJP is pronounced "leap; from the first initial of the five original members: Laura, Lillian, Emily, Jan, & Patsy) lacers' intricate work attracted large crowds.

■ **Bead Society of Central Florida  
Exhibit, June 2011**

On display was an outstanding collection of intricate beaded jewelry made by members of the Bead Society of Central Florida.

# STATISTICS

**Exhibits & Events  
Table 1  
Summary of Attendance, 2010-2011**

Exhibit/Event	Attendance
<b>Project Future, lecture</b> - September 20, 2010	67
<b>DiversiTea: a Survivor's Story, lecture</b> - September 22, 2010	105
<b>UCF Community Veterans History Project Information Session</b> - September 23, 2010	35
<b>Florida for Health &amp; Sport, lecture</b> - October 9, 2010	6
<b>Gatorland: Survival of the Fittest, lecture</b> - October 28, 2010	15
<b>Rumi Poetry &amp; Sufi Music, music &amp; poetry presentation</b> - November 19, 2010	92
<b>UCF Hidden Artists, reception</b> - January 15, 2011	90
<b>Fight the Fires of Hate: American &amp; the Nazi Book Burnings, panel discussion</b> - March 30, 2011	12
<b>Frank Messina: The Mets Poet, poetry reading and book signing</b> - April 14, 2011	7
<b>Grand Total</b>	<b>429</b>

Carole S. Hinshaw  
Marketing & Program Officer

# Statistical Summary 2010-2011



VOLUMES HELD	OWN6/30/10	ADDED	DELETED	OWN6/30/11
Main Library*	1,280,355	21,500	1,285	1,300,570
Brevard	39,806	355	229	39,932
Daytona	21,522	145	75	21,592
South Lake, Leesburg	2,589	53	-	2,642
Universal Foundation Library at Rosen College	8,636	526	84	9,078
Curriculum Materials Center (CMC)	37,398	1,851	1,602	37,647
Orlando West, Osceola	558	72	-	630
Ocala	322	44	-	366
Sanford/Lake Mary	538	117	47	608
Offsite Storage	26,255	-	-	26,255
Florida Solar Energy Center (FSEC), includes docs*	28,312	943	13	29,242
<b>Subtotal print volumes</b>	<b>1,446,291</b>	<b>25,606</b>	<b>3,335</b>	<b>1,468,562</b>
Electronic volumes (netLibrary, other)	593,041	31,165	24	624,182
<b>TOTAL</b>	<b>2,039,332</b>	<b>56,771</b>	<b>3,359</b>	<b>2,092,744</b>
<b>CATALOGED TITLES ALL LOCATIONS &amp; MATERIALS</b>	<b>1,930,438</b>	<b>67,885</b>	<b>3,843</b>	<b>1,994,480</b>
<b>MICROFORM UNITS</b>				
Microfilm				
Main Library	63,391	407	-	63,798
Microfiche - General				
Main Library	1,179,376	2,189	-	1,181,565
FSEC	56,522	-	-	56,522
Documents Microfiche (ASI, CFR, CIS, IIS, SRI)	924,427	30,623	-	955,050
Microfiche Government Documents	859,892	7,548	1	867,439
U.S. Patents (Microfilm)	8,906	-	-	8,906
<b>TOTAL</b>	<b>3,092,514</b>	<b>40,767</b>	<b>1</b>	<b>3,133,280</b>
<b>GOVERNMENT DOCUMENTS</b>				
Print:				
U.S. Government	280,103	1,579	604	281,078
Florida Government	35,883	683	30	36,536
Subtotal Print Gov't Documents (for IPEDS)	315,986	2,262	634	317,614
(Total IPEDS holdings incl. Gov Docs)	2,355,318	59,033	3,993	2,410,358
Non-Print:				
U.S. Electronic (CD-ROM, DVD, floppy)	4,597	243	-	4,840
Florida Electronic (CD-ROM, DVD, floppy)	33	25	-	58
U.S. Patents (CD-ROM, DVD)	1,790	161	-	1,951
Maps	3,904	20	-	3,924
<b>TOTAL</b>	<b>326,310</b>	<b>2,711</b>	<b>634</b>	<b>328,387</b>
<b>SERIALS SUBSCRIPTIONS</b>				
Periodicals all locations:				
Print Journals	1,528	-	122	1,406
E-Journals (Dual format + e-only)	23,675	13,794	-	37,469
Newspapers	13	-	-	13
E-Databases	363	2	-	365
FSEC Serials	82	7	7	82
Federal Depository Program (FDP) print serials	604	-	-	604
FDP e-serials (dual format + e-only)	3,394	-	-	3,394
<b>TOTAL ACTIVE SERIAL SUBSCRIPTIONS</b>	<b>29,659</b>	<b>13,803</b>	<b>129</b>	<b>43,333</b>
Total Electronic Serial Subscriptions	27,069	13,796	-	40,865
TOTAL INACTIVE TITLES	4,793	-	-	4,793
<b>MEDIA VOLUMES</b>				
Main	35,026	882	68	35,840
Curriculum Materials Center*	5,976	59	202	5,833
Regional Campuses and Rosen*	1,717	85	5	1,797
Florida Solar Energy Center*	8,013	6	-	8,019
<b>Total</b>	<b>50,732</b>	<b>1,032</b>	<b>275</b>	<b>51,489</b>

\* Beginning count restated.

MEDIA VOLUMES	Own 6/30/10	Added	Deleted	OWN 6/30/11
<b>Main</b>				
Cassettes/AudioTapes	1,612	36	4	1,644
CD/ROMs	2,250	177	4	2,423
Compactdiscs(music)	5,239	81	3	5,317
Compactdiscs(other)	14			14
E-soundrecordings	2,930			2,930
DVDs	5,192	578	5	5,765
DVDROMS	5			5
Filmstrips	500			500
Laserdiscs12"	203			203
Other	81	7	46	42
Phonograph Records	2,326			2,326
Pictures	11			11
Video Recordings	14,663	3	6	14,660
<b>Total-Main</b>	<b>35,026</b>	<b>882</b>	<b>68</b>	<b>35,840</b>
<b>Curriculum Materials Center</b>				
Cassettes/Audiotapes	420	-	42	378
CD-ROMs	385	2	3	384
Compact Discs	377	-	3	374
DVD	222	31	2	251
Filmstrips	399			399
Games	229	5	16	218
Kits	566	3	79	490
Laserdiscs12"	60			60
Maps	13	4	1	16
Mediakits	41			41
Models	38	2	-	40
Pictures	200			200
Multi-media	156			156
Other	68	6	-	74
Phonograph Records	961			961
Realia	129	6	-	135
Software	724			724
Transparencies	15			15
Video Recordings	973		56	917
<b>Total-CMC</b>	<b>5,976</b>	<b>59</b>	<b>202</b>	<b>5,833</b>
<b>Regional Campuses and Rosen</b>				
Compact Discs (music)	76			76
Cassettes/Audiotapes	27			27
CD/DVD	957	68	2	1,023
CD-ROMS	111	17	-	128
Other	10			10
Video Recordings	536		3	533
<b>Total-Branches</b>	<b>1,717</b>	<b>85</b>	<b>5</b>	<b>1,797</b>
<b>Florida Solar Energy Center</b>				
Cassettes/Audiotapes	58			58
CD-ROMs	132	6		138
Films	10			10
Slides	7,572			7,572
Video Recordings	241			241
<b>Total-FSEC</b>	<b>8,013</b>	<b>6</b>	<b>-</b>	<b>8,019</b>
<b>TOTAL MEDIA VOLUMES</b>	<b>50,732</b>	<b>1,032</b>	<b>275</b>	<b>51,489</b>

## Financial Profile (Expenditures)

	2010-2011	2009-2010	2008-2009	2007-2008	2006-2007	2005-2006	2004-2005	2003-2004	2002-03	2001-02
Salaries - Full-time (1)	\$5,741,719	\$5,297,513	\$5,474,755	\$5,615,037	\$5,757,430	\$5,384,859	\$5,194,929	\$4,888,517	\$4,296,132	\$4,079,542
Part-time Personnel (2)	\$504,038	\$517,565	\$458,727	\$537,698	\$615,997	\$579,478	\$600,094	\$629,670	\$485,397	\$498,804
Operating Expense (3)	\$673,498	\$466,140	\$408,650	\$641,580	\$912,573	\$643,044	\$670,940	\$640,077	\$580,051	\$466,875
Capitalized Furniture and Equipment (4)	\$501,657	\$632,672	\$308,758	\$346,366	\$326,322	\$309,754	\$278,665	\$265,957	\$291,864	\$248,930
Library Materials (5)	\$6,040,179	\$5,482,546	\$5,912,347	\$5,550,139	\$6,156,952	\$5,959,938	\$5,623,985	\$5,038,828	\$5,494,106	\$5,303,915
<b>Library Total Expenditures (E&amp;G)</b>	<b>\$13,461,091</b>	<b>\$12,396,436</b>	<b>\$12,563,237</b>	<b>\$12,690,820</b>	<b>\$13,769,274</b>	<b>\$12,877,073</b>	<b>\$12,368,613</b>	<b>\$11,463,049</b>	<b>\$11,147,550</b>	<b>\$10,598,066</b>

(1) Includes fringe benefits.

(2) Includes students and part-time staff and faculty wages. 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 Serials (a) (Print & Electronic)	(5) Disbursed for Monographs (c) (Print & Electronic)	(6) Electronic Resources (b) (Databases)	(7) Other Library Materials (Microfilms, A/V, other)	(8) Contract Binding	(7) Total Expenses (4+5+6+7+8)
1996/1997	3,108,297	261,736	3,370,033	1,785,522	1,397,518	76,695	N/A	110,298	3,370,033
1997/1998	4,137,843	543,853	4,681,696	1,769,643	2,208,342	365,866	204,705	133,140	4,681,696
1998/1999	4,240,673	475,209	4,715,882	1,876,814	1,810,244	584,049	322,392	122,383	4,715,882
1999/2000	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
2009/2010	4,987,597	494,949	5,482,546	3,365,690	1,111,686	890,406	75,390	39,374	5,482,546
2010/2011	4,987,600	1,052,579	6,040,179	3,465,881	1,631,746	858,670	47,557	36,325	6,040,179

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

Note (c): Effective 2009/10 "Disbursed for monographs includes print and electronic monographs. For previous years this included print only.

## Notes to Materials Budget

FY 2010/11	10,000	Research and Contracts
	370,000	Transfer from Operations
	57,024	Biomolecular funds
	424,490	Student Tech Fee Awards: Springer Online, Oxford, e-book Cambridge
	28,900	ITR Planning Money
	123,338	Knowledge Commons Owner Savings
	3,600	College of Education - Bib of Asian Studies database
	20,000	Regional Campuses
	10,993	Book replacements
	4,234	Thesis and dissertation
	<b>1,052,579</b>	
FY 2009/10	\$ 71,000	Strategic Purchase Award
	34,066	Planning money
	92,024	Operations conversion
	10,000	Research and Contracts
	62,000	Biomolecular
	20,000	Regionals money
	2,910	Rosen Horowitz gift
	150,299	Springer Tech Fee Award
	18,181	Thesis and book replacements
	34,469	Miscellaneous
	<b>\$ 494,949</b>	<b>Total</b>
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
	<b>\$ 924,750</b>	<b>Total</b>
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
	<b>\$ 394,139</b>	<b>Total</b>
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
	<b>\$ 1,039,433</b>	<b>Total</b>

## Funds from Other Sources (cont'd)

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
		<b>\$ 738,223</b>	<b>Total</b>
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)
		<b>\$ 504,241</b>	<b>Total</b>
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
		<b>\$ 381,111</b>	<b>Total</b>
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
		<b>\$ 1,079,868</b>	<b>Total</b>
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
		<b>\$ 233,038</b>	<b>Total</b>



## **Leticia Abulencia**

**Sr. LTA**

### **Cataloging Services**

- *Training/Development:*
  - Safety Class, July 2010
  - Optional Retirement Program, February 2011
  - Annual Staff Council – Staff Assembly, April 2011
  - Families Created Out of Crisis, June 2011
  - Fire Safety Training, June 2011
  - BARNGA, Game of Five Cards, June 2011



## **Barbara Alderman**

**Regional Campus Librarian**

**Palm Bay/Cocoa**

- *Creative works:*
  - “Multiple Partnerships for Student Information Literacy – Library, Writing Center, Faculty, and Administrators,” presentation with Barbara Kyle, and Andy Todd, Georgia Conference on Information Literacy, Savannah, October 2010 Also, chaired the Panel.
  - Updated Advanced PsycInfo Webinar training session, August 2010.
- *Service:*
  - Virtual Member of the ACRL EBSS ERIC Users Committee, appointed for another two years until June 2012
  - Volunteer judge for 2<sup>nd</sup> Annual SPC3513 Debate Tournament in Palm Bay, August 2010
  - Contributed updated library information to the UCF Regional Facebook page organized by UCF Southern Region staff.
  - Participated in “Hula to an A,” Student Services program in Palm Bay to provide resources for students for final projects/finals, November 2010.
- *Training and Development:*
  - Texting/AAL workshop webinar, October 2010
  - “Using LibGuides,” ACRL/EBSS Current Topics Webinar, December 2010
- *Attended:*
  - Georgia Conference on Information Fluency, September 2010
  - ACRL/EBSS Psychology Midwinter Virtual, attended meeting as a guest.



