

2003

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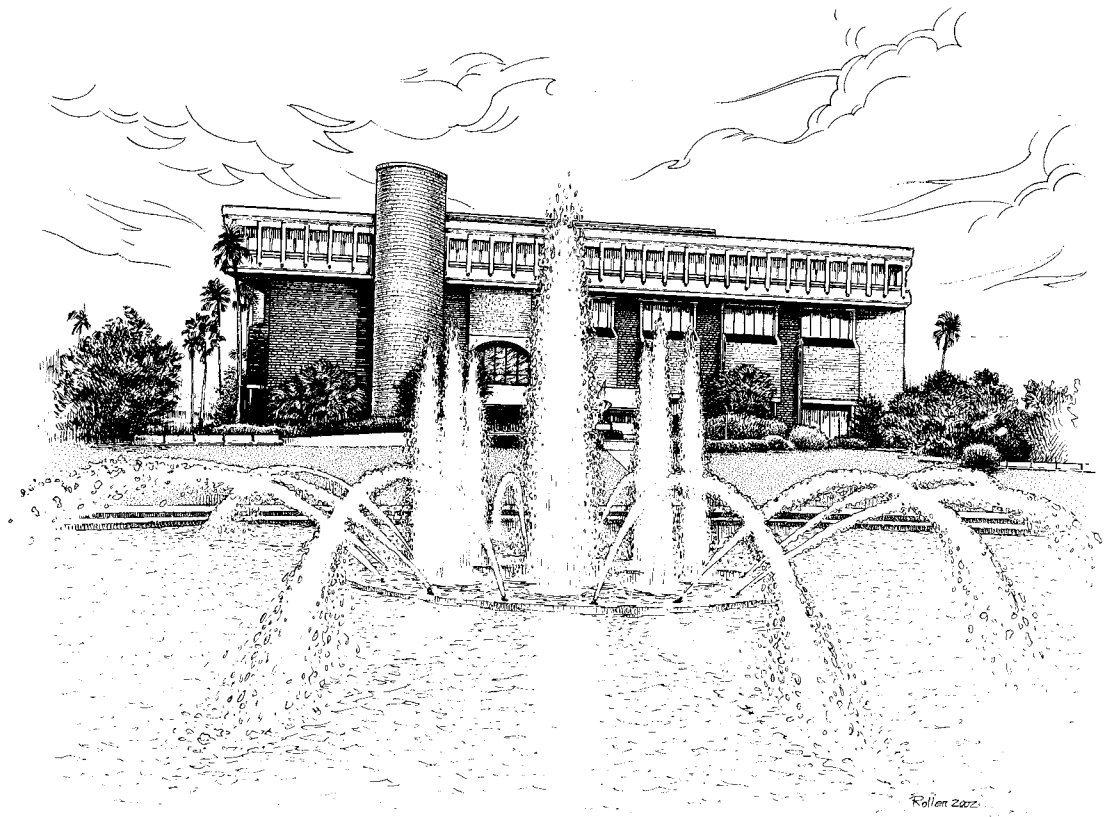
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Libraries

Annual Report
2002-2003

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Director's Overview

Throughout the year a major cooperative effort was taking shape as the UCF Libraries staff from Special Collections, Cataloging Services, Systems & Technology, and Library Administration participated in the realization and implementation of a unique digitization project: Central Florida Memory. With staff from the Orange County Library System and the Orange County Regional History Center, the UCF Libraries are playing a major role in preserving and making accessible important primary materials such as travel diaries, letters, photographs, scrapbooks, maps, and postcards as well as books about life in Central Florida during the period 1880 to 1920.

Central Florida Memory collections are available to virtually everyone via the Internet — from school, home or office. Consisting of over 2,000 images, Central Florida Memory was unveiled on May 28, 2003, at a reception at the Orange County Library.

As issues of space in the main library facility took on increasing importance — with the continued growth of the collections, seating needs, and additional staff and services — preparation began for a library expansion study. In May a request for proposal (RFP) was issued to architectural firms throughout the United States. As the year ended, a review of the respondents was being conducted. A nationally recognized firm with extensive experience in the design of libraries will be selected and a comprehensive expansion study will be conducted next fiscal year.

This study will enable the Libraries to have a better idea of possible options for new building space, site possibilities, and needed renovation of existing space. A more realistic project cost estimate will also be possible based on the outcome of the expansion study.

In response to increasing use of the main library, the building began opening weekdays at 7:30 a.m. instead of 7:45 a.m.

Work moved along in earnest on the library at the Rosen School of Hospitality Management. The project is nearing completion with occupancy scheduled for November 2003. Staff, including



Barry B. Baker
Director of Libraries

two librarians and three USPS positions, will be hired to operate the facility. Classes will be held at the new site beginning spring semester 2004.

As part of an ongoing university effort to safeguard high profile buildings, all exterior windows of the main library were strengthened with 3M Scotchshield Ultra 400 Safety and Security Film. This high performance product is extremely tear resistant and provides significantly more impact resistance than conventional window films. The film is applied with a structural adhesive that

further increases the ability of the glass to withstand blast and wind storm energies, as well as deter forced entry. The project was made possible through special funds provided to the university's Environmental Health & Safety Office.

Although the implementation of Ex Libris ALEPH has been delayed a year for the State University Libraries, there was an emphasis on pre-ALEPH database cleanup throughout the year. Bibliographic maintenance and authorities corrections increased in preparation for ALEPH conversion, currently scheduled for 2005.

While there was an increase in funds for library materials over the 2001/2002 budget, the funds expended were still down by 3% or \$187,000 from 2000/2001. 51,875 volumes were added to the print collection, which now has 1,184,475 volumes, not including government documents. The overall print collection contains 1,487,913 volumes. In addition, access is provided to 29,091 electronic monographs, primarily from netLibrary.

The Libraries continued to expand access to electronic resources, currently subscribing to 9,913 periodicals, of which 4,160 are electronic journals. Library users downloaded 460,873 full-text articles from EBCSohost, an increase of 26% over last year.

The transition to electronic full-text titles only (rather than both print and electronic full-text) continued for selected reference and periodicals titles. Canceling print subscriptions and subscribing

Director's Overview (cont'd)

to electronic editions only (where both were available) for 160 titles saved \$28,000.

With the cancellation of duplicate print collections at regional campus locations when the title was available electronically saved additional funds. Canceling print subscriptions to indexes and abstracts available online saved \$27,000.

An increasing percentage of the library materials budget is spent on electronic formats. This year 13% or \$721,280 was expended.

Working with the Institute for Simulation and Training (IST) and the Florida Solar Energy Center (FSEC) staff, the Libraries provided enhanced access to significant and unique research materials.

Several important government document collections in print and microfiche were acquired during the year: Congressional Record, 1941-1955, Nuclear Regulatory Commission documents, and American Statistics Index microfiche, 1974-1999.

The Ask A Librarian (AAL) service implemented a toll free number, which should enhance library support for regional campuses and distance students. From January 2003 to April 2003 there were 280 calls using the service. This is a low-cost service that enables distance students and regional campuses students to contact us without incurring long-distance charges.

The real-time chat reference service began in January continued to grow in popularity. The service received 1,416 questions during the year. The number of telephone queries increased 13% to 6,768 questions; however, e-mail questions decreased 13% to 1,915 from last year.

The UCF Libraries are participating in the Association of Southeastern Research Libraries' (ASERL) virtual reference service, which will provide 24/7 reference assistance through e-mail, chat, and other applications.

Library Instruction continued to grow with a 5% increase in the number of students taught as 11,790 students participated in 456 classes. Circulation of the Libraries' collection continued to be heavy, with 389,119 items circulated compared with 354,731 last year for an increase of 10%.

Items circulated to undergraduates increased 5%, graduate students 7%, and faculty 9%.

The patron gate count in the main library grew 15% as 1,019,978 persons used its collections and services.

Changes in the organization in the Stacks unit of Circulation Services led to improvements in shelving accuracy and returned books being reshelfed in a shorter time.

Completion of a major book stacks shifting project on all stack floors assures that the stacks are in better condition to receive the growth in the collection over the next few years with a minimum of shifting. However, with each passing year, the challenges presented by a shortage of space in the main library will increase.

A new service to circulate DVD players for both in building use and overnight check out was implemented during the year. DVD players are available at the Periodicals/AV Desk.

With renovation of the College of Education building going on all around the Curriculum Materials Center (CMC), the staff had to cope with construction noise, intermittent power outages, alarm testing, building leaks, water main failures, and lack of adequate air conditioning throughout the year. In addition, some space in the CMC was reconfigured for temporary housing of the College of Education administrative offices.

It was a challenging year for the CMC staff, with faculty and students relocated out of the building. It was necessary to change methods of supporting faculty and students in their instruction and research needs. An electronic orientation was developed and put on the CMC Web site. The CMC also provided additional laptops to support students who no longer had computer lab access in the building.

The CMC continued to host Orange County Public School transition-to-work students. This program is designed to train physically and/or developmentally challenged students in job and communication skills.

Director's Overview (cont'd)

Recurring funding was approved to support part-time adjunct library faculty at the Daytona Beach campus for the year and fiscal years 2003/2004 and 2004/2005. Two part-time adjuncts were hired. Two adjunct library faculty positions were also established at the Clermont campus library.

Implementing the new PeopleSoft Financials system proved to be very cumbersome and labor intensive compared to the legacy system it was designed to replace. Library fiscal procedures were revised as needed to cope with the new system. Hopefully use of the system will improve as experience with it increases.

A well-planned and facilitated program to encourage the use of Federal Work Study students was very successful and over \$48,000 was saved and reallocated for other uses.

Cynthia Kisby, Personnel Librarian, continued the Libraries' extensive in-house staff development program conducting over 30 live programs on various topics designed to be informative and interesting to all staff.

Interlibrary Loan lending increased 20% over last year to 27,786 items loaned. Borrowing was down 12% from last year.

Cataloging Services was reorganized and the position of Coordinator, Monographs Cataloging, was created and assumed by Eda Correa.

Complex copy and original cataloging increased due to IST, FSEC and Central Florida Memory projects, which were underway during the year.

Several committees were formed in Collection Management: Electronic Resources Committee, Collection Policy Committee, Committee for Establishing Guidelines for Faculty Library Representatives, and Committee for Developing Criteria for Evaluation of Collection Development Librarians.

Several important collections were received during the year, including the Stephen Danks Lodwick Collection, consisting of over 1,000 books in art, design and architecture as well as drawings, which was generously donated by Mr. Lodwick's family. Mr. Lodwick was an illustrator and designer of theme park rides and exhibits and operated his own studio under the name of Mighty Scenic, Inc. Rare and limited edition books

as well as some concept drawings from his collection will be housed in Special Collections with most of the titles being processed for the general collection. The Libraries' art collections continued to grow with the donation by Morris Broad of two Leonardo Nierman paintings, *The Firebird* and *Prismatic Landscape*, and *Prop III, Santa Teresa*, a collage by Pablo Cano, donated by Joseph Neipris.

Among collections received by Special Collections were the Doris Leeper papers consisting of correspondence, scrapbooks, and exhibition catalogs, and the Central Florida Folklife Materials, a collection of materials detailing folk arts and customs and their practitioners in Central Florida during the later twentieth and early twenty-first centuries.

The Vatican Frescoes of Michelangelo, a limited edition of 400 copies in English published by Abbeville Press, was donated to Special Collections by Dr. and Mrs. Robert Serros.

The Biblia Vulgare, a rare early bible in the Libraries' Rare Books Collection, was loaned to the Ringling Museum of Art for their exhibition titled "Sacred Treasures: Early Italian Paintings in Southern Collections," May 31-August 10, 2003.

One of the Libraries' most popular exhibits was *Underground Comix: Their Unique Place in American Publishing*, which featured UCF librarian Jack



Jack Webb, ILL & Cataloging Librarian, lecturing on his collection of underground comics on display in Special Collections, March 2003

Director's Overview (cont'd)

Webb's collection of underground comics.

Digitization projects underway by the Digital Projects Lab include IST, the Florida Heritage Project, Central Florida Memory, and Carey Hand Funeral Home records. Over 14,000 images were created during the year.

Electronic Theses & Dissertations (ETDs) will become an option for graduate students in the fall semester 2003. The Libraries' Systems & Technology Department is working with the Graduate Studies Office to organize the process and is participating in a statewide initiative to create a union catalog of ETDs.

The main library lobby area was transformed into a PC commons with 20 PCs offering access to library resources as well as Microsoft Office products and network printing.

The position of Head, Interlibrary Loan and Document Delivery Services, was vacant for much of the year with the resignation of Jennifer Block, who accepted a position as Head, ILL, at the Princeton University Library.

In March 2003 Carla M. Summers became Head, Special Collections and Milton T. Wolf was named Head, Collection Management.

Gloria Coney, Senior Library Technical Assistant, was selected to participate in the UCF Diversity Initiatives Office 2002-2003 Leadership Enhancement Program.

Donna Goda completed a project funded by an in-house grant from the Office of the Vice President for Research. Collaborating with Meg Schell of Office of Instructional Resources (OIR), a prerecorded streaming video, *Research: the Next Generation* was developed and is available on the Web or CD-ROM in English and Spanish.

<http://library.ucf.edu/Reference/Instruction/FindingBooksAndArticles/>

Buenaventura (Ven) Basco was chosen to participate in the competitive Association Research Libraries (ARL) Leadership and Career Development Program.

Richard Harrison was appointed university Academic Affairs Senior Faculty Fellow for the 2003/2004 academic year.

A librarian exchange pilot project initiated by Marcus Kilman, a UCF librarian at Brevard Community College at Cocoa, was implemented during the year. Designed to increase communication and collaboration between librarians at the main UCF campus libraries and the Brevard Community College/Cocoa campus, librarians Allison King and Amy Gonzalez volunteered to participate in the project.

Over two dozen members of the library staff and faculty participated in this year's American Cancer Society's Relay for Life activities. With most of its members new to the Relay for Life event and competing against 114 other organizational sites, the UCF Libraries Team took an impressive third place award for its "Trek to the Cancer Cure" campsite with its futurist space theme. The Team, with the help and support of the entire library staff, held bake sales, a "Purple Elephant" rummage sale, penny raids, and solicited donated merchandise and services to be given away at chance drawings, among other things, to raise almost \$4,000 for the cause.

This overview represents but a fraction of the significant accomplishments of UCF Libraries faculty and staff in meeting the growing instruction, research and service needs of university students and faculty. It was indeed an exceptional year! Additional information follows in the reports of the departments.

Barry B. Baker
Director of Libraries



American Cancer Society's Relay for Life, April 2003 (left) Libraries' poster, "Trek to the Cancer Cure"; (center) Rachel Viggiano (Reference Services), getting ready to walk; (right top) Amy Gonzalez (Reference Services) & Sue Creighton (Administrative Services) entertaining young visitors to the Libraries' futurist campsite; (right bottom) Cindy Burris (Reference Services), Pauline Strickland (Administrative Services), and Terrie Sypolt (Reference Services) cheering on Relay walkers.

Acquisitions Services

HIGHLIGHTS of the YEAR in RETROSPECT

► Library Resources Allocation

This fiscal year saw a dramatic increase in special funding coming to the library. Although the final expenditures on library resources exceeded last year's expenditures, this did not represent a real increase to continuing costs because \$362,700 was earmarked for specific new programs and area collections.

Library Resources Allocation

2002/2003	2001/2002	2000/2001
\$5,501,054	\$5,313,757	\$5,670,840

► Transition to Electronic Resources

After approval of the recommendations of an electronic transition task force, selected reference and periodical titles were moved to electronic-only purchases. Canceling the print subscriptions and only subscribing to the electronic editions of 160 periodicals saved approximately \$28,500. Also, duplicate print subscriptions at area locations were identified and canceled if the title was available electronically. An additional \$26,800 was saved by canceling print copies of indexes/ abstracts accessible online.

► Selected Use in Electronic Access (full-text articles)

	EBSCOhost	MUSETitles	ACS* Journals
2002/03	460,873	4,418	13,634
2001/02	364,692	5,253	9,457
2000/01	317,732	3,364	4,988

*American Chemical Society

REPORT on DEPARTMENTAL GOALS for 2002/2003

► Continue investigating and developing workflow procedures and technology to improve acquisitions functions.

Status quo was maintained for the 2002/03 year. At the end of the year and working with the new department heads of Collection Management and Special Collections, procedures were under discussion to improve acquisitions services.

► Develop a procedure/workflow for making a second effort to get materials reported out of print.

Some success was achieved at identifying and purchasing lost books and other out of print

materials. Additional staff time is needed to fully develop and implement this process.

► Study and prepare the Acquisitions workflow and systems for a move to an integrated library management system.

Collaborate effort with Circulation Services staff to identify and replace or remove the records for lost books.

► Shorten binding times.

By spring 2003 all items shipped to the binder were on a routine two-week schedule (periodicals, new binds).



CHANGES in STAFFING

Celebrate and cheer!

A terrific Acquisitions Staff!

No personnel changes for 2002/03!

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

► Space for an additional full-time staff person and two student assistants, as well as mail delivery and unpacking space.

The increased number of items (approval, gifts) and increased services (processing) has created an impediment to productivity. Items received are continually being unpacked, inventoried, re-boxed, stored, etc, due to lack of space to display gifts for evaluation and selection. To make room for student assistants to process materials, the workstations used for pre-order searching had to be removed; now assistants use a wireless laptop (extremely slow) to do pre-order searching (if done). There isn't enough space for a new staff position, which is highly needed to process the increase specialized monographic ordering (with such a large approval plan, the majority of our monographic requests require checking citations and verifying source and availability before placing an order). To fully implement a satisfactory workflow for lost and out of print materials additional staff time is needed.

ACCOMPLISHMENTS of FACULTY and STAFF

► Jeannette Ward:

- Committees:

Acquisitions Services (cont'd)

- Search, Head, Collection Development, Chair
 - Electronic Transition Task Force, Chair
 - SUL Collection Management
 - UCF Electronic Thesis/ Dissertation
 - Coordinator, implementation of the LMS
 - Presented Web-based Acquisitions from Web-based Vendors: Pros and Cons with Joann Janosko, Charleston Conference, November 2002
 - Attended *Get Motivated!* Seminar, Orange County Convention Center, February 2002
- **Joe Bizon:**
- Training:
 - Microsoft Access Level 1, July 2002
 - Front Page Level 1, August 2002
 - Attended Librarianship Open House, April 2003
- **Tina Candela:**
- Member:
 - Director's Advisory Group
 - Florida State Employees' Charitable Campaign Committee – November 2002
 - Library Diversity Team – October 2002
 - Library Holiday Party Committee – December 2002
 - Attended:
 - Get Motivated! Seminar, Orange County Convention Center, February 2003
 - Joseph C. Andrews Mentoring Breakfast, March 2003
 - Volunteer, New Student Orientation, June 2003
- **Eric Heard:**
- Attended
 - *Get Motivated! Seminar*, Orange County Convention Center, February 2003
 - Florida Library Association, April 2003
 - Volunteer, New Student Orientation, November 2003
- **Katie Kirwan:**
- Member:
 - Director's Advisory Group
 - Relay for Life Libraries Team, April 2003
 - Attended *Get Motivated!* Seminar, Orange County Convention Center, February 2003
 - Training:
 - Library Service Standards, October 2002
 - Paraprofessional Workshop, St. Petersburg, May 2003
- **Jamie Lamoreaux:**
- Accent on Excellence, HR (1 session)
 - Volunteer:
 - Florida Library Association, April 2003
 - New Student Orientation, November 2002
 - Member:
 - USPS Staff Council; chair, Special Events
 - Traffic and Parking Committee
 - LibraryEvacuation Team
 - Awarded "Staff Council Member of the Year"
 - Attended *Get Motivated!* Seminar, Orange County Convention Center, February 2003
- **Susan MacDuffee:**
- Volunteer, Library Information Kiosk, August 2002
 - Training:
 - Microsoft Access Level 1, July 2002
 - FrontPage, Level 1, August 2002
 - Allies Advance Workshop, March 2003
 - Library Service Standards, October 2002
 - Recipient, 2002/03 June S. Stillman Memorial Scholarship
 - Attended:
 - *Get Motivated!* Seminar, Orange County Convention Center, February 2003
 - Florida Library Association, April 2003
- **Linda Seward:**
- Attended *Get Motivated!* Seminar, Orange County Convention Center, February 2003
- **Ann Valente:**
- Committees:
 - Library Diversity
 - Search, Head, Rosen Library
 - Selected Employee of the Month, April 2003
- **Debbie Weatherford:**
- Member:
 - Search Committee, Head, Special Collections
 - Emergency & Safety Procedures Committee
 - Relay for Life Team, April 2003
 - Training:
 - UCF Library Service Standards, October 2002
 - Coaching & Performance Evaluation for Supervisors, October 2002
 - Attended *Get Motivated!* Seminar, Orange County Convention Center, February 2003

Acquisitions Services (cont'd)

STATISTICS

Acquisitions Services
Table 1
Current Four Years

	2002/03	2001/02	2000/01	1999/00
ITEMS RECEIVED				
Approvals	29,934	21,977	25,683	27,137
Firm Orders	11,676	14,729	19,365	17,732
Gifts	3,183	3,536	3,215	2,168
Standing Orders	5,074	7,207	4,548	4,257
TOTAL	49,867	47,449	52,811	51,294
BOUND PERIODICALS	6,669	8,413	8,893	9,875
MICROFORMS				
Film	616	657	935	2,118
Fiche	44,372	52,058	91,209	54,207
TOTAL	44,988	52,715	92,144	56,325
PERIODICALS/SERIALS				
Main (Print)	4,659	4,790	4,716	4,624
CMC (Print)	15	14	13	
Brevard (Print)	190	197	238	238
Daytona (Print)	131	136	145	145
Newspapers	32	26	39	41
Serials	-		208	264
CD-Roms	-		5	7
E-Databases	316	305	274	52
E-Journals	4,160	3,955	(3,451)	(2,950)
print+online	(1,478)	(1,520)	(1,377)	(946)
e-only	(2,682)	(2,435)	2,074	2,004
Total Active Subscriptions	9,503	9,423	7,712	7,375
Ceased/Closed Periodicals	4,685	4,632	4,545	4,467
Total Periodical Titles	14,188	14,055	12,257	11,842

Drop in Standing Orders is the result of monographic series being moved from standing order status to "ship book in series" with our approval plan.

Therefore, the book arrives with its electronically-transferred record into our order system, resulting in staff time savings, higher probability of catching a duplicate request and a discount on the cost of the book.

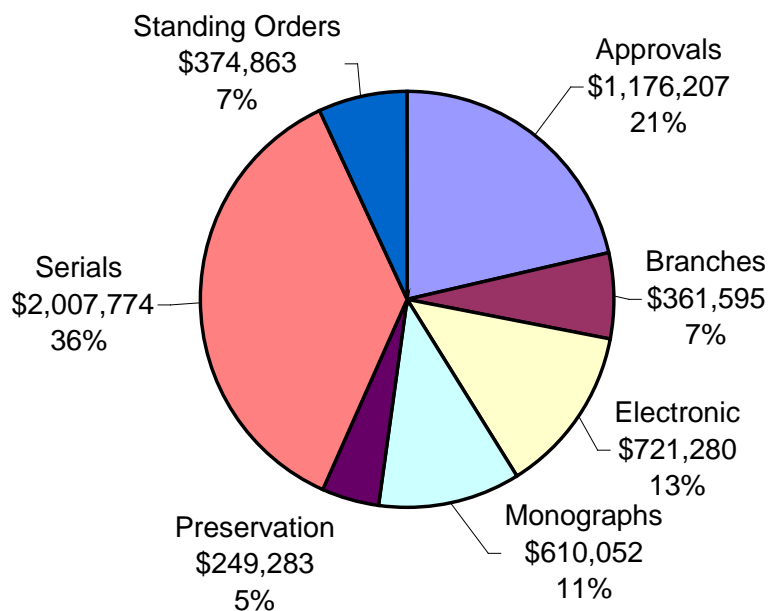
Drop in printed periodicals titles is the result of transferring 160 titles to online subscriptions only. 98 new titles were added.

Acquisitions Services (cont'd)

Acquisitions Services
Chart 1

Expenditures 2002-03

\$5,501,054



Acquisitions Services
Table 2
Percentage Comparison Current Four Years

	2002/03	2001/02	2000/01	1999/2000
TOTAL Expenditures	\$5,501,054	\$5,313,757	\$5,670,840	\$5,173,026
Approval	21	20	14	17
Branches	7	4	9	8
Electronic	13	11	15	8
Monographs	11	16	19	25
Preservation	5	6	4	4
Serials	36	36	33	31
Standing Orders	7	7	6	7

Acquisitions Services
Table 3
Regional Campuses

	Approvals	Monographs	Periodicals	Standing Orders	Binding/Preservation	Specials	TOTAL
Brevard	77,731	30,208	50,322	24,996	5,374	12,218	200,849
Daytona	87,870	4,280	25,221	4,887	0	0	122,258
Clermont		38,489					38,489
TOTAL	165,601	72,977	75,543	29,883	5,374	12,218	\$361,596

Acquisitions Services (cont'd)

Acquisitions Services
Table 4
Five-Year Expenditure History

	2002/03	2001/02	2000/01	1999/2000	1998/99
MONOGRAPHS	\$1,789,253	\$1,791,328	\$1,878,934	\$2,192,091	\$1,946,366
Approvals	1,176,201	995,760	799,993	890,290	781,764
Firm Orders	594,232	768,903	1,058,869	1,273,439	1,164,602
Replacements	15,820	26,665	20,072	28,362	
SERIALS	\$2,379,641	\$2,777,221	\$2,956,580	\$2,319,934	\$2,147,078
Standing Orders	374,863	120,523	364,305	346,281	
Periodicals	1,868,640	1,664,665	1,520,141	1,334,647	1,330,778
Periodicals Online	99,640				
Newspapers	14,775	14,410	12,776	12,408	12,171
Reference	21,723	396,063	199,188	189,308	220,080
ELECTRONIC	\$721,280	\$581,560	\$860,170	\$437,290	\$352,008
Periodical Databases	173,695				
Databases	453,052				
Back Vol & Monographs	94,533				232,041
PRESERVATION	\$247,354	\$282,402	\$239,588	\$224,414	\$176,732
<i>Microforms</i>	73,141	63,198	61,554	38,339	54,349
Main	72,323	62,450	60,871	37,718	53,927
Brevard	818	748	683	621	422
<i>BINDING</i>	174,213	219,204	178,034	185,075	122,383
Main	169,656	214,460	174,776	184,404	116,218
Brevard	4,557	4,744	3,258	1,671	6,165
BACK VOL. MICRO	\$84	\$0	\$108,950	\$0	\$53,944
BACK VOL. PAPER	\$1,822	\$20,173	\$5,741	\$4,920	\$77,247
PER. REPLACEMENTS	\$840	\$815	\$615	\$504	\$730
AREA LIBRARIES	\$5,501,052	\$5,313,757	\$5,670,840	\$5,173,026	\$4,490,002
<i>Brevard</i>	\$200,032	\$172,473	\$266,591	\$249,383	
Approvals	77,732	79,931	79,931	144,470	
Firm Orders	42,866	26,795	26,795	40,710	
Periodicals	50,322	53,210	53,210	54,603	\$50,483
Standing Orders	24,996	12,537	12,537	9,600	
<i>Daytona</i>	\$122,258	\$56,885	\$213,841	\$181,780	
Approvals	87,870	24,786	170,520	127,800	
Firm Orders	4,280	1,578	2,088	8,697	
Periodicals	25,222	25,814	35,970	40,355	\$37,422
Standing Orders	4,887	4,707	5,263	4,928	
<i>Clermont</i>	\$38,488				
FCLA FUNDING	298,914	308,038	453,522	421,175	
DLLI (FirstSearch)	Not Known	112,500	112,500		
TOTAL	\$5,799,966	\$5,734,295	\$6,236,862	\$5,594,201	\$4,490,002

Jeannette Ward
Head, Acquisitions Services

Administrative Services

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

Administrative Services encompasses the following activities and responsibilities:

- Fiscal and budget coordination including budget management, accounts payable, procurement, billing and accounts receivable, asset management, travel coordination, and foundation account management
- Human resource coordination including hiring, payroll, facilitating faculty searches, staff training and development, liaison with UCF Human Resources, and orientation of new employees
- Building and mail services including U.S. mail, interlibrary loan and courier services, shipping and receiving, construction projects, and building maintenance
- Copy/Printing services including customer service, liaison with equipment vendor, supervision of copy center, revenue collection, and routine equipment maintenance
- General office and administrative support for director, associate directors and development officer

HIGHLIGHTS OF THE YEAR IN RETROSPECT

► General Administrative

- Coordinated efforts for opening of the Rosen School of Hospitality Management Library, scheduled for January 2004. Planning initiatives included successful recruitment of the Head Librarian, finalizing the design of the interior space, specifying furnishings and equipment for the library, and developing the library's operating budget.
- Finalized library emergency procedures document.
- Developed internal document in support of library membership in the Association of Research Libraries.
- Completed follow-up action to internal library audit.
- Coordinated issuance of name badges for library employees.

