STARS

Libraries' Documents

2016

University of Central Florida Libraries, Annual Report 2015-2016

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STARS
Showcase of Text, Archives, Research & Scholarship

University of
**Central
Florida**

LIBRARIES
Annual Report
2015-2016

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The 21st Century Library Project for the John C. Hitt Library reached another milestone as construction documents were completed for Phase 1. Phase 1 consists of construction of the Automated Retrieval Center (ARC) building housing the automated retrieval system with three of the five rows with robotic cranes; repurposing of the part of the 5th floor for a quiet study area; elevators upgrade; and restroom renovations. It also includes fire and safety improvements (installation of sprinklers and stairwell railings replacement). Space for a reading room on the 4th floor of the ARC building will be shelled in with completion scheduled in Phase 2. Construction should begin in the summer 2016, with completion in fall 2017.

Architects rendering of the ARC (left) and new entrance

Plans are to begin work on design development and construction documents for Phase 2 in fall 2016. Phase 2 includes construction of the "connector" building; expansion of all four floors of the existing library building; completion of the 4th floor of the ARC building; an additional two rows and robotic cranes for the automatic retrieval system; and a new entrance on the student union side of the building.

The shift of the John C. Hitt Library general collection, begun last year, was successfully completed well ahead of schedule. All books and shelving were moved from the 5th floor in anticipation of the renovation of the public space into a quiet study area. The books were shifted down into lower floors. The shift began in June 2015 and was completed in December 2015, well ahead of schedule. The shift involved over 4,000 student assistant hours. All shelving was removed and the area will be converted into a quiet study room with 170 seats. The stacks removed were recycled.

In January and February, samples of furniture being considered for the space on the 5th floor was delivered and set up so a "sit test" by students could be done. A furniture survey was prepared and was available for students to rank how they liked the furniture. 413 students participated in the survey and the results will be used in final selection. Most seats will be individual seats in "pods" and will have access to power.

In preparation for the opening of the Automated Retrieval Center (ARC), over 120,000 bound serial volumes were barcoded and enter into Aleph. The collection was inventoried to ensure that all volumes were properly labeled and that the bibliographic record information was correct. When the automated retrieval system becomes operational in late 2017, the ingest process will begin.

Work continued on the space plan for the library space in the Academic Building which will be on the new UCF Downtown Campus to open in 2019. With approval of the project by the University Board of Governors, work on the project should continue early next fiscal year. The library spaces being planned will consist of open collaborative spaces, quiet study spaces, group study rooms, consultation rooms, a service desk, shelving for a print collection and librarian and staff offices.

STARS (Showcase of Text, Archives, Research & Scholarship), the Libraries institutional repository went live in July 2015. STARS is designed to publicize, disseminate, and provide ready access to works, by, for, and about the University of Central Florida. STARS is available to host and promote research; creative activity; and institutional outputs to ensure persistent access to works; increase discovery of UCF scholarship and creative endeavors; foster scholarly collaborations; document and record UCF's history; and discover open access materials and projects by UCF authors.

STARS began accepting submissions by faculty, staff, and students and affiliates of UCF during the fall 2015. During the year 20,162 works were posted and there were 93,683 page views.
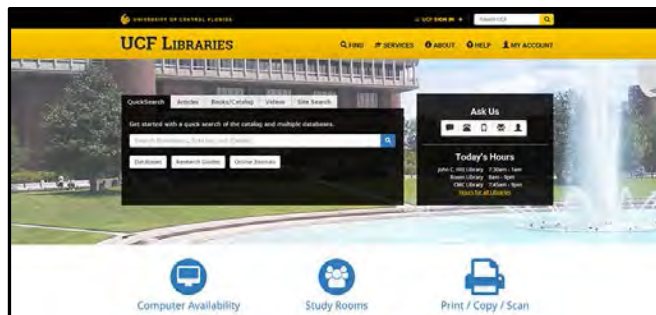
New Libraries Website, live August 2015
http://library.ucf.edu/

The new Libraries website went live in August 2015 with the completion of a year-long project managed by the Web Redesign and Policies Taskforce (WRAPT) led by Tim Bottorff involving library faculty and staff throughout the Libraries. The new website was shaped by extensive user testing and feedback and is efficient and responsive. The task force also created a new leadership team and two new Web Working Group manuals, *The Web Working Group Administrative Manual* and the *Web Working Group Procedures & Style*
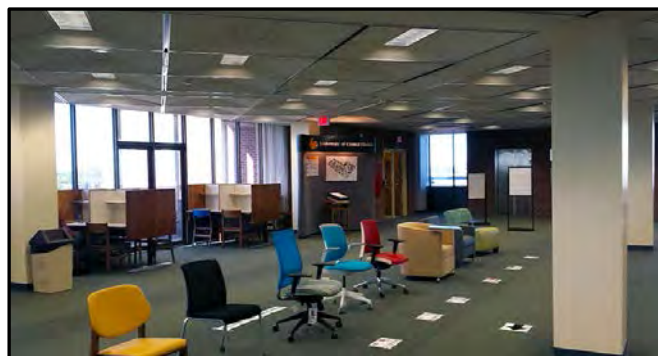
Furniture "Sit Test" for 5th Floor Quiet Study Area

Manual to provide for future maintenance, testing, and continued improvement of the Libraries Web presence.

The new Integrated Library System (ILS) for the 40 state universities and colleges in the Florida Academic Library Services Cooperative (FALSC) moved into the implementation phase. Contracts were signed with Innovative Interfaces Inc. for Sierra Encore/Duet and an implementation structure was established for FALSC libraries. An Implementation Team, the main decision-making body, was established and nine Working Groups made up of librarians from the colleges and universities focusing on various functional areas were appointed and their work began. UCF librarians were selected for most of the working groups which will be helpful in our implementation. Training will begin in fall 2016. The "go live date" is late July 2017.

ILS Coordinators were selected and represent each of the 40 institutions in FALSC. They are responsible to establish and coordinate local implementation teams. Selma Jaskowski, Assistant Director for Libraries Information Technologies & Digital Initiatives, is UCF's ILS Coordinator.

Working with UCF Campus Police, a Community Service Office service was implemented for evening hours in the John C. Hitt Library. The uniformed officer is stationed at the front door and also makes rounds throughout the building.

New carpet was installed on the first and third floors and part of the fourth floor of the John C. Hitt Library replacing much of the old carpet which was in great need of replacement.

With new priorities and new roles, the Information Services and Scholarly Communication Division name was changed to Research, Education, and Engagement and the Information Literacy and Outreach Department was changed to Teaching and Engagement. The division is engaged in several high profile campus initiatives such as student success and faculty support.

Information continued to be collected for the "Value of Libraries" study. Student IDs for fall 2014 through fall 2015 were submitted to UCF's Institutional Knowledge Management and matching academic and demographic data was requested. A statistician and graduate student assisted with the analyses of the data. The results were significant. Preliminary results showed that students who used one or more of the Libraries' five services had an end of semester GPA of 3.20, while students in the same classes who did not interact with the service points had a GPA of 3.05. 48.18% of students who used the library services received A's compared to 42.61% of non-library users. Data continues to be collected and analyzed.

The Libraries and the Center for Distributed Learning (CDL) working group on textbook affordability made progress during the year raising visibility and awareness on campus. The working group held meetings for institutional stakeholders to discuss textbook affordability issues and meetings were held with Business services, Office of General Counsel, and Barnes and Noble Bookstore. Meetings were held with faculty to discuss the transition of several courses from

traditional textbooks to Open Educational Resources (OER) or other low-cost options. Significant savings will be realized for students if OER or lower cost textbook is chosen for classes.

Student Technology Fee Awards
The Libraries received Technology Fee Awards for 2015/16 in the amount of $507,526.74 and $101,064 submitted by the College of Arts and Humanities for library materials which funded the following proposals:

- **Digital Studio for John C. Hitt Library**. Create a Digital Studio with 70" TVs that can be used individually or have their images stitched together, editing bay and Tableau, Final Cut, and Creative Cloud software. Total cost: $80,994.54 (Tech Fee $76,994.54, cost share $4,000)
- **Equipment Enhancement & Replacement.** Purchase new equipment to be available at the LibTech Desk for students to check out and replace older out of warranty equipment. Includes MacBook Air laptops, calculators, voice recorders, LCD projectors, battery chargers, digital cameras and other technology equipment. Total cost: $69,651.20 (Tech Fee $66,651.20, cost share $3,000)
- **ProQuest Executive Branch Documents, U. S. Congressional Serial Set & ProQuest Congressional**. Total cost: $196,881.00 (Tech Fee $194,381.00, cost share $2,500)
- **Women and Social Movements in the United States – Scholars Edition. Alexander Street Press**. Total cost: $32,500 (Tech Fee $32,000, cost share $500.00)
- **Mango Language Learning. Database and self-learning software with 60 languages.** Total cost: $140,000, Tech Fee $137,500, cost share $2,500)
- **ProQuest British Periodicals III and IV and C19: Nineteenth Century Index.** Total cost: $103,564.00, (Tech Fee $101,064, cost share $2,500)

To date, the Libraries have received $4,949,802.54 in Technology Fee Funds.

Regional Campuses also received Tech Fee funds for a proposal submitted by Cynthia Kisby, **Lending Technology for Regional Campus Libraries**. Total cost: $23,998.40 (Tech Fee $21,598.40, cost share $2,400)

The Office of Scholarly Communication (OSC) reached a milestone in August 2015 as the first Scholarly Communication Librarian was hired. The Scholarly Communication Faculty Advisory Board, composed of eleven teaching faculty members, had its first meeting during the fall semester. The Faculty Advisory Board meets twice a year and members participate in projects related to open access publishing and STARS. The Libraries' Scholarly Communication working group continued to be active engaging in initiatives and

projects to further scholarly communication goals. This working group has been important to the continued growth of OSC services.

Research and Information Services was selected to receive a QEP Enhancement Award in the amount of $3,500 for a project, "Databases Impacting Students in their Career, Graduate School and Civic Engagement Preparation." Eight short videos will be created that can be embedded in websites, Canvas courseware, and online Research Guides.

Ask a Librarian service activity decreased in all categories except instant messaging chat which grew by 3%. There were 6,539 total chats. The number of questions at the Research & Information Desk decreased by 10% with 20,393 interactions. The total public FAQ views increased by 19% to 32,070 interactions.

Face-to-face library instruction classes were attended by 8,912 students in 404 classes in the John C. Hitt Library. There were 3,822 students in 148 classes in the Regional Campus libraries, and 691 students in 26 classes in the Curriculum Materials Center. Special Collections & University Archives had 374 students in 21 classes. There were 2,217 students in 55 classes at the Universal Orlando Foundation Library at the Rosen College of Hospitality Management.

Curriculum Materials Center instruction session

The number of students completing assessments with information literacy modules was 12,529 with 56,310 assessment completions. The number of faculty creating instances was 167.

Circulation Desk with staff members Ed McClam, Justin McGill, Andria Neese, Jon Hanie and Seth Dwyer

The Libraries' instructional videos on YouTube were viewed 52,716 times (a 108% increase) for a total of 148,299 minutes (a 175% increase).

Circulation of the Libraries' collection, not including reserves, was 223,924, a decrease of 22% from last year.

Use of the John C. Hitt Library increased by 4% to 1,311,115. The number of patrons using the Curriculum Materials Center increased by 9% to 61,813 and use of the Universal Orlando Foundation Library at the Rosen College of Hospital Management rose by 3% to 115,796.

Changes were made in group study room policies and procedures in fall 2015. All rooms now have a four-hour loan period and users are no longer required to check out a key to use the room. Students were very satisfied with the changes. During the year the group study rooms were booked 38,054 times for a total of over 100,000 hours.

In Interlibrary Loan/Document Delivery Services, Lending was down by 18% to 31,152, Borrowing was down by 19% to 20,825, and Document Delivery was down by 13% to 8,375. Users continue to locate more full-text articles available online.

The Curriculum Materials Center continued its outreach and partnership efforts with the College of Education and Human Performance. One of their most popular and well-attended workshops was a collaboration with the Orlando Museum of Art (OMA). The Associate Curator of Education and Outreach presented a program on OMA's traveling trunks and the curriculum uses for schools. The OMA also allowed their shared resources on reserve to be moved into full CMC circulation, improving access for students, faculty, and staff.

The Libraries added 18,003 print volumes and 7,706 electronic monographs for a total of 25,709. The collection now has 1,886,800 volumes including government documents. Total Print and Electronic Volumes now total 2,042,990.

The Libraries materials budget expenditures were $6,917,395, including Technology Fee funds of $458,435 and non-recurring funds of $1,134,360. The impact of inflation in e-journals and database subscriptions continue to have a negative impact on the Libraries purchasing power.

Expenditures for all electronic resources continued to increase as $5,326,317 or 77% of library materials expenditures were for these resources.

Approval plan expenditures were $521,832 with 8,847 volumes purchased. Firm order expenditures were $252,100 with 13,819 volumes purchased.

There were 3,310,912 searches and 2,607,468 full-text downloads of all databases for which COUNTER compliant statistics are available.

Digital Services was involved in several projects including the Berman negatives and contact sheets, *Central Florida Future*, Central Florida Memory, Harrison Price Papers, Retrospective Theses and

Dissertations, STARS, the UCF Arboretum Collection and the *UCF Report* for a total of 40,636 images.

Central Florida Memory had 10,618 visitors with 27,563 page views. Digital Collections had 48,282 visitors with 172,010 page views. STARS had 22,290 visitors for 93,683 page views.

Donations Received in Special Collections & University Archives

Among significant donations received during the year in Special Collections & University Archives were:

- H. Douglas Wesson made several donations to the Joy Postle Papers, 1910-2015 collection, including a diary kept by Joy Postle in the 1930s with information about her day-to-day life and work. Also included were lithographs and paintings, flyers for her performance/educational work *Glamour Birds* and poetry written by Joy Postle.
- Pam Bennett donated a large painting done by Joy Postle for her father, Dr. Thomas Bennett. Dr. Bennett was Postle's dentist in Orlando.
- Grant Groves donated materials by and about Mulford B. Foster, a well-known horticulturist and bromeliad expert. Included in the Grant Groves Collection on Mulford B. Foster are numerous paintings, sketches, photographs, blue prints, and other printed materials. Of particular importance is a large, three-panel decorative screen built and painted by Foster.
- Also received was a collection of negatives and contact sheets donated by Michael Berman. A UCF alumnus, Berman's photographs are of Theater Department productions as well as everyday life on the UCF campus during the 1970s.

Dogwood & Cardinal, by Joy Postle; donated by Doug Wesson

Susie Findell (center right) and cast in *Kiss Me Kate,* February 1974

The Libraries purchased its first Kelmscott Press book, *The Wood Beyond the World*, by William Morris, published in 1894. Kelmscott Press is one of the best known fine private presses and was founded by William Morris in 1891. Kelmcott Press books are beautiful and

exemplified the Arts and Crafts movement in 19th century England. The number of books printed was very limited.

A major exhibit, *Joy Postle: Inspired by Nature*, was held November 1-30, 2015, and celebrated the life and works of this exceptional artist. The exhibit highlighted her larger works, mostly oils and watercolors. It also included books and poetry she wrote and her work educating the public on Florida wildlife and conservation. Denise Hall, a donor to Special Collections & University Archives and noted expert on Joy Postle, sponsored and co-curated the exhibit.

New Faculty

Tina Buck, August 2015, eResources Librarian, Acquisitions & Collection Services

Sarah Norris, August 2015, Scholarly Communication Librarian, Office of Scholarly Communication

Chemera (CJ) Ivory, August 2015, Librarian, Research & Information Service

David Benjamin, September 2015, Department Head, Special Collections & University Archives

Faculty Transitions

Corinne Bishop, Graduate Outreach Librarian, moved from Teaching & Engagement to Research & Information Services as Social Sciences Librarian in January 2016.

New A&P Staff Members

- Brianna Stack, Coordinator, Accounting, April 2016

New USPS Staff Members

- Jason Delaney, Sr. LTA, LibTech Desk, September 2015
- Lisa Perez, Sr. LTA, Circulation Services, February 2016
- Megan Haught, Office Manager, Teaching & Engagement, March 2016

Retirements

- **hal Mendelsohn** retired July 31, 2015 after 14 years of service in the library. Mendelsohn began working in the Libraries on April 27, 2001, as a reference librarian.
- **James Mauk** retired October 30, 2015 after nearly 25 years working for the UCF Libraries. Mauk began working at UCF in 1980. He began working directly for the Libraries in early 1991

as a Senior Library Technical Assistant at the Serials Desk.