## **Frank Allen**

**Associate Director**

### **Administrative Services**

- *Creative Work:*
  - “Perspectives on Leadership, with Eric Frierson, *Library Leadership and Management*, 24, no. 4: 185-188 (Fall 2010)
  - Professor Chad Emerson’s “Project Future – The Inside Story behind the Creation of Disney World,” moderator, University Libraries, September 2010
- *Service:*
  - *National:*
    - LLAMA Buildings and Equipment Section, (BES) Library Awards Committee, 2009-11
    - ALA Conference Programming and Coordinating Team (CPCT)
    - Invited reviewer and manuscript referee, *College and Research Libraries*. C&RL is the official publication of the Association of College and Research Libraries.

- *State:* State Universities Libraries (SUL) Statewide Storage Committee, 2009-11
- *Libraries:*
  - Libraries Learning Commons Taskforce, Chair, 2009-2011.
  - UCF Libraries Personnel Advisory Committee (LPAC)
- Libraries Faculty Monthly Meetings, Chair

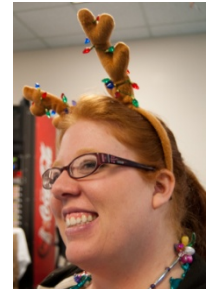


## **April Karlene Anderson**

**Sr. Archivist**

### **Special Collections & University Archives**

- *Creative Work:*
  - “Using Primary Resources in the Classroom,” presentation, Library of Congress Workshops, Orange County Regional History Center, Orlando, February 2011
  - Taught Special Collections classes, on request on: Book Arts; History and Historians; etc.
- *Service:*
  - Web Working Group
  - Exhibits & Events Committee
  - Director’s Advisory Group
- *Memberships:*
  - American Library Association
  - Florida Library Association
  - Society of American Archivists
  - Society of Florida Archivists
  - UCF Alumni



April Anderson



## **Michael A. Arthur**

**Department Head**

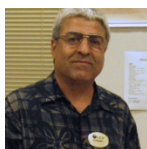
### **Acquisitions & Collections Services**

- *Creative Work:*
  - “The Art of Building Collections: How to Build a Successful Partnership Between Publishers, Vendors, and Libraries.” Paper presented with V. Lao and S. Sutton, 30th Annual Charleston Conference: *Issues in Book and Serial Acquisition*. Charleston, SC., November 2010
  - “The Next Big Idea.” Paper presented with R. Waltner, 30th Annual Charleston Conference: *Issues in Book and Serial Acquisition*. Charleston, SC., November 2010
- *Service:*
  - Springer Library Advisory Board
  - Alibris for Libraries Advisory Board
  - SUS Collections Planning Committee, Vice Chair-Chair Elect
  - NASIG Program Planning Committee
  - Volunteered: Served as Game Day Ambassador for UCF home football games as scheduled
- *Attended:*
  - Charleston Conference: *Issues in Book and Serial Acquisition* Annual Conference, 2010
  - North American Serials Interest Group Annual Conference, St. Louis, June 2011
  - Florida Library Association Conference, Orlando, May 2011
  - UCF Mentoring Breakfast, February 2011



**Joseph Ayoub**  
**Sr. LTA**  
**Circulation Services**

- Service: Libraries Diversity Week Team
- Training/Development: UCF HR:
  - Gender Difference
  - ABCs of Discrimination
  - Time Management/Accomplishing More
  - Understanding Power and Privilege
  - Goal Setting
  - Understanding Poverty



Yousef Ayoub



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

- Creative Works: Compiled information for Rosen submissions to *Unbound*
- Service: Director's Advisory Group
- Training/Development:
  - Took additional coursework at the UCF main campus
  - Workshops:
    - "Fred Factor," UCF HR
    - "Basic American Sign Language and Deaf Culture," UCF Diversity



**Barry Baker**  
**Director of Libraries**

- Creative Works:
  - Moderator: Disaster Preparedness: Response and Recovery – Perspective from Libraries in the Field, Association of Caribbean University, Research, and Institutional Libraries Conference XLI, Tampa, June 2011
  - 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
  - National:
    - ALA:
      - Library Leadership & Management Association, Building and Equipment Section, Buildings for College and University Libraries Committee
    - Southeastern Library Association, Constitution & Handbook Committee
    - Association of Southeastern Research Libraries Membership Committee
  - State:
    - Council of State University Libraries
    - Florida Center for Library Automation Board
    - Florida Library Network Council



**Debbie Barnes**  
**Facilities Specialist**  
**Library Administration**

- Kudos: Accounted for 100% of the Libraries' tagged furniture and equipment
- Service/Libraries:
  - Exhibits & Events Committee
  - Holiday Party Committee
  - Evacuation Committee
- Training/Development: "Grow Where You are Planted" Workshop
- Attended:
  - Campus Property meeting addressing new guidelines and policies
  - Fire Safety Meeting



**Buenaventura Basco**  
**Coordinator, Information Source Reference Services**

- Service:
  - National:
    - ALA Council International Relations Committee (Standing, Council) 2009-2011, Appointed Member.
    - International Papers Committee, ALA International Relations Round Table (IRRT) 2008-2012, Invited Member.
    - APALA Asian/Pacific American Award for Literature 2011-2012, Adult Non-Fiction, Committee, Chair.
    - APALA Asian/Pacific American Award for Literature 2010-2011, Adult Fiction, Committee
  - State: SUL Electronics Collection Committee (ECC), Business Subcommittee, Chair.



**Dr. Penney Beile**  
**Interim Department Head**  
**Reference Services**

- Creative Works: "Content Analysis: Course Syllabi as a Source for Making Instructional Decisions," in Doug Cook and Lesley Farmer (Eds.), *Observe, Reflect, Act: A Casebook of Qualitative Research by Librarians*. ACRL: Chicago, IL(2011)
- Service:
  - National:
    - ACRL Education and Behavioral Sciences Section, Distinguished Librarian Award Committee, 2010-2012
    - ACRL Education and Behavioral Sciences Section, Research Committee, 2009-2010, member; 2010-2011, Chair
    - Journal of Information Fluency, editorial board, 2010 to present.
    - College & Research Libraries, invited reviewer, 2009 to present.
    - Information Processing and Management, invited reviewer, 2007 to present.
  - University:
    - UCF Undergraduate Research Journal Editorial Board
    - Dissertation committees: Jason Martin (Education), awarded 2011; Patricia Lafferty (Nursing), in progress.



Penney Beile



**Elena Beredo**  
**Sr. LTA**

**Acquisitions & Collections Services**

- **Service:** Participated in planning and implementation of New Book Shelf workflow



**Corinne Bishop**  
**Information Literacy Librarian**  
**Information Literacy & Outreach**

- **Kudos:** UCF Libraries Professional Development and Research Award 2011-2012. Funding support for the "Information Literacy Modules Study: Search Strategies & Evaluating Web Sites." [Primary Investigator: Corinne Bishop; Co-Investigators: Francisca Yonekura, Patsy Moskal]
- **Creative Works:**
  - "Learning objects as tools for teaching information literacy online: A survey of librarian usage," with L.S. Mestre, L. Baures, M. Niedbala, S. Cantrell, A. Perez, and K. Silfen, *College & Research Libraries*, 72(3), 236-252. [<http://crl.acrl.org/>] 2010
- **Presentations**
  - "Ideas & Updates about Choosing and Using the UCF Information Literacy Modules," Faculty Center for Teaching and Learning, May 2011
  - "Information Literacy Insights: Do Students Use Research Processes or Coping Strategies?" 2011 Information Fluency Conference, University of Central Florida, March 2011
  - "Building Undergraduate Foundational Knowledge of the Research Process: Using the Library as a Springboard to Success," with E. Killingsworth, 3<sup>rd</sup> Annual Florida Statewide Symposium: "Engagement in Undergraduate Research," University of Central Florida, October 2010
- **Service/Libraries:**
  - Scholarly Communication Task Force, 2011
  - Library Personnel Advisory Committee, secretary, 2010 - 2012



**Joe Bizon**  
**LTA Supervisor**  
**Acquisitions & Collections Services**

- **Service:** E-Resources Support Team



**Parri Bolinger**  
**Accountant**  
**Library Administration**

- **Creative Work:** "Library Artists" Exhibit, one of the featured artists, February 2011
- **Service/Libraries:** Library Holiday Party Committee
- **Training/Development:**
  - Accounts Payable User Acceptance Testing Session
  - Online Create and Upload Journals Course
  - Online ePro Requisition Delta Course
  - Govolution/Velocity Users Reconciliation Training
  - UCF Travel Guidelines Workshop
  - Online Outlook Training I Session – Basic
  - Online Outlook Training II Session

- Online Credit Card Info Security Training Course
- F&A Monthly Staff Meeting – fiscal year end discussion
- UCF Department of Environmental Safety Fire



**Kerri Bottorff**  
**Adjunct Librarian**  
**Reference Services**

- **Creative Works:** "Using Technology to Reach Today's Students" (poster session) with Cindy Dancel, Renee Montgomery, and Missy Murphey. Florida Association of College & Research Libraries Fall Program, Sarasota, FL, October 2010



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

- **Creative Works:**
  - "Making Online Instruction Count: Statistical Reporting of Web-Based Library Instruction Activities," with Andy Todd, *College & Research Libraries*: (forthcoming)
  - "Try to Be Complete on Something: Tips on Building a Highly Specialized Subject Collection," *Public Services Quarterly* (Jan-Jun 2011)
  - "Career Opportunities in Travel and Hospitality" (November 2010), and "Disneyland and Culture: Essays on the Parks and Their Influence" (June 2011), book reviews, *CHOICE Magazine*
- **Service:**
  - Co-organized (with Frank Allen and Carole Hinshaw) public and classroom presentations by Chad Emerson, author of *Project Future: The Inside Story Behind the Creation of Disney World*
  - Faculty Judge for the 2011 Graduate Research Forum
  - Registration table volunteer, 2011 FLA Annual Conference
  - Word Judge for the 2011 Orlando Sentinel District Spelling Bee
  - Libraries committees:
    - Library Grant Selection Subcommittee, Negro Leagues Committee of the Society for Baseball Research (SABR)
    - UCF Libraries' Librarians Personnel Advisory Committee (LPAC) (Vice Chair)
    - UCF Libraries' Web Working Group (WWG)
- **Training/Development:**
  - "Interrupting Bigotry," UCF Diversity workshop
- **Memberships:**
  - American Library Association:
    - Association of College & Research Libraries
    - Library Administration & Management Association
    - Reference & User Services Association
  - Florida Library Association
- **Attended:**
  - CFLC Annual Meeting, Sanford, December 2010
  - FACRL Fall Program "Innovation under the Library Big Top: Serving Students and Faculty in a Techno-Savvy World," Sarasota, October 2010
  - Florida Library Association Annual Conference, Orlando, May 2011



**Dee Bozeman**  
**Regional Campus Librarian**  
**Daytona State**

- *Service:*
  - FLA Planning Committee
  - Prepared a PowerPoint slideshow for the Opening Session of the 2010 FLA conference
- *Attended:*
  - Conference on Distance Education and Learning
  - Georgia Conference on Information Literacy
  - Florida Library Association Annual Conference