► Fiscal and Budget:

- Revised procedures in cash handling/reconciliation, acquisition payments, and credit card transactions to comply with audit comments/suggestions.
- Revised fiscal procedures as needed due to transfer of legacy financial systems to new UCF Financials (PeopleSoft).
- Worked with LINE personnel to change out credit card equipment (for reversion to SunTrust as vendor).
- Met with USF Library representatives to discuss procedures for payment of Acquisition invoices/budgeting/tracking.

UNDER CONSTRUCTION



Construction on the Rosen School of Hospitality Management Library, February 2003



Rosen Library, June 2003



Rosen Library Exterior, May 2003

Administrative Services (cont'd)

► Human Resources and Staff Development:

- Increased Federal Work Study student hiring, generating a salary savings of \$48,000.
- Increased number of employees using the electronic timesheet, which translates to fewer errors and more effective use of staff time.
- Presented student hiring workshops for library staff and Student Financial Assistance.
- Conducted orientation to library service standards for student assistants.
- Provided 30 in-house staff development programs.
- Increased number of CFLC and SOLINET presentations at UCF.
- Scheduled two library science interns for summer 2003.
- Conducted ten faculty searches including adjunct positions.

► Facilities (including Copy Services, Shipping & Receiving):

- Improved purchasing of general office supplies by using PCard and Internet.
- Completed library keys inventory and codified procedures to maintain an up-to-date inventory.
- Instituted regular building walk-throughs to monitor appearance of the library building.
- Completed equipment inventory in a timely manner. The library has one of the lowest equipment loss rates on campus.
- Copy Services office assumed informal customer responsibility over the lobby PC area.
- Worked with Special Collections to contain mold outbreak.
- Coordinated window filming project of all exterior windows of the main library.

- Explore value of general orientation for new student assistants: **Conducted six sessions, plan to repeat sessions next fall.**
- Facilitate faculty promotion mentoring: Faculty meeting May 16, 2002; "Getting Published," May 28, 2002
- Develop library service standards with departments: Conducted several presentations for Circulation Services - **Ongoing**
- Finalize emergency procedures: **Accomplished**
- Conduct RFP for new copier services contract: Granted one-year contract extension. **Will go out for bid in FY 2003/2004.**
- Increase participation in work study program: **Accomplished**
- Develop staff training and development budget: **Ongoing**
- Continue planning for library addition: **Ongoing.**
- Implement 2002 audit recommendations: **Implemented**
- Update and enhance fiscal materials provided on the library Web: **Ongoing**
- Finalize key inventory: **Accomplished**
- Reorganize the library supply room: **Ongoing**

CHANGES in STAFFING

After three years with the library, Pauline Strickland resigned as Accountant in April 2003. Ms. Parri Bolinger joined Administrative Services as Accountant in April 2003.

REPORT on DEPARTMENTAL GOALS for 2002/2003

- Coordinate with F&A to implement PeopleSoft for acquisitions procedures: **Implementing new system.**
- Finalize plans for Rosen School library: **Accomplished**
- Increase sponsorship of presentations with CFLC, SOLINET, Diversity Office, others: **Accomplished and plan to continue scheduling live presenters.**



Pauline Strickland and Dr. Chang Lee (Archives Librarian) at the Farewell Party in Pauline's honor in April 2003.

Administrative Services (cont'd)

ADVANCEMENTS TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida

The library is achieving success in hiring Federal Work Study (FWS) students, an effort which supports undergraduate education. Library FWS students earned \$48,000 in wages in FY 2002/2003.

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

and

- ▶ Provide international focus to our curricula and research programs

The library hires significant numbers of international student employees

- ▶ Become more inclusive and diverse

Cynthia Kisby presented at a faculty workshop, "Recruiting, Interviewing, and Hiring Faculty Members," February 2003, co-sponsored by the UCF Equal Employment/Affirmative Action Program office.

Library Administration employees assisted in planning for Diversity Week activities, fall 2002.

- ▶ Be America's leading partnership university

Library staff are significant volunteers and contributors to the Florida State Employees' Charitable Campaign (FSECC) and the American Cancer Society Relay for Life Campaign.

The library is extensively involved with planning for the new Rosen School of Hospitality Library, which, when completed, will have a significant outreach component.

Cynthia Kisby created and presented library instruction courses for the Central Florida Library Cooperative (CFLC) during FY 2002/2003.

The library occasionally hosts CFLC and SOLINET presentations.

The library mail/receiving staff facilitate document delivery to partnering academic libraries and the Central Florida business and professional community.

Library administration staff assist with managing the semi-annual book sale.

Frank Allen, Jeannette Ward, and Janet Girard met with University of South Florida Library representatives in January 2003 to review procedures for payment of acquisition invoices/budgeting/tracking.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

The new UCF Financials system appears to be more cumbersome in requiring users to pull information from different locations. It also imposes tighter deadline restrictions in addition to adding duties to departments previously handled by Purchasing and F&A. Comfort level with the new system may increase with time.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Frank Allen

- Incoming chair, ALA Chapter Relations' Chapter Editor's Interest Committee, 2002-2003
- Incoming Secretary, LAMA Using Measurement Data for Planning, Evaluation and Communications committee, 2002-2003
- Named to Library Administration and Management Association (LAMA) Membership Committee, 2002
- Continued to serve as editor of *The Southeastern Librarian*. Published four issues during fiscal year 2002/2003.
- Program chair, ALA/LAMA preconference "Got Data; Now What?"
- Library Chair, Florida State Employees' Charitable Campaign, 2002

- ▶ Barry Baker

- Member:
 - ALA, Library Administration and Management Association (LAMA), Committee on Organization
 - ALA, LAMA, Publications Committee
 - Association of Caribbean University, Research & Institutional Libraries (ACURIL), Academic Libraries Special Interest Group (chair)
 - Association of Southeastern Research Libraries (ASERL), Executive Board
 - Florida Library Network Council
 - Florida LSTA Advisory Council
 - SUL ALEPH Implementation Steering Committee
- Editor, "Technical Services Report" in *Technical Services Quarterly*
- Elected to ACURIL Executive Council

Administrative Services (cont'd)

- Moderator, session on Information Literacy,
ACURIL Conference, Ocho Rios, Jamaica

Administrative Services (cont'd)

- ▶ Parri Bolinger
 - Training:
 - Groupwise Basic
 - WebCT for new UCF Financials system
- ▶ Diane Clark
 - Chairman, UCF Entertainment Committee, ACS Relay for Life
 - Training:
 - People Soft (Student Financials, Accounts Payable I & II, Asset Management, Soft General Ledger I & II)
 - Customer Service Seminar
 - Evaluation Workshop
- ▶ Susan Creighton
 - Co-captain, Library Team, American Cancer Society Relay for Life
 - Training:
 - I-9 Procedures
 - Purchasing Card Workshop
 - PAF Processing
 - Microsoft Access Level I
- ▶ Janet Girard
 - Training:
 - FWS workshops
 - FrontPage workshop, August 2002
 - HR Performance Evaluation workshop, October 2002
 - Student service training, October 2002
 - Excel Tips and Tricks workshop, CFLC, December 2002
 - Advanced Excel, CFLC, December 2002
 - Access II, CFLC trainer at UCF Library, January 2003
 - WebCT courses for UCF Financials, April – May 2003
 - Instructor-led courses for UCF Financials, May – June 2003
- ▶ Raynette Kibbee:
 - Member:
 - Library Web Implementation Committee
 - Director's Advisory Group (ex-officio)
 - Training:
 - Links Training, UCF Library, October 2002
 - Web101 Pilot Program, CDWS, UCF (5 sessions), October 2002
 - SkillPath Seminar, "The Indispensable Assistant," Orlando, November 2002
 - Access 2, CFLC trainer at UCF Library, January 2003
- *Graphics Standards Town Meeting*, University Marketing, UCF, March 2003
- *PeopleSoft 8 Training*, online, Web-CT & Financials Support Services, UCF, April – June 2003
- Content Management System, CDWS, UCF, April 2003
- *Interrupting Bigotry*, Diversity Initiatives, UCF, June 2003
- *Cascading Style Sheets*; CFLC, Maitland, June 2003
- *Ins and Outs of Student Union Reservations*, Student Union, UCF, June 2003
- Attended *Get Motivated!* Seminar, Orange County Convention Center, February 2003
- ▶ Cynthia Kisby
 - Florida Association of College & Research Libraries, Vice-President
 - Florida Library Association Planning Committee, Secretary
 - Florida Library Association Local Arrangements, Co-chair of Registration Desk
 - ALA Congress on Professional Education, Delegate
 - Kudos:
 - Completed the Society for Human Resource Management Certification Program and passed the Professional in Human Resources (PHR) exam
 - UCF Professional Development Leave Committee, chair
 - Attended:
 - FLA
 - FACRL
 - 12 campus and library sessions
- ▶ Tim Ryan
 - Member, UCF Entertainment Committee, ACS Relay For Life
 - Training:
 - Leadership and Customer Service Seminar
 - Customer Service Seminar
 - Attended *Get Motivated!* Seminar, Orange County Convention Center, February 2003
- ▶ Jennifer Schock:
 - Training:
 - FrontPage Training, CFLC trainer at UCF Library, August 2002
 - My Organization Training, CDWS, UCF, August 2002
 - Excel Level 2 Training, CFLC, September 2002

Administrative Services (cont'd)

- Timesheet Workshop, UCF Library, December 2002
- *Directory Information*, CDWS, UCF, January 2003
- *Ins and Outs of Student Union Reservation*, Student Union, UCF, June 2003

- Member, Library Evacuation Team

► Kerry Wilson:

- Member:

- USPS Staff Council: Employee of the Month Committee; Scholarship Committee; Entertainment Committee
- Library Team, ACS Relay for Life (fourth year)

- Implement a new supply reply system, informing departments of backorders and out of stock items.
- Track and quantify building, facilities, and communications activities. Develop a monthly summary report.

STATISTICS

Administrative Services
Table 1
Federal Work Study Participation

2002/2003			2001/2002			2000/2001		
Fall	Spring	Summer	Fall	Spring	Summer	Fall	Spring	Summer
20	22	10	6	11	6	1	1	2

Administrative Services
Table 2
Employee Turnover

	FY 02/03	FY 01/02	FY 00/01
Hired	18 (3 faculty)	16 (2 faculty)	21 (4 faculty)
Separated	11 (2 faculty)	15 (2 faculty)	14 (2 faculty)

Administrative Services
Table 3
Staff Development Programs

	FY 02/03	FY 01/02	FY 00/01
Video & discussion	0	20	31
Guest presenters	30	23	29

Financial statistics on page 68 of this report.

Frank R. Allen
Associate Director, Administrative Services

UNIT GOALS for 2003/2004

- Facilitate smooth opening of the new Rosen School of Hospitality Management Library.
- Provide the highest of level of personnel support to assist the library in reaching its goals. Areas to study include:
 - Help articulate library's goals and strategies to all employees
 - Help identify competencies for success
 - Link staff development programs to specific library competencies and goals
- Successfully adopt new UCF Financials system. Modify library procedures where necessary.
- Go out for bid for new photocopy contract.
- Fully develop the Library Patrol program.



Ann Valente (center), Acquisitions Services, receives the April 2003 Employee of the Month Award from USPS Staff Council member, Mr. Ulysses Williams (Building Services). Jamie LaMoreaux (right), Acquisitions Services, received the "USPS Staff Council Member of the Year" award in July 2002.

HIGHLIGHTS OF THE YEAR IN RETROSPECT

There were a great number of influencing factors this year: (1) staffing changes; (2) training; (3) increased numbers of unique, harder to catalog materials; (4) increased emphasis on pre-ALEPH database clean-up; (5) additional partnerships; and (6) new organization structure. While the overall cataloging statistics remained steady, the bibliographic maintenance greatly increased in preparation for migration to ALEPH and with e-resources maintenance.

► Cataloging:

Two types of materials increased: unique collections and electronic resources. The FHP continued, netLibrary Collection III was added in June, electronic titles and maintenance increased. Complex copy and original cataloging increased dramatically as special projects, such as Institute for Simulation & Training (IST) and Central Florida Memory (CFM), were added. The Florida Solar Energy Center (FSEC) complex cataloging copy portion of this retrospective project was reinstituted but performed on the main campus. New software and technology greatly impacted Cataloging Services with the move to LC Classification Web, the upcoming switch to *Connexion*, and the adaptation of Chapter 12 standards of the Anglo-American Cataloguing Rules, second edition revised (AACR2r). These demonstrated the need for intensive planning and additional training as essential.

Outsourcing continued with single contracts with YBP, *MARCIVE*, netLibrary, and two contracts with OCLC TechPro. Due to concerns with the high percentages of provisional records and the error rate, Cataloging Services ended the YBP contract on October 30, 2002 with the last records loaded on November 12, 2002. A USPS staff member continued to oversee the YBP problem books with the final problems being cleared by the head of Cataloging Services and the coordinator of Monographs Cataloging. The TechPro contract for music scores had to be revised to include accommodation for a large gift collection of scores received in spring 2003.

Other issues remain to be resolved regarding obsolete media and software that need library-

wide review of the preservation, acquisition, and storage issues for current and future collections. With the arrival of Milton Wolf (Head, Collection Management) and Carla Summers (Head, Special Collections), these issues have been brought to the forefront.

► Facility:

Space considerations continued again this year with staff at our highest point (30). With the beneficial hiring of four additional OPS staff, one volunteer, one intern, and an additional adjunct, space again became a premium. Creative planning became essential. The result was the use of flexible workspace, scheduling, and PC sharing for part-time staff. Included was the first weekend/evening operation in over 14 years.

Additional help from Systems provided Cataloging Services with new and upgraded PCs to accommodate staff and technology needs. Creative means to provide furniture for the part-time staff and the purchase of six additional book carts helped with the work. A temporary solution was reached to the lack of a copier for LIB 321 with the supply of a copy card for the public access copiers.

► Organization:

Extra planning and organization took place this year to facilitate the overall workflow, retrospective collections, and special cataloging needs. In January 2003, a new organization chart was formulated and the plan implemented over several months. The position of Coordinator, Monographs Cataloging, was created. The position descriptions for the LTA Supervisor and the Sr. LTA for Rapid Cataloging were completely revised. Performance appraisals are given for all new USPS staff by mid-term in the probationary period and OPS staff during the early months of their hire.

Additional training was given to all staff including student employees to ensure the organizational structure and redefined local procedures were followed. With collective input from the staff, the plan was implemented. Each group of materials has either been sent completely through the department or has a timeline being closely tracked. Examples are:

- ALEPH pre-migration list was refined again and greatly reduced with diligent work by the entire department. Although each staff member was assigned a pre-ALEPH area last year, the pace

Cataloging Services (cont'd)

- and frequency of the work increased. Thanks to Lyn Case and Jeanne Piascik, who devised the motivational campaign slogan and logo, "No Yak," the entire library became aware of the ALEPH campaign. When the department or individuals were intensely working on maintenance, they were not available for other tasks or general conversation.
- Any titles not in OCLC were immediately entered into LUIS on provisional records. Circulation Services, Reference Services, and Interlibrary Loan worked with Cataloging Services on the paper form and procedures to recall these titles for the patron as needed. In addition, Systems & Technology staff created an electronic version of the form.

Two of our projects, New Titles List and the pre-ALEPH campaign, are being reviewed by another library for possible implementation at that institution.

► Staffing:

Assignments also had to be restructured due to staffing changes. The USPS position that was lost in December 2001 then replaced with a temporary OPS part-time staff from May–September 2002, was filled in November 2002. There were two unsuccessful probationary employee situations in 2002-2003. The probationary LTA Supervisor hired in April 2002 was not retained after July 2002. This position remained unfilled until January 2003. The OPS e position was converted to a USPS position and filled in January 2003. This probationary employee was not retained, but by the end of April another applicant in the search filled the position. Many staff voluntarily worked extra assignments to make sure patrons had the service they needed until new staff could be hired and trained.

By summer 2003 student staffing previously at ten OPS and FWS was down to four performing basic copy cataloging and one working on a short-term project. Many of the students for 2002-2003 were new, increasing our training efforts. The learning curve put a crimp in our production for a while. Again the staff helped to keep the work moving. During spring semester a UCF graduate student joined the FSEC project on the weekend.

Cataloging Services seized the opportunity to employ new part-time staff. Of those, four library and information science graduate students joined us – two as OPS staff working on special projects, one as a volunteer, and one as an intern. This opportunity to work with and learn from these excellent graduate students was a win-win situation. The department as a whole made very positive observations about this experience. We are looking forward to a possible four internships next year as well as hoping to keep the OPS project staff that we have. Projects were:

- Special collections
- Central Florida Memory Project
- E documents links and serials ingovernance/maintenance,
- IST project
- Delivery method and plan for e-procedures manual
- FSEC retrospective cataloging

► Partnerships:

Cataloging Services participated in many local and national partnership activities as highlighted by the following:

- Worked with Reference Services, Circulation Services, ILL, and the CMC on a number of maintenance projects and special requests.
- Worked with Systems & Technology to set up PCs for the new part-time staff.
- Finalized and carried out plans with IST to provide cataloging services for donations from their in-house collection. Consultations with IST and University General Counsel's office were critical parts of implementing the IST project, especially the copyright aspects of the digitizing portion.
- Worked on the Central Florida Memory Project in cooperation with the Orange County Regional History Museum and the Orange County Library System. The department was very instrumental in the cataloging and the establishment of the controlled vocabulary and guidelines for metadata cataloging.
- Applied for the Florida NACO-Funnel with University of Florida (UF) and University of North Florida (UNF).
- Added Lake Sumter South Lake campus to our service area.

Cataloging Services (cont'd)

REPORT on DEPARTMENTAL GOALS for 2002-2003

Priorities For Action (PFA), Operational Objectives (OO), & Goals Accomplished 2002-2003

- ▶ **Organization & Leadership:** Continue to develop a department structure to encourage communication, initiation, planning for growth, and accountability.
 - PFA 1:** Continue meeting the communication and training needs for all levels of staffing.
 - OO 1:** Continue the increased in-house training (*accomplished by regularly scheduled training*)
 - OO 2:** Continue work toward moving the print department policies and procedures handbook to a Web-based product for development as a more comprehensive staff resource. Include local standards and actual examples (*planning & delivery method accomplished by graduate intern*)
 - PFA 2:** Establish an operational environment to support needs of the department and staff.
 - OO 1:** Continue planning for department growth and needs as the library grows (continuing; established Coordinator, Monographs Cataloging; revised LTA Supervisor & Sr. LTA for Rapid Cataloging descriptions)
 - OO 2:** Develop performance standards for USPS positions; encourage the development of individual work goals by USPS and OPS staff (training on individual goal setting; began development of standards; implemented evaluation process for OPS & adjunct staff)
 - OO 3:** Continue goal setting by the librarians as part of the letter of assignment and evaluation processes (all librarians set goals & demonstrated progress towards goals)
 - OO 4:** Continue to work with Administrative Services to develop a formula by which to assess the space needs per employee in accordance with the growth factors and national or regional standards (reviewing on regular basis; projections for future)
 - OO 5:** Increase the statistical analysis of the department activities, i.e., routine monthly statistics and projects (*accomplished*)
 - OO 6:** Review local practices more intensely in preparation for the implementation of

ALEPH and for better patron service (*accomplished second phase with motivational campaign; another SUL is reviewing our success for its possible use*)

- ▶ **Information Resources:** Maximize access to a broad range of diverse materials in appropriate formats.

PFA 1: Provide cataloging for special formats.

OO 1: Continue providing bibliographic access to specialized materials within the collection (*increased the type and number of titles to which access was provided*)

OO 2: Continue to provide bibliographic access to electronic resources (*continued to catalog new titles and reviewed maintenance on previously cataloged titles; added one USPS, one part-time OPS, and one volunteer staff*)

OO 3: Investigate the use of PURLs and the use of link checker software in relation to FCLA's projects and ALEPH (*delayed*)

- ▶ **Service Orientation:** Provide cataloging services to all UCF campuses and departments in a cooperative, efficient, and fair manner.

PFA 1: Continue to work with Cataloging Services clients to balance their needs with the demands of the department workload and the rapid growth of the library.

OO 1: Facilitate with all clients for greater understanding of each other's needs in their particular setting (*continuing; added LSCC South Lake service*)

OO 2: Modify the "field trip" concept of intra-library education as devised by the department in the mid-1990s; include Cataloging Services staff visiting other departments (*put on hold due to pre-ALEPH activities*)

OO 3: Continue the library-wide training begun in 2001 by the department to create a greater understanding of cataloging and its processes (*preparing training for Chapter 12 & Connexion*)

PFA 2: Continue a Web-based "new titles" list.

OO 1: Continue the successful new titles list (continuing; another SUL is reviewing our success for its possible use)

OO 2: Continue to review patron comments for any refinements in the list (continuing)

PFA 3: Provide retrospective cataloging for FSEC materials.

OO 1: Resume the retro-conversion project as funds are available (*hired USF graduate student*)

Cataloging Services (cont'd)

OO 2: Continue to establish item records for previous holdings (***hired UCF graduate student***)

OO 3: Provide original cataloging for retro-conversion project materials as needed (***continued adjunct***)

- **Technology:** Incorporate appropriate emerging technologies into the work flow to provide efficient, effective services to Cataloging Services clients.

PFA 1: Continue to keep abreast of emerging overall technology concepts and technical services applications.

OO 1: Provide more efficient means for staff to complete their assigned tasks via new technology applications (***continuing; developed two applications***)

OO 2: Continue to analyze and revise as necessary the work flow in relation to the application of these new technologies (***continuing; many improvements; planning for EDTs***)

OO 3: Continue to use current technologies to prepare LUIS database for transfer to ALEPH (***continuing at rapid pace***)

OO 4: Have laptops with appropriate cataloging software loaded permanently assigned to the department (***requested but not received***)

OO 5: Work with Systems & Technology and LC to provide better access to cataloging tools such as *LC Cataloger's Desktop* (***problems continued***)

OO 6: Work with Systems & Technology to provide more timely service, completion of work orders, and more connectivity available for additional PCs on third and fifth floors. (***status of work orders improved during year; others are continuing***)

PFA 2: Employ *Catalyst's* features to streamline cataloging operations of patterned cataloging.

OO 1: Continue to employ template to make cataloging more efficient and accurate for appropriate materials (***continuing with use for theses and dissertations, provisional, "not in OCLC," & oral history tapes***)

OO 2: Continue to use the global change feature to handle authorities functions, with emphasis on the ALEPH implementation (***accomplished and continuing for pre-ALEPH clean-up***)

OO 3: Continue to analyze other opportunities for the application of the

software to daily cataloging operations (***continuing***)

- **Outreach:** Establish partnerships on campus, with other institutions, with local, regional, state, national agencies, and with vendors.

PFA 1: Continue partnerships with CFLC; FCLA; other state university libraries, graduate library programs, and committees; and OCLC.

OO 1: Establish the department as an OCLC "enhance" library (***delayed***)

OO 2: Continue presentations and leadership in presentations and training with CFLC Cataloging Interest Group & FLA (***continuing***)

OO 3: Continue discussion with OCLC to improve the services to the area campuses (***continuing with SOLINET, OCLC, FCLA, CCLA to resolve***)

OO 4: Offer internships and/or field study opportunities (***sponsored one intern; exchange with Reference Services of the two interns; considering four interns for 2004***)

OO 5: Continue to provide volunteer opportunities (***successfully provided one volunteer opportunity***)

OO 6: Add NACO partnerships (***submitted application for Florida-NACO Funnel***)

PFA 2: Work with vendors to bring efficient, accurate cataloging records into LUIS for the YBP approval and firm order materials.

OO 1: Continue the evaluation process with YBP to make the new contract successful (received too large a percentage of non-CIP provisional records & errors; contract suspended)

OO 2: Revisit the plan to work with BWI and OCLC PromptCat to bring cataloging records into LUIS for the CMC children's materials (delayed due to budget uncertainties)

PFA 3: Continue work with TechPro to provide cataloging for materials needing certain expertise.

OO 1: Continue contract for foreign language materials and music scores (continuing contracts successfully; renegotiated one contract due to large donation of music scores)

OO 2: Review the profile and project once per year (accomplished)

PFA 4: Work with vendor to provide retrospective cataloging for the older U.S. government documents.

Cataloging Services (cont'd)

OO 1: Continue to work with the library's documents librarian to implement the retro-conversion of the older U.S. documents as funds become available (***submitted request for special funds to hire staff, outsource as needed; added one volunteer for e-maintenance***)

- **Human Resources:** Provide enrichment and evaluative opportunities for department staff.

PFA 1: Provide formal and informal training.

OO 1: Continue to provide training opportunities during regular department meeting with the most appropriate staff conducting the training for all (***accomplished***)

OO 2: Continue informal training within the work flow (***accomplished with increased new staff & revised procedures***)

OO 3: Continue to provide Cataloging Academy and more advanced formal training for all non-student staff (***accomplished by sending staff to CFLC and other workshops***)

OO 4: Continue to work on strong commitment and accountability by all staff (***accomplished; increased with assistance of new LTA Supervisor in January 2003***)

PFA 2: Assess USPS position descriptions, faculty letters of assignment, and the need for additional positions to reflect the department's growth in relation to the library's growth.