■ **Janet Girard** retired May 31, 2016 after nearly 20 years of service in the library. She began working at UCF in 1979, 37 years ago, and was hired as the Accounting Officer for the Libraries in 1997.

Awards

■ **Terrie Sypolt**, UCF's 2016 Excellence in Librarianship Award

Founders Day, April 6, 2016, UCF President Dr. John C. Hitt & Excellence in Librarianship awardee Terrie Sypolt

■ **Matthew DeSalvo,** University Libraries 2015 Employee of the Year

August 18, 2015, Annual UCF Libraries Awards, Employee of the Year Matt DeSalvo & Barry Baker

■ **Susan Terrill,** UCF USPS Employee of the Month, June 2016

Frank Allen (supporter), Sue Terrill (Library Administration Office Assistant) and Raynette Kibbee (nominator)

■ **Library Service Awards**

Awardees

5 Years
Rebecca MissyMurphey, *Reference*

10 Years
Robin Chan, *Government Documents*
Andrew Todd, *Cocoa Beach Library*

15 Years
Joseph Ayoub, *Circulation*
Linda Colding, *Reference*
Davina Hovanec, *Information Technology & Digital Initiatives*
Tim Ryan, *Administration*

20 Years
Athena Hoeppner, *Acquisitions*
Selma Jaskowski, *Information Technology & Digital Initiatives*

25 Years
Deirdre Campbell, *Administration*
Patricia Tiberii, *Interlibrary Loan*

30 Years
Raynette Kibbee, *Administration*

Raynette Kibbee & Pat Tiberii

Athena Hoeppner & Selma Jaskowski

Davina Hovanec with Barry Baker

Joseph Ayoub & Tim Ryan

Missy Murphey & Robin Chan

*Missing Photos
Deirdre Campbell (25 yrs);
Linda Colding (15 Yrs);
Andy Todd (10 Yrs)

June S. Stillman Memorial Scholarship

On November 13, 2015, University Libraries awarded **Mr. David Garcia** the 17th June S. Stillman Memorial Endowed Scholarship. This $2,000 scholarship, offered specifically to Libraries student assistants and USPS employees, was established in memory of June Stillman, a charter librarian of our university who tragically lost her life in 1998.

Recipient David Garcia with Director of Libraries Barry B. Baker

Meredith Semones, Cheryl Mahan (co-founder), and recipient David Garcia

Garcia received his B.S. in Psychology in August 2014 and is now a graduate student in the Modeling & Simulation program. He was the first in his family to graduate from college. He began working at the Media Desk, a unit of Circulation Services, in the John C. Hitt Library in Fall 2012. In Fall 2014 Garcia was hired as one of the first full-time Sr. Library Technical Assistants for the newly-created LibTech Desk, part of Information Technologies & Digital Initiatives. Garcia's interpersonal and research skills were mentioned in each of the supporting letters for the scholarship.

Recipient David Garcia & presenter and co-founder Phyllis Hudson

Garcia has two papers in the *Proceedings of the Human Factors & Ergonomics Society Annual Meeting*. A third paper is published in the *Proceedings of the HCI (Human-Computer Interaction) International Annual Meeting*. Additionally, he presented his research on Human-Autonomous Vehicle Interaction at the annual Interservice/ Industry Training, Simulation and Education Conference in December 2015.

This year we were fortunate to have both of the co-founders of the scholarship, Cheryl Mahan and Phyllis Hudson present. Mahan gave an update on as many of the former scholarship recipients as she could find. Hudson traveled from North Carolina to make the presentation to David Garcia.

Elizabeth McGregor (Stillman's daughter) & Ken Clanton (Stillman's brother-in-law)

This year was special, too, as we had several members of June Stillman's family (Ken Clanton, brother-in-law; Elizabeth MacGregor, June's daughter; Lynne Martiny, June's daughter, and her husband Larry;

Frank Allen and Walter K. Taylor

retired librarian Judy Young; and faculty emeritus Dr. Walter Taylor (Biology).

Phyllis Hudson & Judy Young

In addition to the usual scholarship festivities, this year a group of folks who knew June Stillman agreed to be videoed in a series of interviews discussing June Stillman: Judy Young, Phyllis Hudson, Cheryl Mahan, Ken Clanton, Walter Taylor, and Meg Scharf. These interviews and other materials will be compiled to create a reference for those in the future who may not have known June Stillman. The Libraries is very grateful to everyone who assisted, including our photographer Davina Hovanec.

Director's Conclusion

During the next two years there will be major changes in the John C. Hitt Library as elements of the 21st Century Library come online. Planning is currently underway to identify print collections in areas where new construction will take place in phase 2. Those books will be ingested into the ARC before phase 2 construction can begin.

A review of the 2014 Advanced Schematic Design documents is also underway as some changes may be suggested during Design Development. It will be a challenging time yet exciting time.

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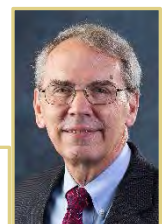
The mission of Library Administrative Services is to provide seamless administrative, financial, human resource, and facilities support to enable library faculty, staff and management to carry out the library's primary service missions in the best possible manner.

Highlights of the Year in Retrospect

General Administrative Services
- Prepared space plans, staffing, and budgets for a proposed library at the UCF Downtown campus.
- Participated in furniture selection and final design of the new 5th floor seating area, John C. Hitt Library.
- Continued actively working on preparation for the automated retrieval center (ARC).
- Organized a site visit to the University of Missouri Kansas City, March 28-29, to tour their renovated library and automated retrieval system.
- Finalized bin sizing for the ARC.
- Engaged an ad hoc task force to revise manner of collecting user statistics – using LibAnalytics software – to reflect the changing nature of questions posed at service desks.

Fiscal Office
- Facilitated financial and furnishings details of the Curriculum Materials Center Technology Fee proposal.
- Held emergency budget meetings Winter 2015 to appeal for additional library funding. Received $1.6 million funds in August and $164,000 additional funds in January.
- Wrote up proposal for reimbursement for distance learning instructional costs. Received $20,000 in additional library funding.
- Assisted in writing up the budget document shared at Faculty Senate budget committee.
- Hired new Coordinator of Accounting.

Human Resources and Staff Development
- Facilitated four faculty searches (Business, Electronic Resources, Scholarly Communications, and Head of Acquisitions & Collection Services) and one A&P search for the new Coordinator of Accounting.

- Organized and processed full-time personnel information, new employee sign-in, and HR benefits orientation for 10 hires and 12 separations.
- Prepared and reviewed hiring paperwork for all new OPS student and non-student employees ensuring HR policies and procedures are met; processed 55 OPS students/non-students hiring packets, 48 terminations and 54 student pay increases.
- Worked with IT&DI to improve student hiring Web pages.
- Assisted with ergonomic equipment request.
- Worked with Libraries Promotion Coordinating Committee and Center for Distributed Learning Promotion Committee to draft guidelines and procedures to meet the Provost's request for more uniform promotion processes across colleges.

Facilities
- With Head, Circulation Services, implemented a community service officer (CSO) service for evening hours at the John C. Hitt Library.
- Worked with UCF Business Services to do a light remodeling in Infusion/Java City.
- Coordinated installation of new carpet in john C. Hitt Library.
- Visited FLARE (Florida Academic Repository) in Gainesville, May 2016. Toured University of Florida's Marston Science library.
- Hosted the "Active Shooter Walk Around in Hitt Library," May 2016.
- Coordinated repair of desiccant unit in Special Collections and University Archives, Room 150C.

Receiving, Property and Mail
- Closed the Copy Services office, clearing all files and equipment from the 2nd floor office. Completed all termination paperwork for the copy services student assistants in a timely manner.
- Purged, cleaned, and reorganized room 138 containing emergency and safety supply items and building supply items.
- Assisted with the 5th Quiet Study Area project.

Administration Front Office
- Reported building issues on behalf of the John C. Hitt Library staff members, faculty, and patrons.

Janet Girard's Retirement Celebration, May 24, 2016: (left to right) Parri Bolinger, Jeff Alvarado, Selma Jaskowski, Mary Page, Sue Terrill, Cynthia Kisby, Penny Beile, Janet Girard, Deirdre Campbell, Tim Ryan, Raynette Kibbee, Frank Allen, Debbie Barnes, Barry Baker, Meg Scharf, Mike Jimenez, Brianna Stack

See statistics below for more information and a detailed glimpse of those activities.

- Arranged for meetings, e.g., reserving space, inventorying supplies, catering, and serving as a resource for other departments planning meetings and activities, etc.
- Monitored calendars: room, van, & Polycom reservation requests. The Intranet system used for many years is being deactivated. Reservations will be done through Outlook. In preparation for this switch (in August 2016), front office staff members took training from IT&DI and spent some time practicing, which required entering reservations twice; once for the Intranet calendar and once for the Outlook calendar.
- Assisted with telecommunications issues (new phones, personnel changes, equipment problems, line problems, etc.)
- Assisted with personnel and payroll issues when needed.
- Procured and kept track of library keys.
- Continued to meet with the university locksmith, programmer lead (Computer Services & Telecommunications), and Facilities Operations representatives to discuss customizing the program currently used by the university locksmith for use with the University Libraries keys. As of close of 2015-2016, the program was still not ready to launch.
- Cleared out, organized, and cleaned up the Staff Lounge's "Quiet Room." It had become a dumping place for all of the library's Staff Lounge events, e.g., Halloween, Holiday Parties, DAG fundraisers, etc. Went through every box and bag, everything in that room, making decisions (with appropriate input) about what to keep and what not to keep. Those items that were not going back into the Quiet Room were offered to staff members and eventually picked up by Knight's Pantry.

Staffing Changes

- Janet Girard retired May 31, 2016.
- Brianna Stack joined the Library as Coordinator of Accounting, April 22, 2016.

Report on Departmental Goals for 2015-2016

General Administrative

- **Continue work on 21st Century Library Project.** *Provided assistance with groundbreaking for the Automated Retrieval Center. Ongoing*
- **Submit Technology fee request for CMC.** *Facilitated financial and furnishings details of the Curriculum Materials Center Technology Fee proposal.*
- **Develop plans for interim improvements to the John C. Hitt Library.** *Facilitating opening of the 5th floor seating area, John C. Hitt Library. Ongoing*
- Revive faculty and staff market equity proposal efforts. *No movement forward.*
- **Initiate security guard service.** *Accomplished*
- **Assist with securing additional funds for the Library Materials Budget.** *Accomplished*

- **Provide continuing assistance to Circulation Services in their first full year reporting as part of Administrative Division.** *Support provided.*

Human Resources

- **Continue to ensure library compliance with campus HR policies and procedures.** *Adapted to new faculty paid parental leave procedures.*

Facilities

- **Deliver mail in a friendly and timely manner.** *Accomplished*
- **Fill supply orders in a friendly and timely manner.** *Accomplished*
- **Account for 100% of the libraries equipment valued at $5,000 or more.** *Accomplished*
- **Cross train two new student assistants to help with mail pickup, delivery, sorting, along with participating in various special projects.** *Accomplished*
- **Continue to purge old and out of date supply items and equipment for surplus opportunities.** *Accomplished/Ongoing*
- **Set up quarterly meetings with all student assistants in the Copy Services Unit to go over issues and opportunities.** *Copy Services Office was phased out on January 1, 2016.*
- **Find ways to conserve on the supply budget.** *Accomplished/Ongoing*

Departmental Goals: 2016-2017

General Administrative

- Continue work on ARC, 5th floor renovation, and building renovation in general.
- Convene a fines and bills task force to ensure consistency across the four service desks.
- Reassess procedures for the Evacuation Team in light of recent events.

Members of the John C. Hitt Library Evacuation Team after the Fall Fire Drill: Burak Ogreten, Linda Futch (CDL), Mary Gladding, Debbie Barnes, Pat Tiberii, Jamie LaMoreaux, Lindsey Ritzert, Tim Walker, Frank Allen (coordinator). Missing from the photo are: Patricia Hall, Aaron Keyser, Missy Murphey, Seth Dwyer, Anna Dvorecky, Mike Jimenez, and Peter Spyers-Duran.

- Work closely to support new Coordinator of Accounting.
- Assist with carpet installation at CMC.

UCF

Fiscal
- Coordinate with the Library regarding changes in business practices for the newly created ITR Business Center.

Human Resources
- Assist with transition to the ITR Business Center

Facilities
- Deliver mail in a friendly and timely manner.
- Fill supply orders in a friendly and timely manner.
- Account for 100% of the libraries equipment valued at $5000.00 or more.

- Continue to purge old and out-of-date supply items and equipment for surplus opportunities.
- Conserve on the supply budget.
- Organize and purge library records per state guidelines.

Advancement Toward the President's Five Goals

Become more inclusive and diverse
Liaison for the Purchasing Diversity Suppliers program

STATISTICS

Library Administration
Table 1

Human Resources Selected Statistics Five Year Summary

	FY 15/16	FY 14/15	FY 13/14	FY 12/13	FY 11/12
FWS Employment					
Students	90	58	47	38	24
OPS Savings	$135,801.87	$66,983.23	$64,573.51	$35,925.85	$25,128.87
Employee Turnover					
Hired-USPS	5	12	9	6	8
Hired- FAP	5	3	3	4	4
	10	**15**	**12**	**10**	**12**
Separated-USPS	7	10	7	8	8
Separated-FAP	5	1	3	2	5
	12	**11**	**10**	**10**	**13**
Staff Programs					
Video & Web	0	1	6	0	6
Guest presenters	0	1	1	1	5

Building Related Activity

Reported Building Problems 2015-2016
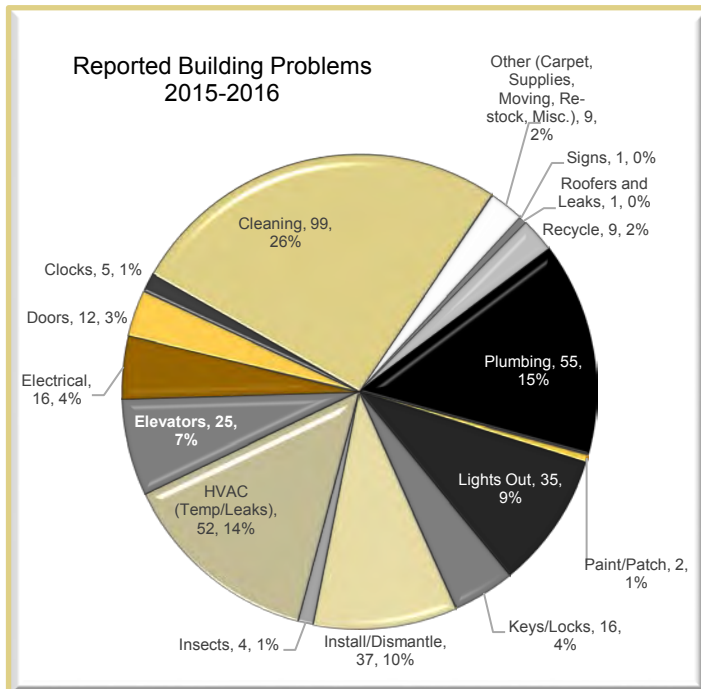
Frank R. Allen
Senior Associate Director
for Administrative Services

Highlights of the Year in Retrospect

Circulation Services has undergone many changes during the 2015-2016 year. The three biggest impacts to the department were staffing changes, completion of the General Collection Shift, and new Group Study Room policies. Four positions were filled in the department over the course of the year. The department had one promotion, one shift switch, one retirement, and two new hires. By January 2016 the department was fully staffed for the first time in many months. The staffing changes helped to bring a fresh perspective on policies and procedures and several changes were implemented in the department.

The General Collection Shift was successfully completed ahead of schedule and under budget. Thanks to the excellent leadership of the Stacks Unit, the books were moved off the 5th floor well in advance of construction. Work study students were used for over 37% of project hours, which enabled the shift to be completed 50% under the estimated budget. The shift began in June 2015 and was finished in December 2015. The total project took over 4,000 student hours. One significant addition to the project was the decision to have the Stacks Unit take down the 5th floor shelving and remove it from the building. The shift was a success thanks to the hard work of the General Collection Shift Committee: Frank Allen, Rich Gause, Andrew Hackler, Megan Humphries, Justin McGill, Lindsey Ritzert, and all of the dedicated student employees.

Circulation Student employees Ester Aguilera and Adrian Del Toro working in the stacks to shift books during the General Collection Shift.