**Amanda Branham**  
**Sr. LTA**  
**Circulation Services**

- *Service/Libraries:*
  - e-Resources Committee
  - Department contributor to Libraries UNBOUND
  - Valentine Day Bake Sale Committee
  - UCF Library Facebook page, Co-moderator
- *Training/Development:* UCF HR:
  - Barnaga (Game of Five Cards), UCF HR
  - Goal Setting, UCF HR
  - Civility in the Work Place, UCF HR
  - A Good Knight's Sleep, UCF HR
  - Pizza for Peace, UCF HR
  - Ergonomics at the Office, UCF HR
  - Effective Communication, UCF HR



Myna Branham



**Deirdre Campbell**  
**Sr. LTA**  
**Library Administration**

- *Service:*
  - 2010 Library's Diversity Committee
  - 2011 IT& R Social Committee
  - Volunteered for Sylvia Semel Reception
- *Training/Development:*
  - FWS Employers Orientation
  - Career Enhancement
  - Effective Communication
  - Goal Setting
  - Fred Factor
  - Microsoft Exchange
  - E-mail Migration
  - ILL/Document Delivery U Borrow
  - FRS Employee Workshop
- *Attended:*
  - Diversitea Holocaust Survivor Story
  - Diversity Breakfast
  - BFSa Creating an Opportunity for Success
  - Real Life Hero of Hotel Rwanda
  - I Believe Campaign Luncheon
  - BFSa Town Hall Forum
  - Library Staff Picnic



**Tina Candela**  
**LTA Supervisor**  
**Acquisitions & Collections Services**

- *Service:*
  - Libraries Diversity Week Team
  - USPS Staff Council, Research subcommittee
  - Annual IT&R Social Committee

- Volunteered at Libraries' Information Kiosk for "New Student Orientation"

■ *Training/Development:*

- CRL Access and Collections Webinar
- YBP Demonstration on Shelf-Ready Books
- 2007 EXCEL Workshop
- Microsoft Exchange E-Mail Migration Q&A Session for Faculty & Staff
- HR Staff development session, "How to Stay Safe, Informed during a Campus Emergency"



**Lyn Case**  
**Department Head**  
**Cataloging Services**

- *Creative Works:*
  - Participant on national/international cataloging related listservs, cataloging advice primarily Autocat, RDA Toolkit and NGC4LIB
- *Service/Libraries:*
  - Technical Services Planning Committee, RDA Toolkit Review (summer 2010)
  - Scholarly Communications Task Force
  - e-Resources support team, ex officio
- *Training/Development:*
  - Grow Where You are Planted, October 2010
  - Good Practices for Great Outcomes, February 2011
  - Panic Free Guide to RDA, March 2011
  - Cataloging: New Perspectives, Karen Coyle webinar, April 2011
  - RDA webinar, ALA TechSource. Three parts.
    - Part I, Designed for Current and Future Environments with Chris Oliver, May 2011
    - Part II, Metadata Webinar: New Models of Metadata with Karen Coyle, May 2011
    - Part III, Using RDA: Moving into the Metadata Future with Chris Oliver, Karen Coyle, and Diane Hillmann, May 2011
  - Repository Metadata: Challenges of Interoperability, ALA-ALCTS webinar, May 2011
  - OCLC Connexion Enhancement webinar, May 2011
  - Metadata/Dublin Core Training, May 2011
  - Fire Safety Training/Participatory Demonstration, June 2011
  - ALCTS RDA 101: RDA Gets Real, ALCTS Pre-Conference, June 2011
- *Memberships:*
  - American Library Association (ALA)
  - Association for Library Collections and Technical Services (ALCTS)
  - United Faculty of Florida (UFF)
- *Attended:* ALA Annual Conference, New Orleans, June 2011



Lyn Case



**Martha Cloutier**  
**LTA Specialist**  
**Circulation Services**

- *Service/Libraries:*
  - Director's Advisory Group
  - Information Kiosk
  - Student Disability Services Committee
- *Training/Development:* Ergonomics at the Office, UCF HR

 **Dr. Linda K. Colding**  
**Librarian**  
**Reference Services**

- **Awards/Promotions:** Inducted into Phi Kappa Phi, UCF chapter.
- **Service:**
  - National:
    - American Library Association's (ALA) Library Instruction Round Table (LIRT) Strategic Planning Retreat Implementation Task Force, Co-Chair
    - ALA's LIRT through June 28, Immediate Past-President
    - Organization and Planning Committee of ALA's LIRT through June 28, Chair. This committee was responsible for the LIRT Strategic Planning Retreat held on June 25.
    - Association of College and Research Libraries, Information Literacy Coordinating Committee, Immersion Program Committee, 2009-2010, appointed
    - ALA Cavendish, Clift, and Hoy Scholarship July 2010, Chair
    - American Council on Education, Military Installation Voluntary Education Review (MIVER), Fort Riley, KS MIVER visit Dec 12 – 15, evaluator
  - University:
    - Student Conduct Review Board, Office of Student Conduct through July.
    - New Student Orientation on May 18, conducted

 **Larry Cooperman**  
**Adjunct Librarian**  
**Reference Services**

- **Awards/Promotions:** Received Outstanding Achievement Award for Book Reviews from the Reference and User Services Association (RUSA), May 2011.

 **Eda Correa**  
**Monographs Librarian**  
**Cataloging Services**

- **Service:**
  - Indexer for *Hispanic American Periodical Index (HAPI)*
- **Training/Development:**
  - Fundamentals of Rare Book Cataloging, July 2010
  - Safety Class, July 2010
  - Cataloging defensively: When to input a new record in the age of DDR, October 2010
  - A Panic-Free Guide to RDA, March 2011
  - Genre/Form headings, May 2011
  - RDA as AACR2 deconstructed, May 2011
  - New models of metadata, May 2011
  - RDA vocabularies in the Semantic Web, May 2011
  - How to enhance and share catalog records from Japan in OCLC Connexion, June 2011
  - Cataloging efficiencies that make a difference, June 2011
- **Memberships:**
  - Seminar on the Acquisition of Latin American Library Materials (SALALM), 2010-2011
  - Association of College and Research Libraries (ACRL), 2010-2011

 **Alice Crist**  
**Sr. LTA**  
**Cataloging Services**

- **Service:**
  - Florida State Employees Charitable Campaign, Key worker
  - Library Evacuation Team
  - Annual Halloween Party (Haunted Castle)
- **Training/Development:**
  - Families created out of crisis, June 2011
  - BARNGA, Game of Five Cards, June 2011
  - FRS Changes, June 2011

 **Nuria Curras**  
**Regional Campus Librarian**  
**Valencia West**

- **Creative Works:** Participated in a library faculty discussion panel at University of Central Florida.
- **Service:** Florida Library Association's Public Relations Committee
- **Training & Development:**
  - "Ask a Librarian Introductory Training Series", May 2011
  - "SHIP" (Shelter in Place) training at Valencia Community College.

 **Page Curry**  
**Digital Imaging Technician**  
**Systems & Technology**

- **Service:** Central Florida Memory, Digital Services Support

 **Cindy Dancel**  
**Office Manager**  
**Reference Services**

- **Creative Works:** "Using Technology to Reach Today's Students" (poster session) with Kerri Bottorff, Renee Montgomery & Missy Murphey. Florida Association of College & Research Libraries Fall Program, Sarasota, Florida, October 2010
- **Service:**
  - Libraries:
    - Exhibits Committee
    - Web Working Group
  - Department:
    - External Communications Workgroup
    - Space Management Workgroup



Cindy Dancel

 **Gerald Dillon**  
**LTA Supervisor**  
**Circulation Services**

- **Service/Libraries:**
  - Information Kiosk
  - Student Orientations volunteer
  - CRAM for Exam volunteer



Gerald Dillon



**Lee Dotson**  
**Digital Services Librarian**  
**Systems & Technology**

- **Creative Works:**
  - “Central Florida Memory: News & Views,” with Selma K. Jaskowski, an LSTA grant proposal to digitize local collections of newspapers and other visual material
  - Retrospective Digitization of Theses and Dissertations workshop with Gail Clement and Christy Shorey, US Electronic Theses and Dissertations Association Conference, Orlando, May 2011.
  - “When worlds collide: interlibrary loan and special collections,” presentation with Christian Dupont, Kristine Shrauger, Elizabeth Konzak, Barbara Coopey, and Sandra Stelts, Association of College and Research Libraries, Philadelphia, 30 March – 2 April 2011
  - “Do You See What I See? The Impact of Visual Communication,” invited presentation at the Military Libraries Workshop, Destin, Florida, December 2010
  - “Copyright and Digital Collections,” presented at the Library of Congress Teaching with Primary Sources Workshop, Orlando, October 2010 and February 2011
- **Service**
  - **Libraries:**
    - Central Florida Memory, Digital Services Support
    - Central Florida Memory, Grant Writing Committee
    - Library Technology Advisory Group
    - UCF Electronic Theses and Dissertations Group
    - Preservation Committee
    - Digital Collections Interest Group
    - Web Working Group
    - Scholarly Communication Task Force, Chair
  - **State:**
    - Council of State University Libraries Digital Initiatives and Services Committee (DISC)
    - DISC Common Digital Library Platform subgroup
    - Florida Library Association State University Libraries member group, Chair
  - **National:**
    - Council of State University Libraries Digital Scholarly Communications Committee for the Education and Behavioral Sciences Section of the Association of College and Research Libraries (a division of the American Library Association)
    - Association of Southeastern Research Libraries Information Technology/Digital Initiatives Interest Group
  - Digital Project Development:
    - Retrospective conversion of print theses and dissertations
    - Institutional Repository pilot project
    - Digital Open Stacks
  - Digital Project Management:
    - Central Florida Memory
    - Digital Library of the Caribbean (dLOC)
    - Electronic Theses and Dissertations

- Florida Historical Quarterly
- PRISM: Political & Rights Issues & Social Movements

- **Training/Development:**
  - Military Libraries Workshop, Destin, Florida, December 2010
  - Library of Congress Teaching with Primary Sources Workshop, Orlando, October 2010 and February 2011
- **Attended:**
  - US Electronic Theses and Dissertations Association Conference, Orlando, May 2011
  - Florida Library Association Annual Conference, Orlando, May 2011.
  - Association of College and Research Libraries, Philadelphia, 30 March – 2 April 2011.



**Ana Dvorecky**  
**LTA Specialist**  
**Cataloging Services**

- **Service:**
  - Library Evacuation Team Member
  - USPS Staff Council Representative
  - USPS Sponsorship Committee Member
  - Benefits Fair Infotable (USPS)
  - Toys for Tots, December 2010
  - Relay for Life, April 2011
  - USPS Staff Assembly, April 2011
- **Training/Development:**
  - Safety Class, July 2010
  - Campus Safety Training Session, November 2010
  - ARC Project Information Session, April 2011
  - ALEPH/ARROW Training Session (FCLA), April 2011
  - Using RDA: Moving Into the Metadata Future (Webinar), May 2011
  - Introduction to Metadata, May 2011
  - Fire Safety Training, June 2011



**Rosie Flowers**  
**Sr. LTA**  
**Information Literacy & Outreach**

- **Creative Works:** Led Outlook Calendar Training for Reference/ILO with Nola Pettit and Aysegul Kapucu.
- **Service:**
  - MLIS Day Committee, 2010, 2011
  - Diversity Week Committee, 2010
  - Reference Internal Functioning Workgroup, member, 2010-2011
- **Training/Development:** Currently working towards a Master's degree in Library and Information Science with Florida State University
- **Other:**
  - Piloted the Roving Librarian project
  - Implemented the QR Codes Project for the Browsing Collection with Rachel Mulvihill and Cindy Dancel
  - Coordinated library instruction while Rachel Mulvihill was on maternity leave
  - Compiled backlog of statistics for the information literacy modules and met with the Center for Distributed Learning during the creation of the Reporting feature.



Rosie Flowers



## **Rich Gause** **Librarian**

### **Reference Services/Government Documents**

#### ■ **Service:**

##### • **National:**

- Served on an ASERL task force to prepare a presentation regarding making government documents collections more accessible through Documents Data Miner 2 (DDM2). The presentation was delivered at the Federal Depository Library Council meeting in October 2010 by the task force member whose institution hosts DDM2.