OO 1: Continue to review the descriptions during the year to be revised each fall semester (***accomplished***)

OO 2: Continue to review the letters during the year to revised mid-year if needed (***continuing***)

OO 3: Work on adding needed staff: two Senior LTA positions, one librarian, one adjunct librarian (***accomplished an increase by the re-establishment of one USPS position, establishment of one new USPS position, gain of four OPS staff for special projects & one adjunct for IST & additional FWS students***)

- **Physical Facilities:** Provide a healthy, ergonomically correct, spacious workspace that is conducive to a smooth, efficient work flow and comfort of the employees.

PFA 1: Facilitate the plan to establish the correct workspace and environment for employees.

OO 1: Continue to work with Library Administration to plan for a workspace more

conducive to the work flow, comfort (***will continue to work for long-term solution***)

OO 2: Improve air quality for employees and improve the preservation of materials by adhering to preservation standards in properly cleaning of the older materials prior to their receipt in Cataloging Services (***continuing advocacy***)

OO 3: Continue to work with Library Administration and the university regarding air quality in the department (***continuing***)

OO 4: Provide new carpet to replace the water-damaged carpet that has caused breathing and allergy problems for several employees (***impacted by budget restraints; water leak in LIB 508 resulted in damage/loss of materials; continuing issue***)

CHANGES IN STAFFING

- Hired Burak Ogreten (January 2003) as LTA Supervisor.
- Continued assignment of Jack Webb from ILL to Cataloging Services 20 hours per week.
- Continued Linda Sobey as adjunct original cataloger for the FSEC retrospective cataloging project.
- Hired Mary Fran Schmidt (February 2003), USF graduate student, as OPS staff to provide complex copy cataloging for FSEC retrospective cataloging project.
- Continued Claire Leonard & Ginny Farmer, UCF Libraries retirees, as OPS staff members.
- Did not retain Holly Voght, probationary LTA Supervisor (July 2002).
- Hired Nyree Johnson (January 2003) as probationary USPS e
- Hired Patrick Hadlock (April 2003) as USPS e-resources staff replacement.
- Melanie Maikkula, OPS staff member for rapid cataloging, resigned to take career position (September 2002).
- Employed a volunteer, Karen MacArthur (May 2003), during summer 2003 to assist with government documents e-resources maintenance.
- Hired Anna Dvorecky (November 2002), USPS for rapid cataloging unit of monographs cataloging
- Hired Melanie Tucker (November 2002), OPS staff for e-resources maintenance; resigned in April 2003.

□resources

Cataloging Services (cont'd)

- ▶ Hired Nuria Curras (May 2003), USF graduate student, as OPS staff replacement in e-resources.
- ▶ Supervised Nashieli Marcano (May 2003-July 2003), FSU graduate student intern working on the IST project and e-procedures manual design.

ADVANCEMENTS TOWARD THE PRESIDENT'S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida
 - Continued to streamline workflow to provide faster access to materials; added OPS staff.
 - Participated in four cataloging outsourcing agreements – TechPro, MARCIVE, SOLINET/netLibrary, YBP (suspended latter contract).
 - Increased access to electronic and digitized resources, research and foreign language materials, educational realia, special collections.
 - Revised workflow, procedures, and training modules.
- ▶ Achieve international prominence in key programs of graduate education and research
 - Continued to streamline workflow to provide faster access to materials; added OPS staff.
 - Participated in four cataloging outsourcing agreements – TechPro, MARCIVE, SOLINET/netLibrary, YBP (suspended latter contract).
 - Increased access to electronic and digitized resources, research and foreign language materials, educational realia, special collections.
 - Refined the process to provide better access via WebLUIIS for UCF print dissertations and theses; participated in campus process to convert to electronic dissertations and theses.
 - Worked with IST & FSEC to provide access to their unique research collections; hired adjuncts to perform their original cataloging.
- ▶ Provide International focus to our curricula and research programs

Employed additional multi-lingual staff, thereby increasing the number of foreign languages in which the department can catalog; remaining language materials were outsourced to OCLC TechPro.

- ▶ Become more inclusive and diverse
 - Provided diversity in staffing: student, USPS, faculty employees.
 - Cataloged diverse materials requiring additional skills.
- ▶ Be America's leading partnership university
 - Worked in cooperation with State University libraries (SUL) and FCLA on:
 - CAGER (Cataloging and Access Guidelines for Electronic Resources) to provide access to the Florida Heritage Collection's digitized resources and to electronic resources
 - Authorities Sub-Committee to begin statewide database preparation for conversion to ALEPH
 - Participation in the ALEPH plans with SULs, community colleges, local
 - Continued participation in NACO; plan to expand NACO participation via funnel project with UNF and UF.
 - Continued work on the delivery plan for cataloging services to area campuses; added one campus.
 - Participation on the CFLC Board.
 - Participated in Central Florida Memory Project for digitized resources with Orange County Library System and Central Florida Regional History Center.
- ▶ Other:
 - Continue assessment and planning of critical physical space, technology problems, staffing.
 - Continue participation in professional development opportunities, such as writing, presentations.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ Need for unified space large enough to reorganize department into work teams for efficiency and increased emphasis on specific knowledge areas
- ▶ Need for additional staff with high technology skills in specialized subject, format areas
- ▶ Environmental issues remain – moldy, torn, and rippled carpet; HVAC problems.
- ▶ Equipment & supplies issues continue: shortage of equipment, supplies; non-availability and/or delivery impediments of critical supplies; inadequate copier in LIB 502; no copier in LIB 321.
- ▶ Systems problems still exist: response time, unfinished work orders, inability to access critical

Cataloging Services (cont'd)

cataloging software (e.g., *LC Cataloger's Desktop*); hiring a Systems office assistant brought positive and rapid follow-up on work orders; still need more frequent upgrades of PCs for e-resources catalogers; resolve printer problems; label problems were resolved during year. Non-availability of new edition of *LC Cataloger's Desktop* (problem with LC) for several months.

- ▶ Continued to have materials receipt problems (e.g., incorrect or no flags; incorrect information provided; binding issues; incomplete or inaccurate Innopac entries; etc.) that created work flow impediments.
- ▶ Not receiving advisory information regarding e-resources or physical materials in time to meet deadlines, especially with FHP. Continued to have lack of overall coordination of e-subscriptions – what is acquired, access changes, duplication, instability of resource.
- ▶ Loss of GroupWise, other PC files without apparent reason; negative impact with the loss of critical department, supervisor files
- ▶ Staff shortages for all the responsibilities and details necessary to operate the department to meet our current mission and the Libraries' goal of ARL status
- ▶ Evaluating and preparing conversion to Connexion, AACR2r Chapter 12, and ALEPH plus keeping daily quantity and quality high is a major challenge.

- ALCTS AACR2 2002 and Regional Institute Metadata – Case, Montgomery, Piascik, Steffens
- ALA Annual Conference – Piascik
- ALEPH Training for Indexing/OPAC – Montgomery
- Cataloging Electronic Resources and DVDs – Montgomery
- Cataloging Interest Group meetings – Case, Correa, Montgomery, Piascik, Sobey, Sutton, Webb
- Cataloging Tools Workshop – Patrick
- CFLC Town Meeting – Sutton
- EBSCO Online Migration to EBSCOhost Electronic Journals Service - Montgomery
- FACRL Fall 2002 Workshop – Sutton
- FLA Annual Conference – Case, Correa, Marcano, Ogreten, Piascik, Sobey, Sutton
- FLA Leadership Orientation – Case
- Getting Published - Piascik
- *GroupWise Introduction* – Dvorecky, N. Johnson, Ogreten, Parulan
- Interviewer Certification – Ogreten, Parulan
- Identity Theft Awareness – Abulencia, Smith
- ILL Basics – Case, Montgomery
- OLAC 2002 Conference - Piascik
- SUL/FCLA Joint Meeting – Sutton
- Safety, Security & Preparedness for Library – Montgomery
- Time Sheet Workshop – Dvorecky, Johnson, Parulan
- Travel Workshop – Correa, Parulan, Piascik

▶ Presentations

- "Cataloging of Special Format Science Curriculum Materials," *OCLC Systems & Services*, v. 18, no. 3, 2002 - Piascik
- Departmental:
 - Authorities and bibliographic maintenance – cataloger librarians
 - Employee leave requests form - Sutton
 - ExLibris pre-migration clean-up and implementation – Piascik, Sutton
 - How to control duplicate LC call numbers – Correa, Sutton
 - Metadata, Ch. 12 and Electronic Resources AACR2 Revision Workshop – Case, Montgomery
 - OCLC Connexion – Piascik, Sobey
 - Provisional records - Sutton
 - Review of the library search process - Sutton
 - Spine labels – Correa, Sutton
- "Underground Comix: their unique place in American publishing" (display, interviews, presentation) – Webb

ACCOMPLISHMENTS OF FACULTY AND STAFF

- ▶ Degree seeking:
 - Johnson – credit toward BA in Art Illustration, UCF
- ▶ Awards:
 - Julia Taylor – June Stillman Scholarship winner
- ▶ Professional memberships:
 - ALA – Case, Correa, Montgomery, Piascik, Sobey, Steffens, Sutton
 - ACRL/ALCTS – Case, Piascik, Sobey, Sutton
 - ASIS & T – Montgomery
 - FLA – Case, Correa, Piascik, Sobey, Sutton
 - OLAC – Piascik
 - SELA – Sobey
- ▶ Trainers (departmental):
 - Correa, Ogreten, Piascik, Smith, Sutton
- ▶ Training/Staff Development:
 - Access Level 1 – Montgomery, Parulan
 - Access Level 2 - Montgomery

Cataloging Services (cont'd)

► Service:

- ALA, Council of Regional Groups - Case
- Bookstore Advisory Committee – Correa
- CAGER Committee – Montgomery
- Central Florida Memory project committee – Sutton
- Central Florida Memory pilot project – Brown, Case, Sutton
- CFLC Board - Sutton
- CFLC Cataloging Interest Group - Case, Correa, Montgomery, Piascik, Sobey, Sutton, Webb
- CFLC Nominating Committee - Sutton
- Director's Advisory Group (DAG) – Case, Correa, Smith
- ETD Committee (UCF) – Sutton
- Electronic Titles Transition Task Force – Montgomery
- Emergency Procedures Task Force – Smith
- Evacuation Team, Coordinator - Smith
- FCLA Authorities Subcommittee - Piascik
- FCLA/CCLA ALEPH Indexing Task Force – Montgomery
- FCLA Indexing Task Force – Montgomery
- FCLA Technical Services Planning Committee - Sutton
- FLA Annual Conference, volunteer –Correa, Marcano
- FLA, Technical Services Interest Group, Vice-Chair/Chair-elect - Case
- Florida State Employees' Charitable Campaign (FSECC) – Case, Correa, Sobey
- Holiday luncheon – Case, Correa, Smith
- IST planning meetings – Steffens, Sutton
- Java Jive donation committee - Johnson
- LMS Implementation - Sutton
- Library Evacuation Team, Coordinator – Smith
- Rosen Planning Group – Sutton
- SUL Documents Implementation Group - Sutton
- SUL Technical Services Planning Committee (TSPC) – Sutton
- SWAT 5K Run – Ogreten, Smith

- Technology Advisory Group (TAG) – Piascik, Sutton
- TAG's Electronic Resource Group Committee – Piascik, Montgomery, Webb
- UCF Relay for Life – Johnson, Smith
- Web Editors Committee – Healy
- Web Implementation Committee - Healy

STATISTICS

This year saw only a slight decrease of 4,480 in the titles cataloged, but the increase of 12,031 volumes is the second highest volume count in five years. The authorities/ bibliographic maintenance statistics took a sharp increase of 48,297. Electronic resources statistics doubled; CMC media volumes increased dramatically. With the factors listed below, the tremendous amount of cataloging and pre-ALEPH work accomplished this year is due to diligent, efficient staff.

Highlights of factors impacting the statistical count for 2002-2003:

- There were many more gifts and collections received by Cataloging Services.
- More complex copy cataloging was accomplished this year by staff.
- An increase in the number of bibliographic maintenance and authorities corrections in preparation for the ALEPH pre-migration.
- Increase in original and complex cataloging plus editing of AACR1 and other older OCLC records.
- CFM, FSEC, IST projects.
- More training due to part-time and student staff additions as well as standards changes.
- Retention and hiring of quality staff; reorganization of the department.

Cataloging Services (cont'd)

Cataloging Services
Table 1
Cataloged Materials: Titles 2002 – 2003

PRINT TITLES	ADDED	DELETED
Orlando	24,257	1,373
Curriculum Materials Center	1,217	264
Florida Solar Energy Center	555	128
Brevard	2,032	121
Daytona	1,322	34
Lake Sumter	125	
OUTSOURCED		
TechPro	97	0
YBP	8,937	95
TOTAL PRINT TITLES	38,542	642

ELECTRONIC		
Databases	3	0
ENGnetBase	0	100
Journals	439	9
Monographs	1,522	0
netLibrary	11,949	0
TOTAL ELECTRONIC TITLES	13,913	109

MICROFORM TITLES		
Microfilm		
Orlando	2	0
Microfiche		
Orlando	564	0
CMC	4	0
TOTAL MICROFORM TITLES	570	0

U.S. GOV'T. DOC. TITLES		
Cataloged	108	1,933
Outsourced (MARCIVE)	3910	0
TOTAL U.S. GOV'T. DOC. TITLES	4,018	1,933
GRAND TOTAL	57,043	4,057

MEDIA TITLES	ADDED	DELETED
Orlando		
Cassettes/Audio Tapes	8	15
CDs (Music)	245	1
CD-ROMs	48	1
DVDs	153	0
Media Kit	33	0
Model	3	0
Multimedia	19	0
Phonorecords	3	0
Realia	90	0
Slides	1	0
Videorecording	553	155
Sub-total	1,156	172

Curriculum Materials Center		
Cassettes/Audio Tapes	5	2
CDs (Music)	17	3
CD-ROMs	96	1
Computer Disks	2	0
DVD	21	0
Flash Cards	2	0
Games	23	3
Laserdiscs	2	0
Media Kit	6	1
Models	9	0
Multimedia	1	0
Realia	23	0
Toys	4	0
Videorecordings	25	3
Sub-total	236	13

Florida Solar Energy Center		
CD-ROMs	1	0
Sub-total	1	0

BCC		
Cassettes	5	0
CD-ROMs	2	0
DVD	9	0
Videorecordings	62	0
Sub-total	78	0

DBC		
Videorecording	1	0
Sub-total	1	0
GRAND TOTAL	1,472	185

Cataloging Services (cont'd)

Cataloging Services
Table 2
Cataloged Materials: Volumes 2002 – 2003

PRINT VOLUMES	ADDED	DELETED
Orlando	30,173	2,406
Curriculum Materials Center	1,432	439
Florida Solar Energy Center	1,214	248
Brevard	2,414	195
Daytona	1,370	46
LSCC	132	0
OUTSOURCED		
TechPro	99	0
YBP	9,515	95
TOTAL PRINT VOLUMES	46,349	3,429

ELECTRONIC		
Databases	0	0
ENGnetBase	0	109
Journals	88	1
Monographs	540	0
netLibrary	11,949	0
TOTAL ELECTRONIC VOLUMES	12,577	110

MICROFORM VOLUMES		
Microfilm		
Orlando	0	0
Microfiche		
Orlando	14,707	0
CMC	4	0
TOTAL MICROFORM VOLUMES	14,711	0

U.S. GOV'T. DOC. VOLUMES		
Cataloged	260	1,933
Outsourced (MARCIVE)	3910	0
TOTAL U.S. GOV'T. DOC. VOLUMES	4,170	1,933
TOTAL	77,807	5,472

MEDIA VOLUMES	ADDED	DELETED
Orlando		
Cassettes/Audio Tapes	45	15
CD (Music)	430	3
CD-ROMs	100	1
DVDs	268	0
Media Kit	36	0
Model	4	0
Multimedia	19	0
Phonorecords	3	0
Realia	51	0
Slides	1	0
Videorecording	1156	156
Sub-total	2,113	175

Curriculum Materials Center		
Cassettes/Audio Tapes	13	2
CD (Music)	16	5
CD-ROMs	160	1
Computer Discs	16	4
DVD	22	0
Flash Cards	2	0
Games	25	0
Laserdiscs	12	0
Media Kits	15	5
Models	9	0
Multimedia	1	0
Realia	27	0
Toys	5	0
Videorecordings	128	4
Sub-total	451	21

Florida Solar Energy Center		
CD-ROMs	1	0
Sub-total	1	0

Brevard		
Cassettes/Audio Tapes	10	0
CD-ROMs	2	0
DVD	9	0
Videorecordings	137	0
Sub-total	158	0

Daytona		
Videorecording	1	0
Sub-total	1	0
TOTAL	2,724	196

Cataloging Services (cont'd)

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

	2002/03	2001/02	2000/01	1999/00	1998/99
Print	57,043	61,404	76,911	44,296	36,404
Non-Print	1,472	1,591	1,705	2,838	1,547
Total	58,515	62,995	78,616	47,134	37,951

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

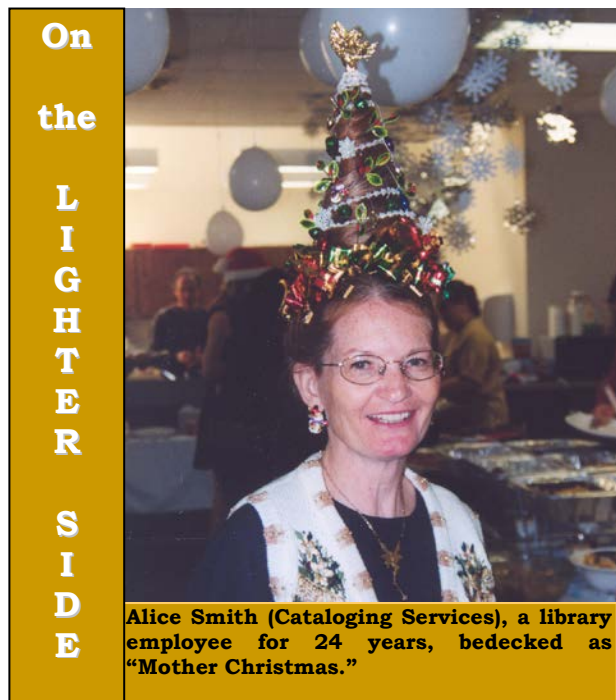
	2002/03	2001/02	2000/01	1999/00	1998/99
Print	77,807	65,758	78,755	51,117	42,430
Non-Print	2,724	2,742	2,865	2,374	1,637
Total	80,531	68,500	81,620	53,491	44,067

Cataloging Services
Table 5
2002-2003 Highlights

Authorities/Bibliographic Maintenance	
Barcodes (damaged, missing)	272
Change format	217
Duplication of disks	61
Holdings	2,390
Labels (corrections, damaged, missing)	2,929
Location change	2,396
MARC fields	76,735
NACO	11
Rebinds	1,764
Replacements	679
Review of Bib maintenance request	689
Transfers	216
ULS (create, update)	156
Unlinked	556
Other	19,648
TOTAL	108,719

Cataloging	
Authorities	10,381
Browsing books	37
MARC fields	11,785
OCLC error reports	31
Original cataloging, new, derive	1,040
Priorities	154
Provisionals	237
Other	12,328
TOTAL	35,993

Linda J. Sutton
Head, Cataloging Services



Alice Smith (Cataloging Services), a library employee for 24 years, bedecked as "Mother Christmas."

Circulation Services

HIGHLIGHTS OF THE YEAR IN RETROSPECT

Once again this year, the main departmental focus was on the functions of the Stacks Unit as they evolved to handle the shelving crisis brought about by a rapidly growing book collection being housed in a finite amount of shelf space. The implementation of the unit's new organizational structure, as outlined in last year's report, began in May and quickly developed into a very efficient operation. The accuracy of shelving in call number sequence and the overall neatness of shelved materials were greatly improved. This can be directly attributed to each staff member's accountability for the quality of daily maintenance tasks on each of their floors and the performance of their team members. The discharge and reshelfing cycle was also shortened, meaning that books are being returned to the shelves much faster, which has eliminated backlogs of books awaiting shelving, including those at the end of term that customarily have resulted in week-long delays. The new team concept has proved itself as both viable and successful in the improved maintenance of the stacks.

The other significant accomplishment of the unit was the completion of major shifting projects on all the stack floors. These projects were designed by the department head to relieve the very crowded shelving in many areas of the collection and to redistribute all the remaining empty shelving throughout the call number ranges. An attempt was made to allocate this space proportionally in anticipation of the estimated growth rate for each call number range. The shifting work was greatly facilitated by the ability to manage the process through the individual teams. The teams are to be commended for their dedication and endurance in completing these long and tedious projects. The book stacks now stand ready to receive the steady influx of new materials for the next three to five years with a minimum of shifting.

As expected, last year's appointment of an LTA Supervisor to manage the Periodicals/AV Unit proved to be a timely and successful decision. Having a manager in residence to cope with the continually increasing demand at the service desk has resulted in improved quality of service. Patron satisfaction has been increased through

efforts such as assigning extra staffing to meet peak loads, instituting more in-depth training of student assistants, and recognizing that users' now require more instruction and assistance from staff when they are using reader-printers and microforms. This last issue arises from an interesting change in the use of microforms. Although overall usage of the collection has not decreased, there are fewer repeat users, meaning that this larger number of first-time users needs more staff time when instructing them in the use of the equipment than in the past.

Business at the Periodicals/AV service desk is also being impacted by several changes instituted at the end of the year. First, a new service was introduced to circulate portable DVD players for use both in the library building and for overnight check out. Similar to our experience with the laptop computers, the patrons have been slow to use this equipment, but the popularity of the players is sure to grow. The other change is in the format of FEEDS reserve materials. Beginning with summer term, 14 course recordings are being made available on CD-ROM disks instead of VHS videocassettes. The college plans to greatly increase the number of courses using CD-ROM in the fall semester. To accommodate the new format, five PCs dedicated to FEEDS use were installed in the Periodicals/AV area. A second format option beginning to be offered by FEEDS is that of streaming video, for which the dedicated PCs can also be used.

Activity at the main Circulation/Reserve service desks as measured by the numbers of items checked out remained at a level consistent with last year. However, other types of service activity have grown. As a result of the resurgence in library use, more informational questions are being answered; a rapidly growing collection of CD-ROM disks that accompany books must be housed, maintained and retrieved from behind the desk; requests for Library I.D. activation and other access issues made by phone, e-mail, and in-person are making increasing demands on staff. At the same time, the implementation by the university administration of the PeopleSoft computer system for management of student records has made online information available to help us serve our patrons. Circulation staff can now access information on registration, fine and book bill payments, and student addresses to

Circulation Services (cont'd)

help resolve access and billing issues during all hours that the library is open.

REPORT on DEPARTMENTAL GOALS for 2002-2003

- ▶ Continue to monitor collection growth and plan book shifting, furniture relocation and shelving installation to meet and anticipate needs.
- ▶ Investigate the feasibility of using PeopleSoft provided information to improve communications with patrons concerning book bills to obtain speedier resolution of outstanding issues.

CHANGES IN STAFFING

Two positions in the Stacks Unit fell vacant and were filled. One vacancy in the Circulation Desk Unit night shift was filled, as was the Sr. LTA position for the day shift.

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 regular reserve and media reserve units to support the teaching mission of the university.

- ▶ Become more inclusive and diverse

The department continued its practice of hiring minority and international students and staff. 20% of the employees in the department were from these two groups.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Roger Simmons
 - Served on the following library committees:
 - Search, Head, Interlibrary Loan/Document Delivery Services
 - Exhibits
 - Gifts
 - Emergency Preparedness Taskforce
 - Served on UCF Safety Committee.
 - Served on the SUL Circulation Subcommittee.

▶ Department Staff

All department staff attended sessions of Diversity Workshop, *Reach for the Stars*, and *Who Moved My Cheese*.

Gloria Coney was a graduate of this year's Leadership Enhancement Program, which included attending monthly workshops and making a poster presentation.

Other training opportunities and staff who participated include:

- ▶ *Interviewer Certification* – Stacey Allen, Megan Humphries, Nelsy Livingston Nakia Randell, Ed Tumber
- ▶ *Introduction to PeopleSoft* – Mary Gladding, Megan Humphries, Shidro Jones, Nelsy Livingston, Rob Toth, Ed Tumber, and Tom Willingham
- ▶ Telephone Courtesy, Accomplishing More, Customer Service and Leadership, Resolving Personal Conflict, Organizational Change, Coping with Difficult People, Assertiveness Training and Stress Management – Stacey Allen

STATISTICS

The use of library materials during the year showed some small gains over the previous year; however, once again we need to consider the proportion of renewals to the overall circulation totals. The impact of online renewals resulted in all renewals growing to 50% of the total items charged, an increase of 9%. The portion of renewals made online grew to almost 90% of all renewals. The number of items charged remained essentially unchanged, as did reserve circulations. Shelving counts declined, perhaps due to the effect of two very quiet summer terms and some changes made in estimating and counting book truckloads. The biggest change was registered by the foot count, which grew by 15% over the previous year.

Circulation Services (cont'd)

Circulation Services

Table 1

Circulation Statistics

	2002/2003	2001/2002	2000/2001	1999/2000	1998/1999
ITEMS CIRCULATED:*					
Audiotape Tour	168	525	1,209	1,287	2,489
AV, Music, Videos	42,768	37,824	35,731	33,921	27,041
Browsing	2,475	2,390	2,265	2,565	2,676
Documents, Maps	1,309	1,250	1,876	1,850	1,828
General Collection	342,454	313,187	285,607	265,463	236,507
Microfiche	113	80	105	108	115
Reserves	100,471	97,888	80,880	78,537	84,360
Group Study Room Keys	11,941	11,088	12,341	12,107	14,235
Headsets	8,781	14,486	11,644	8,839	3,988
TOTAL ITEMS CIRCULATED	510,480	478,718	431,658	404,677	373,239
ITEMS SHELVED	335,363	397,639	391,012	394,595	419,093
BILLS PROCESSED:					
Fines	14,041	14,769	13,197	10,324	13,889
Books	3,926	3,643	4,348	3,426	3,699
TOTAL BILLS	17,967	18,412	17,545	13,750	17,588
OVERDUES	15,449	15,093	14,367	14,356	19,062
PATRON COUNT	1,019,978	886,752	898,266	911,537	1,011,621

*Includes circulation statistics for Curriculum Materials Center

Circulation Services

Table 2

Circulation By Patron Type

	2002/2003	2001/2002	2000/2001	1999/2000	1998/1999
PATRON TYPE					
Undergraduate Students	271,544	259,758	231,149	223,505	221,215
Graduate Students	131,327	122,390	112,120	101,214	77,907
Faculty	36,726	33,716	32,548	30,737	23,525
Staff	15,154	11,447	10,015	11,009	9,249
Alumnae	7,490	7,326	5,568	3,714	3,782
Special Borrowers:					
Affiliate	8,465	11,391	6,929	5,424	6,520
Courtesy	12,330	10,394	10,867	7,788	8,285
Associate/Subscriber	8,143	6,923	6,757	5,718	6,282
Library Charges:					
InterLibrary Loan	13,384	9,422	9,850	9,625	10,601
Binding	2,912	2,750	1,985	1,695	2,162
Other	3,183	3,201	3,870	4,248	3,711
TOTAL ITEMS CIRCULATED	510,658	478,718	431,658	404,677	373,239

Circulation Services

Table 3

Circulation By Charge And By Renewal

	2002/2003	2001/2002	2000/2001	1999/2000	1998/1999
Total Items Charged	341,438	338,068	304,493	307,858	318,847
Renewals	169,220	140,650	127,165	96,819	54,395
Total Charges & Renewals	510,658	478,718	431,658	404,677	373,242
Renewals as % of Charges	49.6%	41.6%	41.8%	31.4%	17.1%

Roger Simmons
Head, Circulation Services

Collection Management

HIGHLIGHTS of the YEAR in RETROSPECT

Collection Management operated for nine months without a department head after the untimely death of Joseph C. Andrews.