Group study room policies and procedures were reviewed and changes were implemented in Fall 2015. All rooms went from a 2-hour loan to a 4-hour loan, in an attempt to better align with the study habits of UCF students. The majority of the rooms were designated as General Study Rooms and no longer required patrons to check-out a key to use the room. This change led to improved customer service with library patrons and a more satisfying work environment for Circulation staff members. During FY16 the rooms were booked 38,054 times for a total of over 100,000 hours. Overall the feedback from students has been positive and we have worked to identify areas for improvement in the new system. Strategies such as better marketing to students to cancel bookings they cannot keep were employed. We will continue to assess group study room use and adjust as needed to best meet our patron needs.

Other Highlights and Projects:

- Contributed to the General Collection Inventory Project. Created reports identifying mishelved items and fixed shelving errors in stacks. Also identified books with incorrect call number labels and pulled for correction.
- Discontinued Electronic Reserves; encouraged faculty to post course readings in Canvas.
- Organized 2015 InfoKiosk, answered 483 questions in first four days of Fall Semester.
- Participated in several outreach efforts, including: Color Your Stress Away, National Library Week, and Summer Knights Reading Challenge.
- Assisted with communication, signage, and book retrieval during carpet installation.
- Re-organized Reserves and Holdshelf area behind Circulation Desk. Arranged shelving to better display anatomy models to staff and students.

The course reserve anatomy models were re-organized to make finding available models easier for staff and patrons.

Staffing Changes
- Justin McGill was hired as Sr. LTA, Stacks Unit
- Seth Dwyer became Daytime LTA Supervisor in Circulation
- Adriana Neese was promoted to Nighttime LTA Supervisor in Circulation
- Jim Mauk retired from UCF Libraries
- Lisa Perez was hired as Sr. LTA in Daytime Circulation

Circulation Services (cont'd)

Report on Departmental Goals: 2015-2016

- **Research innovative ways to meet patron needs and work to exceed patron expectations of Circulation Services**. Instituted cash in registers on weekends to provide change to patrons paying fines and replacement fees. Centralized location for Guest Password Access. Revised Group Study Room policies. Collaborated with Library Administration to hire Community Service Officers to serve as security presence in the library during evening hours Sunday-Thursday.
- **Digitize majority of forms used in Circulation Services and evaluate workflows to increase positive outcomes while saving staff time.** *Began using LibStaffer to schedule desk shifts, track staff leave requests, and manage shift swaps. Eliminated paper forms, including: leave requests, weekly desk schedules, and student time off requests. Implemented LibAnalytics forms for missing and claims returned items. Also required all fines appeals to be completed online and eliminated mailing print notices from Fines and Bills.*
- **Review Group Study Room policies and procedures and implement improved system to better utilize staff time and better support the needs of UCF students.** *Implemented new policies in Fall 2015. General study rooms no longer require patrons to checkout a key. Extended room reservation bookings to a maximum of 4-hours per day per patron.*
- **Complete shifting the General Collection in preparation for Phase 1 of 21st Century Library project.** *Shift completed in December 2015.*
- **Analyze Fines and Bills processes and work to create efficiencies in procedures.** *Increased frequency of debts owed notices, which has resulted in an increase in fines payments received. Adjusted workflows to allow for daily processing of billed lost materials. More timely notification has resulted in more items being returned. Ongoing, work to establish best policies for fines and replacement costs, in particular with LibTech equipment.*

Researching options for Collections and University Student Accounts Holds as best method for collecting payment for outstanding debts.

Departmental Goals: 2016-2017

- Research innovative ways to meet patron needs and work to exceed patron expectations of Circulation Services.
- Stacks: Complete correcting shelving errors identified in inventory reports.
- Stacks: Improve Stacks office procedures and policies and integrate technology into department functions.
- Circulation Services: Contribute to planning for Sierra Implementation
- Circulation Services: Determine best practices for ARC
- Circulation Services: Simplify procedures for issuing non-UCF Library Borrowers cards
- Circulation Services: Develop new training and employee development tools.
- Fines & Bills: Explore options for accepting credit card payment and online payment.
- Fines & Bills: Develop an improved plan for collecting past due debts and facilitating the return of billed lost library materials.
- Analyze LibAnalytics desk activity information and identify opportunities for change or improvement in services.
- Conduct Mystery Shopper program.

Performance Enhancement Recommendations

- Accept credit card payment for overdue fines and replacement costs.
- Upload new patron records into Aleph on a daily basis.
- Plan for Sierra implementation.

Joseph Ayoub earned his Doctor of Education in June 2016. Circulation Services celebrated his accomplishment with a party.

Circulation Stacks Student Employees, Austin Crite and Yoldine Louis enjoying homemade treats during the department's monthly Cake Day.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
and

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

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

Be America's leading partnership university
- Provided circulation privileges to:
  - SUS, State/Community Colleges, and public school students and educators from throughout Florida
  - Lifetime members of the UCF Alumni Association
  - State, national, and international researchers visiting UCF and visiting or employed at Research Park (fee required for some)
  - Community patrons (fee required)

STATISTICS

Circulation Services
Table 1
Five-Year Comparison

	2015/2016	2014/2015	2013/2014	2012/2013	2011/2012
ITEMS CIRCULATED:*					
A-V, Music, Video, DVD	4,080	3,621	6,409	8,086	10,880
Browsing Collection	1,346	1,331	2,300	2,445	2,810
Documents	83	124	277	265	392
General Collection	218,415	281,801	226,996	252,435	279,212
Reserves**	92,272	56,160	110,930	99,933	115,894
TOTAL ITEMS CIRCULATED	**316,196**	**343,037**	**346,912**	**363,164**	**409,188**
ITEMS SHELVED	**192,916**	**212,046**	**206,402**	**212,193**	**244,721**
PATRON COUNT	**1,311,115**	**1,258,691**	**1,283,542**	**1,337,238**	**1,446,914**

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

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

	2014/2015	2014/2015	2013/2014	2012/2013	2011/2012
PATRON TYPE					
Undergraduate Students	207,699	221,011	207,983	248,977	255,074
Graduate Students	51,146	58,684	61,077	84,006	95,398
Faculty	25,624	26,940	36,433	29,741	30,910
Staff	7,087	7,833	10,178	9,570	10,286
Alumnae	111	24	65	129	1,525
Special Borrowers:	**9,567**	**12,106**	**14,540**	**19,541**	**19,897**
Affiliate	1,694	2,281	2,211	7,415	6,195
Courtesy	2,214	5,023	5,936	7,390	6,713
Associate/Subscriber	5,659	4,802	6,393	4,736	6,989
Library Charges:	**14,962**	**16,439**	**16,636**	**17,224**	**22,216**
Interlibrary Loan	6,930	7,284	7,681	10,311	10,192
UBorrow*	3,971	4,992	4,864	11,905	
Other	4,061	4,163	4,091	11,905	2,694
TOTAL ITEMS CIRCULATED	**316,196**	**343,037**	**346,912**	**363,164**	**409,188**

*UBorrow was implemented in 2012/2013.

**Circulation Services
Chart 1
Circulation Transactions by Patron Type,
2015/2016**

Undergraduate Students, 207,699, 66%

Graduate Students, 51,146, 16%

Faculty, 25,624, 8%

Staff, 7,087, 2%

Library Charges, 14,962, 5%

Special Borrowers, 9,567, 3%

Alumni, 111, <1%
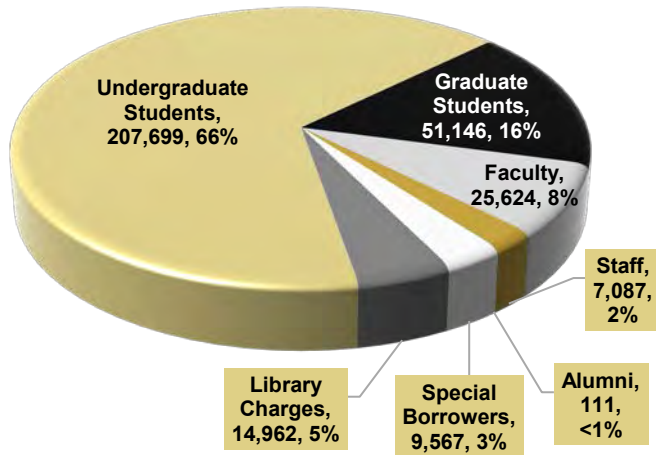
From retiree Jim Mauk: "Retirement is very good. Beautiful day fishing at Cocoa Beach. The bird is a Heron. He is really friendly especially when I catch fish. he enjoys the fish. I always give him some fish."

Several members of Circulation Services photographed with Terri Sypolt in celebration of her 2016 Excellence in Librarianship Award. Pictured from left to right: Lisa Perez, Justin McGill, Martha Cloutier, Seth Dwyer, Lindsey Ritzert, Terri Sypolt, Andrew Hackler, and Megan Humphries.

Lindsey Ritzert
Head, Circulation Services

Regional Campus Libraries

Highlights of the Year in Retrospect

- Created an Institutional Effectiveness Plan per Regional Campus specifications and established a LibAnalytics input form to collect newly required data.
- Participated in Southern Association of Colleges and Schools, Commission on Colleges (SACSCOC) information gathering and on-site interview for Regional Campuses.
- Worked with partner librarians to acquire a law collection gift for Osceola campus.
- Facilitated a successful resolution for UCF students needing immediate access to Student Government Association (SGA) free printing service at the Sanford/Lake Mary partner library.
- Submitted a new Tech Fee proposal for additional lending equipment, a new scanner, and a multifunction printer.
- Supported the Provost's Foundations of Excellence Transfer Student Initiative.
- Participated on Student Support Services Committee planning for Downtown UCF.
- Complied with Web Working Group requirements for library website makeover and transition to new platform.

Staffing Changes

- Lily Flick and Tom Merchant began working as adjunct librarians at UCF South Lake in August 2015. Flick is enrolled in the library science program at Florida State University and expects to graduate in May 2017. She also works or has worked in UCF Libraries Scholarly Communications, Acquisitions, and Government Documents. Merchant came to

the Reference Desk at Cooper Memorial Library after retiring as the library director of Lake County Library System in 2012! We are very fortunate to have both.
- Rayla Hanselmann left UCF on August 11, 2015.

Report on Departmental Goals: 2015-2016

- Continue to enhance services to faculty and students on each campus.
  - *Negotiated with partner librarians and UCF administrators to increase availability to free printing offered by the Regional Outreach Services office, Student Government Association on the Sanford/Lake Mary campus.*
  - *Palm Bay and Daytona UCF librarians and the partner Circulation librarians cooperated to relocate the Daytona UCF Reserve counseling DVDs permanently to Palm Bay.*
  - *Relocated Education reserve materials from Palm Bay to Cocoa to reflect program location.*
  - *Collaborated with Terrie Sypolt and College of Nursing faculty to conduct library evaluation reviews for the new Simulation in Healthcare Track and the Acute Care Nurse Practitioner Track programs.*
  - *Collaborated with Nursing Research Team members on various projects*
- Act on opportunities to collaborate with teaching faculty and partner librarians.
  - Worked with Dr. Carlos Valdez on the project "Bring the cost down, please! Helping students gain much-needed relief through utilizing open educational resources and UCF library

Regional Campus Librarians: Min Tong (Valencia West); Peggy Nuhn (Sanford/Lake Mary); Andy Todd (Cocoa); Cynthia Kisby (department head); Michael Furlong (Daytona Beach); Leah Kriebel (Valencia Osceola); Barbara Alderman (Palm Bay)

resources," a proposal accepted for the 2015 Summer Faculty Development Conference.

- *Cooperated with Psychology faculty members to identify a gap in the Osceola collection, and worked to fill that gap with appropriate materials.*
- *Member of the Committee for Interdisciplinary Writing and Research (CIWR) at Daytona State College.*
- *Conducted APA Training Workshop for Eastern Florida State College (EFSC) Writing Center consultants.*
- *Co-presented with Dr. Julie Hinkle in a College of Nursing Faculty Development workshop entitled "How to get the most out of your citation management tools."*

Departmental Goals: 2016-2017

- Investigate and develop methods to support research needs of UCF Online students.
- Adapt to changing environments and respond positively to challenges.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

- Served as member of the College of Nursing Research Team to integrate information literacy concepts throughout the curriculum.
- Promoted the new EFSC/UCF Writing Center workshops on citations and writing to students and faculty via email and postings on notice boards.
- Provide online and face-to-face instruction, research consultations, and workshops on seven campuses as needed.

Tom Merchant, UCF Libraries South Lake Adjunct

Provide international focus to our curricula and research programs

- Andrew Todd presented "Research Networks & Profiles," February 5, 2016, session presented at

the Dissertation Forum hosted by the UCF Libraries and the UCF College of Graduate Studies at the John C. Hitt Library in Orlando.

Become more inclusive and diverse

- Min Tong serves on the Board of Directors and other committees of the Chinese American Librarians Association (CALA), 2014-2017.

Be America's leading partnership university

- Founded in 2012 and continued to promote the Daytona State College (DSC)/UCF student book club and hold monthly meetings with students and staff.
- Occasionally represented the Daytona UCF campus at Chamber of Commerce luncheons.
- Participated in the 2015 UCF benefit for The Volusia Literacy Council as a member of the UCF Spelling Bee Team.

Cynthia Kisby at UCF Five Miler

STATISTICS

In Fall 2015 UCF Regional Campus Administration asked the regional librarians to participate in the Division's Institutional Effectiveness plan. Since instruction efforts were already being counted as part of the library statistics, we looked for new metrics that would demonstrate our contributions. Much as we would like to show improved student outcomes, without a rigorous assessment process in place we opted to count all the varieties of student and faculty contacts that we have not previously documented. The assumption being that more contact between librarians and students would lead to better student outcomes and enhanced institutional effectiveness.

There are many ways to collect and slice this data and in our baseline year we planned for several options

based largely on the existing tool used to collect library transaction statistics for other units.

Types of contact includes:

- Library information (directional)
- Reference
- Outreach
- Group e-mail
- Graded assignments
- LibGuides
- Canvas
- Print publications

Modes of contact includes:

- In-person
- Phone
- E-mail
- Canvas e-mail
- Online (Chat/IM)
- Text
- Print

Although the overall goal is to continually increase the total number of contacts with faculty and students, being able to disaggregate by librarian, location, duration, contact type, and mode of contact may suggest best use of existing resources. The data are interesting but not flawless. As we continue to work with this collection tool some inconsistencies between user inputs will be corrected over time. For example, locations that have no librarian to collect contact data do not necessarily accurately represent UCF student needs. Data collection began in January 2016 so the base year does not represent a full twelve months.

The following chart clearly illustrates how online transactions have become the bulk of regional librarian efforts.

Regional Campus Libraries
Table #1
Five-Year Summary Library Instruction Statistics

	Classes				Students		
	F2F	Online	Total		F2F	Online	Total
2015-2016	68	80	148		1,550	2,272	3,822
2014-2015	111	80	191		2,275	2,474	4,749
2013-2014	220		220		5,507		5,507
2012-2013	191		191		4,690		4,690
2011-2012	202		202		5,325		5,325

Regional Campus Libraries
Chart 1
Contacts by Location, January 1 – June 30, 2016
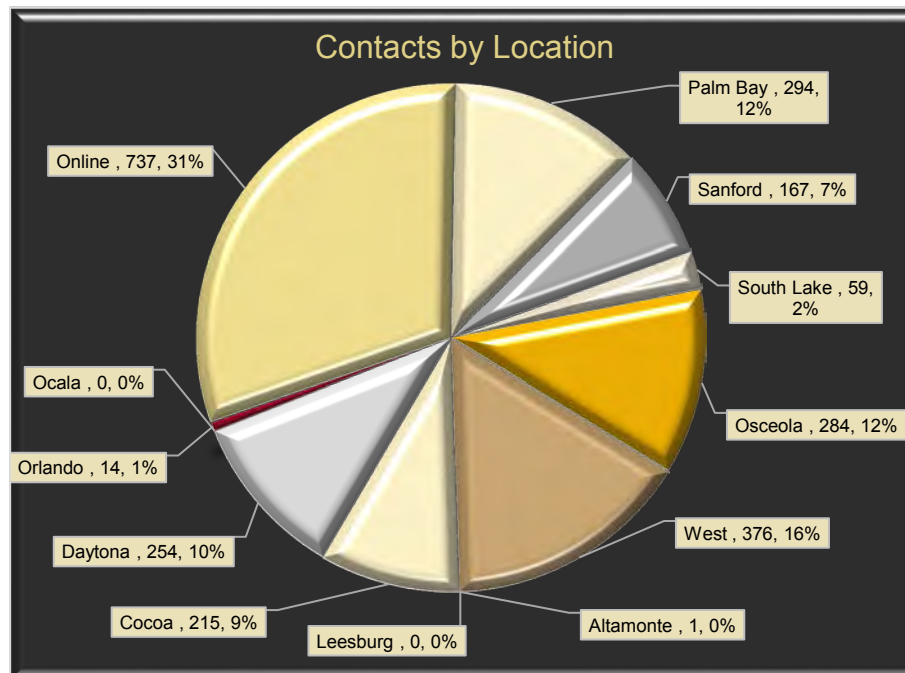
Cynthia M. Kisby
Head, Regional Campus Libraries

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

Highlights of the Year in Retrospect

At the Universal Orlando Foundation (UOF) Library, the 2015-16 fiscal year was a good, busy period, full of plenty of new projects and initiatives, in addition to continuing operations.