Rich Gause

- LexisNexis Academic Content Advisory Committee.
- ALA GODORT State & Local Documents Task Force.
- ALA GODORT Cataloging Committee.
- **Local:** Coordinated an August 2010 workshop presented by staff from the U.S. Census Bureau about the new data available from the most recent Economic Census.



## **Janet Girard** **Sr. Accounting Officer** **Library Administration**

#### ■ **Training/Development:**

- Online Payment Card Standards Course
- Library workshop: Grow Where You Are Planted
- Online ePro Requisition Delta
- Online Financials Basic Navigation
- Online Chart of Accounts
- UCF Financials 9.1 Upgrade information session
- Online Create and Upload Journals
- F&A session: Govolution/Velocity Users Reconciliation Training
- Diversity in Contracts Liaison Winter Forum
- Diversity Leadership Series – 4 classes
- Online Outlook Training I Session - Basic
- F&A Asset Management Workshop
- Online Outlook Training II Session
- Online Credit Card Info Security
- UCF Department of Environmental Safety Fire Safety Course



## **Mary Lee Gladding-Swann** **Sr. LTA**

### **Circulation Services**

#### ■ **Service:**

- Libraries Evacuation Team
- Department contributor to Libraries UNBOUND

#### ■ **Training/Development:**

- Ergonomics at the Office, UCF HR
- Microsoft Excel and Outlook, UCF HR



## **Patricia Hall** **Sr. LTA**

### **Reference Services/Government Documents**

#### ■ **Creative Works:**

- Black History Exhibit
- Florida History & Diverse Culture Exhibit

#### ■ **Service:**

- **University:** Member, UCF Black Faculty and Staff Association (BFSA)

#### • **Libraries:**

- Florida State Employees Charity Campaign (FSECC) Ambassador
- Library Emergency Evacuation Team
- Volunteered and participated in Library Information Kiosk
- Volunteered and participated in Summer Orientation sessions

#### • **Department:**

- Space Management workgroup
- Corner Bookcase Committee



## **Jonathon Hanie** **Sr. LTA**

### **Circulation Services**

#### ■ **Training/Development:** UCF HR:

- ID Theft Prevention
- Discrimination Prevention



Jonathan Hanie



## **Danielle Harris** **Sr. LTA**

### **Circulation Services**

#### ■ **Training/Development:** UCF HR:

- Barnga (Game of Five Cards)
- CPR – Adult
- First Aid
- Pizza for Peace



Danielle Harris



## **Richard Harrison** **Librarian**

### **Reference Services**

#### ■ **Service:**

##### • **State:**

- Interim Coordinator (invited), Third Annual Florida Statewide Symposium on Engagement in Undergraduate Research, September-October 2010.
- Interim Coordinator and Planning Committee Member, Florida Statewide Symposium: Engagement in Undergraduate Research, University of Central Florida, October 8-9, 2010.

##### • **University:**

- Faculty Representative, University Employee of the Month Committee, August 2010-present.
- Carnegie Academy for the Scholarship of Teaching and Learning (CASTL) Advisory Group, UCF Office of Undergraduate Studies, December 2005-present.
- Advisory Council, UCF Center for Humanities and Digital Research, spring 2006-present.
- UCF Judaic Studies Academic Council, 2004-present.
- Library Representative, University Undergraduate Research Council, April 2002-current.

##### • **Libraries:**

- Planning Committee, MLIS Information Day, UCF Libraries, May 2011, Chair



Richard Harrison



**Johnny Hill**  
**LTA Supervisor**  
**Circulation Services**

- *Memberships:*
  - Florida Library Association
  - Special Library Association
  - American Library Association
- *Attended:* FLA Annual Conference, Orlando, May 2011



**Carole Hinshaw**  
**Marketing & Program Director**  
**Library Administration**

- *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 took place March 3- April 16, 2010.
- *Service:* Knowledge Commons Public Information Committee



**Athena Hoeppner**  
**Electronic Resources Librarian**  
**Acquisitions & Collections Services**

- *Creative Works:*
  - "e-Resource Access Support: Go Team," co-presented with Ying Zhang, ALA Midwinter Meeting, San Diego, CA, January 2011
  - "Discovering Choices: The Web Scale Discovery Marketplace," presentation, Electronic Resources & Libraries 2011, Austin, TX, March 2011
- *Service:* State University Libraries (SUL) Electronic Resources Subcommittee, 2010 chair



**Davina Hovanec**  
**Computer Analyst**  
**Systems & Technology**

- *Service:* Knowledge Commons Public Information Committee



**Megan Humphries**  
**Sr. LTA**  
**Circulation Services**

- *Memberships:* Florida Library Association
- *Attended:* FLA Annual Conference, Orlando, May 2011



Megan Humphries



**Pam Jaggernaut**  
**LTA Supervisor**  
**Curriculum Materials Center**

- *Service:* Knowledge Commons Public Information Committee
- *Training/Development:* Completed three classes toward Accounting degree



**Selma K. Jaskowski**  
**Assistant Director**  
**Systems & Technology**

- *Creative Works:* "Central Florida Memory: News & Views," with Lee Dotson, an LSTA grant proposal to digitize local collections of newspapers and other visual material
- *Service:*
  - UCF Committee Assignments:
    - Discovery Tool Task Force
    - 21st Century Library Steering Committee
    - Digital Signage Evaluation Team
    - Information Technology & Resources Coordinating Council
    - UCF Departmental Security Coordinator
    - ITR Shared Services Group
    - Computer Store Advisory Committee
    - Campus Network Printing Committee
    - Chair, Libraries' Technology Advisory Group
    - Chair, Web Working Group
    - Digital Collections Interest Group
    - Administrative Council
    - Management Council
    - Library Advisory Committee
    - Student Advisory Committee
    - Central Florida Memory, Grant Writing Committee
    - Central Florida Memory, Operations Committee
    - Central Florida Memory, Digital Services and Server Support
  - FCLA Committee Assignments:
    - LMS Project Coordinator
    - Coordinator, CSUL Technology Advisory Group
    - Project Manager, UCF Libraries, PALMM, ETDs, and FDA
  - Digital Project Management:
    - Central Florida Memory
    - Electronic Theses and Dissertations
    - Florida Historical Quarterly
    - Institutional Repository development
    - Digital Library of the Caribbean (dLOC)
- *Attended:*
  - UCF Departmental Security Coordinator's Conference, November 2010.
  - As Coordinator for the CSUL Technology Advisory Group, attended the CSUL Quarterly meetings at FAU, Boca Raton, September 2010; SSC, Sanford, December 2010; FGCU, Ft. Myers, March 2011; and UCF, June 2011.



**Jacqui Johnson**  
**Sr. LTA**  
**Cataloging Services**

- *Creative Works:*
  - UCF Hidden Artist Exhibition, January 2011
  - UCF Library Artist Exhibition, February 2011
  - UCF Community Veterans History Project
- *Training/Development:*
  - Safety Class, July 2010
  - A Panic-Free Guide to RDA, March 2011
  - ARC Introduction, April 2011



**Aysegul Kapucu**  
**Librarian**  
**Reference Services**

- **Awards/Promotions:** Granted a Professional Development and Research Award for \$600, August 2011.
- **Creative Works:**
  - “Web 2.0 and scholarly communication,” presented by Diane Dalrymple at the American Library Association (ALA) Annual Conference 2011, New Orleans, LA, June 2011. (collaborative study)
  - “The Use of Mobile Technologies in Higher Education,” 3rd Annual Florida Statewide Symposium: Engagement in Undergraduate Research, UCF, Orlando, FL, October 2010.
- **Service:**
  - Florida Library Association (FLA) Scholarship Committee, Chair (May 2011 – May 2012).
  - Libraries’ Diversity Week Team, co-chair, 2010.



**Raynette Kibbee**  
**Sr. Administrative Assistant**  
**Library Administration**

- **Service:**
  - Web Working Group - Web Design Team
  - DAG (ex-officio)
- **Training/Development:**
  - “Information Literacy Education: A National Overview,” College of duPage Teleconference
  - “Technology Trends in Libraries: Tools, Skills, Staffing, Training,” College of duPage Teleconference
  - “How to Plan Successful Events,” National Seminars Web Conference
- **Attended:** “Gatorland and other Road Side Attractions and Parks,” by Dorothy Mays, regarding the history and economic implications of tourism and theme parks



**Elizabeth Killingsworth**  
**Interim Department Head**  
**Information Literacy & Outreach**

- **Creative Works:**
  - “The literacy legacy of books that were left behind,” with S.K. Roberts, *Childhood Education*, 87(1), 17-24 (2010)
  - “Teaching with technology: optimizing use of library technology,” with D.M. Wink, *Nurse Educator*, 36, 48-51 (2011)
  - “Building Undergraduate Foundational Knowledge of the Research Process: Using the Library as a Springboard to Success,” with Corinne Bishop, 3rd Annual Florida Statewide Symposium: Engagement in Undergraduate Research. University of Central Florida, October 2010.
- **Service:**
  - **State:** Florida Library Association, Executive Board, East Central Director, elected, 2011-2013.
  - **University:** Honors College Information Fluency Student Award Committee, 2010-2011
  - **Libraries:**
    - Discovery Tool Task Force, 2011
    - Professional Development and Research Award Task Force, 2010



**Marcus Kilman**  
**Department Head**  
**Circulation Services**

- **Service:**
  - **State:** SUL Access Services Subcommittee
  - **University:**
    - Faculty Copyright Liaison
    - Semester Planning and Evaluation Committee
  - **Libraries:**
    - Knowledge Commons Committee
    - ARC Committee
    - 21st Century Service Committee
    - Signage Subcommittee
- **Memberships:**
  - American Library Association
  - Association of College & Research Libraries



**Katie Kirwan**  
**Sr. LTA**  
**Acquisitions & Collections Services**

- **Service:**
  - E-resources Support Team
  - Special Project in Acquisitions



**Cynthia Kisby**  
**Department Head**  
**Regional Campus Libraries**

- **Creative Works:** Presentation “Regional Campus Libraries User Satisfaction Survey Results” at the UCF Partnership Meeting, Seminole State Library, August 2010
- **Service:**
  - Sunshine State Library Leadership Institute, Mentor
  - Represented the Florida Library Association at a number of functions around the state as an FLA Executive Board –Director at Large (elected) 2009-2011
  - Bookkeeper for the library’s coffee club, Java Jive
  - Completed twenty hours of shelf-reading for Circulation Services
- **Attended:**
  - Florida Library Association Annual Conference, Orlando, May 2011



**Igor Kovalyov**  
**Sr. LTA**  
**Curriculum Materials Center**

- **Service:** Began working an average of four hours a week on the main library Research and Information Desk
- **Training/Development:** Started working on MLS at Clarion University



**Jade Laderwarg**  
**Office/Payroll Manager**  
**Library Administration**

- **Kudos:** Received Book Scholarship from the USPS Staff Council
- **Service:**
  - Black Faculty & Staff Association - 10/11
  - Acting Co-Recording Secretary-10/11
  - Elected Recording Secretary and Treasurer Elect-11/12
  - Holiday Social Committee
  - Libraries Holiday Party Committee 2010
  - Non-traditional Knights (NTK)
  - Mentored two International Students
- **Training/Development:**
  - Information Kiosk
  - HR Stress Management Class
  - TAG Meeting: Outlook Tutorial
  - Notary Online Class
  - Leadership Excellence Series in HR
  - FRS Workshop
- **Attended:**
  - 2010 Annual Awards Program
  - Library Awards
  - "Grow Where You Are Planted" Presentation by Tawana Fortune
  - Diversity Breakfast
  - "How to Stay Safe & Informed During a Campus Emergency" Emergency Management
  - Library Bake Sale
  - Mentoring Breakfast (also helped set up for this event)
  - Lunch with International Services Center Staff, Mentors, and Mentees
  - John T. Washington Lunch
  - UCF Book Fair @ the Arena
  - USPS Staff Council Assembly
  - IT&R Social
  - Library Staff Picnic
  - Staff Council Meeting (scholarship presentation)



Jade Laderwarg



**Jamie LaMoreaux**  
**LTA Specialist**  
**Acquisitions & Collections Services**

- **Service:**
  - Libraries:
    - Served Library Evacuation Team
    - Served on Library Picnic Committee
    - Served on Exhibit committee
    - Volunteer for Student Orientation kiosk at Library
    - Member of the Library Heart walk team
    - Diversity Committee (Chair)
    - Served on Director's Advisory Group
    - Served on IT&R Social Committee
    - Presented awards at the Library Service Award ceremony
  - University: Staff Council Reporter