Milton T. Wolf joined the University Libraries as the head of Collection Management on March 31, 2003, completing a national search.

Four major committees were established in order to rationalize the process of building a quality research library: Electronic Resources Committee, Collection Development Policy Committee, Committee for Establishing Guidelines for Faculty Library Representatives, and Committee for Developing Criteria for Evaluation of Collection Development Librarians.

REPORT on DEPARTMENTAL GOALS for 2002-2003

- ▶ All electronic and paper files were organized and indexed. **Achieved**
- ▶ All Faculty Representatives were named by August 25, 2003 and congratulatory letters were sent to each department. **Achieved**
- ▶ Monthly Collection Management meetings were scheduled. **Achieved**
- ▶ Minutes of the Collection Management Committee were posted on the library Intranet, on G:/Share and KNIGHTLINE. **Achieved**
- ▶ Individual meetings were held with each Collection Development Librarian in order to calibrate thoughts on collection management issues, goals, and expectations. **Achieved**
- ▶ All library personnel were invited to participate in building the library collections by outlining their interests and by encouraging submission of requests for library materials. **Achieved**
- ▶ Committees formed: **In Process**
 - Three productive subcommittees were formed to write manuals, handbooks and establish evaluation criteria in conjunction with LPAC Guidelines
 - Collection Development Manual Committee (Terrie Sypolt, Chair)
 - Criteria for Evaluation Committee formed the Collection Development Evaluation Task Force (Peter Spyers-Duran, Chair)
 - Faculty Representatives Committee (Shellie Foss, Chair)
 - Gifts Committee (Milton T. Wolf, Chair) – to review procedures

- Electronic Resources Committee (Athena Hoepfner, Chair) – to evaluate electronic resources

- ▶ Collection Management is examining the “Reference Model” of Collection Development used at UCF at present and other models to maximize the efficiency of the department. **In Process**

ADVANCEMENT TOWARD the PRESIDENT’S FIVE GOALS

- ▶ Offer the best undergraduate education available in Florida

The library continues to select and acquire materials to support and enhance the curricula.

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

Collection Development Librarians assisted departments submitting proposals for new degree programs. Collection Development librarians prepared 26 program reviews in 2002-2003.

- ▶ Provide international focus to our curricula and research programs

Materials selected for the collection present comprehensive global views.

- ▶ Become more inclusive and diverse

Materials were selected and acquired that support multi-cultural education and diversity.

- ▶ Be America’s leading partnership university

The University Libraries subscribe to numerous electronic resources and continuously enhance our research collection with new titles.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Among others, the acquisitions of the Evans Collection has been cited as one that would increase our research capacity significantly.

ACCOMPLISHMENTS of FACULTY and STAFF

Andrea Von Jares worked independently for nine months under the guidance of the Director of Libraries Barry B. Baker until the new department head, Milton T. Wolf, was hired to lead Collection Management toward the future goal of American Research Library membership.

Collection Management (cont'd)

Milton T. Wolf authored the article, "Building Library Collections: The Horse is Riding Us!" for publication in *Journal of Educational Media & Library Sciences* (V. 40, no. 4, June 2003, pp. 429-437)

STATISTICS

Collection Management
Table 1
New Program Proposals Completed 2002/03

New Program Proposal	Prepared By	Date
Computer Art & Design – M.F.A.	Ellen Anderson	12/02
Conservation Biology – Ph.D.	Peter Spyers-Duran	12/02
Forsenic Science – M.S.	Peter Spyers-Duran	01/03
Photography – B.S.	Ellen Anderson	01/03
Restaurant Management – B.S.	Ying Zhang	09/02
Web-Based Learning & Instruction – M.A.	Terrie Sypolt	10/02

Collection Management
Table 3
Summary of Expenditures

Serial Expenditures:	\$2,007,774
Approval Program	\$1,176,207
Electronic	\$721,280
Monographs (Firm Orders)	\$610,052
Standing Orders	\$374,863
Area Campuses	\$361,595
Preservation	\$249,283
Total	\$5,501,054

Collection Management
Table 2
Program Reviews Completed 2002/03

Program Review	Prepared By	Date
Accounting – B.S., M.S.	Hal Mendelsohn	09/02
Applied Economics – M.A.A.E.	Peter Spyers-Duran	09/02
Art – B.F.A., M.F.A.	Ellen Anderson	03/02
Business – B.S., M.S., Ph.D.	Ven Basco	09/02
Business Administration & Mgmt – B.S., M.S., Ph.D.	Ven Basco	09/02
Business, General – B.S., M.S.	Ven Basco	09/02
Chemistry – B.S.	Peter Spyers-Duran	09/02
Economics – B.A., B.S.B.A.	Peter Spyers-Duran	09/02
Finance – B.S.	Peter Spyers-Duran	09/02
Forensic Science (Chemistry) – B.S.	Peter Spyers-Duran	09/02
Health Sciences – B.S., M.S.	Elizabeth Killingsworth	08/02
Health Services Administration – B.S.	Elizabeth Killingsworth	08/02
Hospitality Management – B.S.	Ying Zhang	09/02
Industrial Chemistry – M.S.	Peter Spyers-Duran	09/02
MIS (Management Information Systems) – B.S.B.A.	Ying Zhang	09/02
Management – B.S.B.A., M.S., Ph.D.	Ying Zhang	09/02
Marketing – B.S.	Ven Basco	09/02
Mathematics – B.S., M.S., Ph.D.	Amy Gonzalez	09/02
Nursing – B.S., M.S.	Elizabeth Killingsworth	08/02
Physical Therapy – M.S.	Elizabeth Killingsworth	08/02
Physics – B.S., M.S., Ph.D.	Peter Spyers-Duran	09/02
Statistical Computations – M.S.	Hal Mendelsohn	09/02
Statistical Computations (Actuarial Sciences) – M.S.	Hal Mendelsohn	09/02
Statistical Computations (Data Mining Certificate) – S.A.S.	Hal Mendelsohn	09/02
Statistics – B.S.	Hal Mendelsohn	09/02
Taxation – M.S.	Hal Mendelsohn	09/02

Milton T. Wolf
Head, Collection Management

Curriculum Materials Center

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

HIGHLIGHTS of the YEAR in RETROSPECT

With faculty, students, and classes being relocated to more remote sites due to building renovation, staff in the CMC may have started the past year looking forward to a respite from the incredibly busy year before, but unforeseen roadblocks and detours proved to be much more taxing than restful. For example, it was expected that the building renovation would impact services due to noise from jackhammers and drilling, intermittent power outages, and alarm testing, but a myriad of challenges, including building leaks, water main failure, and extended heat and humidity issues, were not anticipated. Further, replacing one staff position (due to career progression) was planned, but unexpected turnover in another position certainly made the trek more arduous, and was especially problematic for such a small unit.

Despite these trials, and with considerable administrative support, the unit proceeded to make progress on its goals. Staff have been particularly diligent about reappraising and rethinking unit outreach and service, instruction, space, and staffing. Notable highlights for outreach and service include: consultation with the College of Education regarding administration of Kysilka Graduate Reading Room; continued support of students enrolled in Orange County Public Schools' Transition-to-Work program; and creation of a unit newsletter, brochure, and an electronic orientation. The unit's Web pages were updated and expanded, and staff actively sought to link from related Web sites. Microsoft Office products were loaded onto public terminals and additional circulating laptops were procured for patron use.

As faculty and students were located out of the building, many instructional efforts could also be considered outreach. Software titles and other materials were delivered to classrooms to support students attending classes in the modulars. Instructional assistance to graduate students has been particularly well received, resulting in a number of individual meetings for training on comprehensive reviews of the literature.

Considerable effort was expended on rethinking staff workspace for increased functionality. Work areas were redesigned and furniture was ordered and installed. Lab and storage space was reconfigured for temporary hosting of college administrative offices. This area ultimately housed the multimedia collection location, which was shifted due to growth. Staff turnover also offered an opportunity for reconsidering staffing patterns and staff responsibilities, with the result that a half-time OPS worker was approved for the year and a cross-training program was implemented.

One beneficial aspect of the last year has been the opportunity to critically reflect upon the CMC's role within its larger operating framework. As such, the CMC is even more dedicated to becoming an integral part of the college, an ambassador of the library, and a facilitator of the institution's mission as defined by the president's five goals. Sometimes it takes a journey to realize how good it is to return.

REPORT on DEPARTMENTAL GOALS for 2002-2003

► Staffing:

- Cross-train all staff on individual position responsibilities and assignments. **Implemented**
- Hire and train anticipated staff turnovers. **Implemented**
- Review and update the Departmental Procedure Manual. **Ongoing**
- Integrate a Dewey shelving tutorial and the Web-based library instruction for educators tutorial into the student assistant training program. **Implemented**

► Collections:

- Continue to increase software and textbook holdings to meet burgeoning student need. **Implemented**
- Perform a deep review of collections to identify candidates for withdrawal, repair, and to mark expensive items in the collections. **Implemented**

Curriculum Materials Center (cont'd)

- Write a collection development policy delineating procedures for selection and management of various collections. **Ongoing**

► Space:

- Review production and media labs for more efficient use of space. **Implemented**
- Identify and withdraw underused or dated equipment and furniture. **Implemented**
- Temporarily host College of Education administrative offices. **Implemented**
- Offer the use of production lab space as a reading room to display materials purchased through college funded grants. **Implemented**
- Rethink staff and student assistant workspace. **Implemented**

► Marketing and Outreach:

- Consult with college regarding administration of reading materials in the Kysilka Graduate Reading Room. **Implemented**
- Continue to host Orange County Public Schools' Transition-to-Work students. **Implemented**
- Seek to maintain momentum on education faculty and CMC collaboration regarding projects and initiatives, such as instruction, use of collections, etc. **Implemented**
- Update and market the Web-based library tutorial for distance education students to all faculty teaching electronically delivered classes. **Ongoing**
- Create and distribute a brochure of the updated CMC Web page and unit. **Implemented**

► Services:

- Expand and update unit Web site. **Implemented**
- Create electronic orientation to unit for remote students. **Implemented**
- Add additional circulating laptops and load Microsoft Office products to public service terminals. **Implemented**
- Increase outreach and use of services to education graduate students. **Implemented**
- Seek to continue support for classroom assignments in remote locations by circulating and delivering materials to classrooms. **Implemented**

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

► Offer the best undergraduate education available in Florida

With the Education Building renovation, the CMC was challenged to continue student orientations to the unit and to provide for in-class assignments that took place in classes being offered out of the building. To support a software evaluation assignment, 70 CMC instructional software titles were delivered to classrooms and returned after all sections of the course completed the assignment.

To further support students attending classes out of the building, an electronic orientation was developed and loaded on the unit's Web site. A brochure was also created, which highlighted unit services and collections. Finally, the CMC loaded Microsoft Office Suite and instructional software on library terminals and added additional circulating laptops to offer additional support for students who no longer had computer lab access in the building.

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

Orientations for incoming education doctoral students were attended and students were invited to receive individualized literature review assistance.

The CMC played a pivotal role in disseminating information to doctoral students. The unit head sits in on UCF Graduate Student Association meetings; is a charter member of the Education Doctoral Students' Association; and co-facilitated four college-wide informational sessions for doctoral students.

CHANGES IN STAFFING

Andrea Dufault replaced Jacqueline Toce in February 2003. Sarah Modesitt replaced Anna Hedstrom in June 2003.

Curriculum Materials Center (cont'd)

► Become more inclusive and diverse

The CMC has been working with Exceptional Education faculty to integrate use of the Universal Access workstation into the teacher education program curriculum. It is anticipated faculty will make student assignments on the assistive workstation and/or have their students work with on-campus Orange County Public Schools disabled students.

The CMC continued to host Orange County Public Schools' transition-to-work students over the past year. The transition-to-work program is designed to train physically and/or developmentally challenged students in job and communication skills over the course of their program.

► Be America's leading partnership university

Within the Central Florida area the CMC continued partnerships with SunLink (for the disabilities workstation) and Orange County Public Schools (for hosting the transition-to-work students). Teachers from area schools also used the CMC's collections to supplement their classroom instruction.

Within the university, the CMC has a unique working relationship with the COE. Over the past year the unit was involved in instructional technology decisions and student support, gathered information for NCATE accreditation review, worked in close association with faculty on various research projects, and temporarily hosted office space for several members of the Education administration suite. The CMC is also engaged in ongoing discussion with the college regarding circulation of materials for the Marcella Kysilka Graduate Reading Room.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

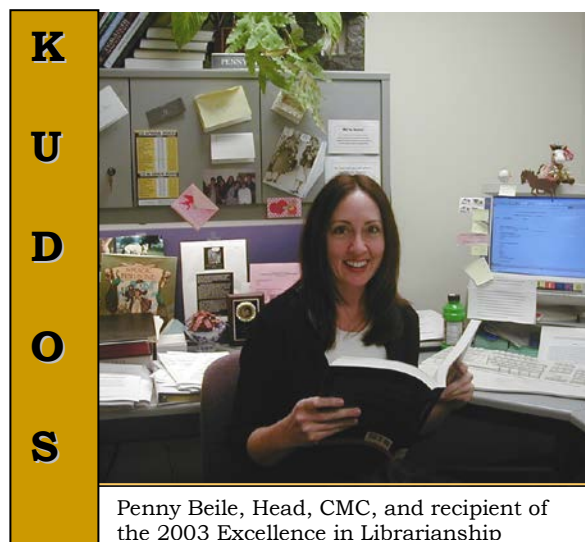
The size of the facility remains an on-going concern. Stringent review of dated materials and hardware is continuous. Congruent with collection space needs is the demand for public computer access. Based on increases observed in pre-renovation computer usage, the demand is expected to continue to expand after students return to the building. As the facility does not have the space to add more workstations, one possible solution is to increase the number of circulating laptops.

Last year's decrease in the unit's acquisition funds limited purchasing for highly circulated collections and media. Multimedia, Florida-approved textbooks, and kits and realia collections have not expanded rapidly enough to meet patron needs. Further, one of the most pressing issues in preK-12 schooling is teaching non-English speaking students. Education faculty have requested additional teaching materials in a number of languages to help teachers meet this growing need.

ACCOMPLISHMENTS of FACULTY and STAFF

► Penny Beile

- Professional Committee Assignments
 - ALA/ACRL, Education and Behavioral Sciences Section Committees:
 - Instruction for Educators
 - 2004 Program Planning
 - Nominating
 - Advisory Council
 - Executive
 - Elected Member-at-Large.
- Other Accomplishments:
 - Awarded 2003 University Excellence in Librarianship award.



Penny Beile, Head, CMC, and recipient of the 2003 Excellence in Librarianship

Curriculum Materials Center (cont'd)

- Presentations and Publications:
 - Delivered research paper, co-authored with David N. Boote and Elizabeth K. Killingsworth, entitled "Characteristics of education doctoral dissertation references: An inter-institutional analysis of review of literature citations" at the Annual Conference of the American Educational Research Association, Chicago, IL, April 2003.
 - Had article, co-authored with David N. Boote, entitled "Library instruction and graduate professional development: Exploring the effect of learning environments on self-efficacy and learning outcomes" published in *Alberta Journal of Educational Research*, Winter 2002, 68(4).
 - Had article entitled "Effectiveness of course-integrated and repeated library instruction on library skills of education students" published in *Journal of Educational Media and Library Sciences*, March 2003, 40(3).
 - Had submitted paper entitled "The effect of library instruction learning environments on self-efficacy levels and learning outcomes for students of education" published in ERIC Resources in Education database, April 2002, ED465331.

► Andrea Dufault

- Training Courses and Workshops:
 - FrontPage Training, 2002
 - Human Resources Making People a Priority, July 2002
 - Human Resources Interviewing Skills for Supervisors, October 2002
 - Human Resources *Contemporary Business Etiquette*, November 2002
 - Human Resources *Telephone Courtesy*, December 2002
 - *Supervisory Skills Series*, 11 of eleven-part series, December 2002
 - *Get Motivated!* Seminar, February 2003.
- Coursework Completed:
 - Completed classes in Marketing, Management, Finance, and Statistics from College of Business.

- Library Committees:
 - Director's Advisory Group.
 - Web Editor Committee
 - Evacuation Team

DEPARTMENTAL GOALS FOR 2003/2004

► Staffing:

- Review and update the Departmental Procedure Manual.
- Review and update all LTA position descriptions.
- Encourage staff to attend pertinent training sessions, conferences, and other developmental opportunities.

► Collections:

- Continue to perform a deep review of collections to identify candidates for withdrawal, repair, and to mark expensive items in the collections.
- Write a collection development policy delineating procedures for selection and management of various collections.
- Focus on acquiring teaching materials in a variety of languages to reflect diversity of languages spoken in area schools.
- Approach entities such as the Office of International Studies and grants-funded Education initiatives to build connections and collections in targeted areas.

► Marketing and Outreach:

- Continue to host Orange County Public Schools' Transition-to-Work students.
- Seek opportunities to support university and education graduate students by attending meetings and participating in governance of UCF Graduate Student Association and Education Doctoral Students Association.
- Consult with identified area schools to increase their media centers' services to students.

► Services:

- Add additional circulating laptops.
- Create user aids on use of equipment.
- Administer patron survey.

Curriculum Materials Center (cont'd)

STATISTICS

Note: Statistics reported here are not comparable to statistics as reported by the Circulation Services. The following "Handling" statistics table includes charges, discharges, and browsed items and is used to indicate overall activity.

Curriculum Materials Center
Table 1
Circulation Handling Statistics

	02-03	01-02	00-01	99-00	98-99
Handling					
Fiction	4,052	4,820	4,086	4,235	3,249
General	13,130	15,569	11,606	11,105	12,176
KDP	107	189	103	119	131
Picture	18,536	21,984	15,991	17,562	17,115
Professional	9,293	10,978	8,294	8,025	8,455
Textbooks	5,802	5,871	46,01	5,293	4,748
Multimedia	1,705	1,955	*	*	*
TOTAL	52,625	61,366	44,681	46,339	45,874
RESERVES	10,142	17,670	14,253	15,911	16,985

*As a collection, Multimedia did not circulate until 2001-2002.

With the Education Building renovation and consequent relocation of faculty and classrooms, overall circulation fell approximately 15% from the high of 2001/02. Still, collection circulation statistics for the current reporting year are considerably higher than previous years. With faculty out of the building, it was not unexpected to see a 40% decline in handling of faculty reserves. Considering that the standardized test collection (which is included in reserves statistics) receives such avid use, use of faculty reserve items decreased much more than indicated by the statistics.

Curriculum Materials Center
Table 2
Patron Count

Patron Count	02-03	01-02	00-01	99-00	98-99
Gate Count	98,910	117,149	89,590	87,612	70,465
AudioVisual Lab	*	*	1,205	1,164	1,186
Production Lab	*	*	1,350	1,195	893
Classes Taught	43	95	26	30	---
Students Taught	1,020	2,019	673	737	555

*Audiovisual and production lab usage is no longer recorded.

Consistent with the drop in collections handling statistics, the gate count for 2002/03 also fell about 16%. Again, however, when considered in conjunction with the gate count from previous years, overall activity remains fairly high. What is a bit more extreme is the 50% decrease in unit instruction statistics. Although not surprising in light of the building renovation, it is still disappointing as the CMC increased efforts to market instruction services to relocated faculty.

As faculty, classes, and students return to the Education Building and the new Teaching Academy, it is expected that we will once again see an increase in gate count, collection usage, and instruction statistics.

Penny Beile
Head, Curriculum Materials Center

Interlibrary Loan/Document Delivery Services

HIGHLIGHTS of the YEAR in RETROSPECT

The year began with a major challenge for the department. At the end of August 2002, Jennifer Block, Head, Interlibrary Loan/Document Delivery Services (ILL/DDS) for two years, accepted a position at Princeton University to relocate closer to her family. So throughout this year, members of the department operated without a department head. Ms Block's leadership has been missed, and department members have worked steadily and patiently in the absence of a department head.

A search committee worked during Fall 2002 to find a new department head. It included Deirdre Campbell and Pat Tiberii from the ILL/DDS Department, as well as Roger Simmons (Circulation Services), and was chaired by Meg Scharf, Associate Director, Public Services. Despite the good work of the committee, the search effort resulted in a small pool of candidates. Some on-campus interviews were conducted, and the entire department participated fully. Ultimately, the search was closed without filling the position.

A new search committee to fill the department head position has been appointed, and the ad for the position has been placed. The new search committee members are Joel Lavoie (Systems & Technology), Meg Scharf (chair), Marilyn Snow (ILL/DDS), Milton Wolf (Collection Management), and Winnie Tyler (ILL/DDS), with the guidance of personnel librarian Cynthia Kisby. The next annual report should contain the first report of the new department head.

During summer semester 2003 an effort to begin delivering as many materials electronically as possible was initiated by the Borrowing Unit. This initiative had been discussed and planned several years in advance. However, implementation had been delayed since it had been planned to use the Clio Web software as part of an online delivery method. Installing a new server for non-returnable documents has also been in the works for ILL/DDS. The Borrowing Unit decided to make the commitment and initiate electronic delivery whenever possible, not waiting for these installations. The change has generated positive comments from patrons, as well as savings in printing costs.

In April 2003, the entire ILL/DDS department participated in the American Cancer Society Relay for Life effort: the Purple Elephant rummage sale, the publication of a book, *Library Laughs and Lyrics* and/or by walking at Relay. Although the Relay is not an "official" library activity, it adds to our library workplace by demonstrating a great deal of caring and concern for others, and involves coworkers in a team effort.

ILL/DDS has participated in a number of campus-wide and statewide activities and events. Their participation underscores the consistently strong work already done to reach out to faculty and students, as well as lending and borrowing partners.

After Jennifer Block's departure, Jack Webb agreed to represent the department and the library on the State University Libraries Interlibrary Loan Subcommittee. The subcommittee serves to strengthen the borrowing and lending relationships of the state university libraries in Florida.

Members of the department consistently participate in the activities and programs of the Central Florida Library Cooperative (CFLC) Interlibrary Loan Interest Group. Deirdre Campbell, Pat Tiberii, and Joanie Reynolds attended the group's November meeting, and Deirdre Campbell and Pat Tiberii attended the March meeting. Participation is vital to UCF's continuing role as one of the area's major borrowing and lending partners.

In April Deirdre Campbell and Joanie Reynolds attended the Florida Library Association's annual conference.

Department members also participated in a number of campus programs. Pat Tiberii and Deirdre Campbell attended the Multicultural Student Center Anniversary Celebration Luncheon/Program on January 8, 2003. On January 16, 2003, Deirdre Campbell participated in the Martin Luther King, Jr. Celebration sponsored by the Multicultural Student Center. On February 24, 2003, Deirdre Campbell, Pat Tiberii, and Winnie Tyler attended the Art Gallery Program featuring African Storyteller Papa Susso. On March 13, 2003, Pat Tiberii and Deirdre Campbell attended the Joseph C. Andrews Mentoring Breakfast.

ILL/DDS (cont'd)

In spring 2003, ILL Support librarian Jack Webb curated an exciting and noteworthy exhibit in Special Collections, entitled "Underground Comix and the Unique Place in American Publishing," featuring Jack's personal collection of underground comix. The exhibit received notice in the online *UCF Report* and in the *Orlando Sentinel* as well. Jack also delivered a well-received, well-attended one hour talk on underground commix.

The department's role in supporting the work of the search committees in recruiting a new department head absorbed considerable time, attention, and energy throughout the year. However, this year's primary focus has been maintenance of the steady work of the department, building on the strong foundation of an excellent service ethic. 2002-2003 has been a productive and busy year. The success of the department in moving forward during this challenging time is reflected in these anonymous comments from participants in the 2003 LibQUAL+ survey: "I found the interlibrary loan employees exceptionally helpful as a resource and for guidance in locating books and materials needed for my dissertation...Interlibrary Loan excellent and easy to use...UCF has the best ILL I have ever experienced!☺".

ADVANCEMENT TOWARD the PRESIDENT'S FIVE GOALS

► Offer the best undergraduate education available in Florida

Filled approximately 2,400 undergraduate requests to borrow items not available at UCF (about 100 of these requests were for students at branch campuses and for distance education students). Supplied more than 300 UCF items to UCF distance and branch campus undergraduate students.

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

Filled over 11,000 graduate student and faculty requests for items that were not available in the UCF Library's collection (more than 500 of these requests were for branch campus or distance education graduate students and faculty). Supplied more than 1,400 UCF items to UCF distance and branch campus graduate students and faculty.

► Provide international focus to our curricula and research programs

Supplied approximately 150 items to libraries and research centers outside of the United States. Received approximately 200 items for UCF patrons from libraries and document suppliers outside of the United States. This represents libraries, research centers and document suppliers from 17 different countries and territories in North America, the Caribbean, Europe, Australia/New Zealand, Africa, Asia, and the West Indies.

► Be America's leading partnership university

- Continued to support research in the region through membership in the Central Florida Library Cooperative. Through CFLC, the Lending unit loaned UCF materials to hospitals, the Kennedy Space Center, area attractions and businesses as well as local public, college and university libraries.
- Continued to maintain an excellent relationship with SUS Libraries both for borrowing materials for UCF patrons, and sharing UCF's resources with students throughout the SUS.
- Obtained materials for SUS (non-UCF) undergraduates, graduate students and faculty who live locally.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

The chief impediment to progress continues to be the lack of a department head for ILL/DDS. A search for a new department head to replace Jennifer Block was unsuccessful. The new search has begun (in June, 2003).