Major technology enhancements included:

- The rollout and ongoing improvement of the new UCF Libraries website, which both Tim Bottorff and Shane Roopnarine were heavily involved in.
- The implementation of a new LibCal online study room system at the UOF Library.
- The implementation of a new LibAnalytics online statistics form at the UOF Library.
- Additional improvements to the library's digital sign, research guides, and Canvas instructional modules.

Major staff changes included Schuyler Kerby moving into the LTA Supervisor role and the search for a permanent new Sr. LTA.

The UOF Library also continued to be a hub of intellectual activity on campus. In addition to normal library offerings:

- University Writing Center (UWC) consultations were offered in a library study room throughout the year.
- Accounting and Finance tutoring was conducted in the library's large meeting room in the Fall and Spring Semesters.
- A new Statistics tutoring lab was offered in the library's large meeting room in the Spring Semester.

The UOF Library continued the tradition of offering educational exhibits throughout the year. Exhibits during this period included:

- *Loca-motion: Moving From Farm to Table*, curated by Schuyler Kerby & Allison Matos (May-Aug 2015)
- *Get Connected at Rosen*, curated by Schuyler Kerby (Aug-Sep 2015)
- *National Society of Minorities in Hospitality*, curated by members of the student organization (Oct-Dec 2015)
- *New Year, New You*, curated by Schuyler Kerby & Katrina Phillips (Jan-Feb 2016)
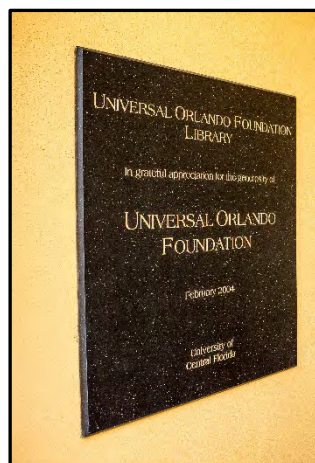
- *Hospitality Careers: Where to Start*, curated by Katrina Phillips & Gerald Dillon (Mar-May 2016)
- *Summer Book Vacation*, curated by Schuyler Kerby (May-Aug 2016)

Changes in Staffing

- Allison Matos left her position as LTA Supervisor on July 22, 2015, in order to accept a graduate assistantship in the UCF Anthropology department.
- Following a full position search, Schuyler Kerby was selected to fill the LTA Supervisor position that was vacated by Matos. Kerby began in the new role on August 28, 2015. Prior to accepting the LTA Supervisor position, Kerby had been a Sr. LTA at the Rosen Library since February 2013.
- Following a full position search, Katrina Phillips was selected in November 2015 to fill the Sr. LTA position vacated by Kerby. However, Phillips resigned in April 2016 to pursue a career in music librarianship.
- A full position search was started in April 2016 to fill the Sr. LTA role vacated by Phillips. The selected candidate, Stephen Ford, will start in the position in July, at the very beginning of the coming 2016-17 fiscal year.

Report on Departmental Goals: 2015-2016

■ **Focus on online services:**

- **The new UCF Libraries website is expected to debut in late summer 2015. This significant change will require substantial activity on a variety of fronts throughout the year, including: updating links, guides, videos, and tutorials; communicating the changes to students, faculty, and staff; and updating internal workflows and processes.**

  - *The new UCF Libraries website debuted in August 2015, the culmination of a yearlong effort through the organization. The switchover was a big change for the UOF Library, because Rosen is now more fully integrated through the site, instead of having a separate, full-featured site of its own.*

  - *Tim Bottorff chaired the two library-wide groups involved in the major project: the Web Redesign and Policies Taskforce (WRAPT) and the Web Working Group (WWG). Bottorff also helped communicate the changes to Rosen students, faculty, and staff through the Faculty Lines newsletter, door hangers, and word of mouth.*

  - *Shane Roopnarine served as an active member of the WWG, including service on the Video Policy Taskforce and the (ongoing) Guides Taskforce. Roopnarine also made content updates to the Rosen portions of the site and updated hours, guides, tutorials, videos, digital signs, and other elements to align with the new website.*

UCF

■ **Focus on staff development and growth:**

- **The UOF Library has experienced recent turnover in key positions. The new team is talented and eager to develop additional experience and skills. Staff development will be encouraged through the filling of any open positions, through ongoing internal training and meetings, and through professional development classes and workshops offered by the university.**

  - *Positions were filled throughout the year, as they became open, including the LTA Supervisor role and the Sr. LTA role.*

  - *Staff members were encouraged to pursue training opportunities. Gerald Dillon took a large number of training sessions throughout the year in his Sr. LTA role (which he started in June 2015, late in the previous fiscal year). Kerby took a large number of training sessions throughout the year as part of his transition from Sr. LTA to LTA Supervisor.*

  - *Additional staff development took place in one-on-one training sessions, as well as in staff meetings held in July 2015, August 2015, December 2015, and March 2016. A team building Enneagrams personality exercise was also held in December 2015.*

■ **Focus on technology:**

Despite receiving enhancements through a recent Technology Fee project, another technology scan and upgrade should be considered for the UOF Library. Some possible enhancements might include items such as additional scanners, more reliable tablets or small laptops, and more technology and connectivity for study areas.

  - *An assessment of UOF Library technology needs revealed that the most pressing need is for effective and reliable laptops for student checkout. Bottorff will work with Frank Allen, Selma Jaskowski, and others in Library IT to explore the possibility of requesting laptops in advance of the September 2016 Technology Fee proposal deadline. A larger Technology Fee proposal, involving additional technology throughout the UOF Library, may be pursued in a year or two.*

Additional technology enhancements at the UOF Library during this fiscal year included the rollout and full adoption of the UCF Libraries new website, the implementation of the online LibCal study room reservation system, the implementation of the LibAnalytics statistics system, and additional work on the UOF Library's digital sign, Canvas modules, and LibGuides.

Departmental Goals: 2016-2017

Three major areas of emphasis have been identified for the coming year.

■ Focus on Staff Development and Growth:

The UOF Library's new, fully-staffed team is talented and eager to develop additional experience and skills.

- Staff development and cohesion will be encouraged during the year through ongoing internal training and meetings.

- Staff development and growth will also be encouraged through professional development classes and workshops offered by the university.

■ Focus on Technology:

The UOF Library will continue to utilize technology to improve operations and services.

- The UOF Library will aim to purchase effective and reliable laptops for student checkout, possibly as part of a collaborative UCF Libraries Technology Fee Proposal.

- An assessment will be undertaken to determine other technology needs at the UOF Library and how they can best be addressed in the coming year or two.

- Additional improvements will be made to the Rosen Library's digital signs, Canvas modules, and LibGuides.

■ Focus on Collection Growth and Maintenance:

The UOF Library collection is now more than twelve years old and is beginning to outgrow shelf space in the facility. Several projects will help ensure long-term growth and maintenance of the collection.

- UOF Library staff will aim to complete a project to barcode and catalog bound periodicals in the UOF Library. The goal is to inventory our holdings as

The growing collection fills the stacks in the University Orlando Foundation Library at Rosen, 2016
Photo by: Davina Hovanec

well as to identify any volumes that might be candidates for removal to the statewide FLARE storage facility, to the eventual ARC at the John C. Hitt Library, or to other locations.

- A full analysis of the UOF Library reference collection will be undertaken. The goal is to identify new editions or new materials to acquire, as well as to identify volumes for possible removal to other locations.

- UOF Library staff and student assistants will undertake a major shifting and dusting project in the general collection stacks.

- Bottorff and Roopnarine will continue to collaborate on wise spending of regular collection development funds, as well as funds for the new Entertainment Management degree. Due to space restrictions at the UOF Library and due to increased emphasis on mixed-mode and online-only courses at the Rosen College, a larger portion of the funds will be allocated to ebooks than in the past.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

■ The UOF Library's collection aims to be the best for hospitality management in the state of Florida, if not the entire United States. The collection was further strengthened this year in core areas (hotels, restaurants, and tourism) as well as in unique niche areas (events, golf, theme parks, and timeshares) of hospitality management. Several of the latter subjects are taught in very few other Florida universities. This year the UOF Library also began researching how to best support the coming new degree program in Entertainment Management, another subject that is unique in the state of Florida.

Achieve international prominence in key programs of graduate study and research

■ The UOF Library continued to collect research and statistical materials from scholarly publishers such as CABI, Routledge, the United Nations World Tourism Organization, and the U.S. Travel Association.

■ The UOF Library continued to collect materials related to the scholarly writing process and research methods, including materials that support the master's and Ph.D. programs at Rosen.

Provide international focus to our curricula and research programs

■ The UOF Library maintained its status as a United Nations World Tourism Organization (UNWTO) depository library, a distinction held by only seven libraries in the United States. The WTO materials support undergraduate, graduate, and faculty research, especially in the field of international tourism

Become more inclusive and diverse

■ UOF Library staff participated in UCF Libraries' Diversity Week activities.

■ The UOF Library offered materials and services to Disney International program students, who take certificate classes on the Rosen campus.

Be America's leading partnership university

■ The UOF Library partnered with the UCF Rosen College in offering space for accounting tutoring, finance tutoring, and statistics tutoring.

■ The UOF Library partnered with the University Writing Center in offering space for writing consultations.

■ The UOF Library partnered with Rosen Life (the Rosen arm of Student Government Association) in offering scantrons to students.

■ The UOF Library partnered with several Rosen College departments in offering the "Get Connected at Rosen" exhibit in August-September 2015.

■ The UOF Library partnered with a Rosen College registered student organization in offering the "National Society of Minorities in Hospitality" exhibit in October-December 2015.

■ The UOF Library partnered with Rosen College Health Services staff in offering the "New Year, New You" exhibit in January-February 2016.

Performance Enhancement Recommendations

■ Furniture and woodwork at the UOF Library, all of which is original, is starting to show considerable wear-and-tear. Significant touchup, repair, and re-upholstery work should be budgeted for and planned within the next few years.

■ The UCF Libraries still has strides to make in terms of supporting effective remote participation in meetings by branch and regional library staff. While Skype for Business provides an adequate software platform for participation, the camera, microphone, and speaker setups (for example, in rooms 223 and 511) should be improved so that the experience is better for remote participants.

STATISTICS

Public Service Statistics

As the Rosen College has increased the number of mixed-mode and fully online courses it offers to students, the UOF Library has sought ways to remain engaged with students both face-to-face and online.

In-person use of the facility remains high, as evidenced by increases in circulation numbers and gate count statistics, as compared to last fiscal year, and by attendance at related services offered in the library (such as accounting tutoring and writing center consultations). Initial statistics of the new study room system also indicate strong demand for

study space within the physical facility. At the same time, directional and reference statistics continue to decline, a trend that bears further investigation. In addition, measuring online interactions with students is more difficult, making it challenging to gauge success in this area.

As a side note, a new online statistics form was implemented in Fall 2015, making it easier for staff and students to record interactions in real time. More detailed analysis of statistical trends (by day, by hour of day, etc.) is also possible with the new system.

Table 1
Public Service Statistics
Five-Year Comparison

	2015/16	2014/15	2013/14	2012/13	2011/12
USE OF THE FACILITY:					
Patron Count	115,796	112,340	110,989	138,384	139,856
STUDY ROOMS:[1]					
Total Bookings	902				
Hours Occupied	1,601				
INSTRUCTION:[2]					
Classes Taught	55	63	69	49	41
Students Taught	2,217	2,948	2,532	1,573	1,206
MATERIALS CIRCULATED:					
Total Reserve Circulation	8,897	7,184	5,959	7,507	7,266
Total General Circulation	3,061	3,283	3,481	4,088	4,319
Total Materials Circulated	**11,958**	**10,467**	**9,440**	**11,595**	**11,585**
REFERENCE:					
Directional Questions	2,855	5,261	7,768	5,474	4,369
Reference Questions	**1,062**	**1,102**	**1,353**	**1,269**	**1,106**
In Person	942	946	1,136	1,152	985
Via Phone	67	61	86	57	57
Via Email, Chat, or Social Media	34	41	112	53	41
Research Consultations	19	24	19	7	23
Total Questions	**3,917**	**6,363**	**9,121**	**6,743**	**5,475**

1 Statistics for study rooms were not available until January 2016, when the UOF Library began using the LibCal online scheduler.

2 Instruction statistics include both face-to-face and online instruction.

Collection Development Statistics

Since its inception, the UOF Library has striven to create a world-class collection of hospitality materials. To this end, improving the collection, both in quantity and quality, remained an important goal. Approximately 200 physical items were added to the collection this fiscal year, through a combination of purchases and gifts. Additional materials acquired included additional ebooks and streaming videos, the numbers of which are more difficult to quantify.

The emphasis in collecting materials remained on core areas of hospitality management (e.g., lodging, restaurants, and tourism) as well as on niche areas emphasized at the Rosen College (e.g., events, golf & club management, timeshares, and theme parks). Initial investigations were also made into materials that will support the planned new degree program in Entertainment Management and the planned new track in Professional Tennis Management. Special funding is expected for the former in coming years, while funding for the latter is more uncertain.

Managing the growing physical collection also remained a point of emphasis this year. Ongoing shelving, shelf reading, and cleaning continued throughout the year. In addition, staff began a large project to barcode and inventory the UOF Library's bound periodicals, which will continue into the coming fiscal year.

Universal Orlando Foundation Library
Table 2
Print and AV Collection Growth
Five-Year Comparison

Titles Held End of					
	2015/16	2014/15	2013/14	2012/13	2011/12
Rosen General	9,944	9,783	9,474	9,041	8,681
Rosen Reference	793	777	758	725	738
Rosen Media	563	560	550	542	479
Rosen Heritage	42	37	37	36	36
Total	**11,342**	**11,157**	**10,819***	**10,344**	**9,934**

* Total corrected from 2013/2014.

Inside University Orlando Foundation Library at Rosen, 2016
Photo by: Davina Hovanec

Rosen College of Hospitality Management Fountain, 2016
Photo by: Davina Hovanec

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

Highlights of the Year in Retrospect

Collections & Technical Services had a busy and productive year. As always, our most important function is to acquire and make accessible library materials to support student learning and faculty research. We expended just over $6.8 million on the collections, which includes $4.9 million on digital resources. In collaboration with the English, Modern Languages, History, and Political Science departments, we submitted four successful Technology Fee proposals and acquired several important digital collections.

We expanded patron driven acquisitions (PDA) to include the streaming video service, Kanopy, which has proven to be quite popular. Kanopy is designed to work with course management systems, and it has been heavily used in online courses.

In preparation for the Automated Retrieval Center (ARC), over 120,000 bound serial volumes were barcoded and entered into Aleph. In collaboration with Circulation Services, Cataloging Services, Acquisitions & Collections Services, and Interlibrary Loan/Document Delivery Services staff members inventoried the collection, ensuring that items were properly labeled and matched with the correct bibliographic records. Once the ARC is ready, we will be ready to begin the ingest process.

Cataloging staff added 14,476 new print titles to the collection this year, and over half a million bibliographic records were enhanced, improving discovery and access. Four librarians completed the intense Library of Congress training program on the Name Authority Cooperative Project (NACO), and UCF now contributes authority records to the national database.

In addition to working on the inventory project, Interlibrary Loan staff members completed a major project that examined over 7,000 CD-ROMs, removing those that were no longer compatible with current technology. ILL expanded its RapidILL network, making it possible to borrow items within two days or less. In keeping with tradition, the UCF ILL/DDS department has an outstanding reputation because of its 80% fill rate on the borrowing side and 70% fill rate on the lending side.

Complete details are found in the individual departmental reports from Cataloging, Acquisitions, and Interlibrary Loan.

Departmental Goals: 2016-2017

- Continue to advance knowledge and understanding of a variety of metadata schemes within Cataloging Services. Involve more librarians and staff members with digital projects.
- Work with SUS colleagues on the implementation of the Next Gen catalog.
- Continue to build closer working relationships among Acquisitions, Cataloging, and Interlibrary Loan staff members and find opportunities to work with colleagues in all departments.
- Proactively conduct collection assessments, usage analyses, and Web analytics studies to enhance collection services and the user experience.
- Continue preparations for moving the majority of the library's collections into the Automated Retrieval Center.