Jamie LaMoreaux



**Nicole LeBoeuf**  
**Sr. LTA**  
**Universal Orlando Foundation Library at the Rosen College of Hospitality Management**

- **Creative Works:**
  - Curated the UOF Library exhibit "America's Best Roller Coasters," summer 2011.
  - Curated (with Jamie Conklin) the UOF Library exhibit "Fall Food Festivals Around the World," fall 2010
- **Training / Development:**
  - UCF HR Workshops:
    - "Discrimination Prevention"
    - "Fred Factor"
    - "Supervisory Skills Series"
- **Attended:** MLIS Information Day, May 2011



**Tatyana Leonova**  
**Sr. LTA**  
**Acquisitions & Collections Services**

- **Creative Work:** Provided her own art work for display in Knowledge Commons



**Susan MacDuffee**  
**Sr. LTA**  
**Acquisitions & Collections Services**

- **Service:**
  - Volunteer for student info kiosk
  - Volunteer for book sale
  - Volunteer for Sylvia Semel (Specials Collections) reception
  - Library Evacuation Team
- **Training / Development:**
  - "Grow Where You are Planted" workshop
  - EZ Proxy training
  - Completed three classes toward degree in Art History



**Joel Lavoie**  
**Library IT Manager**  
**Systems & Technology**

- **Service:**
  - University:
    - UCF Electronic Theses and Dissertations Group
    - Information Technology & Resources Coordinating Council
    - Digital Signage Committee
    - Digital Signage Governance Subcommittee
    - UCF Departmental Security Coordinator
    - ITR Shared Services Group
    - Pay for Print User Group
  - Libraries:
    - Library Technology Advisory Group
    - Library Web Working Group
    - Central Florida Memory Web Design and Server Support Committee
- **Training/Development:**
  - Installing and Managing Server 2008R2 (New Horizons, July 2010)
  - System Center Configuration Manager (New Horizons, April 2011)



**Jason Martin**  
**Acting Department Head**  
**Curriculum Materials Center**

- **Kudos**
  - Successfully defended dissertation
  - Inducted to Beta Phi Mu
- **Creative Work:**
  - *In the process of becoming: The organizational culture of the Metropolitan Academic Library.* (Unpublished doctoral dissertation). University of Central Florida, Orlando, FL.
  - "In the Process of Becoming: The Organizational Culture of the Metropolitan Academic Library," poster session, EBSS Research Forum, American Library Association Annual Conference, New Orleans, June 2011
  - "Getting your doctorate as a professional librarian," roundtable facilitator, Association of College and Research Libraries Annual Conference, Philadelphia, March 29 - April 1, 2011
  - Published book review Martin, J. (2011). Review of Heroes of empire: Five charismatic men and the conquest of Africa, by Edward Berenson. *Library Journal*, 136(5), 123-124.
  - Proposal reviewer for the Association of the Study of Higher Education (ASHE) 2011 Annual Conference.
  - Named to *Evidence Based Library and Information Practice Evidence Summaries Team*
    - "Development of Technology Competencies for Public Services' Staff has Limited External Validity," review of: Wong, Gabrielle K.W. "Information Commons Help Desk Transactions Study," *Evidence Based Library and Information Practice*, 6, no. 1 (March 2011): 90-91
    - "Investigation of factors affecting information literacy student learning outcomes fails to undercover significant findings," review of Detlor, B., Julien, H., Willson, R., Serenko, A., & Lavallee, M. "Learning outcomes of information literacy instruction at business schools," *Journal of the American Society for Information Science and Technology*, 62(3), 572-585. *Evidence Based Library and Information Practice*, 6(2), 59-60.
  - Published two database reviews
    - "Colonial State Papers," *The Charleston Advisor*, 12(4), 24-27(2010)
    - "Pop Culture Universe," L.T. Nickel, *The Charleston Advisor*, 12(1), 35-37 (2010)
- **Service:**
  - **National:**
    - ACRL
      - University Libraries Section, Membership Committee, appointed
      - Education and Behavioral Sciences Section, Research Committee
      - University Libraries Section, Campus Administration and Leadership Discussion Group
  - Served on 16 Student Conduct Hearings and was named to the Disciplinary Sanction Review Committee for the Office of Student Conduct
  - Served as a mediator for Dispute Resolution Services
  - Served as a judge for the Fall UCF Ethics Bowl

- **Training/Development:** Completed class work for Ed.D. and successfully defended dissertation proposal



**Jim Mauk**  
**Sr. LTA**  
**Circulation Services**

- **Service:** CRAM for Exam volunteer
- **Training/ Development:**
  - Retiring from UCF, UCF HR
  - Gender Difference, UCF HR
  - What If, Crucial Conversations, UCF HR
  - Libraries Fire Safety Training



**Sonja McSween**  
**Adjunct Librarian**  
**Universal Orlando Foundation Library at the Rosen College of Hospitality Management**

- Joined the UOF Library in March 2011.
- **Training/ Development:** Completed library orientation and departmental training, spring and summer 2011.



**Hal Mendelsohn**  
**Librarian**  
**Reference Services**

- **Creative Works:** Invited panelist for a mentoring program, Alabama Library Association's Convention, Orange Beach, AL, April 2011
- **Service:**
  - **Regional:**
    - Southeastern Library Association (SELA)
      - Mentoring Program
      - Membership and Mentoring Committee
  - **Libraries:**
    - Organized Info Kiosk (fall 2010)
    - Organized the Campus Connections Program (fall and spring)
    - DAG holiday party



**Laila Miletic-Vejzovic**  
**Department Head**  
**Special Collections & University Archives**

- **Kudos**
  - Included in "Who is Who in Sciences in Croatia," at: <http://tkojetko.irb.hr/en/index.php>. This e-project of the Ministry of Science, Education and Sport intends to promote Croatian academics in Croatia and abroad, and to foster the communication and information exchange among the academics themselves.
- **Creative Works:**
  - Taught at the School of Library and Information Studies, University of Zadar, Croatia, October 2010.
  - Miletic-Vejzovic, Laila. "Collection Management of Special Collections Material: Emphasis on Digital Projects." Summer School in the Study of Old Books: Proceedings. University of Zadar, Croatia, 2010
  - "Metadata Research and Application in the Management of Digital Collections." Planning and Managing Digital Projects in Special Collections," a whole day workshop at the Dutch Caribbean Libraries Seminar, Curacao, February 2011.
  - "Management of Historical Collections: Emphasis on Planning and Managing Digital Projects in Special Collections based on a Collection

Development Policy," a RICHES workshop at the Orange County Regional History Center, February 2011.

- "Introduction to Metadata: Based on Dublin Core Standard," May 2011

## ■ Service:

### ■ International:

- OCLC Systems & Services (OSS) Editorial Board (EAB), 2002 – 2011
- Digital Library of the Caribbean (dLOC), Metadata Manager, 2009 --

### ■ National:

- ALA/ACRL/RBMS
  - Guidelines for Borrowing and Lending Special Collections Materials for Research Use and Exhibition Task Force (2-year appointment) June 2009 – June 2011
  - Publications & Communications Committee, (2-year appointment) July 2010 --

### ■ State:

- Special Collections Subcommittee of the CSUL Collection Planning Committee, Chair, November 2010-
- Central Florida Memory Project (CFM), August 2008 –
- Florida Book Awards Competition, Juror, Visual Arts (category), May 2010 - <http://floridabookawards.lib.fsu.edu/juries.php>

### ■ University:

- Planning Committee UCF Veterans History Project, January 2010 -
- Regional Initiative for Collecting the History, Experiences and Stories of Central Florida (RICHES) Steering Committee, July 2009 --

### ■ Libraries:

- Personnel Affairs Committee, January 2011 -
- Management Council, March 2008 to present
- Collection Development Committee, March 2008 to present
- Preservation Committee, March 2008 to present

### ■ Attended:

- ALA Annual Conference, and actively participated in RBMS committee meetings and discussion groups, New Orleans, June 2011.
- ALA Mid-Winter Conference, and actively participated in RBMS committee meetings and discussion groups, San Diego, CA, January 2011.

### ■ Memberships: American Library Association

- ACRL Division
- ACRL RBMS Section
- ACRL SEES Section



## **Kim Montgomery Librarian Cataloging Services**

- Creative Works: Participant on national/ international cataloging related listservs, offering e-resources cataloging advice, primarily Autocat, but also ERIL and NGC4LIB

### ■ Service:

- Metadata Subcommittee (statewide), Chair 2010. Liaison to Technical Services Planning Committee (2010). RDA Toolkit Review (summer 2010)



Kim Montgomery

- e-Resources Support Team. Helped Athena Hoepfner with her e-resources service requests.
- Statewide Standards for MARC Advisory Group. Member 2010.

### ■ Training/Development:

- Arrow training from FCLA, UCF Library, April 2011.
- Cataloging: New Perspectives, Karen Coyle webinar, April 2011.
- Accidents Happen: Protecting & Saving Family Treasures, ALCTS webinar, April 2011. Discussed preservation of various media formats; was applicable to library resources. Part of Preservation Week.
- Protecting Future Access Now: Models for Preserving Digitized Books and Other Content at Cultural Heritage Organizations, ALCTS webinar, April 2011. Part of Preservation Week.
- Preserving Your Personal Digital Memories, ALCTS webinar, April 2011. Part of Preservation Week.
- Genre Headings, OCLC webinar featuring Linda Gabel, discussing LC's changes to handling genre headings, May 2011.
- RDA webinar, ALA TechSource. Three parts, May 2011:
  - Part I, Designed for Current and Future Environments with Chris Oliver
  - Part II, Metadata Webinar: New Models of Metadata with Karen Coyle
  - Part III, Using RDA: Moving into the Metadata Future with Chris Oliver, Karen Coyle, and Diane Hillmann
- Metadata Training, UCF Libraries, given by Laila Miletic-Vejzovic, May 2011
- ALA Town Hall, online, discussing e-books and the Association's response, also other ALA issues, June 2011
- Fire Safety Lecture/Participatory Demonstration, June 2011
- ALCTS E-Forums, various e-forums held at different times over a few days each.

### ■ Memberships: American Library Association (ALA)



## **Renee Montgomery Outreach Librarian Information Literacy & Outreach**

### ■ Creative Works:

- "Using Technology to Reach Today's Students" (poster session) with Cindy Dancel, Kerri Bottorff & Missy Murphey. Florida Association of College & Research Libraries Fall Program, Sarasota, October 2010
- "The Library and Faculty: What You Need to Know." UCF New Faculty Orientation, August 2010.
- "Need Help with Citations? Learn How RefWorks and EndNote Can Help!" UCF Student Research Week, 2010

### ■ Service:

#### ■ State:

- Public Services Planning Committee, Information Literacy Subcommittee member, 2010-2011.
- Florida Association for College and Research Libraries, Executive Board, elected member, 2010 – 2013

- University: Honors College Information Fluency Student Award Committee, 2010-2011
- Libraries:
  - CRAM Committee, 2010-2011
  - Library Preservation Committee, 2010-2011
  - Library Picnic Committee, summer 2010
  - Reference External Communications Committee, chair, 2010-2010
- Attended: FLA 2011 Annual Conference, Orlando, May 2011

## **Rachel Mulvihill** **Librarian**

### **Information Literacy & Outreach**

- Creative Works: "Serving Unaffiliated Distance Learners: Strategies That Work," with Lisa Nickel (UNC Charlotte), *Journal of Library & Information Services in Distance Learning*, 4, 87-95
- Service: Libraries:
  - Reference External Communications Committee, chair, 2010-spring 2011
  - Coordinated QR Code project to promote use of the Browsing Collection with Cindy Dancel and Rosie Flowers

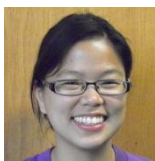
## **Rebecca (Missy) Murphey** **Librarian** **Reference Services**