ACCOMPLISHMENTS of FACULTY and STAFF

► Jennifer Block

- With Marilyn Snow, gave presentation on interlibrary loan services at the Faculty Center for Teaching and Learning's orientation for new faculty and new graduate teaching assistants, August 2002

► Deirdre Campbell

- Member:
 - 2002-2003 Interlibrary Loan Search Committee

- Attended:
 - Multicultural Student Center Anniversary Celebration Luncheon/Program, January 2003
 - Martin Luther King, Jr. Celebration sponsored by Multicultural Student Center, January 2003
 - Art Gallery Program-African Storyteller Papa Susso, February 2003
 - Reach for the Stars Workshop, August, 2002
 - ILL Interest Group, November 2002 and March, 2003
 - Diversity Film Series Film, February 2003
 - Joseph Andrews Mentoring Breakfast, March 2003
 - Relay for Life activities
 - Florida Library Association annual meeting, April 2003

➤ **Joanie Reynolds**

- Attended:
 - ILL Interest Group, November 2002 and March, 2003
 - Florida Library Association annual meeting, April 2003
 - Relay for Life activities

➤ **Marilyn Snow**

- Member:
 - 2003 Interlibrary Loan Search Committee
 - Liaison:
 - To Student Disability Services
- Attended:
 - Workshop on Invisible Disabilities, October 2002
 - Relay for Life activities

➤ **Pat Tiberii**

- Member:
 - 2002-2003 Interlibrary Loan Search Committee

- Attended:

- Multicultural Student Center Anniversary Celebration Luncheon/Program, January 2003
- Martin Luther King, Jr. Celebration sponsored by Multicultural Student Center, January 2003
- Art Gallery Program-African Storyteller Papa Susso, February 2003
- ILL Interest Group, August 2002, November 2002 and March, 2003
- Joseph Andrews Mentoring Breakfast, March 2003
- Relay for Life activities
- Evacuation Team meetings

➤ **Winnie Tyler**

- Member:
 - 2003 Interlibrary Loan Search Committee
- Attended:
 - Art Gallery Program-African Storyteller Papa Susso, February 2003
 - Diversity Film Series Film, February 2003
 - Relay for Life activities
 - Retirement workshops, April 2003

➤ **Jack Webb**

- Member:
 - SUL Interlibrary Loan Subcommittee
 - Special Collections librarian search committee
- Presented:
 - "Underground Comix and the Unique Place in American Publishing", a Special Collections exhibit curated by Jack; along with a one-hour presentation on underground comix, Spring 2003

ILL/DDS (cont'd)

STATISTICS

Interlibrary Loan/Document Delivery Services

*Table 1
Five-Year Summary*

	2002/03	2001/02	2000/01	1999/00	1998/99
BORROWING					
Total Requests Submitted	17,312	19,020	22,709	*	16,585
Requests Sent Out	13,710	15,699	17,760	*	12,838
Requests Filled Externally	12,182	13,814	15,638	*	11,441
Books	5,116	5,634	6,159	*	3,976
Copies	7,066	8,198	9,479	*	7,465
Requests Filled Internally	3,202	3,465	3,241	*	2,466
Total Requests Filled	15,384	17,279	18,879	*	13,877

Including "Filled Internally" by UCF-Owned Materials)

Total Fill Rate	89%	91%	83%	*	84%
LENDING					
Total Incoming Requests	42,677	40,511	37,307	*	35,866
Requests Filled	27,786	23,121	22,849	*	24,351
Books	13,939	11,240	10,053	*	10,993
Copies	13,847	11,881	12,796	*	13,358

*With the version of the statistical software used from January, 1998 to the present, it is not possible to derive these numbers.

Interlibrary Loan/Document Delivery Services

*Table 2
Intercampus Lending Statistics/Five-Year Summary*

	2002/03	2001/02	2000/01	1999/00	1998/99
UCF at BCC	402	419	334	*	217
Books	189	165	101	*	150
Copies	213	254	233	*	67
UCF at DBCC	973	917	1287	*	558
Books	326	319	235	*	110
Copies	647	598	1052	*	448
Florida Solar Energy Center	331	142	138	*	152
Books	118	70	55	*	34
Copies	213	72	83	*	118
UCF at LSCC	107	63	19	*	N/A
Books	98	24	0	*	N/A
Copies	9	39	19	*	N/A
UCF at VCC-West	0	0	8	N/A	N/A
Books	0	0	2	N/A	N/A
Copies	0	0	6	N/A	N/A
UCF at South Orlando	4	0	0	*	0
Books	4	0	0	*	0
Copies	0	0	0	*	0
TOTAL INTERCAMPUS	1817	1541	1786	*	931
Books	735	578	393	*	230
Copies	1082	963	1393	*	701

*With the version of the statistical software used from January, 1998 to the present, it is not possible to derive these numbers.

ILL/DDS (cont'd)

Interlibrary Loan/Document Delivery Services
Table 3
Three-Year Summary Intercampus Borrowing

		2002/03	2001/02	2000/01
UCF at:				
BCC	Total	219	188	162
Loans	Faculty	57	12	11
	Grad Students	32	35	52
	Undergraduates	15	21	18
	Staff	0	6	1
Copies	Faculty	28	4	9
	Grad Students	41	79	37
	Undergraduates	44	31	34
	Staff	2	0	0
DBCC	Total	531	376	517
Loans	Faculty	19	10	16
	Grad Students	159	118	114
	Undergraduates	13	9	35
	Staff	1	6	0
Copies	Faculty	13	5	38
	Grad Students	303	183	125
	Undergraduates	17	27	189
	Staff	6	18	0
LSCC	Total	10	13	17
Loans	Faculty	0	0	0
	Grad Students	8	3	6
	Undergraduates	0	0	0
	Staff	0	0	0
Copies	Faculty	0	0	0
	Grad Students	2	10	11
	Undergraduates	0	0	0
	Staff	0	0	0

This table shows material obtained from other libraries for UCF branch patrons. As this is just the third year that ILL/DDS is reporting these figures, it is only a three-year comparison.

Interlibrary Loan/Document Delivery Services
Table 4
Three-Year Summary Consortial Activity

		2002/03	2001/02	2000/01
SUS				
Borrowing	Total	4,996	5,979	6,346
Loans		1,765	1,901	2,076
	Copies	3,231	4,078	4,270
Lending	Total	6,506	5,302	5,451
Loans		2,699	2,086	1,989
	Copies	3,807	3,216	3,462
CFLC				
Borrowing	Total	1,912	2,279	2,854
Loans		1,145	1,194	1,352
	Copies	767	1,085	1,502
Lending	Total	6,054	5,302	4,666
Loans		3,736	2,086	2,812
	Copies	2,318	3,216	1,854
ASERL				
Borrowing	Total	4,561	5,052	5,732
Loans		1,423	1,565	1,792
	Copies	3,138	3,487	3,940
Lending	Total	5,923	4,347	4,535
Loans		2,307	1,681	1,577
	Copies	3,616	2,666	2,958
FLIN*				
Borrowing	Total	677	887	875
Loans		332	383	457
	Copies	345	504	418
Lending	Total	3,731	2,871	2,766
Loans		2,589	1,846	1,704
	Copies	1,142	1,025	1,062
Total Consortial				
Borrowing	Total	12,146	14,197	15,807
Loans		4,665	5,043	5,677
	Copies	7,481	9,154	10,130
Lending	Total	22,214	17,822	17,418
Loans		11,331	7,699	8,082
	Copies	10,883	10,123	9,336

*Excludes SUS & CFLC Libraries that are part of FLIN.

ILL/DDS (cont'd)

Interlibrary Loan/Document Delivery Services
Table 5
Three-Year Summary National Activity

		2002/03	2001/02	2000/01
Florida				
Borrowing	Total	7452	8686	9798
	Loans	3087	3316	3663
	Copies	4365	5370	6135
Lending	Total	16,683	13,376	13,056
	Loans	9300	7242	6578
	Copies	7383	6134	6478
Out-of-State				
Borrowing	Total	4573	4934	5573
	Loans	1952	2230	2391
	Copies	2621	2704	3182
Lending	Total	9339	8017	7880
	Loans	3738	3310	2995
	Copies	5601	4707	4885

Interlibrary Loan/Document Delivery Services
Table 6
Three-Year Summary International Activity

	2002/03	2001/02	2000/01
Borrowing	143	194	251
Loans	66	75	96
Copies	77	119	155
Lending	161	187	169
Loans	80	110	87
Copies	81	77	82

Meg K. Scharf
Association Director, Public Services

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Bubbles the Clown (aka Debbie Weatherford, Binding) entertaining the crowds at the American Cancer Society's 2003 Relay for Life at the UCF Arena.

Partnership Services

HIGHLIGHTS of the YEAR in RETROSPECT

This year's activities focused on promoting and providing equitable access to electronic, paper, and in-person library resources, as well as library instruction, and collection development at regional campuses, including Clermont, Cocoa, Daytona Beach, Osceola, and Palm Bay. Planning focused on staffing, equipment, materials and resources, and inclusion of University Libraries, Regional Campuses, and the Area Campuses specific budget allocations for all partnership library initiatives.

SYSTEMWIDE GOALS FOR 2002/2003

- ▶ Continue ongoing dialogue at Cocoa, Clermont, Daytona Beach, and Palm Bay to fulfill the mission and vision of the university libraries.
- ▶ Use modified southern regional partnership model to develop new library sites system-wide.
- ▶ Continue budget model to fund recurring expenses (materials, personnel budgets, etc.) through the main library, with regional allocations.
- ▶ Develop a plan for training partnership librarians.
- ▶ Pursue expanding and coordinating the Web presence of the UCF partnership libraries.

DEPARTMENTAL GOALS

- ▶ Develop a plan to begin improving the Palm Bay Library's image and contacts with students and faculty; continue building upon the relationships formed with UCF Cocoa faculty.
- ▶ Investigate means of improving the focus and efficiency of collection development responsibilities.
- ▶ Participate in the librarian exchange program.
- ▶ Continue involvement in professional organizations; pursue additional presentation and publication opportunities.

CHANGES IN STAFFING

Mem Stahley assumed responsibility as Head, Partnership Library Services, to plan and develop library access and support services at all UCF partnership locations.

Hired and assigned part-time adjunct librarians at Clermont and Cocoa; interviewed candidates for adjunct positions in Daytona Beach, in cooperation with our partnership community colleges.

ADVANCEMENTS TOWARD the PRESIDENT'S FIVE GOALS

▶ Be America's leading partnership university

In the 2002/03 academic year, the university has moved towards expanding programs at branch campus locations and planning is underway for over 18 partner systems where library services will be necessary for the continued success of faculty and students. Highlights for the library contribution follow:

- Convened monthly partnership meetings with librarians and administrators at UCF Cocoa, Clermont, Daytona Beach and Palm Bay to discuss and resolve issues, share expertise, manage ongoing action items, and assess and review service strategies at each partner location.
- Participated in planning to include university libraries, regional campuses and the area campus system in budget allocations and support for all partnership library initiatives.
- Obtained approval for an additional \$100,000 for area campus libraries, through a special budget request opportunity.
- Collected data and developed a library services summary for all UCF library partner locations.
- Met with UCF administrators and library department heads to discuss journal needs and develop a clear and consistent "authorized user" language for vendors regarding database access.
- Met with UCF administrators and representatives from all partner community colleges, on standardizing interinstitutional agreements.
- Developed and/or updated library Web pages for partnership locations at Cocoa, Clermont, Daytona Beach, and Palm Bay. The library Web pages provide electronic access to all UCF library resources, as well as newly created library services brochures, and subject-specific research guides (Starting Points) for Cocoa (66), Clermont (10), and Daytona Beach (20).

Partnership Services (cont'd)

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Although a baseline orientation checklist, ongoing action discussion, and Orlando library reference service objectives were adopted, expanded training and development relative to partnership librarian performance objectives is imperative to address the unique challenges and difficulties we face. Rooted in a solid service and equitable access philosophy, periodic database training, communication skills, and assessment/evaluation processes are, and will remain, central to the success of our partnership library initiatives.

ACCOMPLISHMENTS of FACULTY and STAFF

► Clermont

- Researched and prepared curriculum, materials and access documentation in response to the SACS request for clarification of library support and resources in Clermont and Palm Bay. The report resulted in new funding totaling \$80,000 at Clermont (\$15,000 each for Criminal Justice, Early Childhood Education, Elementary Education, and Psychology collections, \$20,000 for Sports and Fitness collection), and funds for part-time adjunct librarians at Clermont.
- Hired and assigned two UCF adjunct library faculty positions at the Clermont campus library, in cooperation with UCF Orlando library administration and Lake Sumter Community College library administration.

► Cocoa and Palm Bay

- Hired and assigned one part-time adjunct librarian position at the Cocoa library; this adjunct completed cross-training and orientation in cataloging, circulation and reference. Provided one OPS student assistant to support BCC Cataloging and Circulation, and one OPS secretary to assist the UCF librarians in Cocoa and Palm Bay.
- Collaborated with Brevard Community College administration and the UCF College of Education, to establish a Curriculum Materials Center (CMC) in the Cocoa library; planning and space allocations within the new CMC are being finalized.
- Provided reference services for Cocoa and Palm Bay, including during the BCC Spring Break closure and scheduled closures during in-service sessions, and during the BCC staffing shortage in Palm Bay.

- Provided collection development services and online, weekly book orders.
- Offered library instruction at Cocoa and Palm Bay (14 classes, 217 students).
- Completed 43 PERC-UP sessions.
- Researched and prepared curriculum, materials, and access documentation in response to the SACS request for clarification of library support and resources at Palm Bay. The report resulted in funding allocation of \$15,000 for psychology programs at Palm Bay.
- Coordinated hosting activities for the monthly library faculty meeting in Palm Bay, in March 2003. This activity helps strengthen communications between librarians at all locations system-wide.
- Library faculty chaired or served on a number of committees, including: UCF and BCC search committees; Librarians' Personnel Advisory Committee, Electronic Resources Group Committee; Brevard Faculty Advisory Team, Professional Development Leave Committee, Brevard Community College Master Planning team; College Leadership Brevard. Memberships and/or chair responsibilities in professional organizations, included: ACRL ULS, ALA, FLA, and SELA.
- Library faculty attended and presented professional papers at five national conferences; published two articles (invited) in the *Journal of Educational Media & Library Science*; completed a number of training sessions; attended regular meetings of library department heads, faculty, collection development, and monthly partnership meetings.

► Daytona Beach

- Recurring funding for UCF library faculty (.50) was approved for fiscal year 2003/04 and 2004/05. Hired and assigned one part-time adjunct librarian; interviewed and hired a second part-time adjunct with an anticipated start date in fall semester 2003.
- Initiated reinstallation of five UCF PCs and one printer in the Daytona Beach library, providing previously unavailable academic resources access for UCF students and faculty at Daytona Beach, continuing service at the Daytona Beach location and strengthening our ties both inter- and intra-institutionally.
- Collaborated with Daytona Beach Community College head librarian to allocate office space for UCF librarians; ordered furnishings and start-up supplies for the new office.

Partnership Services (cont'd)

STATISTICS

The following tables illustrate the UCF contribution to reference services (see Table 1), statistical analysis for Cocoa/Palm Bay (see Table 2), and statistical analysis system-wide (see Table 3).

Partnership Library Services
Table 1
UCF Contribution to Reference Services
Cocoa and Palm Bay 2002/03

Weekly Primary Hours – Cocoa	30
Weekly Primary Hours – Palm Bay	14
Weekly Backup Hours – Cocoa	34
Weekly Backup Hours – Palm Bay	2 - 8
Annual Saturday Coverage – Cocoa and Palm Bay	16%
Weekly Percentage Maximum – Cocoa	50%
Weekly Percentage Maximum – Palm Bay	23%

Partnership Library Services
Table 2
Six-Year Summary
Cocoa and Palm Bay

	2002/03	2001/02	2000/01	1999/00	1998/99	1997/98
Library Materials						
Brevard Expenditure	\$200,850	\$172,473	~\$218,340	~\$243,669	Not avail.	\$219,844
Binding Service	\$4,557	\$4,680	\$4,024	\$4,228	\$2,243	\$8,880
Volumes Bound	651	533	419	420	257	1,608
Library Instruction						
Students	217	135	317	137	199	144
Classes	14	22	18, 2 tours	7, 2 tours	12	10
Reference Coverage (hrs/week)	30-44	29.5-44.6	32-52*	45.5-61.5*	43.5-61.5*	40*

*Weekly reference desk coverage varies and is dependent upon weekend and backup assignments.

Partnership Library Services
Table 3
Partnership Libraries 2002/03

	Clermont	Cocoa and Palm Bay	Palm Bay Specials	Daytona
Library Materials				
Appropriation (Approvals, Monographs)	\$80,000	\$106,000	\$15,000	\$120,000
Expenditure	\$38,981	\$107,940*	\$12,218	\$122,258
Encumbrance	\$30,493	\$1,062	\$907	\$975
Binding Service	-	\$4,557	-	-
Volumes Bound	-	651	-	-
Library Instruction				
Students	-	217	15	-
Classes	-	14	2	-
Start-up Costs (furnishings, supplies)	--	--	--	\$6,000
Reference Coverage (hrs/week)	25	30-44	14-20	0

*Palm Bay (PB) purchases included in the Library Materials Expenditure total were \$22,530; Melbourne purchases were \$559.

Dr. Mem Stahley
Head, Partnership Library Services

HIGHLIGHTS of the YEAR in RETROSPECT

Accomplishments for the departments that are a part of Public Services are given in the sections of the annual report for Circulation Services, Interlibrary Loan/Document Delivery Services, and Reference Services.

► ASSESSMENT--LibQUAL+ 2003

For the second year, the library was one of 308 libraries participating in the LibQUAL+ survey. LibQUAL+ is a Web-delivered survey developed by the Association of Research Libraries (ARL) and Texas A&M University (TAMU). The survey seeks to measure patrons' desired level of service from the library, the level of library service that is minimally available to them, and the perceived level of the actual service received at the library.

During March and April 2003 invitations to participate in the survey were sent to 600 faculty, 600 graduate students, and 5,000 undergraduate students. Response rate was low, as it had been the first year of administration, reflecting the experience of institutions similar to UCF (FIU, for example, had the same experience). The 323 respondents who did complete the survey rated general satisfaction with the UCF Library slightly higher on the nine-point scale used by the survey than the national average response at four-year institutions. Respondents rated satisfaction with treatment at the UCF Library at 7.27 (national average, 7.23), satisfaction with support at 7.06 (national average, 6.9), and overall quality of service at 7.19 (national average, 7.09).

One hundred fifty four respondents included comments with the survey response. Some samples are included here that give an overview of the topics addressed in commentary.

Public Services
Table 1
Sample Comments from LibQUAL+ 2003 Survey

Topic	Category of Respondent	Comments
Staff		
	Faculty, Education	The reference librarians who do orientations for our education majors are especially competent and accommodating Thanks!
	Undergraduate, Education	everyone i (sic) have ever dealt with at the library has been very helpful and truly show concern for questions...keep up the good work!
	Undergraduate, Business	The employees have always been kind and courteous to me. They make light of situations when I feel pressure. Great Job!
General		
	Graduate student, Education	I enjoy the main campus and BCC Cocoa libraries very much and have had great experiences there. I'm especially impressed with the "Ask a librarian" service. Also "books by mail!" Thank you. Main complaint: the web baed reference list is too confusing. Too many databases, many that would probably give info for my searches but that I don't fully understand. Would be WONDERFUL if a single search term could be utilized for a search of the whole mess. Or at least join the ones that would be in the same discipline. Impossible, probably. for current technology. Then at LEAST an easy to find description of which ones to search for what information. Thanks for asking.
	Graduate, Education	I also use the Curriculum Materials Center sometimes but use the Main Library more often since it has longer hours and more computers. Because of my schedule I am usually in at night and weekends. Last year I put something in the suggestion box and got a nice email back. I would still like to see more books on the popular book shelves
	Undergraduate, Legal Studies	Service is well at the library, though I wish there were better sofas for study areas. Study rooms could be improved, so it's not just a table and chairs...make it more inviting, where you want to study and learn. Comfort is key. Also, the movie collection is HORRIBLE. Soy lent Green should be there. Newer and better books for Criminal Justice majors.
Collections		
	Faculty, Performing & Fine Arts	I am encouraged to see the number of good photography books and videos and what seems to be an enthusiastic ongoing program for their acquisition. inotherwords, support for the arts

Public Services (cont'd)

	where everywhere else it seems to be faltering. thanks!
Undergraduate, Science & Math	When I was working on my undergraduate research in the chemistry department- I ended up driving to UF and USF to make copies of journals!!!! In fact our library didn't carry nearly all of the journals I needed!!! We need more of the scientific journals or access to UF and USF's wealth of journals!!!! I recognize that this is a relatively new univ., but comparatively - this library is very small and had few subscriptions to the published journals I needed. Now is a great time to start!!! By the time my kids are in college, maybe they will be able to do all their research without having to leave the city or pay a bunch for undergraduate interlibrary loans, etc.
Building & Facilities	
Undergraduate, Business	A few more group study areas would be nice
Undergraduate, Legal Studies	we need a cafe in the library! :-) and free printing! :-)
Graduate student, Business	In general, I enjoy using the Library. When I started out at UCF, the building seemed big enough and nice enough. Now there are not enough study rooms or seating at tables. You should have some big chairs, like the bookstore. BTW, the 4th floor is NOT quiet.
Graduate, Education	Also 2M ladies room is the PITS. No prize, won't be around to collect it--thanks library. My biggest complaint about the library is its look. I've been at UCF for over ten years and have seen countless renovations and new buildings, and yet the library - the heart of learning - is old, smelly, and dirty.
Undergraduate, Health	It would be nice to have a cafe level where you could drink coffee or water. I think that would make it feel more comfortable & allow for people to facilitate the library more as a study spot.
Undergraduate, Health	Get more tables and study rooms. Stay open longer hours and serve food, good food. I would come to the library more if there was a better selection of dvd's and if there was furniture like the bookstore.
Undergraduate, Communications & Journalism	I am usually in and out of the library. It has tons of info to draw from, but it really isn't a comfortable place to be.
Electronic Resources & Access	
Undergraduate, Health	I use some of the library stuff on the Web but it was hard to set my computer up to get to it. The proxy thing sucks---can I say that?
Undergraduate, Social Sciences	The electronic access journal articles are very good. Additional effort to provide more access to some of the journals will be helpful, especially in the social science/psychology sector
Undergraduate, Engineering & Computer Science	I always have trouble accessing online journals.
Printing	
Graduate student, Engineering	Need printers near the entrance
Undergraduate, Business	it's fine as is. except i (sic) don't think we should have to pay for printing under 20 pages

ACCOMPLISHMENTS, FACULTY & STAFF

Meg Scharf

- ▶ Service to the Library and the University
 - With Frank Allen and Barry Baker, assisted in the formulation of objectives and assessment methods for the University's Organizational Effectiveness and Suggestion process.
 - Oversaw, planned and administered the LibQUAL+2003 survey to the UCF community.
- ▶ Member:
 - Advisory Board of the Karen L. Smith Faculty Center for Teaching and Learning.
 - Library's Frankenstein Committee, which will bring the display *Frankenstein: Penetrating the Secrets of Nature* to UCF in October 2004.
- ▶ Served on the planning committees, participated, facilitated sessions, coordinated the library's participation in the Summer Institute and the Winter Workshop as well as the New Faculty Orientation, Graduate Teaching Assistants Orientation and International Teaching Assistants Orientation. Gave presentations in each; of particular note, "Pedagogical Publishing Possibilities" with Carole Hinshaw (May 2002 and December 2002).
- ▶ Chaired the Search Committee (unsuccessful) for the new Head, Interlibrary Loan/Document Delivery Service Department, 2002-2003. Chairing the newly convened Search Committee for the new Head, Interlibrary Loan, beginning Summer 2003.

Public Services (cont'd)

- ▶ Attended the 2003 UCF Women's Research Forum and sent a personalized follow-up email to each of the presenters, reminding them of the specific library resources available to support their work.
- ▶ Presented an hour-long program on leadership and experience gained at the Bryn Mawr Summer Institute to the Leadership Enhancement Program of the Office of Diversity Initiatives (September 2002); attended the final program, "Celebration 2003."
- ▶ Attended the half-day "Service Learning Inside the Curriculum" presentations (January 2003).
- ▶ Served on the Information/Welcome Desk during August/September 2002.
- ▶ Attended the annual luncheon of the LIFE program at UCF.
- ▶ Worked on a policy for distribution of commercial publications in and around the UCF Library building.
- ▶ Served as a member of the Central Florida Memory (CFM) project. Helped in project planning, coordination between the three member institutions (Orange County Library System, Orange County Regional History Center, and UCF Libraries). Coordinated the writing of the LSTA grant application and assisting in the publicity for and planning of the CFM Unveiling.
- ▶ Composed and placed a full-page ad on Library services in the *UCF Future* orientation issue, August 2002.
- ▶ Service to the Profession,
 - State Activities
 - SUL Public Services Planning Committee (chair (until August 2002)
 - Facilitated and planned monthly conference calls
 - Served as chair of the committee at the Annual Joint Meeting (November 2002) in Gainesville. The committee continues involvement with matters connected to planning for the LMS implementation and items such as Rosetta implementation.
 - Served on an informal group to launch the discussion of fines, overdue, etc. in the SUL, at the Florida Library Association meeting.
 - Continuing as a member of the PSPC.
 - Florida Library Association's Public Relations Committee (chair) – not much activity
 - Reported on Public Services Planning Committee activities at the FLA Annual Conference (April 2003).
 - Served as judge at the *Orlando Sentinel's* Spelling Bee (March 2003)
 - Regional & National Activities
 - Recorder and co-facilitator, LAMA's Women Administrator's Discussion Group, with Beth Avery of Western State College (Colorado). Led the discussion at the ALA (June 2002) and Midwinter (January 2003) conferences.
 - Editor, *Internet Reference Services Quarterly*, a Haworth publication.
 - Attended the EDUCAUSE national conference, Atlanta, GA (October 2002).
 - Attended the Association of College and Research Libraries Conference, Charlotte, NC (April 2003). Assigned as a volunteer facilitator of a program on faculty instruction.
 - Appointed to the Poster Sessions Committee of the Planning Committee for the Association of College and Research Libraries Conference, Minneapolis, MN, 2005.
- ▶ Professional Development
 - Attended the American Library Association's Annual Meeting, June, 2002 and Midwinter Meeting, January 2003.
 - Attended Association of Research Libraries workshops to prepare for participation in LibQUAL+ (January 2003) and to receive and examine results (June 2003).
 - Attended the ALA Midwinter ACRL Preconference, "Behaviors that Burden the Workplace" (January 2003).
 - Attended the UCF Chairs, Deans, Directors and Faculty workshops on "Recruiting, Interviewing and Hiring Faculty Members" (February 2003) and on "Assessment." Attended the Grievance Workshop given by Lin Huff-Corzine, Rick Schell, Denise Young and Frank Juge (December 2002).
 - Supported by the UCF Provost's Office and selected to participate in the Summer Institute for Women in Higher Education Administration, Bryn Mawr College, Bryn Mawr, PA, June 24, 2002-July 20, 2002. Organized a lunch meeting with previous Institute attendees from UCF (Lin Huff-Corzine, Patricia Bishop, Valarie King, Cecilia Rivers, Carole Adams).

Public Services (cont'd)

PROGRESS on 2001-2002 GOALS; CONTINUATION of GOALS THROUGH 2002-2003

- Outreach: continued with past efforts (Suggestion boxes, releases to the UCF Report and the Future) and administered the LibQUAL+ 2003 survey. Continued activity with the FCTL.

For 2003-2004: Working with the newly-created Outreach Librarian position to better coordinate our outreach efforts. Continue to apply the findings of the LibQUAL+ survey in a meaningful

way, and to involve the department heads with the results. It is not yet known if our results for 2003 were better than those of 2002.

- Training: Worked to encourage training on many levels for public services employees this year: coaching, workshops, conducting training at meetings.

For 2003-2004: Will continue to heavily emphasize training in public services.