Advancement Toward the President's Five Goals

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

Achieve international prominence in key programs of graduate study and research
We continued the practice of allocating funding to key areas in which UCF has achieved distinction or has a rising program.

Provide international focus to our curricula and research programs
We continue to add to the collection whenever practicable to enhance its international focus.

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

Be America's leading partnership university
In partnership with the State University System libraries, we share an online catalog to provide access to the wealth of resources available throughout Florida. By working with the Florida Virtual Campus (FLVC), we have access to more than $3 million of digital resources. We rely on our Association of Southeastern Research Libraries (ASERL) colleagues for consortial purchases and collection development activities that strengthen the breadth and depth of materials available to UCF students, faculty, and staff.

Mary Page
Associate Director for Collections & Technical Services

Highlights of the Year in Retrospect

Library Collections

- The Libraries was able to use salary savings and other strategic monies to expend a total of $6,816,244 in 2015-2016. The UCF Libraries continues to supplement the state allocation through the use of strategic funds from various sources including salary savings, one-time IT&R funds, and Technology Fee awards.

- In collaboration with academic units on campus, including the Departments of English, Modern Languages, History, and Political Science, the UCF Libraries received four separate Technology Fee awards in 2015-2016 for the purchase of new collections totaling $458,435.

- The patron-driven acquisitions model on the streaming video platform Kanopy proved successful. The growing collection of 16,170 titles, including educational, documentary, and criterion collections, have provided media content to the coursework in many disciplines. UCF Libraries would only incur cost after substantial use is logged for a title. It is a great cost-savings model to provide media content that is often difficult to acquire. The videos can be embedded in courseware and serve distance education.

- A few subject librarians wrote the collection analyses that were integral parts of the processes of several new academic program proposals. If approved, these new academic programs will play a critical role in serving UCF's future. Terrie Sypolt, Education Subject Librarian, went above and beyond her assigned areas and applied her background knowledge to

the new programs such as Master's in Biomedical Engineering, a Master's in Genetic Counseling, and a Public Health Graduate Certificate in the College of Medicine. Sypolt also shared her expertise to assist the collection assessment training by the Head of Acquisitions & Collection Services.

- A series of collection maintenance projects were conducted throughout the year in preparation for the ARC facility slated to open next fall. The Serials Unit Supervisor Joe Bizon, as well as all staff in the department, trained and directed a group of talented student workers in these projects:

  - The entire bound periodical collection in the John C. Hitt Library, over 120,000 volumes, was finally barcoded and itemized in the library system Aleph to facilitate tracking and location.

  - Collaborating with Cataloging Services, Circulation Services, and Interlibrary Loan & Document Delivery Services, Acquisitions & Collection Services inventoried over 600,000 items for the General Collections in John C. Hitt Library. Staff members in both Serials and Acquisitions lead the student workers in completing tasks such as scanning each of these items to check for proper labeling, ensuring records matching those in the catalog, and repairing or replacing damaged books. This was the first inventory project for the library collection since the mid-1980s.

  - Continuing the microfilm preservation project, over 50,000 reels of microfilm newspaper were tested for vinegar syndrome. Infected films were isolated from the collection to control the spread of this deterioration. Replacements in print, online or on microfilm were identified as part of the project.

Acquisitions & Collection Services: Kate Malahina, Susan MacDuffee, Elena Beredo, Joe Bizon, Ying Zhang, Athena Hoeppner, Kelly Young, Tatyana Leonova, Katie Kirwan, Tina Buck

Purchase Highlights for 2015-2016 (Brief list)

- British Periodicals collection III & IV JSTOR Arts & Sciences IX and X*****

- C19: Index to 19th Century Periodicals*****

■ Executive Branch Document*****

■ IET eBook package

■ IEEE Wiley eBooks front list Mango Languages Learning*****

■ Morgan & Claypool Colloquium Collections 3&4

■ *Orlando Sentinel* newspaper complete collection in 1950s and 1960s on microfilm

■ Synthesis Digital Library, Collections 7 & 8

■ Sage Knowledge Reference and Handbooks 2015 & 2016 Supplements

■ Women & Social Movements in the United States – Scholar's Edition*****

* Funded by Tech Fees

Electronic Resources

Invoices totaling $4,974,340 were expended on electronic resources, of which 80% represent recurring expenses and 67% online journals.

Spend by Recurrence Type	
Recurring	$3,989,847
Non-Recurring	$399,699
One Time	$441,681
Tech Fee	$458,435

Spend by Content Type	
Journal/Serial	$3,356,827
Database	$1,201,533
eBooks	$438,868
Other	$68,494
Media	$27,485

■ **QuickSearch (formerly OneSearch):**

- Two changes were made to our EBSCO Discovery Service (EDS) in coordination with the Libraries' website redesign: we rebranded "OneSearch" as "QuickSearch"; and we added a new profile, "Articles QuickSearch" (AQ), for discovering scholarly full-text articles.

- We continued to use the main profile as the primary search on the library homepage, along with a somewhat hidden profile that finds only open access content, and an API-profile for the LTI integration of QuickSearch into the Canvas page editor.

- Usage across all the profiles increased in every category over previous years. The new AQ profile appears to have had the intended result

of improving discovery and access for articles. Even though it makes up only 11% of the total 2015/2016 use, AQ had a higher rate of both full-text use and abstract view per session.

Library Resources Expenditures

Five-Year Comparison Total Expenditures

2015/2016	$6,816,244
2014/2015	$6,768,105
2013/2014	$6,506,355
2012/2013	$6,118,881
2011/2012	$6,451,724

Special Funding (2015-2016)

■ $458,435 was awarded to the UCF Libraries from the UCF Technology Fee Committee.

■ $3,000 was funded to support the new B.A in the Writing and Rhetoric Department

FT and Abstract Views per Session

	Main		Article	
Full Text	1.56		1.91	
Abstract		1.82		2.04

Sessions per EDS Profile

- EDS Main 88%
- EDS Article 11%
- Other 1%
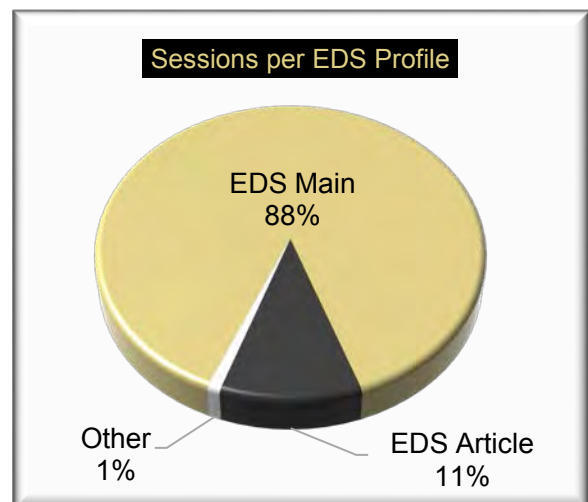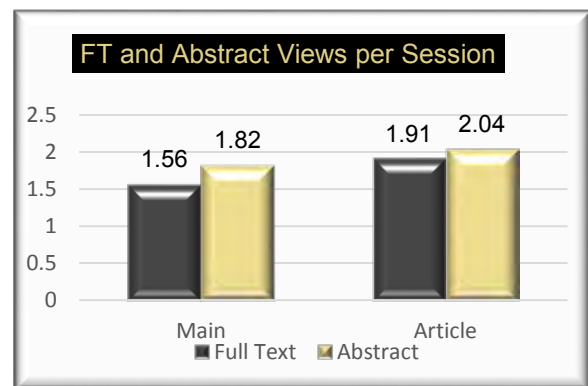
Staffing Changes

- Michael Arthur resigned on August 6, 2015 to take a position in Alabama.

- Tina Buck joined the department on August 10, 2015 as Electronic Resources Librarian.

- Ying Zhang was appointed the Interim Head for Acquisitions & Collection Services.

- Cara Calabrese resigned in October 2015 to take a librarian position at Miami University.

- Kelly Young resigned in June 2016 to take a position outside of UCF.

Report on Departmental Goals: 2015/2016

- **Prepare the Collections to move to the ARC, including finishing barcoding all bound periodicals, assisting Cataloging Services in completing inventory of the General Collection in the John C. Hitt Library; continue reviewing and preserving the microfilm collections.**

  The two projects: barcoding and itemizing all bound periodicals, and inventorying the General Collection in the John C. Hitt Library, have been completed. The microfilm collection continued to be examined for vinegar syndrome and preservation. All these projects will prepare the collections well in anticipation of the ARC ingest in late 2017.

- **Review all workflows and compile detailed documentation to prepare for the pre-migration of ILS.**

  With the increase in materials acquired in electronic format and the addition of another Electronic Resources Librarian, all workflows were reexamined, procedures and policies were updated and organized to ensure accuracy. This adjustment and realignment are expected to reduce the disruptions on workflow during the migration of the ILS.

- **Lay the groundwork for a migration to EBSCO's Full-Text Finder and Publication Finder products by correcting/enhancing SFX and EBSCO knowledgebases, and testing for accuracy and ease of use knowledgebases, and testing for accuracy and ease of use.**

  The librarians pursued training and testing of the Full-Text Finder and Publication Finder products, including their part in the eventual Sierra-Encore Duet migration. The ongoing improvement of our SFX knowledgebase continues as we evaluate the most efficacious time and method for migrating.

- **Continue collaboration with other departments in the Libraries as well as departments in Information Technologies & Resources to facilitate the state and federal mandate of "textbook affordability."**

Participated in the discussions on the TA initiatives and played an advisory role on acquired collections that can be served as textbook alternatives.

- **Review and reorganize the workflow for eResources, with the new eResources Librarian on board. Continue identifying collections that can be transitioned to electronic formats and developing procedures to enhance the access for eResources.**

  Due to the position changes among the faculty in the department, workflow in each functional unit was reexamined and rearranged with more focus on the electronic resources processing, maintenances and management. The new Electronic Resources Librarian took over the coordination with the Electronic Resources Cataloger and improved the communication between resource acquisitions and cataloging.

- **Migrate existing or create new database and access related content to the new WordPress-based Libraries website. Verify that the database pages transition from the Intranet-based database system to the LibGuides presentation is complete, functional, and coordinated with the WordPress pages.**

  The new eResources Librarian has assumed oversight of the database asset system in LibGuides, which is functional and well-used. Improvements are ongoing.

Departmental Goals: 2016/2017

- Actively contribute to a successful statewide migration to a new integrated library system and discovery interface and strive toward highly effective staff training and system implementation.

- Fill the vacancies in librarian and staff positions so that the department can focus more on other strategically important plans to bring the acquisitions and collection services to a higher level.

- Continuously reexamine the workflow in all areas in the department and realign assignments and duties to enhance service to internal and external users.

- Proactively conduct collection assessments, usage analyses, and Web analytics studies to enhance collection services and the user experience.

- Collaborate with other Libraries departments on space planning to ensure an optimal implementation of Phase 1 in the ARC Project.

Performance Enhancement Recommendations

- Fill the librarian and staff position vacancies to restore full staffing for the department.

■ Actively participate on the FALSC Sierra Implementation Working Groups and Discussion Groups.

■ Continue collaboration with faculty and subject librarians to build and manage strong library collections to support UCF's missions.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

To help faculty and students excel in undergraduate education, Acquisitions and Collection Services selects and acquires high-quality print and online content. Collection policies are reviewed and updated regularly to support the SACSCOC process and to align the selection policies and allocations with UCF's changing programmatic needs. The department has a high success rate with student Technology Fee funded acquisitions, which enabled us to add higher-priced, outstanding content that supports undergraduate education.

Achieve international prominence in key programs of graduate study and research

The UCF Libraries collaborated with faculty and researchers to identify potential resources for new proposal programs and purchase specific products that enhance graduate study and research. As part of the UCF faculty, librarians are actively involved in faculty committees and serving as Graduate faculty. Maintaining and expanding subscriptions support rapid growth in the UCF graduate studies and research, helping to move UCF towards international prominence

Provide international focus to our curricula and research programs

The UCF Libraries continued purchasing content that has a global focus. For example, Mango Languages Learning funded by Tech Fee is a self-learning tools for students to learn almost 70 languages, as well as English for foreign speakers in their native language interface. Resources like Mango bring an international focus to UCF.

Become more inclusive and diverse

Acquisitions and Collection Services staff members participated in diversity programs. The UCF Libraries continued to support programs on campus that promote diversity within the classroom and through campus activities including Women's Studies, Jewish Studies, African American Studies, Latin American Studies, and LGBT Studies. Newly acquired resources such as Women & Social Movements in the United States are great examples.

Be America's leading partnership university

Librarians in this department actively participated in regional and national groups to expand library resources (consortium purchases) and address mutual concerns (electronic archiving, resource digitalization projects). The UCF Libraries continued memberships in the Center for Research Libraries (CRL) and the Association of Southeastern Research Libraries (ASERL). These collaborations and partnerships between UCF and major publishers and library vendors result in the library being able to provide content that is in high demand with the advantage of discounted pricing.

Field Trip: In front of the fountain at the Rosen College of Hospitality Management: Kelly Young, Jamie LaMoreaux, Angiemarie Villafane (Cataloging Services), Joe Bizon, Kate Malahina, Cara Calabrese

STATISTICS
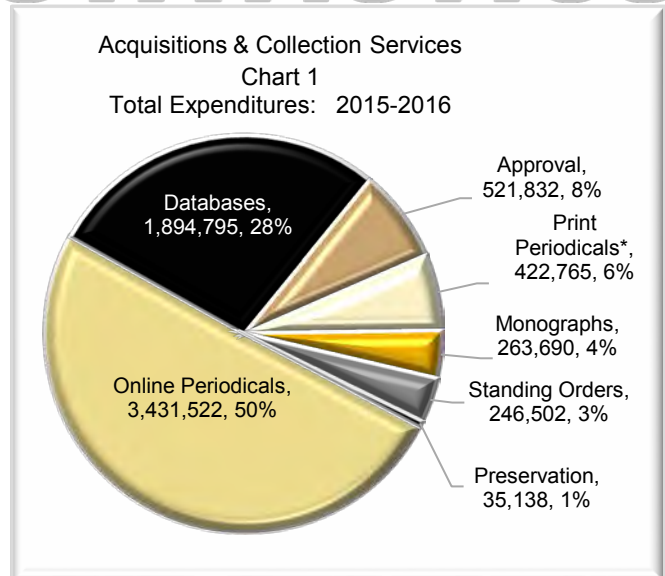
Acquisitions & Collection Services
Chart 1
Total Expenditures: 2015-2016

Databases, 1,894,795, 28%
Approval, 521,832, 8%
Print Periodicals*, 422,765, 6%
Monographs, 263,690, 4%
Standing Orders, 246,502, 3%
Preservation, 35,138, 1%
Online Periodicals, 3,431,522, 50%

*New category from 2015/16, separating the Serials into Online Periodicals and Print Periodicals

Acquisitions & Collections Services
Table 1
Current Five Years

	2015/16	2014/15	2013/14	2012/13	2011/12
ITEMS RECEIVED					
Approvals	9,847	7,913	8,684	9,308	9,823
Firm Orders	13,819	8,051	5,209	6,317	6,462
Gifts	1,093	412	40	2,241	7,750
Standing Orders	1,939	1,396	1,290	1,170	1,419
TOTAL	**26,698**	**17,772**	**15,223**	**19,036**	**25,454**
BOUND PERIODICALS	**930**	**1,073**	**1,693**	**1,306**	**1,749**
MICROFORMS					
Film	223	168	239	284	294
Fiche	18,782	23,166	32,922	32,887	33,841
TOTAL	**19,935**	**24,407**	**34,854**	**33,171**	**34,135**
PERIODICALS/SERIALS					
Main(Print)	771	990	1,047	1,171	1,195
CMC(Print)	12	12	12	12	12
Rosen(Print)	55	77	77	77	74
Newspapers	4	4	5	6	6
E-Databases	365	481	475	366	365
E-Journals	**	52,337*	49,060*	41,677*	39,600*
print + online	233	(297)	(306)	(368)	(326)
e-only	8,313	(52,040)	(48,754)	(41,309)	(38,927)
Total Active Subscriptions	**9,753**	**53,901**	**50,676**	**43,309**	**41,252**

* Includes all E-Journals purchased and accessed.
**No longer reported.