- Creative Works:
  - "Assessing Information Literacy Comprehension in First-Year Students," with Melissa Dennis and Kristin Rogers *Practical Academic Librarianship: The International Journal of the SLA Academic Division*. 1.1:1-15, 2011.
  - "Using Technology to Reach Today's Students" (poster session) with Cindy Dancel, Kerri Bottorff & Renee Montgomery. Florida Association of College & Research Libraries Fall Program, Sarasota, October 2010
- Service: Libraries:
  - Professional Development Research Award committee 2011-
  - Student Disability committee, chair, 2011-
  - Diversity Week Team, fall 2010
  - "UCF Libraries" team for Greater Orlando Heart Walk, Sept 2011

## **Amanda Ng Mon** **Sr. LTA**

### **Circulation Services**

- Service: Libraries FTIC Information Desk
- Training/Development: UCF HR
  - PeopleSoft SA/HR Basic Navigation
  - Student Records Inquiry One and Two
  - Student Records FERPA
  - Discrimination Prevention
  - Pizza for Peace
  - First Aid and CPR
  - BARNGA (A Game of Five Cards)



Amanda Ng Mon

## **Stephen Nordlinger** **Sr. LTA** **Circulation Services**

- Training/Development:
  - UCF HR:
    - Understanding Poverty, UCF HR
    - Goal Setting, UCF HR
    - Managing Group Activities, UCF HR
    - Personal Finance, UCF HR
  - Office of Diversity Initiatives
    - Allies Advanced
    - Micro Aggression Part 1 Digital Microfilm Training, UCF Library
  - Libraries:
    - Customer Service and Survey
    - Fire Safety Training
  - Active Shooter Training, UCF Police



Stephen Nordlinger

## **Burak Ogreten** **LTA Supervisor** **Cataloging Services**

- Service:
  - Web Working Group
  - Director's Advisory Group
  - Service Recognition Awards Planning Committee (Served on August 2010)
- Training/Development:
  - Safety Class, July 2010
  - HR: Parental Leave Class, December 2010
  - FCLA: Aleph Report Training, April 2011



Burak Ogreten

## **Tanya Jo Ormseth** **LTA Supervisor** **Universal Orlando Foundation Library, Rosen College of Hospitality Management**

- Creative Works: Compiled five "Rosen Top Read" reviews.
- Service:
  - Co-hosted fall 2010 and spring 2011 "Cram 4 the Exam" events at Rosen
  - Florida State Employees Charitable Campaign (FSECC) Keyworker
  - Liaison with Rosen Student Government Representative
  - Library Diversity Team
  - USPS Staff Council

## **Mary Page** **Associate Director** **Collections & Technical Services**

- Creative Works: "The Accidental Manager or You're in Charge, Now What?" presentation at the University of Central Florida Libraries M.L.I.S. Day, a program for library school students. May 2011.
- Service:
  - National:
    - American Library Association, Association for Library Collections & Technical Services"
      - Papers Series Editor Search Committee, chair, September 2010 – December 2010.
      - Board of Directors. Elected Director-at- Large, 2009 –

- National Academy of Sciences. Proceedings of the National Academy of Sciences. Library Advisory Board, member, 2006 –
- Charleston Acquisitions Conference. Juried Product Development Forum, Selection Committee, chair, 2004 –
- State: SUS Technical Services Planning Council, UCF representative, 2010 –
- Libraries:
  - UCF University Research Council, 2010 –
  - UCF Burnett Honors College SMART Grants, reviewer, 2010 –



## **Kristen Palmiere**

### **Sr. LTA**

#### **Interlibrary Loan/Document Delivery Services**

- *Creative Works*: “Resource Sharing: Tips and Tricks,” presentation, Florida Library Association, Orlando, May 2011
- *Service: Libraries*
  - 4-6 hours of Reference Desk duty
  - Ask a Librarian training
  - Web Working Group
  - Student Disabilities Committee



## **Reynaldo Parulan**

### **Office Assistant**

#### **Cataloging Services**

- *Service*: “Believing In What We Do,” Faculty & Staff Fund Campaign, Co-Chair, March/April 2011
- *Training/Development*:
  - Grow Where You Are Planted, October 2010
  - A Panic Free Guide to RDA, March 2011
  - Families Created Out of Crisis, June 2011
  - Fire Safety Training, June 2011
  - BARNGA, Game of Five Cards, June 2011
  - Changes to FRS, June 2011



## **Jeanne Piascik**

### **Special Formats Coordinator Librarian**

#### **Cataloging Services**

- *Creative Works*: “A Panic-Free Guide to RDA,” presented at “Good Practices for Great Outcomes” sponsored by OCLC (February 2011), UCF Libraries Faculty Mentoring meeting (March 2011) and Cataloging Services department meeting (March 2011)
- *Service*:
  - CFLC Cataloging Interest Group, chair (through 2010)
  - SUL Authorities Subcommittee
- *Training/Development*:
  - Safety Class, July 2010
  - Map cataloging workshop, August 2010
  - Aleph/ARROW reports workshop, April 2011
  - “Cataloging: New Perspectives”, webinar, April 2011
  - “Repository Data: Challenges of Interoperability”, webinar, April 2011
  - Connexion enhancements webinar, April 2011
  - “Accidents Happen: Protecting and Saving Family Treasures”, webinar, April 2011
  - RDA webinar, ALA TechSource. Three parts, May 2011.
    - Part I, Designed for Current and Future Environments with Chris Oliver

- Part II, Metadata Webinar: New Models of Metadata with Karen Coyle
- Part III, Using RDA: Moving into the Metadata Future with Chris Oliver, Karen Coyle, and Diane Hillmann
- Metadata training, May 2011
- “RDA 201: RDA Gets Real,” ALA preconference, June 2011
- *Attended*:
  - Florida Library Association Annual Conference, Orlando, May 2011
  - American Library Association Annual Conference, New Orleans, June 2011
- *Memberships*:
  - American Library Association (ALA), Association for Library Collections and Technical Services (ALCTS), Cataloging and Classification Section (CCS)
  - Florida Library Association (FLA)
  - Online Audiovisual Catalogers (OLAC)



## **Joanie Reynolds**

### **Sr. LTA**

#### **Interlibrary Loan/Document Delivery Services**

- *Creative Works*: “Resource Sharing: Tips and Tricks,” presentation, Florida Library Association, Orlando, May 2011
- *Service: Libraries*
  - Tropical Holiday Party Committee
  - Service Recognition Awards Planning Committee



## **Yvonne Rivera**

### **Sr. LTA**

#### **Cataloging Services**

- *Training/Development*:
  - A Panic-Free Guide to RDA, March 2011
  - Families Created Out of Crisis, June 2011
  - BARNGA, Game of Five Cards, June 2011



## **Blake Robinson**

### **OPS**

#### **Circulation Services**

- *Memberships*:
  - American Library Association
  - Special Library Association
  - Florida Library Association
- *Attended*:
  - FLA Annual Conference, Orlando, May 2011
  - FACRL Annual Conference, Sarasota, FL, October 2010
  - UCF Information Fluency Conference



Blake Robinson



## **Jorge Santiago**

### **Sr. LTA**

#### **Cataloging Services**

- *Training/Development*:
  - Safety Class, July 2010
  - Families Created Out of Crisis, June 2011
  - Fire Safety Training, June 2011
  - BARNGA, Game of Five Cards, June 2011



**Meg Scharf**  
**Associate Director**  
**Public Services**

■ **Creative Works:**

- “Listening to Users: Closing the Feedback Loop,” presentation with Lisabeth Chabot, ACRL Virtual conference, Philadelphia, March 2011
- “UCF’s Experience with Incentivization,” presentation, LibQUAL+ Share Fair, American Library Association Annual Conference, New Orleans, June 2011
- Oversaw the editing of InSTALLments, the monthly “bathroom” newsletter for students, and Illuminations, a brief newsletter for teaching faculty. Both receive contributions from Public Services faculty and staff, and are edited by Renee Montgomery.
- Answered requests for information from the media: the *Orlando Sentinel*, *Central Florida Future*, and requests from students and other broadcasting outlets. With Raynette Kibbee, track media mentions of the library. Posted over 100 items to the Library News/Blog, sent out press releases and messages through Twitter.
- Sent in UCF’s photos for Florida Library Snapshot Day

■ **Service:**

- National:
  - Library Leadership Management & Administration (LLAMA)
    - MAES Immediate Past Chair.
    - LLAMA Board
- State/Local:
  - Central Florida Memory (CFM) project.
  - SUL Public Services Planning Committee, which continues involvement with matters, connected to public services and cooperative services. Hosted the face-to-face meeting, December 2010.
- University:
  - With Barry Baker, Frank Allen, and Selma Jaskowski, assisted in the formulation of objectives and assessment methods for the University’s Organizational Effectiveness process. Continuing service as a Divisional Reviewer for “provost B” assessment plans.
  - Advisory Board of the Karen L. Smith Faculty Center for Teaching and Learning (FCTL). Reviewed proposals for the 2010 Winter Workshop. Served on planning committee for FCTL Summer Conference 2011.
  - Search Committee, Head, University Writing Center. Search concluded in April 2011.
  - Advisory Board of the Karen L. Smith Faculty Center for Teaching and Learning (FCTL).
    - Reviewed proposals for the 2010 for the Winter Workshop.
    - Planning committee for FCTL Summer Institute 2011
    - Faculty Showcase in the Knowledge Commons
  - Recruited members and hosted the Libraries’ Student Advisory Board meetings, in October 2010, and April 2011.



**Meredith Semones**  
**Ask A Librarian**  
**Reference Services**

- **Service:** Quality Assurance Group of the statewide Florida Ask A Librarian Collaborative Chat, 2008-present.



Meredith Semones



**Linda Seward**  
**Sr. LTA**

**Acquisitions & Collections Services**

- **Training/Development:** Trained with Cataloging Services – assumed responsibility for printing and application of call numbers



**Kristine J. Shrauger**  
**Department Head**

**Interlibrary Loan/Document Delivery Services**

■ **Creative Works:**

- “Resource Sharing: Tips and Tricks,” Florida Library Association Annual Conference, Orlando, May 2011.
  - “When worlds collide: interlibrary loan and special collections,” presentation with Christian Dupont, Lee Dotson, Elizabeth Konzak, Barbara Coopey, and Sandra Stelts, Association of College and Research Libraries, Philadelphia, 30 March – 2 April 2011
  - CRL Art Wall, summer 2010
  - Exhibit: Library Artists (February 2011)
- **Service:**
- University:
    - Undergraduate Policy and Curriculum Committee, 2009-2011.
    - Faculty Senate, 2009-2011.
  - Regional: Central Florida Library Cooperative, President, CFLC Board, 2010
  - State:
    - Storage Cataloging and Discovery Advisory Taskforce, 2010-
    - Unmediated Borrowing taskforce, 2009-
    - SUL Access Services Policies taskforce, 2009-
    - State University System (SUS) Libraries ILL Committee, 2005-2006, 2009-2011



**Peter Spyers-Duran**  
**Serials Coordinator Librarian**  
**Cataloging Services**

■ **Service**

- UCF Libraries Diversity Team, fall 2010
- e-Resources Support Team, October 2010-present
- Librarians’ Personnel Advisory Committee (LPAC), January 2011-present
- LPAC Committee Mentoring Co-Chairs, January 2011-present
- Florida State Employees Charitable Campaign, keyworker, fall 2010

■ **Training/Development:**

- CFLC Cataloging Interest Group: RDA Discussion, August 2010
- Economic Census Seminar, August 2010
- Lexis Nexis Congressional Training, August 2010
- Books in Print presentation, November 2010
- BioMed Central presentation, November 2010
- Springer presentation, March 2011

- Aleph/Arrow Reports Training, April 2011
- Cataloging New Perspectives webinar, April 2011
- Comparing Web Scale Discovery Products, April 2011
- Repository Metadata: Challenges of Interoperability webinar, April 2011
- Making the Most of RDA Toolkit's Open-Access Period webinar, April 2011
- RDA: A Practitioner's Approach to Staff Training and Testing webinar, April 2011
- Oxford University Press presentation, April 2011
- Web of Knowledge presentation, May 2011
- Next Generation Discovery Forum webinar, May 2011
- OCLC Genre Headings webinar, May 2011
- ALA TechSource Workshop RDA as AACR2 Deconstructed part 2 of 3 webinar, May 2011
- Metadata Training presentation by Laila Miletic-Vejzovic, May 2011
- ALA TechSource Workshop RDA as AACR2 Deconstructed part 3 of 3 webinar, May 2011
- Reengineering the Institutional Repository to Engage Users webinar, June 2011

## ■ *Membership:*

- American Library Association (ALA), Association for Library Collections and Technical Services (ALCTS)



## **Blake Stephens** **Web Applications Developer** **Systems & Technology**

### ■ *Kudos:*

- Invited to, and attended the first Google Geo Summit, hosted by Google at their headquarters in Mountain View California. It was a three-day event where attendees learned about the technical components of Google Map Maker, best practices, suggestions for features and improvements to the system, and met other mappers.

