

Libraries' Documents

2012

University of Central Florida Libraries, Annual Report 2011-2012

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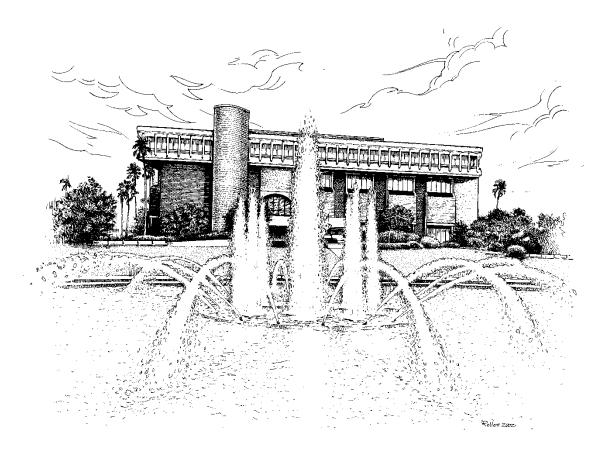
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Libraries

Annual Report 2011-2012





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In August 2011, Malcolm Holzman of Holzman Moss Bottino Architecture made a presentation to the President's Council on the expansion and renovation of the John C. Hitt Library. This presentation about the 21st Century Library project was the result of eight months of planning beginning in January 2011 involving the architects, Turner Construction as the Construction Manager, and the Libraries' Steering Committee.

Recommendations were made for renovation and expansion of the existing facility to transform it into modern facility to meet current and future needs of the university's students and faculty. The John C. Hitt Library is currently inadequate to meet the needs of a growing student population in both the amount and quality of space required for collaborative learning, study, research, and collection growth.

The 21st Century Library project involves the construction of a 41,000 sq. ft. addition on the north side of the building and the complete renovation of the existing building consisting of the original 1967 building and the adjoining 1984 addition. All major infrastructure systems such as HVAC, electrical, plumbing, lighting, elevators and telecommunications will be replaced.

The new construction will consist of a four-story Automated Retrieval Center (ARC) that will hold 1.5 million print materials enabling space previously occupied by book stacks to be repurposed, greatly increasing user seating, and 12,000 sq. ft. of new research and study space on the fifth floor with expansive views of the campus. Requests for materials in the ARC can be made on any computer or handheld device with Internet access. Once a request is made, an automatic robotic crane locates the requested item and delivers it to a pick-up station within five to ten minutes. The ARC frees up space within the library for individual and group seating as well as more study space for students. The new addition will also provide a north side entrance to the building facing the student union.

When completed, the renovated and expanded facility will include redesigned, more efficient and flexible interior spaces featuring greatly increased seating in information literacy classrooms, triple the number of group study rooms, a 24/7 study area, a digital initiatives center, additional Special Collections & University Archives space, and more than twice the number of technology workstations. It will also integrate advances in technology seamlessly with library services and collections.

The UCF Capital Improvement Trust Fund (CITF) Fee Committee approved a \$2.00 increase in the CITF fee for the next three years (through fall 2014) with the 21st Century Library project being the highest priority for funding. Next steps are for funding approval by the UCF Board of Trustees, the SUS Board of Governors, and the Florida Legislature.

Changes were made to the Libraries organization structure effective June 1, 2012. Scharf, Meg Associate for Public Director Services, became Associate Director for Communications, Assessment and Public Relations and directs the Libraries' efforts with regard to communications, overall public relations and assessment strategies. Penny Beile. Interim Head. Reference Services. became Associate Director for Information



Barry B. Baker

Services and Scholarly Communication. She directs the circulation, reference, information literacy & outreach, and scholarly communication functions and activities of the Libraries.

Interlibrary Loan and Document Delivery Services became part of the Collections and Technical Services Division effective June 1 as well.

The name of the Systems & Technology department was changed to Information Technology & Digital Initiatives to more accurately represent its mission and services. And Reference Services was changed to Research and Information Services.

There were important advances in institutional repository and in scholarly communication initiatives during the year through the work of the Scholarly Communication Task Force which resulted in recommendations for implementing an institutional repository at UCF. At the suggestion of the Vice Provost, the Task Force worked on a mental model outlining the services and support mechanisms necessary throughout the research lifecycle.

The Libraries submitted three Technology Fee Award proposals for 2011/2012 which were awarded in the amount of \$454,262.

Cambridge Books Online (CBO)

This large collection of e-books will include all Cambridge University Press books available online that were published between 2000 and August 2011. With the purchase of this collection, UCF has perpetual rights and online access to 5,888 books with a value of \$759,498.49 for a cost of \$253,673.

2011 Sage Deep Backfile Collection

This collection, with its strong humanities content, will complement the Complete Springer Archives, purchased with 2010 Technology Fee funding, which has a science, technology, and medicine focus. With the purchase of this Collection, the Libraries has complete access and perpetual rights to all the journal content that Sage provides, typically starting with the very first volume of each title and continuing through 2008. The collection was purchased at a deeply reduced cost of \$124,450. Purchased individually, the titles in this collection would cost over \$322,000

Director's Overview (cont'd)



EBSCO Discovery Service (EDS)

Implemented as OneSearch, this new Web scale discovery tool will simplify access to the Libraries' many information resources and will perform a Google-like search across most of UCF's databases and digital resources from a single search box. After a careful evaluation process, EBSCO's Discovery Service (EDS) was selected as the Web scale discovery tool that offers the best features and value to UCF. Cost \$77,140.

Approval plan expenditures continued to decline, down by 4% from 2010/2011 to a \$489,125. Only 9,823 volumes were purchased during the year on the approval plan, down 2% from last year. The total number of print volumes increased slightly by 5% as 17,704 volumes were purchased. This was a direct impact of additional one-time funds from internal library transfers.

Expenditures for all electronic resources continued to increase as \$4,414,922 or 68% of library materials expenditures was spent on those resources, up 6% over 2010/2011. Expenditures for print and electronic serials decreased by \$265,711 or 8%.

While the Libraries' materials initial allocation increased slightly to \$5,079.778, it was almost the same as the 2001/2002 allocation of \$5,070,877. Technology Fee Award funds, internal library transfers from operations and other one-time funds added \$1,371,946. Overall, a total of \$6,451,724 was spent on library materials. With the need to fill critical positions, it is doubtful that supplementing the initial allocation from salary savings can continue another year. The continued negative impact of inflation at an annual rate of 4-5% continued to erode purchasing power for library materials, making it increasingly difficult to provide needed print and online resources for students and faculty.

Information Literacy & Outreach created a new information literacy module, *Moving into Discipline Specific Research*. There are now 14 Information Literacy Modules for faculty and students. The new module is designed for students who are moving from the general education program into their major program of study. A spin-off module, *Avoiding Plagiarism Using APA Style* was also completed.

Collaboration continued with the UCF Information Fluency (IF) Office and significant funding was received to support the Libraries' information literacy program by providing funding for adjunct librarians, marketing, and software. Funds from the IF Office were used to purchase and distribute flash drives loaded with promotional information about the modules to faculty in most of the colleges. This resulted in a significant increase in the number of faculty assigning modules, from 104 to 160.

The number of students completing assessments during the year was 8,082 (up 25% over last year) and

38,423 assessments were completed (up 70% over last year). The average score was 85.19%.

The number of Web courses with embedded librarians increased to 118 courses, up from 87 last year, even though the number of librarians participating decreased by two. The project continues to be a joint collaboration of Orlando campus and Regional Campus librarians. The number of students taught in embedded courses increased to 3,711, over 2,487 last year. Continued growth of the program depends on the participation of more librarians.

Face-to-face library instruction classes were attended by 11,419 students in 394 classes in the John C. Hitt Library. There were 5,325 students on the Regional Campuses attending 202 classes.

There were 1,206 students attending 41 classes at the Universal Orlando Foundation (UOF) Library at Rosen College of Hospitality Management. The Curriculum Materials Center reported that 405 students attended 17 classes.

A major shifting and shelving project was completed at the Curriculum Materials Center.

The UOF Library at Rosen returned to full staffing levels for the first time since 2007 with the hiring of full-time Public Services Librarian Kelly Robinson, hired in March 2012. The position had remained vacant for the past five years because of budget limitations.

More students are using the UOF Library than ever before as 139,856 persons were served by the Library for an increase of 10% over last year.

In support of the Rosen College's proposal for a Ph.D. in Hospitality Management, a collection analysis report stated that the UOF Library's collection is equal to or better than collections of several major doctoral universities. This is quite an achievement in that the UOF Library at Rosen opened only eight years ago.



Universal Orlando Foundation Library at the Rosen College of Hospitality Management, June 2004

With students settling into using the Knowledge Commons, which opened in August 2010, the Research and Information Desk queries dropped somewhat following the 58% increase in 2010/2011 when it opened. However, the number of queries at the Desk



Director's Overview (cont'd)

are still 42% above the 2009/2010 total. Research Consultations dropped as well to 502.

Ask A Librarian service usage declined slightly (4%) to 9,517 as Instant Messaging Chats continued to increase to 2,762, or 34% from last year. Email queries increased by 13%. The LibAnswers Knowledge Base which has 428 question/answers to the most requested information was implemented during the year and viewed 14,665 times.

A new service, the Mobile Librarian, designed to assist students throughout the John C. Hitt Library wherever they might be located – in the book stacks or their study area – was implemented during the year. There were 330 interactions with students.

CampusGuides, which are research guides on specific subjects created by library faculty and staff, now include over 275 guides. Very popular, usage of the guides grew from 203,630 in 2010/2011 to 251,180 in 2011/2012 for an increase of 23%.

The Libraries was one of ten institutions chosen by the Association of Research Libraries (ARL) to pilot TRIADS, a new variation of the LibQual+ survey. The survey was completed by 1,247 respondents. A new LibGuide, showing previous LibQual+ respondent comments with responses is now available.

The Libraries became a participant in the Association of Southeastern Research Libraries (ASERL) Collaborative Federal Depository Program (CFDP) Centers of Excellence program for United States government documents with UCF's chosen areas being the National Aeronautics and Space Administration (NASA) and the US Department of Energy.

Circulation of the Libraries' collections (not including reserves) was 293,294, a decrease of 7% from last year.

Use of the John C. Hitt Library decreased slightly from last year for a total of 1,446,914 users. The number of persons using the Universal Orlando Foundation Library at Rosen College of Hospitality Management continued to grow as 139,856 persons were served by the library for a 10% increase. Use of the Curriculum Materials Center declined 7% to 74,177.

Interlibrary Loan requests in all areas – Borrowing, Lending, and Document Delivery – increased over last year: Borrowing, 8%; Lending 16%; and Document Delivery, 8%. Interlibrary Loan and Document Delivery continued to use the RapidILL system. Rapid is an unmediated article program developed and maintained by Colorado State University in which participating libraries fill requests for articles within 24 hours. The department submitted 8,976 requests and 8,525 were filled.

A new service, Graduate Document Delivery Service, began in July 2011. This service permits any graduate student to submit a request for a book or article that is owned by the Libraries. ILL/DDS staff will pull the item and either scan the article and email it to the

student or pull the book and have it available for student pick-up at the Circulation Desk in the Hitt Library.

The Libraries' print collections continued their slower growth as only 22,952 volumes were added to the collections for a 10% decrease over last year. The print collection now has 1,870,159 volumes including government documents for an increase of 1.1%. Access is provided to 686,052 electronic books for a total collection of print and electronic volumes of 2,493,211.

Over the past six years the number of print volumes acquired by the Libraries has decreased by 56%. This is the result of a flat library materials allocation, continuing loss of purchasing power due inflation, and that more funds are being spent on electronic resources. In fact, the base recurring allocation for library materials is virtually unchanged from what it was in 2001/2002.

Access to electronic resources continues to grow. There were 11,394,659 searches with 2,879,851 full-text downloads of all electronic databases for which COUNTER compliant statistics are available.

Demand Driven Acquisitions was implemented through YBP (Yankee Book Peddler) on the EBL (E-Book Library) platform. Over 1,200 uses were triggered in 2011/2012 and 50 e-book titles were purchased in 2011/2012.

Cataloging staff members are an integral part of the Shared Bib project coordinated by Florida Center for Library Automation (FCLA), which merged duplicate bibliographic records for items held by the 11 state university libraries. The project resulted in the merging of 23 million records from all state university libraries into to a shared catalog of 11 million records.

The Libraries' Books Arts Collection acquired several notable books during the year including a Golden Cockerel Press title, *The Homeric Hymn to Aphrodite*,

bound in original crimson morocco by Sangorski & Kutcliffe with mythical figures stamped in gilt on covers, with thirteen wood engravings by Mark Severin; Glimpse, collaboration Barb between Tetenbaum and



The Homeric Hymn to Aphrodite

Julie Chen which was inspired by how a person translates their life experience into narrative form; **A Torn Web**, a book about the "archives of memory" with poems by Ruth Stone and etchings by Michele Burgess on handmade Twinrocker paper; and **War is Trauma**,

Director's Overview (cont'd)



a portfolio of handmade prints produced by the Justseeds Artists Cooperative in collaboration with the Iraq Veterans Against the War (IVAW); and **Dido and Aeneas**, a deluxe edition of the libretto based on Virgil's *Aeneid*, co-published by the Janus Press and the Theodore Press.



Dido and Aeneas. An Opera Perform'd at Mr. Josias Prinst's Boarding-School at Chelsey by Young Gentlewomen

Twenty-five additional books were acquired from Michael Spencer for the Michael A. Spencer Research Bromeliad Collection including **Le Language Des Fleurs** by Charlotte De la Tour, 1870; **Sertum Palmarum** by Joao Barbaosa Rodrigues, 1903; and **The Different Modes of Cultivating the Pine-Apple**, 1822.

Several significant donations were received including two Joy Postle paintings from Anna Lise Dandin; a Self-Portrait of Leonardo Nierman, from Michael and Michelle Cavendish; four photographic images, "carte de visites" from 1857 to 1890 from Carol Mundy; two artists books and *East. A Survey of Contemporary Printmaking*, a portfolio of fifty prints from Ke Frances; six scrapbooks from Harris Rosen; and Congressional Papers from John L Drucker.

The Libraries also received an important collection from Robert P. Foster, who worked with Walt Disney in the early stages of the development of Walt Disney World. The collection consists of an assortment of Walt Disney World materials related to the selection of the site and purchase of land for Walt Disney World, and the creation of the Reedy Creek Improvement District. It also includes an unpublished manuscript, "The Founding of a Kingdom," written by Robert P. Foster.

Several unique titles were added to the Bryant West Indies Collection including Papers Relative to the West Indies. Part III, Leeward Islands: Antigua, Monserrat, St. Christopher, Nevis, Virgin Islands, Dominica, published by Her Majesty, 1839, and Isola Spagnola Nova, 1564, a very early map of Hispaniola and Tortuga.

Digital Services was involved in contributing images for several projects including the Digital Library of the Caribbean (dLOC); the Association of Southeastern Research Libraries (ASERL) Civil War in the American South; Central Florida Memory; *Florida Historical Quarterly*; RICHES (Regional Initiative for Collecting the History, Experiences and Stories of Central Florida); and retrospective Theses & Dissertations for a total of 20,613 images.

The Electronic Theses & Dissertations Collection grew to 2,998 as of June 30, 2012.

The Libraries began supporting online open access journals using FLVC's (Florida Virtual Campus) Open Journals Service (OJS), which is running on the Public Knowledge Project's Open Journal System. The first journal is *STREAMS In Education* from the Morgridge International Reading Center. There is growing interest for the Libraries to support additional journals by including them in OJS.

Following last year's migration of all physical servers to the Computer Services & Telecommunications central server rooms, Information Technology & Digital Initiatives staff moved all PC's to the UCF NET domain during the year.



Retirements

- Carole Hinshaw retired in October 2011 after more than 20 years at the UCF Libraries. While with the Libraries, Hinshaw held several positions: Reference Librarian, Library Instruction Coordinator, and Head of the Reference Department beginning in 1999. Since 2009, Hinshaw has been the library's Marketing and Program Officer.
- **Lyn Case** retired in December 2011. Hired originally as a Sr. LTA/Periodicals Unit Supervisor in Serials, Case became a catalog librarian around 2000, and was promoted to Head, Cataloging Services in 2006.
- **Dee Bozeman**, after five years of service, retired as the Regional Campus Librarian at the Daytona State College.
- **Linda Seward**, Sr. LTA, after nearly 10 years in Acquisitions & Collections Services retired in January 2012.



- Timothy Bottorff, UCF's 2012 Excellence in Librarianship Award
- Joel Lavoie, Inaugural IT&R Outstanding Service Award, May 2012
- **Kristine Shrauger**, Professional Development Leave Award, spring 2012







August 2011 Years of Service Awards Recipients: (left to right): 10 Years: Hal Mendelsohn; Jonathan Hanie; Rebecca Hammond; Jorge Santiago; Terrie Sypolt; Richard Harrison; Rey Parulan; 15 Years: Joel Lavoie; Susan MacDuffee; Jeanne Piascik; Cynthia Kisby; Barry Baker; 30 Years: Jim Mauk

Library Service Awards

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

- 30-Years: **Jim Mauk** (Circulation Services)
- 15-Years: Mary Lee Gladding-Swan (Circulation Services); Cynthia Kisby (Regional Campus Libraries); Joel Lavoie (Information Technology & Digital Initiatives; Susan MacDuffee (Acquisitions & Collections Services); Jeanne Piascik (Cataloging Services)
- 10-Years: Rebecca Hammond (Special Collections & University Archives); Jonathan Hanie (Circulation Services); Richard Harrison (Research & Information Services); Megan Humphries (Circulation Services); Tatyana Leonova (Acquisitions & Collections Services); Hal Mendelsohn (Research & Information Services); Rey Parulan (Cataloging Services); Jorge Santiago (Cataloging Services); Terrie Sypolt (Research & Information Services)
- 5-Years: **Grenka Bajramoski** (Universal Orlando Foundation Library at the Rosen College of Hospitality Management); **Dee Bozeman** (Regional Campus Libraries)

New Faculty



■ **Kelly Robinson**, March 2012, reference librarian, UOF Library at Rosen



Peggy Gunnell, March 2012, Regional Campus Librarian at Sanford/Lake Mary



Michael Furlong, April 2012, Regional Campus Librarian at Daytona State College



Patti McCall, May 2012, librarian, Research & Information Services

June S. Stillman Memorial Scholarship

On October 28, 2011, Ms. Jade Laderwarg, a graduate student in the Masters in Business Administration program, was officially recognized as the recipient of the \$2,000 2011/2012 June S. Stillman Memorial Endowed Scholarship for Library Student Assistants & USPS Employees. Laderwarg works in Library Administration as the Office/Payroll Manager. This is the first time in nearly 10 years that a USPS employee has been awarded the scholarship. This \$2,000 scholarship, offered specifically to Libraries students and USPS employees, was established in memory of June Stillman, a charter librarian of our university who tragically lost her life in 1998.



June S. Stillman Scholarship Reception: Director of Libraries Barry Baker; scholarship recipient Jade Laderwarg; and scholarship cofounder Cheryl Mahan

While budget constraints continue to plague the Libraries' ability to provide needed services and resources for students and faculty, developments in the 21st Century Library project heightened the hope that architectural planning and design will begin during the next fiscal year. Soon we will embark on the long-envisioned pathway to a wonderful new facility showcasing new services, technology, and enhanced access to the world's information - a library of the future where users can Discover, Connect, and Create in ways limited only by their imagination.

> Barry B. Baker Director of Libraries

Administrative Services



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

Highlights of the Year in Retrospect

Administrative Services

 Completed revision to the Library Emergency Procedures, February 1, 2012.



2012 Library Evacuation Team: seated – Pat Tiberii, Frank Allen, Hal Mendelsohn, Debbie Barnes; standing – Jon Hanie, Anna Dvorecky, Gloria Thomas, Jamie LaMoreaux, Patricia Hall, Susan MacDuffee, Mary Lee Gladding-Swann

- Participated in study of ARC/library renovation, including siting of ARC and second entryway; prepared and reviewed space allocations; confirmed program and square footages, summer 2011.
- Coordinated revision to the Staff Memorandum Series, September 2011.
- Coordinated submission of Student Technology Fee proposal for the Rosen Library, September 2011.
- Prepared SACS mid-cycle five- year review on library operations for Office of Student Development & Enrollment Services, October 14, 2011.
- Coordinated library tours for the American Association of State Colleges and Universities (AASCU) Presidents' Technology Seminar, June 21, 2012.
- Coordinated receipt of the Robert P. Foster donation of Disney materials, May 2012.
- Coordinated commissioning of an occupancy study of the main library, spring/summer 2012.
- Coordinated submission for and successful receipt of \$200,000 planning money, April 2012. These funds are made available upon request and approval by the Office of Information Technologies & Resources. Proceeds this year were used to fund a building occupancy study and to support the materials budget.
- Created scenarios for cost apportionment of statewide electronic database licensing for state provosts, submitted to UCF Provost Tony Waldrop, spring 2012.
- Assisted with implementation of "budget authority" merit increases, April-May 2012.
- Coordinated (with Head, Circulation Services, and UCF Police) a crime awareness campaign

for the Libraries, consisting of signage, equipment engraving, equipment registration, and purchase of PC locks. The UCF Police Department awarded the library with a 2011 UCF Crime Prevention Award.

Fiscal Office

- Formalized the changes in voucher processing and purchasing due to the change in the property capitalization threshold limits effective July 1, 2012.
- Changes in the university's method of making deposits – the closing of the Cashier's Office as a 'bank' on campus requiring use of the drop box for daily deposits and the Cashier's Office no longer accepting Knight Cash payments – required new library procedures.
- Procedures for creating and submitting journal transfers were re-written due to changes to the general ledger, effective with the UCF Financials upgrade to 9.1.
- Finance & Accounting and Purchasing changes in procedures for advance payments and multi-year agreements required additional paperwork and creation of a log for subscriptions over \$1,000.
- Successfully completed the CISP (Cardholder Information Security Program) annual selfassessment questionnaire for the Library PCI (Payment Card Industry) compliance.
- Changes to FedEx payment procedures by the university required establishing a direct account with the vendor and new procedures for the library.

Human Resources and Staff Development

- Deirdre Campbell:
 - Coordinated & attended 11 staff development programs: 5 in-person and 6 Webinar.
 - Organized & processed personnel information for 12 hires and 13 separations; served as search manager for two faculty searches.
 - Collaborated with UCF Libraries and College of Medicine ILL staffs to enhance and streamline the handling process of Interlibrary Loan.
 - Continued to work part-time in ILL.





UCF Chief of Police Richard Beary presents Frank Allen with a 2011 Crime Prevention Award for the Libraries participation in the crime prevention campaign, December 6, 2011.



Administrative Services (cont'd)

- Jade Laderwarg:
 - Processed 113 OPS terminations & 87 OPS hires.
 - Began "exit" process for OPS employees that includes exit checklist and questionnaire.
 - Changed hire packet layout to reduce instances of unnecessary printing of nonessential forms.
 - Edited layout of library's student employment Web page/section with a frequently asked questions and answers layout.
 - Added "notes" column to student applications page to indicate comments were made to a student's application. Began editing OPS Student & Non-Student Employment pages – including transition to consistent usage of the term "OPS" to refer to students and non-students.
 - Introduced new process of explaining payroll structure to new employees including example LAPER's (Leave and Pay Exceptions Reports).
- Cynthia Kisby:
 - Assisted faculty search committees with posting ads and candidate travel, served as search manager for Metadata position.
 - Facilitated hiring of foreign national.
 - Facilitated revisions to the faculty Annual Evaluation Standards & Procedures.
 - Coordinated a major makeover to faculty information Intranet pages.

Front Office

Continued to provide support and assistance to the Administration Office and Libraries as a whole by:

- Reporting, monitoring, and serving as liaison on building issues, including those sent via Intranet form
- Arranging for meetings, e.g., supplies, catering, etc.
- Monitoring & approving calendar room, van, & Polycom reservation requests
- Procuring and keeping track of the Libraries keys
- Assisting with telecommunications issues (new phones, personnel changes, equipment problems, line problems, etc.)
- Assisting with personnel and payroll issues when needed

Departmental Goals: 2011-2012

General Administrative

- **Complete review of Emergency Procedures.**Completed.
- Continue to serve instrumentally the 21st Century Library planning and design efforts. Ongoing.

Human Resources

- **Expand cross training between Payroll and HR positions.** Payroll Manager has mastered leave of absence process.
- Continue to improve HR and Payroll related communication and services.
 - Included visual examples and written instructions in payroll emails to staff.
 - Attended HR Liaison meetings and forwarded information to staff.

• Held monthly library HR & Payroll meetings with Personnel Librarian.

Facilities

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

Fiscal Office

- Implement at least one of the ideas for better communication identified in the previous fiscal year:
 - Fiscal Office survey to staff. Still in planning stage.
 - Simplification of procedures & instructions for travel including changes to the current form for travel requests.

 Completed.
 - 'Catalog' of minority vendor goods and services for staff. Completed.
- All Fiscal Office staff will pursue training to maintain professional standards and skills. 100% complete.
- Continue to document procedures and review existing operations for efficiency and effectiveness with an emphasis on archiving and streamlining files on the computer. Files were reviewed and archived to accommodate transition to the new server.

Most Frequently Reported Building Problems

Cleaning Issues (72)
Installation & Dismantling (44)
Plumbing (40)
Elevators (33)
HVAC Leaks (21) & Non-HVAC Leaks (21)

Staffing Changes

Facilities: Chris Hodges joined the Copy Services unit as a student assistant

Departmental Goals: 2012-2013

General Administrative

 Assess, with Administrative Council, repurposing opportunities for physical space in the John C. Hitt Library.

Administrative Services (cont'd)



- Submit technology fee proposal for Rosen Library. Implement if awarded.
- Submit technology fee proposal for Curriculum Materials Center. Implement if awarded.
- Continue to assist with planning for major library addition/ARC/renovation.
- Participate in faculty market equity salary study.

Fiscal Office

- All Fiscal Office staff will pursue training to maintain professional standards and keep skills current.
- Investigate the feasibility of creating and maintaining a Fiscal Office page on the Libraries Intranet site to provide timely information on fiscal matters to library personnel.
- Continue to document procedures and review existing operations for efficiency & effectiveness with an emphasis on cross training for backup duties.

Human Resources

- Payroll Manager learn UCF Online Hiring via PeopleSoft Admin.
- Conduct audit and update all position descriptions to ensure currency.
- Reconsider options for group orientation for new library employees.
- Adapt to and keep staff informed of campus policy and procedure changes.

Facilities

- Deliver mail in a friendly and timely manner.
- Fill supply orders in a friendly & timely manner.
- Account for 100% of the libraries equipment valued at \$5,000 or more.

- Surplus or recycle any old and outdated supply items.
- Set up quarterly meetings with all student assistants in the Copy Services department to go over issues and opportunities.

Advancement Toward the President's Five Goals

(C)

Become more inclusive and diverse

Liaison for the Purchasing Diversity Suppliers program.

Performance Enhancement Recommendations

Fiscal: As of July 1, 2012, FCLA (Florida Center for Library Automation) became part of the state's newly created Florida Virtual Campus (FLVC). responsibilities existing and assets of four organizations - FCLA, CCLA (College Center for Library Automation), Florida Distance Learning Consortium (FDLC) and Florida Center for Advising and Academic Support (FCAAS) - have been combined to create this new organization. Changes for the Libraries should become more apparent during FY2013. During the FY2012 year-end meeting Finance & Accounting communicated that major changes are coming in procedures for travel and PCard payments being a possibility for covering costs previously covered by

	Library	y Administr	ation						
	Table 1								
Human Res	Human Resources Selected Statistics Five Year Summary								
	FY 11/12	FY 10/11	FY 09/10	FY 08/09	FY 07/08				
FWS Employment									
Students	24	37	43	50	68				
OPS Savings	\$25,128.87	\$47,935.97	\$54,788.06	\$62,980.57	\$76,968.76				
Employee Turnover									
Hired-USPS	8	3	2	2	9				
Hired- FAP	4	1	1	0	1				
	12	4	3	2	10				
Separated-USPS	8	4	3	3	8				
Separated-FAP	5	0	2	2	5				
	13	4	5	5	13				
Staff Programs									
Video & Web	6				1				
Guest presenters	5	4	4	4	2				



Frank R. Allen Associate Director for Administrative Services



Curriculum Materials Center

Highlights of the Year in Retrospect

The Curriculum Materials Center (CMC) continued to operate smoothly under the leadership of interim department head Jason Martin, LTA Supervisor Pam Jaggernauth, and Senior LTA Sarah Travis. With the departure of Senior LTA Igor Kovalyov in February, Stacy Marchant was hired and began work in April 2012.

A major shifting and shelving project was undertaken this year, with the Biography section moved to the corner computer lab room on wall shelving, the Reference collection moved to taller shelves, the bulk of the collection moved out approximately three feet from the side wall of the CMC, and wall shelving was added which to hold the Fiction collection.

In preparation for a Student Tech Fee Proposal to replace existing VHS tapes with DVDs where available, the CMC evaluated the VHS collection and identified titles to be updated. In the process, 597 titles on VHS were nominated for removal from the collection and have since been weeded.

The CMC was awarded a LIFE (Learning Institute for Elders) grant in the amount of \$2,000, and with matching funds from Library Administration was able to purchase a storage shelf for oversized picture books, a new set of Ellison die-cuts, and storage for the die-cut collection.



With funds from a Learning Institute for Elders (LIFE) grant, the CMC purchased new Ellison die cuts, including a new alphabet set, and storage racks.

Sarah Travis, Senior LTA, collaborated with the Creative School for Children to provide story time for preschoolers on several occasions. Sarah recruited student volunteers from the College of Education to assist with the programs, which were well received.

CMC staff participated in the College of Education's yearly HAPPY (Having Active Participation Prepares You) Hour Student Showcase by staffing a table in their exhibitor area.

In collaboration with the College of Education, the CMC began housing a Promethean interactive whiteboard in the production lab. Education students are urged to learn to use this equipment, along with the SmartBoard also available in the lab, to prepare themselves for the technology they are likely to encounter in the classroom.

G

Staffing Changes

After more than five years with the CMC, Igor Kovalyov resigned in February 2012. He continues to pursue his MS degree in Library Science from Clarion University of Pennsylvania. Stacy Marchant, a recent UCF Graduate with a BA in Anthropology, was hired in April 2012. Stacy is in charge of fines and bills and CMC displays. She is working towards an MA in Library and Information Science at USF.

Departmental Goals: 2011-2012

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

Departmental Goals: 2012-2013

- Seek out opportunities to partner with the College of Education
- Continue outreach efforts to promote the CMC to College of Education students, staff, and faculty
- Resume in-person orientation sessions for EDG 4410 and other selected classes
- Evaluate and update CMC Web pages, LibGuides, brochures, and handouts
- Conduct survey of CMC user needs and satisfaction
- Promote CMC resources to local P12 teachers

Advancement Toward the President's Five Goals



Offer the best undergraduate education available in Florida

■ The CMC welcomed and served over 74,000 patrons during 2011-2012. This number is down slightly from previous years. Over 8,000 patrons visited the CMC in the months of September, October, November, February, and



CMC's Sarah Travis reading to a group from the Creative School.

Curriculum Materials Center (cont'd)





One of the CMC's displays of some of the items in the collection.

April. From observation and the results of past surveys, we know that the great majority of these patrons are undergraduate students.

CMC staff conducted 17 face-to-face orientations, attended by 405 students. These numbers are lower than previous years as the face-to-face classes were discontinued. The staff feels these orientations are important enough to revive, and hopes that their revival in the coming year will help to increase the gate count. The online orientation continues to be used by many undergraduate classes. The orientation Web page was viewed 1,150 times by 833 unique users during the 2011-2012 year.

G

Become more inclusive and diverse

- All of the CMC staff attended diversity training, and continue to attend similar training.
- The CMC strives to demonstrate diversity in its collections, and displays often highlight the importance of diversity.

Be America's leading partnership university

- The CMC collaborates on College of Education initiatives and committees, including housing interactive whiteboards in the CMC production lab for student use, hosting a College of Education-funded graduate student who provides technical assistance with LiveText and other technology, and the Instructional Resources Committee.
- The CMC continues to provide programming to the UCF Creative School preschool children.
- The CMC continues to partner with the Orlando Museum of Art in placing art education materials on reserve for students.
- The CMC staff consistently partners with the John C. Hitt Library.

Performance Enhancement Recommendations

In response to requests from College of Education faculty members, the CMC will begin offering in-person orientations to sections of EDG4410 once again. While these sessions do impact the students studying in our limited space, the CMC staff feel that the benefits of the sessions outweigh the inconveniences.

Space continues to be an issue at the CMC. Weeding will become necessary as the print and multi-media collections continue to grow. Technology use is high and the 27 computers in the CMC are in constant demand. The College of Education and the CMC will submit companion Student Technology Fee proposals in fall 2012 to update the wiring and electrical infrastructure and refurbish the space, adding more computers and more collaborative and flexible workspace in the future.

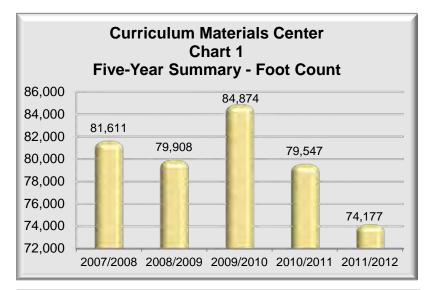


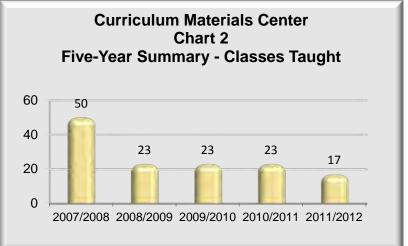
CMC production lab has a SMART Board (left) and, compliments of the College of Education, a new Promethean ActivBoard (right).

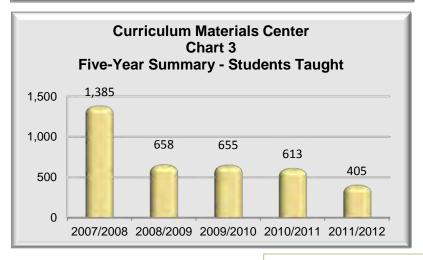












Rachel Mulvihill Interim Head, Curriculum Materials Center

Regional Campus Libraries



Highlights of the Year in Retrospect

- Sanford/Lake Mary to better understand partner needs and the roles of the UCF librarian, the Head of Regional Campus (RC) Libraries served weekly on the Information Service Desk at Seminole State Library from April to December 2011. This may have helped emphasize the need for a librarian and thus, secure Regional Campuses funding for a new full-time position for the Sanford campus. Filled the position and oriented the new faculty member.
- Cocoa/Palm Bay with partner librarians reinvented and reorganized physical space of the UCF/BCC library first floor, including the BEST Center, to provide better access to study rooms and group space for students. This was done without any financial assistance and involved physically moving many items ourselves. Closed the UCF Library Offices and Reception area in Cocoa. Completed an Outstanding Orders project.
- West/Osceola Assisted with the resolution of Active Directory access and circulation equity issues for UCF students. Facilitated understanding of appropriate expectations for resources in architecture and legal studies and continued working with partners and UCF faculty to establish collections and access to
- Daytona obtained new chairs for the UCF student computers. Worked on an oversized book weeding project. Maintained office hours in the UCF computer lab. Hired Michael Furlong within four months of Dee Bozeman's retirement.
- South Lake began an inventory of UCF holdings. Provided face-to-face instruction on three campuses as well as embedded instruction for online students.
- All librarians continued more extensive work on an update of the Virtual Orientation regional campuses library information which is presented online in Web Courses software. All the campuses created animated PowerPoint presentations that will appear as streaming video in the new student orientations.
- Worked with Systems staff to obtain Adobe Connect access for unlimited users in room 511. This augments the Polycom use which only allows three remote users to call in at the same time.
- With Cataloging & Acquisitions, documented the procedures for RC lost & withdrawn items. Worked with Systems & Acquisitions to show canceled book orders on the Intranet Acquisitions report.

Staffing Changes

- Dee Bozeman retired from the UCF Daytona library in December 2011
- Nichole Ackerman, a Seminole State College partner, served in Daytona as an adjunct
- Michael Furlong was hired as the new librarian for UCF at Daytona
- Peggy Gunnell served as an adjunct at Seminole State prior to becoming the permanent UCF/SSC regional librarian
- Blake Robinson served as an adjunct at Cooper Memorial while Min Tong was on parental leave

Departmental Goals: 2011-2012

- **Continue work on a combination outreach and assessment project.** This project was intended to be a follow-up to the 2010 regional campus student survey. An assessment tool of approximately 20 questions was developed with input from Information Literacy & Outreach. An assessment module was discussed. The concept involved sending the self-assessment to students via email (the welcome back outreach) so that they could recognize and remedy their own weaknesses. Progress was interrupted by the search for and orientation of two new librarians.
- Continue to improve library services for regional campus users and partners. Progress is reported in other sections: highlights, advancement of five goals, and staff accomplishments.

Departmental Goals: 2012-2013

- Pursue personalized service to all regional students through a variety of outreach and instruction activities including direct email to each registered regional student.
- Work with faculty and administrators to integrate information fluency into the curriculum.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

- Enhanced student understanding and use of ILL UBorrow. Monitored the arrivals of ILL materials and special requests. Assisted with trouble shooting ILL issues. Provided delivery of ILL materials to faculty offices as needed.
- Achieved personal records for being embedded in numbers of online courses due in some cases to proactive new outreach activities targeted to faculty.
- To enhance awareness of academic integrity, librarians broadened coverage of citation instruction, particularly APA for nursing students.
- Updated local campus library brochures, newsletters, and bookmarks.
- Collaborated with BCC circulation staff in Palm Bay to reorganize Reserve materials for UCF. Contacted faculty to discuss continuing needs for materials and weeded/returned as necessary. Relocated Reserve items between campuses as faculty teaching schedules change.
- Transitioned to Campus Guides from LibGuides. Updated online research guides as needed. Statistics show that the nursing guide created for RC students is one of the most popular tools.
- Librarians travel to all campuses to participate in person at new student and faculty orientations, welcome back meetings, and instruction sessions.



Regional Campus Libraries (cont'd)



Achieve international prominence in key programs of graduate study and research

 Collaborated with UCF faculty and students to identify materials that support the curricular offerings and research interests



Be America's leading partnership university

Hosted a partnership librarian meeting featuring the Florida Center for Library Automation (FCLA) at the Cooper Memorial Library.

- Served as Community Group participant, in BCC's Angel Web courses, for the Palm Bay library Group Read initiative, Meaningful Workplaces.
- Met with Richard Bazile, the new director of the College of Central Florida library in Ocala and Sarah Dockray, new partner librarian at Osceola. Visited other partner librarians at UCF partnership campuses.
- Increased involvement with the Nursing program at Seminole State's Altamonte campus.



Regional Campus Libraries Table #1 Library Instruction Statistics

	2011-2	2012	2010-	2011	2009-	2010	2008-	2009	2007-	2008
Campus	Classes	Students								
Cocoa	43	1,510	39	1,141	44	1,290	33	980	88	1,615
Daytona Beach	13	253	23	541	55	1,840	60	1,644	62	960
Leesburg	1	19	5	95			1	6		
Ocala	5	92	6	114					1	18
Osceola	9	225	1	20						
Palm Bay	30	842	24	697	37	988	30	747	66	793
Sanford/Lake Mary	66	1,300	17	267	72	1,480	19	325	14	265
South Lake	9	119	8	166	31	770	16	340	40	445
West	26	965	19	473						
Total	202	5,325	142	3,514	239	6,368	159	4,042	271	4,096

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.