Acquisitions & Collections Services
Table 2
Percentage Comparison - Current Five Years

	2015/16	2014/15	2013/14	2012/13	2011/12
Expenditures					
Approval	8%	8%	8%	9%	11%
Databases	28%	22%	24%	33%	31%
Monographs	4%	4%	4%	4%	6%
Preservation	1%	1%	1%	1%	1%
Online Periodicals	50%	1%	1%	1%	1%
Print Periodicals*	6%	61%	58%	47%	45%
Standing Orders	3%	3%	4%	5%	5%
TOTAL	**$6,816,244**	**$6,768,105**	**$6,506,355**	**$6,118,881**	**$6,451,724**

*New category from 2015/16, separating the Serials into Online Periodicals and Print Periodicals

Acquisitions & Collections Services
Table3
Branches & Regional Campus – 2015-2016

	Monograph	Periodicals	Standing Orders	Databases	Total
Rosen	$21,851	$27,123	$1,243	$2,185	$52,402
CMC	21,985	797	0	0	22,782
Eastern	$3,369	0	0	0	$3,369
Southern	$5,069	0	0	0	$5,069
Western	$3,152	0	0	0	$3,152
TOTAL	**$33,575**	**$27,920**	**$1,034**	**$2,040**	**$86,774**

Acquisitions Services
Table 4
*Five-Year Expenditure History**

	2015/16	2014/15	2013/14	2012/13	2011/2012
MONOGRAPHS	**$785,522**	**$806,654**	**$787,214**	**$863,322**	**$1,102,302**
Approvals	521,832	542,344	495,363	525,053	689,125
Firm Orders	252,100	262,711	288,917	273,160	404,244
Approvals	521,832	542,344	495,363	525,053	689,125
Regional Libraries	**11,590**	**262,711**	**288,917**	**273,160**	**404,244**
Eastern	3,369	8,683	6,814	11,348	$10,356
Southern	5,069	8,853	7,982	11,138	$12,045
Western	3,152	8,881	8,232	8,645	11,533
SERIALS TOTAL:	**	3,663,868	3,573,976	3,149,923	$3,204,601
Standing Orders	246,502	233,850	259,777	278,175	300,837
Print Periodicals	422,765	435,633	521,005	533,579	518,643
Periodicals Online	3,431,522	2,994,385	2,793,194	2,338,169	2,385,121
DATABASES	**1,894,795**	**2,213,872**	**2,059,500**	**2,016,641**	**$2,029,801**
Periodical Databases	***	712,401	474,285	409,795	337,068
Subscriptions	1,780,282	1,174,411	1,377,030	1,102,353	839,881
Back Volumes & Monographs	114,513	327,060	208,185	504,493	852,852
PRESERVATION	**35,138**	**57,294**	**62,637**	**57,864**	**$81,086**
Microforms	20,584	40,673	41,410	42,210	50,867
Binding	14,554	16,621	21,227	15,654	30,219
TOTAL	**6,816,244**	**6,768,105**	**6,506,355**	**6,118,881**	**$6,451,724**

* Included in the Firm Orders

** Change in reporting categories

*** Reported under "Online Periodicals"

≠ In addition to the above noted funds that are used to support the teaching and research mission of UCF, the Florida Virtual Campus (FLVC) also funds and maintains a collection of databases, e-books, and other online resources which are made available to all state universities in Florida.

Acquisitions & Collection Services
Table 5
COUNTER Stats for E-Resources (5-Year Summary)

	2015/2016	**2014/2015**	**2013/2014**	**2012/2013**	**2011/2012**
Searches	3,310,912	3,230,771	3,077,671	11,319,901	11,394,659
Results Clicks	4,029,265	3,642,660	- - -	- - -	- - -
Full-Text	2,607,468	2,491,867	2,474,747	2,839,147	2,879,851
Sessions				2,466,587	1,818,282

Acquisitions & Collection Services
Table 6
Selected E-Resources Annual Usage Details (COUNTER)

	Searches 2016	Full Text* 2015/2016	Results Clicks 2016
Databases			
Alexander Street Press	16,166	2,831	1,091
EBSCOhost **	2,594,564	649,899	3,681,835
Engineering Village	3,646		
FirstSearch	22,530		
Gale	166,913	37,350	37,300
LexisNexis Academic	36,681		
MathSciNet/AMS	22,885	395	9,571
ProQuest	114,573	99,588	75,094
Readex Newsbank	2,118	18,458	
Web of Knowledge	117,572		106,164
eBooks and Media			
Alexander Street Press Media		18,860	
Cambridge E-Books Online		2,672	
EBL		1,969	
ebrary		20,990	
EBSCO Ebooks		19,848	
Elsevier eBooks		5,086	
Gale eBooks		24,191	
IEEE Ebooks		1,422	
Morgan & Claypool		556	
Oxford eBooks		17,679	
Ovid eBooks		619	
Sage SKM, SRM		8,808	
Springer E-Books and Protocols		276,277	
E-Journals			
ACM Journals		11,956	
ACS Publications	8,609	39,912	2,947
AIP Scitation	882	19,409	1,185
American Physical Society		16,557	
Cambridge University Press		8,535	
Elsevier ScienceDirect		481,254	
Emerald	1,792	19,795	841
IEEE	22,477	36,067	
IOP Optics InfoBase		14,462	
JSTOR	77,173	177,211	70,903
Nature Palgrave Journals	2,949	61,505	
Optical Society	2,023	26,779	1,556
Ovid Journals	49,099	58,738	1,379
Oxford Journals		26,731	9,828
Project MUSE	2,755	14,117	1,517
Royal Society Chemistry	2,482	20,855	52
Sage Journals		93,186	
Science		15,219	
Springer Journals		78,799	
Taylor & Francis	8,124	89,924	2,658
Wiley Journals		109,096	

* Full-Text Reporting includes JR1, BR1, BR2, and MR1
** Reporting EBSCOhost Regular searches in PR1

UCF

Acquisitions & Collection Services
Table 7
*Streaming Video Title Annual Usage by Providers (NON-COUNTER)**

Provider	Video Plays/Views	Titles Used	Titles in Report
ASP	17,796	9,222	9,222
FMG	3,097	90	104
Kanopy	6,658	1,243	2,076

* Streaming video providers only supply usage data for titles in NON-COUNTER format

Acquisitions & Collection Services
Table 8
QuickSearch Usage (NON-COUNTER) 5-Year Summary
See also the COUNTER usage for a normalized account of searches and full-text use.

Use Type	FY2015/2016	FY2014/2015	FY2013/2014	2013	2012
Sessions	673,049	634,217	321,267	502,954	182,496
Searches	282,268,454	246,617,542	118,006,281	175,542,728	63,178,700
Abstract	1,232,486	1,077,719	553,037	362,921	91,739
Hosted Full Text	397,380	368,482	187,632	335,840	131,990
Linked FT or Service	669,976	582,855	293,607	852,709	285,000

Katie Kirwan, chair of the planning committee for the Director's Advisory Group annual fundraiser, Chili Spudtacular Fest, ready to collect the donations. (Fall 2015)

Kate Malahina and Elena Beredo pose with UCF mascot Knightro at the kickoff of the Live United campaign.

Athena Hoeppner exhibits the award she received for 20 years service to the UCF Libraries as Director of Libraries Barry Baker looks on.

Ying Zhang
Head, Acquisitions & Collection Services

Highlights of the Year in Retrospect

A total of 14,476 print titles were added to the University Libraries in 2015-2016. Bibliographic maintenance activities enhanced an astonishing 561,616 records this fiscal year, which enabled better access for UCF students, faculty, and staff.

Four librarians (Eda Correa, Kimberly Montgomery, Jeanne Piascik, and Peter Spyers-Duran) participated in Name Authority Cooperative Project (NACO) training given by the Library of Congress. This training will enable UCF to contribute authority records to the national authority database and help promote consistency of usage.

A major project undertaken this year was the inventory of the entire general collection of books in the John C. Hitt Library. Cataloging Services participated in this project along with staff, librarians, and students from Acquisitions Services, Circulation Services, and Interlibrary Loan. Files of scanned barcodes are being compared against the holdings in the online catalog and the resulting analysis will allow the Libraries to determine which items are missing or misplaced, need repair or maintenance, or require additional cataloging or record linking.

A welcome professional development opportunity presented itself this year with the American Library Association Annual Conference coming to Orlando. All librarians and three staff members were in attendance.

Cataloging Services Senior LTA Letty Abulencia enjoys her visit to the exhibits at the American Library Association Annual Conference

Changes in Staffing
No changes.

Lindsey Ritzert (head, Circulation Services), Jeanne Piascik (Principal Cataloger Cataloging Services), and Joe Bizon (Acquisitions LTA Supervisor) with the poster session, "A 21st Century Inventory for a 21st Century Library," American Library Association Annual Conference, Orlando, June 2016. Other members of the team not pictured above are Kristine Shrauger (head, Interlibrary Loan) and Peter Spyers-Duran (Catalog Serials Coordinator Librarian Cataloging Services).

Report on Departmental Goals: 2015-2016

■ **Continue to advance knowledge and understanding of a variety of metadata schemes within the cataloging department. Have more librarians and staff members become involved with digital projects.** *Sai Deng tested the application of linked data authority records to CONTENTdm and Digital Commons. She also worked on ways to apply Resource Description and Access (RDA) standards to non-MARC records for digital objects.*

■ **Develop expertise in new standards and metadata creation.** *Faculty and staff in Cataloging Services enhanced their knowledge of standards and metadata creation with a combination of webinars and in-house training.*

■ **Work with SUS colleagues on the ongoing improvement of the shared bib environment. Participate in statewide efforts related to cataloging, authority control, and bibliographic maintenance. Assume an active role in the implementation of the Next Gen catalog.** *Kimberly Montgomery and Jeanne Piascik have been active contributors to the SUS on several committees and task forces. Montgomery has been a major contributor to the work of the Bibliographic Control and Discovery Subcommittee, including serving as co-chair of the subcommittee and chair of the Batchloading Best Practices Task Group. Piascik has served as co-chair of the Cataloging, Authorities, and Metadata Committee, and as a member of the Authorities Subcommittee. She is also a member of the Sierra Implementation Cataloging/Authorities Working Group, which will oversee that aspect of the statewide library system implementation. Eda Correa, Montgomery, Piascik, and Peter Spyers-Duran have participated in training and will be contributing to the Florida Funnel Project for NACO authorities.*

■ **Continue to build closer working relationships with Acquisitions and Interlibrary Loan staff members and find opportunities to work with colleagues in all department.** *Members of Cataloging Services worked closely with their colleagues in Acquisitions, Circulation, and Interlibrary Loan during the inventory of all the books in the John C. Hitt Library general collection (approximately 950,000 items).*

Departmental Goals: 2016-2017

■ Assume an active role in the preparation for and implementation of the Next Gen catalog. Participate in statewide efforts related to cataloging, authority control, and bibliographic maintenance.

■ Contribute records to the Name Authority Cooperative Program (NACO).

■ Continue to build closer working relationships with Acquisitions and Interlibrary Loan staff members and find opportunities to work with colleagues in all departments.

■ Begin preparations for moving the majority of the John C. Hitt Library's collections into the Automated Retrieval Center (ARC). Finish work on the inventory project.

■ Continue to advance knowledge and understanding of a variety of metadata schemes within the cataloging department. Have more librarian and staff members become involved with digital projects. Develop expertise in new standards and metadata creation.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
Cataloging and metadata creation give UCF students the ability to search for information needed for study and research. Extensive bibliographic maintenance keeps links current and assures accessibility of materials.

Achieve international prominence in key programs of graduate study and research
Sai Deng delivered an updated Data Documentation and Metadata workshop in the Graduate Student Center.

Provide international focus to our curricula and research
We have actively worked with faculty in the Latin American Studies program to build a collection that supports the program. Eda Correa assumes primary responsibility for making Spanish language materials accessible.

Become more inclusive and diverse
As we strengthen the Latin American collection, cataloging staff members routinely process materials in both English and Spanish. Our multicultural staff is skilled in a variety of languages, and we expand this aspect of our workforce whenever the opportunity arises. Members of Cataloging Services began to add records for the Kaplan Collection, which focuses on women's and gender studies.

Be America's leading partnership university
We work with colleagues across Florida to provide and enhance access to scholarly resources. Our cooperative working relationships extend to regional libraries, other members of the state university libraries, and now include state college libraries as we transition to a new integrated library system and a single statewide database. Membership in OCLC benefits the UCF community with access to the international bibliographic database.

Performance Enhancement Recommendations

Filling the currently vacant Senior LTA Supervisor position would help expedite major projects such as inventory and preparation for the Automated Retrieval Center. Access to electronic materials would be greatly facilitated if more personnel could be assigned to this area.
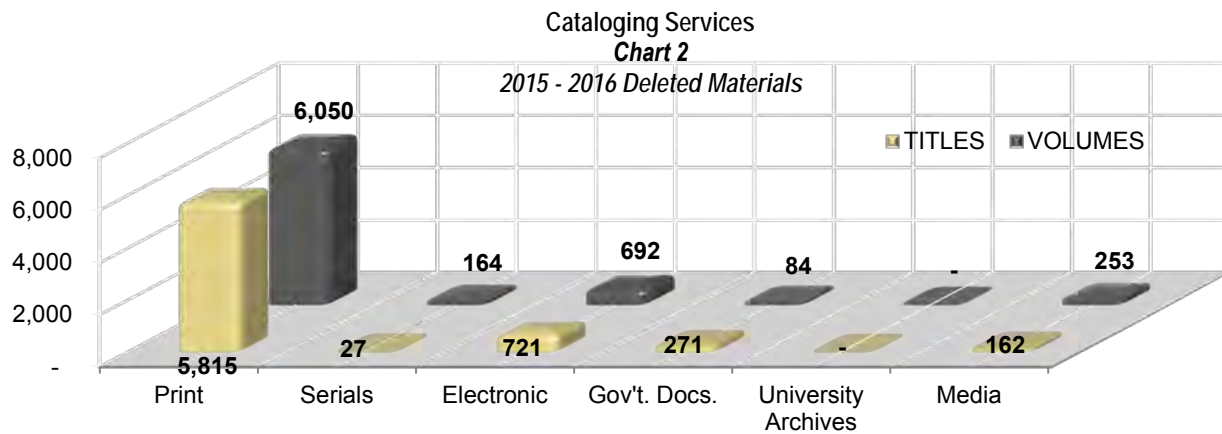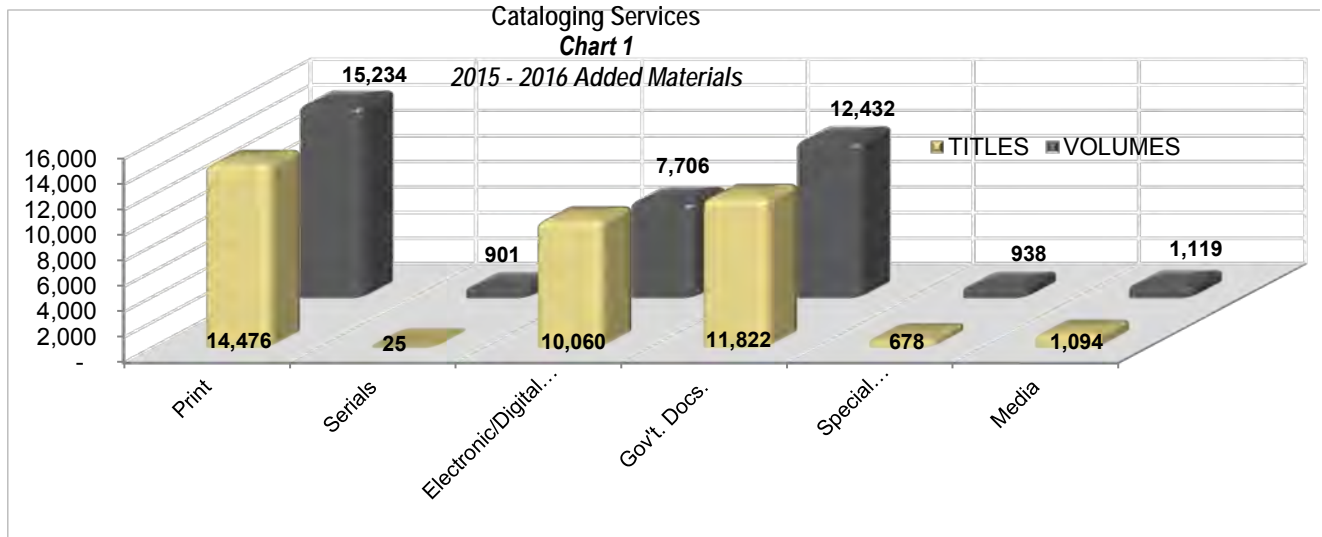
STATISTICS