Meg K. Scharf
Associate Director, Public Services



Barry Baker (Director of Libraries), Jeannette Ward (Head, Acquisitions Services), Meg Scharf (Associate Director, Public Services), Frank Allen (Associate Director, Administrative Services) posing in front of the Library's display at the Student Welcome Expo 2002

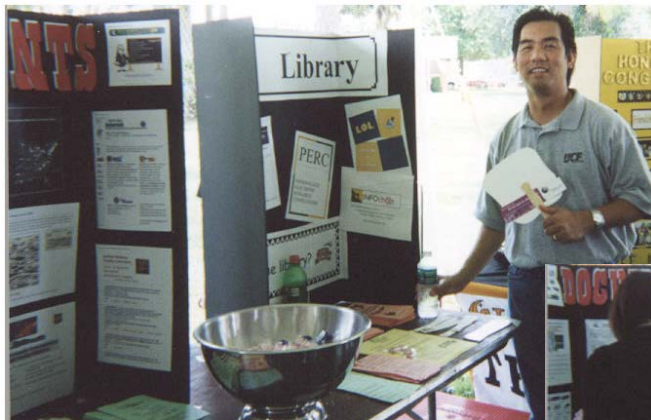
Reference Services

HIGHLIGHTS OF THE YEAR IN RETROSPECT

► Reference Services And Outreach

As the primary research assistance point, Reference Services continued to provide quality access through the dedicated efforts of library faculty and support staff. Although the traditional reference desk continued to serve as the primary point of contact for patrons, the department continued to investigate how to provide “virtual reference” in other formats, for special populations, and outside the building.

Library faculty and support staff continued to play a significant role in numerous campus activities, including Faculty Center for Teaching & Learning (FCTL) Winter and Summer Institutes, International Faculty Summer and Winter Institutes, New Faculty Orientations, Graduate Teaching Assistants (GTA) Orientations, and Graduate Student Orientations in each of the five colleges. Additional outreach opportunities focused on New Students Welcome and Interactive Distributed Learning for Technology-Mediated Course Delivery (IDL 6543).



Ven Basco, Reference Librarian at the Student Welcome Expo 2002

USPS staff including Linda Black, Office Manager; Alanna Paris, Office Manager; Senior Library Technical Assistants, Corinne Bishop, Cynthia Burris, Patricia Hall, Ruth Wiley, David Woolard; and Library Technical Assistant, Heather Gallagher contributed their expertise to a successful year. Adjuncts Chris Wettstein and

Lisabeth King from Valencia Community College Library and Phyllis Hudson contributed their insight and experience at the Reference Desk.

► Reference Services:

Reference outreach projects targeted special groups this year. The *Librarian Exchange Pilot Project* increased communication and collaboration between librarians at the main UCF campus and Brevard Community College (BCC)/Cocoa campus. Marcus Kilman, UCF librarian at BCC/Cocoa, initiated this project. Allison King, also from BCC/Cocoa and Amy Gonzalez from UCF's main campus in Orlando volunteered to spend several days during the summer terms working in the other facility. The project was designed to give the volunteers experience with the operations which could, in turn, promote better communication, develop library services for student support, and generate additional partnerships between the main campus and other regional campuses.

Librarians On Location moved to the Student Academic Resource Center (SARC) in Phillips Hall for fall semester 2002. Reluctantly, the service was suspended in the spring semester 2003.



Ruth Wiley, UCF LINE, at the Student Welcome Expo 2002

Although this was considered a high-profile marketing concept for the library, the effort did not find a significant audience. The service was intended to place librarians outside the library at locations with heavy student traffic. In theory it was a terrific concept, which would give students access to research assistance without having to go to the library. After two years, almost everyone, i.e., library faculty, administrators, and

Reference Services (cont'd)

academic faculty, still thought this was an innovative effort to provide additional student support. Everyone liked it except the students.

Personalized Electronic Research Consultations (PERCs) continued to be popular with students and faculty, showing nearly a 7% increase in requests with a total of 293 compared to 274 a year ago. Researchers, from novice to faculty level, desire librarians' in-depth advice and guidance in locating, selecting, and evaluating appropriate resources.

The *Information Desk* staff continued to assist new students in locating university services, classes, and other information. The desk was managed by Amy Gonzalez and staffed by library personnel during the first two weeks of fall semester 2002.

Upon advice and recommendation from Student



Jamie LaMoreaux (Acquisitions Services, center) and Dannie Helm (Special Collections, right) volunteer at the Fall Information Kiosk in the library's lobby.

Disability Services, JAWS and Zoomtext assistive software was selected and installed by the Library's Systems & Technology Department.

► Ask A Librarian

Two new staff members joined Ask A Librarian Reference Service in February 2003: Senior Library Technical Assistant, David Woolard and Library Technical Assistant, Heather Gallagher. David is working part-time in Government Documents and Heather is part-time support in Reference. The new staff has enabled Ask A Librarian to extend INFOch@t and telephone service to include evening hours and 1:00 p.m.-5:00 p.m. on Saturdays.

In January 2003 Ask A Librarian implemented a toll-free number, which should enhance library support for regional campuses and distance students. From January 2003 through April 2003 280 calls were recorded. This has been a low-cost service that has allowed our distance students and those from our regional campuses to call us without incurring long-distance charges.

Due to problems with the current chat software, including three weeks without service in July 2003, a three-month trial of the *Docutek* software was implemented. Also, *Question Point* was added as a collaborative virtual reference service, which will provide extended reference assistance through e-mail, chat, and other applications. In the next few months, testing and finding chat software that works best for our students and staff will be an on-going priority.

Reference Services
Table 1
Ask A Librarian Statistics

Service	Total	% Change Over Last Fiscal Year
Telephone Calls	6,768	+13%
E-mails	1,915	-13%
Chat	1,416	(not enough data to compare)

► Government Documents & Patents

Rich Gause, Government Documents Librarian, obtained four large collections:

- American Statistics Index microfiche, 1974-1999, from Orlando Public Library
- Congressional Record, 1941-1955, from Vermont Law School Library
- Index to Current Urban Documents microfiche, 1972-1998, from Orlando Public Library, including full-text documents from approximately 500 U.S. and Canadian cities and counties
- Nuclear Regulatory Commission Documents from Crystal River, Florida Public Library – approximately 2 million microfiche

Mr. Gause coordinated with Special Collections to digitize the fifth (1925), sixth (1935), and seventh (1945) census of the State of Florida to be included in the Florida Heritage Collection. While Peter Spyers-Duran was on Professional Development Leave, Mr. Gause assumed primary responsibility for maintaining the Patents Depository Collection.

Reference Services (cont'd)

Patricia Hall will be responsible for processing State of Florida and local documents. Her dedication ensured immediate access to these important resources. The unit welcomed David Woolard, Senior Library Technical Assistant, who will be responsible for processing U. S. documents.

► Library Instruction

Under the guidance of Linda Colding, Library Instruction continued to enhance the educational experience of all students—undergraduate, graduate and international—and faculty. Traditional teaching methods continued in electronic hands-on classrooms and in larger traditional classrooms. Librarians investigated and implemented alternative instructional methods and online teaching modules. 463 library instruction classes reached 11,617 students, a 5% increase over last year.

Donna Goda fulfilled the objectives for an in-house grant from the Office of the Vice President for Research. She collaborated with Meg Schell in the Office of Instructional Resources (OIR) to design a pre-recorded streaming video available on the Web and on CD-ROM. *Research; the Next Generation* was essentially produced for the international student population and is available in English and Spanish. Ms. Goda's objective was to "explore whether the next generation of teaching methods can be as effective as traditional classroom instruction." The instructional module, *Finding Books and Articles in the UCF Library*, is available at <http://library.ucf.edu/Reference/Instruction/FindingBooksAndArticles/>

Librarians now participate in all orientations: new and transfer students; new faculty; GTAs; international students; graduate students in all colleges. A library instruction online evaluation form was implemented. UCF librarians taught library research sessions at Lake-Sumter Community College in Clermont, Daytona Beach Community College, and the Downtown Center. Librarians participated in Cornerstone classes (GEB 3031), which were distributed via video connections to several off-campus locations.

Terrie Sybolt collaborated with the faculty in the College of Education to plan course work and research methods, which would effectively utilize the WebCT library instruction module. Rachel Viggiano continued to provide support for distributed learning students and faculty.

Ms. Colding presented a paper at LOEX of the West Conference held at the University of Oregon (Eugene, Oregon) in June 2002. The presentation outlined her experiences co-teaching CCJ 6938 *Criminal Justice Information Acquisition* with Dr. Bernie McCarthy.

Rich Gause was instrumental in communicating and collaborating with faculty to provide stress free research opportunities for students.

► Library Information Network & Exchange/Online Search Services (LINE/OSS)

Shellie Foss, Coordinator of LINE/OSS, the library's fee-based services, investigated and implemented a marketing campaign, which will promote the service to Central Florida businesses and UCF faculty. LINE provides market research; competitive intelligence; citation searches and works cited; patent, trademark, and copyright searches for the Central Florida community, the citizens of Florida and the nation with information services to promote business development and growth.

DEPARTMENTAL GOALS for 2003/04

- Continue investigating various chat software including *QuestionPoint*, *Docutek*, *RightNow, Inc.*, and others to determine which is the most cost-effective, advantageous, and viable local and collaborative virtual reference service.
- Continue collaborating with state and national digital reference services:
 - Association of Southeastern Research Libraries' (ASERL) Virtual Reference Service
 - Tampa Bay Library Consortium/Community College Library Association (TBLC/CCLA) Virtual Reference Project
- Begin strategic planning and select priorities for action for the coming year(s).
- Investigate authentication systems, which would provide patrons access to electronic resources while protecting the UCF computer systems

ADVANCEMENTS TOWARD the PRESIDENT'S FIVE GOALS

- Offer the best undergraduate education available in Florida

Reference Services (cont'd)

Library Instruction maintained a significant growth rate and continued to instill awareness and promote the importance of information literacy.

- ▶ Provide international focus to our curricula and research programs

and

- ▶ Become more inclusive and diverse

Reference librarians and support staff who speak a variety of languages provided library orientations and tours for international visitors, students, and faculty. Buenaventura Basco, Donna Goda, and Ying Zhang were active in forums for international students and faculty groups. Ms. Goda completed a tutorial, which targets international students' research needs. The department also supported the needs of a variety of academic departments with international and diversity initiatives by providing liaison and research assistance and instruction.

- ▶ Be America's leading partnership university
 - Ask A Librarian expanded its virtual service to include chat service (INFOch@t), a toll-free telephone number; joined ASERL *QuestionPoint*, a regional collaborative virtual reference service
 - LINE/OSS, Ask A Librarian, and Government Documents/Patents Web pages provided information and services for community patrons and off-campus students
 - LINE offered fee-based database searching to community patrons
 - Government Documents offered training workshops on accessing vital U. S. government resources.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

Due to enrollment growth and the increase in class sizes, the library's two electronic classrooms can no longer accommodate enough library instruction classes. Currently, classroom 235A has 17 workstations and classroom 235C has 22 workstations. Students can double up, but that is not an optimum learning situation. Over 30% of scheduled LI sessions were taught in classrooms in other campus academic classrooms, which do not have computer workstations. Planning for a larger classroom in the library, which would accommodate at least 60 students, would enhance both teaching and learning.

The off-campus access to online resources was complicated by an antiquated FCLA proxy server.

The UCF VPN, so far, does not offer a better solution and has its own set of problems. Because of the difficulty of the authentication process, there is concern that many UCF students rely on Internet search engines, which do not provide access to the scholarly resources available through the library's subscription databases. The Systems & Technology staff and Computer Services should find an alternative authentication system to replace FCLA Proxy.

CHANGES in STAFFING

- ▶ Linda Black, Office Manager, hired January 2003
- ▶ Heather Gallagher, Library Technical Assistant, hired February 2003
- ▶ Alanna Paris, Office Manager, resigned January 2003
- ▶ David Woolard, Senior Technical Assistant, hired February 2003

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Buenaventura Basco:

Received Professional Development Leave to participate in a competitive Association of Research Libraries (ARL) Leadership and Career Development Program; Senator UCF Faculty Senate; Treasurer, Asian Pacific Librarians Association; Chair, Scholarship Committee of the Asian Pacific Librarians Association; Collection Management and Development Section representative to the ALCTS Planning Committee.

- ▶ Corrine Bishop:

INFOch@t Presentation at UCF Technical Fair; Frankenstein Exhibit Committee; Florida Library Association Annual Conference, April 2003

- ▶ Linda Black:

UCF Theatre 40th Anniversary Committee; UCF Relay For Life Walk; USPS Council Assembly

- ▶ Cindy Burris:

Member, Relay for Life 2003; Frankenstein Web Committee; and Web Editor Committee

- ▶ Linda Colding:

Professional Development Leave to complete Ph.D. in Public Administration at University of Alabama; indexed journals for the Air University

Reference Services (cont'd)

Library Index to Military Periodicals; Secretary, ALA Library Instruction Round Table (LIRT); presentation at LOEX of the West 2002

► **Michelle Foss:**

Member, Society for Competitive Intelligence Professionals; Captain, Library Team, Relay for Life; Optical Society of America Library Advisory Committee

► **Heather Gallagher:**

University of South Florida Library Information Science program; St. Petersburg College/TBLC paraprofessional workshop; member, ALA Reference and Users Services Association (RUSA)

► **Richard Gause:**

Representative to the University Assessment Committee; FLA Charter, By Laws & Manual Committee; Chair, Librarians' Personnel Advisory Committee; elected UCF Delegate, Florida Education Association; member, National CIS/Lexis-Nexis Academic Universe Content Review Committee

► **Donna Goda:**

Co-chair, SELA GODORT Committee; Professional Development Leave to complete Ph.D. in International Relations at Florida International University; completed in-house online instructional module targeted at international students

► **Amy Gonzalez:**

Organized and managed Library Information Kiosk; participated in Librarian Exchange Program, BCC/UCF; member, FLA Local Arrangements Committee

► **Patricia Hall:**

Member, Black Faculty & Staff Association (BFSA); attended *Meet, Eat and Rap with BFSA* in March 2003; BFSA 10th Anniversary Committee; BFSA Web Design Committee; Leadership Institute 2003, *Power of Positive Leadership*, April 2003; member, Mentoring Breakfast Committee; CFLC Government Documents Interest Group

► **Richard Harrison:**

University Undergraduate Research Council; State University Libraries Electronic Collections Committee, Social Science Subcommittee; ACRL Information Literacy Advisory Council

► **Carole Hinshaw:**

ACRL Distance Learning Section (DLS), Membership Committee; elected DLS Member at

Large; Virtual Reference Desk Conference, November 2002; chair, FLA Local Arrangements Committee, April 2003

► **Elizabeth Killingsworth:**

UCF Strategic Planning Executive Committee; University Faculty Senate; Undergraduate Policy and Curriculum Committee; Librarians' Personnel Advisory Committee.

► **Cheryl Mahan:**

Feria Internacional del Libro; African-American Studies Advisory Committee; collaborated on *Day of the Dead* exhibit; Principal Investigator for NLM/ALA exhibit, *Frankenstein: Penetrating the Secrets of Nature*

► **Hal Mendelsohn:**

Designed Banned Books display; Co-Chair, SELA Membership Committee; Co-Chair, FLA Local Arrangement Subcommittee, April 2002

► **Alanna Paris:**

UCF Library Team, Relay for Life

► **Meredith Semones:**

Florida Digital Reference Committee; Electronic Reference Group; panel member, "Live Chat Reference Services in Florida Libraries," Florida Library Association Annual Conference, April 2003; attended 4th Annual Digital Reference Conference, November 2002

► **Peter Spyers-Duran:**

Professional Development Leave to complete course work for M.A. in Applied Economics at UCF; organized Bureau of Labor Statistics economists who addressed South Carolina Library Association/Southeastern Library Association (SELA) Joint Conference, October 2002; Chair, SELA Government Documents Roundtable; Library Electronic Transition Task Force

► **Terrie Sypolt:**

Presentation Diversity Summer Institute on Brown vs. Board of Education; Library Team, Relay for Life; Florida State Employees' Charitable Campaign Library Committee

► **Rachel Viggiano:**

UCF Distance Student Support Committee; SUL PSPC Distance Learning Library Services Subcommittee; Co-Chair, ACRL 2004 Program Planning Committee, Distance Learning Section; presented paper at Southeastern Library Association, October 2002

► **Ruth Wiley:**

Reference Services (cont'd)

Director's Advisory Group; Library Team, Relay for Life; Information Kiosk; attended FLA Annual Conference, April 2003; completed two classes in University of South Florida MLIS program

► **David Woolard:**

Florida State University Library Information Science Program; attended the UCF *Interviewer Certification* workshop; attended FLA Annual Conference, April 2003

► **Ying Zhang:**

President, Florida Chapter, Chinese American Librarian Association; Central Florida Library Cooperative Reference Interest Group; SUL OPAC Subcommittee; SUL SFX/Metalib Task Force; Librarians' Personnel Advisory Committee

► **Publications:**

- Buenaventura Basco, D. Goda, E. Killingsworth, "University of Central Florida Librarians on Location," *Public Services Quarterly*, 1(3) (2003): 13-20.
- Carole Hinshaw contributed a chapter, "A Guide to Research in Engineering," to *Introduction to the Engineering Profession and Engineering Concepts and Methods*, a textbook published for EGN 1006 in the UCF College of Engineering and Computer Science.
- Elizabeth Killingsworth, P.B. Beile, D.N. Boote. Characteristics of Educational Doctoral Dissertation References: An Inter-Institutional Analysis of Review of Literature Citations, presented at the American Educational Research Association (AERA) Annual Conference, Chicago, IL, April 2003. Also submitted to ERIC.

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Reference Librarian, Donna Goda, greeting a distinguished visitor (Knightro) at the UCF Library Reference Desk

Reference Services (cont'd)

STATISTICS

Reference Services
Table 2
Government Documents Statistics, 2002/03

	2001/02	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
U.S. DOCUMENTS	268,291													
Print Received		291	322	259	327	223	256	290	217	228	219	248	248	3,128
Deleted		115	162	176	50	45	26	77	27	27	46	463	934	2,148
														269,271
Microfiche Received	407,269	94,085	946	1,057	2,380	993	550	543	1,021	748	206,952	94,158	1,194	404,627
Deleted		2	0	3	0	0	41	47	0	0	4	0	0	97
														811,799
Electronic Prod. Rec.	4,784	24	12	27	31	17	9	29	5	13	22	21	4	214
Deleted		0	0	0	0	1,253	0	1	0	0	0	0	0	1,254
														3,744
FLA DOCUMENTS	38,831													
Received		60	140	52	18	18	48	71	11	49	4	57	18	546
Deleted		900	4,362	0	603	0	0	3	38	0	2	1	0	5,909
														33,468
Electronic Prod. Rec	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Deleted		0	0	0	0	0	0	0	0	0		0	0	0
														3
PATENTS CD-ROMs	49													
Received		5	5	7	7	5	9	7	7	5	5	4	2	68
Deleted		0	0	0	0	0	0	0	0	0	0	0	0	0
														117
PATENTS DVDs	433													
Received		10	58	11	17	14	14	21	18	11	10	13	18	215
Deleted		0	0	0	1	0	0	0	0	0	0	0	0	1
														647
PATENTS MICROFILM	8,906		0	0	0	0	0	0	0	0	0	0	0	
Deleted														0
														8,906
MAPS RECEIVED	3,473	14	0	0	9	0	1	19	0	2	15	0	18	78
														3,551
GROWTH IN U. S. DOCUMENTS COLLECTION	86 Feet													
		6'5"	4'6"	3'3"	7'8"	5'2"	7'7"	5'2"	6'11"	6'11.5"	2'8.5"	5'7.5"	6.4"	68.29
														154.29 FT

Reference Services (cont'd)

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Carole Hinshaw, Head, Reference Services, keeping on top of things even under the Reference Desk

Reference Services
Table 3
Reference Desk Questions 2002/02*

Semester	Dates of Sampling	Totals
Fall '02		4,773
	08/26-09/01	1,566
	09/29-10/5	1,748
	11/18-11/24	1,459
Summer '02		647
	06/03-06/10	647
Spring '03		3,636
	1/21 – 1/27	1,641
	2/17– 2/23	1,308
	5/26– 6/1	587

*Sampling takes place weeks of the semester during slow, busy and semi-busy desk times.

Reference Services
Table 4
Other Reference Services 2002/03

Service	Totals
PERC's (Personalized Electronic Research Consultations)	267
AAL (Ask A Librarian) Questions	10,099
E-mail	1,915
INFOchat	1,416
Telephone	6,768
Library Instruction	
Students	11,790
Total Staff Hours	552
Sections	456

Reference Services
Table 5
WebLUIS Tutorials 2000/03

Count	# of Users	Ave. Score
Spring 2001	904	84%
Fall 2001	193	83%
Spring 2002	963	84%
Summer 2002	57	83%
Fall 2002	1,381	71%
Spring 2003	3,209	78%
Summer 2003	1,381	83%

Reference Services (cont'd)

Reference Services
Table 6
Library Information Network & Exchange (LINE)
Five-Year Summary: Transactions

Type of Transaction	2002/03	2001/02	2000/01	1999/00	1998/99
Document Delivery*	603	841	1,206	684	748
Online Searching	66	29	32	93	157
Research	17	N/A	N/A	N/A	11
Special Borrower Agreements	3	3	4	5	5
Special Borrower Cards	323	414	429	405	799
Through Agreements	51	148	198	183	592
For Individuals	272	266	231	222	207
Credit Card Transactions	36	40	21	25	33
Totals	982	1,327	1,692	1,212	1,753

*(Including book loans and interlibrary loans)

Reference Services
Table 7
Library Information Network & Exchange (LINE)
Five-Year Summary: Financial

	2002/03	2001/02	2000/01	1999/00	1998/99
Document Delivery*	\$7,911.65	\$9,607.30	\$12,904.51	\$7,409.63	\$8,246.90
Online Searching	\$1,210.23	\$2,106.24	\$2,513.59	\$6,964.96	\$9,378.92
Research	\$0.00	\$0.00	\$0.00	\$8.96	\$575.00
Library Instruction	\$0.00	\$0.00	\$0.00	\$0.00	\$600.00
Special Borrower Agreements	\$900.00	\$1,200.00	\$2,200.00	\$4,100.00	\$5,600.00
Special Borrower Cards	\$11,300.00	\$15,545.00	\$16,785.00	\$15,715.00	\$33,320.00
Through Agreements	2,355.00	6,785.00	8,980.00	8,205.00	26,490.00
For Individuals	8945.00	8,760.00	7,805.00	7,510.00	6,830.00
Other Charges	\$16,063.16	\$17,561.76	\$24,789.50	\$15,405.56	\$15,202.15
Copyright Fees	9,298.60	10,032.05	13,651.75	8,164.50	7,419.30
Delivery Fees	1,844.56	2,419.71	3,042.75	2,406.06	2,537.85
Document Handling Fees	772.00	800.00	1,760.00	620.00	1,025.00
Rush Fees	4,148.00	4,310.00	6,335.00	4,190.00	4,220.00
Other	0.00	0.00	0.00	25.00	0.00
Total Billings	\$37,385.04	\$46,020.30	\$59,192.60	\$49,604.11	\$72,922.97
Direct Costs**	\$12,335.74	\$14,694.55	\$19,571.60	\$13,593.06	\$14,574.67
Net Income***	\$25,049.30	\$31,325.75	\$39,621.00	\$36,011.05	\$58,348.30

*Including book loans and interlibrary loans

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

***Total Billings minus Direct Costs

Special Collections

Reference Services
Table 8
Online Search Services
Five-Year Summary: By Category

SEARCHES	2002/03	2001/02	2000/01	1999/00	1998/99
Online (University affiliated)*					
Undergraduate Students	0	0	0	1	0
Graduate Students	0	1	35	42	97
Faculty	47	12	28	54	46
Campus Administration	0	0	0	0	2
Library Staff	0	0	0	0	0
Subtotal	47	13	63	97	145
LINE (Non-University)	17	29	32	93	166
Library Business					
Training	2	0	0	0	5
Housekeeping	0	0	9	7	11
Totals	66	42	104	197	327

Reference Services
Table 9
Online Search Services
Four-Year Summary: Financial

Search Categories	2002/2003	2001/2002	2000/2001	1999/2000
Graduate Searches	\$0.00	\$63.74	\$330.03	\$786.61
Undergraduate Searches	\$0.00	\$0.00	\$0.00	\$30.05
Faculty Searches	\$2,619.31	\$725.92	\$4,674.84	\$5,510.48
Housekeeping	\$8.88	\$0.00	\$19.08	\$9.08
Total Searches	\$2,628.19	\$789.66	\$5,023.95	\$6,336.22

Carole Hinshaw
 Head, Reference Services

Reference Services (cont'd)

The **mission** of Special Collections, a department created in August 2001, is to provide services central to the library and university community in support of research, teaching and service. We collect materials, which cannot be easily replaced, and which include but are not limited to books, manuscripts, historic public records, ephemera, photographs, and art. These materials have a central function to the curriculum and support long-term research goals. The preservation of these materials is a service to the local, state and national research community.

HIGHLIGHTS of the YEAR in RETROSPECT

Early in the fiscal year the Art Collection was appraised for replacement and fair market value.

Additions included *Prop III, Santa Teresa*, collage by Pablo Cano donated by Joseph Neipris of Palm Beach and *The Firebird* and *Prismatic Landscape*, oil on masonite paintings by Leonardo Nierman, donated by Morris Broad. Many items were hung throughout the library allowing faculty and students to appreciate this varied collection. A database incorporating thumbnail digital images, dimensions, and locations was created.

Staff transitions absorbed considerable time and energy this year. Ellen Anderson, former department head, stepped into her role as Rare Books Librarian while working to orient the new department head, Carla Summers. To ensure her ability to facilitate access, define collection development strategies, and interpret and represent the department, Summers began the exciting process of understanding the collections, the functioning of the Libraries, and the nature of the academic programs.

The department continues to be a focus for the faculties of Arts and Sciences as a laboratory for teaching, a facilitator for sponsored research, and as the repository of special materials. Use of collections has grown 28% but the total seems small in proportion to the overall reference and circulation totals for the Libraries. Special Collections performs many services besides delivering materials for research. The department supports fundraising through private donors; provides publicity through exhibits, publications and presentations; and contributes to the identification of outside support. We act as advocates for the digitization of rare materials. We also serve as the university's institutional memory through the holdings of the University Archives.

REPORT on DEPARTMENTAL GOALS for 2002/03

In the department's second year as a separate department reporting to the Director of Libraries, several conditions were identified as necessary to advance towards building a great research collection. Those conditions are based on assumptions that the collections are secure, the reading room is functional, space is used appropriately, position descriptions and staff roles are clear and functional, and materials are being processed. The staff will continue to work to test these assumptions.

- ▶ Additions to the Book Arts, Bryant West Indies Collection, and Floridiana were identified and purchased.
- ▶ Special supplies and equipment for rare, unique, and outsized materials were acquired.
- ▶ Staff position descriptions and organizational duties were reviewed and where appropriate, revised.
- ▶ Reading room procedures were tested and improved including revised statistics gathering.
- ▶ The deployment of collections in the closed stacks was reviewed and the use of office and storage space outside the department was analyzed.
- ▶ We continued to aggressively pursue deeds of gift for collections, insuring clear title through the University of Central Florida Foundation in the years to come.
- ▶ The University Archives, an administrative unit within Special Collections, is the repository of the official records of the University of Central Florida, University publications, theses and dissertations, and printed, manuscript, graphic, and audiovisual material about UCF. Web sites for the University Archives made their appearance this year as well as a brochure.
- ▶ The University of Central Florida celebrates its 40th anniversary in 2003. The University Archives has been active in supporting research into the university's history and plans many exhibits for the fall term. Research was conducted in historical materials from the Office of Public Affairs, the Presidential Papers, and the Office of University Relations.