IT&R Social, May 10, 2012 - New (since 2011 Social) Libraries employees: Andrew Hackler (Circ); Natasha White (Acq); Patti McCall (Ref); Ian Levy (Circ); Stacy Marchant (CMC); Peggy Gunnell (Sanford/Lake Mary); Michael Furlong (Daytona State); Amanda Richards (Rosen); Kelly Robinson (Rosen); Ashleigh Ginther (Rosen)

Cynthia M. Kisby Head, Regional Campus Libraries

Universal Orlando Foundation Library at Rosen WUCF



The Universal Orlando Foundation Library at the Rosen College of Hospitality Management, a branch of the University Libraries, serves the needs and interest 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 new hires, technology improvements, high levels of patron activity, and new and ongoing partnerships. Some of the highlights of the year include:

- New full-time staff members hired this past fiscal year include Public Services Librarian Kelly Robinson, Sr. LTA Amanda Richards, and Sr. LTA Ashleigh Ginther. All three have completed training and have jumped eagerly into their respective roles!
- The UOF Library continued to receive high usage from Rosen College students and faculty, as evidenced by new high marks in gate count, reserve circulation, and other measures (see the Statistics section below for details).
- Technology enhancements included:
 - The public PCs were upgraded to the Windows 7 operating system (August 2011).
 - The Knight Cash machine was upgraded to dispense visitor cards (August 2011), a popular feature
 - New staff PCs were installed and mapped to the Net domain in March 2012. The public PCs are scheduled to be moved to the Net domain early in the coming fiscal year.
 - A scanner for student use was installed in April 2012, and it has received heavy use.
- Bottorff and Frank Allen continued work on a Technology Fee proposal that would, if funded, provide the first major technology overhaul to the UOF Library since it opened in 2004. Enhancements are planned to the large meeting room, to the small study rooms, and to the electrical outlets in the main room, as well as the addition of wireless computing devices for checkout. The proposal is scheduled to be submitted early in the next fiscal year.
- The UOF Library remained a popular gathering place, hosting University Writing Center consultations, two "Kram 4 the Exam" events, and a visit from the John C. Hitt Library's technical services departments.
- UOF Library exhibits this year included:
 - Grenka Bajramoski, Nicole LeBoeuf, and Sonjia McSween teamed up to present "Haunted Travels" in fall 2011.
 - Two student groups, the National Society of Minorities in Hospitality and the Student Government Association, exhibited in spring 2012.
 - Amanda Richards and Ashleigh Ginther collaborated to produce the "Backpacking Across Europe" exhibit for summer 2012.

Collection development remained an area of emphasis. A major improvement to the collection came in the form of a gift of \$10,000 worth of educational DVDs, courtesy of Rosen College faculty and administrators. A gift of lodging materials (one

book and ten years' worth of periodicals) was also acquired from author Bill Scatchard; a story promoting the receipt of the materials was covered and posted on the UCF Today blog.1 donated by the Golf Channel also arrived and began receiving use this fiscal year. Bottorff also wrote a library collection analysis in support of the College's proposal for a Ph.D. in Hospitality Management. And, as always, acquisition of new hospitality materials continued throughout the year.



Staffing Changes

This was a year of unprecedented turnover in staffing at the UOF Library. Nearly all of the vacancies were the result of positive promotions or out-of-state opportunities, and by the end of the fiscal year a talented new team was in place.

- Part-time adjunct librarian Sonjia McSween left to pursue other opportunities in December 2011. This vacancy was not filled, due to the likelihood of a full-time Public Services Librarian coming on board in spring 2012.
- Kelly Robinson joined the UOF Library as fulltime Public Services Librarian in March 2012. This position had remained vacant for the past several years due to budget constraints. Robinson has a Master's in Library and Information Science degree from Florida State University, as well as a Master's in Education from Fairfield University. With prior experience at King College, Florida State University, and Embry-Riddle Aeronautical University, Robinson was well-prepared to jump in and start making a big impact at the UOF Library. Robinson's primary responsibilities include reference, library instruction, collection development, and Web design.
- Sr. LTA Nicole LeBoeuf left in February 2012 to accept a full librarian position at Adams State College in Colorado. Le Boeuf made a lot of positive contributions in her two years at Rosen, and it is hoped that she will meet with continued success in her new professional role.
- Sr. LTA Grenka Bajramoski left in April 2012 to accept a higher-paying staff position at Valencia College in Winter Park. Bajramoski was with the UOFL Library since 2005 and many important and long-lasting

http://today.ucf.edu/best-selling-author-donates-hotel-publication/





- contributions. It is hoped that she, too, will meet meet with continued success in her new position across town.
- Amanda Richards started as a Sr. LTA in April 2012, taking over the position formerly held by Nicole LeBoeuf. Richards has a Bachelor of Arts in Interdisciplinary Studies from UCF and is pursuing a Master of Library & Information Sciences degree from the University of South Florida. She had previously worked in Special Collections at the Hitt Library. Her primary responsibilities include circulation, fines, reserves, and working at the front desk.



New Sr. LTA Amanda Richards in action checking out a book

Ashleigh Ginther also started as a Sr. LTA in April 2012, taking over the position formerly held by Grenka Bajramoski. Ginther has a Bachelor of Arts in Religious Studies from Trinity University in Texas. She previously worked at the Fort Bend County Public Library and the Trinity University Library. Her primary responsibilities include periodicals, interlibrary loan, stacks management, and working at the front desk.

In summary, Kelly Robinson, Amanda Richards, and Ashleigh Ginther have joined longtime staff members Tim Bottorff and TJ Ormseth on the UOF Library team. The future looks bright, with a full five-person crew on board for the first time since 2007!

Departmental Goals: 2011-2012

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.

- Fortunately, most of the more draconian parts of this goal were obviated by the hiring of a full-time Public Services Librarian and the filling of two staff vacancies during the year. Returning to full staffing levels has allowed the UOF Library to continue to offer a wide slate of services and resources, with few cutbacks.
- One significant change in services included allowing two student groups to curate displays in our exhibit case in spring 2012. This arrangement simultaneously fostered good relations with student groups and freed up staff to focus on more important duties during a particularly busy time.

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.

- The UOF Library continued many longstanding partnerships with other university units. Such collaborations included providing input to Rosen College staff about the design of the College's new website, working with Student Government Association representatives to offer free scantrons and to put on Kram 4 Exams events, and providing space and advertising for University Writing Center consultations.
- A new collaboration included working with Rosen College faculty and administrators to purchase DVDs for classroom use and checkout. Ultimately, more than \$10,000 worth of new DVDs was purchased as part of this project.
- Robinson joined the Rosen College's Anniversary Committee, an initiative led by the College's marketing officer, in summer 2012.
- Focus on Evolving Patron Behaviors & 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 with the aim of adding additional collaboration space, portable computing devices, and electrical outlets to the 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 increase purchasing 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.
 - Bottorff worked with Frank Allen throughout the year to draft and submit a Technology Fee proposal for the UOF Library. The proposal, if funded, would add many new computers,

UOF Library (cont'd)



- electrical outlets, and collaboration spaces for students.
- Throughout the year, the UOF Library promoted new electronic offerings such as EBL ondemand e-books, Springer e-books, and FMG streaming videos.
- Rosen faculty and administrators donated more than \$10,000 worth of academic DVDs for classroom use and checkout. The funding came from UCF Foundation accounts managed by Rosen Administration and by the Department of Foodservice & Lodging Management, while UOF Library staff created title lists, answered questions, submitted orders to Acquisitions, and helped promote the collection upon arrival.
- Bottorff requested for checkout two digital cameras, two video cameras, and two portable Blu-ray players, which Library Systems & Technology acquired and made available for use in summer 2011.
- Bottorff requested a scanner for student use, which Library Systems & Technology installed in spring 2012.

Departmental Goals: 2012-2013

The UOF Library is adopting a powerful new philosophy of *Discover*, *Connect*, *Create*. These concepts encapsulate what we aim to inspire our patrons to do, and they help focus our efforts in directions that will meet the needs of our growing and changing student body. In the coming fiscal year, we aim to embody these concepts through the following goals to inspire students and faculty to:

- **Discover** our services and resources. For example, better promote the use of our many services and resources, and utilize new forms of communication to "tell our story" and to better interact with patrons.
- **Connect** to our technology and to others. For example, continue or add synergistic partnerships, and improve technology offerings in the UOF Library through Technology Fee funding or other sources.
- **Create** research and ideas. For example, improve the quantity and quality of the UOF Library collection to better support student research, and systematically analyze and manage the existing collection to allow for future growth.

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 Rosen College's unique curricula. This focus included improving core areas such as hotels, restaurants, and tourism, as well as 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

- Bottorff performed a library collection analysis in support of the College's application for a full Ph.D. in Hospitality Management. The report showed that the UOF Library collection is on par with or superior to some of the best collections in the nation.
- The UOF Library continued to acquire materials in support of the Rosen College's graduate programs. For example, additional materials were acquired from scholarly publishers such as Elsevier, CABI, and the U.S. Travel Association.

Provide international focus to our curricula and research programs

The Library's continued status as a World Tourism Organization (WTO) Depository Library – a status currently 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

- UOF Library staff members participated in UCF Libraries' Diversity Week activities, including the offering of a diversity video series in the UOF Library's meeting room.
- 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, and several different U.S. states.

Be America's leading partnership university

- Partnerships with the UCF Student Government Association included the offering of free scantrons, the staging of two "Kram 4 the Exam" events, and an exhibit in spring 2012.
- The National Society for Minorities in Hospitality also hosted an exhibit in the library in spring 2012.
- Robinson joined the Rosen College's Anniversary Committee.
- The UOF Library again provided space for and



National Society of Minorities in Hospitality Exhibit, Spring 2012



- helped advertise writing consultations offered by the UCF University Writing Center.
- The UOF Library hosted a visit by Hitt Library Acquisitions and Cataloging staff in June 2012.

Performance Enhancement Recommendations

- Networked devices such as the public PCs and the pay-for-print stations occasionally remain slow or unreliable. Better performance in this area would reduce patron frustration.
- Participation in meetings remains difficult at times for librarians and staff at branch or regional locations. Better guidelines and technology would ensure that all can participate in meetings regardless of location



Public Service Statistics

More students are using the UOF Library than ever before. For example, compared to last fiscal year, Patron Count increased by 10%, overall Circulation increased by 23%, and Directional Questions increased by 25%. At the same time, statistics pertaining to Website Hits (-19%), Instruction Classes (-15%), and total Reference Questions (-17%) declined compared to last fiscalyear. Increases in class sizes and teaching loads at the Rosen College have forced many instructors to reduce or eliminate assignments involving writing and research. In addition, the lack (until recently) of a full-time Public Services Librarian hampered efforts to improve collaborative and outreach efforts that might more positively impact student and faculty research behaviors.

STATISTICS

Universal Orlando Foundation Library Table 1 Public Service Statistics

	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/041
USE OF THE FACILITY:									
Patron Count	139,856	126,695	124,479	112,824	107,289	98,446	80,889	61,941	19,438
WEBSITE:									
Hits on UOFL Web pages ²	261,097	320,652	262,417	236,330	189,342	175,485	137,673	97,048	10,091
INSTRUCTION:									
Classes Taught ³	41	48	37	38	29	26	19	23	4
Students Taught ³	1,206	1,650	1,277	1,134	864	792	558	662	43
MATERIALS CIRCULATED):								
Total Reserve Circulation	7,266	5,299	5,227	4,596	3,732	5,266	n/a	n/a	n/a
Total General Circulation	4,319	4,158	4,503	4,492	3,826	3,693	n/a	n/a	n/a
Total Materials Circulated	11,585	9,457	9,730	9,088	7,558	8,959	7,584	4,319	501
REFERENCE:									
Directional Questions	4,369	3,485	3,752	4,331	2,871	2,744	2,030	2,379	691
Reference Questions	1,106	1,340	1,818	1,821	1,253	1,075	1,203	1,239	399
In Person	985	1,173	1,642	1,655	1,087	954	1,094	1,092	309
Via Phone	57	70	74	61	64	54	73	91	69
Via Email	41	69	75	85	79	56	26	47	21
Research Consultations	23	28	27	20	23	11	10	9	n/a
Total Questions	5,475	4,825	5,570	6,152	4,124	3,819	3,233	3,618	1,090

- ¹ The UOF Library opened in Jan. 2004; statistics for FY 03-04 are from Feb.-Jun. 2004 only.
- ² Website statistics no longer include hits on PDF files, starting with FY 10-11.
- 3 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.

A collection analysis report, compiled this year in support of the College's application for a full Ph.D. in Hospitality Management, indicated that the UOF Library's hospitality collection is already equal to or better than that of several major doctoral universities, such as Iowa State, Oklahoma State, and Purdue. Furthermore, the UOF Library collection is not far behind the hospitality collections of longstanding and well-funded universities such as Penn State and UNLV. Given that the UOF Library has been in existence less

UOF Library (cont'd)

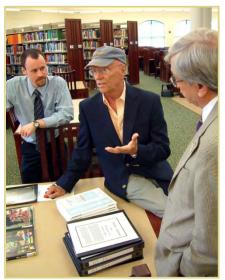


than ten years, this high placement among peer institutions is impressive.

Several shifting projects were undertaken this year, as the collection begins to fill out existing shelving. In the next year or two, in order to allow for continued growth, parts of the collection may need to be deaccessioned, sent to the Hitt Library, or sent to an offsite storage facility.

The UOF Library has also benefited greatly through the years from donations from students, staff, faculty, and community members. This year was especially fruitful in this regard. Most notably, the UOF Library received a gift of \$10,000 worth of DVDs for checkout and for classroom use; the DVD donation, funded through UCF Foundation accounts managed by the Rosen College, greatly increased and updated UOF Library media holdings. A gift of lodging materials from author Bill Scatchard provided some unique materials and received some coverage on the UCF Today blog.1 The library also received and started using the materials donated by the Golf Channel (the gift was acquired late in the previous fiscal year). Additionally, many gift books related to

foodservice, leadership, lodging, marketing, and tourism were also added to the collection.



Author Bill Scatchard presents gift materials to Tim Bottorff and Rosen College Dean Dr Abraham Pizam

Universal Orlando Foundation Library Table 2 Collection Growth

	Titles Held End of								
	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04
Rosen General	8,681	8,082	7,671	7,210	6,906	6,480	5,359	4,640	2,880
Rosen Reference	738	708	684	675	624	620	526	472	302
Rosen Media	479	381	375	339	298	233	183	150	115
Rosen Heritage	36	35	35	28	n/a	n/a	n/a	n/a	n/a
Total	9,934	9,206	8,765	8,252	7,828	7,333	6,068	5,262	3,297

04 are from Feb.-Jun. 2004 only

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

Monographic Titles Added to Collection	
2011/12	156
2010/11	91
2009/10	211
2008/09	62
2007/08	207
2006/07	107
2005/06	110
2004/05	829
2003/04 ¹	40

The library opened in Jan. 2004; statistics for FY 03-



Why are these people smiling? Because they are four-fifths of the complete UOF Library staff: Amanda Richards, TJ Ormseth, Tim Bottorff, & Kelly Robinson. (Ashleigh Ginther [inset] makes the group whole.)

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

¹ http://today.ucf.edu/best-selling-author-donates-hotel-publication/



Collections & Technical Services

Highlights of the Year in Retrospect



Collections & Technical Services had a busy and productive year. As always, our most important function is to acquire and make accessible library materials to support student learning and faculty research. We expended just over \$6.4 million on the collections; about \$4.4 million was spent on digital resources.

For monographic acquisitions, we continue to focus on UCF's strengths. This year, additional funds were allocated to engineering, sciences, and health sciences. The Latin American Studies Department provided \$30,000 to support the purchase of materials about Latinos in South America, the Caribbean, Mexico, as well as related disciplines.

Cataloging and Acquisitions staff worked together to implement patron driven acquisitions, or PDA. In the PDA model, records are added to the catalog before they are actually purchased. Should a patron select a PDA record, he or she is immediately presented with the electronic book. We are permitted three uses, or shortterm loans. On the fourth use, the title is automatically purchased, and we then have perpetual rights to the material. Cataloging staff established the specifications for the bibliographic records that would be loaded into the catalog. Acquisitions staff worked with FCLA (now part of FLVC) and Cataloging to create the loader that would be used to add records into the online catalog. Over the course of the year, UCF has purchased 39 titles at a cost of \$3,003, and our patrons have used 861 short-term loans at a cost of \$8,584.

A Student Technology Fee proposal for a discovery tool was successful, and the Libraries selected EBSCO's EDS, which we have rebranded as OneSearch. We had a long, complex implementation process, which involved staff members from all parts of the Libraries. Collections & Technical Services staff members played integral roles in the development of OneSearch. Catalogers applied their expertise and knowledge of MARC to develop the specifications

Cataloging staff devoted significant time to the Shared Bib project coordinated by FCLA, which merged duplicate bibliographic records for items held by the 11 SUS libraries. The project resulted in merging more than 23 million records from all SUS libraries into a shared catalog of 11 million records. The result should be a simpler and more logical user experience with the online catalog, and we are in a good position to move forward with collaborative projects with the state college libraries.

Cataloging and Acquisitions staff members also worked together to implement shelf ready services with our vendor, YBP. For many good reasons, implementation was delayed until the Shared Bib project was completed. Nonetheless, specifications have been established and we have received a few small batches of shelf ready monographs. Once FCLA completes Shared Bib clean up, we will have a full-scale implementation of shelf ready services.

Collections & Technical Services successfully recruited a metadata librarian, with several staff members serving on the search committee, along with colleagues from other parts of the Libraries. We found an outstanding candidate, who will start at UCF before the fall 2012 semester. Digital projects are on the horizon for 2012-2013!

One of the most exciting developments occurred just before the end of fiscal 2011-2012. There was an administrative reorganization, and one happy result was that the Interlibrary Loan/Document Delivery Services department merged with Collections & Technical Services. We will work this coming year toward integrating the three departments in the division, and we expect to implement new and beneficial projects and services.



Partnerships |

Both Acquisitions and Cataloging staff worked with colleagues within the Libraries and throughout Florida to get things done on behalf of the SUL system. All of us worked with our partners at FCLA on the many projects described in the previous Michael Arthur chaired Collections section. Planning Committee (CPC), and Athena Hoeppner was an active member of the Electronic Resources Subcommittee. Kim Montgomery, Ying Zhang, and Jeanne Piascik also served as key members of the Metadata, Acquisitions, and Shared Bib committees, respectively. Mary Page worked on the development of a serials module for Kuali OLE with colleagues throughout the United States. This project will result in a new, opensource, library management system based on industry standards instead of proprietary software. Page also participated with Florida colleagues on the development of a successful ITN for a shared e-book program, and currently chairs the committee for the implementation of that project.



Changes in Staffing

- Lyn Case, Head, Cataloging Services, retired at the end of 2011 after a long, productive career at UCF.
- LTA Supervisor Burak Ogreten accepted a promotion to an archivist position in Special Collections & University Archives.
- Natasha White joined Acquisitions & Collections Services as Senior LTA.

Departmental Goals: 2011-2012

Implement and evaluate a patron-driven acquisitions program. Participate in the SUL patron-driven acquisitions program. Working with our vendors YBP and EBL, we implemented a PDA program early in the fiscal year. Over the course of the year, UCF purchased thirty-nine titles at a cost of \$3,003, and our patrons have used 861 short-term loans at a cost of \$8,584.

Collections & Technical Services (cont'd) WUCF



- Implement shelf-ready service for the approval plan and firm orders. (This goal will depend on the availability of funding.) Implementation was delayed because of the Shared Bib project, but all the pieces are in place and we are ready to go as soon as FLVC gives us the go-ahead.
- Continue departmental workflow review and implement efficiencies as appropriate. This is an ongoing process. Improvements this year include changing the workflow so that books now flow from acquisitions to cataloging to circulation, without backtracking. We also established procedures for regular loads of bibliographic records, now that we are loading about 200 to 300 titles per week for our PDA project.
- Continue development of a strategic plan for collection development in light of flat or reduced funding. We protected the budgets for departments that are UCF priorities. Whenever we purchase an expensive resource, we negotiate aggressively for price improvements and work with our consortia as much as possible to get the most value for UCF.
- Involve Cataloging and Acquisitions staff members in scholarly communication activities within the Libraries. The former head of Cataloging Services served on the Scholarly Communication Task Force, representing cataloging and metadata issues.
- Advance knowledge and understanding of a variety of metadata schemes within the Cataloging department. Become involved with digital projects. Cataloging staff took part in in-person and online training sessions. This effort will continue for the foreseeable future, and will likely accelerate with the hiring of our new metadata librarian.

Departmental Goals: 2012-2013

- Continue toward full-scale implementation of shelf ready services. The majority of monographs should arrive with spine labels, tattle-tape barcodes, and records.
- Advance librarian and staff involvement in digital projects, and continue to develop knowledge of metadata schemes.
- Launch relocation of selected materials to the Gainesville storage facility as soon as possible.
- Implement RDA cataloging practices in March 2013 (or whenever the Library of Congress goes forward with RDA).
- Pursue training opportunities for staff members on new developments (RDA, e.g.) and best practices. Encourage staff to provide training within the
- integrate Interlibrary Loan/Document Delivery Services into the division.

- Implement the SUS PDA program.
- Actively contribute to Florida Virtual Campus projects to advance services and programs of the state university and state college libraries. Promote staff participation in statewide activities.

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 continued the practice of allocating funding to key areas in which UCF has achieved distinction or has a rising program. This year, the focus was on engineering, sciences, and health sciences.

Provide international focus our curricula and research programs

We acquired about 600 new, scholarly monographs in Latin American studies, and we purchased access to three important databases to support this new program. We will continue to add to the collection whenever practicable 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 State University System libraries, we share an online catalog to provide access to the wealth of resources available throughout Florida. By working with FCLA, we have access to more than \$3 million of digital resources. We rely on our ASERL colleagues for consortia 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

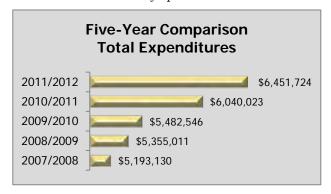


Acquisitions & Collection Services

Highlights of the Year in Retrospect

Library Collections

The state allocation for library materials in 2011-2012 was \$5,053,169.00, representing only a slight change from the \$4.987.600 received in 2010-2011. The amount of funds allocated to the Libraries for the purchase of library-related materials and content has nearly remained constant since 2008-2009. The library was able to use salary savings and other strategic monies to expend a total of \$6,451,724.00 in 2011-2012. This is a large increase from the \$6,040,023 expended in 2010-2011. The amount of funds expended on library materials continues to grow compared to 2009-2010 (\$5,482,546) and 2008-2009 (\$5,355,011). Over the past three years higher than expected materials expenditures can be attributed mostly to the funding received from student technology fee awards, and significant transfers from library operations.



In 2011-2012 the UCF Libraries received two separate student technology fee awards for the purchase of new collections. The awarded funds were used to purchase collections from University Press Cambridge and Publications, Inc. A total of \$253,673.00 was used to purchase Cambridge Books Online. The purchase included perpetual rights to 5,888 books made available 24/7. This collection had a list price of \$759,498.49 so the library and the university students and faculty benefitted greatly from the deal reached with Cambridge University Press. Technology fee funding also supported the purchase of the 2011 Sage Deep Backfile Collection. The technology fee committee awarded the full purchase price of \$124,450. This was an outstanding deal given the list price of \$322,000. UCF Libraries joined several other Florida peers in having full ownership to the Sage Deep Backfile Collection. From 2009 through 2011, the UCF Libraries has benefited greatly from technology fee funds, and used the large total spends to negotiate outstanding deals with regard to price and

- amount of new content. The UCF Libraries has submitted a total of five successful collection focused technology fee proposals since 2009. These awards permitted the library to purchase nearly \$950,000 in new content that otherwise would not have been possible.
- UCF Libraries continued its relationship with private book dealers as a means of final disposition of some unwanted gift materials. In addition, the library continued to host book sales. A total of \$2,505.76 was received in 2011-2012 from one book sale and the monthly commission checks received from the book dealers.
- A new collection development initiative begun in 2010-2011 to focus on university strengths continued in 2011-2012. A total of \$50,000 from the library materials budget was set aside this year to purchase monographs in support of UCF's strengths including areas in engineering, health sciences, and sciences.
- The migration toward more online content continued in 2011-2012. More funds were set aside to purchase online books and streaming video, and approximately 80% of total materials expenditures supported print and electronic journals, and databases. This percentage did not change significantly from 2010-2011.
- The Libraries added major new electronic collections including: ASTM Standards and Engineering Digital Library, Social Explorer, and Vogue Archive (a more complete listing of major new electronic resources is available under the Key Purchases section of this report).
- The Libraries continued to take full advantage of membership in the Center for Research Libraries (CRL). As a member institution UCF faculty and students have access to one of the largest library collections in the country. The library has participated in discounted purchases through CRL and the library catalog continues to display millions of records from CRL that are available to library users through Interlibrary Loan & Document Delivery Services.
- The Universal Orlando Foundation (UOF) Library at the Rosen College of Hospitality Management 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.
- Librarians from the Curriculum Materials Center (CMC) expended \$5,344.39 during a purchasing trip to Mumford Books in Jacksonville. Regional campus libraries expended \$724.35 during a similar visit. Mumford Books provides a rare opportunity to purchase books from a warehouse setting and the Libraries' relationship with this small Florida business has existed for many years.



- Peter Spyers-Duran revised the collection development policies for the following subject finance, economics, and biological sciences. The revisions reflect changes in degree programs and curriculum.
- The department completed the project of encumbering the full amount on serials and standing orders in the materials budget to ensure more effective budget planning.
- The department continued to implement object codes for all invoices and materials codes for all orders to increase versatility in monitoring expenditures.

Focus on Migration To Electronic

- The eResources Support Team matured into a proactive well-trained group that addresses a variety of e-resource problems to promote reliable access to UCF's online journals, and Throughout 2011 and 2012, regular meetings and training expanded member skills, with emphasis on SFX, OpenURL, EBSCOnet, subscription verification, user authentication, and EZproxy. Athena Hoeppner created several training modules which can be used for refreshers and for new team members. The team responded to 553 e-resources requests and reduced the resolution time from a week to less than two days for most issues.
- Electronic Resources was heavily involved in the evaluation, selection, and implementation of EBSCO Discovery Service (EDS), dubbed OneSearch. The service will provide a single, simple, interface to search the Libraries' collections, including most of our electronic subscriptions and catalog.
- The Electronic Resources Support Team (made up of several staff from within the department and throughout the library) implemented EBSCO A to Z and LinkSource, which work seamlessly with other EBSCO products, especially EBSCOnet and EDS. A to Z provides a more fully featured interface to search for and browse the Libraries' online journal titles, and its association with EBSCOnet will significantly reduce the time and effort needed for maintaining accurate title lists. LinkSource is an OpenURL service, similar to SFX, but has the advantage of integrating fully into OneSearch full-text limiting. For the first time, UCF patrons will be able to limit to full-text items without eliminating the vast majority of UCF's electronic collection.
- The department successfully implemented demand-driven-acquisitions through YBP on the EBL platform. Over 1,200 uses were triggered and 50 e-book titles were purchased via this model during FY 2011-12. These e-book titles support all subject areas and are available in full-text to all UCF users anywhere, anytime.
- The Acquisitions Unit increased purchasing for e-books and streaming videos on various interfaces to provide more timely access to all Current interfaces for e-books UCF users.

- include EBSCO, Gale, and EBL (eBook Library). Streaming video is being purchased through FMG (Films Media Group) on Demand and Alexander Street Press.
- Staff members were trained and prepared for the transition to the new Shared Bib environment. Staff at all levels participated in training and offered testing of the new statewide catalog.

Special Funding

- \$253,672.50 was awarded to the UCF Libraries from the UCF Student Technology Fee Committee for the purchase of Cambridge Books
- \$124,450 was awarded to the UCF Libraries from the UCF Student Technology Fee Committee for the purchase of Sage Deep Backfile Collection.
- \$11,494 in grant funding was received from the Dean of the Rosen Campus to support the purchase of DVDs for the UOF Library at Rosen.
- \$20,000 was provided to the library by the UCF Regional Campuses Administration for the purchase of library materials for the three UCF Regions. The Libraries matched that funding to further enhance support of the research and educational mission at the regional campuses.
- \$30,000 was provided by the university to purchase materials in support of the new B.A. in Latin American Studies

New Program Proposals & Accreditation

- B.A. in Women's Studies (New Program Proposal) - Missy Murphey
- Ph.D. in Hospitality Management (New Program Proposal) - Tim Bottorff and Michael Arthur
- B.A. in Writing & Rhetoric (New Program Proposal) - John Venecek
- National Association of Schools of Public Affairs and Administration accreditation visit-Dr. Linda Colding

Key purchases (electronic access 2011/12) (Brief list)

- Arte Público Hispanic Historical Collection:
- ASTM Standards and Engineering Digital Library
- Cambridge Books Online (2011 Technology Fee)
- EBSCO's Discovery Service (EDS) (2011)Technology Fee)
- IEEE/Wiley eBooks
- JSTOR Arts & Sciences VIII X
- *Nineteenth Century Collections Online* (NCCO)
- Sage Deep Backfile Collection (2011 Student Technology Fee)
- Social Work Abstracts
- Synthesis Digital Library Collection Five
- Vogue Archive
- *SimplyMap*

Key Purchases (Print & Media 2011/12) (Brief list)

- The Libraries supported several UCF initiatives with the purchase of content related to food and environmental sustainability including, Black Diamonds: Mountaintop Removal and the Fight for Coalfield Justice; Global Warming: The Signs and the Science; Industrial Agriculture and Sustainable Alternatives; A River of Waste: the Hazardous Truth about Factory Farms; and Don't Throw it, Grow it!
- The UOF Library at Rosen benefitted from grant funds that were used to purchase several DVDs including: Exceeding Expectations: Service Tips and Techniques to Keep Your Customers Coming Back; Security Awareness Training for Management; and Global Eating: Learning from Other Cultures.
- Streaming video is a growing delivery method for academic content and the UCF Libraries purchased several titles including: Big Brother, Big Business: the Data-Mining and Surveillance Industries; Business of Green; Let's Talk about It: Domestic Violence; and Working in Socially Diverse Environments in the Hospitality Industry.
- Reference works continue to be a good starting point for students beginning research projects and for classroom assignments. The UCF Libraries added many new reference works including: Civil War Era and Reconstruction: an Encyclopedia of Social, Political, Cultural, and Economic History; Encyclopedia of Consumption and Waste: the Social Science of Garbage; Encyclopedia of School Crime and Violence; Wiley-Blackwell Encyclopedia of Globalization; and the Wiley-Blackwell History of American Film.
- The popularity of e-books continues to grow and the UCF Libraries added many new titles including: Computer Field Models of Electromagnetic Devices; Conceptual Modeling for Discrete-event Simulation; Fundraising Guide for Nonprofit Board Members; Scenario-Based Training with X-Plane and Microsoft Flight Simulator: Using PC-Based Flight Simulations Based on FAA-Industry Training Standards; The Turnaround Mindset: Aligning Leadership for Student Success; and World's Health Care Crisis: From the Laboratory Bench to the Patient's Bedside.

Staffing Changes

- Linda Seward, Sr. Library Technical Assistant, retired as of January 19, 2012
- Natasha White, Sr. Library Technical Assistant, was hired effective February 3, 2012



Natasha White (hired February 2012) and Susan MacDuffee (hired March 1996) at the IT&R Social, May 2012

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 Web Courses. The UCF Libraries increased the focus on establishing collection development policies and priorities around the emerging e-book and streaming video markets. The purchase of e-books and streaming videos on various interfaces provides more timely access to all UCF users and help mitigate space issues within the John C. Hitt Library. As this fiscal year closes the library is developing a student technology fee proposal for the purchase of streaming video collections from Alexander Street Press. The collection consists of 12,743 videos across 10 subject areas that will support the humanities, sciences, and social sciences.
- Implement Demand Driven Acquisitions. Monitor usage and the impact this new selection method has on the materials budget and collection strategies. UCF Libraries successfully implemented demand-driven-acquisitions through YBP on the EBL platform early in 2012. Over 1,200 uses were triggered and 50 e-book titles were purchased via this model during FY 2011-12. These e-book titles support all subject areas and are available in full-text to all UCF users anytime, anywhere.
- **Explore ways to enhance delivery of monographs by analyzing e-preferred and shelf-ready options.**Several staff members from within the Collections & Technical Services division participated in the planning and implementation of shelf-ready monographs. As the fiscal year ended the library received its first shipment of shelf-ready monographs. This change will result in books getting to users faster and a more streamlined workflow within the Acquisitions unit.
- **Explore the impact of discovery tools on electronic usage.** In 2011, the UCF Student Technology Fee Committee approved funding for the purchase of EBSCO EDS. Acquisitions personnel served on the implementation team to help brand the



interface, customize the functionality and content, and create outreach and instructional materials. Libraries entered a soft-launch phase of OneSearch during in summer 2012. Early indications are that full-text downloads have dramatically increased. Assessment of usage is on-going, but increases are expected in full-text use across all online journals sources that are indexed in OneSearch.

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. The e-Resources Support Team evaluated two options for automatically gathering usage data - ExLibris' UStats and EBSCO's Statistics service. Both have potential, but have a steep learning curve and do not work with all the statistics providers at this time. E-resources will continue to track their development. Team members were trained on several sites that host information about our licenses, expenditures, and usage, especially EBSCOnet and FCLA's Arrow Reports. The reports were used to create custom reports for use internally to acquisitions and for collection development librarians upon request.

Departmental Goals: 2012-2013

- Fully implement shelf-ready for firm order monographs received from the primary book vendor. Review the effectiveness of shelf-ready and make decisions about expanding the program to include monographs received on the approval plan.
- Migrate to the new online journal link resolver from EBSCO, LinkSource A-Z, which will help to ensure seamless full-text access for library users.
- Conduct thorough review of current library resources with an eye toward reducing recurring expenses.
- Monitor the current discussions by the Council of Academic Vice Presidents (CAVP) regarding a new cost sharing model for SUL shared electronic resources. Plan accordingly for an expected large increase in the amount of share for the UCF Libraries.
- In coordination with collection development librarians, complete a thorough review of the approval plan profile. Work with YBP to implement the changes, monitor impact on budget, and evaluate the opportunities for going e-preferred within select areas of the plan.
- Expand access to the service request system by embedding new problem report forms in library Web services and sites. Assess the effectiveness and impact of the eResources Support Team by comparing the team's performance with established benchmarks.
- Coordinate UCF's e-resources collection with the new Florida Virtual Campus (FLVC) and establish UCF's influence on FLVC.

Performance Enhancement Recommendations

During fiscal year 2012-2013, the department will continue to focus on how to best provide access to scholarly content in the digital age. Patron driven acquisitions will continue to be a focus as well as exploring options for receiving e-books on approval. There will be a push to receive a larger percentage of print monographs in shelf-ready condition to expedite delivery of content to library users. The amount of library funds expended on new materials in 2011-2012 was high given the low state allocation. The difference between the allocation and the total amount expended was made up with a much larger than normal transfer from library operations. While the result was a positive collection development, these funds are not guaranteed. During the upcoming year the library will be exploring new ways to reduce the recurring expenses through a review of current content in all areas including journals, databases, and monographs. Department goals and training will continue to be focused 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 liaise with faculty representatives from most departments on campus in order to identify materials to support the teaching and research mission of UCF. Several new electronic resources were added this year with a focus on providing information in support of undergraduate education. These collections have been highlighted in this report. Special mention should be made of the procurement of Cambridge Books Online, Sage Deep Backfile Collection, Voque Archive, Nineteenth Century Collections Online (NCCO), and Arte Publico Hispanic Historical Collection: Series 1.

Achieve international prominence in key programs of graduate study and research

Through consortium participation, UCF Libraries provided Internet access to a variety of scholarly research publications to fit the needs of the university's research programs. This year funds were set aside to provide additional funding for 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 for graduate students is the purchase of focused databases including Social Work Abstracts, and ASTM Standards and Engineering Digital Library. The library continued to purchase popular books in engineering with the addition of Synthesis Digital Library Collection Five.



Provide international focus to our curricula and research

The UCF Libraries expended funds for materials in foreign languages and for content with international focus. The Libraries worked closely with the program director for the new bachelor's degree in Latin American Studies. Over \$50,000 has been expended in the past year to provide appropriate resources for the new program. The Libraries received a total of 91 books donated by Jack Mendelsohn of the Office of the Special Assistant to the President for Global Perspectives. The library works with Special Assistant to the President Mr. John Bersia to arrange for and make available these titles that address current issues of global importance.



Become more inclusive and diverse

Acquisitions & Collection Services staff members were encouraged to participate in diversity The Libraries continued to support programs. programs on campus that promote diversity within the classroom and through campus activities including, Women's Studies, Jewish Studies, African American Studies, and LGBT.



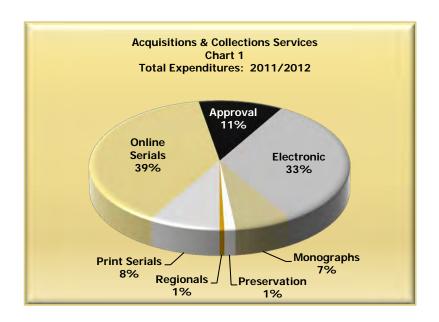
Be America's leading partnership university

Actively participated in regional and national groups to expand library resources (consortium purchases) and address mutual concerns (electronic archiving, resource digitalization projects). These groups include the Center for Research Libraries (CRL) and the Association of Southeastern Research Libraries (ASERL). Michael Arthur serves as co-chair of the ASERL Collection Development Committee. The UCF Libraries also collaborated with campus partners to provide resources and sponsor exhibits and classes in support of UCF initiatives from the UCF Arboretum, UCF Unifying Theme, UCF Food Sustainability, and Learning Institute for Elders (LIFE).



Selected Use in Electronic Access*							
	2011/2012	2010/2011	2009/2010	2008/2009	2007/2008		
Searches	11,394,659	10,306,606	5,401,775	6,145,854	4,873,643		
Sessions	1,818,282	1,128,754	1,543,674	1,591,530	1,128,754		
Full-Text	2,879,851	2,672,291	2,545,607	2,889,128	2,549,232		

^{*}Detailed listing in Statistics section at the end of report.