Cataloging Services
Table 1
2014/2015 – 2015/16 Comparative Highlights

Bib Maintenance	2015/16	2014/15
Barcodes (damaged, missing)	3,985	590
Labels (corrections, damaged, missing)	2,187	318
OCLC LHR	7,040	3,234
Location change	792	404
Move HOL record	6,317	97
Move order record	141	287
Rebinds	352	401
Replacements	42	30
Review of bib maintenance request	2,117	430
Transfers	1,368	19
Upgrade existing catalog record	537,275	49,141

Cataloging	2015/16	2014/15
Browsing	244	227
Original cataloging	1,164	650
OCLC error reports	77	35
Priorities	162	417
Upgraded cataloging	33,035	10,779
Total	**34,682**	**12,108**

Summary	2015/16	2014/15
Bib Maintenance	561,616	54,951
Cataloging	34,682	12,108

Cataloging Services
Chart 1
2015 - 2016 Added Materials

Legend: TITLES, VOLUMES

Category	Titles	Volumes
Print	14,476	15,234
Serials	25	—
Electronic/Digital...	10,060	901
Gov't. Docs.	11,822	7,706
Special...	678	12,432
Media	1,094	938
		1,119

Cataloging Services
Chart 2
2015 - 2016 Deleted Materials

Legend: TITLES, VOLUMES

Category	Titles	Volumes
Print	5,815	6,050
Serials	27	—
Electronic	721	164
Gov't. Docs.	271	692
University Archives	-	84
Media	162	253

Total	561,616	54,951

Total	596,298	67,059

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

Legend: TITLES, VOLUMES

Year	Titles	Volumes
2015/16	38,155	38,330
2014/15	34,419	35,007
2013/14	271,468	273,091
2012/13	48,225	49,607
2011/12	101,714	103,539

UCF
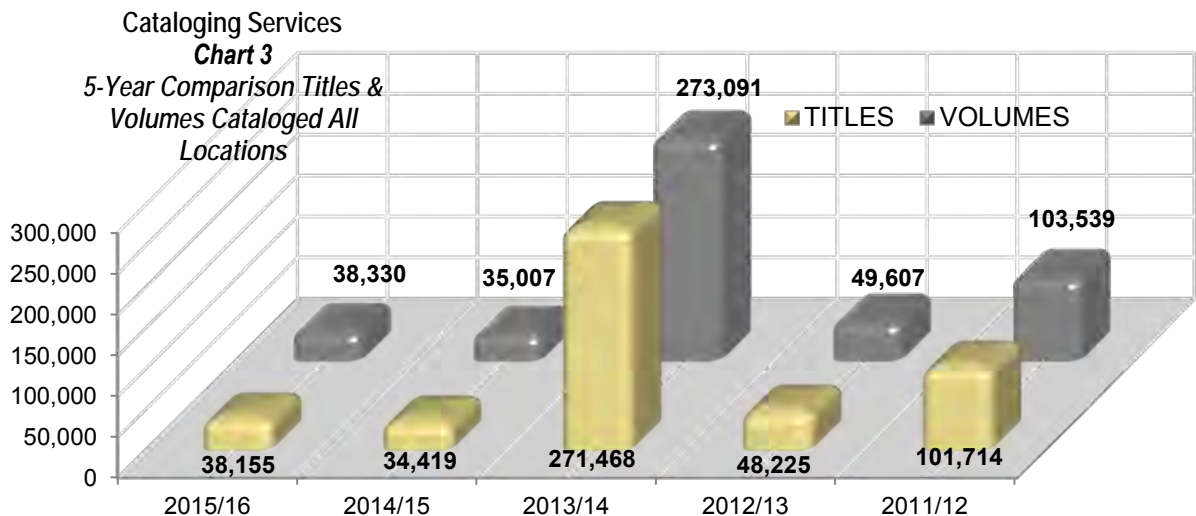
Cataloging Services
Table 2
2015-2016 Added Materials

PRINT	Titles	Volumes
Orlando	11,931	12,408
Curriculum Materials Center	1,551	1,781
CCF: Ocala	20	20
DSC: Daytona	49	49
EFSC: Cocoa, Melbourne, Palm Bay	104	106
LSCC: Leesburg, Clermont, Sumter	11	11
Rosen	289	337
SSC: Altamonte, Lake Mary, Sanford	29	29
VCC: Kissimmee, Metrowest, Osceola	28	29
Outsource (YBP)	464	464
Sub-Total	**14,476**	**15,234**

ELECTRONIC		
CONTENTdm-Digital Objects	1,322	0
eBooks	7,352	7,352
Integrating Resources	4	0
Monograph (ETD)	354	354
Serials	1,028	0
Sub-Total	**10,060**	**7,706**

SERIALS		
Orlando	24	880
Other Locations	1	21
Sub-Total	**25**	**901**

U.S. GOV'T. DOCS.	**11,822**	**12,432**

SPECIAL COLLECTIONS	**657**	**773**

UNIVERSITY ARCHIVES	**21**	**165**

TOTAL	**37,061**	**37,211**

MEDIA	Titles	Volumes
Orlando		
Audiobooks	0	1
CDs (Music/Audio)	86	67
CD ROMS/DVD ROMS	5	10
DVDs	97	123
Streaming Videos	787	787
Videorecording	3	3
Sub-total	**978**	**991**
Curriculum Materials Center		
Activity Cards	0	8
CDs (Music/Audio)	11	10
CD Roms/DVD Roms	3	9
DVDs	32	44
Games	9	12
Kits	4	8
Models	1	1
Playaways	3	3
Realia	13	18
Sub-total	**76**	**113**
Rosen		
DVDs	33	2
Sub-total	**33**	**2**
Regional Campuses		
DVDs	7	13
Sub-total	**7**	**13**
TOTAL	**1,094**	**1,119**

SUMMARY	TITLES	VOLUMES
Print	27,001	29,505
Electronic/Digital Objects	10,060	7,706
Media	1,094	1,119
GRAND TOTAL	**38,155**	**38,330**

Cataloging Services
Table 3
2015-2016 Deleted Materials

PRINT	Titles	Volumes
Orlando	865	873
Curriculum Materials Center	1,970	2,003
DSC: Daytona	2,853	2,868
EFSC: Cocoa, Melbourne, Palm Bay	7	39
LSCC: Leesburg, Clermont, Sumter	0	0
Rosen	120	267
Sub-Total	**5,815**	**6,050**

SERIALS		
Orlando	11	157
Other Locations	16	7
Sub-Total	**27**	**164**

ELECTRONIC	721	692

U.S. GOVERNMENT DOCS.	271	84

TOTAL	6,834	6,990

MEDIA	Titles	Volumes
Orlando		
CD ROMs/DVD ROMs	97	172
DVDs	3	3
Video recordings	1	1
Sub-total	**101**	**176**
Curriculum Materials Center		
Cassettes/Audio Tapes	3	5
CD Music/Audio	6	10
CD-ROMs/DVD-ROMs	2	2
Games	5	5
Kits	4	4
Realia	5	6
Videorecordings	8	8
Sub-total	**29**	**70**
Regional Campuses		
CD Roms/DVD Roms	21	22
DVDs	5	11
Floppy discs	0	2
Sub-total	**26**	**35**

TOTAL	162	253

SUMMARY	TITLES	VOLUMES
Print	6,113	6,298
Electronic	721	692
Media	162	253
TOTAL	**6,996**	**7,243**

Principal Cataloger Jeanne Piascik and long-time Cataloging Services employee, now retired, Alice Crist pose amidst some of their decorations for Halloween 2015, The Nightmare Before Christmas.

Jeanne Piascik
Principal Cataloger
Cataloging Services

Mary Page
Associate Director for
Collections & Technical Services

Interlibrary Loan/Document Delivery Services   UCF

Highlights of the Year in Retrospect

The Interlibrary Loan and Document Delivery Services (ILL/DDS) department continues to see a downward slide of requests for borrowing, document delivery, and lending. As patrons continue to find their articles either full-text, using QuickSearch, using Google to locate or accessing articles via Sci-Hub, Reddit, Twitter or emailing the author directly.

Interlibrary Loan and Document Delivery Services continues to work with other departments to prepare focus on a variety of improvements. This year, we focused on two areas: inventory and CD-ROMs. Several of our student assistants spent time in the stacks, scanning barcodes of each monograph item on the 1st floor and part of 4th floor as part of the multi-department project. The other project, reviewing the CD-ROMs, was more labor intensive. Each of the 7,400 CD-ROMs that are currently housed in Circulation were reviewed to check for compatibility with today's technology. The project took a little over a year. The next phase of the project is to remove those CD-ROMs that are no longer working.

Overall, this year we have continue to make reciprocal agreements with libraries that use RapidILL and provide fast service. The number of Rapid libraries continues to grow, which widens our network of libraries from which we can borrow items within the 24-48-hour turnaround time. We look for ways to gain access to articles, by going directly to the commercial document provider. Our ability to purchase and provide items globally continues to shrink as UCF's procurement card no longer allows international purchases and the British Libraries has stopped providing articles through interlibrary loan services.

ILL/DDS continues to provide fast turnaround service to those patrons that do submit requests to the department. The average turnaround time is less than five days average for an article and on average ten days for books or multimedia items. Most of the 8,826 journal articles or book chapters that were filled using the Rapid system averaged a turnaround time of 10.6 hours. Document Delivery Services, an internal service, in which staff members pull items for faculty, staff, graduate students and joint-use/branch/distance learners averaged a turnaround time of 1.24 days for articles and 3.01 days for books including weekend hours. Books, for our patrons, were borrowed from mainly within the state of Florida

One continual goal is to increase our fill rate for both borrowing and lending. On the borrowing side, we currently have an 82% fill rate. The top three reasons that we cancel requests include:

- Items are being requested by undergraduates and we own the item. In those instances, we will cancel the request, which allows undergraduates to learn how to use the library.
- We terminate borrowing requests from patrons for articles or books in a foreign language. We ask that patrons identify the languages that they can read, if the article/book comes in Turkish, Arabic, or

Croatian, we will cancel the request and ask that the patron resubmit the request, noting that the patron can read the foreign language.

- We have exhausted all possible sources. This means that either one or two libraries owns the requested item and they are unable to lend it; it is held overseas and we are unable to acquire it; or we could not find a library or publisher that actually owned the item.

On the lending side, we currently have a 70% fill rate. The fill rate for lending remains about the same as the previous year. The top reasons for unfilled requests include:

- The item is already checked out.
- We only own the eBook version of the item and we are unable to lend the item.
- The range of our serial holdings does not fit the request.

As the inventory for general collection is currently underway, we hope that the efforts of finding out exactly what we have in the collection, fixing misshelved books, identifying items that are lost or missing will help increase the fill rate for lending and borrowing..

Changes in Staffing

No changes in staffing this year.

Departmental Goals: 2015-2016

The overarching goal for the department is to continue to work with Cataloging Services and Acquisitions & Collection Services to increase the fill rate for both Borrowing and Lending.

Some additional projects to explore are:

- **Talking with the joint-use facilities and seeing if we could implement WebCirc ILLiad at their locations.** *Asked about implementing ILLiad WebCirc at several of the joint-use facilities and at Rosen library. Rosen Library was willing to implement WebCirc. The joint-use facilities listened and asked questions, but felt that the current procedures met their needs.*

- **Updating DocLine.** *Put to the side as staff focused on reviewing CD-ROMs and working on the inventory project.*

- **Finishing up the collaborative project with Circulation and Acquisitions of reviewing 6,000 CD-ROMs to see if they work with today's technology.** *Completed reviewing 7,400 CD-ROMs to see if they worked. A little over half of the CD-ROMs did not work with today's computers. Pat Tiberii, in ILL/DDS, has been working with Cataloging to remove the CD-ROMs from the system instead of sending them upstairs to be withdrawn.*

Departmental Goals: 2016-2017

- Update ILLiad to 8.7.
- Continue to find ways to integrate into Technical Services.
- Join/participate in OCCAM's Reader.
- On the Borrowing side, test out various ways to follow ALA RUSA's new rule of not using removable book labels on other libraries' books.

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Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida
- Interlibrary Loan/Document Delivery Services supports undergraduates by providing interlibrary loan requests.

Achieve international prominence in key programs of graduate study and research
- Continued to be members of Center for Research Libraries (CRL) and RapidILL. CRL allows graduate students access to materials from around the world and Rapid allows quick turnaround time for articles from around the world.

Become more inclusive and diverse
- Continued the departmental practice of hiring minority and international students and staff.

Be America's leading partnership university
- Provided interlibrary loan and document delivery services to faculty, students, and staff members at all regional campuses and all distance learners. Provided lending services to all public libraries, universities, and colleges throughout the state of Florida and throughout the world.

Performance Enhancement Recommendations

- To be more integrated with Technical Services.

Interlibrary Loan/Document Delivery
Table 1
Top Journals Requested, 2015/16

Journal of Nuclear Materials
PsycCritiques
Europeens, "indigenese" et juifs en Algerie (1830-1962) : representations et realities des populations
The Nursing Clinics of North America
Nursing Leadership Forum

Interlibrary Loan/Document Delivery
Table 2
Highest Number of Document Delivery Users

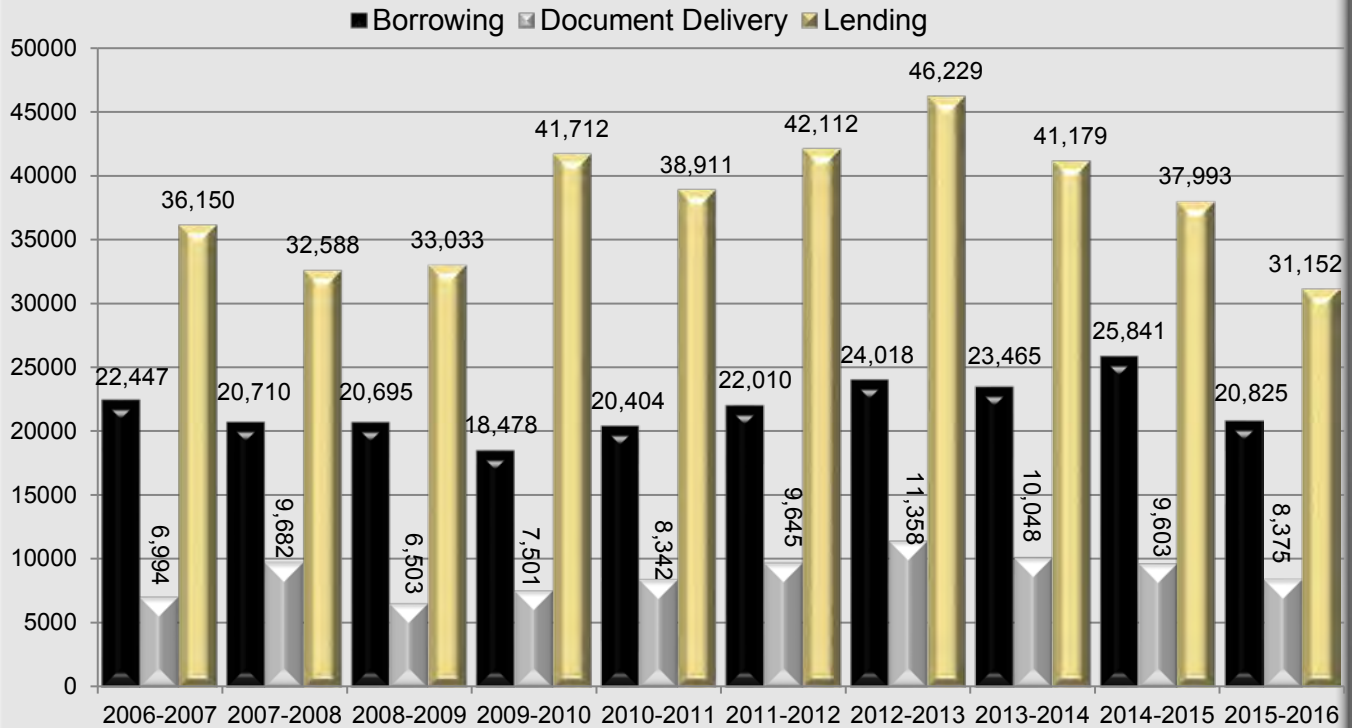|	
Psychology	1,169
Nursing	853
Education	756
Engineering	430
Mechanical Engineering	368
English	345

Interlibrary Loan/Document Delivery Services
Table 3
Top items being requested via Document Delivery Services

Department	Total
ProQuest Dissertations & Theses	200
Advances in Nursing Science	145
Nursing Outlook	95
Journal of Nursing Education	65
Psychological reports	59
Perceptual and motor skills	46

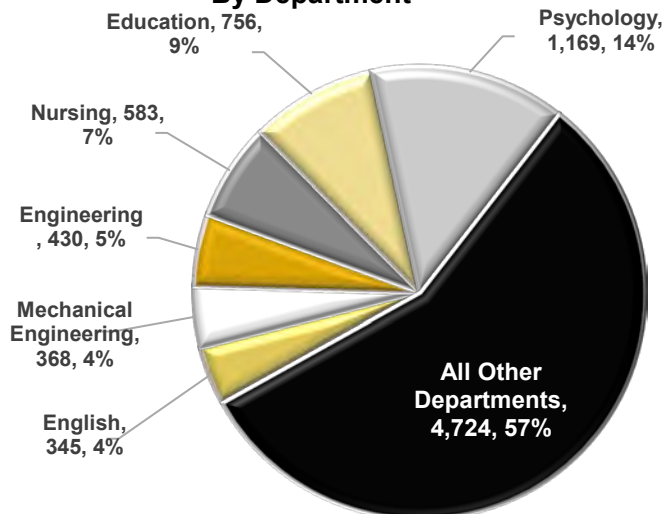Sr. LTA Pat Tiberii dons a Dios de los Meurtos mask at the 2016 IT&R Social: Mexican Fiesta.