Special Collections (cont'd)

CHANGES in STAFFING

Effective March 2003, Carla M. Summers assumed the Head of Special Collections position at the University of Central Florida after a distinguished career at the University of Florida, where she served as Chief Manuscripts Librarian and University Archivist. She was the founding President of the Society of Florida Archivists and is certified by both the Institute of Certified Records Managers and the Academy of Certified Archivists.

Ellen Anderson, former head of the department, went on phased retirement at the end of the spring term 2003. Ms. Anderson will return in fall as the department's Rare Books Librarian on a part-time basis.

Dannie Helm was upgraded from Senior Library Technical Assistant to Senior Archivist to better reflect her supervisory and collection management duties.

ADVANCEMENTS TOWARD the PRESIDENT'S FIVE GOALS

► Offer the best undergraduate education available in Florida

- UCF students in art, animation, film, advertising, hospitality, history, and sociology will find the newly acquired Stephen Danks Lodwick Collection particularly useful. The family of the late Mr. Lodwick generously donated his collection of well over 1,000 books and drawings to UCF. Mr. Lodwick was an illustrator and designer of theme park rides and exhibits and operated his own design studio under the name of Mighty Scenic, Inc. His extensive collection consists primarily of books on art, design, and architecture. However, he also collected many books on topics that served as inspiration for his designs. These topics included movies, cartoons, hotels, restaurants and diners, national parks, train stations, cities, Route 66, ghost towns, and other tourist destinations. Rare and limited edition books, as well as some original concept drawings, will be housed in the Special Collections Department.
- Provided exhibit space for "zines" of undergraduate students in Theory and Criticism in the Visual Arts and Aesthetics. Zines are non-commercial, small circulation "Do It Yourself" magazines that provide a space for open

discussion on issues of importance to the student.

- Conducted instructional sessions for several undergraduate classes using the collections. Showcased the Books Arts collection to Art 3281, Type and Design.
- Conducted session, *Using Original Source Materials to Support Classes* for the 2003 Summer Faculty Development Conference.
- Worked with Political Science faculty, Hugh Bartley in facilitating access to the Van Sickle pamphlets for over 75 undergraduate students in Summer Term B class on political theory.

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

- Negotiations are underway for unique collections to provide high-level support for research and teaching. Academic areas supported include hospitality (Harrison Price Company Archives), engineering (J. Paul Hartman Book Collection), women's history (Central Florida Women's Research Archives) and the history of social services in Florida (Children's Home Society).
- Upgraded access to collections to provide high-level support for research and teaching. Academic areas supported include hospitality, art, film and animation studies with the Lodwick Collection and the Public History program with the records of the Florida Folklife Center.
- Focused on the creation of Web pages, digitization of primary source materials and releasing finding aids on the Web to bring department holdings into the research mainstream.
- Sponsored a book signing by UCF Biology Professor Walter Taylor author of *Andre Michaux in Florida: An Eighteenth Century Botanical Journey*.

► Be America's leading partnership university

- Provided advice and assistance to Preserve the Eatonville (Florida) Community.
- Served on local arrangements committee to bring the 2004 annual meeting of the Society of Florida Archivists to Orlando.
- Special Collections materials are natural candidates for digitization. Continued to participate in the Florida Heritage Project. The Florida Heritage Collection is an ongoing cooperative project of Florida state university libraries to digitize and provide online access to materials broadly representing Florida's history, culture, arts, literature, sciences and social sciences.
- Continued to be active in the Central Florida Memory Project, a collaboration begun in 2002

Special Collections (cont'd)

by three institutions: University of Central Florida Libraries, Orange County Regional History Center, and Orange County Library System.

- Contributed the *Biblia Vulgare* (a rare early bible) to the Ringling Museum of Art's exhibit titled *Sacred Treasures: Early Italian Paintings in Southern Collections*, May 31-August 10, 2003.
- Acquired the Central Florida Folklife Materials, a collection of materials detailing folk arts and customs and their practitioners in Central Florida during the late twentieth and early twenty-first centuries. Materials in this growing collection consist of documents pertaining to the Central Florida Folklife from the collection of the Florida Folklife Program and the Florida State Archives, State of Florida. Materials consist of surveys of Folk Architecture and Folklife from throughout Central Florida. Brochures from the Florida Folklife/Folk Arts Apprenticeship Program and Florida Folk Festivals are also included, as well as printouts of Florida Folk Artists from the Florida Folklife Program database. Some items have accompanying digital images, CD-ROMs or audiocassette tapes.

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ A great need exists to improve climatic conditions in the secure areas that house the university's priceless and irreplaceable collections. The department experienced leaks and fluctuations in relative humidity throughout 2002-2003.
- ▶ Despite the best efforts of the highly professional and productive Cataloging Services Department assisted by the Special Collections Department, access to newly acquired special materials remains slow. The department has an increasing backlog of items waiting to be cataloged. As of June 30, 2003 over 3,367 monograph titles were not available on WebLUIIS. These numbers do not count processing and cataloging manuscript collections including the Ettinger, Patti, Stuart and Frey Papers.
- ▶ There are very few historic public records to document 40 years of University of Central Florida history. In order to strengthen organizational services and increase operational effectiveness, there is a need to use the wide-ranging solutions available from the implementation of modern records management.

ACCOMPLISHMENTS of FACULTY and STAFF

▶ Ellen P. Anderson

- LIBRARY SERVICE

- Committees:
 - Central Florida Memory
 - Frankenstein Exhibit
 - Elizabeth I Exhibit
 - Library Exhibit
 - SUL Digitization Services Planning, FCLA Annual Meeting, Gainesville, November 2002
 - SUL Special Collections Task Force
- Attended Florida Antiquarian Book Fair to identify potential dealer sources and become more familiar with antiquarian book trade, St. Petersburg, March 2003.

- TRAINING

- Oral History Workshop, Society of Florida Archivist Annual Meeting, Lakeland April 2003

- PROFESSIONAL ACTIVITIES

- Maintained memberships in ALA, ACRL, ARLIS/NA, ARLIS/SE, FLA, and SFA
- Lo Presti Awards Committee, Art Libraries Society/Southeast Committee
- ARLIS/SE Annual Conference, Asheville, NC, November 2002

▶ Rebecca M. Hammond

- LIBRARY SERVICE

- Served on the Student Appreciation Party Committee.

▶ Nadine (Dannie) Helm

- LIBRARY SERVICE

- Head, Special Collections Search Committee
- Library's Frankenstein Exhibit Committee
- Library Info Kiosk August 2002
- Library Booth, Student Orientation June 2003

- TRAINING

- Student Hiring Review Workshop, July 2002
- UCF Library Service Standards Workshop, October 2002
- Links Web Training Session, October 2002
- Travel Procedures Workshop, January 2003
- *Get Motivated!* Seminar, Orange County Convention Center, February 2003
- *CSS: An In-depth Look*, Course Development and Web Services TechRangers, March 2003
- *Research Funding Workshop*, part of "Research in Progress" series, UCF History Department, April 2003

Special Collections (cont'd)

- *Oral History Workshop*, Society of Florida Archivist Annual Meeting, Lakeland, April 2003
- PROFESSIONAL ACTIVITIES
 - Storyline Committee, Central Florida Memory (CFM) Project
 - Florida Association of Museums Annual Meeting, September 2002; Moderated Registrar's Roundtable Session
 - Presenter, paper on CFM in *Digital Florida: New Online Resources*, Genealogy & Local History Interest Group session at FLA 2003 Annual Conference
 - Editorial Review Board, Inaugural Issue – *It's About Time: Reflections from Central Florida's Past*, new quarterly publication published by the Orange County Regional History Center.
 - Florida Historical Society Annual meeting in Gainesville, FL; presented paper on *William Waterhouse: A Civil War Veteran's Journey for 19th Century Town Fathers* session.
 - Communications Chair 2002-2004 – SERA (Southeastern Registrar's Association), board position
 - Vice-Chair – History Section 2001-2003, Florida Association of Museums (FAM)

► Chang Lee

- UNIVERSITY SERVICE
 - Asian Studies Committee
 - Advisor, Chinese American Student Association
- TRAINING
 - Society of Florida Archivist Annual Meeting, Lakeland, April 2003
 - American Library Association Annual Conference in Toronto, Canada, June 2003
- PROFESSIONAL ACTIVITIES
 - Maintained memberships in American Library Association and the Society of Florida Archivists
 - Paper entitled "Why American College/University Students Take Chinese Language Courses?" published in the *Proceedings of the 14th Conference of the Chinese American Scholars Association of Florida*, June 2003, Orlando, pp. 23-26

► Carla M. Summers

- LIBRARY SERVICE
 - Library Exhibit Committee
- PROFESSIONAL ACTIVITIES
 - Maintained memberships in the Rare Books and Manuscripts Section, ACRL; Society of American Archivists; Institute of Certified Records Managers; Academy of Certified Archivists; Society of Georgia Archivists; and Society of Florida Archivists
 - Society of American Archivists Congressional Papers Roundtable Steering Committee duties in developing a slate of candidates for the election to be held at SAA's annual meeting in August
 - Attended the Society of Florida Archivists annual meeting, Lakeland, May 2003

STATISTICS

Special Collections
Table 1
Book Collections Count, FY 2002/03

Collection	# of Monographs
Archives	3,974
Book Arts Collection	216
Serial Subscriptions	1
Bryant West Indies Collection	1,784
Engineering Collection	461
Flordiana Collection	118
General ¹	373
Horror-Fantasy Collection	177
Limited Editions	319
Sol & Sadie Malkoff Book Arts Collection	345
Thomas & Georgine Mickler Collection	251
Music Collection	133
Rare Books	1,199
Reference Collection	15
Van Sickle Leftist Pamphlet Collection	2,174
TOTAL CATALOGED MONOGRAPHS	11,540

Also located in Special Collections is the Walter and Dorothy Donnelly Collection. This collection is split over several collections including Limited Editions and Rare Books.

¹ The Finney and Howard Eves Collections were integrated into the General Collection FY2003.

Special Collections (cont'd)

Special Collections
Table 2
Collections Usage

Collection	FY2002/03 # of Patrons	FY2001/02 # of Patrons
Archives	186	143
Ben White	1	0
Book Arts	21	48
Bryant	26	84
Carey Hand	32	32
Civil Rights Papers	15	1
Educator's Oral History	2	0
Engineering	4	8
Floridiana	7	1
Frey	1	N/A ¹
General	3	0
Horror/Fantasy	3	2
Iva Kitchell	1	0
Limited Editions	4	12
Malkoff	2	2
Mickler	20	6
Music	2	1
Nehrling	3	0
Polasek	7	3
Rare Books	30	44
Van Sickle	15	2
Wagar Space	0	1
Zines	6	N/A ¹
Other	81	N/A ²
ILL	8	N/A ²
LINE	2	N/A ²
Exhibition Visitors	189	136
Total # of Patrons:	671	526

¹ Collection Received in FY 2003

² Statistics not available prior to FY 2003

Special Collections
Table 3
Manuscript Collections & Other Materials

Ben White Raceway Papers
Dr. Val Bradley Labor Union Collection
Bryant West Indies Collection
<div> <div>■ Archaeological Items</div> <div>■ Media</div> <div>■ Art Collection</div> <div>■ Maps</div> </div>
Frieda Bulgar Collection
Carey Hand Funeral Home Records
Central Florida Women's Research Archives (CFWRA)
<div> <div>■ Bea Ettinger Papers</div> </div>
Civil Rights Papers
Edward Curtis Collection
John Dickinson Papers
Walter and Dorothy Donnelly Collection
<div> <div>■ Ephemera</div> </div>
Howard J. Duerr Papers
Educator's Oral History Collection
Howard Eves Mathematics Collection
Finney Accounting Collection
Florida Association of Student Financial Aid Administrators Papers
Florida State Music Teachers Papers
J. Vincent Fonelli Collection
Congressmen Lou Frey, Jr.'s Papers
General Art Collection
Senator John Young Gooch Papers
Iva Kitchell Papers
Latin American Art Collection in Honor of Anne Marie Allison
Doris Leeper Papers
Literary Manuscripts
Stephen Danks Lodwick Collection
Sol & Sadie Malkoff Book Arts Collection
<div> <div>■ Ephemera</div> <div>■ Typography Specimen Books</div> </div>
Thomas & Georgine Mickler Collection
<div> <div>■ Diaries</div> <div>■ Postcards</div> <div>■ Ephemera</div> <div>■ Sermons</div> <div>■ Maps</div> </div>
Henry Nehrling Papers
Old Florida Structures Photographic Collection
Archimedes L. A. Patti Collection
Albin Polasek Collection
Paul O. Schallert Papers
James E. Shepherd Papers
Shoemaker Art Collection
Senator George Stuart Papers
University of Central Florida Archives
<div> <div>■ Maps & Blueprints</div> <div>■ Realia</div> <div>■ Media</div> <div>■ Vertical Files</div> </div>
University of Central Florida Women's Club Collection
Joseph and Mary Velezdy Collection
Wekiva Resource Council Maps & Aerial Photos
Howard C. Wagar Space Collection
Zines

Carla M. Summers
Head, Special Collections

Systems & Technology

HIGHLIGHTS OF THE YEAR IN RETROSPECT

► Web Services

- Cleaned up Web pages to improve organization and maintainability; hundreds of unlinked and abandoned pages were removed; approximately 3,000 broken internal links were fixed.
- Drafted the Library Web Style Guide to establish standard colors, fonts and layouts for our pages.
- Put a Java-based news feature on the homepage.
- Began gathering Web usage statistics.
- Recruited a news editor to improve the currency of the news page.
- Created a Web Update Checklist and automated e-mail notifications of completed updates.

► Digital Projects

- Created images and metadata, and maintained the Web site for the Central Florida Memory project.
- Digitized half of the material (5,755 images) committed to the Florida Heritage Project for 2003.
- Participated in a statewide task force and campus committee to develop electronic theses and dissertations collections at the local and state level.
- Involved in the creation of a digital collection based on print material provided by the Institute of Simulation and Training of scientific reports, proceedings, and other papers.
- Began digitization of the funeral memoranda of the Carey Hand Funeral Home.
- Collaborated with the Center for Community Partnerships to build a database of community data.

► Infrastructure

- Purchased new fibre channel storage equipment to accommodate growing need. Training and installation are planned for fall 2003.
- Scheduled Windows 2000 Server training for Coordinators of Computer Applications in preparation for the re-design of server functionality.
- Transformed the lobby area into a PC commons with 20 computers offering access to the Library's resources as well as Microsoft Office products and network printing.
- Converted selected pieces from audiotape to digital audio for Circulation and Special Collections.

► Technical Support

- Maintained Knightline, the Libraries' listserv, and Southeastern Library Association (SELA) listserv and Web pages.
- Provided support for INNOPAC, the Libraries' Web pages, public and staff access to the network, GroupWise and Pegasus.
- Converted all PCs to Windows 2000.
- Completed Installation of all PCs and hardware required to bring the Reference Services Department up to campus/library standards.
- Tested the feasibility of migrating to XP Pro library-wide in the coming year by installing the Windows XP Pro operating system on Reference Services PCs.

REPORT on DEPARTMENTAL GOALS FOR 2002-2003

► Expand digital projects to include UCF-specific material and items of regional interest like scientific reports and the Carey Hand Funeral Home records.

Work has begun on material from the Institute for Simulation and Training (IST) and the Carey Hand Funeral Home records. Around 4,400 images have been created from the IST material and around 1,650 images from the Carey Hand records. Work also continues on contributions to the Florida Heritage Collection and the Central Florida Memory project. Around 5,700 and 2,000 images were created this year for Florida Heritage and CFM, respectively.

► Continue Web development activities to enhance access and improve content.

The Web pages were cleaned up to improve their organization and maintainability. Unlinked and abandoned pages were removed and broken internal links fixed. The Library Web Style Guide was drafted. A Java-based news feature was added. Implemented a method to track and report usage of our Web pages. A news editor was assigned. A Web Update Checklist and automated e-mail notifications of completed updates were created.

► Replace any PCs remaining in staff areas that are 300 MHz or below.

Thirty staff PCs were upgraded to exceed campus standards.

Systems & Technology (cont'd)

- ▶ Redesign the Libraries' Intranet to reflect more finely defined services.

Intranet design is ongoing but taking a backseat to the establishment of the Web style guide and redesign of library departmental Web pages. Work proceeds, as is practical, incorporating some of the policies established for the library Web pages.

- ▶ Continue server work establishing logical functional areas.

Server design continues as library and systems functions are evaluated. The increasing workload in the digital projects area demands that storage needs for the next several years be addressed.

- ▶ Investigate professional development opportunities for staff.

This is the first year in which funding has been allocated for Systems staff training from the funds received from FCLA. This allows attendance by the two Coordinators for Computer Applications to attend MCSA Boot Camp and for the two Senior Computer Support Analysts to attend Windows 2000 Server and Client training. In addition, the Office Assistant was able to attend an Advanced Photoshop workshop that has enhanced her skills with processing digital images.

- ▶ Update wireless network to newer technology.

Wireless access points have been upgraded to support newer technology.

- ▶ Assume responsibility for lobby PC area, replace and upgrade the PC and network connections.

Twenty PCs were installed in the lobby area providing access to library resources, Microsoft Office, and network printing.

Goals for 2003-2004

- ▶ Upgrade fibre channel storage to support increased storage needs for digital and Web projects, and electronic resources.
- ▶ Design workspace for the digital projects lab in room 230 and make operational by fall semester.
- ▶ Complete the Electronic Thesis and Dissertation submission Web pages and database for use spring semester.
- ▶ Replace remaining staff PCs that do not meet campus computing standards.
- ▶ Continue redesigning the library's Intranet.
- ▶ Continue to evaluate server performance to more efficiently support logical functional areas.

- ▶ Evaluate communication options for technical support staff.
- ▶ Implement Active Directories to more fully utilize Windows 2000 server.
- ▶ Continue to offer professional development opportunities for staff.

ADVANCEMENTS TOWARD the PRESIDENT'S FIVE GOALS

- ▶ Be America's leading partnership university

On 21 May 2003, the Central Florida Memory site (<http://cfm.lib.ucf.edu>) went live. The Central Florida Memory Project is a collaboration of the UCF Libraries, Orange County Library System, and the Orange County Regional History Center. It provides access to the history of Central Florida through photographs, postcards, diaries, letters, maps, books and other historic material selected from the collections of the three partners. Systems & Technology digitized all the images, organized the collections, and maintains them on the library's server.

UCF Libraries' participation in the Florida Heritage Project is a significant partnership with other State University Libraries to provide access to historical information relating to Florida. The project is growing in scope and will eventually become a major resource both locally and nationally.

Partnerships have been strengthened with the BCC/UCF Joint Use Library - Cocoa and Palm Bay; Daytona Beach Community College Library; and Lake-Sumter Community College Library where technology and support have been provided. Additional opportunities are anticipated for partnerships with other community colleges in the region.

Our continuing partnership with the Central Florida Library Cooperative, a multitype library cooperative providing resource sharing services among 11 counties in Central Florida and including as members academic, public, special, and school libraries has also been maintained.

Systems & Technology (cont'd)

PERFORMANCE ENHANCEMENT RECOMMENDATIONS

- ▶ Provide necessary technical training to support infrastructure and network enhancements.
- ▶ Evaluate space and staff needs for expanding digital and Web projects.
- ▶ Continue to develop communication methods for reporting hardware, software, and environmental problems.

ACCOMPLISHMENTS of FACULTY and STAFF

- ▶ Selma K. Jaskowski:
 - UCF Committee Assignments:
 - Web Direction Committee
 - Systems Group
 - Network Security Team
 - Chair, Search Committee, Head, Special Collections
 - Chair, Library Technology Advisory Group
 - FCLA Committee Assignments:
 - General Liaison
 - Electronic Thesis and Dissertation Task Force
 - Digital Projects Planning Committee
 - Project Manager for UCF Libraries, Florida Heritage Project
 - Systems/Networking Committee
 - Digital Project Development:
 - Central Florida Memory
 - Electronic Theses and Dissertations
 - ABCD Community Data
 - Institution for Simulation and Training
 - Carey Hand Funeral Records
 - Conferences:
 - FCLA Joint Meeting, Gainesville, FL, November 2002
 - Computers in Libraries, Washington, DC, March 2003
 - Presentations:
 - Technology Fair, UCF Student Union, April 2003
 - Orientation of New Employees, various times throughout the year
- ▶ Page Curry:
 - UCF Committee Assignments:
 - Holiday party arrangements committee
 - Workshops:
 - *Advanced PhotoShop 7.0*, Orlando, FL, February 2003
 - *ABC's of Diversity*, UCF, July 2003
- ▶ Denise Dotson:

Became the proud mother of Shelby Elizabeth, October 2002
- ▶ Athena Hoeppner:
 - UCF Committee Assignments:
 - Library Technology Advisory Group
 - Web Implementation Committee, Chair
 - Web Direction Committee
 - Electronic Transition Task Force
 - Martin Luther King, Jr. Exhibit, January 2003
 - FCLA Committee Assignments:
 - Electronic Collections Committee, Chair
 - System Implementation Task Force
 - SFX Task Force
 - Conferences:
 - *Computers in Libraries*, Washington, DC, March 2003
 - ICOLC 13, Las Vegas, NV, March 2003
 - ICOLC 12, Nashville, TN, September 2002
 - Communications Officer, ASIS, Florida Chapter
 - Participated in the "Online Licensing Tutorial" – e-mail instruction from ALA
- ▶ Joel Lavoie:
 - UCF Committee Assignments:
 - Web Implementation Committee
 - Search Committee, Head, Interlibrary Loan
 - Training and Conferences:
 - SFX Training, Boca Raton, FL, April 2003
 - Microsoft Certified System Administrator Training, Maitland, FL, June 2003 (Received MCSA certification)
 - Presentations:
 - Orientation for new employees
- ▶ Greg McCoy:
 - UCF Committee Assignments:
 - 2003 Technology Fair Planning Committee
 - Web Implementation Committee
 - Web Direction Committee
 - VR Library Tour Team
 - Information Technology & Resources Coordinating Council
 - Campus Network Security Team
- ▶ Scott Milbuta:
 - UCF Committee Assignments:

Systems & Technology (cont'd)

- Library Disaster Preparedness Committee
- Completed 18 credit hours at UCF toward a B.S. in Computer Information Technology. Degree expected in Spring 2005.

Systems & Technology (cont'd)

STATISTICS

Systems & Technology
Table 1
Web Usage Statistics (148 Days Ending 30 June 2003)

	All Web Pages	Library Main	E-Reserves
Total Hits	12,107,047	10,842,847	310,330
Average Hits per day	81,804	73,262	2,096
Visitors	563,227	516,820	13,417
Unique IPs	99,999	94,933	4,534
One-time visitors	73,671	69,896	2,603
Total data transferred (Mbytes)	243,730	75,910	151,710
Data transferred per day (Mbytes)	1,650	525	1,030

Systems & Technology
Table 2
Digital Projects Statistics

Project	Images Scanned
Central Florida Memory	2,038
Florida Heritage	5,755
Special Collections Projects	215
Carey Hand	1,641
IST	4,356
Total Images	14,005

Systems & Technology
Table 3
Technical Support Statistics

	2002/03	2001/02	2000/01	1999/00	1998/99
Work Orders					
Logged	1,031	1,012	1,229	1,198	1,185
Completed	1,026	1,005	1,224	1,198	1,185
Network Printing, Total pages	347,935	N/A	--	--	--
PCs					
Public	201	182	174	170	146
Staff	180	159	150	171	185*
Classroom	43	43	41	41	41
Laptops					
Public	32	21	19	19	--
Staff	19	23	23	23	13
Staff Printers	28	36	40	34	N/A
Public Network Printers	4	4	--	--	--
Staff Terminals	1**	1**	1**	1**	2**
Servers					
Novell	--	--	--	1	1
2000/NT	4	4	5	5	2
Unix**	1	1	1	1	1
Staff	7 FTE	6 FTE	6 FTE	4 FTE	4 FTE
	1 Adjunct	1 Adjunct	1 Adjunct	1 OPS	

*Includes standalone, non-networked machines not previously reported

**Innopac (Acquisitions/Serials system)

Selma K. Jaskowski
Head, Systems & Technology

Statistical Summary 2002-2003

VOLUMES HELD	OWN 6/30/02	ADDED	DELETED	OWN 6/30/03
Print				
Main Library	1,032,131	39,787	2,501	1,069,417
Bound Periodicals (Added)	-	6,669	-	6,669
Brevard	30,735	2,414	195	32,954
Daytona	17,609	1,370	46	18,933
Lake Sumter/UCF	-	132	-	132
Curriculum Materials Center (CMC)	31,352	1,432	439	32,345
Florida Solar Energy Center volumes (FSEC)	24,202	71	248	24,025
Subtotal print volumes	1,136,029	51,875	3,429	1,184,475
Electronic volumes (netLibrary, other)	16,624	12,577	110	29,091
TOTAL	1,152,653	64,452	3,539	1,213,566
CATALOGED TITLES ALL LOCATIONS & MATERIALS				
TOTAL	1,003,515	58,515	4,242	1,057,788
MICROFORM UNITS				
Microfilm				
Main Library	59,179	616	-	59,795
FSEC	1	-	-	1
Microfiche				
Main Library	1,136,517	16,008		1,152,525
FSEC	56,520	2		56,522
Other Microfiche (ASI, CFR, CIS, IIS, SRI)	704,024	28,364	-	732,388
Microfiche Government Documents	407,269	404,627	97	811,799
U.S. Patents (Microfilm)	8,906	-	-	8,906
TOTAL	2,372,416	449,617	97	2,821,936
GOVERNMENT DOCUMENTS				
Print:				
U.S. Government	268,291	3,827	2,148	269,970
Florida Government	38,831	546	5,909	33,468
Subtotal Print Gov't Documents (for IPEDS)	307,122	4,373	8,057	303,438
(Total IPEDS holdings incl. Gov Docs)	1,459,775	68,825	11,596	1,517,004
Non-Print:				
U.S. Electronic (CD-ROM, DVD, floppy)	4,784	214	1,254	3,744
Florida Electronic (CD-ROM, DVD, floppy)	3	-	-	3
U.S. Patents (CD-ROM, DVD)	482	283	1	764
Maps	3,473	101	-	3,574
TOTAL	315,864	4,971	9,312	311,523
SERIALS SUBSCRIPTIONS				
	OWN6/30/02	INCREASE	DECREASE	OWN6/30/03
Periodicals all locations:				
Print Journals	5,137	-	142	4,995
E-Journals (Dual format + e-only)	3,973	187	-	4,160
Newspapers	26	6	-	32
Serials	209	-	11	198
E-Databases	305	11	-	316
CD-ROMS	4	-	4	-
FSEC Serials	212	10	101	121
Subtotal Periodical Subscriptions	9,866	214	258	9,822
Standing Orders	1,843	-	-	1,843
TOTAL ACTIVE SERIAL SUBSCRIPTIONS	11,709	214	258	11,665
TOTAL INACTIVE TITLES	4,632	53	-	4,685
MEDIA VOLUMES				
Main	22,260	2,113	175	24,198
Curriculum Materials Center	5,029	451	21	5,459
Brevard/UCF Library	45	158	-	203
Daytona Beach	-	1	-	1
Florida Solar Energy Center	7,899	20	-	7,919
Total Media Volumes	35,233	2,743	196	37,780