Acquisitions & Collections Services

Table 1

Current Five Years

		2011/12	2010/2011	2009/10	2008/09	2007/08
ITEMS RECEI	VED					
	Approvals	9,823	10,015	10,904	12,310	11,232
	Firm Orders	6,462	5,209	5,604	6,497	4,444
	Gifts	7,750	11,760	5,378	7,866	9,892
	Standing Orders	1,419	1,617	1,634	1,523	1,668
	TOTAL	25,454	28,601	23520	28196	27236
BOUND PERI	ODICALS	1,749	2967	2,082	2,664	3,203
MICROFORM	S					
	Film	294	407	534	488	416
	Fiche	33,841	32,812	20,198	28,073	27,350
	TOTAL	34,135	33219	20732	28561	27766
PERIODICALS	S/SERIALS					
	Main (Print)	1,195	1,310	1,416	2,700	4,021
	CMC (Print)	12	12	12	12	15
	Rosen (Print)	74	82	82	81	81
	Brevard (Print)	0	2	3	3	5
	Daytona (Print)	0	0	15	15	53
	Newspapers	6	13	13	19	30
	E-Databases	365	365	363	358	358
	E-Journals	39,600*	37,469*	23,675*	24,730*	7,695
	print+online	(326)	-338	-373	-419	-541
	e-only	(38,927)	-37,131	-23,302	-24,311	-7,154
Total Active S	Subscriptions	41,252	39,253	25,579	27,918	12,258

^{*}Includes all E-Journals purchased and accessed

Acquisitions & Collections Services

Table 2

Percentage Comparison - Current Five Years

		2011/12	2010/11	2009/10	2008/09	2007/08
Expe	nditures					
	Approvals	11%	8%	11%	12%	10%
	Branches	1%	1%	1%	1%	1%
	Electronic	31%	26%	19%	18%	18%
	Monographs	6%	6%	6%	6%	5%
	Preservation	1%	1%	2%	3%	3%
	Serials	45%	53%	55%	54%	56%
	Standing Orders	5%	5%	6%	6%	7%
	TOTAL	\$6,451,724	\$6,040,023	\$5,482,546	\$5,355,011	\$5,193,130



Acquisitions & Collections Services

Table 3

Branches & Regional Campus – 2011-2012

	Monograph	Periodicals	Standing Orders	Databases	Total
Rosen	\$43,582	\$31,772	\$635	\$1,560	\$77,549
CMC	\$29,508	\$441	\$6,514	\$0	\$36,463
Eastern	\$10,356	\$0	\$0	\$0	\$10,356
Southern	\$11,955	\$90	\$0	\$0	\$12,045
Western	\$11,533	\$0	\$0	\$0	\$11,533
TOTAL	\$106,934	\$32,303	\$7149	\$1560	\$147,946

Acquisitions Services Table 4 Five-Year Expenditure History*

		2011/2012	2010/2011	2009/10	2008/09	2007/08
MONOG	RAPHS	\$883,536	\$883,536	\$925,645	\$1,022,724	\$766,635
	Approvals	689,125	511,767	582,651	\$621,154	512,072
	Firm Orders	404,244	367,715	335,546	401,569	247,449
	Replacements	8,933	4,054	7,448	111,40	7,114
SERIALS	S TOTAL:	\$3,204,601	\$3,465,694	\$3,365,513	\$3,213,875	\$3,276,518
	Standing Orders	300,837	296,219	312,563	\$338,449	396,410
	Periodicals	518,643	582,787	582,944	\$1,283,426	1,437,456
	Periodicals					
	Online	2,385,121	2,586,688	2,470,006	\$1,592,000	1,429,165
ELECTR	ONIC	\$2,029,801	\$1,580,420	\$1,037,839	\$952,530	\$945,062
Pei	riodical Databases	337,068	482,257	408,618	389715	239,255
	Databases	839,881	376,413	445,655	239,858	585,677
	Back Volumes & Monographs	852,852	721,750	183,566	322,957	120,130
PRESER	RVATION	\$81,086	\$83,726	\$114,764	\$137,277	\$159,606
	Microforms	50,867	47,401	75,390	72,496	69,482
	Binding	30,219	36,325	39,374	64,781	90,124
REGION	AL LIBRARIES	\$33,934	\$26,647	\$38,786	\$28,605	\$45,309
Eas	stern	\$10,356	8,206	\$11,193	\$7,719	\$9,619
	Firm Orders	10,356	8,206	11,193	6,354	7,069
	Periodicals	-	-	-	1,365	2,074
So	uthern	\$12,045	\$10,950	\$13,224	\$6,042	\$26,031
	Firm Orders	11,955	10,763	13,047	4,535	12,285
	Periodicals	90	187	177	1,507	2,662
We	estern	\$11,533	\$7,491	\$14,368	\$14,844	\$9,659
	TOTAL	\$6,451,724	\$6,040,023	\$5,482,546	\$5,355,011	\$5,193,130

^{*}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 \$3,248,403 in support of statewide resources for the eleven universities.





Selected Database Usage

Gale COUNTER 2010/2011 data included an unexplained error that inflated the statistics. In addition QuickArticles search was discontinued. As a result 2011/2012 Searches and Sessions totals are significantly lower: Searches: 4,131,561 (10/11) compared with 139,068 this fiscal year;

Sessions: 2,702,213 (10/11) compared to 44,593 in FY 11/12.

Lexis/Nexis no longer reports full-text use.

Springer e-Book COUNTER 2010/2011 included an unexplained error that inflated the statistics. As a result 2011/212 total full-text access (39,385) is significantly lower than 2010/2011 (120,214).

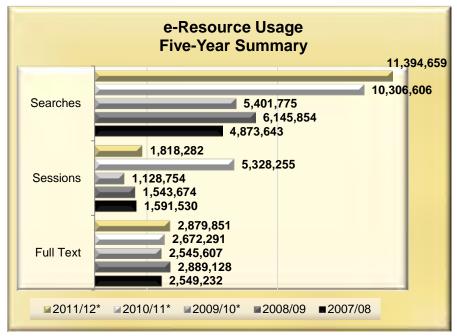
Acquisitions & Collections Services Table 5 Selected Database Usage 2011-2012 (COUNTER and non-COUNTER)

	Searches	Sessions	Full-Text Access
Databases			
Alexander Street Press	11,137	4,353	
EBSCO Discovery	2,093,175	5,886	
EBSCOhost Databases	7,183,652	697,763	873,577
Engineering Village	11,637	3,328	
Gale	139,068	44,593	218,043
ISI Web of Knowledge	45,582	50,490	· ·
LexisNexis Academic	65,165	79,203	Not reported
Ovid Databases	27,481	23,844	
ProQuest	241,211	110,704	106,220
SciFinder Scholar	28,584	6,364	
Wilson Web	1,266,462	343,462	74,035
Misc. Databases	29,982	17,630	20,759
eBooks and Media			
ACM eBooks			6,960
Cambridge E-Books Online	426	1,519	3,243
Credo Reference	2,804	1,212	2,504
EBSCO eBooks			34,516
Gale eBooks			27,031
Misc E-Books		48,901	104,542
Oxford eBooks			6,860
Springer E-Books			39,385
FMG Steaming Videos	3,586	279	
E-Journals			
ACM Journals			3,386
ACS Publications	13,669	50,500	48,897
American Physical Society			23,219
Cambridge University Press			10,046
Elsevier ScienceDirect	33,051	118,725	329,783
Emerald	5,512	55,876	9,920
IOP Electronic Journals			12,616
JSTOR	133,244	101,149	418,836
Metapress			61,117
Misc. Journals			63,420
Nature Journals	4,548		48,830
Optics Infobase	3,350	1,342	26,531
Ovid Journals	23,971		31,194
Oxford Journals	- 000		20,092
Project MUSE	7,693	7,346	12,966
Sage	6,046		89,807
Science	2,120	4.000	11,426
Scitation (AIP, et.)	2,334	1,033	23,942
Springer Journals	0.400	40.700	58,909
Taylor & Francis	9,169	42,780	32,295
Wiley			78,054



e-Resource Usage

Data taken from COUNTER reports only. Non-COUNTER databases no longer reported.



*2010/2011 Gale Searches and Sessions data was incorrectly inflated.



Acquisitions & Collections Services Staff: Standing-Mary Page, Athena Hoeppner, Elena Beredo, Natasha White, Susan MacDuffee, Katie Kirwan, Ying Zhang, Tina Candela; Seated - Michael Arthur, Tatyana Leonova, Jamie LaMoreaux, Joe Bizon

Michael Arthur Head, Acquisitions & Collections Services

Cataloging Services



Highlights of the Year in Retrospect

Highlights this year include the OCLC reclamation, the shared bib project, the implementation of OneSearch, the implementation of patron driven acquisitions, and preparations for shelf ready services.

G

Cataloging Activities

Before the OCLC reclamation took place, cataloging staff worked tirelessly on a multitude of clean-up projects in conjunction with FCLA (now part of the new Florida Virtual Campus) and the other SUS libraries. The actual reclamation resulted in synchronizing UCF's Aleph catalog with OCLC. Just over 1.7 million bibliographic records were matched in this successful project. Once reclamation was complete, we were in a position to move forward on shared bib.

The shared bib project was also completed by working with FCLA and the SUS libraries. This involved merging duplicate bibliographic records statewide. Jeanne Piascik oversaw and organized the project here at UCF, distributing cleanup tasks to catalogers and working with staff from the Acquisitions, Interlibrary Loan, and Circulation departments to test and evaluate all functionalities in the merged database. Piascik also represented UCF on the statewide shared bib task force and was a major contributor to the overall project. The project resulted in merging more than 23 million records from all SUS libraries into a shared catalog of 11 million records. The result should be a simpler and more logical user experience with the online catalog.



Harriet F. Ginsburg Health Sciences Library at the College of Medicine welcomes the technical services "field trip" participants, June 27, 2012

Cataloging staff also contributed to the implementation of the Patron Driven Acquisitions program and the shelf-ready program. Both involved setting standards for cataloging records that would be automatically provided by our vendor, YBP. New workflows had to be developed, and this

has had a significant impact on the electronic resources staff. Kim Montgomery worked closely with FCLA staff to develop procedures for batch loading bibliographic records.

In terms of productivity, we added more than 100,000 new records to the Aleph catalog this year, and the majority of those (65,000) were for materials in digital formats. More than one million records were corrected or upgraded; most of those were brief vendor records that were upgraded to a full OCLC record via batch loading.



Partnerships

Kim Montgomery helped colleagues from the College of Medicine establish best practices for managing online resources. Eda Correa worked with Special Collections to catalog some of their unique holdings. As previously mentioned, Jeanne Piascik coordinated with SUS colleagues throughout Florida on the shared bib project. Peter Spyers-Duran was an effective member of the University Senate Benefits Committee.



Staffing Changes

- Head of Cataloging Lyn Case retired at the end of 2011 after a long, productive career at UCF.
- LTA Supervisor Burak Ogreten accepted a promotion to an archivist position in Special Collections & University Archives.

Departmental Goals: 2011-2012

- Continue to assist with development of Statewide Bibliographic Standards and work towards consortia cataloging in a shared bibliographic environment. All cataloging staff contributed to the successful transition to the shared bib environment.
- **Support and maintain an adaptive, flexible workforce.** Staff participated in numerous webinars and training sessions, covering topics such as OCLC Connexion, maps cataloging, cataloging and indexing in the shared bib environment, and emotional intelligence, to name a few.
- Continue to prepare for 2013 implementation of Resource Description and Access (RDA) cataloging standards. Librarians and staff participated in many webinars on FRBR and RDA, and Jeanne Piascik conducted in-house training as well. All librarians have access to the Cataloger's Toolkit for RDA and are making good use of it.

Departmental Goals: 2012-2013

• Continue the implementation of shelf-ready services for both approval and firm orders. Evaluate the program and realign staff members as needed.



Cataloging Services (cont'd)

- Advance knowledge and understanding of a variety of metadata schemes within the cataloging department. Become involved with digital projects.
- Implement the application of Resource Description and Access, the new cataloging code scheduled for adoption in 2013. Continue staff training on RDA and related cataloging topics, such as FRBR.
- Work with SUS colleagues on the ongoing development of the shared bib environment. Adopt new workflows as needed. Promote the adoption of shared cataloging practices.

Performance Enhancement Recommendations

- As the shift from print to digital formats continues, involve more staff in the cataloging and maintenance of online resources.
- Provide training and development opportunities on cataloging and related issues.

Advancement Toward the President's Five Goals



Offer the best undergraduate education available in Florida

As the Libraries continue to acquire more and more digital content, the cataloging staff make these key materials accessible to UCF students from any location.



Achieve international prominence in key programs of graduate study and research

We continue to acquire and enhance cataloging records for key digital collections such as *Cambridge Books Online*, several packages from Oxford University Press, and the Center for Research Libraries.



Provide international focus to our curricula and research

As we strengthen the Latin American collection, cataloging staff routinely process materials in both English and Spanish, providing access to the UCF community wherever their work takes them.



Become more inclusive and diverse

Our multicultural staff is comprised of people from many ethnicities who are skilled in a variety of languages. We look to expand this aspect of our workforce whenever the opportunity arises.



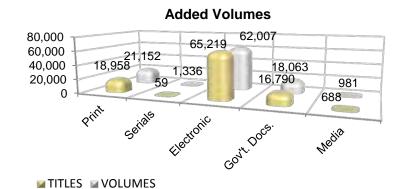
Be America's leading partnership university

We work with colleagues from the regional libraries, as well as across Florida in the SUS libraries, to provide and enhance access to scholarly resources. This year, we expect to expand these cooperative working relationships to the state college system. Membership OCLC benefits the UCF community with access to the international bibliographic database.

STATISTICS

Cataloging Services Table 1 2011 - 2012 Added Materials

	TITLES	VOLUMES
Print	18,958	21,152
Serials	59	1,336
Electronic	65,219	62,007
Gov't. Docs.	16,790	18,063
Media	688	981
TOTAL	101,714	103,539

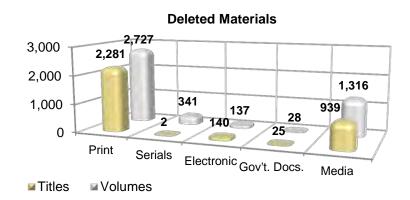


Cataloging Services (cont'd)



Cataloging Services
Table 2
2011 - 2012 Deleted Materials

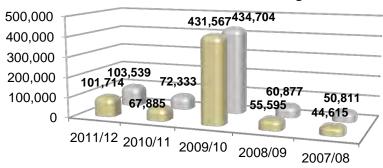
	TITLES	VOLUMES
Print	2,281	2,727
Serials	2	341
Electronic	140	137
Gov't. Docs.	25	28
Media	939	1,316
TOTAL	3,387	4,549



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

	TITLES	VOLUMES
2011/12	101,714	103,539
2010/11	67,885	72,333
2009/10	431,567	434,704
2008/09	55,595	60,877
2007/08	44,615	50,811

Titles & Volumes Cataloged



■TITLES ■VOLUMES



At the Universal Orlando Foundation Library at the Rosen College of Hospitality Management field trip, June 26, 2012: Back Row: Peter Spyers-Duran; Rey Parulan; Anna Dvorecky; Tim Bottorff (Rosen); Jorge Santiago; Front Row: Amanda Richards, Kelly Robinson, & Ashleigh Ginther (Rosen); Susan MacDuffee; Jeanne Piascik; Lettie Abulencia; Yvonne Rivera; Alice Crist



Cataloging Services (cont'd)

Cataloging Services *Table 4*2010 - 2011 Highlights

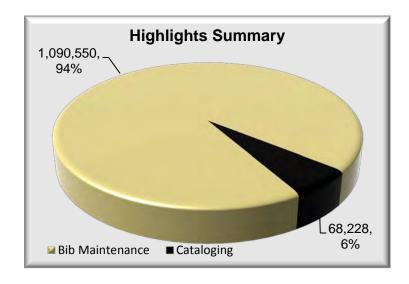
Bib Maintenance	
Barcodes (damaged, missing)	617
Labels (corrections, damaged, missing)	1,388
OCLC LHR	1,298
Location change	493
Move order record	69
Rebinds	530
Replacements	165
Review of bib maintenance request	429
Transfers	115
Upgrade existing catalog record	1,085,446

Cataloging	
Original cataloging	372
OCLC error reports	10
Priorities	258
Upgraded cataloging	67,588
Total	

Summary	
Bib Maintenance	1,090,550
Cataloging	68,228

Total 1,090,550

Total 128,322





Cataloging staff members (r to l) Jorge Santiago, Jeanne Piascik, and Alice Crist with Susan MacDuffee (Acquisitions & Collections Services) ham it up at the 2012 IT&R Social, themed "It's a Jungle Out There."

Cataloging Services (cont'd)



Cataloging Services *Table 5*

Cataloged Materials: Titles 2011 - 2012

DDINIT	A.I.I. I	Dililia	MEDIA	A .l .ll	D.I.
PRINT	Added	Deleted	MEDIA	Added	Dele
Orlando	14,733	1,533	Orlando		
Curriculum Materials Center	1,832	30	Audio Book	21	
BCC: Brevard	219	260	Cassette/Audio Tapes	0	
BCM; Melbourne	1	0	CD Music/Audio	39	
BCC: Palm Bay	54	10	CD Rom/DVD Rom	14	
CFCC: Ocala	22	0	DVD	397	
DSC: Daytona	117	315	Floppy Disc	0	
FSEC: Cocoa	288	20	Streamlining Video	16	
LSCC: Leesburg, Clermont, Sumter	37	1	Videorecording	0	
Rosen	588	107	Sub-total	487	
SSC: Sanford/Lake Mary	59	2			
VCC: Metrowest, Osceola	58	0	Curriculum Materials Center		
Sub-Total	18,008	2,278	Activity Cards	3	
			CD Music/Audio	6	
SERIALS			DVD	16	
Orlando	56	2	Film Strip	0	
CMC	0	0	Games	11	
Other Locations	3	0	Kits	12	
Sub-Total	59	2	Models	12	
			Realia	10	
ELECTRONIC			Videorecording	0	
Integrated Resources	2	2	Sub-total	70	
Monographs	62,247	137			
Serials	2,970	1	Rosen		
Sub-Total	65,219	140	CD Rom/DVD Rom	5	
			DVD	75	
MICROFORM			Kit	1	
Microfilm	0	0	Streaming Video	13	
Microfiche	2	3	Sub-total	94	
Sub-Total	2	3			
			Regional Campuses		
U.S. GOV'T. DOCS.			Cassette/Audio Tapes	0	
Cataloged	1,199	12	CD Music/Audio	0	
Outsourced (MARCIVE)	15,591	13	CD Rom/DVD Rom	5	
Sub-Total	16,790	25	DVD	29	
			Streaming Video	1	
SPECIAL COLLECTIONS	950	3	Videorecording	0	
			Sub-total	35	
TOTAL	101,028	2,451	ous total		
	101,020	<u> </u>	TOTAL	686	
SUMMARY OF TITLES	ADDED	DELETED			

2,451

3,387

936

Cat 001:Titles Added/Deleted (Rev. 07.11.12)

GRAND TOTAL

101,028

101,714

686

Print Non-Print



Cataloging Services (cont'd)

Cataloging Services Table 6

Cataloged Materials: Volumes 2011 - 2012

PRINT	Added	Deleted	MEDIA	Added	Delete
				Auueu	Delett
Orlando	15,928	1,728	Orlando		
Curriculum Materials Center	1,970	158	Audio Books	13	
BCC: Brevard	234	271	Cassette/Audio Tapes	0	2
BCM; Melbourne	0	0	CD Music/Audio	46	:
BCC: Palm Bay	59 29	11 0	CD Rom/DVD Rom	173	
CFCC: Ocala	124	421	DVD	474	-
DSC: Daytona FSEC: Cocoa	542	20	Floppy Disc	0	5
LSCC: Leesburg, Clermont,		20	Streamlining Video	16	
Sumter	38	1	Videorecording	8	,
Rosen	620	112	Sub-total	733	1,0
SSC: Sanford/Lake Mary	84	2			•
VCC: Metrowest, Osceola	71	0	Curriculum Materials Center		
Sub-Total	19,699	2,724	Activity Cards	3	
oub rotal	10,000	_,,	Audio Books	2	
SERIALS			CD Music/Audio	7	
Orlando	1,259	303	CD-ROM/DVD-ROM	17	
CMC	1,259	6	Film Strip	0	
Other Locations	77	32	Games	11	
Sub-Total	1,336	341	Kits	12	
Sub-Total	1,550	371	Models	12	
ELECTRONIC				10	
			Realia		
Integrated Resources	0	0	Videorecording	0	
Monographs	62,007	137	Sub-total	70	
Serials	0	0	_		
Sub-Total	62,007	137	Rosen		
		-	CD Rom/DVD Rom	5	
MICROFORM			DVD	75	
Microfilm	0	0	Kit	1	
Microfiche	2	3	Streaming Video	13	
Sub-Total	2	3	Sub-total	94	
ILC COVIT DOCC			Dogional Compuess		
U.S. GOV'T. DOCS.	0.470	10	Regional Campuses	•	
Cataloged	2,472	12	Cassette/Audio Tapes	0	
Outsourced (MARCIVE)	15,591	13	CD Music/Audio	0	
Sub-Total	18,063	25	CD Rom/DVD Rom	5	
ODEOLAL COLLECTIONS	4 456		DVD	29	
SPECIAL COLLECTIONS	1,453	3	Streaming Video	1	
TOTAL	400 FC0	2 222	Videorecording	0	
TOTAL	102,560	3,233	Sub-total	35	
SUMMARY OF TITLES	ADDED	DELETED	TOTAL	686	93
Print	102,560	3,233			
Non-Print	979	1,316			
GRAND TOTAL	103,539	4,549			Mary Pa

UCF Libraries Annual Report 2010-2011

Public Services





Until June 1, 2012, Circulation Services, Information Literacy & Outreach, Interlibrary Loan/Document Delivery Services, and Reference Services comprised 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. These departments provide stellar support to students, faculty, and visitors who use the Knowledge Commons, deliver needed resources to the desktops of researchers, check out materials in a variety of formats, as well as technology for individual use, and reach thousands of students through online and face-to-face Information Literacy instruction. In addition to routine activities, support and supervision of the departments included oversight on departmental activities, and encouragement/review of initiatives such as: participation in an IMLS grant proposal (ILO), responding to patron behavioral issues with information and discussion of a Code of Conduct (Reference; code proved unnecessary), examining gate count for best timing of library hours (Circulation), and determining best practices for statewide UBorrow (ILL/DDS).

The four Public Services departments report separately on departmental accomplishments, highlights, goals, and statistics in this report.

On June 1, 2012, Meg Scharf became Associate Director for Communication, Assessment and Public Relations. Circulation Services, Information Literacy & Outreach, and Research & Information Services (Reference) are now Information Services and Scholarly Information, with Penny Beile as Associate Director; and Interlibrary Loan/Document Delivery Services became part of Collections & Technical Services, ,with Mary Page as Associate Director. The 2012 – 2013 annual report will reflect the highlights and goals of these two new divisions.

Highlights of the Year in Retrospect

The Faculty Center for Teaching and Learning held the Faculty Showcases which end the Summer Conference and Winter Workshop in the Knowledge Commons in December 2011 and in May 2012.

In 2012, UCF was one of ten institutions selected by the Association of Research libraries (ARL) to pilot Triads, a variation of the LibQUAL+ survey. In 2012, without the use of campus email, the survey was completed by 1,247 respondents. A new LibGuide showing previous LibQUAL+ respondent comments, and a response from the Libraries was linked to the survey invitation.

The Knowledge Commons continues to be well-used by students and remains a destination for visitors from other universities, such as Margaret Hicks, University of South Australia (May 8, 2012) and Anita Euving, University of Gronigen, Netherlands (November 18, 2011).

Departmental Goals: 2011-2012

- Services. Public Services heads continued to meet to discuss planning during 2011-2012. Most of the priorities expressed in the Libraries 2017 report remain crucial as the elements driving 21st Century services. Planning services for new facilities, as well as virtual services, remains a priority.
- To continue to strengthen student input, feedback and responsiveness.
 - Recruited members and hosted the Libraries' Student Advisory Board meetings in April 2011,

- November 2011, and February 2012. A dynamic group of students discussed ideas, suggestions, and issues relating to library services, resources, and facilities. This group is an important vehicle for communication with students and a way to listen to their needs.
- Planned and held a Student Government-cosponsored party featuring extended library hours, called KRAM 4 THE EXAM, April, October (for midterms), and December 2011, and February and April 2012.
- To improve communication with users by every means possible.
 - Answered requests for information from the media: the Orlando Sentinel, Central Florida Future, and requests from students and other broadcasting outlets. Most remarkable story: June 2011, apprehension of the laptop thief. With Raynette Kibbee, tracked media mentions of the library. Posted over 150 items to the Library News/Blog, sent out press releases and "tweets." Blog items appeared on the Libraries' Facebook page. In a typical week, the Facebook page receives about 500 visits. Compiled/submitted information for IT&R Newsletter.
 - Worked with students (at least 32 groups and individuals) who undertake video and photography projects in the library building, explaining policy, vetting scripts, and locations.
 - Continued to contact patrons and answer questions in response to the library suggestion boxes. Interacted with patrons who have exceptional concerns: helicopter parents, fines complaints, faculty who will not return research carrel keys, etc. Post responses on the library's Suggestion Box News Blog.

Meg K. Scharf Associate Director, Public Services





Highlights of the Year in Retrospect

A highlight of this year was development of the workflow, space planning, and circulation policies and procedures for the digital media purchased using a Student Technology Fee grant. These items include 44 iPads, 10 digital cameras, 10 flip cameras, 10 portable Blu-Ray players, 5 digital voice recorders, and 5 portable scanners. All of these items are available for UCF students only and circulate for one week. These items have proven extremely popular, especially the 44 iPads, which circulated a total of 1,732 times during this reporting period.

Two major upgrades to Aleph occurred this year. On July 23, 2011 Aleph was upgraded to version 20, and on June 22, 2012 the five-day process of converting to Aleph Shared-Bib began. Both of these upgrades required training and preparation on the part of Circulation Services staff members. Extensive evaluation of Shared-Bib was completed using the Test version of Shared-Bib Aleph. During the five-day Shared-Bib Conversion process Aleph was completely down, requiring total manual check out of all General Collection, Reserves, and Media items. In addition, no returns could be processed during this period. After conversion to Shared-Bib all of the manual loans and returns had to be processed into Aleph retroactively.

In staffing news:

- 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.
- Gerald Dillon taught three classes for Diversity Week on the Influences of International Events, Use of Inclusive Language, and Listening with Appreciation.
- Joseph Ayoub and Blake Robinson began development of a training video on the basic functions and use of an iPad.
- Jonathan Hanie reviewed a list of over 1,700 current periodical titles to physically verify that all of the titles are actually shelved on the current periodicals shelves. This is in preparation for possibly integrating the current periodicals into the Gen Col shelves by call number.

Department training during this reporting period included:

- Two sessions on "Dealing with Difficult Patrons" conducted on 8/17/2011 and 3/7/2012. The sessions included a review of a commercial training video and group discussions to develop ideas 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. Multiple sessions were held at the beginning of the fall 2011 and spring 2012 semesters. Gerald Dillon assisted Hill in teaching these training sessions.

Other Highlights and Projects

- The department participated in four "KRAM 4 the Exam" events during this reporting period. KRAM nights, co-sponsored by the library and the Student Government Association (SGA), were held on October 1, 2011 (mid-term), December 3, 2011 (finals), February 25, 2012 (mid-term), and April 21, 2012 (finals). The library remained open until 3:00 a.m. for the final exams KRAM.
- Provided Aleph/circulation training for staff members in Special Collections & University Archives (at their request), worked with FCLA and Systems & Technology to set up an Aleph terminal in Special Collections, and modified the loan periods of Special Collections materials to better accommodate their needs.
- The Circulation and Media units continued to extend library hours from 1:00 am to 3:00 am for five days during the weeks of the fall and spring semester finals, as well as opening early at 7:00 am. In addition, the library extended operating hours from 11:00 pm to 1:00 am during the summer B finals.
- The department again assisted with the OAES (Operation Excellence and Assessment Support) survey by handing out coupons at the Circulation Desk to students who had completed the survey.
- 4,100 linear feet of "sway-braced" shelving, were donated to the University of Florida for use in the future shared-storage facility.

Staffing Changes

- Johnny Hill resigned as LTA Supervisor in Stacks.
- Amanda Ng Mon and Danielle Harris resigned as Sr. LTAs in Circulation.
- Blake Robinson resigned as OPS Staff in Circulation.
- Andrew Hackler was hired as Sr. LTA in Stacks
- Allison Matos was hired as Sr. LTA in Circulation.
- Seth Dwyer was hired as OPS Staff in Circulation
- Ian Levy was hired as OPS Staff in Media
- Three permanent USPS positions remain open in the department.

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. New policies and procedures were developed and all of the new media equipment has been placed in circulation.

Circulation Services (cont'd)



- **Continue to work toward improved customer service through staff and student assistant training.** Department retreats on "Dealing with Difficult Patrons" were developed and held on 8/17/11 and 3/7/12. At the start of each semester student assistant orientations and training sessions are conducted for all department student assistants.
- 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. Coordinated with the Stacks LTA Supervisor to develop and conduct this project and significant progress has been achieved. Approximately half of the collection has been reviewed for worn labels.

Departmental Goals: 2012-2013

- Hire permanent USPS staff for the Evening Sr. LTA position formerly held by Amanda Ng Mon and the LTA Supervisor position formerly held by Johnny Hill.
- Support the Libraries' efforts in implementing the Weeding Task Force recommendations and other preliminary tasks developed in support of building renovations.
- Continue progress on the project to pull books from the stacks to replace faded and worn call number labels as time permits.

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 have to double staff the Circulation Desk during most daytime hours, further reducing the ability of the staff members to fulfill their normal duties as they are having to spend more time assigned to the Circulation Desk.

Advancement Toward the President's Five Goals

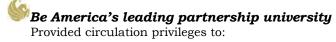
Offer the best undergraduate education available in Florida

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.



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



Circulation Services Table 1 Five-Year Comparison

	2011/2012	2010/2011	2009/2010	2008/2009	2007/2008
ITEMS CIRCULATED:*					
A-V, Music, Video, DVD	10,880	13,810	17,929	18,832	25,075
Browsing Collection	2,810	2,698	3,010	2,880	2,305
Documents	392	394	425	438	371
General Collection	279,212	298,841	284,865	288,227	287,766
Reserves**	115,894	19,554	138,170	127,762	109,925
TOTAL ITEMS CIRCULATED	409,188	435,297	444,399	438,139	425,442
ITEMS SHELVED	244,721	264,825	287,272	283,154	275,496
PATRON COUNT	1,446,914	1,463,677	1,357,726	1,358,824	1,238,666

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

^{**}Reserves statistics in Aleph include video reserves, laptops, headsets, and study room keys



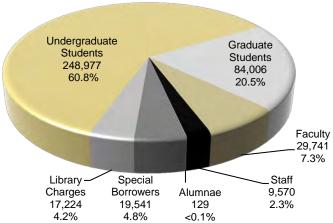
Circulation Services (cont'd)

Circulation Services *Table 2*

Circulation by Patron Type: Five-Year Comparison

	2011/2012	2010/2011	2090/2010	2008/2009	2007/2008
PATRON TYPE					
Undergraduate Students	248,977	255,074	269,235	271,941	249,465
Graduate Students	84,006	95,398	94,484	94,985	91,884
Faculty	29,741	30,910	32,374	24,373	35,980
Staff	9,570	10,286	10,473	9,497	11,394
Alumnae	129	1,525	4,753	5,378	5,459
Special Borrowers:	19,541	19,897	20,194	19,105	20,443
Affiliate	7,415	6,195	3,981	1,727	3,836
Courtesy	7,390	6,713	7,867	10,079	7,586
Associate/Subscriber	4,736	6,989	8,346	6,512	7,683
Library Charges:	17,224	22,216	12,886	13,647	12,155
Interlibrary Loan	8,250	10,311	10,192	11,335	9,852
Other	8,974	11,905	2,694	2,312	2,303
TOTAL ITEMS CIRCULATED	409,188	435,297	444,399	438,139	425,442

Circulation Services Chart 1 Patron Type - 2011/2012





On August 15, 2011Barry Baker (left) and Marcus Kilman (right) pose Jim Mauk (center) who received a recognition award for 30 years of service to the University Libraries;

Marcus Kilman, II Head, Circulation Services

Information Literacy & Outreach



Highlights of the Year in Retrospect

The Information Literacy and Outreach (ILO) team for 2011-2012 year included: Elizabeth Killingsworth, interim head; Corinne Bishop, Information Literacy Librarian; Rosie Flowers, Sr. LTA; Renee Montgomery, Outreach Librarian; Rachel Mulvihill, Distance Learning Librarian; Therese Triumph, adjunct librarian; and Kerri Bottorff, adjunct librarian.

The themes for this year were collaboration and innovation. The ILO department collaborated across departments and units on many projects for a very productive year.

G.

Information Literacy Modules

A major project was the creation of a new information literacy module on Moving into Discipline Specific Research which became public in August 2012. With this additional module, we now have 14 Information Literacy Modules for faculty and students. For this module, we collaborated with Level 2 Productions, the video production team for the university, to create an animated video introduction to the content of the module. The new module is geared towards students moving from the general education program and into their major program of study. Students learn about the depth of library resources available and how to identify tools specific to their discipline. Corinne Bishop was the major architect of this new module which fills a niche between the more fundamental content and the content geared towards upper division and graduate students.

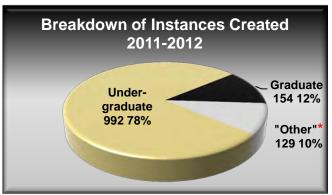
Corinne Bishop also completed a spin-off module called *Avoiding Plagiarism Using APA Style*. Faculty using our most popular module, *Avoiding Plagiarism*, requested a version with examples in APA style. APA examples were created and this new version of the module became public in December 2011.

We also continued our collaboration with the Information Fluency (IF) Office, who provided substantial funding to support our program. Funding for adjunct librarians, marketing, and software enabled the department to leverage our resources much more effectively. With IF Office support, the department hired Therese Triumph and Kerri Bottorff, adjunct librarians, to work on a project to review usability of each information literacy module component. With the migration of the Obojobo viewer to HTML5, we needed to review all modules for any problems. Triumph and Bottorff tested each module in all browsers for any compatibility issues and documented all Adobe Captivate components for each module. Also, with IF Office support, we were able to purchase a new version of Captivate software used in the modules. We also purchased flash drives with the Information

Literacy Module logo loaded with promotional material about the modules for distribution to the faculty in the College of Education, the College of Arts, the College of Sciences, the College of Nursing, and the College of Health and Public Affairs. Flash drives were distributed in January 2012 which has resulted in an increase in use of the modules this year. The number of faculty assigning modules increased from 104 to 160. Assessment completions increased from 22,658 to 38,423.

Information Literacy & Outreach Table 1 Information Literacy Modules

	2011- 2012	2010- 2011	2009- 2010	2008- 2009
Assessment Completions	38,423	22,658	16,939	13,840
Average Score	85.19%	84.69%	89.02%	85.30%
Students	8,082	6,469	6,005	4,433
Faculty Members	160	104	93	94
Instances Created	1,275	710	586	430
No. of Modules	13	12	8	4



*"Other" instances include workshops, recovered data, etc.



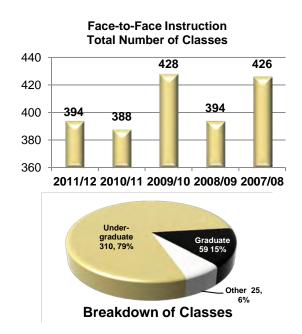
Face-to-Face Instruction

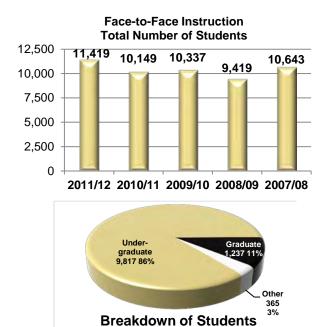
Twelve librarians had a percentage of their assignments to teach face-to-face library instruction sessions. They are: Corinne Bishop, Linda Colding, Rich Gause, Richard Harrison, Elizabeth Killingsworth, Jason Martin, Hal Mendelsohn, Renee Montgomery, Rachel Mulvihill, Missy Murphey, Terrie Sypolt, and John Venecek.

The number of face-to-face instruction sessions increased slightly from 388 to 394, while the number of students taught in library sessions is at the highest peak in over five years at 11,419.



Information Literacy & Outreach (cont'd)





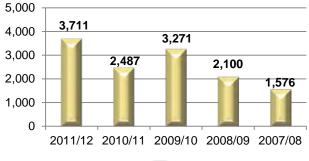
S Embedded

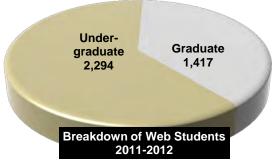
Embedded Librarians in Web Courses

Seven librarians participated as embedded librarians this year: Barbara Alderman, Corinne Bishop, Nuria Curras, Peggy Gunnell, Elizabeth Killingsworth, Renee Montgomery, and Andy Todd. This project continues to be a joint collaboration of main campus librarians with regional campus librarians. While the number of librarians

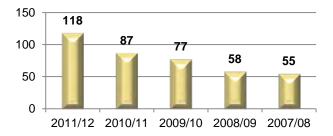
participating decreased by two this year, the number of course sections with an embedded librarian increased by 31 sections. The number of students taught in an embedded course increased by 1,224 students. Further planning with recruitment of new librarians in the program will need to take place as this particular method of reaching online students continues to grow.

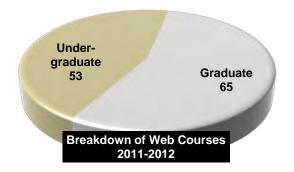
Total Number of Web Students





Total Number of Web Courses





Information Literacy & Outreach (cont'd)





Video became a major part of outreach this year with the collaborative production of several videos by members of the ILO team and the Research & Information Services team. Rosalie Flowers, Cindy Dancel, and student assistant, Caitlin Yell, produced a promotional video, "UCF Libraries: More than just books!" about library services on the Libraries' new YouTube channel.¹ In addition Rachel Mulvihill, Penny Beile, Rosalie Flowers, and Cindy Dancel created videos on printing in the library, finding your NID and NID password, and off-campus access. All videos can be found on the libraries' YouTube channel.²

ILO is also collaborating with the Center for Distributed Learning in an effort to bring more streaming video options for faculty teaching online courses. ILO administers the university's streaming video service, Digital Campus, which was purchased by the Center for Distributed Learning (CDL) with student technology fee money. Rachel Mulvihill created a new research guide³ which brings together Digital Campus titles, FMG Films on Demand, and films from Alexander Street Press so that faculty are aware of all of their streaming video options for their courses.



April 17, 2012, 5th Annual Information Fluency Student Award reception: Barry Baker; Dr. Ilenia Colon-Mendoza, School of Visual Arts & Design Professor; Adee Benartzy, IF award recipient, with \$500 check; and Dr. Alvin Wang, Dean, Burnett Honors College

Promotion of information fluency continued in 2011-2012 through our ongoing partnership with the Burnett Honors College. The 5th Annual Information Fluency Student Award was given to a Burnett Honors College student demonstrating excellence in information fluency. Two students were selected in the upper division category as recipients of this award. Dr. Ilenia Colon-Mendoza's

student, Adee Benartzy, was selected for her paper "Egon Schiele and the Aesthetic of the Ugly." Dr. Michael Strawser's student, Samantha Schroeder, was selected for her paper "The Role of the Affective Sphere." A reception was held in the Burnett Honors College Reading Room on April 17, 2012 where each student received a check for \$500.



April 17, 2012, 5th Annual Information Fluency Student Award reception: Barry Baker; Dr. Michael Strawser, Philosophy Professor; Samantha Schroeder, IF award recipient, with \$500 check; and Dr. Alvin Wang, Dean, Burnett Honors College

Our strong relationship with the College of Graduate Studies continued this year. ILO offered 15 citation management workshops throughout the year, as well as a Graduate Research Workshop offered in December 2011. The agenda for the Graduate Research workshop included sessions by the College of Graduate Studies, the University Writing Center, and the library. Due to high demand, a second day of the workshop was added to accommodate more students. A total of 61 graduate students attended and workshop evaluations were very positive.