### ■ *Service:*

- Central Florida Memory, Web Design and Server Support
- Web Working Group



## **Terrie Sybolt** **Librarian** **Reference Services**

- *Awards/Promotions:* Received the Association of Teacher Educators (ATE) Program of the Year award at the national meeting, February 2011

### ■ *Creative Works:*

- "Library Services for 21st Century Learners," paper, FATE, St. Petersburg, Florida, October 2010
- "SELA: Explore the Possibilities," poster session with Hal Mendelsohn, SELA Conference, Little Rock, Arkansas, September 2010

### ■ *Service:*

- *National:* Participating in a National Usage of Library Resources Study for Education as of January 2009 through December 2010.
- *Regional:*
  - SELA"
    - Elected vice-chair chair-elect of the SELA Library Education section, 2010.
    - Membership committee, 2009-.

- Helped plan and organize the FATE East Central regional meeting at the UCF Arena for the Florida Association of Teacher Educators. Theme: Virtual Teaching and Learning: Possibilities and Challenges. March 2010.

### ■ *State:*

- Served as Co-chair of the 2010 FATE Annual conference. Theme: Transforming Teacher Preparation for the 21st Century.
- Serving as FATE College and University At-Large Director, elected by the membership, 2009-2010.
- Serving as Chair of the Nominations and Elections standing committee of FATE.

### ■ *University:* Elected UCF Libraries representative to the UCF Graduate Council Curriculum Committee, 2010.

- *Attended:* SELA Conference in Little Rock, Arkansas. September 2010



## **Sue Terrill** **Office Assistant** **Library Administration**

- *Service:* Incoming member of DAG, the Director's Advisory Group



## **Gloria Thomas** **LTA Supervisor** **Circulation Services**

### ■ *Service:*

- UCF Black Faculty & Staff Association
- UCF Women's Prayer Band, Advisor
- Libraries Evacuation Team
- *Training/Development:* UCF HR
- Red Flags – ID Theft Prevention
- Conflict Resolution



Gloria Thomas



## **Patricia Tiberii** **Sr. LTA** **Interlibrary Loan/Document Delivery Services**

### ■ *Creative Works:*

- "Resource Sharing: Tips and Tricks," Florida Library Association Annual Conference, May 2011.
- Exhibits:
  - Library Artists (February 2011)
  - "50 Anniversary of the 1961 US World Figure Skating Team Tragedy." (May 2011)

### ■ *Service:* Libraries

- Exhibits & Events Committee
- Safety Committee



## **Andy Todd** **Regional Campus Librarian** **Cocoa**

- *Awards/Promotions:* National Network of Libraries of Medicine (NN/LM) Southeastern Atlantic Region Exhibit Award. Represented UCF Libraries and NN/LM during the Florida Nursing Students Association conference in Daytona Beach, Florida, October 2009



Andy Todd

- **Creative Works:**
  - “Multiple Partnerships for Student Information Literacy - Library, Writing Center, Faculty, and Administration,” Panel session with B. Alderman and B.R. Kyle, Georgia Conference on Information Literacy, Savannah, October 2010
  - “Making Online Instruction Count: Statistical Reporting of Web-Based Library Instruction Activities,” with Timothy Bottorff, *College and Research Libraries*. Accepted for publication: November 2011.
- **Service:**
  - **State:**
    - Quality Assurance Workgroup Committee, Florida Statewide Ask-A-Librarian Service
    - Florida Library Association Scholarship Committee
  - **Regional:** Valencia/UCF Search Committee, summer - fall 2010
  - **Libraries:**
    - UCF Libraries Personnel Advisory Committee (LPAC)
      - Mentoring Committee, Co-Chair
      - AESP Committee
    - UCF Libraries Scholarly Communication Task Force
    - UCF Libraries Web Advisory Committee and Web Working Group



**Min Tong**  
**Regional Campus Librarian**  
**South Lake**

- **Awards/Promotions:** American Library Association Class of 2011 Emerging Leader
- **Creative Works:**
  - “Many partners: the evolution of seven joint use libraries at the University of Central Florida, USA,” co-submitted proposal, Second International Conference on Joint Use Libraries, Adelaide, Australia. The proposal was accepted.
  - Completed a team project titled “Website usability and user experience,” ALA Emerging Leader Program and presented it as a poster session, ALA Annual Conference, New Orleans, June 2011
  - “Open Discussion: Conference Program Topics Round Tables,” featuring five directors and managers from FLA award winning libraries, program facilitator, FLA Annual Conference, Orlando, June 2011
  - “Florida Library Staff Continuing Education Needs Assessment,” o-presented poster session, FLA Annual Conference, Orlando, June 2011
  - Planned, organized, and hosted the inaugural Southeast Chapter Conference, Chinese American Librarians Association. Also presented “Bloom where you are planted” at the conference.
  - Acted as a host for the U.S. Host Program for Librarians from China, a program funded by the Institute for Museum and Library Services (IMLS) and organized jointly by the University of Illinois at Urbana-Champaign and the Chinese American Librarians Association



Min Tong - UCF Librarian, Kurt Browning - Florida Secretary of State, Xu Xinlu and Wen Defeng - Visiting Librarians

- **Service:**
  - **State:**
    - FLA Continuing Education Committee (2010-2011), chair
    - SUL OPAC Subcommittee (2009 - present), UCF representative
  - **Regional:**
    - Southeast Chapter, CALA (2010-2011), president
    - LSCC Librarian Search Committee (2011)
- **Attended:**
  - ALA Midwinter Meeting, San Diego, January 2011
  - FLA Annual Conference, Orlando, May 2011
  - ALA Annual Conference, New Orleans, June 2011



**Sarah Travis**  
**Sr. LTA**  
**Curriculum Materials Center**

- **Training/Development:** Started working on her MLS at the University of South Florida.



**Sandra Varry**  
**Senior Archivist**  
**Special Collections & University Archives**

- **Creative Works:**
  - Conducted a six-hour workshop, “Photographic History, Preservation, and Digitization at the Society of Florida Archivists Annual Meeting, St. Augustine, Florida, May 2011.
  - Conducted the photographic portion of a workshop, “Management of Historical Collections,” given at the Orange County Regional History Center in conjunction with the RICHES of Central Florida Program. February 10, 2011.
- **Service:**
  - Consultant for Bok Tower Gardens' Anton Brees Carillon Library and Chao Research Center.
  - Member of the project Steering Group participant for Advancing Access and Preservation Best Practices in Florida, funded by the National Endowment for the Humanities
  - Event volunteer at Art & History Center - Maitland, Florida, January 2011 - Present
- **Training/Development:** Completed 15 hours toward her MLIS at USF, with anticipated graduation in summer of 2011.
- **Memberships:**
  - Society of American Archivists
  - Society of Florida Archivists

- Florida Library Association
- American Library Association-
- Member, Publications Committee,
- Association of College and Research Libraries - Arts Section 2010-2012
- *Attended:* Attended the Society of Florida Archivist's Conference, St. Augustine, May 2011



**John Venecek**  
**Librarian**  
**Reference Services**

- *Creative Works:*
  - "Shakespeare Is Not A One-Shot Deal," with Kathryn Giglio. In *Teaching Information Literacy Online*. Ed. Thomas P. Mackey. New York: Neal-Schuman Publishers, Inc. (2011).
  - "Issues in Scholarly Communication," presentation, 2011 MLIS Day hosted by the University of Central Florida Libraries.
- *Service:*
  - National: ACRL:
    - Literature in English ACRL Section (LES) Virtual Participation Committee, member (summer 2010—present).
    - Access to African American Content Discussion Group (summer 2010—present). ACRL
  - University:
    - Undergraduate Research Journal Editorial Board, member (fall 2008—present).
    - UCF Bookstore Committee, member (summer 2008—summer 2011).
  - Department:
    - External Communication Committee, member & co-chair (fall 2010—present).
    - Library Training Committee, member (fall 2010—present).
    - Service Continuation Task Force, member (spring/summer 2010).
    - Preservation Committee, member (spring 2008—present)



**Clare Vogt**  
**Accountant**  
**Library Administration**

- *Service:*
  - DAG Bake Sale Committee
  - Library Halloween Party assistance
  - Library Holiday Party Committee
- *Training/Development:*
  - Purchasing Card Workshop
  - Online ePro Requisitions
  - Online Journal Transfers
  - Online Outlook Training I Session – Basic
  - Online Outlook Training II Session
  - Online Credit Card Info Security
  - F&A Monthly Staff Meeting – fiscal year end discussion
  - UCF Department of Environmental Safety Fire Safety Course
  - Representative in F&A PCard Focus Group
- *Attended:* UCF Diversity Suppliers Day, October 2010



**Ying Zhang**  
**Acquisitions Librarian**  
**Acquisitions & Collections Services**

- *Awards/Promotions:* Excellence in Librarianship 2011
- *Creative Works:*
  - "e-Resource Access Support: Go Team," presentation with Athena Hoeppner, American Library Association Annual Meeting, San Diego, CA, January 2011
  - "Lease vs. Buy Media" presentation, Annual Charleston Conference, Charleston, SC, November 2010
- *Service:*
  - Technical Services Planning Committee Acquisitions Subcommittee
  - Elected the Faculty Senator for the Library for 2011-13
  - Election Committee, Chinese American Librarian Association Southeast Chapter
- *Attended:* Ideas workshop in Oswego, NY in August 2010



Ying Zhang posing between Joel Hartman, Vice-Provost, Information Technologies & Resources and Barry Baker, Director of Libraries at the Founders' Day celebration, April 2011



## Special Collections

Many of the accomplishments Special Collections & University Archives have 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 2010-2011 are as follows:

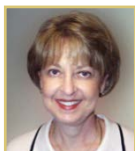
- **Jonathan Boursiquot**, a UCF undergraduate student majoring in Engineering, continued to work on the West Indies Collection, specifically on describing over 200 Haitian slides, i.e. creating metadata, for contribution to the Digital Library of the Caribbean (dLOC.) A native of Haiti, in addition to English Jonathan speaks French, and Creole, therefore we have been very fortunate to have him as a resource for describing Bryant slides from Haiti. In addition, Jonathan translated in French and Creole dLOC "Help Pages." Furthermore, he organized and processed UCF News and Information press releases; assisted in shifting and barcoding project; and, is currently rehousing and preliminarily organizing a large new acquisition of university photographs.
- **Whitney Broadway**, our book conservator continued to make clamshells and safe housings for books and other materials; repaired books; trained and supervised volunteers, interns, and student assistants; assisted with barcoding the Special Collections publications and shifting the stacks; rehousing the Arboretum Scrapbooks; curated the exhibit *The Artist's Book: Book Arts in Special Collections*; started inventorying issues of *The Central Florida Future*; and married Andrew Hackler from circulation on May 21, 2011.
- **Nava Cohen** helped with layout and display of *Dr. Charles Millican: Celebrating Our Founding President* exhibit; reorganized and recreated the collection and finding aid for University of Central Florida Office of Marketing Collection; finished processing and finding aid for University of Central Florida, Office of the Vice President of Academic Affairs: Carroll B. Gambrell Collection; reorganized, updated, and unified naming, LCSH terms, and internal and external hyperlinks of all University Archives finding aids; assisted in the reorganization and moving of University Archives books from Special Collections in 501 to 150; created training guides for XMetal and NoteTabPro; trained student assistants in EAD coding for XMetal and NoteTabPro. As for her School/Professional activities, Nava started work on her MA degree in History with the UCF History department and on her Masters in Library and Information Sciences at the University of South Florida (USF); joined Society of American Archivists, American Library Association, Society of Florida Archivists, and Special Library Association; interned at the Holocaust Memorial Education and Resource Center of Central Florida in Maitland, Florida; and, received H.W. Wilson Scholarship for the University of South Florida in January 2011.
- **Kelli Joyner** worked on describing the diaries of the Mickler Collection for her Archives Management class project (USF MLIS Program). Kelli will be returning to us in the fall for her supervised fieldwork.
- **Ariana Santiago**, a graduate student at the University of South Florida, working on her Masters in Library and Information Sciences, started to work for us in the spring of 2011. A few years ago, she worked at the UCF Libraries in the Interlibrary Loan Department. Ariana's project focused on assisting April with re-processing of the Harrison (Buzz) Price Collection. Since April departure from UCF Libraries, Ariana has continued to work on the Harrison (Buzz) Price project.
- **Amanda Richards** worked under Whitney's supervision in assisting her with the book repair, and with making book shells for our Book Arts Collection. As of fall, Amada plans to pursue her Masters in Library and Information Sciences, at USF.
- **Natasha White** has joined us in the spring of 2011. Natasha is also enrolled in the Masters in Library and Information Sciences, at USF. Her project involves reprocessing the "correspondence series" of the Polasek Collection, i.e. enhancing its access by analyzing in greater detail the correspondence, at the item level.