Media Volumes

	Own 6/30/02	Added	Deleted	OWN 6/30/03
Main				
Cassettes/Audio Tapes	2363	45	15	2,393
CD-ROMs	1547	100	1	1,646
Compact discs (music)	2545	430	3	2,972
Compact discs (other)	18			18
DVDs	417	268	0	685
DVD ROMS	1			1
Filmstrips	584			584
Laserdiscs 12"	204			204
Media kits	43	36		79
Other	7	74		81
Phonograph records	2443	3		2,446
Pictures	11			11
Slides	164	1		165
Video Recordings	11913	1156	156	12,913
Subtotal	22,260	2,113	75	24,198
Curriculum Materials Center				
Cassettes/Audiotapes	392	13	2	403
CD-ROMs	324	160	1	483
Compactdiscs	303	32	9	326
DVD		22	0	22
Filmstrips	399			399
Games	10	25	0	35
Kits	516			516
Laserdiscs 12"	128	12	0	140
Maps	11			11
Mediakits	40	15	5	50
Models	11	9	0	20
Pictures	108			108
Multi-media	194	1	0	195
Other	10	7	0	17
Phonographrecords	1048			1,048
Realia	60	27	0	87
Software	724			724
Transparencies	15			15
Video Recordings	736	128	4	860
Subtotal	5,029	451	21	5,459
Brevard/UCFLibrary				
Compact discs (music)	13			13
Cassettes/Audiotapes		10		10
CD/DVD		11		11
Video Recordings	32	137		169
Subtotal	45	158	-	203
Daytona Beach				
Video Recording		1		1
Subtotal	-	1	-	1
Florida Solar Energy Center				
Cassettes/Audiotapes	46	12		58
CD-ROMs	60	6	0	66
Films	10			10
Slides	7572			7,572
Video Recordings	211	2		213
Subtotal	7,899	20	-	7,919
TOTAL MEDIA VOLUMES	35,233	2,743	196	37,780

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 Current Serials excluding e-resources	(5) Disbursed for Monographs	(6) Electronic Resources (1) (Incl. Serials and Backfiles)	(7) Other Library Materials (Microfilms, a/v, back vols)	(8) Contract Binding	(7) Total Expenses (4+5+6+7+8)
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
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
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
1999/00*	4,435,521	737,836	5,173,357	1,992,461	2,314,228	437,290	243,303	186,075	5,173,357
1998/99*	4,240,673	475,209	4,715,882	1,876,814	1,810,244	584,049	322,392	122,383	4,715,882
1997/98*	4,137,843	543,853	4,681,696	1,769,643	2,208,342	365,866	204,705	133,140	4,681,696
1996/97*	3,108,297	261,736	3,370,033	1,785,522	1,397,518	76,695	N/A	\$110,298	3,370,033
1995/96*	2,981,770	238,183	3,219,953	1,612,935	1,384,319	96,383	N/A	\$126,316	3,219,953
1994/95*	2,961,176	21,400	2,982,576	1,244,607	1,567,515	\$66,873	N/A	\$103,581	2,982,576
1993/94*	1,231,494	663,509	1,895,003	1,112,352	692,549	\$30,528	N/A	\$59,574	1,895,003
1992/93	1,055,138	609,107	1,664,245	1,390,216	274,029	N/A	N/A	N/A	1,664,245
1991/92	1,292,750	712,373	2,005,123	1,250,052	755,071	N/A	N/A	N/A	2,005,123
1990/91	1,892,283	39,603	1,931,886	1,267,779	664,107	N/A	N/A	N/A	1,931,886
1989/90	1,553,579	1,444,791	2,998,370	1,324,779	1,673,591	N/A	N/A	N/A	2,998,370
1988/89	\$1,457,372	\$82,872	\$1,540,244	\$1,009,925	\$530,319	N/A	N/A	N/A	1,540,244

* Resated to conform to ASERL definitions

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

NOTES: Funds from Other Sources

FY 2002/2003	\$	136,998	Operating budget sweeps
		62,000	Molecular Biology Support
		500,000	University Special
		32,680	Thesis reimbursements and book replacement *
		43,190	Additional academic program support
		195,000	Regional Campus Support
		100,000	AA Reserve
		10,000	Sponsored Research *
	\$	1,079,868	Total
FY 2001/2002:	\$	62,000	Mid-year operating budget sweep
		27,087	Thesis reimbursements*
		5,152	Book replacements*
		28,799	Academic program support
		10,000	Sponsored Research*
		100,000	Area campus support
	\$	233,038	Total
FY 2000/2001:	\$	350,000	Lapsed full-time salary monies
		4,531	Book replacements *
		32,842	Thesis reimbursements *
		10,000	Sponsored Research *
		27,000	Engineering materials support
		682	Other
	\$	425,055	Total
FY 1999/00:	\$	585,500	Lapsed full-time salary monies
		28,000	OPS salary sweep
		43,699	Thesis/Dissertation/Lost Book Recoveries*
		43,637	Equipment conversion
		27,000	Engineering Department
		10,000	Sponsored Research*
	\$	737,836	Total
FY 1998/99:	\$	375,718	Lapsed Salary Monies
		30,000	Public Administration Department
		10,000	Sponsored Research Transfer*
		32,491	Thesis/Dissertation Recoveries*
		10,000	Psychology Department
		17,000	Foreign Languages*
	\$	475,209	Total
FY 1997/98:	\$	14,531	OCO Reallocation 11/26/97
		13,000	Spanish Program Transfer*
		10,000	Sponsored Research Transfer*
		31,038	Book OCO Recoveries*
		343,284	Lapsed Salary Monies
		132,000	Reserve Money Conversion
	\$	543,853	Total

NOTES: Funds from Other Sources (cont'd)

FY 1996/97:	\$	150,000	Library Salary Conversion (to Book OCO)
		62,300	E & G Reserve Conversion (to Book OCO)
		22,692	Library Book OCO Funds Recoveries
		26,744	Library/CMC Equipment OCO Funds
FY 1995/96:	\$	5,000	Biological Sciences Department (Transfer to Book OCO)
		123,551	Library Salary Conversion (to Book OCO)
		84,027	Library OCO Funds (Charge to Library E & G)
		6,312	Library LINE/Auxiliary Equipment OCO
		750	Arts & Sciences Department (Transfer to Book OCO)
		18,543	Library/CMC Equipment OCO Funds
FY 1994/95:	\$	15,000	FCLA
		1,674	English Department
		886	Canadian Studies Grant and other
		86	Library Concession Expense (Change to Lib Concession)
		3,840	Library Expense (Change to Library Expense)
FY 1993/94:	\$	250,000	Academic Affairs/I&R Reserves
		84,163	SUS Tech Spcp
		193,774	Library Salary Conversion
		14,075	Library OPS Conversion
		9,500	Library Expense Conversion
		7,784	Library Equipment OCO (Charge to Library OCO)
		1,249	Library Line/Aux (Charge to Line Account)
		22,964	Library Expense (Charge to Library Expense)
		10,000	Sponsored Research Funds (Charge to Library DSR Overhead)
		70,000	LUIS Databases (Pd by FCLA)
FY 1992/93:	\$	250,000	Academic Affairs/I&R Reserves
		23,600	Library OPS Conversation
		295,507	Library Salary Conversion
		39,119	Library Expense Funds
		500	Film Program
		381	AHEC Nursing

*Negative expenses, not budget transfers

Financial Profile (Expenditures)

	2002-03	2001-02	2000-01	1999-2000	1998-99	1997-98
Salaries - Full-time (1)	4,296,132	4,079,542	\$3,772,100	\$3,535,793	\$3,327,091	\$2,904,608
Part-time Personnel (2)	485,397	498,804	531,520	415,740	370,865	402,503
Operating Expense (3)	580,051	466,875	582,724	555,175	556,161	617,979
Capitalized Furniture and Equipment (4)	291,864	248,930	276,841	294,239	532,554	225,644
Library Materials (5)	5,494,106	5,303,915	5,680,840	5,173,357	4,715,882	4,681,696
Library Total Expenditures (E&G)	11,147,550	\$10,598,066	\$10,844,025	\$9,974,304	\$9,502,553	\$8,832,430

(1) Includes fringe benefits.

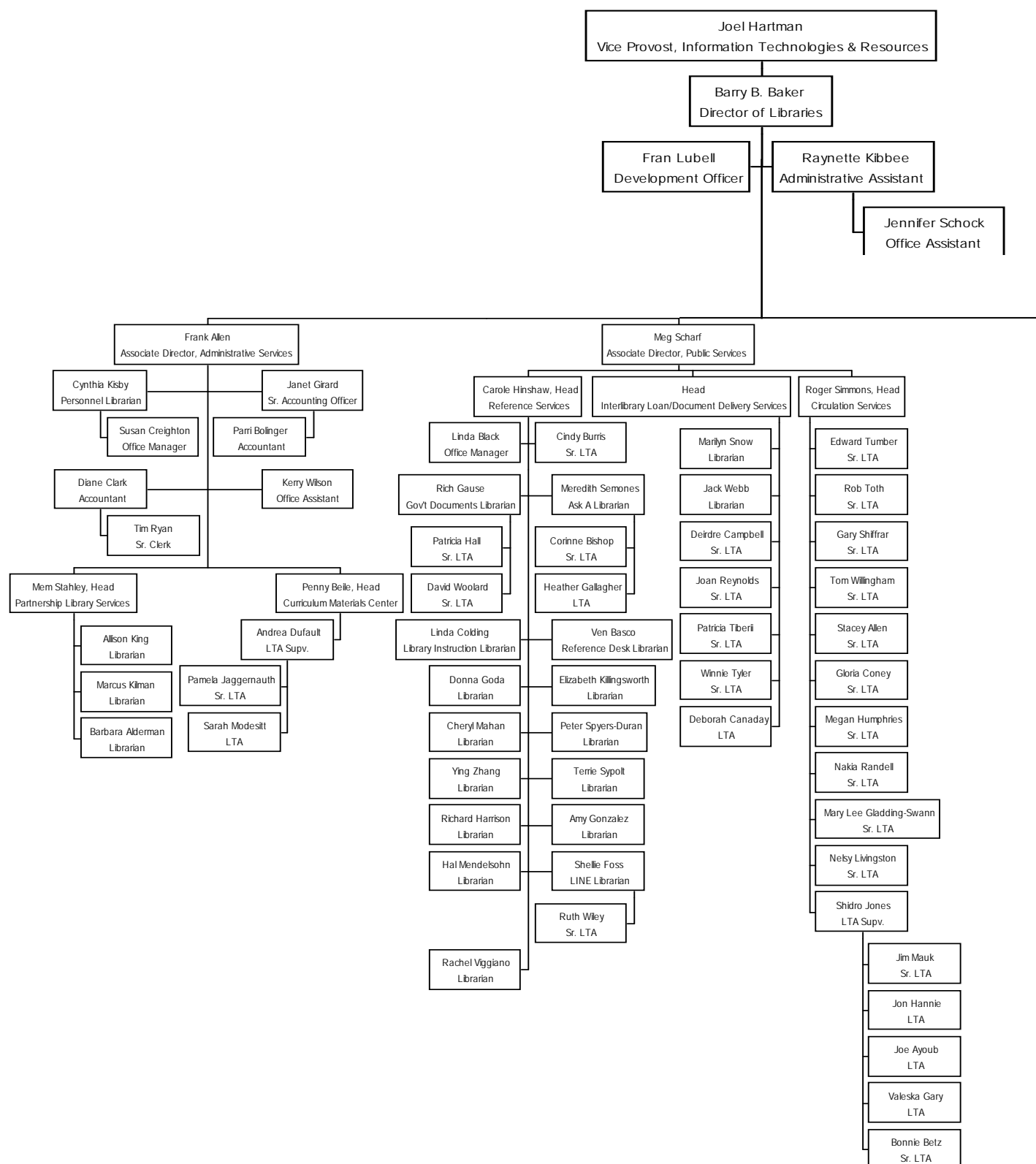
(2) Includes students and part-time staff and faculty wages. Beginning FY 00/01 includes Federal Work Study wages.

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

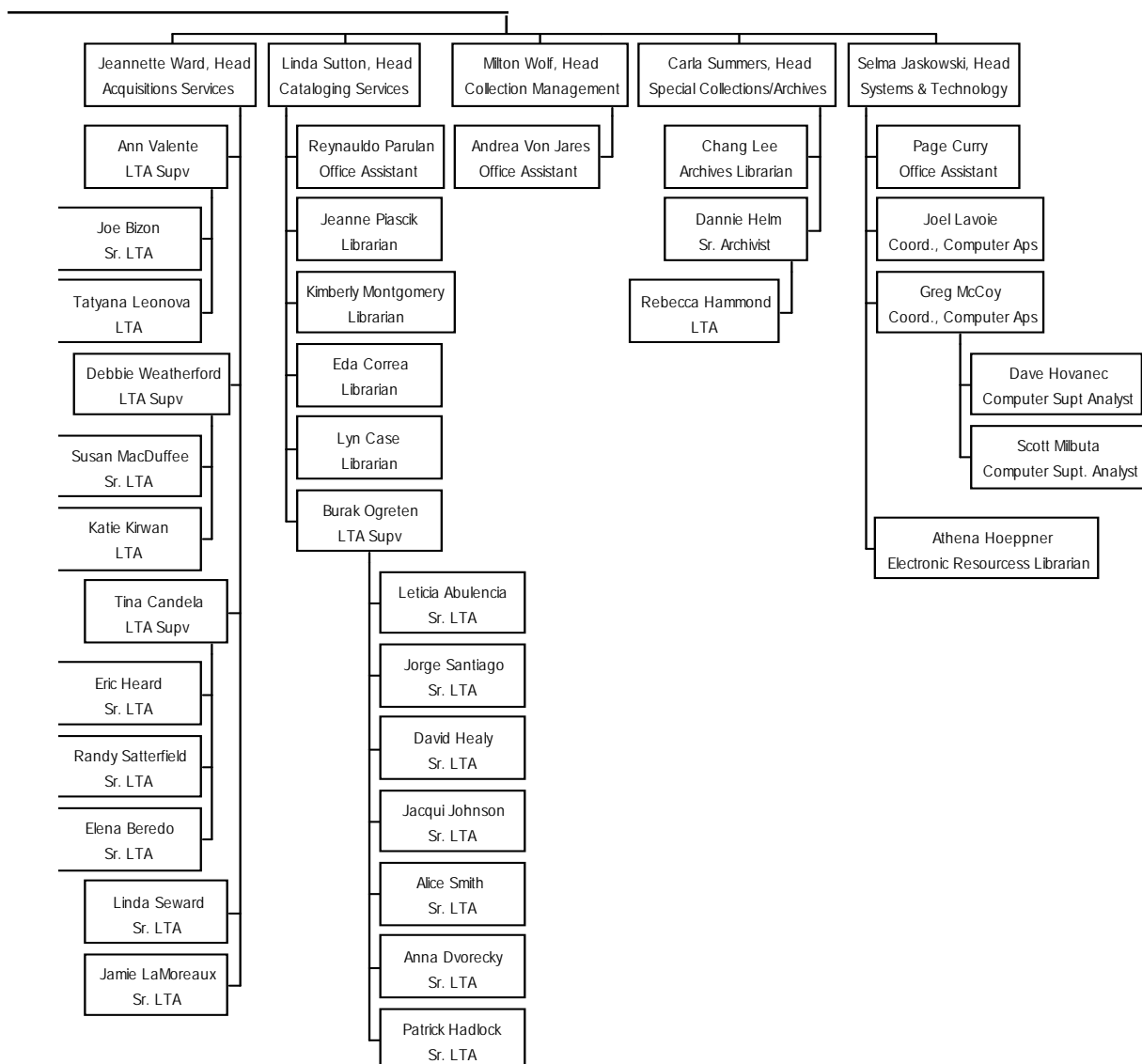
(4) Includes furniture, computer hardware and software > \$1,000. Includes equipment purchases funded through FCLA.

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

Organizational Chart (as of June 30, 2003)



Organizational Chart (cont'd)



Library Staff (as of June 30, 2003)

Abulencia, Leticia	Cataloging Services	King, Allison	UCF/Brevard
Alderman, Barbara	UCF/Brevard	Kirwan, Katie	Acquisitions/Binding
Allen, Frank	Administrative Services	Kisby, Cynthia	Administrative Services
Allen, Stacey	Circulation Services	LaMoreaux, Jamie	Acquisitions Services
Ayoub, Joe	Periodicals/AV	Lavoie, Joel	Systems & Technology
Baker, Barry B.	Administrative Services	Lee, Chang	Archives
Basco, Ven	Reference Services	Leonova, Tatyana	Acquisitions Services
Beile, Penny, Head	Curriculum Materials Center	Livingston, Nelsy	Circulation Services
Beredo, Elena	Acquisitions Services	Lubell, Fran	Administrative Services
Betz, Bonnie	Periodicals/AV	MacDuffee, Susan	Acquisitions/Binding
Bishop, Corinne	Reference Services	Mahan, Cheryl	Reference Services
Bizon, Joe	Acquisitions Services	Mauk, Jim	Periodicals/AV
Black, Linda	Reference Services	McCoy, Greg	Systems & Technology
Bolinger, Parri	Administrative Services	Mendelsohn, Hal	Reference Services
Burris, Cindy	Reference Services	Milbuta, Scott	Systems & Technology
Campbell, Deirdre	Interlibrary Loan	Modesitt, Sarah	Curriculum Materials Center
Canaday, Deborah	Interlibrary Loan	Montgomery, Kimberly	Cataloging Services
Candela, Tina	Acquisitions Services	Ogreten, Burak	Cataloging Services
Case, Lyn	Cataloging Services	Parulan, Reynauldo	Cataloging Services
Clark, Diane	Administrative Services	Piascik, Jeanne	Cataloging Services
Colding, Linda	Reference Services	Randell, Nakia	Circulation Services
Coney, Gloria	Circulation Services	Reynolds, Joan	Interlibrary Loan
Correa, Eda	Cataloging Services	Ryan, Tim	Administrative Services
Creighton, Susan	Administrative Services	Santiago, Jorge	Cataloging Services
Curry, Page	Systems & Technology	Satterfield, Randy	Acquisitions Services
Dufault, Andrea	Curriculum Materials Center	Scharf, Meg	Administrative Services
Dvorecky, Anna	Cataloging Services	Schock, Jennifer	Administrative Services
Foss, Shellie	Reference Services	Semones, Meredith	Reference Services
Gallagher, Heather	Reference Services	Seward, Linda	Acquisitions Services
Gary, Valeska	Periodicals/AV	Shiffar, Gary	Circulation Services
Gause, Rich	Government Documents	Simmons, Roger	Circulation Services
Girard, Janet	Administrative Services	Smith, Alice	Cataloging Services
Gladding-Swann, Mary Lee	Circulation Services	Snow, Marilyn	Interlibrary Loan
Goda, Donna	Reference Services	Spyers-Duran, Peter	Reference Services
Gonzalez, Amy	Reference Services	Stahley, Mem	Partnership Library Services
Hadlock, Patrick	Cataloging Services	Summers, Carla	Special Collections/Archives
Hall, Patricia	Government Documents	Sutton, Linda, Head	Cataloging Services
Hammond, Rebecca	Special Collections	Sypolt, Terrie	Reference Services
Hannie, Jon	Periodicals/AV	Tiberii, Patricia	Interlibrary Loan
Harrison, Richard	Reference Services	Toth, Rob	Circulation Services
Healy, David	Cataloging Services	Tumber, Edward	Circulation Services
Heard, Eric	Acquisitions Services	Tyler, Winnie	Interlibrary Loan
Helm, Dannie	Special Collections	Valente, Ann	Acquisitions Services
Hinshaw, Carole	Reference Services	Viggiano, Rachel	Reference Services
Hoeppner, Athena	Systems & Technology	Von Jares, Andrea	Collection Management
Hovanec, Dave	Systems & Technology	Ward, Jeannette	Acquisitions Services
Humphries, Megan	Circulation Services	Weatherford, Debbie	Acquisitions/Binding
Jaggernauth, Pamela	Curriculum Materials Center	Webb, Jack	Interlibrary Loan/Cataloging
Jaskowski, Selma	Systems & Technology	Wiley, Ruth	Reference Services
Johnson, Jacqui	Cataloging Services	Willingham, Tom	Circulation Services
Jones, Shidro	Periodicals/AV	Wilson, Kerry	Administrative Services
Kibbee, Raynette	Administrative Services	Wolf, Milton	Collection Management
Killingsworth, Elizabeth	Reference Services	Woolard, David	Reference Services
Kilman, Marcus	UCF/Brevard	Zhang, Ying	Reference Services

2002-2003 Library Advisory Committee

Committee Member	College/Program Represented	Term
Baker, Barry	Director of Libraries	Ex Officio
Allen, Frank	Associate Director, Library Administrative Services	Ex Officio
Scharf, Meg	Associate Director, Library Public Services	Ex Officio
Basco, Ven	Faculty Senate Representative	02/03-03/04
Friend, Craig	Arts & Sciences/History	03/04-05/06
Taylor, Walter	Arts & Sciences/Biology	02/03-04/05
Lopez, Humberto	Arts & Sciences/Foreign Languages	01/02-03/04
Parikh, Mihir	Business Administration/Management Information Systems	03/04
Eaglin, Ron	Engineering & Computer Services/Engineering Technology	01/02-03/04
Boote, David	Education/Educational Studies	02/03-04/05
Brown, E.J.	Health & Public Affairs/Nursing	02/03-04/05
Francis, Ke	Chair of Chairs/Arts & Sciences/Art	01/02-03/04
Pizam, Abe	College Dean/Rosen School of Hospitality Management	03/04-05/06

Abbreviations & Acronyms

AA	Academic Affairs		College & Research Libraries
AACR	Anglo-American Cataloging Rules	FAM	Florida Association of Museums
AAL	Ask A Librarian	FCLA	Florida Center for Library Automation
ACRL	Association of College & Research Libraries	FCTL	Faculty Center for Teaching & Learning
ACS	American Cancer Society	FEEDS	Florida Engineering Education Delivery System
ACURIL	Association of Caribbean University, Research & Institutional Libraries	FHP	Florida Heritage Project
AERA	American Education Research Association	FLA	Florida Library Association
AHEC	Area Health Education Center	FLIN	Florida Library Information Network
ALA	American Library Association	FSEC	Florida Solar Energy Center
ALCTS	Association for Library Collections & Technical Services	FSECC	Florida State Employees' Charitable Campaign
ALEPH	Automated Library Expandable Program	FSU	Florida State University
ARL	Association of Research Libraries	FWS	Federal Work Study
ARLIS	Art Libraries Society	GODOR	Government Documents Round Table
ASERL	Association of Southeastern Research Libraries	GTA	Graduate Teaching Assistant
ASI	American Society of Indexers	HR	Human Resources
ASIS&T	American Society for Information Science & Technology	HVAC	Heating, Ventilating, & Air Conditioning
AV	Audiovisual	I&R	Instruction & Research
BA	Bachelor of Arts	ICOLC	International Coalition of Library Consortia
BCC	Brevard Community College	IIS	Index to International Statistics
BFSA	Black Faculty & Staff Association	ILL	Interlibrary Loan
BWI	Book Wholesalers, Inc.	ILL/DD	Interlibrary Loan/Document Delivery Services
CAGER	Cataloging & Access Guidelines for Electronic Resources	IPEDS	Integrated Postsecondary Education Data System
CCLA	College Center for Library Automation	IST	Institute for Simulation & Training
CD	Compact Disk	JAWS	Jobs Access with Speech
CDWS	Course Development & Web Services	KDP	Kappa Delta Pi
CFLC	Central Florida Library Cooperative	LAMA	Library Administration & Management Association (ALA)
CFM	Central Florida Memory	LC	Library of Congress
CFR	Code of Federal Regulations	LI	Library Instruction
CFWRA	Central Florida Women's Research Archives	LIFE	Learning Institute for Elders
CIP	Cataloging in Publications	LINE	Library Information Network & Exchange
CIS	Congressional Information Service	LIRT	Library Instruction Round Table
CMC	Curriculum Materials Center	LMS	Library Management System
COE	College of Education	LOEX	Library Orientation Exchange
CSS	Cascading Style Sheets	LPAC	Librarians' Personnel Advisory Committee
DAG	Director's Advisory Group	LSCC	Lake Sumter Community College
DBCC	Daytona Beach Community College	LSTA	Library Services & Technology Act
DLI	Distance Learning Library Initiative	LTA	Library Technical Assistant
DLS	Distance Learning Section (ACRL)	LUIS	Library User Information System
DSR	Division of Sponsored Research	MCSA	Microsoft Certified Systems Administrator
DVD	Digital Video Disc	MLIS	Master of Library & Information Science
E&G	Educational & General		
ERIC	Educational Resources Information Center		
ETD	Electronic Theses & Dissertations		
F&A	Finance & Accounting		
FACRL	Florida Chapter, Association of		

Abbreviations & Acronyms (cont'd)

NACO	National Coordinated Cataloging Operations
NCATE	National Council for Accreditation & Teacher Education
NLM	National Library of Medicine
OCLC	Online Computer Library Center
OCO	Operating Capital Outlay
OIR	Office of Instruction Resources
OLAC	Online Audiovisual Catalogers
OO	Operational Objective
OPAC	Online Public Access Catalog
OPS	Other Personnel Services
OSS	Online Search Service
PAF	Personnel Action Form
PC	Personal Computer
PERC	Personalized Electronic Research Consultation
PFA	Priority for Action
PHR	Professional in Human Resources
PSPC	Public Services Planning Committee
PURL	Persistent Uniform Resource Locator
RFP	Request for Proposal
RUSA	Reference & Users Services Association
SAA	Society of American Archivists
SACS	Southern Association of Colleges & Schools
SARC	Student Academic Resource Center
SELA	Southeastern Library Association
SERA	Southeastern Registrar's Association
SFA	Society of Florida Archivists
SOLINET	Southeastern Library Network
Sr. LTA	Senior Library Technical Assistant
SRI	Statistical Reference Index
SUL	State University Libraries
SULC	State University Libraries Council
SUS	State University System
SWAT	Student Wellness Advocate Team
TAG	Technology Advisory Group
TAMU	Texas A & M University
TBLC	Tampa Bay Library Consortium
TSPC	Technical Services Planning Committee
UCF	University of Central Florida
UF	University of Florida
ULS	University Libraries Section (ACRL)
UNF	University of North Florida
USF	University of South Florida
USPS	University Support Personnel System
VCC	Valencia Community College
VPN	Virtual Private Network
YBP	Yankee Book Peddler