Additional campus outreach efforts were organized by Renee Montgomery, our Outreach librarian. These included:

- Campus Orientations Created displays and library representation:
 - International Student Spring Welcome Event
 - International Student Fall Orientation
 - SARC Annual Fall Learning Fair Event
 - New Student Orientations (Summer/ Fall/ Spring Sessions) for 6,500 freshmen and 14,600 transfer students
 - Faculty Center for Teaching and Learning New Faculty "One Stop Shop" Event (August)
 - Fall Student Welcome Expo (August)
 - Graduate Student Orientation (August)
 - Campus Resource Fair Resident Assistants (August)
 - Annual MASS (Office of Multicultural Academic & Support Services) Extravaganza Fair (September)
 - UCF Grants Day (Office of Research & Commercialism)

http://youtu.be/h02efOSvwqw

² http://www.youtube.com/user/ucflibraries?feature=results_main

³ http://guides.ucf.edu/facultystreaming

GUCF Information Literacy & Outreach (cont'd)

- Invited Speaker Events:
 - Presentations:
 - "Library Services & Resources"
 - Graduate Student Orientation
 - O-Team Leaders Training
 - International Student Presentation
 - "The Library and Faculty: What You Need to Know," New Faculty Orientation
 - Transfer Success Seminars, 'Library and How it Can Help you Succeed'
 - "Are You On the Knight Track" for Veterans
 - "Are You On the Knight Track" for Transfer Students
- Outreach (library tours) to Community Groups:
 - •UCF LIFE Members, and program
 - •Communication Sciences & Disorders grad students, clients, and caregivers
 - •5th graders visiting the university in conjunction with College of Education
 - •4th graders visiting the university in conjunction with College of Education
- Library publications designed and edited by Renee Montgomery:
 - Library monthly newsletter: InSTALLments
 - Biannual internal newsletter for staff: Unbound
 - Biannual newsletter for faculty: Illuminations

Changes in Staffing

- Rachel Mulvihill was on parental leave until August 30, 2011 when she resumed a parttime schedule until returning to work full-time on January 3, 2012.
- In May 2012, a change in the reporting structure of the library moved the ILO department under the newly created position of Associate Director for Information Services and Scholarly Communication, Penny Beile. At the end of the fiscal year, Rachel Mulvihill became interim head of the Curriculum Materials Center. As a result, Rosie Flowers resigned as Sr. LTA and was hired as an Adjunct Librarian for the department. Kitzzy Aviles, our liaison from the Center for Distributed Learning, resigned. Our new liaison is Beth Nettles.



Rachel Mulvihill, Elizabeth Killingsworth, Renee Montgomery, and Corinne Bishop mug for the camera celebrating Rosalie Flowers' MLS degree from FSU, May 2012

An internal search for the Head of Information Literacy and Outreach began in May 2012.

Departmental Goals: 2011-2012

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

Departmental Goals: 2012/2013

- Edit "Selecting Articles for Academic Assignments" module assessment questions based on faculty and student feedback.
- Conduct a question analysis of select information literacy modules using analysis from Beth Nettles in the Center for Distributed Learning.
- Create a new information literacy module.
- Design and conduct an information literacy project.

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.

- Instruction librarians taught 310 face-to-face instruction sessions to 9,817 undergraduate students and monitored 53 undergraduate WebCourses reaching 2,294 undergraduate students.
- Many of the Information Literacy Modules are geared towards undergraduates. Instances of the modules were created for 992 undergraduate course sections.
- 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.
- Dr. Linda Colding also teaches library instruction for all sections of the First Year Experience seminar (SLS 1501).
- We also supported the Office of Undergraduate Research by offering library sessions for the Summer Research Academy and RAMP.

Information Literacy & Outreach (cont'd)



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 59 face-to-face instruction sessions to 1,237 graduate students and monitored 65 graduate WebCourses reaching 1,417 graduate
- Instances of the Information Literacy Modules were used in 154 graduate course sections.
- In addition, we collaborated with the College of Graduate Studies to offer two Graduate Research Workshops in December 2011.
- Fifteen citation management workshops were offered for graduate students throughout the
- 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 in support of creation of the Information Literacy Modules, and also to offer access to streaming video content for online courses
- The Burnett Honors College to recognize students' information fluency skills through the awarding of the 5th Annual Information Fluency Student Award
- The Office of Undergraduate Research to teach Library Instruction sessions for the Summer Research Academy and for the RAMP (Research and Mentoring) program
- College of Graduate Studies to offer a Graduate Research Workshop and citation management workshops.

Elizabeth Killingsworth Head, Information Literacy & Outreach



"Florida Fallen Heroes Quilt Project": November 2011 Exhibit in conjunction with Live United



SUCF Interlibrary Loan/Document Delivery Services

Highlights of the Year in Retrospect

Big news! Effective June 1, 2012 Interlibrary Loan/ Document Delivery Services (ILL/DDS) moved from Public Services to become part of Collections & Technical Services. Over the past few years, ILL/DDS has become less about face-to-face interaction with the patrons and more about technology, workflow, and interacting with Acquisitions and Cataloging.

A new service Graduate Document Delivery Services began in July 2011. This program allows any graduate student to submit a request for a book or article that is owned by UCF Libraries. ILL/DDS staff members either pull the book or pull and scan the article, and have it available for the graduate student at the circulation desk. In the last year, 6,096 requests were filled just from the John C. Hitt Library and the electronic databases.

UBorrow, the Florida State University unmediated borrowing system, continues to grow as more patrons are aware of the service. UCF continues to use Direct Request, a product within ILLiad, to support UBorrow services. Direct Request allows students from regional, branch, and distance learners to use the UBorrow Center for Research Libraries requests dropped from 433 to 250 after the initial year. UCF ILL department continues to be a member in Rapid, a national unmediated article program developed and maintained by Colorado State University in which libraries fill articles within 24 hours. ILL/DDS submitted 8,976 requests through the Rapid system and 8,525 were filled. ILL is bound by the "Suggestion of Five" rule, which dictates that for articles published within five years of a request, an ILL department may borrow or copy up to five items per year in any one publication without incurring copyright fees. In the past with the sixth request, UCF ILL normally canceled the request asking the borrower to pay for the copyright fees if the fees associated with the journal are more than \$25.00. With the implementation of the "Get It Now" service from Copyright Clearance Center (CCC) ILL can obtain immediate access to unsubscribed journals for a reduced copyright fee cost. While not all articles can be purchased for less than \$25.00, the department has been able to fill articles that were once denied.

Journals Requested Top Sociobiology The Journal of Sexual Medicine Journal of Telemedicine & Telecare Eurasian Geography & Economics Transportation Research Record

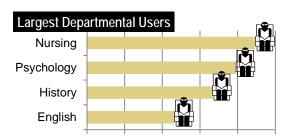
ILL requests for Borrowing, Lending, and Document Delivery rose over the past year. Over 3,350 patrons registered with the ILLiad system. Of those, close to a 1,000 were distance learners or regional campus users and 1,100 were graduate students.

Busiest Days 2011/2012					
Borrowing					
January 24, 2012 (176 requests)					
Lending					
February 13, 2012 (+300 requests)					
Document Delivery					
March 28, 2012 (71 filled)					

Average Turnaround Time*					
Unit Articles Loans					
Borrowing	3.88 days	8.6 days			
Lending 1.81 days 17.43 hour					
Document Delivery	2.12 days	3.39 days**			

^{*}including weekends

^{**}includes weekends and travel time from Rosen campus for UCF patrons on main campus or distance learners



Preparation for the migration of ILLiad from the server to the net domain and an upgrade from ILLiad 8.0 to 8.3.2.0 began in earnest in March 2011; the actual migration will take place in August 2012. The migration from the server to the net domain took some coordination between College of Medicine, ILL/DDS on the main campus, Systems & Technology, and Computing Services. The migration to 8.3.2.0 has some exciting new changes to which ILL/DDS is looking forward.

Changes in Staffing

- Kristen Palmiere received her MLIS from the University of South Florida in December 2011. She accepted the position of Supervisor of Interlibrary Loan at the University of Texas-Dallas in March. Kristen worked full-time in ILL/DDS for three years as she earned her MLIS. What a great accomplishment for Kristen to find a job on her first interview.
- Ariana Santiago, a former ILL/DDS student assistant for four years and who worked with Special Collections as an OPS assistant, accepted the position of Senior Library Technical Assistant, May 2012. Ariana is currently working on her MLIS at the University of South Florida.
- Judith Vasquez, a student assistant, who has been with the ILL/DDS department for four years graduated in the spring. She will be missed; she knew the ILL Lending unit inside and out.

Interlibrary Loan/DDS (cont'd)



Departmental Goals: 2011-2012

- 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.

This year we reached all of our departmental goals (see above). We implemented Copyright Clearance Center's new Get It Now service, a fee-based commercial document delivery service. associated with this service are lower than if the ILL/DDS department were to go directly to the publisher. We worked with ILO to advertise the Graduate Document Delivery Services program. We created a workflow between Media and ILL to retrieve materials faster and extended the loan period. We installed ILLiad at the College of Medicine, and installed and received training on new equipment.

Departmental Goals: 2012-2013

Successful transition to Technical Services, ILL/DDS needs to collaborate with Cataloging & Acquisitions in the development of effective division-wide communication practices, which will facilitate operational and service improvements.

Advancement Toward the President's Five Goals



Offer the best undergraduate education available in Florida

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



Achieve international prominence in key programs of graduate study and research

Continued to be members of Center for Research Libraries (CRL) and Rapid. CRL allows graduate students access to materials from around the world and Rapid allows quick turnaround time for articles from around the world.



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. Provide lending services to all public libraries, community colleges, university and colleges throughout the state of Florida and throughout the world.

Performance Enhancement Recommendations

The transition of ILL/DDS from public services to technical services will succeed if new practices for communication and collaboration with

Collections & Technical Services units are developed.



ILL Student Assistants enjoying a break from the daily grind: Marianne Mao; Daniel Francis; Jackie Lopez; Amelia Strickland; Dillon McColgan; Cara Calabrese

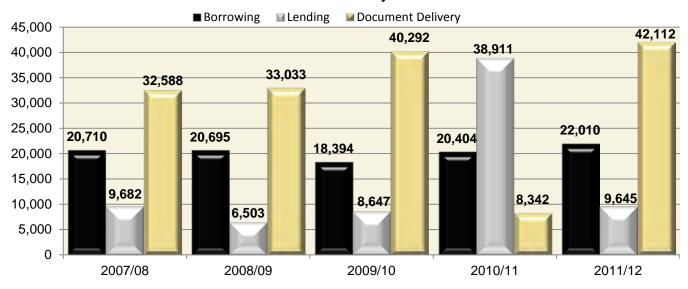


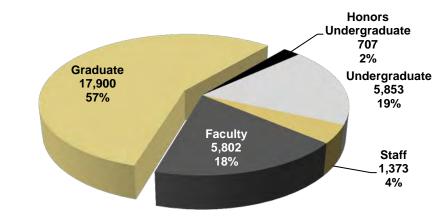
Patricia Tiberii, Joanie Revnolds, Ariana Santiago, Kristine Shrauger, Deirdre Campbell



STATISTICS

Table 1 ILL Activity Five Year Summary





2011-12 Usage by Patron Status

Kristine Shrauger Head, Interlibrary Loan/Document Delivery Services

Research & Information Services



Highlights of the Year in Retrospect

During the current reporting year many of the previous year's strategic planning projects were completed or were winding down, so workgroups were either disbanded or those with ongoing functions were restructured and assigned to individuals. Some of the projects that the workgroups successfully completed include:

- Internal Functions facilitated set up and training on Lync messaging and the Outlook calendar, implementing LibraryH3lp for Ask A Librarian (AAL), and creating unified signage for Government Documents.
- Space Management was successful in getting the Library Excellence Award plaque moved to the Excellence Wall and deploying new cleaning carts for student use.
- Collections continued review and purchase of reference materials and started a QR code project that points patrons to related research guides.
- External Communications helped populate digital signs, created a branded and customizable brochure of library services for faculty, and alerted patrons about library-related functions through the use of social media.

The training, space management, and collections workgroups continue to have ongoing tasks, and those were assumed by individuals within the department (Missy Murphey is now Training Coordinator, Ven Basco and Cindy Dancel monitor space management issues, and Richard Harrison continues to oversee the Reference Collection).

This restructuring allowed the department to hold another planning retreat, during which participants identified constituent groups, reviewed existing services and brainstormed new ones for each unique group, and explored potential communication channels and marketing strategies. At the close of the retreat, the strategic planning team opted to move to from a larger workgroup model to identifying discrete projects and employing smaller teams to systematically address them.

During the retreat the department critically reviewed current services and envisioned how to improve our processes and outcomes to patrons. Although not a comprehensive list, some of the projects identified were creating quick videos to provide asynchronous, 24/7 support, collaborating with the College of Graduate Studies to develop programming and marketing of services, and the very well received administering a survey to graduate students to help determine their needs and expectations.

The collaboration with the College of Graduate Studies stood out as one of the most notable achievements for the reporting year, but other successful partnerships were formed, as well. Specifically, the Development unit from the Office of Research and Commercialization approached the department about conducting a literature review workshop to grants writers. Ven Basco

presented to one group of Faculty Early Career Development (CAREER) Program applicants from Engineering and the invitation was extended to a series of presentations on literature reviewing and crafting data management plans. Representatives from Digital Initiatives and Acquisitions worked with others from the department to provide these well-received presentations.

Next, Lou Garcia from Computer Services and Telecommunications met with librarians and Library Systems & Technology representatives to discuss wireless concerns in the library. This resulted in an invitation to have representation on the CS&T website review committee, which has allowed the department a mechanism for input on the information and instructions posted there. Also of note was a Patents Workshop that was planned by department member Hal Mendelsohn for UCF faculty and affiliates, and area community members. The presentation by Anton Hopen of Smith and Hopen, PA, and Nilay Choksi and David Jacobs drew 47 attendees. The workshop received glowing remarks from attendees and ORC staff.



Patents & Trademarks librarian Hal Mendelsohn (right) poses with the presenters of the highly successful Patents Workshop (which Mendelsohn planned): left front: Nilay Choksi, David Jacobs, and Anton Hopen, all from Smith and Hopen, PA. Standing the back is another Smith & Hopen attorney Kari McDermott.



Patents Workshop: Nilay Choksi presenter. This is about half of the 47 attendees.



Finally, Government Documents was presented with the opportunity to participate in the ASERL Centers of Excellence program, which is a collaborative Federal Depository program wherein a depository library accepts the responsibility to collect all federal publications in an area and provide access and support to the collection. In keeping with identified areas of specialization at the institution and the locale, Government Documents agreed to support NASA and Department of Energy materials and is actively building the collection in those areas.



Government Documents staff: Rich Gause (Gov Docs librarian) and Sr. LTAs Patricia Hall and Robin Chan.

Usage statistics act as another measure of performance; while face-to-face statistics were flat or declined slightly, the department saw substantial growth in the use of online information by patrons. The department 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, one-on-one Research Consultations, and the newly implemented Mobile Librarian service. The following table summarizes the number of people and hours devoted to each service and the total interactions for the reporting year. (Statistics and five year comparisons are located at the end of the department report.)

Summary of Services

Service	People*	Hours†	Interactions
RAID	20	5,378	29,743
Ask A Librarian	17	3,710	9,517
InfoKiosk	27	43	683
Research Consultations	17	894	447
Mobile Librarian	10	198	330
	TOTAL	9,513	44,080

^{*}The "# of People" column was not totaled as each person generally staffs multiple service points. Further, the RAID hours reflect 20 librarians and nine volunteers.

To complement the staffed service points noted above, the library also offers research guides and a new LibAnswers Knowledge Base, which provides asynchronous access to answers from UCF librarians. In 2011/12 the 428 question/answer pairs were viewed 14,665 times. Over 60 of the 428 answers have each averaged at least one view per week. Further, the number of hits to the 275+ research guides grew from 203,630 in 2010/11 to 251,180 in 2011/12, for an increase of 23%. The following table shows the five most popular guides, based on number of hits, for the past two years.

Guide Name	Developer	2011/12	2010/11	Growth
Nursing Research	Andy Todd	17,446	13,413	30%
Business Research*	Rich Gause, Ven Basco	17,314	30,672	-44%
Industry Analysis	Min Tong	11,841	1,978	499%
LibGuides Tips & Tricks	Rich Gause	7,798	4,551	71%
Organic Chemistry Lab	Rich Gause	7,797	4,495	73%

*The drop in hits for the Business Research guide is attributed to the creation of several new guides for business topics.

As 2011/12 drew to a close, the department turned an eye to the future. The name of the department was changed from Reference to Research and Information Services (RIS) and staff members are looking forward to the fresh ideas and energy that come from new leadership as the search committee for the permanent department head was formed. Finally, strategic planning for the coming year was elevated from the department to the division level, and as new initiatives were formed the teams were populated with people from across the library.



Some of the Research & Information Desk librarians: Renee Montgomery (ILO) and RIS members Ven Basco, Missy Murphey, Penny Beile, Terrie Sypolt, Linda Colding, & Richard Harrison

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





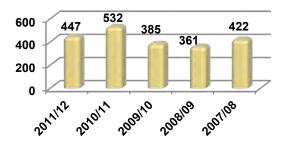
Research and Information Desk & Mobile Librarian (Linda Colding, coordinator) Research Consultations and InfoSource (Ven Basco, coordinator)

As anticipated, after the 50% jump seen after the Knowledge Commons renovation opening in 2010, Research and Information Desk statistics dropped to a more realistic level this year. Librarians reported that students became more familiar with the logistics of the area, which may have led to a decrease in the number of questions, and that a number of technology-related questions were referred to the Tech Help Desk. Further, with almost 15,000 searches, the newly implemented Knowledge Base FAQ may have successfully answered a considerable portion of patron questions that would have otherwise been directed to one of the staffed service points.

The new Mobile Librarian initiative, which is a proactive service designed to assist students in the stacks or their study areas, logged an impressive 330 interactions last year. This service is staffed by employees from across the library and has provided the added benefit of observing where patrons could benefit from clearer signage.

The number of Research Consultations dropped from 530 last year to 447 this year, for a decrease of 15%. Each consultation takes up to an hour to prepare and schedule, and the consultation lasts approximately an hour. This equated to 17 librarians spending approximately 900 hours last year meeting with students on an Although this constitutes a individual basis. sizable effort for the department, student feedback is such that we consider this an essential service. InfoSource statistics likewise dropped from 278 last year to 224 this year, for a decline of almost 15%. Most other service levels remained constant, however the number of Special Borrower Card requests decreased from 229 to 190.

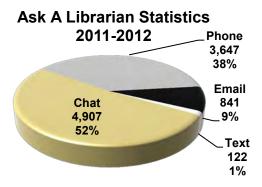
Research Consultations Five Year Summary



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Ask A Librarian (Meredith Semones, Coordinator)

Seventeen librarians, staff, and adjuncts contributed a total of 3,710 hours to staff Ask A Librarian, the virtual reference service, this past year. The service handled 4,907 chat questions, 3,647 phone calls, 841 emails, and 122 text messages, for a total of 9,517 total interactions. The slight decrease in interactions from last year (-4%) may be attributed to the rollout of the Knowledge Base, which has over 400 question/answer pairs to the most requested information.



Although telephone calls and traditional chats declined slightly from last year, Instant Messaging (IM) chats increased from 2,055 to 2,762, or 34%. It is likely that the increase was due to the implementation of proprietary chat software, Libraryh3lp, which the UCF Libraries subscribed to last year to replace the undependable free software previously used for Instant Messaging. Email inquiries also increased by 13%. In March 2012, Florida Ask A Librarian issued UCF Ask A Librarian a dedicated telephone number for text messaging, therefore we may expect to see an increase in the number of questions asked through text messaging next year.



Ask A Librarian mavens Nola Pettit (Sr. LTA) and Meredith Semones, AAL Librarian





Departmental Goals: 2011-2012

The department restructured existing workgroups as projects were completed and ongoing needs were To that end, the Training group was collapsed into a percentage of a position which was ultimately filled by Missy Murphey; the Space Management group identified two responsibilities and Ven Basco assumed duties related to the furniture resetting and maintaining an inventory of repairs while Cindy Dancel continued to oversee student assistant cleaning efforts in the area and stocking DIY cleaning cart supplies. Richard Harrison retained his role as head of the Collections team, with the ability to call an ad hoc group together to discuss issues as needed. Internal Functions and External Communication saw the bulk of their projects to fruition and disbanded as workgroups.

Over the past year the department's priorities moved from learning how to fit into the new space to identifying strategic directions and activities in the areas of improving the user's face-to-face experience, automating certain information for asynchronous support, offering programming to specific groups, and making the invisible library more visible. The annual strategic planning retreat started by identifying our constituent groups (students – undergraduate and graduate, faculty and administrators, and community patrons) and went on to include a number of suggestions for additional services, programming, and outreach. The suggestions were then prioritized by the department, and staff indicated which projects they would like to join.

Progress was made on the following initiatives:

- Creating quick videos for short instruction (led by Rachel Mulvihill)
- Hosting a tech help/wireless desk (which was originally a department goal but was assumed by Systems & Technology)
- Working closely with Graduate Studies (Terrie Sypolt led the survey group while Hal Mendelsohn and Linda Colding worked with the programming team)
- Instituting a successful Mobile Librarian initiative (led by Linda Colding and Rosie Flowers)
- Hosting a grant support seminar with ORC (facilitated by Peter Spyers-Duran)
- Increasing social media penetration, branding campus guides and handouts, and populating digital signs and creating additional marketing media (led by Cindy Dancel and Richard Harrison).

Departmental Goals: 2012-2013

In anticipation of hiring a permanent department head who would assume responsibility for identifying and implementing departmental goals for the coming year, some projects implemented last year were continued and expanded. Specifically, quick videos (led by Rachel Mulvihill) added responsibility for defining policies for video hosting and identifying best practices to its list of projects, and graduate student programming (led by Hal Mendelsohn and Linda Colding) started working with the College of Graduate Studies more closely after the opening of its student space and presentation rooms.

More recent initiatives include:

- New faculty experience group (led by John Venecek and Missy Murphey), which is looking to identify all incoming faculty and deciding what they should know about the library and the best way to reach them. They will be working closely with the Faculty Center for Teaching and Learning on this project.
- Assessing service points in the library. This team is being led by Marcus Kilman and will use a variety of ways to measure patron satisfaction in an effort to determine whether we are meeting expectations.
- Defining information literacy project led by Elizabeth Killingsworth will identify and begin to implement over the coming year.

The strategic planning teams also grew to be divisionwide, with members from across Information Services and Scholarly Communication, and several teams have representation from regional and branch libraries.

Performance Enhancement Recommendations

The report over the past several years has reflected the need to fill vacant positions to further develop services, and that remains a constant. However, the department will take a proactive stance and review all staff positions for possible reassignment of responsibilities or to seek new skills that align with the evolving needs of the department. Additionally, with the approval of funding for the library renovation the possibility of an automated retrieval service moves closer to reality. To prepare for the subsequent move of Government Documents resources into the retrieval center the collection will need to be cataloged.



Gov Docs Librarian Rich Gause assists student.



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 29,743 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 over 5,000 chat questions and approximately 4,500 email and phone questions, for a total of 9,517 electronic and phone interactions.
- The Information Kiosk service fielded 683 questions last fall. The kiosk is an outreach and information desk set up at the beginning of the semester to help students become acclimated to the library and campus.
- The Mobile Librarian service was asked 330 questions by students at their point of need in the library.
- The 275+ Campus Guides, which are guides developed to support research on a particular topic, received over a quarter million hits in 2011/12. These guides can be used by students, faculty, and others both internal and external to the institution, but are designed primarily for UCF students.
- The LibAnswers Knowledge Base offers a bank of frequently asked questions. Since its inception in 2011/2012, the question/answer pairs were viewed 14,665 times.

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.

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
- A member of the department coordinated and hosted a patents workshop presented by local patent attorneys. The event was collaboration between the library and the Office of Research and Commercialization; 47 people, some affiliated with the institution and others from the community and other campuses, attended the workshop.
- A total of 51 groups and 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 2,076 people and distributed 3,197 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, 1,103 print volumes and maps, 6,601 microfiche, and 174 electronic products were added to the collection and guides to many of the subject areas were created or updated.
- Government Documents also started participating in the ASERL Centers of Excellence initiative.
- The InfoSource service conducted 14 citation searches for faculty and candidates across the campus, in addition to 210 other transactions that included literature searching, article delivery, and extension of Special Borrower Cards.



Amateur couturiers Richard Harrison & Rich Gause torture the groom at Robin Chan's wedding party.



Research & Information Services *Table 1*

Desk, InfoKiosk, Research Consultation & Mobile Questions Statistics Five-Year Comparison

Service	2011/12	2010/11	2009/10	2008/09	2007/08
Research & Info Desk	29,743	32,980	20,856	24,435	30,519
Info Kiosk	683	611	605	540	486
Research Consultations	447	532	385	361	422
Mobile Questions*	330	N/A	N/A	N/A	N/A

^{*} Mobile Questions statistics started to be reported in 2011/12.

Research & Information Services Table 2 Ask A Librarian Statistics Five-Year Comparison

Service	2011/12	2010/11	2009/10	2008/09	2007/08
Telephone calls	3,647	4,274	4,761	5,563	5,422
Email	841	744	914	997	1,172
Text Messaging#	122	N/A	N/A	N/A	N/A
Total Chats	4,907	4,941	5,003	5,722	N/A
Commercial Chats	1,491	2,192	3,216	3,794	4,719
Instant Messaging Chats*	2,762	2,055	1,099	1,928	N/A
Florida Desk Chats†	654	694	688	N/A	N/A
TOTAL INTERACTIONS	9,517	9,959	10,678	12,282	11,313

- **‡** Text messaging was implemented as a new channel in 2011/12.
- † Florida Desk chats started being counted separately 2009/10.
- * The IM service started in 2008/09.

Research & Information Services Table 3 Information Source Statistics Five-Year Comparison

Service	2011/12	2010/11	2009/10	2008/09	2007/08
Citation Searches	14	13	11	7	8
InfoSource Research	4	2	2	4	10
Document Delivery	13	29	18	31	38
Special Borrower Cards	190	229	190	184	226
Special Collections Billing*	3	5	4	4	N/A
TOTAL INTERACTIONS	224	278	225	230	282

^{*}Special Collections billing started in 2008/09.

Research & Information Services Table 4		
Government Documents Statistics 2011/12		
U.S. Documents		
U.S. Volumes Received	1,239	
U.S. Volumes Deleted	424	
Total Volumes	815	
Microfiche Received	6,601	
Microfiche Deleted	0	
Total Microfiche	6,601	
Electronic Products Received	78	
Electronic Products Deleted	0	
Total Electronic Products	78	
TOTAL U.S. DOCUMENTS	7,494	
Florida Documents		
Florida Documents Received	299	
Florida Documents Deleted	19	
Total Florida Documents	280	
Florida Microfiche Received	0	
Florida Microfiche Deleted	0	
Total Florida Microfiche	0	
FL Electronic Received	4	
FL Electronic Deleted	0	
Total FL Electronic	4	
TOTAL FLORIDA DOCUMENTS	678	
Patents		
Patents CD-ROM Received	19	
Patents CD-ROM Deleted	0	
Total CD-ROMs	19	
Patents DVDs Received	65	
Patents DVDs Deleted	0	
Total DVDs	65	
Total Patents Microfilm Received	0	
Total Patents Microfilm Deleted	0	
Total Microfilm	0	
TOTAL PATENTS	84	
Maps		
Maps Received	8	
Maps Deleted	0	
TOTAL MAPS	8	
Growth in U.S. Documents Collection (Approx. in ft)	26.69	



Dr. Penny Beile Associate Director Information Services & Scholarly Communications

Special Collections & University Archives



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 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. This year's acquisition budget was better than for the past few years, which enabled us to purchase more material, with an attempt to acquire unique items and titles not held by other Florida libraries with the main aim to support teaching and research at UCF. New acquisitions (including gifts-in-kind) resulted in over 130 titles and one manuscript added to the six distinct areas of collecting, as per our Collection Development Policy.

We've continued to seek donations and gifts, which resulted in:

- Two beautiful Joy Postle's paintings depicting Snowy Egrets from Anna Lise Sandin
- Self-Portrait of Leonardo Niermann, from Michael and Michelle Cavendish
- Four photographic images, "carte de visites," from 1857 to 1890, from Carol Mundy
- Walt Disney related material from Robert P. Foster
- Congressional papers from John L. Ducker
- Two beautiful artists books, and "East a Survey of Contemporary Printmaking," a portfolio consisting of fifty prints, from Professor Ke Francis
- Six scrapbooks from Harris Rosen.

A total of 12.5 linear ft. of material was added to our **Manuscripts Collection**, while **University Archives** have been enriched by 51.75 linear ft., and 2.27 Terabytes of digital images of new material received from UCF departments.



Figure 2 – Glimpse

Figure 1 – Glimpse Figure 2 – Glimp

The **Book Arts Collection** has been augmented with beautiful artists' books. Just to mention a few, **Glimpse** a new collaboration between Barb Tetenbaum and Julie Chen, which shall nicely complement Julie Chen's other titles in our Book Arts Collection. This beautiful book "... is inspired by a conversation about how a person translates their life experience into a narrative form: prominent events may stand out as the nameable moments, yet it is the space between these events that life, in fact, is lived. The mid-century photo album structure contains text written by Chen, examining this question. Her text is printed on both surfaces of each of the 15 hinged sleeves. Windows in the sleeves reveal small glimpses of the pull-out cards, each written and printed by Tetenbaum and containing dates and events of the non-important moments of her life." – Cf. prospectus.

Noteworthy mentioning is yet another fine title, **A Torn Web**, poems by Ruth Stone; etchings by Michele Burgess on handmade Twinrocker paper, not held by other libraries in Florida. "This is a book about the archives of memory – of love, grief, and the ordinary moments of life folded into primordial observations of the natural world. The book is bound in vellum and enclosed within a folded watercolor painting. There are sixteen poems printed on individual folios of delicate handmade paper and, when each one is opened, a small color etching is found tucked inside. Each box contains one of the plates from which the edition was pulled." – Cf. prospectus.



Figure 3 - A Torn Web

Another fine title was acquired from Scripps College Press. It is a work by fourteen students in the Typography and the Book Arts class at Scripps College, who designed and produced **Out of Sorts**, a book by letterpress on four Vandercook presses. The wood type was carved into cherry and digitized by the students, who named it NeoSchmidt, after the lettering artist Hans Schmidt, whose prints they studied.—Cf. colophon. (None in Florida)



Figure 4 - Out of Sorts

WUCF Special Collections & University Archives (cont'd)

We added **Dido and Aeneas** a deluxe edition of the libretto based on Virgil's Aeneid, co-published by the Janus Press and the Theodore Press. Accordion fold pulp painted base sheet with pulp painted and shaped insert pages on which the text is printed. Each opening of the accordion forms a stage set for one of the opera's five scenes.—Cf. prospectus.



Figure 5 – Dido and Aeneas. An Opera Perform'd at Mr. Josias Prinst's Boarding-School at Chelsey by Young Gentlewomen

We were pleased to add another fine Golden Cockerel Press title, **The Homeric Hymn to Aphrodite**, with title printed in red and black, 13 wood-engravings by Mark Severin. It's bound in original crimson morocco by Sangorski and Sutcliffe with mythical figures stamped in gilt on covers, not held by other libraries in Florida.



Figure 6 - The Homeric Hymn to Aphrodite

Book Artist Jana Sim has produced a beautiful work, Language Möbius. As per her statement, "The most difficult part of learning another language is everyday conversation where an immediate response is needed. Language Möbius is about my conversation process. The loop in my brain goes like this: hearing English, thinking in Korean, translating, then speaking in English. This English and Korean text was written, [letterpress] printed, and produced to make Möbius strip. The Möbius strip has three layers, with the explanation of my speaking process. There are three Möbius strips. One whole Möbius strip, one cut in half, another cut in half one more time. The box is made in Jacob's ladders structure."



Figure 7 – Language Möbius

Another acquisition, Le Grande Rêve Americain (The

Big American Dream) consists of a box containing 11 moldedplastic 3D panels and flat paper panel mounted back to back to form six boards, laid loose in box (46 x 33 x 16 cm). Additional three dimensional title panel is mounted on box lid. This work resulted from collaboration between Phillipe Huger and Yannick Bourg whose intent was to parody & caricature American culture as seen from the outside.

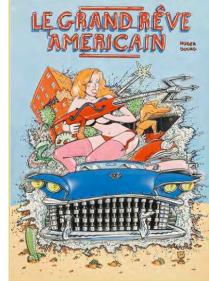


Figure 8 – Le Grand Rêve Americain

Worth mentioning is that we were among 19 prepublication sponsors (none in Florida) for **Occuprint** portfolio that emerged when The Occupied Wall Street Journal asked Booklyn Artists Alliance to guest curate an issue dedicated to the poster art of the global Occupy movement. The silkscreen portfolio, which showcases posters from the worldwide Occupy movement, contains thirty hand silk-screened artists prints on French paper in an archival silk-screened presentation folder.

Special Collections & University Archives (cont'd)





Figure 9 - Selected prints from the Occuprint portfolio

We added another fine work from Booklyn Press, War is Trauma, a portfolio of handmade prints produced by the Justseeds Artists' Cooperative in collaboration with the Iraq Veterans Against the War (IVAW). This portfolio transpired out of a street poster project, from November 2010, which a number of Justseeds artists provided graphics for "Operation Recovery" - the IVAW campaign meant to stop the redeployment of traumatized soldiers. Posters were pasted in public, replacing many corporate advertisements, to focus public attention towards the issues not being discussed - GI Resistance, Post Traumatic Stress Disorder (PTSD), sexual assault of women in the military, and Traumatic Brain Injury (TBI).

In **Why Am I a Marine**, photographer Stephen Dupont took a simple and intimate path in his project and simply asked all the Marines of the Weapons Platoon to write their answers to the question "Why are you a Marine?" in a small journal that he kept while he was embedded with them. It's an up close and personal window into the lives of a Marine platoon in Afghanistan's most remote and lawless war zone. The marines reflect on life on the frontline, their ideals and missions, their personal feelings and how the transition from Iraq to Afghanistan is the right path. -Stephen Dupont. Why Am I a Marine is a portfolio set of 35 hand-printed on silver gelatin paper prints from original Polaroid negatives and medium photography of a handwritten journal. Each photograph has been taken by Dupont who also designed and handmade the portfolio box.



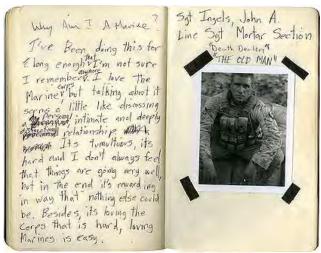


Figure 11 - Why Am I a Marine

Our Floridiana Collection has been enriched by a number of new items. Just to mention a few, a very nice **Photograph Album** containing 117 black and white photographs taken by a tourist travelling in a group through the Florida Everglades and local area towns circa 1910; Three 19th Century Original Photographs of Orlando, documenting its architecture and town planning; Selections, Translations & Originals, manuscript poems by William Fairchild D. in St. Augustine, 1857, which is an uncommon Manuscript Poetry Book; and, a real estate prospectus, The Florida Fruit Lands Review, vol. 1, no. 1 (not listed in WorldCat.)

WUCF Special Collections & University Archives (cont'd)







Figure 14 – 19th Century Original Photographs of Orlando



Figure 15 – Florida Fruit Lands Review





Figure 12 Photographs from the Photograph Album, ca. 1910

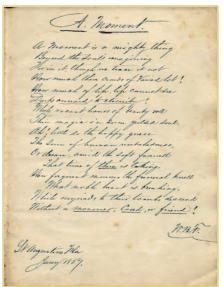


Figure 13 – A manuscript poem from Selections, Translations & Originals by William Fairchild D., St. Augustine, 1857

Special Collections & University Archives (cont'd)



We've continued acquiring notable **African Americana** material from our book dealers to complement Ms. Mundy's Collection. Noteworthy mentioning is the **Brotherhood of Sleeping Car Porters Archive**, a collection of ephemera from the Brotherhood of Sleeping Car Porters, the first black lead labor union and precursor to the Civil Rights Movement.



Figure 15 - Selections from Brotherhood of Sleeping Car Porters Archive

In addition, the **Address of the New York City Colonization Society to the Public**: New York, February 12th, 1834 (only four other holdings in WorldCat, none in Florida); **Sketches of My Life in the South**, 1879, a narrative by a former slave Jacob Stroyer (scarce, not held by other Florida libraries.) We were fortunate to receive additional items from Ms. Mundy, which are a nice addition to her larger collection – a well-rounded, balanced, and historically accurate representation of black culture in America – which has the potential to offer students and scholars fertile material for many years to come.

For our Bryant West Indies Collection, we acquired some important materials: Papers Relative to the West Indies. Part III, Leeward Islands: Antigua, Monserrat, St. Christopher, Nevis, Virgin Islands, Dominica, published by Her Majesty, 1839 (as per WorldCat, only held by UCF Libraries); Employment of Laborers of African Extraction in the Island of St. Croix, 1862 (only five other holdings in WorldCat, none in Florida); and a map, Isola Spagnola Nova, 1564, a very early map of Hispaniola and the island of Tortuga, one of the earliest separately published maps of Hispaniola, which first appeared in the 1561 edition of Ruscelli's edition of Ptolemy's Geografia. The verso of the map includes text in Latin – an extremely scarce map, held only by Brown University and the British Library.

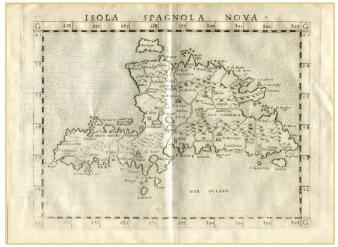


Figure 16 - Isola Spagnola Nova, 1564

We also acquired 25 fine titles from Michael Spencer, to be added to his **Research Bromeliad Collection**, which has nicely enhanced this extremely important collection. Just to mention a few very rare ones: **Le Langage Des Fleurs**, by Charlotte De La Tour, 1870; **Sertum Palmarum** by Joao Barbosa Rodrigues, 1903; and, **The Different Modes of Cultivating the Pine-Apple**, 1822.

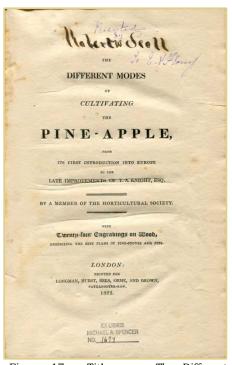


Figure 17 – Title page, *The Different Modes of Cultivating the Pine-Apple*, 1822

SUCF Special Collections & University Archives (cont'd)

For our **Travel and Tourism Collection,** we received very important material from Robert P. Foster who worked with Walt Disney as an attorney responsible for land purchases, in the early stages of Walt Disney World development. The collection consists of an assortment of Walt Disney World material related to the selection of the site and purchase of the land for Walt Disney World, and creation of the Reedy Creek Improvement District (RCID) that encompasses the property; an unpublished manuscript, "The Founding of a Kingdom," written by Robert P. Foster; tax assessor's plats for Orange, Osceola, Polk, and Seminole counties, Florida; and, original Geological Survey maps.

Acquired also as a gift – a nice collection to be added to our **Political & Congressional Papers** – The John L. Ducker Collection. John L. Ducker served in the Florida House of Representatives representing Orange County from 1961 to 1968. He was one of the sponsors of the legislation establishing UCF (then FTU). The acquired material consists of files relating to bills and correspondence created during his service. Also included are scrap books and some memorabilia.



Figure 18 – Fore-edge handpainting, our copy of the Annotated Dictionary of Fore-Edge Painting Artists and Binders

Numerous useful titles were added to our Reference Collection, among them a beautiful new book on foreedge paintings, Annotated Dictionary of Fore-Edge Painting Artists Binders. It is authored by Los Angeles rare bookseller, Jeff Weber. This volume is important most contribution to the history of fore-edge paintings since the books of Carl J. Weber, the author's grandfather, were issued in 1949 and 1966. It is an instant must-own reference for special collections since it includes most comprehensive assessment of seventeenth century English fore-edge specimens up to the present. Our copy is one of the 15 limited ultra-deluxe edition, which are hand-painted on the fore-edge by selected artists. Each copy is unique and signed, hand-bound in full morocco, extra-gilt, alledge gilt in custom slip-case. (WorldCat lists no other holdings in Florida.)