2010 Holiday Party Committee, left to right: Mary Page, Aysegul Kapucu, Debbie Barnes, Joanie Reynolds, Parri Bolinger, April Anderson, Ven Basco, Clare Vogt, Hal Mendelsohn

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

## Colleges



**Buchoff, Rita**  
Education/Teaching & Learning Principles

Term: 10/11-12/13



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

Term: 08/09-10/11



**Vaidyanathan, Raj**  
Engineering & Computer Sciences/ Advanced Materials Processing & Analysis Center (AMPAC)

Term: 10/11-12/13

No Photo Available

**Kallina, Edmund**  
Arts & Humanities/History

Term: 08/09-10/11



**Ladores, Sigrid**  
Nursing

Term: 08/09-10/11



**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



**Roush, Pamela**  
Business Administration/Accounting

Term: 10/11-12/13



**Tucker, Jennifer**  
Health & Public Affairs/Health Professions – Physical Therapy

Term: 09/10-11/12

## 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



**Page, Mary**  
Libraries/Associate Director, Collections & Technical Services

Term: Ex Officio



**Scharf, Meg**  
Libraries/Associate Director, Public Services

Term: Ex Officio

## Faculty Senator



**Gause, Richard**  
Senate Representative  
Library Reference Services

Term: 10/11-11/12

## Administrators

No Photo Available

**Beiler, Rose**  
Department Chair  
ECS/ Engineering Technology

Term: 10/11-12/13



**Vittes, Elliot**  
College Dean  
Undergraduate Studies

Term: 08/09-10/11

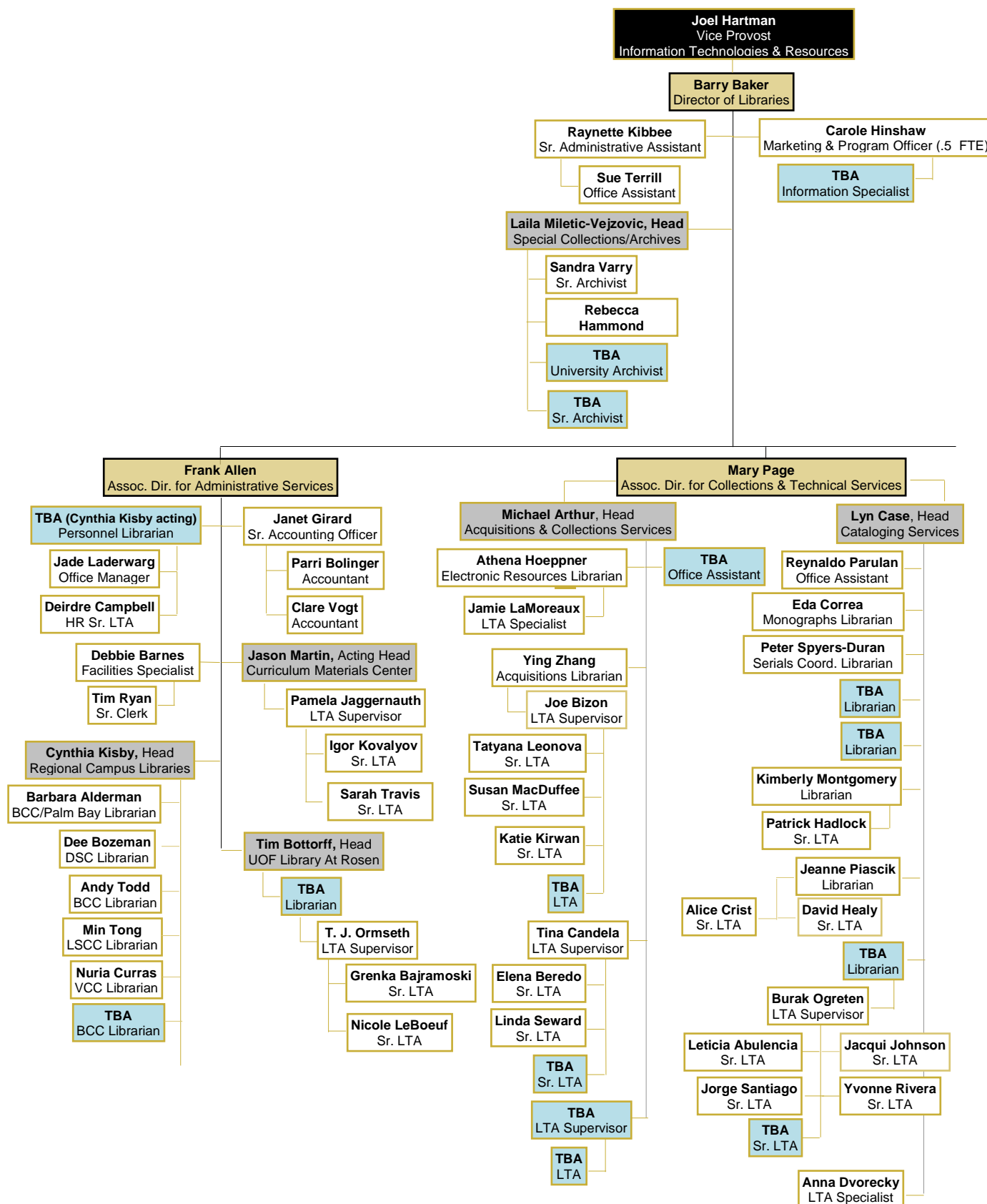
## Student Representative(s)

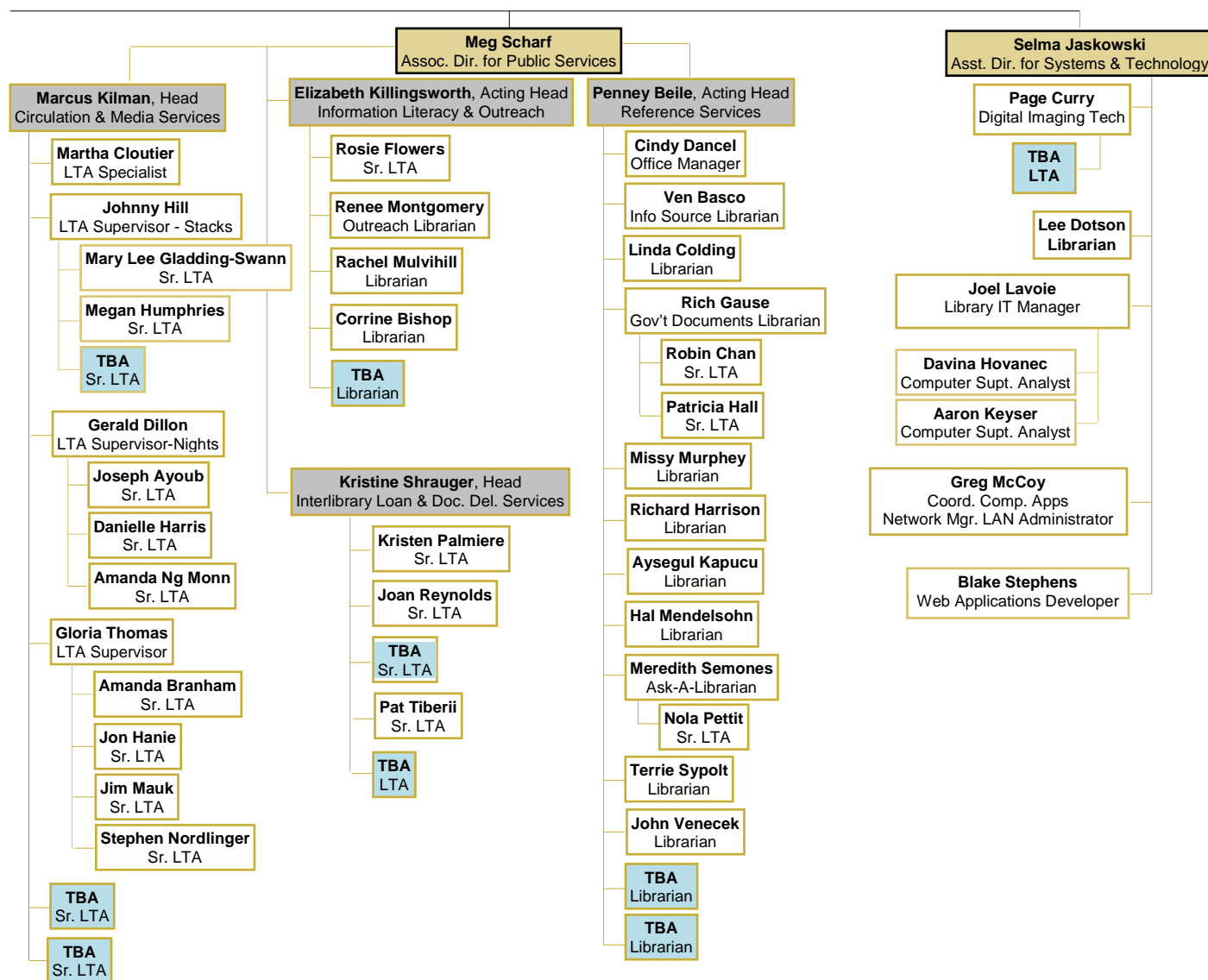


**Mora, Nelsi**  
Undergraduate Student  
Student Government

Term: 10/11

# Organization Chart





Abulencia, Leticia (05/94) .....	Cataloging Services
Alderman, Barbara (10/02) ...	Regional Campus Libraries
Allen, Frank (05/98).....	Administrative Services
Arthur, Michael (07/06)	Acquisitions & Collection Services
Ayoub, Joe (07/99).....	Circulation Services
Bajramoski, Grenka (11/05).....	UOF Library at Rosen
Baker, Barry B. (04/97).....	Administrative Services
Barnes, Debbie (07/07) .....	Administrative Services
Basco, Ven (06/98).....	Reference Services
Beile, Penny (06/98).....	Reference Services
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
Correa, Eda (04/99) .....	Cataloging Services
Crist, Alice (09/79).....	Cataloging Services
Curras, Nuria (12/10) .....	Regional Campus Libraries
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
Flowers, Rosie (08/10)...	Information Literacy & Outreach
Gause, Rich (04/98) .....	Reference Services
Girard, Janet (09/97) .....	Administrative Services
Gladding-Swann, Mary Lee (10/95) .	Circulation 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
Hoepfner, 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
LeBoeuf, Nicole (03/10).....	UOF Library at Rosen
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
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
Murphey, Missy (06/09) .....	Reference Services
Ng Mon, Amanda (10/10).....	Circulation Services
Nordlinger, Stephen (03/07).....	Circulation Services
Ogreten, Burak (01/03) .....	Cataloging Services
Ormseth, T.J. (01/04) .....	UOF Library at Rosen
Page, Mary (08/10) .....	Collections & Technical Services
Palmiere, Kristen (06/08).....	Interlibrary Loan
Parulan, Reynaldo (02/01) .....	Cataloging Services
Pettit, Nola (05/07) .....	Reference Services
Piasek, 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
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
Thomas, Gloria (01/89).....	Circulation 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
Zhang, Ying (08/96)....	Acquisitions & Collection Services

**NOTE: Date in parentheses is the library date of hire.**



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