With a desire to complement the African American Legacy, The Carol Mundy Collection, and our Civil War Collection that have large portions of photographs, we acquired an example of one of the earliest types of photography, the **Stereo Daguerreotype of a seated young man, ca. 1853.** Consisting of two ninth-plate oval images in twin mounts, cased in *Mascher's Improved Stereocope* patent dated March 8, 1853. The original viewing lenses hinged into the union case. When the supplemental lid is raised, viewing through the lenses creates a three dimensional image. As for the history of photography, our holdings now span from one of the earliest example of photography to the latest born-digital images.

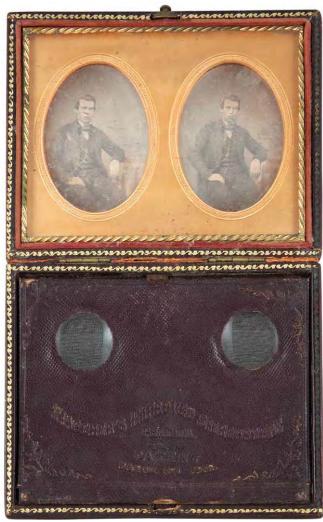


Figure 19 – *Daguerreotype Stereo Pair*, a portrait of a seated young man, ca. 1853

Special Collections & University Archives (cont'd)





Figure 20 - Stereo Daguerreotype negative

We also devoted time to continue building recognition of the **University Archives** as the source for university history, heritage, and memory. Throughout the year, we initiated contacts with teaching faculty and other UCF colleagues regarding the use and dissemination of our resources. We continued discussions with the staff from UCF News & Information Department about access and preservation for born-digital images. We initiated and maintained contacts with UCF departments to ensure regular transfer of records. Mrs. Beryl Colbourn donated additional material for the Trevor Colbourn Collection (FTU/UCF's second president (1978-1989), now retired) As a result, we have made an excellent progress in acquiring University Archives.

As part of the outreach efforts:

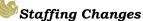
- We posted a new virtual exhibit, "Florida The Land of Enchantment."
- In July 2011, Orlando Sentinel² published a nice article showcasing our Spanish Antiphonary.
- Our website has been enhanced by a historical tour of UCF Buildings, 3 depicting campus architecture through the decades, starting with the library in 1968, the first building to be constructed on the campus of Florida Technological University (FTU). The last two decades are still "under construction."
- Our finding aids/guides for manuscripts and University Archives are available online.
- Department taught 19 classes, attended by 190 students.
- We have continued to contribute news about our special events and exhibits on our departmental Facebook – with a desire to cater to the Millennials
- We have 67 followers on our Twitter account



Figure 21 – Stereo Daguerreotype As per our desire to broaden access to our material, we have contributed to the following:

- Digital Library of the Caribbean Project (dLOC)⁴, number of items currently available online has increased to a total of 424, while there are additional six items in queue upload.
- Publication of Archival, Library & Museum Materials (PALMM)⁵, at present there are 850 titles from our Van Sickle Leftist Pamphlet Collection in PRISM.⁶
- Central Florida Memory (CFM)⁷, from the Carey Hand Funeral Home Records, now totaling over 262 funeral home registers.
- Library of Congress <u>Veterans History Project.</u>

 Currently, over 100 interviews have been contributed.
- Association of Southeastern Research Libraries (ASERL), <u>Civil War in the American South</u>⁹ central portal for accessing digital collections from Civil War Era (1850-1865)



In December 2011, we welcomed Suphi (Burak) Ogreten, as our new Senior Archivist.

- 4 http://www.dloc.com/iucfdloc
- ⁵ http://palmm.fcla.edu/
- 6 http://palmm.fcla.edu/prism/
- 7 http://www.cfmemory.org/
- 8 http://www.loc.gov/vets/
- 9 http://american-south.org/

¹ http://library.ucf.edu/SpecialCollections/Exhibits/FloridaLandOfEnchantment

http://articles.orlandosentinel.com/2011-07-07/entertainment/os-ucf-music-book-20110707_1_manuscript-mystery-ucf

³ http://library.ucf.edu/SpecialCollections/Exhibits/Buildings/1960s/



SUCF Special Collections & University Archives (cont'd)

Departmental Goals: 2011-2012

Continue to:

- Evaluate collections and establish processing priorities, both for printed material, manuscripts, and university records.
 - 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
- **Update Collection Development Policy to expand** and/or narrow individual areas. 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. Since 2011, we have sent the Library of Congress over 100 oral history interviews.
- Strengthen collections according to Collection Development Policy through new acquisitions and gifts; build quality, in-depth collections in African Americana; history of Florida and the Central Florida region; tourism and tourist attraction development in the United States and Caribbean; rare material in the Caribbean and the West Indies; and artists' books in Book Arts.
 - Added important new acquisitions to African Americana, Book Arts, Floridiana, West Indies, Travel and Tourism, and University Archives.
 - Added 25 titles from Michael Spencer to his Bromeliad Research collection
 - Acquired as gifts:
 - Two beautiful Joy Postle's paintings depicting Snowy Egrets
 - Self-Portrait of Leonardo Niermann
 - Four photographic images, "carte de visites," from 1857 to 1890
 - Walt Disney related material from Robert P.
 - Congressional papers from John L. Ducker
 - Two beautiful artists books, and a printmaking portfolio consisting of fifty prints, from Professor Ke Francis
 - Six scrapbooks from Harris Rosen
- 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.
 - Significant series have been processed and their corresponding finding-aids (EAD) have been made available on the Internet.
 - Over 124 EAD finding aids are currently available on the Internet, including our website, Archives Florida 1 and Archive Grid2.



Laila Miletic-Vejzovic, Head, Special Collections & University Archives; art professor Ke Francis; Director of Libraries Barry Baker in Francis' studio - displaying donation of artists'

- Broaden access to print collections, manuscript archives collections, and university eliminating the backlog, and by immediately cataloging/processing new acquisitions.
 - 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.)
 - With regard to the printed material: reviewed and evaluated 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; the backlog has been considerably reduced by 598 titles; and by selected printed items for cataloging from University Archives, totaling 479.
- Build Digital Collections to broaden access to unique resources, primary source materials, and university archives.
 - Continued working with Digital Initiatives and Cataloging Services on establishing metadata standards, and supervised creation of metadata to ensure metadata quality control.
 - Started building digital collections in CONTENTAM, the digital collection management software for creating digital databases for visual, print, and manuscript material held in the department, available through UCF Libraries website.
 - Worked with Systems to coordinate contributions to University Photograph Collection.3
 - Continued to contribute material to: PRISM4 (a PALMM⁵ collection); to Central Florida Memory⁶ (CFM); <u>Digital Library of the Caribbean</u>⁷ (dLOC);

¹ http://palmm.fcla.edu/afl/

² http://www.archivegrid.org/web/index.jsp

³ http://digitalcollections.lib.ucf.edu/cdm4/browse.php?CISOROOT=%2FUPC

⁴ http://palmm.fcla.edu/prism/

⁵ http://palmm.fcla.edu/

⁶ http://www.cfmemory.org/

⁷ http://www.dloc.com/

Special Collections & University Archives (cont'd)



LC <u>Veterans History Project</u> (VHP); Association of Southeastern Research Libraries (ASERL) <u>Civil</u> <u>War in the American South Project</u> 2

- Collect, preserve, and provide access to University Records by working with university offices and organizations.
 - Continued to acquire University Records, in terms of publications, photographs, etc.
 - Received additional records from the UCF Women's Club; UCF Arboretum; UCF Marketing; and Mrs. Beryl Colbourn wife of former President Trevor Colbourn.
 - Continued to receive born-digital photographs from Marketing and video from News & Information Department.
 - Initiated contacts and established new relationships with UCF departments, which material had not been acquired in the past.
 - Maintained excellent relationship with Cataloging Services to ensure regular workflow for cataloging University Archives.
- Develop and implement strategies for public service outreach cultivation through exhibits, partnerships, and public relations.
 - Taught 19 classes, attended by 190.
 - Continued to produce promotional material 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 showcases material from our department's collections.
- Identify potential new library donors, as well as cultivate and steward current donors.
 - Continued to stay connected with our donors, and cultivated excellent relationships with them.
 - Regularly connected with Robert P. Foster, a former real estate attorney for Walt Disney land acquisition and real estate transactions, which resulted in acquiring his papers
- Initiate, develop, and implement a number of projects to enhance Internet access to department's resources, 3 and to advance public service. Additional material from the Van Sickle Leftist Pamphlet Collection contributed to PALMM and to dLOC.
- Enhance virtual exhibit based on the Caribbean materials held in the Bryant Collection. Bryant West Indies Archeological Collection⁴
- 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). The planning 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.

- 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). The projects are all interdisciplinary. 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 UCF History departments with a goal to create a Home Movie Archive.
 - External Partnerships: Library of Congress (LC)

 <u>Veterans History Project</u> (VHP), UCF History

 Department, UCF Libraries, and the Burnett Honors

 College have started developing the <u>UCF</u>

 <u>Community Veterans History Project</u> to support

 the LC VHP
- Develop list of projects for outside funding, targeting both individuals and foundations. Complete sponsored projects. Not accomplished due to staffing constraints.
- Build recognition of the University Archives as the source for university history, heritage and memory.
 - Continued to update a permanent University History exhibit in the 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.

Departmental Goals: 2012-2013

- Continue to strengthen collections:
 - through new acquisitions and gifts
 - to build high quality, in-depth collections as per our collection development policy
- Provide access to print collections, manuscripts, and University Archives by:
 - creating item and collection level bibliographic records
 - implementing EAD for finding-aids
 - eliminating backlog
 - immediately cataloging/processing new acquisitions and gifts

¹ http://www.loc.gov/vets/

² http://american-south.org/

³ http://library.ucf.edu/SpecialCollections/

⁴ http://library.ucf.edu/SpecialCollections/Exhibits/BryantSite/Default.html

⁵ http://riches.cah.ucf.edu/

⁶ http://www.loc.gov/vets/

 $^{^{7}\ \,} http://lcweb2.loc.gov/diglib/vhp/search?query=university+of+central+florida&field=affiliation$

UCF Special Collections & University Archives (cont'd)

- Broaden access to print collections, manuscript collections, and University Archives by:
 - building digital collections
 - initiating, developing, and implementing a number of projects to enhance Internet access to department's resources
 - adopting new innovative services to advance public services both on-site and off-site
 - creating virtual exhibits
- Develop and implement strategies for public service outreach cultivation through exhibits, partnerships, and public relations
- Collect, and ensure longevity of University Records by initiating contacts and working with University offices and student organizations
- Continue identifying new potential library donors, as well as cultivating and stewarding current donors.
- Explore opportunities to partner and collaborate with university units and external organizations to further Libraries' and university's goals
- 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).

Performance Enhancement Recommendations

During 2012-2013, the department will continue to work collaboratively with UCF faculty, and community colleagues with an effort 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

- As per faculty requests, department taught 19 classes, attended by 190 students, resulting in increased use of our resources
- A record high number of undergraduate students (806) came to the department seeking information and embarking on their research.
- From History classes, 250 used our Floridiana collection both print, and non-print.
- We organized and sponsored the 2011 UCF Student Book Arts Competition, for student produced artists' books.
- Participated in university events to encourage use of the Special Collections in Research.
- Continued to offer internship opportunities for UCF students.
- Over 124 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.
- "University Launched the Photograph Collection," over 639 images available online: http://library.ucf.edu/Systems/DigitalCollections/.2 One of the most popular collections among undergraduates, brought to their desktops and
- Created a Historical Tour of UCF Buildings,3 depicting campus architecture through the

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.
- There were approximately 155 research requests, including those from Sweden, Italy, and Canada

Provide international focus our curricula and research

- Participated in the digital Library of the Caribbean (dLOC)
- The Van Sickle Leftist Pamphlet Collection can be used in several research areas, e.g., race relations; civil rights movements and issues; discrimination; segregation and social movements and issues; women rights; labor issues; and political issues.

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:

- The Regional Initiative for Collecting the History, Experiences and Stories of Central Florida (RICHES)⁴ is an umbrella program housing interdisciplinary public history projects that bring together different departments at UCF, including UCF Libraries/ Special Collections & University Archives, with profit and non-profit sectors of the community. The projects are all interdisciplinary and provide opportunities for graduate research and scholarly production.
- UCF Home Movie Archive Project, partnership includes: UCF Film Department, UCF History Department UCF Libraries/ Special Collections and University Archives. It shall be the mission of the UCF Libraries to

² http://library.ucf.edu/Systems/DigitalCollections/

3 http://library.ucf.edu/SpecialCollections/Exhibits/Buildings/1960s/

4 http://riches.cah.ucf.edu/

¹ http://palmm.fcla.edu/afl/

Special Collections & University Archives (cont'd)



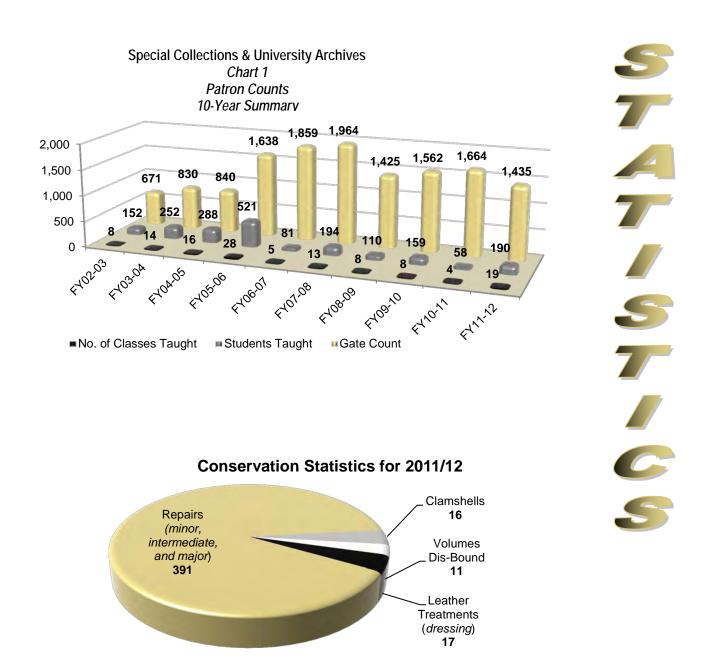
administer, permanently house, preserve, inventory, process, maintain, and make available the Home Movie Archive to the public, researchers, and scholars, in accordance with the UCF Libraries established policies and procedures. As a part of broadening access to the acquired materials, the UCF Libraries shall create and maintain a Digital Home Movie Archive available through a website.

 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)¹ – 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. We have acquired over 130 oral
history interviews.

¹ http://www.loc.gov/vets/





SUCF Special Collections & University Archives (cont'd)

Special Collections & University Archives

Table 1

Manuscript Collections 2011-2012: Total 904.09 Linear Feet

NOTE: Please note that Van Sickle <u>unprocessed</u> collection (3.75 Ln. ft.) has been removed from manuscripts collections and will be cataloged individually to be added to book stacks in Special Collections. (the cataloging of these items has started and it's half way through the project.)

NOTE: Not all holdings in linear footage count are listed here. Linear footage count only reflects manuscript collections.

collections.	
Artist's Papers	Linear Feet
Rose Feinman Papers, 1986-1996	3.00
Walter Gaudnek Collection, 1945-2003	4.90
Iva Kitchell-Webster Papers 1947-1984	0.50
Doris Leeper Papers, 1951-1999	8.00
Sol & Sadie Malkoff Papers, 1939-1999	7.00
Albin Polasek Collection, 1910-1982	4.00
Joy Postle Papers, 1912-2006	6.00
Joseph and Mary Velezdy Papers, 1947-1999	0.50
Zines Collection, 1996 – ongoing	1.00
Book Arts Collections	
Book Arts Ephemera Collection, 1993-2007	0.75
Walter and Dorothy Donnelly Family Papers, 1887-1	
Florida History Collections	
Christian Bauer Collection on the Orange County	, Bia
Box Store Task Force, 2006-2007	0.50
Children's Home Society of Florida Collection, 1886-20	
Cultural Byways Project Collection, 2002	0.50
Cultural Heritage Alliance Collection, 2002-2006	0.20
Educator's Oral History Collection, 1997-2002	5.60
Florida Ephemera Collection, 1841-2007	12.25
Florida Folklife Program Collection, 1984-2004	1.40
Florida Folklore Society Records, 1981-2006	2.00
Florida Image Collection, 1898-1986	1.65
Florida liftage Collection, 1997-1999 Florida Lifestyle Radio, 1997-1999	0.50
Florida State Music Teachers Association Collection	
1934-2009	1, ca. 4.40
Paul Hartman Slide Collection	2.00
Bob Kealing Kerouac Research Collection, 1958-200	
	nold,
Bennett, and Tanner Family Diaries, 1899-1974	2.00
Thomas & Georgine Mickler Sermon Collection, 1838-1	
Thomas & Georgine Mickler Map Collection, 1735-19	
Henry Nehrling Papers, 1886-1970	3.00
Old Florida Structures Photographs Collection, 1971-2	
Michael A. Spencer Bromeliad Research Collection	
1910-1990	80.50
Michael A. Spencer Collection on Theodore Mead, 1887-	
Michael A. Spencer Collection on Julian Nally, 1908-1	
Michael A. Spencer Collection on Henry Nehrling, 1894-1	
Literary Collections	Linear Feet
Duerr, Howard J. Papers, 1911-1978	9.40
Local & Central Florida History	
Carey-Hand Funeral Home Records, 1891-1952	22.00
Dr. John McMillon Correspondence, 1929-1935	0.40
Wekiva River Basin Maps and Aerial Photograph	
Collection, 1956-1990	1.00
Ben White Raceway Papers, 1947-1978	0.50
Zora Neale Hurston Festival Collected Materials, 1990-20	0.60
Political Papers	
Democratic Women's Club of Florida Inc. Collecti 1957-2007	ion, 11.50
Beatrice B. Ettinger Papers, 1964-1998	5.30
Lou Frey Papers, 1947-2006	28.50
Phyllis J. Hudson Political Papers, 1966-2005	5.00
Archimedes L. A. Patti Research Papers, 1922-1993	
George L. Stuart Jr. Political Papers, 1977-1990	114.00
Ocorge L. Stuart of a Unition Fapers, 1911-1990	114.00

Lynda Van Scoyoc Women's Political Caucus, 1970-2000	6.25
Social Movement Collections	
James C. Clark Research Papers, 1937-1996	1.50
NASA Photographs Collection, 1974-2001	22.50
Fred and Cheryl Mahan Space Collection	1.00
Scott Simpkinson Papers, ca.1943-1989	12.8
Wagar Space Collection, 1945-1986	18.6
NASA Ephemera Collection, 1969-2005	3.00
Travel & Tourism	0.00
Bryant Archaeological Artifacts Collection, 1956-1964	15.00
Bryant West Indies Audio Collection, 1940-1970	2.50
Bryant Slide Collection	1.25
Bryant West Indies British Parliamentary Acts Collection,	1.20
1712-1873	1.00
Bryant West Indies Ephemera Collection	1.00
Disney Ephemera Collection, 1971-2002	3.00
Stephen Danks Lodwick Papers, 1964-2002	5.50
George and Anne Millay Collection, 1964-2004	20.25
Harrison "Buzz" Price Papers, 1956-2003	142.00
Harris Rosen Scrapbooks & Papers, 1939-2010	15.00
Splash Magazine Archives, ca. 1985-2002	3.00
Wet 'n Wild Collection, 1975-2002	0.25
Unprocessed Collections	00
Dr. Val Bradley Union	3.50
Confederate Shot and Ball	0.50
Paul O. Schallert	1.00
James Sheppard	3.00
Otto Frohlich	4.25
John Young Gooch	0.50
Finney Accounting	1.50
Fonelli	3.00
NASA Tapes	48.00
NASA Negatives	7.00
George and Anne Millay Collection	1.00
Walter Gaudnek Collection	0.50
Democratic Women's Club of Florida Inc.	1.75
Susan King Papers	35.00
Joy Postle (materials from Judy Johnson)	3.00
Howard Eves tapes	0.25
Jack Rosen Scrapbooks	5.50
Harris Rosen papers	7.00
Michael Spencer - additional materials for Bromeliad Coll.	0.75
Phyllis J. Hudson United Faculty of Florida Papers,	
1973-2003	29.00
S. F. Travis Company	2.00
Florida State Music Teachers Association Collection,	
ca. 1934-2009	1.00
Meg Scharf Space Materials	0.50
Volusia County Music Teachers Association	2.00
League of Women Voters of Volusia County	2.00
UCF Veterans History Project	2.00
John L. Ducker	4.00
Robert P. Foster	5.00
African American Legacy, The Carol Mundy Collection	11.00

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



Special Collections & University Archives Table 2 UCF University Archives 2011-2012: Total 936.61 Linear Feet

Collections (765.61) + Publications (171.00) = 936.61 linear feet Total:

Processed Collections (507.41) + Publications (110.00) = 617.41 linear feet
Unprocessed Collections (199.75) + Additions to existing collections (58.80) = 258.55 linear feet
Unprocessed Digital Collections = 2.27 terabytes
Accessions this Fiscal Year = 51.75 linear feet

Unprocessed additions to existing collections are listed in

University Administration	Linea	r Feet
Office of the President, 1968-2005	81.75	
Charles N. Millican Papers, 1963-1978	15.30	(5.0)
H. Trevor Colbourn Papers, 1948-2006	34.75	(.50)
Steven Altman Papers, 1984-1991	4.25	
Robert A. Bryan Collected Material, 1991-1997	0.25	
John C. Hitt Inauguration Records, 1992-1993	2.00	
Vice President of Academic Affairs: Carroll B. Gambrell Papers, 1964-1984	25.5	
Vice President of Academic Affairs: Leslie L. Ellis, 1967-1986	7.50	
Vice President for University Relations, 1968-1992	6.00	(.50)
Vice-President for Research Office Records, 1989-1993	8.75	
Audio, Visual, and Multi-Media Collection, 1967-2007	23.30	
Building Renderings Collection, 1966-1968	3.00	
Commencement Video Collection, 1998-2005	3.00	
Medicine and Morality Audio-Visual Collection, 1974-1975	2.50	
"UCF Metro with Linda Chapin" Television Collection, 2001-2006	2.00	
University Photographs, 1965-ongoing	45.75	(14.60)
University History	Linea	r Feet
University of Central Florida 25 th Anniversary Records, 1967-1989	1.60	
Biotic Communities on the FTU Campus, 1971	0.25	
H. Trevor Colbourn Oral History Collection, 1987-2006	8.00	
History of Brevard Branch Campus, 1966-1995	0.20	
History of the University of Central Florida Seal Collection, 1966-1968	2.00	
Memorabilia, 1965-ongoing	45.75	(14.50)
Mary Monroe Collection on University of Central Florida Theatre, 1973-1976	1.00	· ,
News and Information Collection, 1968-2003	6.00	
Scrapbooks Collection, 1960-2009	13.4	(1.20)
Vertical File, ca. 1970-ongoing	26.00	
Walter Taylor Collection on Campus History, 1972-1987	0.50	
University Office Records	Linea	r Feet
Academic Advising, 1967-1989	1.20	(1.0)
Arboretum Scrapbook Collection, 1984-2011	3.00	
Assistant Director of Maintenance Records, 1964-2000	17.25	(7.0)
Board of Trustees Records, 2001-ongoing	5.00	
Center for Research in Electro-Optics and Lasers (CREOL) Records, 1984-1991	4.00	
History of Center for Research and Education in Optics and Laser Records, 1984-1991	0.20	
Department of Nursing Records, 1968-1987	1.50	
Equal Opportunity Office Records, 1969-1988	1.50	
Finance and Accounting Office, 1983-2003	3.00	
General Counsel's Office Records	2.00	
Office of Graduate Studies Records, 1969-1991	7.80	
Judaic Studies Program, Distinguished Lecturers Series Records, 1985-2004	1.00	
Marketing Office Collection, 1967-2001	7.50	
Medical Record Administration Program, 1971-1990	1.20	
Office of Research and Graduate Studies Records, 1980-1987	2.50	
Facilities & Safety (Operations & Planning Departments)	17.00	
Police Department Records, 1977-1998	0.50	

parentheses next to the total for each collection.		
Registrar's Office Records, 1972-1987	1.40	(1.00)
Small Business Development Records, 1998-2002	2.60	(1100)
Student Development and Enrollment Services		
Records, 1968-2002	10.50	
University Organizations Records		
Alumni Association Records, 1964-2000	2.30	
Campus Advisory Board Collection, 1993-2006	0.20	
Fraternity and Sorority Lifestyle Collection	2.50	
University of Central Florida Foundation, Inc. Records, 1968-2002	2.20	
Library Exhibits Records, 1969-2004	4.30	(1.50)
Lou Frey Institute of Politics and Government, 2003-2005	0.50	
Retirement Association Collection, 1989-2004	1.00	
Staff Council Papers, 1971-2002	7.50	(.50)
Student Government Records, 1983-2003	14.10	(10.50)
Theatre Program, 1969-2009	5.00	
Town and Gown Council Collection, 1982-2004	2.00	
University of Central Florida Women's Club, 1969-2007	14.50	(1.00)
University Sports		
Athletics Collection, 1968-ongoing	31.26	
Patrick Cucci Wrestling Collection, 1983-1986	0.40	
Ron Johnson Football Films, 1981	1.00	
Michael O'Shaughnessy Collection, ca. 1979-1981	0.50	
Digital Material - Unprocessed		
University Photographs – drive transfer from Marketing		2.25TB
Burnett Honors College		54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media)		
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records	1	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003	43.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997	43.00 18.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance	43.00 18.00 4.50	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director	43.00 18.00 4.50 1.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration	43.00 18.00 4.50 1.00 2.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association	43.00 18.00 4.50 1.00 2.00 0.50	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing	43.00 18.00 4.50 1.00 2.00 0.50 1.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982	43.00 18.00 4.50 1.00 2.00 0.50 1.00 0.25	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate	43.00 18.00 4.50 1.00 2.00 0.50 1.00 0.25 2.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files	43.00 18.00 4.50 1.00 2.00 0.50 1.00 0.25 2.00 10.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files Women's Studies Collection	43.00 18.00 4.50 1.00 2.00 0.50 1.00 0.25 2.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files Women's Studies Collection Political Science Department & University Author's Collection	43.00 18.00 4.50 1.00 2.00 0.50 1.00 0.25 2.00 10.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files Women's Studies Collection Political Science Department & University Author's Collection Rosen College of Hospitality and Management	43.00 18.00 4.50 1.00 2.00 0.50 1.00 0.25 2.00 10.00 2.00 8.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files Women's Studies Collection Political Science Department & University Author's Collection Rosen College of Hospitality and Management Library Blueprints	43.00 18.00 4.50 1.00 2.00 0.50 1.00 0.25 2.00 10.00 2.00 8.00 0.50 6.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files Women's Studies Collection Political Science Department & University Author's Collection Rosen College of Hospitality and Management Library Blueprints Library History (removed from Vertical Files)	13.00 18.00 4.50 1.00 2.00 0.50 1.00 0.25 2.00 10.00 2.00 8.00 0.50 6.00 3.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files Women's Studies Collection Political Science Department & University Author's Collection Rosen College of Hospitality and Management Library Blueprints Library History (removed from Vertical Files) Office of Research and Commercialization	43.00 18.00 4.50 1.00 2.00 0.50 1.00 2.00 10.00 2.00 8.00 0.50 6.00 3.00 1.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files Women's Studies Collection Political Science Department & University Author's Collection Rosen College of Hospitality and Management Library Blueprints Library History (removed from Vertical Files) Office of Research and Commercialization Faculty Senate Minutes	13.00 18.00 4.50 1.00 2.00 0.50 1.00 0.25 2.00 10.00 2.00 8.00 0.50 6.00 3.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files Women's Studies Collection Political Science Department & University Author's Collection Rosen College of Hospitality and Management Library Blueprints Library History (removed from Vertical Files) Office of Research and Commercialization Faculty Senate Minutes Daytona Beach Campus Office of the President: Harold Green	43.00 18.00 4.50 1.00 2.00 0.50 1.00 2.00 10.00 2.00 8.00 0.50 6.00 3.00 1.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files Women's Studies Collection Political Science Department & University Author's Collection Rosen College of Hospitality and Management Library Blueprints Library History (removed from Vertical Files) Office of Research and Commercialization Faculty Senate Minutes Daytona Beach Campus Office of the President: Harold Green UCF TV Videos	43.00 18.00 4.50 1.00 0.50 1.00 0.25 2.00 10.00 2.00 8.00 0.50 6.00 3.00 1.00 2.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files Women's Studies Collection Political Science Department & University Author's Collection Rosen College of Hospitality and Management Library Blueprints Library History (removed from Vertical Files) Office of Research and Commercialization Faculty Senate Minutes Daytona Beach Campus Office of the President: Harold Green UCF TV Videos Uncatalogued Publications (includes Audio visual	43.00 18.00 4.50 1.00 0.50 1.00 0.25 2.00 10.00 2.00 8.00 0.50 6.00 3.00 1.00 2.00	54.5GB
Burnett Honors College Miscellaneous Digital Media (CDs, DVDs, & flash media) Unprocessed Records Academic Affairs Office Records, 1994-2003 Allison, Anne Marie, Library Director, 1983-1997 Administration and Finance Baker, Barry, Library Director Library Administration Black Faculty and Staff Association College of Medicine, 2007-ongoing Ed Gantner Collection of Football Memorabilia, 1979-1982 Faculty Senate Miscellaneous Collections removed from Vertical Files Women's Studies Collection Political Science Department & University Author's Collection Rosen College of Hospitality and Management Library Blueprints Library History (removed from Vertical Files) Office of Research and Commercialization Faculty Senate Minutes Daytona Beach Campus Office of the President: Harold Green UCF TV Videos	43.00 18.00 4.50 1.00 2.00 0.50 1.00 0.25 2.00 10.00 2.00 8.00 0.50 6.00 3.00 1.00 4.00	54.5GB



SUCF Special Collections & University Archives (cont'd)

Special Collections & University Archives Table 3 Titles in the Catalog, Listed by Individual Collections

NOTE: Not every collection represented

NOTE: Due to the continuation of the retroactive barcoding project, and cataloging items from the backlog, i.e., 598 titles, the 11-12 added items do not reflect only newly cataloged titles.

	2010/11 Totals	2011/12 Adds	2011/12 TOTAL
African Americana	9	100	91
Book Arts & Typography Collection	1,788	1,964	176
Bryant West Indies Collection	2,319	2,539	220
Engineering	614	614	0
Floridiana Collections	1,189	1,402	213
Horror	184	184	0
Manuscripts/cataloged	63	61	-2
Reference Collection	79	154	75
General Collection + Oversize	5,416	8,950	3,534
University Archives	8,914	9,393	479
TOTAL VOLUME	20,575	25,361	4,786
1	OTAL CATALOGE	D MATERIALS 10/1	1 20,575

20,575	TOTAL CATALOGED MATERIALS 10/11
4,786	MATERIALS ADDED
-2	MANUSCRIPTS ADDED
25,359	TOTAL CATALOGED MATERIALS 11/12



Rebecca Hammond was recognized for 10 years of service at the University Libraries. Barry Baker made the presentation.

Laila Miletic-Vejzovic Head, Special Collections & University Archives

Information Technology & Digital Initiatives



Highlights of the Year in Retrospect

Last year's focus on transition and change was continued in 2011-2012. Following the consolidation of the Libraries' servers into the CS&T data center in 2010-2011, this year was devoted to moving the Libraries to the UCF NET domain. Staff areas were moved first. The Digital Services unit was the first staff area to migrate because of the large amount of data that needed to be accommodated in the new environment. They provided an ideal test area where creating profiles, moving large files, and testing access could be done without impacting staff outside the IT area. Staff and public PC migrations were completed in the summer. In the course of the change, four new servers were created on the NET domain, and eight old Library domain servers were decommissioned.

In response to student need for assistance setting up wireless access on personal laptops, understanding how to authenticate on the campus network, or navigating network printing, a technology support desk was set up at one end of the circulation desk on the 2nd floor. Two IT student assistants staffed the desk Monday through Thursday from 10 a.m. to 2 p.m. for the first six weeks of the semester.

A new design for the Libraries' main Web page was created for implementation by the start of fall semester. The page was simplified, utilizing drop down menus, and a search box for the new Web scale discovery tool, OneSearch. Input was solicited from staff and the Information Literacy & Outreach department ran a small usability study to refine and improve the design.

Involvement in institutional repository (IR) and scholarly communication initiatives increased this year. Dotson chaired the Scholarly Communications Task Force whose work resulted in a report containing recommendations for implementing an IR at UCF. The Vice Provost reviewed the report and suggested creating a mental model outlining the services and support needed throughout the research lifecycle. The lifecycle illustrates at what point in the process data management, hosting, and curation occurs; the necessity for a cyber-infrastructure that includes an IR and research computing arms; and makes suggestions about who should be responsible for these functions, as well as addressing support needs outside the digital/IT area. Finally, in the absence of an IR, IT&DI continued to submit materials for preservation in the Florida Digital Archive and suggested hosting solutions for open access journals.

The changes to the campus computing environment; increasing need for an IR, data management, curation and hosting; and the need for a technology service desk have inspired a reevaluation of the roles and responsibilities of staff. To more accurately represent its mission, the name of the department was changed from Systems & Technology to Information Technology & Digital Initiatives (IT&DI).

Digital Initiatives

- Consulted with faculty from the English and Humanities departments regarding digitization projects and digital archives.
- 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 the Public History Department for RICHES (Regional Initiative for Collecting the History, Experiences, and Stories) of Central Florida projects.
- Continued 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.
- Digital Library of the Caribbean (dLOC): Since the University of Florida (UF) was unable to submit materials to the Florida Digital Archive on our behalf, packages originally created to submit materials to dLOC were repurposed to create a process that reused the metadata within the dLOC packages for submission to the FDA. This process resulted in new procedures and documentation for batch processing images for preservation in the Florida Digital Archive.
- Central Florida Memory
 - Participated in writing an NEH grant proposal with RICHES. The proposed project budget allows for digitization of 70,000 images (between 12,000 and 23,000 items) from the Congo, town of Sanford, and Civil War.
 - Submitted an LSTA grant for "Central Florida Memory: News and Views." The \$88,570 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.
 - Provided ongoing training and support to St. Luke's Lutheran Church for their upcoming contributions to Central Florida Memory.
 - Piloted using a "virtual" volunteer to perform work for a UCF Libraries' digital collection. Carey Hand Funeral Home Record transcriptions were enhanced remotely through the assistance of a Humanities student volunteer. Cost and resource saving opportunities that add value to our digital collections will continue to be pursued.



- Electronic Theses and Dissertations: Changes to the Graduate ETD submission process as well as ETD projects for retrospective digitization and the Honors College led us to review processes for automatic MARC record creation from user submitted metadata. Working with the Florida Virtual Campus (FLVC) and the UCF Libraries' Cataloging Services, current practices were reviewed and appropriate changes were identified for MARC record creation to the established Graduate ETDs process as well as new processes for RTDs and Honors.
- Retrospective Theses and Dissertations
 - Made 100 digitized theses and dissertations available online.
 - Worked with FLVC to determine best practices for submitting records to the library catalog.
- UCF Community Veterans History Project
 - This project is a collaborative effort between the UCF Libraries and the Central Florida RICHES program. The oral histories are conducted by the History Department as assignments through classes or community outreach projects of the RICHES program. Information about the project and custom searches to the collection were added to Digital Collections page. The search code was shared with RICHES staff to put on their Web and Facebook pages.
 - Evolving criteria for the oral histories necessitated transcription of some of the original files. Coordinated with Allison Sellers, a History graduate student working for RICHES, to have the work performed at no cost to the library.
 - Made 60 veterans' oral histories available online.
- Data Management
 - Created and maintained a campus guide on data management plans at http://guides.ucf.edu/data.
 - Presented on data management plans at NSF workshops held by the Office of Research and Commercialization.
- Institutional Repository / Open Access
 - Continued to examine Open Access and Institutional Repository options through active participation on the Libraries' Scholarly Communication Task Force (SCTF).
 - The SCTF report was submitted in fall 2011 and findings shared at a Library Faculty meeting as well as with Dr. Joel Hartman. At Dr. Hartman's request, the task force reconvened in early 2012 to create a mental model detailing the research lifecycle. The mental model identifies the key campus

- units involved in supporting different aspects of the research lifecycle.
- The Libraries celebrated Open Access Week with Open Access Week Retreats as well as a display near the Knowledge Commons. Three "retreat" sessions were open to all Libraries employees. The display focused on Open Access support from both national and local perspectives. A monitor showing entertaining and informative videos about Open Access was set up next to the exhibit case.
- Discussions from the Open Access retreats resulted in a Scholarly Communication Think Tank session at the Faculty Center for Teaching and Learning's (FCTL) Winter Faculty Development Conference.
- Open Journal System
 - Dr. Susan Wegmann, Director of Programs and Research for the Morgridge International Reading Center at UCF, expressed interest in starting an online open access journal. As of late April 2012, STREAMS in Education became the first journal the UCF Libraries will be supporting using FLVC's Florida Open Journals service. FLVC is running the Public Knowledge Project's Open Journal System (OJS) to provide online journal publication and hosting services for Florida's State University Libraries.
 - Coordinated on-site training sessions for OJS led by Caitlin Nelson of FLVC.
- Digital Preservation: Continued to submit materials, refined procedures and hired a Federal Work Study Student to assist in organizing files and creating packages for submission to the Florida Digital Archive. From July 2011 through June 2012, the UCF Libraries deposited 3,299 packages containing 155,632 files totaling 3.00875 TB in the Florida Digital Archive.

Infrastructure

- Hired Aaron Keyser as Library Systems Administrator. Aaron was the lead in building out the NET domain infrastructure.
- Developed and coordinated the plan to migrate Library from its own domain to the campus domain.
- Requested eight virtual servers in the NET domain to take over roles in the Library domain.
- Built the preliminary structure of new Library instance
 - Established a trust relationship between the two domains.
 - Designed and built Distributed File System (DFS) shares for Library.
 - Active Directory



- Designed and implemented a new condensed Active Directory Organizational Unit (OU) structure.
- Designed and implemented the usage of Active Directory security groups.
- · Group Policy
 - Designed and implemented GPOs (Group Policy Objects) for the library's move to the NET domain.
 - Implemented the use of group policy preferences to automate connections to shared drives and network printers.
- Prepared and deployed Windows 7 images for staff use.
 - In an attempt to reduce maintenance, concentrated on making our images as minimalistic as possible. All staff images were built from a standard image. Departments with different software needs were given only the software needed to complete their daily work.
 - Deployment of images was automated by using a series of customized scripts in conjunction with imageX and WinPE (both free Microsoft products).
- Migrated to the campus DHCP (Dynamic Host Configuration Protocol) server.
- Migrated to the campus DNS (Domain Name System) servers for all DNS except for Library hosted Web servers.
- Migrated all staff members to NET domain.
- Installed and moved to production four new NET servers.
 - Net640 digital file server.
 - Net641 staff file server.
 - Net647 System Center Configuration Manager (SCCM) and Aleph printing server.
 - SCCM is used more effectively than previously. We are currently deploying software and updates exclusively with SCCM.
 - Began conversations about migrating SCCM under campus system center.
 - Net681 Library SQL server for SCCM.
- Decommissioned old Library domain servers.
 - UCFVM658 digital file server
 - UCFVM653 security server
 - UCFVM655 domain controller
 - UCFVM65A Aleph Server
 - UCFVM65B DFS server
 - UCFVM65C DFS server
 - UCFVM65G DHCP server
 - UCFVM65H Print Server
- Worked with Renee Montgomery to move FACRL.org website to UCF for hosting.
 - Registered DNS name for site.
 - Setup up DNS zone for site.
 - Deployed new website designed by Renee.
- Milestone Server software updated.

 Initial migration work was done for ILLiad server and CONTENTdm server.



- The tech team continued to support the computing needs of staff, students, and faculty who use the Libraries' 563 PCs, 109 laptops, 44 printers, 60 tablets and assorted scanners.
- Implemented a part-time support desk to address the technical needs of users.
 - Hired and trained three students to work the new support desk.
 - Offered support for four hours a day for six weeks.
 - Total questions answered = 519.
 - Average questions per day = 20.76.
 - Average questions per hour = 5.19.
- Deployed Windows 7 for all public and staff.
- Implemented KMS (Key Management Service) authentication using the campus KMS server hosted by CS&T.
- Updated public laptops to use and print from the campus WPA2 (Wi-Fi Protected Access) wireless network.
- Coordinated with OIR to update two library classrooms with smart podiums.
- Deployed seven new digital signs using the newly purchased Four Winds Interactive digital signage software.



Web Services

UCF Libraries Public Website

- Created a 3D model of the library and successfully submitted it to Google Earth.
- Submitted updated maps into Google's Google Maps Floor Plan project which added our floor plans onto the Android Mobile version of Google Maps. Now everyone can navigate our library using their standard Android device.
- Worked with Special Collections & University Archives to update their home page and layout for subsequent pages.
- Created Exhibit pages templates for new Special Collections exhibits.
- Created a new Photo Gallery for the website to allow easy integration of a collection of images onto any page. This new gallery can be placed on any page by using a simple PHP include. The user is only responsible for placing the desired images into an images directory and creating a list file that contains all names of the image files, the title that they wish to display, and any descriptive text that will appear in the large image popup. The Gallery can be customized to show a single row of pictures or an entire page if desired.
- Created a new Tech Fee section of the website to showcase approved Student Tech Fee proposals.
- Worked with Collection Management to update their home page and layout for subsequent pages.



- Created a Librarian profile page template to showcase our librarians' expertise and accomplishments.
- Created several large posters used by librarians for presentations at different conferences throughout the year.
- Maintained and fixed intranet functions and pages like the Bibliographic Maintenance form, Database News, New Service Requests, etc.
- Fixed errors and display issues with ILLiad and EZProxy.
- Created new signage for use on the new digital display system.
- Managed Digital Sign system and new sign requests.
- Redesigned the main homepage to make it easier to use and less cluttered.
- Redesigned the library header to bring more functionality to users on every page. This included adding a new drop down-based menu with many more links to essential library pages.
- Worked with the Scholarly Communications Group to help design their new Web pages
- Converted old headers on EZProxy and ILLiad to the new standard header.
- Performed general website maintenance and updates throughout the year.

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Changes in Staff

- Blake Stephens left UCF for a position in California.
- Aaron Keyser was hired as Systems Administrator.
- Robert Ciullo was hired as Web Applications Developer Assistant.

Departmental Goals: 2011-2012

- **Continue** investigating implementing an institutional repository at UCF. Lee Dotson chaired the Scholarly Communications Task Force that examined other universities' efforts to create IRs and made recommendations regarding the role the UCF Libraries should play in the establishment of an IR at UCF. At the suggestion of Dr. Joel Hartman, Vice Provost for IT&R, the group was then tasked to create a "mental model" that would outline and illustrate the roles and responsibilities other units on campus would have in supporting an IR and research computing.
- Continue working with ORC and IST to create a data management plan for UCF. Providing information on creating data management plans is part of the mental model of the research lifecycle that the Libraries has committed to supporting. ORC and IST have been consulted about their potential roles in the lifecycle and discussion continues as it is further developed.
- Develop policies and procedures for submitting and publishing content on the Libraries' digital signs. A basic procedure for developing content and

- submitting it for publication to the digital signs was created. A communications committee has been formed to address not only digital signage but also other modes of communicating UCF Libraries information.
- **Explore options for delivering assistance more directly to students with technology problems.** A technology support desk was set up at one end of the Circulation Desk for the first six weeks of the spring semester staffed by two tech support students. Desk hours were Monday through Thursday 10 a.m. to 2 p.m. A more permanent, full-time solution is being explored.
- 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. completed its evaluation of the wireless signal strength and location of access points (APs) throughout the building and reported that the number of APs was appropriate to the size of the building and occupancy. The ability of the APs to release and reconnect users as they move through the building was called into question and is being examined. Also of concern is the users' authentication on the There are a limited number of guest network. accounts available for the campus and once that number is reached access is denied. Staff at the new technology support desk encourage users to log into WPA2 for UCF access. Users are also given assistance configuring their laptops.
- Increase staff. Two existing positions were reclassified and internal staff applied for and moved into those positions. There are currently 2 vacancies. The department is further evaluating its needs and restructuring to assign responsibilities appropriate to current and future projects. While the two vacant positions will, in all likelihood, be reclassified to support new services and technologies, additional staff will be needed for a fully staffed technology support desk and growing digital initiatives.

Departmental Goals: 2012/2013

- Improve communication with CS&T with regard to equipment, storage, printing, and wireless issues.
- Continue to participate in Digital Scholarship, Institutional Repository, Research Computing and Scholarly Communication initiatives.
- Increase open access hosting options.
- Evaluate the technology support desk pilot with an eye toward a full-time service.
- Implement monthly online training sessions on a variety of technology topics.



Performance Enhancement Recommendations

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

IT&DI continues to work with CS&T to implement changes and enhancements to support equipment, storage, printing, and wireless needs. It is hoped that more improvements to communication and collaboration will ensure that the Libraries' needs are met in a timely manner.



Information Technology & Digital Initiatives Table 1 Fortherical Symport Statistics (Main, CMC, Decor

Technical Support Statistics (Main, CMC, Rosen)

		20	011-2012	2010-2011
Work (total	Orders Logged tech & supplies)		1,659	1,940
Work (by te	Orders Completed echs)		991	1,166
	PCs		604	607
	ı	Public	401	361
		Staff	162	205
	Class	sroom	41	41
	Laptops		109	109
	I	Public	83	83
		Staff	26	25
	Printers		44	44
	I	Public	11	11
		Staff	33	33
	Tablets		60	60
		iPad	45	45
		Staff	10	10
	A	ndroid	5	5
	Servers		37	37
	Wir	ndows	17	17
	Unix (Virtualized in	2010)	1	1
	\	/irtual	18	18
	Ph	ysical	1	1

Advancement Toward the President's Five Goals



Be America's leading partnership university

- New partnerships are being formed with six potential new participants in Central Florida Memory (CFM): Oviedo Historical Society, Apopka Museum, Lake County Library System, Eustis Memorial Library, the Winter Garden Heritage Foundation, and St. Luke's Lutheran Church. Collaboration is also underway with the Regional Initiative for Collecting the History Experiences and Stories of Central Florida (RICHES) program to add their Veterans' Oral Histories to CFM.
- Information Technology & Digital Initiatives 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.

Information Technology & Digital Initiatives Table 2 Network Printing Statistics (No. of Pages)

Printer	2011-2012	2010-2011
2nd Floor Main - BW1	29,964	36,403
2nd Floor Main - BW2	46,748	43,670
2nd Floor Main - BW3	142,747	133,582
2nd Floor Main - BW4	216,709	190,989
3rd Floor Main - BW5	30,617	28,901
Lobby	82,231	90,951
Main (Color)	7,819	8,517
CMC (BW)	95,645	89,363
CMC (Color)	4,239	3,713
Rosen 1	57,256	48,260
Rosen 2 (3 Dec 2009)	49,536	47,440
Total	763,511	721,789

Information Technology & Digital Initiatives Table 3

Electronic Theses & Dissertations Submissions

1	Jan 2004 - 30 June 2012 2				
1.	July 2911 - 30 June 2012				
	Honors Theses*	230			
	Retrospective Theses & Dissertations	100			

^{*}Began supporting Honors College theses submissions. No longer handle graduate thesis and dissertation submissions. These are now being handled by Graduate Studies.



Information Technology & Digital Initiatives *Table 4*

Web Page Statistics (using Google Analytics)

	· ·	
	2011-2012	2010-2011
Total Page Views	8,389,200	8,762,968
Average Page Views per Visit	3.69	4.06
Visitors	3,020,689	3,137,441
Unique IPs	2,035,483	1,092,526
Mobile Devices	56,180	25,419
Stats for Library Main		
Total Page Views	7,878,709	8,525,294
Average Page Views per visit	2.74	2.77
Visitors	2,879,846	3,082,039
Unique IPs	1,931,756	1,055,867
Mobile Devices	49,492	24,234
Visits from Social Referers (Facebook, Blogger, Reddit, etc.)	2,043	
Stats for CFM		
Total Page Views	106,644	74,998
Average Page Views per visit	4.93	5.51
Visitors	21,614	13,604
Unique IPs	17,290	10,960
Mobile Devices	1,632	379
Visits from Social Referers (Facebook, Blogger, Reddit, etc.)	150	
Stats for LibGuides		
Total Page Views	403,847	162,676*
Average Page Views per visit	3.39	3.89*
Visitors	119,229	41,798*
Unique IPs	86,437	25,699*
Mobile Devices	5,056	806*
Visits from Social Referers (Facebook, Blogger, Reddit, etc.)	216	

^{*}Stats for LibGuides (1/26/2011 - 6/30/2011)

Information Technology & Digital Initiatives Table 5 Florida Digital Archive Statistics (2011-2012)

Project Number of pkgs **Number of files** Size Harrison "Buzz" Price 1.57 GB 117 351 Central Florida Memory 1,701 30,575 1.01 TB **Special Collections** 5 1,678 62.41 GB University Archives 114 6,055 651.91 GB Digital Library of the Caribbean 160.30 GB 313 24,386 Florida Historical Quarterly 86 33,857 1.908 GB Institute for Simulation and Training 14 28 246.34 MB Retrospective Theses & Dissertations 166 779.44 GB 18,689 **PRISM** 720 39,623 291.28 GB Veterans Oral Histories 63 390 49.96 GB



Information Technology & Digital Initiatives Table 6 Digital Services Statistics

	2011-2012	2010-2011
Project	Images	Images
Central Florida Future	1,311	-
Central Florida Memory	44	4,210
Civil War	-	2,555
College of Education	601	-
Digital Library of the Caribbean(dLOC)	494	3,118
Florida Historical Quarterly	618	1,289
Harrison Price Papers	47	-
ILL	160	110
Other	305	473
Retrospective Theses & Dissertations	13,749	7,095
RICHES	47	1,137
Special Requests	-	473
University Photograph Collection 1965	24	-
University Archives	2,997	4
Van Sickle Project (PRISM)	-	6,463
Project	Audio/Video	Audio/Video
Commencement	-	18
UCF Community Veterans History Project	216	133
Total Audio/Video	216	151
Total Images	20,614	26,927
Total Digital	20,830	27,078



Joel Lavoie, Library IT Manager, receiving the first ever IT&R Outstanding Service Award from Dr. Joel Hartman. The award was presented at the annual IT&R Social on May 10, 2012; the theme was "It's a Jungle Out There."

Selma K. Jaskowski Assistant Director, Information Technology & Digital Initiatives



Statistical Summary 2011-2012

OLUMES HELD	OWN6/30/11	ADDED	DELETED	OWN 6/30/12
Main Library	1,300,570	19,013	2,069	1,317,514
Brevard	39,932	293	282	39,943
Daytona	21,592	124	421	21,295
South Lake, Leesburg	2,642	38	1	2,679
Universal Foundation Library at Rosen College	9,078	620	112	9,586
Curriculum Materials Center (CMC)	37,647	1,970	158	39,459
Orlando West, Osceola	630	71		701
Ocala	366	29		395
Sanford/Lake Mary	608	84	2	690
Offsite Storage	26,255			26,255
Florida Solar Energy Center (FSEC), includes docs	29,242	710	19	29,933
Subtotal print volumes	1,468,562	22,952	3,064	1,488,450
Electronic volumes (netLibrary, other)	624,182	62,007	137	686,052
TOTAL	2,092,744	84,959	3,201	2,174,502
CATALOGED TITLES ALL LOCATIONS &	1,994,480	101,714	3,387	2,092,807
MICROFORM UNITS				
Microfilm	_			
Main Library	63,798	294	-	64,092
Microfiche - General				
Main Library	1,181,565	1,348	-	1,182,913
FSEC	56,522	-	-	56,522
Documents Microfiche (ASI, CFR, CIS, IIS, SRI)	955,050	32,493	-	987,543
Microfiche Government Documents	867,439	6,601	-	874,040
U.S. Patents (Microfilm)	8,906	-	-	8,900
TOTAL	3,133,280	40,736	-	3,174,010
OVERNMENT DOCUMENTS				
Print:				
U.S.Government	281,078	1,239	424	281,893
Florida Government	36,536	299	19	36,816
Subtotal Print Gov't Documents (for IPEDS)	317,614	1,538	443	318,70
(Total IPEDS holdings incl.Gov Docs)	2,410,358	86,497	3,644	2,493,21
Non-Print:				
U.S.Electronic (CD-ROM, DVD, floppy)	4,840	78	-	4,918
FloridaElectronic (CD-ROM, DVD, floppy)	58	4	-	62
U.S.Patents (CD-ROM, DVD)	1,951	84	-	2,035
Maps	3,924	8	-	3,932
TOTAL	328,387	1,712	443	329,650
ERIALS SUBSRIPTIONS	020,001			020,000
Periodicals all locations:	4 400		405	4.004
Print Journals	1,406	1 70E	125	1,28 ⁻ 39,25
E-Journals (Dual format + e-only) Newspapers	37,469 13	1,785	7	
			1	365
E-Databases	365	4	4.4	
FSEC Serials	82	1	11	72
Federal Depository Program (FDP) print serials	604	-		604
				2 20
FDP e-serials (dual format + e-only)	3,394	Ξ	<u>:</u>	
FDP e-serials (dual format + e-only) TOTAL ACTIVE SERIAL SUBSCRIPTIONS	3,394 43,333	<u>-</u> 1,786	<u>-</u> 143	44,970
FDP e-serials (dual format + e-only) TOTAL ACTIVE SERIAL SUBSCRIPTIONS Total Electronic Serial Subscriptions	3,394 43,333 40,863	<u>-</u> 1,786 1,785	<u>-</u> 143	44,970 42,648
FDP e-serials (dual format + e-only) TOTAL ACTIVE SERIAL SUBSCRIPTIONS	3,394 43,333		143	44,97 42,64
FDP e-serials (dual format + e-only) TOTAL ACTIVE SERIAL SUBSCRIPTIONS Total Electronic Serial Subscriptions TOTAL INACTIVE TITLES IEDIA VOLUMES	3,394 43,333 40,863 4,793	1,785		44,97 42,64 4,79
FDP e-serials (dual format + e-only) TOTAL ACTIVE SERIAL SUBSCRIPTIONS Total Electronic Serial Subscriptions	3,394 43,333 40,863 4,793 35,840	1,785 733	1,024	44,97(42,64(4,79) 35,54(
FDP e-serials (dual format + e-only) TOTAL ACTIVE SERIAL SUBSCRIPTIONS Total Electronic Serial Subscriptions	3,394 43,333 40,863 4,793 35,840 5,833	1,785 733 75	1,024 5	44,970 42,648 4,793 35,549 5,903
FDP e-serials (dual format + e-only) TOTAL ACTIVE SERIAL SUBSCRIPTIONS Total Electronic Serial Subscriptions	3,394 43,333 40,863 4,793 35,840 5,833 1,797	733 75 171	1,024	44,976 42,648 4,793 35,549 5,903 1,681
FDP e-serials (dual format + e-only) TOTAL ACTIVE SERIAL SUBSCRIPTIONS Total Electronic Serial Subscriptions	3,394 43,333 40,863 4,793 35,840 5,833	1,785 733 75	1,024 5	3,394 44,976 42,648 4,793 35,549 5,903 1,681 8,035



	A VOLUMES	OWN 6/30/11	Added	Deleted	OWN 6/30/12
Main					
	Cassettes/AudioTapes	1,644	13	286	1,371
	CD/ROMs	2,423	173	48	2,548
	Compact Discs (music)	5,317	46	22	5,341
	Compact Discs (other)	14			14
	E-sound Recordings	2,930			2,930
	DVDs	5,765	474	19	6,220
	DVD ROMS	5			5
	Filmstrips	500			500
	Laser Discs12"	203			203
	Other	42	19	555	(494)
	Phonograph Records	2,326			2,326
	Pictures	11			11
	Video Recordings	14,660	8	94	14,574
	Total-Main	35,840	733	1,024	35,549
Curric	ulum Materials Center				
	Cassettes/Audiotapes	378			378
	CD-ROMs	384	1		385
	Compact Discs	374	7		381
	DVD	251	17		268
	Filmstrips	399		1	398
	Games	218	11	1	228
	Kits	490	12	·	502
	Laser Discs12"	60	12		60
	Maps	16			16
	Media Kits	41			41
	Models	40	12		52
	Pictures	200	12		200
	Multi-media	156			156
	Other	74	5		79
			5		
	Phonograph Records	961	40		961
	Realia	135	10		145
	Software	724			724
	Transparencies	15		0	15
	Video Recordings	917	75	3 5	914
	Total-CMC	5,833	75	5	5,903
Regio	nal Campuses and Rosen				
	Compact Discs (music)	76			76
	Cassettes/Audiotapes	27		10	17
	CD/DVD	1,023	133	15	1,141
	CD-ROMS	128	16	7	137
	Other	10	21		31
	Video Recordings	533	1	255	279
	Total-Branches	1,797	171	287	1,681
Florida	a Solar Energy Center				
	Cassettes/Audiotapes	58			58
	CD-ROMs	138	15		153
	Films	10			10
	Slides	7,572			7,572
	Video Recordings	241	1		242
	Total-FSEC	8,019	16		8,035
	•		ſ		
	TOTAL MEDIA VOLUMES	51,489	995	1,316	51,168

Financial Profile (Expenditures

Financial Profile (Expenditures)

	2011-2012	2010-2011	2009-2010	2008-2009	2007-2008	2006-2007	2005-2006	2004-2005	2003-2004	2002-2003
Salaries - Full-time (1)	\$5,295,212	\$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
Part-time Personnel (2)	\$544,902	\$504,038	\$517,565	\$458,727	\$537,698	\$615,997	\$579,478	\$600,094	\$629,670	\$485,397
Operating Expense (3)	\$519,007	\$673,498	\$466,140	\$408,650	\$641,580	\$912,573	\$643,044	\$670,940	\$640,077	\$580,051
Capitalized Furniture and Equipment (4)	\$0	\$501,657	\$632,672	\$308,758	\$346,366	\$326,322	\$309,754	\$278,665	\$265,957	\$291,864
Library Materials (5)	\$6,451,724	\$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
ibrary Total Expenditures										

\$12,810,845 \$13,461,091 \$12,396,436 \$12,563,237 \$12,690,820 \$13,769,274 \$12,877,073 \$12,368,613 \$11,463,049 \$11,147,550

- (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)
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
2011/2012	5,079,778	1,371,946	6,451,724	3,204,601	1,989,088	1,176,949	50,867	30,219	6,451,724

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.





Funds from Other Sources – 10 Year Synopsis

Notes to Materials Budget

FY 2011/12		455,263	Tech Fee Awards: Cambridge Books Online; Sage Deep Backfile; EBSCO's Discovery Service
1 1 201 1/12		57,040	Biomolecular funds
		10,000	Research and Contracts
		558,586	Transfer from Operations
		100,000	Transfer from ITR - Advance against next year
		30,000	Latin American Studies
		87,975	Planning Monies
		11,494	UCF Foundation – Hospitality Management
		18,436	EBSCO Credit Liquidated
		20,000	Regional Campuses
		14,152	Replacements
		9,000	Medical College Endnote
	\$	1,371,946	Total
	•	,- ,-	
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
	\$	1,052,579	Total
FY 2009/10	\$	71,000	Strategic Purchase Award
		34,066	Planning money
		92,024	Operations conversion
		10,000	Research and Contracts
		10,000	resourch and contracts
		62,000	Biomolecular
		62,000	Biomolecular
		62,000 20,000	Biomolecular Regionals money
		62,000 20,000 2,910	Biomolecular Regionals money Rosen Horowitz gift
		62,000 20,000 2,910 150,299	Biomolecular Regionals money Rosen Horowitz gift Springer Tech Fee Award
	\$	62,000 20,000 2,910 150,299 18,181	Biomolecular Regionals money Rosen Horowitz gift Springer Tech Fee Award Thesis and book replacements
		62,000 20,000 2,910 150,299 18,181 34,469 494,949	Biomolecular Regionals money Rosen Horowitz gift Springer Tech Fee Award Thesis and book replacements Miscellaneous Total
FY 2008/09		62,000 20,000 2,910 150,299 18,181 34,469 494,949	Biomolecular Regionals money Rosen Horowitz gift Springer Tech Fee Award Thesis and book replacements Miscellaneous
FY 2008/09		62,000 20,000 2,910 150,299 18,181 34,469 494,949	Biomolecular Regionals money Rosen Horowitz gift Springer Tech Fee Award Thesis and book replacements Miscellaneous Total
FY 2008/09		62,000 20,000 2,910 150,299 18,181 34,469 494,949	Biomolecular Regionals money Rosen Horowitz gift Springer Tech Fee Award Thesis and book replacements Miscellaneous Total Research and Contracts
FY 2008/09		62,000 20,000 2,910 150,299 18,181 34,469 494,949 10,000 160,000	Biomolecular Regionals money Rosen Horowitz gift Springer Tech Fee Award Thesis and book replacements Miscellaneous Total Research and Contracts Planning money conversion
FY 2008/09		62,000 20,000 2,910 150,299 18,181 34,469 494,949 10,000 160,000 62,000	Biomolecular Regionals money Rosen Horowitz gift Springer Tech Fee Award Thesis and book replacements Miscellaneous Total Research and Contracts Planning money conversion Biomolecular
FY 2008/09		62,000 20,000 2,910 150,299 18,181 34,469 494,949 10,000 160,000 62,000 21,561	Biomolecular Regionals money Rosen Horowitz gift Springer Tech Fee Award Thesis and book replacements Miscellaneous Total Research and Contracts Planning money conversion Biomolecular Internal revenue
FY 2008/09		62,000 20,000 2,910 150,299 18,181 34,469 494,949 10,000 160,000 62,000 21,561 80,310	Biomolecular Regionals money Rosen Horowitz gift Springer Tech Fee Award Thesis and book replacements Miscellaneous Total Research and Contracts Planning money conversion Biomolecular Internal revenue Fines Money for Mundy and King Collections
FY 2008/09		62,000 20,000 2,910 150,299 18,181 34,469 494,949 10,000 160,000 62,000 21,561 80,310 125,414	Biomolecular Regionals money Rosen Horowitz gift Springer Tech Fee Award Thesis and book replacements Miscellaneous Total Research and Contracts Planning money conversion Biomolecular Internal revenue Fines Money for Mundy and King Collections Internal conversions

Funds from Other Sources (cont'd)



FY 2007/08	\$	3,000	History Dept
		18,000	Film Dept
		10,000	Research and Contracts
		160,000	Planning money conversion
		30,000	Music Dept
		62,000	Biomolecular
		111,139	Internal conversions
	\$	394,139	Total
E)/ 200//07			
FY 2006/07	\$	131,542	Departmental program funds loaded into base budget
		65,890	Flood Expenditures - Materials
		14,178	Sociology, Statistics, anthropology program funding
		261,937	Library internal operating conversions
		524,586	Temporary loan from renovation funds
		31,300	Lost Book Fees
		10,000	Office of Research
	\$	1,039,433	Total
FY 2005/06	\$	9,500	AA Undergraduate Studies
1 1 2003/00	Ψ	160,042	Departmental program funds loaded into base budget
		12,000	Education Sports and Fitness
		100,116	Library internal operating conversions
		396,000	Regional Campus Support
		19,565	Lost Book Fees
		31,000	Economics Ph.D.
		10,000	Office of Research
	\$	738,223	Total
FY 2004/05	\$	300,000	Regional Campus funds
1 1 200-703	φ		
		138,020	Departmental program funds loaded into base budget Film, A&S and Sports
		16,550	IST
		20,000	
		6,000	Theater
		10,000	Office of Research
ı	_	13,671	Replacements (Binding Revenue of T&D discontinued)
ı	\$	504,241	Total
FY 2003/04	\$	250,000	University Special
		6,411	Arts and Sciences
		30,000	Rosen College of Hospitality Management
		43,909	Revenue (Replacements and thesis/dissertation)
		20,000	IST
		10,000	Office of Research
		20,791	Operations sweep
	\$	381,111	Total
FY 2002/03	\$	136,998	Operating budget sweeps
1 1 2002/03	Ψ	62,000	Molecular Biology Support
		500,000	University Special
		32,680	Thesis reimbursements and book replacement
		43,190	Additional academic program support
		195,000	Regional Campus Support
		100,000	AA Reserve
		10,000	Sponsored Research
	\$	1,079,868	Total



Faculty & Staff Accomplishments



Leticia Abulencia Sr. LTA

Cataloging Services

- Training/Development:
 - UCF HR:
 - UCF Health Center Services Information Session, July 2011
 - "Using FRS to Plan for Your Retirement," April 2012
 - "Nearing Retirement in the FRS," April 2012
 - Library Training:
 - RDA for Beginners, April 2012
 - Introduction to Shared Bib Session, June 2012
 - FCLA Shared Bib Training for Cataloging, Part 1 & 2, June 2012
 - Shared Bib Local Training for Cataloging, June 2012
 - RDA and FRBR Training, October 2011
 - "Hostile Intruder," UCF Office of Emergency Management, June 2012
 - ALA 2012 Annual Tech Wrap-Up, June 2012
- Attended:
 - Walk with a Doc, April 2012
 - USPS Annual Staff Assembly, April 2012
 - Field trips:
 - Rosen Library, June 2012
 - College of Medicine Library, June 2012



Barbara Alderman Regional Campus Librarian Palm Bay/Cocoa

- Creative Works:
 - Community Group participant, in BCC's Angel WebCourses, for the Palm Bay library Group Read initiative, *Meaningful Workplaces*.
 - "Highlights from the ERIC Users Forum," coauthor with co-chair Sara Holder, column on EBSS Newsletter, Fall 2011, Vol. 26, No.2 and ERIC Users Committee Report, Spring 2012, Vol. 27, No. 1
- Service:
 - National:
 - ACRL EBSS:
 - ERIC Users Committee, co-chair
 - Virtual Midwinter Meeting, December 2011 (co-organized)
 - ALA Annual Conference, June 2012 (co-organized)
 - Advisory Committee.
 - Local:
 - Mentored a BCC adjunct librarian for submission and acceptance of an article "Bridging the gap between law enforcement and librarianship: Common goals of communication" for publication in *College* & Research Libraries News, February 2012
 - Library Association of Brevard Annual Banquet committee.
 - Debate Team in Palm Bay, assisted with research
 - Libraries: Search Committee, Head, Reference

- Training/Development:
 - Oxford Scholarship and Handbooks Online training, April 2011
 - Guide to Proposal Writing Workshop, July 2011
 - UFF Contract and Grievance workshop, September 2011
 - Webinars:
 - "Advanced Searching: Beyond the Single Search Box," July 2011
 - "Effectively Fight Information Overload," Dow Jones, July 2011
 - "Are you Ready for Reference? Using ProQuest Statistical Insight and Datasets at the Reference Desk," August 2011
 - APA, September 2011
 - "Introduction to PsycTests"
 - "Introduction to PsycTherapy"
 - Adobe Connect, host Roz Veltnar, December 2011
- Attended:
 - ACRL EBSS Psychology Committee Virtual Midwinter meeting, January 2012
 - American Library Association Annual Conference, June 2012.



Frank Allen Associate Director Administrative Services

Creative Works: "The Knowledge Commons: Reasserting the Library as the Heart of Campus," College and Research Libraries News, 72, no. 8, 468+, (September 2011)



Frank

- Service:
 - Outside referee for three (3) College and Research Libraries manuscripts
 - LLAMA:

• National:

- Building & Equipment Section (BES)
 - Executive Committee
 - ACRL/LLAMA Interdivisional Committee on Building Resources, 2011-13
- LOMS Financial and Administrative Services committee, 2011-13
- State: SUL Statewide Storage Taskforce, 2011-12
- <u>University</u>: UCF strategic planning committee, 2012-13, Libraries representative; participated in a major strategic plan re-write
- <u>Libra</u>ries:
 - Annual Evaluation and Standards Procedures Committee, 2011-12
 - Library Faculty meeting coordinator, January 2010- December 2011
 - Coordinated August 2011 faculty meeting: Debate on TIAGA Trends in Academic Libraries
 - 2011 holiday party food drive, chair. With colleagues, distributed flyers, placed pickup boxes, retrieved food items and delivered to the Knights Pantry. The campaign generated donations of 303 food items.





Michael A. Arthur Department Head Acquisitions & Collections Services

- Creative Works:
 - "Looking for Money in All the Right Places: How One Academic Library is Making Good Use of Michael Arthur Grant Funds," paper, 31st Annual Charleston Conference: Issues in Book and Serial Acquisition. Charleston, SC., November 2011
 - "Getting What You Need from the UCF Library," presentation with Renee Montgomery & Kristine Shrauger, Faculty Development Summer Conference, FCTL, May 2012
- Service:
 - National
 - Springer Library Advisory Board
 - Alibris for Libraries Advisory Board
 - Association of Southeastern Research Libraries, Collection Development Committee, co-chair
 - NASIG
 - Conference Planning Committee
 - Conference Registrar in Training
 - State.
 - SUS Collections Planning Committee (CPC), chair, UCF representative
 - Council of State University Libraries, represented CPC at the quarterly meetings
 - University:
 - UCF University Athletics Committee
 - Game Day Ambassador for UCF home football games as scheduled, volunteer
 - Libraries:
 - Library Weeding Committee
 - UCF local Shared Bib Implementation project
- Training/Development:
 - Copyright compliance training for IT&R managers
 - "ABCs of Diversity," Diversity Initiatives
- Attended:
 - Charleston Conference: Issues in Book and Serial Acquisition Annual Conference, 2011
 - North American Serials Interest Group Annual Conference, 2012
 - ALA Annual Conference, Anaheim, June 2012
 - UCF Diversity Breakfast



Joseph Ayoub Sr. LTA

Circulation Services

- Service: Libraries Diversity Week Team
- Training/Development: UCF:
 - "Credit Card Information Security," F&A online course
 - "Intellectual Property Rights," ORC
 - "UCF's Steps to Prevent Discrimination,"
 - TBLC
 - "Customer Service: The Impact of Words"
 - "Customer Service: The Power of a Smile on Monday"
 - "Customer Service: The Value of Thank You"



Barry Baker Director of Libraries

- Creative Works: Editor, "Technical Services Report" in Technical Services Quarterly
- Service:
 - International:
 - ACURIL:
 - Academic Libraries Special Interest Group, chair
 - Finance committee, chair
 - Digital Library of the Caribbean (dLOC)
 Executive Committee, vice-chair
 - National:
 - ALA: Library Leadership & Management Association, Building and Equipment Section, Buildings for College and University Libraries Committee, 2011-2013
 - Southeastern Library Association,
 Constitution & Handbook Committee
 - Association of Southeastern Research Libraries Membership Committee
 - EBSCO Publishing Academic Advisory Board
 - *State*:
 - Florida Virtual Campus Library Services Members Council
 - Council of State University Libraries
 - Florida Center for Library Automation Board
 - Florida Library Network Council

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🏴 Debbie Barnes

Facilities Specialist Library Administration

- Service:
 - *University*: IT&R Social Planning committee
 - <u>Libraries- Committees</u>:
 - Exhibits & Events
 - Holiday Party
 - Evacuation Team
 - Review and update library emergency procedures, October 2011
- Training/Development:
 - Property Meeting to review and learn new campus and state guidelines for property control and accountability, July 2011
 - "ABC's of Diversity," Diversity Initiatives, March 2012
 - "Workplace First Aid & Safety Adult CPR/AED," certificate of completion from the American Red Cross, UCF HR, March 2012
 - "Smoke Free Campus," UCF HR, May 2012



Buenaventura Basco

Coordinator, Information Source Research & Information Services

Creative Works: "ResearcherID: A Gateway to Researchers and their Published Works and a Place Where Researchers Connect in the Global Community," presentation, Summer Faculty Development Conference, FCTL, May 2012



Service:

- National:
 - ALA
 - Asian/Pacific American Librarians Association:
 - Executive Director, 2012 2014
 - Award for Literature Committee, cochair, 2011-; Adult Non-Fiction, category chair
 - International Relations Round Table (IRRT) International Papers Committee, chair, 2011-2013
 - Council International Relations Committee (Standing, Council), 2009-2011, appointed Member

• State:

- Florida SUL Electronics Collection Committee, Business Subcommittee, chair
- Innovation Explorers, Elsevier's online community.

• University:

- Faculty Senate Parking Advisory Committee, 2011 - 2012
- Improving Network Services Committee, 2011 - 2012.
- Education Ph.D. International Student from South Korea, 2011 - 2012.

• *Libraries*:

- Faculty and Staff Campaign, co-chair
- Faculty Affairs Committee, mentoring coordinator
- Libraries Diversity Week Committee, chair
- Holiday Committee, co-chair
- Space Management Group, Reference Services, head
- Directors Advisory Group
- Search Committee, Reference Librarian (resulted in hiring Patti McCall)

Dr. Penny Beile **Associate Director**

Information Services & Scholarly Communications

- Creative Works: Introduction [invited]. In R. Kohrman (Ed.), Curriculum Materials Collections and Centers: Legacies from the Past, Visions of the Future. Chicago: ACRL, 2011
- - Penny Reile

- Service:
 - National: ACRL Education and Behavioral Sciences Section (EBSS)
 - Distinguished Librarian Award Committee, 2010-2012
 - Nominating Committee, 2009-2011

• University:

- Dissertation committees: Patricia Lafferty (Nursing), member, in progress.
- Bai Yen Chen's promotion committee; also worked closely with CDL on refining, interpreting and implementing their promotion procedures.

 UCF Faculty Senate Budget and Administration Committee

• Libraries:

- Library Policy Advisory Committee, chair
- Search Committee, Reference Librarian (resulted in hiring Patti McCall)
- Automated Retrieval Center Committee
- Web Scale Discovery Tool Committee
- Scholarly Communications Task Force
- Public Services 21st Century Planning Committee
- Annual Evaluation & Standards Procedures

Elena Beredo Sr. LTA

Acquisitions & Collections Services

Training/Development: Participated in training and planning for implementation of patron driven acquisitions and shelf ready monographs

Corinne Bishop Information Literacy Librarian Information Literacy & Outreach Creative Works:

• "Using library information literacy modules in ENC 1102," with Amy Barnickel. Comp Community Chronicle (an internal newsletter published by the UCF Department of Writing and Rhetoric for English faculty and

those within the department), 9, 3-4.



Corinne Bishop

Presentations

- "Building In: Instructional Design Principles for Library Instruction," invited speaker, Florida Library Association Annual Conference, Orlando, April 2012
- "Scholarly Communication & Open Access Think Tank," with John Venecek, Lee Dotson, and Therese Triumph, panel session coleader, Faculty Center for Teaching and Learning, Fall 2012
- "UCF Libraries' Information Literacy Modules: Impact & Integration into the Curriculum,"1 Elizabeth Killingsworth, Mulvihill, and Renee Montgomery, poster session, Information Fluency Conference, UCF, March 2012

Service:

• *University:*

- Faculty Center for Teaching and Learning Advisory Committee, 2011-2014
- Search Committee, Head, Reference, 2011
- Information Fluency Grants, reviewer 2011-2012

Libraries

- Promotion Coordinating Committee (PCC), 2012-2013
- Scholarly Communication Task Force, 2011-
- Collaborated on UCF Libraries Open Access Week display with Lee Dotson, Therese Triumph, and Kerri Bottorff, October 2011

¹ LibGuide http://guides.ucf.edu/infolitposter



- Training/Development:
 - Continuing Education
 - Admitted to College of Education EdD program, fall 2011; completed four courses during the first two semesters of the EdD program
 - IRB Training
 - Completed the UCF, Collaborative Institutional Training Initiative (CITI), Group 2 Social/Behavioral Research modules, November 2011
 - Webinars/Training
 - "Building New Measures for Impact: Article Level Metrics," presented by Peter Binfield and sponsored by SPARC, April 2012
 - "EndNote Fast Start" and "EndNote Web" training presented by Donna Kirking, Thomson Reuters, March 2012
 - "Copyright and Fair Use: Codes of Best Practice in Higher Education," virtual seminar sponsored by the Association of College & Research Libraries and the American Council of Education, UCF, February 2012
 - "The Blended Learning Toolkit: A DIY Resource for Blended Learning Instructors and Designers," webinar sponsored by EDUCAUSE/ELI, January 2012
 - Grant Writing Workshop, UCF Office of Research and Commercialization (ORC), July 2011



Joe Bizon LTA Supervisor

Acquisitions & Collections Services

- Service:
 - eResources Support Team
 - Acquisitions & Collections Services Reorganization Planning Committee



Parri Bolinger Accountant Library Administration

- Creative Works: "Library Artists"
 Exhibit, featured artists,
 February 2011
- Service/<u>Libraries</u>: Holiday Party Committee
- Training/Development:



- "Sharpening Your Organization Skills," webinar, September 2011
- "Communicating Across Cultures Diversity," Diversity Initiatives, October 2011
- "Credit Card Info Security," UCF F&A online course
- Participated in UCF-sponsored health programs such as Walk-With-a-Doc



[®]Kerri Bottorff

Adjunct Librarian

Research & Information Services

Service: Collaborated on UCF Libraries Open Access Week display with Lee Dotson, Therese Triumph, and Corinne Bishop, October 2011



Tim Bottorff

Department Head

Universal Orlando Foundation Library at the Rosen College of Hospitality Management

- Awards/Promotions: Received UCF's 2012
 Excellence in Librarianship Award
- Creative Works: "Making Online Instruction Count: Statistical Reporting of Web-Based Library Instruction Activities," peer-reviewed article with Andy Todd in College & Research Libraries
- Service:
 - <u>State</u>: Registration table volunteer, 2012 Florida Library Association Annual Conference
 - <u>University</u>: Served as a Faculty Judge for the 2012 Graduate Research Forum
 - Regional:
 - Served as Pronouncer for the Adult Literacy League's 2011 "Lawyers for Literacy Spelling Bee"
 - Served as a Word Judge for the 2012 Orlando Sentinel District Spelling Bee



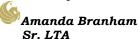
2012 Orlando Sentinel District Spelling Bee: Judges Tim Bottorff & Kristine Shrauger lower

• Libraries.

- Library Grant Selection Subcommittee,
 Negro Leagues Committee of the Society for Baseball Research (SABR)
- Annual Evaluation Standards & Procedures (AESP) committee
- Faculty Affairs Committee (FAC), chair
- Librarians Personnel Advisory Committee (LPAC), vice chair
- Web Working Group (WWG)
- Training/Development:
 - "Hostile Intruder," UCF Office of Emergency Management
 - "How to Approach Those Who Violate UCF's Smoke Free Policy," UCF
- Memberships:
 - American Library Association:
 - Association of College & Research Libraries
 - Library Administration & Management Association



- Florida Library Association, Academic Libraries section
- Attended:
 - Florida Library Association Annual Conference, April 2012



Circulation Services

- Service: Libraries:
 - eResources Support Team
 - New Student Orientation Info Desk
- Training/Development: UCF HR:
 - "Empowered Inclusion, Personal Information Breakthrough"
 - "Ouch! That Stereotype Hurts"
 - "ABCs of Diversity," Diversity Initiatives
 - "Intersection of Faith"



Deirdre

Campbell

n

Deirdre Campbell Sr. LTA Library Administration

Service:

- Staffed Library Information Kiosk
- Search Committee Manager:
- Head, Reference Services
 - Reference Librarian

Training/Development:

- FWS Employer Workshop, August 2011
- TBLC Workshop/Meet & Greet with Andrew Sanderbeck, September 2011
- Demand Driven Acquisitions, information session by Mary Page, October 2011
- HR Liaison Meetings: November 2011, January 2012, April 2012
- Are you ready for Web Scale Discovery? Athena Hoeppner, January 2012
- Introduction to Shared Bib, Jean Piascik, June 2012
- New hire processing procedures, UCF HR, May 2012
- ITR Personnel meeting, Karen Cobbs, May 2012
- "How to Approach those Violating Smoking Policy," UCF, May 2012
- Coordinated & Attended:
 - UCF Health Center Information Session, Megan Pabian, UCF Health Center Coordinator Relations/Public Affairs, UCF Marketing, July 2011
 - Webinars:
 - "Sharpening Your Organizational Skills," September 2011
 - "Rediscovering the Lost Art of Customer Service: Parts 1 & 2," September 2011
 - "Learn Utilizing the Cloud," September 2011
 - "Problem Solving from the Front of the Room," September 2011
 - "Cloud Computing and the Library: Should Your Library get Involved Sooner or Later," November 2011

- CPR Training Instructor Jose Perez, March 2012
- Safety Training Hostile Intruder facilitators, Jennifer Fleischman and Jeannette Emert, UCF Office of Emergency Management, June 2012
- "Reduce Stress by 'Resetting' Your Breathing," Alice Korosy, breathing Coach, June 2011
- Attended: Diversity Breakfast; keynote speaker, Mr. Frank L. Matthews, Publisher and Editor in Chief of the magazine Diverse: Issues in Higher Education

Tina Candela LTA Supervisor Acquisitions & Collections Services

- Service:
 - Libraries:
 - Book Sale, volunteer, October 2011
 - Information Kiosk, August 2011
 - Annual IT&R Social Planning Committee

Tina

Candela

- USPS Staff Council, Research subcommittee
- Volunteered at Libraries' Information Kiosk for "New Student Orientation"
- Training/Development:
 - "Safety Training-Hostile Intruder," UCF Office of Emergency Management, June 2012
 - Fall 2011 DiversiTea: "Making Definitions of Gender: Popular Culture as a Magic System," at UCF Libraries, presenter Dr. Maria Christina Santana, Director, UCF Women's Studies Program, September 2011
 - Shared bib Cataloging Training, Jeanne Piascik trainer, June 2012
 - Shared Bib for Acquisitions & Serials, Elluminate, May 2012
 - Oxford University Press presentation, April 2012
 - RDA For Beginners, Jeanne Piascik, April 2012
 - GOBI Webinar, March 2012
 - EBL Firm Ordering, & YBP new subaccounts, Ying Zhang, October 2011
 - TBLC Webinar workshops:
 - "Handling Customer Complaints without taking things personally," October 2012
 - "Lunch & Learning Utilizing the Cloud," September 2011
 - "Sharpening Your Organizational Skills," September 2011
- Attended:
 - USPS Staff Council Assembly, April 2012
 - 18th Annual Joseph C. Andrews Mentoring Breakfast, January 2012
 - Diversity Week Breakfast, October 2011



- Service:
 - Central Florida Memory, Web Design and Server Support
 - Web Working Group
 - Wordpress@UCF



Bobby Ciullo





Martha Cloutier LTA Specialist **Circulation Services**

- Service/Libraries:
 - Director's Advisory Group
 - Information Kiosk
 - Student Disability Services Committee
 - New Student Orientation Desk
- *Training/Development:*
 - UCF Finance & Accounting
 - "Financials Basic Navigation"
 - "Chart of Accounts,"
 - "Accounts Payable Inquiry"
 - "ABCs of Diversity," UCF Diversity Initiatives



Cloutier

Dr. Linda K. Colding Librarian

Research & Information Services

- Works: "Blueprint Creative for Foundation: Building a Partnership between the Library and FYE Faculty for Academic Success," with Kawanna Bright, Round Table Discussion Facilitator, 30th Annual Conference on the First-Year Experience, San Antonio, February 2012
 - - National: ALA
 - ACRL/Instruction Section Membership Committee, 2011 - 2013, appointed
 - Staff Scholarship Jury, 2011
 - Staff Scholarship, chair, 2012
 - University: Graduate Policy Committee, 2011 -
 - Search Committee, Reference/ Instruction Librarian, chair (resulted in hiring Patti McCall)

Larry Cooperman Adjunct Librarian Research & Information Services

Service: Participant in Mobile Librarian service



Eda Correa Monographs Librarian **Cataloging Services**

- Service:
 - Shared Bib Database Project Local Implementation Team, by performing testing and ALEPH data cleanup.
 - Association of Southeastern Eda Research Libraries (ASERL) on the creation of records for the Civil War Digital Project.
 - Shared Bib Local Implementation Team
 - Indexer for Hispanic American Periodical Index. Journals indexed:
 - Ciencias de gobierno 8:16 (July-Dec 2004)
 - · Comunicación y sociedad no. 14-16 (July-Dec 2011)
 - Frontera Norte 23: 45-46 (Jan-Dec 2011)
 - Política y gobierno 17:2 (July-Dec 2010)
 - Revista de ciencias sociales (Costa Rica) no.126-129 (2009-2010)

- *Training/Development:*
 - Patron Driven Acquisition: Radically Rethinking the Collection, ALA Workshop, October 2011
 - CONTENTdm Mapping session, October 2011
 - Civil War Project session, October 2011
 - Webinars:
 - Changes from AACR2 to RDA: Access Points, July 2011
 - "What's your EQ? Tips on becoming emotionally intelligent," March 2012
 - RDA Essentials, March 2012
 - Connexion Enhancement, April 2012
 - Rare Materials and RDA: Exploring the Issues, May 2012
 - Introduction to Shared Bib Session, June 2012
 - FCLA Shared Bib Training for Cataloging, parts 1 & 2, June 2012
 - "Safety Training-Hostile Intruder," UCF Office of Emergency Management, June 2012
 - Shared Bib Local Training for Cataloging, June 2012
 - ALA 2012 Annual Tech Wrap-Up, June 2012 Memberships:
 - American Library Association, Association of College and Research Libraries (ACRL), Rare Books and Manuscripts (RBMS)
 - Seminar on the Acquisition of Latin American Library Materials (SALALM); Affinity group: Hispanic American Periodicals Index (HAPI)



Alice Crist Sr. LTA Cataloging Services

- Service:
 - United Way 2011
 - Library Evacuation Team
 - Annual Halloween Party ("Monster Mash")



- Training on RDA and FRBR, October 2011
- "Workplace First Aid & Safety Adult CPR/AED," certificate of completion from the American Red Cross, UCF HR, March 2012
- FRS Financial Planning Workshop, April 2012
- Social Security, April 2012
- Introduction to Shared Bib Session, June 2012
- FCLA Shared Bib Training for Cataloging, parts 1 & 2, June 2012
- "Safety Training-Hostile Intruder," UCF Office of Emergency Management, June 2012
- Shared Bib Local Training for Cataloging, June 2012
- ALA 2012 Annual Tech Wrap-Up, June 2012 Attended: Field Trips:
- Rosen Library, June 2012





Nuria Curras Regional Campus Librarian Valencia West

- Creative Works:
 - "Delivery Models in the 21st Century Library," with Jason Martin, Renee Montgomery, and John Venecek, panel, Library Faculty meeting, August 2011



- "Snapshot: A Day in the Life of Florida Libraries," with A. Iuliano, Florida Libraries. 51(1). 16-18 (Spring 2012)¹
- Successful grant proposal, with a nursing faculty member (WAC/UCF), which will be implemented fall 2012
- Collaborated on the creation of a PowerPoint presentation to be added to the Regional Campus' Virtual Orientation.
- Created a LibGuide for Valencia Faculty and New Books Added to the Valencia West/Osceola Campus Library.
- · Survey to gain an understanding of UCF Veterans' comfort with library and writing center resources and services, developed with Andy Todd; Barb Kyle, UCF/BCC Cocoa Campus Writing Center; and Paula Cepero, Cocoa Campus Veterans Outreach, as part of Fund for the Improvement of Postsecondary Education (FISPE) project. Results of the survey will help target specific instructional and consultation resources that would help support Veterans' writing and research needs. With Todd, designing an online research guide to introduce student veterans to our services.

Service:

- State:
 - Florida Library Association's Public Relations Committee
 - Helped coordinate Florida Library Snapshot Day on November 2, 2011.
 - Ask a Librarian Spanish Chat (State)
- - Completed a weeding project at Valencia College Library (West Campus) that consisted of reviewing over 3,000 titles in the legal section.
 - Sat at the UCF Regional Campus' Information Booth (one hour a week) to offer UCF Program Information to prospective Valencia students.
- University
 - Search Committee, Rosen School Hospitality Management Librarian
- *Training & Development:*
 - Valencia College Safety Review workshop.
 - Creating Learning Objects, ACRL
 - Connecting with your Community Facebook, webinar, July 2011
 - SHIP (Shelter in Place) Training, August 2011

Page Curry Digital Imaging Technician Information Technology & Digital Initiatives

Service: Central Florida Memory, Digital Services

Cindy Dancel Office Manager Research & Information Services

- Service: Libraries:
 - Created graphics for:
 - DAG Chili Cook Off
 - Browsing Books display shelves
 - OR Codes
 - Faculty Brochures
 - Fine Romance Traveling Exhibit
 - Mobile Librarian service
 - Patent Workshop
 - Campus Connections
 - Digital Signs and others.
 - Co-created two new videos to promote the Libraries and its services.
 - Planned some rocking parties, including holiday, wedding shower, graduations, and many a birthday.

Gerald Dillon LTA Supervisor Circulation Services

- Service/Libraries:
 - Diversity Week Team
 - Libraries Information Kiosk
 - KRAM 4 the Exam volunteer
- *Training/Development:*
 - UCF Health Services Information Session, **UCF Health Services**
 - Tampa Bay Library Consortium:
 - Meet & Greet with Andrew Sanderbeck
 - "Handling Customer Complaints without Taking Things Personally"
 - "Creating a Culture of Employee Engagement in Your Library"



- Creative Works:
 - *Grant Writing*:

Museum

- "Central Florida Memory: News & Views," with Selma K. Jaskowski, LSTA grant proposal to digitize local collections of newspapers and other visual material
 - NEH grant proposal, with Dr. Connie Lester (History), Jamie Desena, and Laila Miletic-Vejzovic, to digitize, describe, and reprocess the Henry Sanford collection at the Sanford



Cindy Dancel

Lee Dotson

¹ Retrieved from http://www.flalib.org/florida_Libraries.php



• Presentations:

- "Copyright and Digital Collections," Library of Congress Teaching with Primary Sources Workshop, Orlando, September 2011
- "That was Orlando. This is Central Florida Memory!" with Selma Jaskowski, Orlando Natives meeting, April 2012
- "Opening Up Open Access: Open Access is Not Just an Academic Library Issue," with Christine Ross and Isabel Silver, University of Florida; Jonathan Miller, Rollins College; and Micah Vandegrift, Florida State University, Florida Library Association, Orlando, April 2012
- "Crafting the Data Management Plan," with Penny Beile and Selma Jaskowski, NSF TUES workshops (2), April 2012

Service

- <u>Regional</u>: Association of Southeastern Research Libraries Information Technology / Digital Initiatives Interest Group
- State:
 - Council of State University Libraries Digital Initiatives and Services Committee (DISC), vice-chair
 - DISC Common Digital Library Platform subgroupETD Working Group, co-facilitator
- Local: Central Florida Memory:
 - Digital Services Support
 - Grant Writing Committee
- Libraries:
 - · Library Technology Advisory Group
 - UCF Electronic Theses & Dissertations Group
 - Web Working Group
 - Scholarly Communication Task Force, chair
 - "Mental Model" Working Group
 - External Communications Workgroup
 - Search Committee, Metadata Librarian (resulted in the hiring of Sai Deng)
- Digital Project Development:
 - Retrospective conversion of print theses and dissertations
 - UCF Community Veterans Oral Histories
 - University Photographs
 - Institutional Repository project
- Digital Project Management:
 - Central Florida Memory
 - Digital Library of the Caribbean (dLOC)
 - Electronic Theses and Dissertations
 - Florida Heritage
 - Florida Historical Quarterly
 - PRISM: Political & Rights Issues & Social Movements
 - Institute for Simulation & Training
- Training/Development:
 - Data Curation Workshop, Lakeland, July 2011
 - Library of Congress Teaching with Primary Sources Workshop, Orlando, September 2011
- Attended: Florida Library Association Annual Conference, Orlando, April 2012

Anna Dvorecky LTA Specialist Cataloging Services

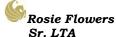
Service:

- <u>University</u>:
 - USPS Staff Council Representative
 - Toys for Tots, 2011

Anna Dvorecky

• Libraries:

- Evacuation Team
- Information Kiosk
- Holiday Celebration Committee, December 2011
- Training/Development:
 - Aleph 20 Information Session, July 2011
 - DiversiTea Workshop, September 2011
 - Webinars:
 - "Lost Art of Customer Service," September 2011
 - "Utilizing the Cloud," September 2011
 - "Handling Customer Complaints Without Taking Things Personally," October 2011
 - CPR Training, UCF HR, March 2012
 - "What's Your EQ? Tips on Becoming Emotionally Intelligent," March 2012
 - ABCs of Diversity, Diversity Initiatives, March 2012
 - RDA for Beginners, April 2012
 - "Safety Training-Hostile Intruder," UCF Office of Emergency Management, June 2012
 - FCLA Shared Bib Training for Cataloging, parts 1 & 2, June 2012
 - ALA 2012 Annual Tech Wrap-Up, June 2012
- Attended:
 - UCF Diversity Week, Social Event, October 2011
 - Diversity Day Networking Event, October 2011
 - USPS Staff Council Meetings
 - Field trip, Rosen Library, June 2012
- Other: UCF Pegasus Health Inaugural "Walk With A Doc," 2012



Information Literacy & Outreach

- Kudos: Graduated with master's degree in Library Science from Florida State University, May 2012
- Service: <u>Libraries</u>:
 - Quick Videos Work Group, 2011-2012
 - Graduate Student Work Group, 2011-2012
 - Director's Advisory Group, 2011-2012
 - Chili Cook-off Planning Committee
 - Search Committees;
 - Reference Librarian, 2011-2012
 - · Head, Information Literacy and Outreach,
- Other.
 - Coordinated Mobile Librarian project
 - Coordinated library instruction while Rachel Mulvihill was on maternity leave and part-time
 - UCF Libraries' Heart Walk Team





Michael Furlong Regional Campus Librarian Daytona State

- Creative Works: "The Singularity of Puppies," The Fantastique Unfettered, Issue 3, pp. 28-45 (Summer/Fall 2011)
- Training/Development: New Librarian Orientation



Michael Furlong

 Membership: International Association for the Fantastic in the Arts



Research & Information Services/Government Documents

- Creative Works:
 - "Finding and Using Neighborhood Demographic and Marketing Data," with Missy Murphey, IT&R Newsletter, May 2012
 - "Finding and Using Neighborhood Demographic Data in your Research," with Missy Murphey, presentation, Summer Faculty Development Conference, FCTL, May 2012



Ashleigh Ginther Sr. LTA

Universal Orlando Foundation Library at the Rosen College of Hospitality Management

- Creative Works: "Backpacking through Europe" display, co-curator with Amanda Richards
- Training/Development: <u>UCF</u>
 - "ABCs of Diversity," UCF Diversity Initiatives
 - "Hostile Intruder," UCF Office of Emergency Management
 - New Employee Orientation
 - "Preventing Discrimination"
- UCF IT&R Social, winner of the Limbo challenge!



Ashleigh Ginther doing the Limbo at the May 2012 IT&R Social with Jade Laderwarg, Payroll Manager, holding the bar

Jan Sr. .

Janet Girard Sr. Accounting Officer Library Administration

- Training/Development:
 - Performance Appraisals, UCF HR Workshop, November 2011
 - UCF F&A online course
 - · Learning Query Basics, December 2011
 - Query Tools for UCF Financials, March 2012
 - "Credit Card Info Security," June 2012
- Attended: Supplier Diversity Day, October 2011

Mary Lee Gladding-Swann Sr. LTA

Circulation Services

- Awards/Promotions: Received 15-Year Library Service Award, August 2011
- Creative Works: Department contributor to Libraries internal newsletter UNBOUND
- Service: Libraries:
 - Libraries Evacuation Team
 - New Student Orientation Desk
- Training/Development: UCF HR:
 - "Suicide Prevention"
 - "Workplace First Aid & Safety Adult CPR/AED," certificate of completion from the American Red Cross, March 2012
 - "Understanding Power & Privilege"



Peggy Gunnell Regional Campus Librarian Sanford/Lake Mary

- Creative Works:
 - Submitted article, "A Marriage Made in Heaven: Supporting the University-College Partnership as a UCF Regional Campus Librarian" for consideration for the fall 2012 issue of Florida Libraries.

Peggy Gunnell

- Developed and narrated a brief PowerPoint presentation on UCF Regional Campus libraries for use in UCF RC virtual orientations.
- Began as an embedded librarian in NUR3805 (summer and fall 2012).
- Service: <u>State</u>:
 - Florida Library Association Membership Committee, Vice-Chair
 - Represented the Florida Library Association at the Florida Writer's Association conference in Lake Mary, October 2011.
 - Assisted in staffing the Florida Library Association booth at the Florida Association for Media in Education conference, October 2011.
- Training/Development: Sunshine State Library Leadership Institute, 2010-2011; graduated July 2011
- Attended: Florida Library Association Annual Conference, April 2012

Andrew

Hackler





Andrew Hackler Sr. LTA

Circulation Services

- Training/Development:
 - UCF HR:
 - PS SA/HR Basic Navigation
 - SR FERPA Training
 - SR Inquiry One & TwoHR
 - "Impact of Sexual Violence on a Modern Society"
 - "Understanding Power & Privilege"
 - "Creating Teachable Moments"
 - "The Illusion of Inclusion"
 - "The Fine Art of Organization Transformation"
 - "Microaggressions Manifestation"
 - New Employee Orientation, UCF HR
 - "Workplace First Aid & Safety Adult CPR/AED," certificate of completion from the American Red Cross, UCF HR, March 2012
 - "Prezi: A New, Free Alternative"
 - "Suicide Prevention"
 - Diversity Initiatives:
 - "ABCs of Diversity"
 - "Discrimination Prevention"



Patrick Hadlock Sr. LTA

Cataloging Services

- Training/Development:
 - Training on RDA and FRBR, October 2011
 - FCLA Shared Bib Training for Cataloging, part 1, June 2012
 - Shared Bib Local Training for Cataloging, June 2012
 - ALA 2012 Annual Tech Wrap-Up, June 2012



Patricia Hall Sr. LTA

Research & Information Services/ Government Documents

- Kudos:
 - LiveUnited Spirit Leadership Award, finalist and Honorary Mention Certificate
 - United Way Campaign Certificate of Appreciation



Patricia Hall

- Service:
 - *University*:
 - LiveUnited campaign, library ambassador, collected supplies for Coalition for the Homeless
 - UCF Black Faculty and Staff Association
 - Knights-Give-Back project "Clean the World," volunteer
 - Libraries: Evacuation Team



Rebecca Hammond LTA

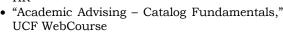
Special Collections & University Archives

Awards/Promotions: Received 10-Year Library Service Award, August 2011



Jonathon Hanie Sr. LTA Circulation Services

- Awards/Promotions: Received 10-Year Library Service Award, August 2011
- Training/Development:
 - "Civility in the Workplace," UCF





Jon Hanie



Richard Harrison

Librarian

Research & Information Services

 Awards/Promotions: Received 10-Year Library Service Award, August 2011



David Healy

Sr. LTA

Cataloging Services

- Training/Development:
 - Training on RDA and FRBR, October 2011
 - Introduction to Shared Bib, June 2012
 - FCLA Shared Bib Training for Cataloging, Parts 1 & 2, June 2012
 - Shared Bib Local Training for Cataloging, June 2012
 - ALA 2012 Annual Tech Wrap-Up, June 2012



Athena Hoeppner Electronic Resources Librarian Acquisitions & Collections Services

- Creative Works:
 - "The Ins and Outs of Evaluating Web-Scale Discovery Services," Computers in Libraries, 1 32(3), 6-40. April 2012



Athena Hoennner

- "A Web Scale Discover Refresher," presented on NISO Webinar: *New Discovery Tools: Moving Beyond Traditional Online Catalogs*, November 2011
- "Web Scale Discovery: Reaching Maturity?" presented with Graham Beastall (Soutron) and Monique Schutterop (Gale Cengage) at Internet Librarian International. London, UK, October 2011
- Service:
 - <u>State:</u> State University Libraries (SUL) Electronic Resources Subcommittee

¹ Retrieved from http://www.infotoday.com/cilmag/apr12/Hoeppner-Web-Scale-Discovery-Services.shtml



• *University:*

- IT Resource Advisory Committee, Faculty Senate subcommittee. 2011-
- Scholarly Communications Task Force, 2011
- Electronic Resources Workgroup, Chair.

• Libraries.

- Electronic Resources Workgroup
- Web Working Group
- Training/Development:
 - "Data Curation: Understanding & Dealing with Research Data," post-conference Workshop, Computers in Libraries, March 2012
 - "Drupal from Start to Finish in a day," preconference Workshop, Computers in Libraries, March 2012
 - "New Discovery Tools: Moving Beyond Traditional Online Catalogs," NISO Webinar, November 2011
- Attended:
 - Computers in Libraries, Washington, DC. March 2012
 - Internet Librarian International, London, UK. October 2011

Megan Humphries Sr. LTA

Circulation Services

- Awards/Promotions: Received 10-Year Library Service Award, August 2011
- Training/Development:
 - UCF HR:
 - "Negativity in the Workplace"
 - "Workplace First Aid & Safety Adult CPR/AED," certificate of completion from the American Red Cross, March 2012
 - "Prezi: A New, Free Alternative"
 - "Suicide Prevention"
 - Diversity Initiatives
 - "Communication Across Cultures"
 - "Discrimination Prevention"
 - "ABCs of Diversity"
- Memberships: Florida Library Association

Pam Jaggernauth LTA Supervisor

Curriculum Materials Center

- Service: Knowledge Commons Public Information Committee
- Training/Development:
 - Performance Appraisal workshop
 - Student Records FERPA training
 - One class towards Accounting degree

Selma K. Jaskowski Assistant Director Information Technology & Digital Initiatives

- Creative Works:
 - "That was Orlando. This is Central Florida Memory!" with Lee Dotson, presentation, Orlando Natives meeting, April 2012



Selma Jaskowski

- "Crafting the Data Management Plan," with Penny Beile and Lee Dotson, NSF TUES workshops (2), April 2012
- "Central Florida Memory: News & Views," with Lee Dotson, LSTA grant proposal to digitize local collections of newspapers and other visual material.

Service:

- FCLA Committee Assignments:
 - LMS Project Coordinator
 - CSUL Technology Advisory Group, coordinator
 - UCF Libraries, PALMM, ETDs, and FDA, project manager

• *University:*

- Information Technology & Resources Coordinating Council
- UCF Departmental Security Coordinator
- ITR Shared Services Group
- Computer Store Advisory Committee

• Libraries:

- Third Floor Planning Committee, chair
- Search Committee, Head, Reference
- Discovery Tool Task Force
- "Mental Model" Working Group
- · Library Technology Advisory Group, chair
- Web Working Group, chair
- Library Advisory Committee
- Student Advisory Committee
- Central Florida Memory
- Grant Writing Committee
- Operations Committee
- Digital Services and Server Support
- Digital Project Development: Institutional Repository
- Digital Project Management:
 - Central Florida Memory
 - Digital Library of the Caribbean (dLOC)
 - Electronic Theses and Dissertations
 - Florida Heritage
 - Florida Historical Quarterly
 - PRISM: Political & Rights Issues & Social Movements
 - Institute for Simulation & Training
- Training/Development: Data curation workshop, Lakeland, July 2011
- Attended:
 - UCF Departmental Security Coordinator's Conference, October 2011
 - Coalition of Networked Information Spring Meeting, Baltimore, April 2012
 - As Coordinator for the CSUL Technology Advisory Group, attended the CSUL Quarterly meetings at UNF, Jacksonville, 31 May -1 June 2012



Marcus

Kilman



Jacqui Johnson Sr. LTA

Cataloging Services

- Training/Development:
 - Training on RDA and FRBR, October 2011
 - "Handling Customer Complaints Without Taking It Personally," webinar, October 2011
 - "Workplace First Aid & Safety Adult CPR/AED," certificate of completion from the American Red Cross, UCF HR, March 2012
 - "What's Your EQ? Tips on Becoming Emotionally Intelligent," webinar, March 2012
 - Introduction to Shared Bib Session, June 2012
 - FCLA Shared Bib Training for Cataloging, parts 1 & 2, June 2012
 - Shared Bib Local Training for Cataloging, June 2012
 - ALA 2012 Annual Tech Wrap-Up, June 2012



Raynette Kibbee

Sr. Administrative Assistant Library Administration

- Creative Works: Completely redesigned Staff Development/Training database
- Service:
 - Web Working Group inactive
 - DAG (ex-officio)
- Training/Development: "Creating Infographics for More Powerful Handouts or Presentations," TBLC Webinar, March 2012



Elizabeth Killingsworth Interim Department Head Information Literacy & Outreach

- Creative Works:
 - "Integrating Information Literacy into the Curriculum: Scalability and Design for Higher Education," presentation, LINCC User Meeting, Central College of Florida, Ocala, April 12, 2012
 - "Using Information Literacy Modules to Maximize Class Time and Solve Common Writing Problems," presentation, Summer Faculty Development Conference, FCTL, May 2012
 - "UCF Libraries' Information Literacy Modules: Impact and Integration into the Curriculum," poster session with Corinne Bishop, Rachel Mulvihill, and Renee Montgomery, Information Fluency Conference, UCF, March 2012
- Service:
 - <u>State:</u> Florida Library Association, Executive Board, East Central Director, elected, 2011-2013
 - *University:*
 - Honors College Information Fluency Student Award Committee, 2011-2012
 - Graduate Appeals Committee, 2011-2012
 - Information Fluency Annual Conference, facilitator, 2012
 - <u>Libraries:</u>
 - Discovery Tool Task Force, 2011-2012
 - Promotion Coordinating Committee, 2011-2013
 - Weeding Task Force, spring 2012

Attended:

- Florida Chapter of the Association of College and Research Libraries (FACRL), Fall Program, Embry-Riddle Aeronautical University, Daytona Beach, October 2011
- 2012 Information Fluency Annual Conference, Orlando, March 2012
- Florida Library Association, Annual Conference, Orlando, April 2012

Marcus Kilman Department Head Circulation Services

- Service:
 - <u>State:</u> SUL Access Services Subcommittee
 - <u>University:</u>
 - Faculty Copyright Liaison
 - Semester Planning and Evaluation Committee



- ARC Committee
- 21st Century Service Committee
- 3rd Floor Renovation Committee
- Signage Subcommittee
- Training/Development:
 - "Rediscovering the Lost Art of Customer Service," TBLC Webinar
 - "Code of Best Practices in Fair Use for Academic and Research Libraries," ARL Webinar
 - "Copyright and Fair Use: Codes of Best Practice in Higher Education," NACUA (National Association of College & University Attorneys) Virtual Seminar
 - "Overview of GSU [Georgia State University] e-Reserve Ruling," ARL Webinar
- Memberships:
 - American Library Association
 - Association of College & Research Libraries



Katie Kirwan Sr. LTA

Acquisitions & Collections Services

Service: E-resources Support Team



Katie Kirwan

Cynthia Kisby Department Head Regional Campus Libraries

- Awards/Promotions: Received 15-Year Library Service Award, August 2011
- Creative Works: "Self-Assessed Learning and User Satisfaction in Regional Campus Libraries,"
 Journal of Academic Librarianship, vol. 37, issue 6, 523-531.1 November 2011



Cynthia Kisby

¹ http://dx.doi.org/10.1016/j.acalib.2011.07.009



- - State: Florida Library Association (FLA):
 - HR Committee, May 2011 May 2013
 - Teller Committee 11/11
 - Coordinated & represented FLA at Florida Association for Media in Education 10/11, Registration Desk Volunteer 2012
 - Libraries:
 - LPAC
 - Ex Officio from July 2003 until December
 - Assisted with candidate credential verification, CPE procedures, Web pages
 - Promotion Coordinating Committee:
 - Beginning 2012 became ex officio
 - Assisted with promotion and CPE timelines and procedures.
 - Worked with Raynette Kibbee on total makeover of faculty Intranet pages.
 - Facilitated the five-year review of faculty Annual Evaluation Standards and Procedures (AESP)
 - Served as UCF Libraries Java Jive Bookkeeper
- - Florida Library Association Annual Conference, Orlando, May 2012



Kovalyov

Igor Kovalyov Sr. LTA

Curriculum Materials Center

- Creative Works: Created display to promote World Sight Day and screening of the film Going Blind
- Service: Director's Advisory Group
 - *Training/Development:* Continued taking classes towards Library Science degree at Clarion University Pennsylvania



Jade Laderwarg



- *Awards/Promotions:*
 - Certificate of completion for Leadership Excellence Series, October 2011
 - 2011 June Stillman Memorial Scholarship
 - Admission to Leadership Enhancement Program, May 2012
- Service: University:
 - Helped coordinate UCF's 18th Annual Joseph C. Andrew Mentoring Breakfast for over 350 attendees.
 - Mentor for two International students: Alice from China and Paola from Aruba
 - BFSA Executive Board, Acting Recording Secretary and Treasurer Elect-FY11/12
 - Non-Traditional Knights (NTK) Committee, Faculty and Staff advocates for traditional students

- Provided Provost Tony Waldrop with a written summary about the MIT/Harvard collaboration "edX," free online education, and its potential for success at UCF, May 2012
- IT&R Social Planning Committee
- *Training/Development:*
 - Shadowed Cynthia Kisby. Personnel Librarian, in an initial search committee meeting, October 2011
 - HR Liaison Meetings: November 2011, January 2012, April 2012
 - UCF HR:
 - "Workplace First Aid & Safety Adult CPR/AED," certificate of completion from the American Red Cross, UCF HR, March 2012
 - LEP Leadership Institute, March 2012
 - "Fred Factor," April 2012
 - "How to Approach those who Violate UCF's Smoking Policy," May 2012
 - Safety Training, June 2012
 - "ABC's of Diversity," Diversity Initiatives, March 2012
 - "Marketing, Branding, and UCF," University Marketing, November 2011

Joel Lavoie Library IT Manager Information Technology & Digital Initiatives



- Inaugural IT&R Outstanding Service Award, May 2012
- Received 15-Year Library Service Award, August 2011



Joel Lavoie

- Service:
 - *University*:
 - IT & R Coordinating Council
 - UCF Departmental Security Coordinator
 - ITR Shared Services Group
 - NET Domain Committee
 - Pay-for-Print User group

• Libraries:

- UCF Electronic Theses & Dissertations Group
- Web Working Group
- Technology Advisory Group
- Central Florida Memory Web Design and Server Support Committee
- Digital Signage Committee
 - Digital Signage Governance Subcommittee
- Third Floor Planning Committee

Jamie LaMoreaux LTA Specialist Acquisitions **Collections** Services

- Service:
 - Libraries:
 - **Evacuation Team**
 - eResources Support Team
 - Student Orientation Kiosk
 - Library Heart walk team



July 2011 Ice Cream Social Jamie LaMoreaux



- Director's Advisory Group
- **Exhibit Committee**
- University: Staff Council Reporter



Tatyana Leonova Sr. LTA

Acquisitions & Collections Services

- Awards/Promotions: Received 10-Year Library Service Award, August 2011
- Training/Development: "Emotional Intelligence," webinar, March 2012



Susan MacDuffee Sr. LTA

Acquisitions & Collections Services

- Awards/Promotions: Received 15-Year Library Service Award, August 2011
- Service:
 - Acquisitions Collections Services Reorganization Planning Committee
 - Mobile Librarian team
 - eResources Support Team
 - · Library evacuation team



Stacy Marchant

Sr. LTA

Curriculum Materials Center

Training/Development: Began work on MLS degree at USF



Allison Matos

Sr. LTA

Circulation Services

- *Training/Development:*
 - UCF HR:
 - "Workplace First Aid & Safety Adult CPR/AED," certificate of completion from the American Red Cross, March 2012
 - New Employee Orientation
 - "Civility in the Workplace"
 - "Conflict Resolution Using TK1"
 - FERPA Training
 - PS SA/HR Basic Navigation
 - Sr Inquiry One
 - Sr Inquiry Two
 - "Discrimination Prevention," Diversity Initiatives



Jim Mauk

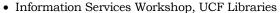
Sr. LTA

Circulation Services

- Awards/Promotions: Received 30-Year Library Service award
- KRAM 4 the Service: Exam volunteer
- *Training/Development:*
 - "ABCs of Diversity," Diversity **Initiatives**
 - "How to Approach those who Violate UCF's Smoking Policy," UCF HR

Jim Mauk

- "Creating Infographics for More Powerful Handouts or Presentations," TBLC Webinar
- Shared Bib Training, UCF Libraries
- "Hostile Intruder," UCF Office of Emergency Management



• One Search Training, UCF Libraries



Patti McCall Librarian

Research & Information Services

Service: National: New York Library Association, Academic and Special Library Section, 2012 conference programmer.





Librarian Research & Information Services

- *Awards/Promotions:* Received 10-Year Library Service Award, August 2011
- Creative Works:
 - "University of Central Florida's Campus Connections Program," Reference Services Review, Vol. 40 Iss: 3, pp.384 - 395 (2012)



- "Interns, Internships, and Special Libraries," panel discussion moderator, 2011 Mississippi Library Association Annual Conference, Jackson, MS, October 2011)
- Service:
 - Regional:

Laila Miletic-Vejzovic

Department Head

Archives

- Southeastern Library Association (SELA)
 - Membership Committee
 - Mentoring Committee

Special Collections & University

- University: Faculty Senate Commencement Committee
- Libraries: Director's Advisory Group



Laila Miletic-Vejzovic

Kudos: Included in "Who is Who in Sciences in Croatia." This eproject 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, April 2012
- Service:
 - International:
 - OCLC Systems & Services (OSS) Editorial Board (EAB), 2002 - 2011
 - Digital Library of the Caribbean (dLOC), Metadata Manager, 2009 -
 - National:
 - ALA/ACRL/RBMS
 - Security Committee, (2-year appointment) July 2012-

¹ http://tkojetko.irb.hr/en/index.php



 Publications & Communications Committee, (2-year appointment) July 2012 --

State:

- Special Collections Subcommittee, chair, SUL Collection Planning Committee, November 2010-2011
- Central Florida Memory Project (CFM), August 2008 –
- Florida Book Awards Competition, Juror,
 Visual Arts (category), May 2010 1

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 –
- Honors College Committee, August 2011 –

• Libraries:

- Faculty Affairs Committee, vice-chair, January 2012 -
- Management Council, March 2008-
- Collection Development Committee, March 2008 -
- Preservation Committee, March 2008 –

Attended:

- ALA Annual Conference, and actively participated in RBMS committee meetings and discussion groups, Anaheim, June 2012
- ALA Midwinter Meeting, and actively participated in RBMS committee meetings and discussion groups, Dallas, January 2012
- Memberships: American Library Association
 - ACRL Division
 - ACRL RBMS Section
 - ACRL SEES Section

Kim Montgomery Librarian Cataloging Services

- Creative Works:
 - Demonstration of Electronic Resource Cataloging Workflows and Software for Health Sciences Librarians, main campus library, October 2011



Kim Montgomery

- Strategies for Searching and Identifying Collections That Need 510 Database Cleanup, Elluminate session, April 2012
- Service:
 - State
 - SUL Metadata Subcommittee
 - Shared Bib Implementation Group Elluminate sessions

Libraries

- Pre-CSUL meetings to report on Metadata Subcommittee
- eResources Support Team
- · Search Committee, head, Reference
- Shared Bib Local Implementation Team

Training/Development:

- Metadata Training. Laila Miletic-Vejzovic instructed Cataloging librarians and Anna Dvorecky in the basics of basics of Dublin Core, with reference to possible upcoming UCF
- Libraries digital projects
- Changes from AACR2 to RDA. Part 2: Access Points, July 2011
- Connexion Client Module 04 Save Files, File Management, and Batch Processing, August 2011
- Portions of Library 2.011 Worldwide Conference, November 2011
- UXTest Client Orientation recording, February 2012
- Shared Bib webinars hosted on Elluminate/ Blackboard by FCLA
- Connexion 2.40, OCLC webinar, April 2012
- "Safety Training-Hostile Intruder," UCF Office of Emergency Management, June 2012
- ALA 2012 Annual Tech Wrap-Up, June 2012

Renee Montgomery Outreach Librarian Information Literacy & Outreach

Creative Works:

- "UCF Libraries: Key Resources for Students," FCTL Faculty Focus, 11(1), February 2012
- "UCF Libraries' Information Literacy Modules: Impact and Integration into the Curriculum," poster session with Corinne Bishop, Rachel Mulvihill, and Elizabeth Killingsworth, Information Flue



Renee Montgomery

- Killingsworth, Information Fluency Conference, UCF, March 2012
- "Getting What You Need from the UCF Library," presentation with Michael Arthur & Kristine Shrauger, Summer Faculty Development Conference, FCTL, May 2012
- "Need Help with Citations? Learn How RefWorks and EndNote Can Help!", presentation, 2011 UCF Student Research Week
- "Organizing YOUR Research Literature," presentation, 2012 UCF Student Research Week

Service:

- State:
 - SUL Public Services Planning Committee, Information Literacy Subcommittee, 2011-May 2012
 - Florida Association for College and Research Libraries:
 - Executive Board, elected member, 2010 2014.
 - Web & Newsletter Editor, 2012-2014
 - Marketing brochure, creator

• University:

- Honors College Information Fluency Student Award Committee, 2011-2012
- Faculty Senate Commencement, Convocations & Recognition Committee, 2011

¹ http://floridabookawards.lib.fsu.edu/juries.php



- Libraries:
 - External 'Knowledge Commons' Tour Coordinator, Spring 2012-
 - OneSearch Publicity Committee, 2012
 - Search Committee, Rosen Public Services Librarian, fall 2011 (resulted in hiring Kelly Robinson)
- Attended:
 - Florida Association of College and Research Libraries (ACRL) Annual Fall Program, 2011
 - Florida Library Association (FLA) Annual Conference, April 2012
 - Faculty Center for Teaching and Learning, Summer Conference, 2012



Creative Works: "UCF Libraries' Information Literacy Modules: Impact & Integration into the Curriculum," poster session with Corinne Bishop, Renee Montgomery, Elizabeth and



Rachel Mulvihill

Killingsworth, Information Fluency Conference, University of Central Florida, March 2012

Rebecca (Missy) Murphey Librarian

Research & Information Services

- Creative Works:
 - "Finding & Using Neighborhood Demographic and Marketing Data," with Rich Gause, IT&R Newsletter, May 2012



- "Measuring the Librarywide Impact of a New Books Display," poster session, 2011 Florida Library Association Annual Conference, Orlando, May 2011
- "QR Codes in an Academic Setting, Steal-This-Idea Session," with Aysegul Kapucu, presentation, Mississippi State University Libraries Emerging Technologies Summit, Starkville, MS, August 2011
- "Finding & Using Neighborhood Demographic Data in your Research," with Rich Gause, presentation, Summer Faculty Development Conference, FCTL, May 2012
- Service:
 - National:
 - ALA, ACRL, GODORT
 - Online Learning Research Committee, ACRL's Education and Behavioral Sciences Section, 2011-2013.
 - University:
 - University Travel Committee, 2011-2013
 - 2011 American Heart Association Heart Walk, library team member
 - Libraries:

- PDRA (Professional Development and Research Award) Committee, 2011-2012
- Search Committee, Reference Librarian (resulted in hiring Patti McCall)
- Student Disability Services Committee, chair, March 2011 - present

Stephen Nordlinger Sr. LTA Circulation Services

- *Training/Development:*
 - Assisting the Hearing Impaired Patron, Florida Registry Interpreters for the Deaf
 - One Search Training, UCF Libraries



Stephen Nordlinger

Burak Ogreten Senior Archivist

Special Collections & University Archives

- Service: Web Working Group, January 2012-
- *Training/Development:*
 - Shared Bib Training, Jeanne Piascik
 - Shared Bib Local Training, Jeanne Piascik
 - Shared Bib Cataloging Training, FCLA webinar
 - Regional Initiative for Collecting the History, Experiences and Stories of Central Florida (RICHES) - Veterans History Project (VHP) **Database Training**
 - Webinars:
 - Digital Preservation
 - Rare Materials and RDA
 - EBSCOhost Discovery presentation
 - "Workplace First Aid & Safety Adult CPR/AED," certificate of completion from the American Red Cross, UCF HR, March 2012



Burak Ogreten

Tanya Jo (TJ) Ormseth LTA Supervisor

Universal Orlando Foundation Library, Rosen College of Hospitality Management

- Creative Works: Compiled five "Rosen Top Read" reviews.
- Service:
 - Renewed Florida Notary Public status
 - Liaison with Rosen Student • University: Government Representative
 - Libraries:
 - Co-hosted Fall 2011 and Spring 2012 "Cram 4 the Exam" events at Rosen
 - Library Diversity Team
- *Training/Development: UCF:*
 - "Hostile Intruder," UCF Office of Emergency Management
 - "Barnga: Game of Five Cards," HR Diversity
- Attended: UCF Diversity Luncheon

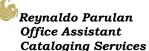
¹ http://www.ala.org/acrl/aboutacrl/directoryofleadership/sections/ ebss/ebsswebsite/ebsscommittees/onlinelearningresearch/





Mary Page Associate Director Collections & Technical Services

- Creative Works:
 - "Leadership: What It Means for the Library Middle Manager," webinar presentation, American Library Association/Association for Collections and Technical Services, Virtual Midwinter Symposium. Launching Your Star Potential: Leadership for Today's Libraries. January 2012
 - "Patron Driven Acquisitions at UCF," presentation, American Library Association Midwinter Meeting, GOBI Users Group, January 2012
 - "Patron Driven Acquisitions at UCF," lunchtime panel discussion, Florida Library Association Annual Conference, April 2012
- Service:
 - National:
 - ALA/ALCTS, Board of Directors. Elected Director-at-Large, 2009 – 2012
 - National Academy of Sciences. Proceedings of the National Academy of Sciences (PNAS), Library Advisory Board. 2006 –
 - Charleston Library Conference, Juried Product Development Forum, chair, 2004 –
 - Kuali Open Library Environment (OLE), Serials Specifications Team, 2012
 - *University:*
 - Faculty Senate Research Council, 2010 -
 - Burnett Honors College SMART Grants.
 Spring 2011, Fall 2011 (chair), Spring 2012
 - Research Council Representative to the universitywide Research Incentive Award committee, 2012.
 - Faculty Center for Teaching and Learning.
 New Faculty Orientation, panelist, August 2011



- Award/Promotion: Received 10-Year Library Service Award, August 2011
- Service: Library Holiday Party Committee, December 2011
- Rey Parulan
- Training/Development:
 - Training on RDA and FRBR, October 2011
 - "Handling Customer Complaints Without Taking It Personally," webinar, October 2011
 - FRS Financial Planning Workshop, April 2012
 - Social Security, April 2012
 - FCLA Shared Bib Training for Cataloging, Parts 1 & 2, June 2012
 - Shared Bib Local Training for Cataloging, June 2012
 - ALA 2012 Annual Tech Wrap-Up, June 2012
 - Walk with a Doc, May 2012
 - Field trip to Rosen Library, June 2012

Nola Pettit Sr. LTA

Research & Information Services/ Ask A Librarian

- Service: <u>Libraries</u>:
 - eResources Support Team
 - Participated on Mobile Librarian service



Nola Pettit



Jeanne Piascik

Special Formats Coordinator Librarian Cataloging Services

- Awards/Promotions: Received 15-Year Library Service Award, August 2011
- Creative Works: Taught:
 - FRBR Demystified, October 2011
 - RDA for Absolute Beginners, January 2012
 - RDA for Beginners, Florida Library Association, April 2012
 - Introduction to Shared Bib, June 2012
 - Shared Bib Local Training for Cataloging, June 2012
- Service:
 - SUL Authorities Subcommittee
 - Search Committee, Cataloger/Metadata Librarian
 - Shared Bib Implementation Team
- Training/Development:
 - UCF retirement changes, July 2011
 - Webinars:
 - Changes from AACR2 to RDA: Access Points, July 2011
 - "Aiming for a Robust Metadata Infrastructure for the Future," August 2011
 - Update on Controlling Headings in WorldCat & Connexion Changes, August 2011
 - "What's Your EQ?," March 2012
 - RDA Toolkit Essentials, March 2012
 - Connexion Enhancements, April 2012
 - Rare Materials and RDA: Exploring the Issues, May 2012
 - SUL Elluminate sessions
 - Aleph v. 20, July 2011
 - RDA Training for Copy Catalogers, August 2011
 - Clean Up Reports, January 2012
 - UXTest Training, February 2012
 - FCLA Shared Bib Training for Cataloging, Parts 1 & 2, June 2012
 - ALA 2012 Annual Tech Wrap-Up, June 2012
- Attended:
 - Shared Bib Implementation Project F2F meeting, January 2012
 - FLA Annual Conference, April 2012
 - Field trips:
 - Rosen Library, June 2012
 - College of Medicine Library, June 2012



Jeanne Piascik at the College of Medicine

Amanda

Richards



Kelly

- 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)



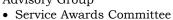
Interlibrary Loan/Document Delivery Services

Service: Libraries: Mobile Librarian

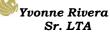


Universal Orlando Foundation Library, Rosen College of Hospitality Management

- Creative Works:
 - "Backpacking through Europe" display, co-curator Ashleigh Ginther
 - · "Tips, Tricks, and Hacks" library session presentation at Eau Gallie High School
- Service: Libraries: Director's Advisory Group"



- Mad Hatter Tea Room Committee
- *Training/Development:*
 - "What Does the Georgia State Decision Mean for Libraries," ALA webinar
 - Took coursework in pursuit of MLIS degree at
 - "ABCs of Diversity," Diversity Initiatives
 - "Hostile Intruder," UCF Office of Emergency Management
 - New Employee Orientation
 - · "PeopleSoft"
- "Preventing Discrimination," Diversity Initiatives Memberships:
 - American Institute for Conservation
 - American Library Association
 - Association of College & Research Libraries
 - Rare Books and Manuscripts section
 - Florida Library Association
 - · Society of American Archivists, Students and New Archives Professionals Roundtable
 - · Society of Florida Archivists
- UCF IT&R Social, co-winner, Disgusting Foods challenge!



Cataloging Services

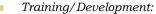
- *Training/Development:*
 - Training on RDA and FRBR, October 2011
 - FCLA Shared Bib Training for Cataloging, Parts 1 & 2, June 2012
 - Shared Bib Local Training for Cataloging, June 2012
 - ALA 2012 Annual Tech Wrap-Up, June 2012
- Attended: USPS Annual Staff Assembly, April 2012



Kelly Robinson Librarian

Universal Orlando Foundation Library, Rosen College of Hospitality Management

- Service:
 - · Director's Advisory Group, Mad Hatter Tea Room Planning Committee
 - Rosen College's Anniversary Committee



- ALA "Virtual Membership Meeting"
- Robinson • "Increasing Faculty Usage of Streaming Videos," Library Journal Webinar
- "ABCs of Diversity," Diversity Initiatives
- FCTL "Tech Camp"
- "Hostile Intruder," UCF Office of Emergency Management
- "How to Approach Those Who Violate UCF's Smoke Free Policy"
- New Employee Orientation
- "Preventing Discrimination," Diversity Initiatives
- Memberships:
 - American Library Association
 - Florida Library Association
- Attended: IT&R Social, May 2012



Timothy Ryan Sr. Clerk

Library Administration

Service: Participated in the delivery and set up of the Space Photo exhibit, From Earth to the Solar System.



Jorge Santiago Sr. LTA

Cataloging Services

- *Awards/Promotions:* Received 10-Year Library Service Award, August 2011
- *Training/Development:*
 - Training on RDA and FRBR, October 2011
 - "Handling Customer Complaints Without Taking It Personally," webinar, October 2011
 - "ABC's of Diversity," Diversity Initiatives, March 2012
 - FCLA Shared Bib Training for Cataloging, Parts 1 & 2, June 2012
 - · Shared Bib Local Training for Cataloging, June 2012
 - ALA 2012 Annual Tech Wrap-Up, June 2012
 - USPS Annual Staff Assembly, April 2012
 - Field trips:
 - Rosen Library, June 2012
 - College of Medicine Library, June 2012



Jorge





Associate Director Communications, Assessment, **Public Relations**

- Creative Works:
 - Demonstration of student with satisfaction the Knowledge Commons using LibQUAL+ 2011 results and comments, invited poster



Scharf

session, University Annual Report Meeting, University Assessment Committee, August 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, tracked media mentions of the library. Posted over 100 items to the Library News/Blog, sent out press releases and messages through Twitter. Worked with students who request permission to shoot video and photographs in the John C. Hitt Library.
- "Award-Winning Elevator Speeches," invited presentation, Florida Library Association Annual Conference, Orlando, April 2012.
- "The OEP After Five Years: Shifting Baselines and Enduring Impacts," presentation with Chuck Dziuban (RITE), Martha Marinara (Information Fluency), Kelvin Thompson (CDL), and Bob Yanckello (Computer Services & Telecommunications), Southern Association of Colleges and Schools, Commission on Colleges (SACSCOC), 2011 Annual Meeting, Orlando, December 2011
- Journal of Academic Librarianship, appointed peer reviewer, beginning March 2012. Reviewed three articles.

Service:

- National:
 - ALA Library Leadership Management & Administration (LLAMA)

 - Measurement Assessment and Evaluation Section (MAES):
 - Immediate Past Chair
 - Past Elected Chair
 - Board, 2011-2012
 - Chair, Communications Committee, 2011-2012

• State/Local:

- Arranged and hosted meeting of the Florida and Caribbean Chapter of the Special Libraries, October 2011.
- SUL Public Services Planning Committee, which ended its work in May 2012, as the

- Florida Center for Library Automation became part of the Florida Virtual Campus organization
- Mentor, Sunshine State Leadership Institute, beginning October, 2012. Attended workshops, conference calls, and completed and reviewed work with mentee Karen Doster of Florida State University and Tallahassee Community College.
- Central Florida Memory project

• *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" group assessment
- Advisory Board of the Karen L. Smith Faculty Center for Teaching and Learning (FCTL). Reviewed proposals for the 2011 Winter Workshop, and reviewed candidate packages for the University's Excellence in Teaching awards. At the conclusion of the Winter Workshop 2011 and the Summer Conference 2012, the Faculty Showcase was held in the Knowledge Commons.
- University Master Planning Committee, beginning Fall 2011
- Reviewer, UCF's Information Fluency Conference program committee, March 2012. Facilitator for two Conference programs
- UCF Women's Studies affiliate
- · Recruited members and hosted the Libraries' Student Advisory Board meetings, in October 2011, and February 2012
- Libraries/Committees:
 - Search Committee, Head, Reference, chair (search closed, December 2011)
 - 2011 Florida State Employees Charitable Campaign, Libraries committee, chair
 - Exhibits Committee, beginning February 2012, chair. Hosted evening program on the gardens of Eatonville, January 26, 2012. With Marcus Kilman, helped coordinate the display of a travelling NASA exhibit, From Earth to the Solar System, May 2012



- Service:
 - State: Quality Assurance Group of the statewide Florida Ask A Librarian Collaborative Chat, 2008-present
 - University: University Bookstore Committee
- Meredith

Semones

Reference Department Retreat Libraries: Planning Committee

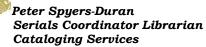




Kristine J. Shrauger Department Head

Interlibrary Loan/Document Delivery Services

- Awards/Promotions: Professional Development Leave, spring 2012
- Creative Works:
 - "Look before leaping to a board position," Library Leadership and Management, Vol. 26, no 2 (2012)
 - "The case for a 60-day loan period," with LeEtta Schmidt and Mary Radnor, Journal of Interlibrary Loan, Document Delivery and Electronic Reserves, Vol. 22, no 1, 47-57 (2012)
 - "Playing by the same rules: consortia experiences and best practices for ILL loan period standardization," co-presenter with LeEtta Schmidt and Mary Radnor, 15th Annual ILLiad International Conference, Virginia Beach, 2012
 - "Get what you need @ the UCF Libraries," opresenter with Michael Arthur and Renee Montgomery, Summer Faculty Development Conference, FCTL, May 2012
 - "Time is money: getting more research value from staff with extended resource sharing duties," co-presenter with LeEtta Schmidt, and Mary Radnor, Florida Library Association Annual Conference, May 2012
- Service:
 - University:
 - Undergraduate Policy and Curriculum Committee, 2009-2011.
 - Faculty Senate, 2009-2011.
 - <u>Regional</u>: Central Florida Library Cooperative, Board, president, 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



- Creative Works:
 - "Out of Sight Out of Mind: An Assessment of Library Web Presence on the Homepages of Carnegie Classified Doctorate Degree Granting Institutions," poster presentation, 2012 Florida Library Association Orlando, April 2012



- "Out of Sight Out of Mind: An Assessment of Library Web Presence on the Homepages of Carnegie Classified Doctorate Degree Granting Institutions," presentation, 3rd Annual Showcase of Scholarship and Creative Works, UCF Libraries, June 2012
- Service

• State:

- State University Libraries Shared Bib.
 Implementation Team, Serials liaison, 2012-
- Florida Librarian Association Outreach and Programming Group, Secretary, 2012-2013
- *University*: Faculty Senate UCF Benefits Committee, 2011–2012
- Libraries:
 - Promotion Coordinating Committee, chair, 2012-2013.
 - Shared Bib Local Implementation Team
 - Librarians Personnel Advisory Committee, 2011
 - LPAC Mentoring Subcommittee, co-chair, 2011
 - eResources Support Team, 2010-
- Training/Development:
 - RefWorks Training, November 2011
 - Elluminate Training Sessions:
 - UXTest Client Training, February 2012
 - "Creating Sets of System numbers for Global Change and Other Projects," March 2012
 - "How to Change Bib Tags and Indicators Using Aleph," March 2012
 - Creating bib system numbers, April 2012
 - Shared bib indexing, April 2012
 - Connexion Enhancements, webinar, April 2012
 - Article level metrics with Peter Binfield SPARC Webinar, April 2012
 - "Your library at Webscale: How radical collaboration is redefining library management services," February 2012
 - Introduction to Shared Bib Session, June 2012
 - FCLA Shared Bib Training for Cataloging, Parts 1 & 2, June 2012
 - Shared Bib Local Training for Cataloging, June 2012
 - ALA 2012 Annual Tech Wrap-Up, June 2012 *Memberships*:
 - American Library Association, 1994-present.
 - Association of College and Research Libraries, 1998-2008, 2012-
 - Science and Technology Section, 1999 -2008, 2012-
 - Florida Library Association, 2012-present
- Attended: Florida Library Association Annual Conference, April 2012



Research & Information Services

- Awards/Promotions: Received 10-Year Library Service Award, August 2011
- Creative Works:
 - "Resources for K-12 Students and Teachers," paper, 2011 FATE Annual Conference, St. Petersburg, October 2011



Terrie Sypolt

 "National Usage of Library Resources Study for Education," January 2009 - December 2012, invited participant



- Service:
 - <u>National:</u> Participating in a National Usage of Library Resources Study for Education as of January 2009 through December 2013.
 - Regional:
 - Southeastern Library Association (SELA):
 - Membership committee, 2009-.
 - Library Education section, vice-chair /chair-elect, 2010-2012
 - Southeastern Regional Association of Teacher Educators, Local Committee, 2013 SRATE meeting, Sarasota
 - State:
 - Florida Association of Teacher Educators:
 - 2011 FATE Annual Conference, chair
 - College and University At-Large Director, elected by the membership, 2009-2013.
 - Nominations and Elections Standing Committee, chair, 2010-2013
 - SUL Electronic Resources Committee, 2009-
 - <u>University</u>:
 - College of Education, Curriculum Committee, ex officio, 2009-2012
 - Libraries:
 - Electronic Resources Committee, 2007-
 - External Communications Team, 2011.
 - Collections group, 2011-2012.
 - Graduate Student Library Survey Committee, chair, 2011-2012.

Sue Terrill Office Assistant Library Administration

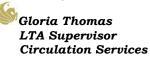
- Creative Works:
 - Assisted with Administration's submission for *Unbound*
 - Assisted Carole Hinshaw by composing flyers for "It's a Fine Romance" and the speaking event with McSantana.



Sue Terrill

- Service: Director's Advisory Group: Valentine's Day Bake Sale/Chocolate Chip Cookie Contest, chair, February 2012
- Special Projects:
 - Assisted UCF Housekeeping with the implementation of new cleaning schedule, i.e., Friday only trash pickups and distribution of blue recycling bins with smaller trash cans for library employees to empty.
 - Served as contact for Florida Fire and Sound, with Frank Allen, coordinating FFS work as they progressed through staff offices in the library.
 - Fiscal Projects:
 - Researched the library phone charges by identifying current phone numbers in use, including "piggybacked" phone numbers.
 - Assisted identification of charges from ILL's departmental suite paint and repair by Facilities Operations; several over charges were identified.
 - Shared badge pricing and ordering details with Accounting Officer in hopes of replacing current vendor with a local

- cheaper vendor thus eliminating high shipping costs.
- Training/Development: "Workplace First Aid & Safety Adult CPR/AED," certificate of completion from the American Red Cross, UCF HR, March 2012



- Service:
 - UCF Black Faculty & Staff Association
 - Libraries Evacuation Team
 - Diversity Week Team
 - UCF Women's Prayer Band advisor and student mentor



- Creative Works:
 - Exhibit, "50th Anniversary of the 1961 US World Figure Skating Team Tragedy," May 2012



Pat Tiberii

- Service: <u>Libraries</u>
 - Signage Committee
 - Exhibits Committee
 - Evacuation Team

Andy Todd Regional Campus Librarian Cocoa

- Creative Works:
 - "Making Online Instruction Count: Statistical Reporting of Web-Based Library Instruction Activities," with Tim Bottorff (2012), *College & Research Libraries*, 173(1), 33-46.
 - "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
- Service:
 - <u>State</u>:
 - Florida Statewide Ask-A-Librarian Quality Assurance Workgroup Committee, October 2006 – present; reviewed transcripts on a monthly basis for Exemplary Chat Reference Awards and quality assurance purposes.
 - Florida Library Association Scholarship Committee, May 2010 – present; included reviewing scholarship applications and assisting coordinated cashier activities for the silent auction and wine toss events at the 2011 FLA Annual Meeting's President's reception.
 - Libraries:
 - Library Personnel Advisory Committee (LPAC), 2010 – 2011; co-chaired the mentoring subcommittee.

http://crl.acrl.org/content/73/1/33.full.pdf



- Faculty Affairs Committee (FAC), January 1, 2012 to present
 - Library Faculty Meeting Coordinator
 - Annual Evaluation Standards & Procedures subcommittee.
- Scholarly Communication Task Force -January 2011 to present.
- Attended: Florida Library Association Annual Conference, 2012

Min Tong Regional Campus Librarian South Lake

- Creative Works: "Many partners: The evolution of seven joint use libraries at the University of Central Florida, USA," with R. Owens & Dee Bozeman (2011), Proceedings of the Second International Conference on Joint Use Libraries, Adelaide, Australia
- Service:
 - National:
 - Association of College and Research Libraries (ACRL) 2013 Invited Papers Committee, 2011-2013
 - Board of Directors, Chinese American Librarians Association (CALA), 2011-2012
 - Best Book Award Committee 2011-2012, co-chair
 - Publications Committee, 2011-2012
 - CALA Officer Handbook Taskforce / Organizational Manual Committee, 2010-
 - Nominating Committee, 2011-2012
 - - FLA Continuing Education Committee (2010-2011), chair
 - SUL OPAC Subcommittee (2009 March 2012), UCF representative
 - Regional:
 - Southeast Chapter, CALA (2010-2011), president
 - LSCC Librarian Search Committee (2011)
 - *University*:
 - Campaign Ambassador for the Western Region Campuses, UCF United Way Campaign, 2011
 - Libraries:
 - Implementation Team for the EBSCO Discovery Service, 2011
 - Director Advisory Group, 2011
 - Web Working Group, 2008-present

Sarah Travis Sr. LTA **Curriculum Materials Center**

- Creative Works:
 - "How I became the master of my destiny," NMRT Footnotes 41(1), 2011
 - "How I became the master of my destiny," Federal Librarian² 30(1), 10-12.



1 http://www.ala.org/nmrt/news/footnotes/november2011

- Service: Director's Advisory Group:
 - Holiday Party Decoration Committee
 - Mad Hatter Tea Room Planning Committee
- Training/Development: Continued taking classes towards Library Science degree at USF
- Memberships:
 - American Library Association
 - New Members Round Table
 - Federal and Armed Forces Libraries Round
 - Special Libraries Association

Sandra Varry Senior Archivist

Special Collections & University Archives

- Received Master of Library and Kudos: Information Science degree from the University of South Florida, August 2011
- Creative Works:
 - Contributing writer, ACRL Arts Guide for the Dallas Midwinter Meeting, January 2012
 - · Faculty at the Academy of Art University, San Francisco – Photography Department
 - Exhibits:
 - "Florida: Land of Enchantment," supervised
 - "Blast from the Past: Selections from the University Archives Memorabilia Collection," curated
 - "Cuban Paintings from the Bryant West Indies Collection," co-curated
 - "History of the Library," co-curated
- Service:
 - <u>Regional</u>: Local Arrangements Committee, chair, Society of Florida Archivists Annual Meeting in Sarasota, May 2012
 - Libraries:
 - Scholarly Communications Task Force, 2011 -
 - Holiday Party Committee, 2011
 - Library Employee of the Year Award, chair,
- Memberships:
 - Society of American Archivists
 - Society of Florida Archivists
 - American Library Association

John Venecek Librarian

Research & Information Services

- Creative Works:
 - "Processing Racism: African American Memorabilia and the Threat of Infinity," based the Carol Mundy Collection, The Journal of Culture History (Summer 2011)



John Venecek

"Your Experiment This Week: The Epic Tale of Mystery Science Theater and the Moral Imagination (In Color)," inaugural issue of Season/Series/Show (expected Summer/Fall 2012)

² http://www.ala.org/faflrt/sites/ala.org.faflrt/files/content/ newsletters/2011_Fall_FAFLRT.pdf



- "Scholarly Communications Think Tank," coorganizer, Winter Faculty Development Conference, December, FCTL, December 2011
- Service:
 - National: ACRL:
 - ACRL Afro-American Studies Librarians Section
 - Publications & Research Committee, July 2011 -
 - Access to African American Content Discussion Group, July 2010 -
 - ACRL Arts Membership & Outreach Committee, July 2011 -
 - ACRL Literature in English Section Virtual Participation Committee, July 2010 -
 - University:
 - Undergraduate Course Review Committee, fall 2011 -
 - International Education Week Committee, fall 2011 -
 - Undergraduate Research Journal Editorial Board, fall 2008 -
 - Libraries:
 - Weeding Committee, spring 2012 -
 - Professional Development and Research Awards Committee, spring 2012 -
 - Search Committee, Rosen Public Services Librarian, fall 2011-spring 2012 (resulted in hiring Kelly Robinson)



Service:

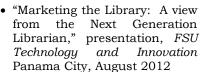
- Library Halloween Party assistance
- Library Holiday Party Committee
- Liaison for PCard focus group run by Finance & Accounting
- *Training/Development:*
 - "Handling Customer Complaints Without Taking It Personally," HR, October 2011
 - "E-Mail Etiquette," HR, February 2012
 - "ABC's of Diversity," Diversity Initiatives, March 2012
 - "Credit Card Info Security," UCF F&A online course, June 2012
- Attended:
 - UCF Diversity Suppliers Day, October 2011
 - Finance & Accounting End-of-Year Meeting, June 2012
- Participated in UCF sponsored health programs such as Walk-With-a-Doc



Natasha White Sr. LTA

Acquisitions & Collections Services

Service:





Natasha White Conference,

- Developed and launched the Acquisitions & Collections Services website
- Service:
 - Faculty & Staff Campaign, Libraries representative
 - Acquisitions & Collections Services Reorganization Planning Committee
 - eResources Support Team
 - Library Exhibits Committee
 - Heart Walk volunteer
- *Trainina/Development:*
 - UCF Leadership Excellence Series, UCF HR, completed series
 - Emotional Intelligence, webinar
 - "Prevention of Discrimination." Diversity Initiatives



Ying Zhang

Acquisitions Librarian **Acquisitions & Collections Services**

- Creative Works:
 - "Diversifying Skills," invited speaker, Chinese American Librarians **Association** Southeast Chapter's Annual Program online, May 2012
 - "Demand Driven Acquisitions in Print: An Assessment," presentation, Charleston Annual Conference, Charleston, SC November 2011



Ying

- "Go Team," presentation, Annual Internet Librarians, Monterey, CA October 2011
- - Faculty Senate, Libraries representative
 - UCF Undergraduate Policy & Curriculum Committee, voting member
 - FCLA Acquisitions Subcommittee

Other Staff Accomplishments





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 2011-2012 are as follows:

- Jonathan Boursiquot, a UCF undergraduate student, worked on the University Photograph Collection doing preliminary sorting and preservation of new images for future integration into the rest of the processed collection. He left us in May after graduating from UCF with an Engineering Degree.
- Whitney Broadaway Hackler, our book conservator, continued to provide safe housing and repair materials; gave presentations to Book Arts classes and assisted instructor Larry Cooper in teaching the Book Repair class: assisted with research requests and scanning; began dis-binding the Central Florida Future to be digitized; assisted with the art selection and installation of the exhibit "Haitian Paintings from the Bryant West Indies Collection"; coordinated and served as a juror for the 2011 Book Arts Competition; and co-curated and prepared the exhibit "A Photo History of the UCF Library." As for professional activities, Whitney continued serving as faculty at the Maitland Art Center; exhibited at the Museum of Florida Art and Culture in "Coming Home: SFCC Alumni Exhibit" and was invited to Avon Park to give an artist's presentation; and exhibited in the UCF Art Gallery's juried exhibition "Yesterday, Today and Tomorrow."
- **Kelli Joyner**, a graduate student at USF, did her fieldwork internship processing portions of the University Photograph Collection and updated the finding aid.
- Amanda Richards continued to work on material housing and conservation with Whitney; assisted with research requests and scanning; curated the exhibit "Florida: The Land of Enchantment"; and re-housed and labeled the University Photograph Collection. As for professional activities, Amanda began her

Masters in Library and Information Sciences at University of South Florida in August and volunteered once a week at the reference desk. In April, Amanda left our department to start in her new position as Sr. LTA at the Universal Orlando Foundation Library at the Rosen College of Hospitality Management.

- Ariana Santiago, a graduate student at the University of South Florida, enrolled in the Masters in Library and Information Sciences, worked on re-processing Research Material, series number VII of the Harrison (Buzz) Price Collection. She left us in June of 2012, for a Sr. LTA position in Interlibrary Loan/Document Delivery Services.
- Natasha White, also enrolled in the Masters in Library and Information Sciences at University of South Florida, worked on reprocessing the "correspondence series" of the Polasek Collection. In May, Natasha moved to Acquisitions & Collections Services, to start in her new position as a Sr. LTA.



Seth Dwyer

OPS Staff

Circulation Services

- Training/Development: UCF HR
 - FERPA
 - "Red Flags ID Theft Prevention"
 - SR Inquiry One
 - SR Inquiry Two



Ian Levy OPS Staff

Circulation Services

■ Training/Development: CPR – Adult, UCF HR



- **Circulation Services**Training/Development:
 - UCF HR:
 - "Red Flags ID Theft Prevention"
 - PS SA/HR Basic Navigation
 - SR FERPA Training
 - "ABCs of Diversity," Diversity Initiatives



Library Advisory Committee 2011-2012

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



Siddiqi, Shadab **Medicine**/Biomedical Sciences

Term: 11/12-13/14



Vaidyanathan, Raj

Engineering & Computer Sciences/ Advanced

Materials Processing & Analysis Center (AMPAC)

Term: 10/11-12/13



Kallina, Edmund

Arts & Humanities/History

Term: 11/12-13/14



Gibson-Young, Linda Nursing

Term: 11/12-13/14



LiKamWa, Patrick School of Optics

Term: 11/12-13/14



Jentsch, Florian
Sciences/Psychology

Term: 11/12-13/14



Milman, Ady

Rosen College of Hospitality Management/Events & Attractions

Term: 11/12-13/14



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 Associate Director Administrative Services

Term: Ex Officio



Jaskowski, Selma Assistant Director Information Technology & Digital Initiatives

Term: Ex Officio



Page, Mary Associate Director Collections & Technical Services

Term: Ex Officio



Scharf, Meg Associate Director Communications. Assessment & Public Relations

Term: Ex Officio

Faculty Senator



Gause, Richard Library Representative

Term: 10/11-11/12

Administrators

No Photo

Beiler, Rose Chair History

Term: 10/11-12/13



Fernández, José College Dean Arts & Sciences

Term: 11/12-13/14

Student Representative(s)

No Photo Available

Spence, Dominic
Undergraduate Student
Student Government

Term: 11/12

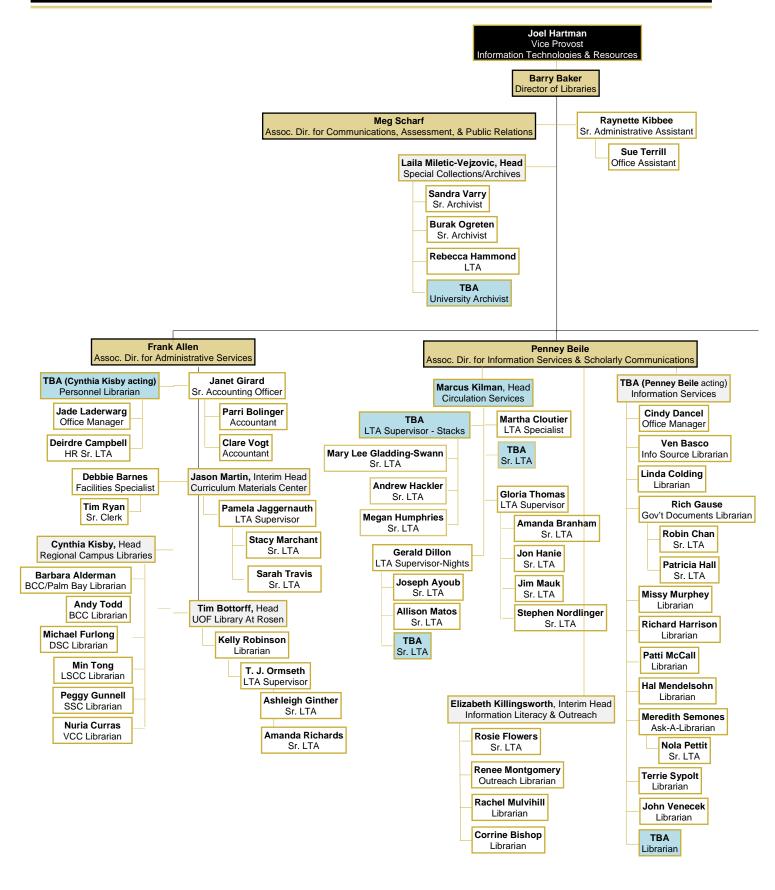


Mani, Prabhu Doss **Graduate** Student Association

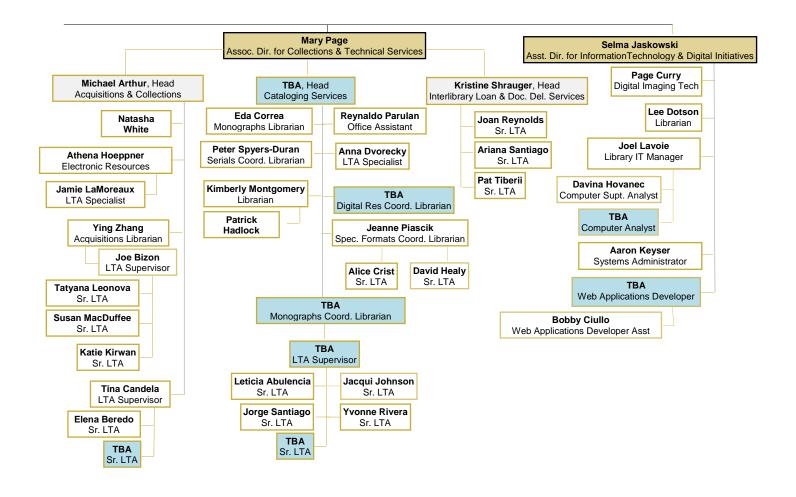
Term: 11/12

Organization Chart









UCF Libraries Staff (as of June 30, 2012)



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
Baker, Barry B. (04/97)
Barnes, Debbie (07/07)
Basco, Ven (06/98)
Beile, Penny (06/98)Info Services & Scholarly Comm
Beredo, Elena (04/98) Acquisitions & Collection Services
Bishop, Corinne (09/01)Infor Literacy & Outreach
Bizon, Joe (09/98)Acquisitions & Collection Services
Bolinger, Parri (04/03) Administrative Services
Bottorff, Tim (01/04)UOF Library at Rosen
Branham, Amanda (05/08) Circulation Services
Campbell, Deirdre (11/89) Administrative Services
Candela, Tina (09/89) Acquisitions & Collection Services
Chan, Robin (06/05) Research & Info Services
Ciullo, Bobby (06/12) Info Tech & Digital Initiatives
Cloutier, Martha (10/06) Circulation Services
Colding, Linda (07/99) Research & Info Services
Correa, Eda (04/99) Cataloging Services
Crist, Alice (09/79) Cataloging Services
Curras, Nuria (12/10)Regional Campus Libraries
Curry, Page (09/02) Info Tech & Digital Initiatives
Dancel, Cindy (02/02)Research & Infor Services
Dillon, Gerald (06/05) Circulation Services
Dotson, Lee (01/07) Info Tech & Digital Initiatives
Dvorecky, Anna (11/02) Cataloging Services
Flowers, Rosie (08/10)Info Literacy & Outreach
Furlong, Michael (04/12)Regional Campus Libraries
Gause, Rich (04/98) Research & Info Services
Ginther, Ashleigh (04/12)
Girard, Janet (09/97) Administrative Services
Gladding-Swann, Mary Lee (10/95). Circulation Services
Gunnell, Peggy (03/12)Regional Campus Libraries
Hackler, Andrew (01/12) Circulation Services
Hadlock, Patrick (04/03) Cataloging Services
Hall, Patricia (09/83)Research & Info Services
Hammond, Rebecca (12/00) Special Collections/Archives
Hanie, Jon (09/00) Circulation Services
Harrison, Richard (04/01) Research & Info Services
Healy, David (08/92) Cataloging Services
Hoeppner, Athena (06/95). Acquisitions & Collection Services
Hovanec, Davina (02/00) Info Tech & Digital Initiatives
Humphries, Megan (06/01) Circulation Services
Jaggernauth, Pamela (09/98) Curriculum Materials Center
Jaskowski, Selma (08/94) . Info Tech & Digital Initiatives
Johnson, Jacqui (09/97) Cataloging Services
Keyser, Aaron (10/08) Info Tech & Digital Initiatives
Kibbee, Raynette (06/85) Administrative Services

Killingsworth, Elizabeth (01/00)....Info Literacy & Outreach Kirwan, Katie (04/99) . Acquisitions & Collection Services Kisby, Cynthia (06/96)...... Regional Campus Libraries Laderwarg, Jade (08/08)......Administrative Services LaMoreaux, Jamie (09/93) Acquisitions & Collection Services Lavoie, Joel (12/95) Info Tech & Digital Initiatives Leonova, Tatyana (11/00). Acquisitions & Collection Services MacDuffee, Susan (03/96) Acquisitions & Collection Services Marchant, Stacy (04/12)...... Curriculum Materials Center Martin, Jason (10/03)...... Curriculum Materials Center Matos, Allison (05/12) Circulation Services Mauk, Jim (09/80)......Circulation Services McCall, Patti (05/12).....Research & Info Services Mendelsohn, Hal (04/01)Research & Info Services Miletic-Vejzovic, Laila (03/08)....Special Collections/Archives Montgomery, Kimberly (11/88) Cataloging Services Montgomery, Renee (09/03)......Info Literacy & Outreach Mulvihill, Rachel (01/02)Info Literacy & Outreach Murphey, Missy (06/10)...... Research & Info Services Nordlinger, Stephen (03/07)......Circulation Services Ogreten, Burak (01/03) Special Collections/Archives Page, Mary (08/10) Collections & Technical Services Parulan, Reynaldo (02/01)......Cataloging Services Pettit, Nola (05/07)Research & Info Services Piascik, Jeanne (09/95)Cataloging Services Reynolds, Joan (12/86)......Interlibrary Loan/Doc Delivery Richards, Amanda (04/12)...... UOF Library at Rosen Rivera, Yvonne (09/06) Cataloging Services Robinson, Kelly (03/12) UOF Library at Rosen Ryan, Tim (02/00)Administrative Services Santiago, Ariana (05/12).....Interlibrary Loan/Doc Delivery Santiago, Jorge (09/00)Cataloging Services Scharf, Meg (06/84) Communications, Assessment & PR Semones, Meredith (06/95)......Research & Info Services Shrauger, Kristine (01/04)...Interlibrary Loan/Doc Delivery Spyers-Duran, Peter (08/96)......Cataloging Services Sypolt, Terrie (04/01)......Research & Info Services Terrill, Susan (03/07)Administrative Services Thomas, Gloria (01/89)...... Circulation Services Tiberii, Patricia (08/89)......Interlibrary Loan/Doc Delivery Todd, Andrew (12/04)..... Regional Campus Libraries Tong, Min (06/07)...... Regional Campus Libraries Travis, Sarah (03/11)...... Curriculum Materials Center Venecek, John (01/07).....Research & Info Services Vogt, Clare (01/05)Administrative Services White, Natasha (02/12)... Acquisitions & Collection Services Zhang, Ying (08/96)...... Acquisitions & Collection Services

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



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Front Cover: Drawing of the John C. Hitt Library by Charles Roller, former Associate Director, UCF Marketing