Brenda Qualls and Gabrielle Kamson were two of several Interlibrary Loan student assistants who spent time in the stacks on a multi-departmental project, scanning barcodes of each monograph item on the 1st and part of 4th floors.

Chart 1
ILL Activity
Ten-Year Summary

■ Borrowing ▨ Document Delivery ▨ Lending

Year	Borrowing	Document Delivery	Lending
2006-2007	22,447	6,994	36,150
2007-2008	20,710	9,682	32,588
2008-2009	20,695	6,503	33,033
2009-2010	18,478	7,501	41,712
2010-2011	20,404	8,342	38,911
2011-2012	22,010	9,645	42,112
2012-2013	24,018	11,358	46,229
2013-2014	23,465	10,048	41,179
2014-2015	25,841	9,603	37,993
2015-2016	20,825	8,375	31,152

Chart 2
Interlibrary Loan/Document Delivery
Document Delivery by Department

Largest Users of Document Delivery By Department

- Psychology, 1,169, 14%
- Education, 756, 9%
- Nursing, 583, 7%
- Engineering, 430, 5%
- Mechanical Engineering, 368, 4%
- English, 345, 4%
- All Other Departments, 4,724, 57%

Sr. LTA Joanie Reynolds at the "Nightmare before Christmas" Halloween Party in the Staff Lounge

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

Highlights of the Year in Retrospect

Communication

- Maintained contact with UCF Marketing, and with UCF News & Information, serving on the University Marketing Council, and committees on Collaborative Marketing and Mass Email.
- Publications: Oversaw editing of two publications: InsTALLments and *Illuminations*, both of which receive contributions from faculty and staff. InsTALLments, the monthly "bathroom" newsletter for students. InsTALLments is compiled and edited by Renee Montgomery. One issue of *Illuminations* was edited this year by Carrie Moran, with the assistance of Leah Kriebel. The second issue of *Illuminations* was edited by Leah Kriebel, assisted by Carrie Moran. Contributed an article to both issues published this year. Prepared an annual publication for staff, with Raynette Kibbee and Susan Terrill, *UCF Library Facts*. Contributed and provided some oversight to *Joy Postle: Inspired by Nature* exhibit. Compiled / submitted information for *IT&R Newsletters*.
- Answered requests for information from the

Taken from the balcony of the John C. Hitt Library, as part of the UCF community's vigil to honor the victims Pulse Nightclub, Millican Hall was lit with the colors of the rainbow, June 15, 2016.

media. Posted items to the Library News/Blog, sent out press releases and "tweets." Posted and reviewed items appearing on the Libraries Facebook page. Handled requests from photographers and videographers for balcony space for Spirit Splash.
- Worked with students (at least 44) and individuals who undertook video and photography projects in the John C. Hitt Library building, explaining policy, vetting scripts, and locations.
- Convened Committee to communicate information about the 21st Century Library Project. Drafted a Web page; wrote and updated the information on the website about the plans. With help from the Sign Committee, selected and ordered freestanding sign frames in preparation for the dissemination of facilities information throughout the building.

Assisted by the Committee and Susan Terrill, selected and ordered sign frames for each elevator; wrote updates about plans for the building and building conditions for the elevator signs.
- Publicity for new website: press releases, blog, social media, as well as design, with Raynette Kibbee and Carrie Moran, of doorhangers for faculty.
- Carpet replacement: with Circulation Services, worked on daily changes to signs during the project, blog and social media.

Assessment

- Participated in the University Assessment process for the Libraries, filing a report listing measures and results (taken from Annual Report and qualitative measures) which are reviewed by Library Administrative Council. Chaired the Academic Affairs II Divisional Review Committee and presented Division results to the University Assessment Committee. Organized meetings and conducted all final reviews.
- Recruited members and hosted two regular Libraries' Student Advisory Board meetings. A dynamic group of students discussed ideas, suggestions, and issues relating to library services, resources, and facilities. This group is an important vehicle for communication with students and a way to listen to their needs. Some members of the group advocate for the Libraries on campus.
- Edited and added to the Libraries response to the University's request for documentation for the reaffirmation of UCF's accreditation by the Southern Association of Colleges and Schools. Conducted tour of the John C. Hitt Library for SACSOC team member Maggie Farrell, Dean of Libraries at Clemson University.
- Developed a survey to test furniture for the fifth floor quiet study area. With Information Technology, survey administered online and on paper. Analyzed and disseminated 413 student responses.
- Worked with Kristine Shrauger on development of new ways to examine the effectiveness and success in Interlibrary Loan/Document Delivery Services.

Some of the most popular

Results of the 5th Floor Quiet Study furniture survey

Public Relations

- Responded to concerns brought to the attention of the University Ombuds officer. Responded to patrons with concerns and issues referred by library staff members. Continued to contact patrons and answer questions in response to the library suggestion boxes. Interacted with patrons who have exceptional concerns: helicopter parents, fines complaints, study room issues, etc.
- Responded to over 60 requests (or complaints) for use of the John C. Hitt Library and the surrounding area to distribute literature, collect donations, hang posters, hold meetings, etc.
- Coordinated monthly exhibits. Exhibits included Hidden Artists of UCF, UCF Diversity Initiatives, Zora Neal Hurston, Art Education students, and Undergraduate Research Award-Winning Poster Sessions. Of special note: *Artist Joy Postle, Inspired by Nature.*

Image from the *Joy Postle: Inspired by Nature* exhibit

Report on Departmental Goals: 2015-2016

- **Improve communication with users by every means possible.**
- **Initiate *Reflections*, an external newsletter; contribute to the new online version of *Illuminations*; and produce *Library Facts*, an information piece for library employees and others.**
  - *Library Facts was produced; Reflections requires some additional staff; contributed to Illuminations.*
  - *Answered requests for information from the media: the Orlando Sentinel, Central Florida Future, and requests from students and other broadcasting outlets.*

- *With Raynette Kibbee, tracked media mentions of the library. Worked with students (at least 44 groups and individuals) who undertake video and photography projects in the library building, explaining policy, vetting scripts and locations.*
- **Develop and implement an effective plan for communication on the 21st Century Library Project.**
  - *With the support and feedback of an excellent committee kept library users and stakeholders informed on the progress of the 21st Century Library project.*
- **Continue to strengthen student input, feedback, and responsiveness**
  - *Recruited members and hosted the Libraries' Student Advisory Board meetings. This group is an important vehicle for communication with students and a way to listen to their needs.*
  - *Planned and held a Student Government-co-sponsored party featuring extended library hours, called KRAM 4 THE EXAM, in December and April.*
  - *Provided suggestion boxes, electronic and virtual, and answered all who provide contact information.*

Departmental Goals: 2016-2017

- Continue to strengthen student input, feedback and responsiveness.
  - Continue to coordinate meetings of the Libraries' Student Advisory Board, an important vehicle for communicating with students and a way to listen to their needs.
  - Provide suggestion boxes, electronic and virtual, and answer all who provide contact information.
- Improve communication with users by every means possible.
  - Initiate *Reflections*, a newsletter for the community-at-large.
  - Continue to support coverage of the library and its evens by the press (both student and professional.)
- Continue implementation of an effective plan for communication on the 21st Century Library project.
  - With the support and feedback of an excellent committee, to keep library users and stakeholders informed on the progress of the 21st Century Library project.

Meg K. Scharf
Associate Director for Communication, Assessment, & Public Relations

Highlights of the Year in Retrospect

When thinking about highlights of the reporting year, a number of successes quickly come to mind. But first, a comment on name changes to the division (now Research, Education, and Engagement) and the Information Literacy and Outreach department (now Teaching and Engagement) is warranted. Essentially, the name changes reflect new priorities and the assumption of new roles. As noted last year, the division is moving away from responsibility of all public service desks in the John C. Hitt Library and instead is realigning services and outreach based on institutional reorganization (Teaching and Learning division and Research and Graduate Studies division) and high profile campus initiatives (ranging from increasing student success to supporting faculty hires). The division's strategic plan is a conscious effort to align public service goals to the President's Five Goals and university priorities.

To that end, the strategic plan provided a framework for department and division goals. At the division level, projects undertaken to further these goals included the Value of Libraries study, textbook affordability efforts, enhanced collaboration with pertinent campus units, and marketing of library services and resources.

Over the course of the year, student interactions on five public service points continued to be collected for the Value of Libraries study. Student IDs for Fall 2014 through Fall 2015 were submitted to Institutional Knowledge Management (IKM) with a request for matching academic and demographic data. A statistician/data mining expert and graduate student were recruited for assistance with analyses. As the reporting year came to a close preliminary results revealed that students who used one or more of the John C. Hitt Library's five services had an end-of-semester GPA of 3.20, while students in the same classes who did not interact with the service points had a GPA of 3.05. Comparably, 48.18% of students who used the library service points received A's compared to 42.61% of nonlibrary users. See Figure 1 for distribution of end-of-semester grades by student user status.
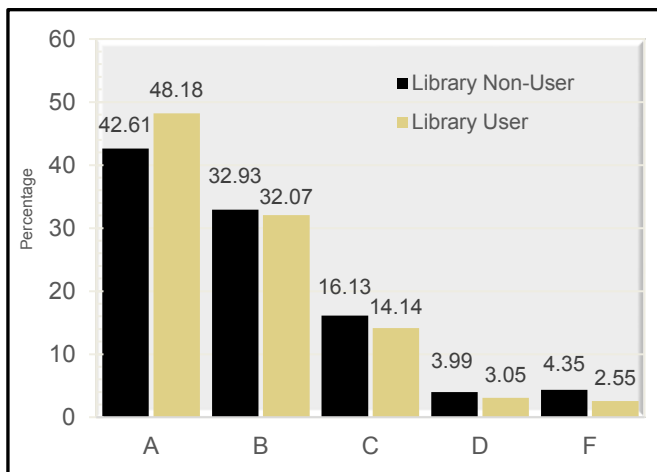
Data will continue to be analyzed by semester GPA, persistence (as defined by enrollments over time), and student status (especially transfer/FTIC and performance of STEM students). Data collection is currently ongoing and will be analyzed pending the availability of continued support.

Similarly, textbook affordability visibility and interest continued to grow, and the CDL/Libraries working group realized a fruitful year of projects. Working group members invited institutional stakeholders to a meeting to discuss textbook affordability issues and have since maintained communication with attendees. This outreach led to invitations to meet with Business Services, General Counsel, bookstore leadership, bookstore contract consultants, and compliance officers to provide information and input into decision-making processes. The working group also presented at FCTL conferences and faculty meetings, and supported the transition of several courses from traditional textbooks to open- or low-cost options. The group estimates that students will save over $40,000 over the next year in two courses, and if the third course makes the open textbook the primary text then those students will realize a savings of $700,000 over one year. Research on student use and perceptions of Open Educational Resources (OER) is being conducted in these classes and results are extremely positive.

Over time the working group developed workflows, established processes, and identified responsibilities for courses transitioning to OER (see Figure 2). The group has decided that the time and effort devoted to this process is likely not sustainable on a large scale, so future efforts will emphasize adoption of existing OER for large enrollment classes and/or locating library-sourced materials already being assigned in classes.

On another front, response to outreach to key campus units resulted in enhanced collaboration to support both teaching and learning and research at the institution.

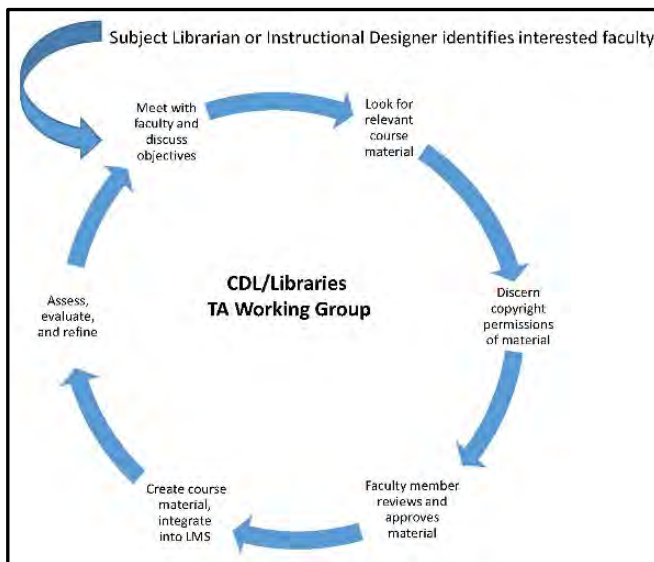Figure 1. End of semester grades of library users compared to nonusers, Fall 2014-Fall 2015

Figure 2. Workflow for transitioning traditional course materials to free or low cost options

Specifically, the Libraries hosted several vendor demonstrations of faculty metrics platforms at the request of the Faculty Excellence unit. Faculty ask for assistance in this area to support grant proposal submissions, help with the promotion and tenure process, or strengthen nominations for institutional awards. Discussion continues about piloting a project at UCF. Further, the Libraries has a strong working relationship with campus student success initiatives, including the Foundations of Excellence, SDES (SARC and KARS, primarily), Teaching and Learning's Reimagining the First Year, and implementing and supporting the new QEP. A chance meeting with Paul Turner from the Office of the President led to a collaboration to market Lynda.com, which is funded by Tech Fee monies. Some of the ways the library has assisted with this is by adding Lynda to the databases page, submitting a QEP proposal highlighting Lynda resources, creating digital signs and bookmarks, demonstrating Lynda in relevant library instruction sessions, and by marketing through social media.

The division also spearheaded the creation of several brochures designed to promote library services and resources. One brochure, targeting the general student population, is distributed at orientations and student events. An Education-specific brochure illustrates all of the ways the Libraries supports the College and was used in a meeting with Dean Carroll and also distributed to all Education faculty. A third brochure is currently being developed for faculty. The Libraries also provides informational and instructional videos and, as use of this modality is increasing, a deep look at hosting platforms and standardization was warranted. Consequently, a Video Taskforce was charged and the resulting document is guiding the creation and maintenance of professional, high quality library videos.

Art Specialist Report

Cindy Dancel, the Libraries' Art Specialist, is available to all library faculty and staff in need of graphic design services. Over the course of the reporting year Dancel created graphics for people from at least ten library areas and also contributed marketing materials for initiatives external to the library. Some of her contributions this year include: Special Collections and University Archives (exhibits and the Book Arts Competition), Circulation (National Library Week, Summer Knights Reading Challenge and Color your Stress Away), IT&DI (STARS logo and marketing), Acquisitions' Tatyana Leonova for an exhibit on Mikhail Bulgakov, Administration (chair testing poster, quiet signs, and Postle exhibit), Interlibrary Loan for digital signage, Research and Information Services (Subject Librarian bookmarks and newsletters), Teaching

and Engagement (Graduate Workshop signs, water bottle labels, and KnightReads), and Scholarly Communication (Open Access Week, Research Lifecycle update, and SCUNC posters).

At the Associate Director's request, Dancel provided all graphics design and layout for a student and faculty brochure, in addition to a brochure of library services "by the numbers" used for a meeting with the new Dean of the College of Education and Human Performance.
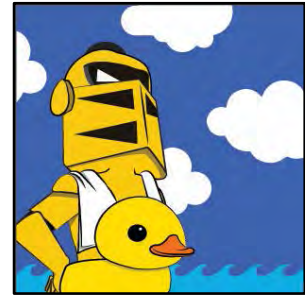
Logos for Summer Knights Reading Challenge

Color Your Stress Away

She also worked with Missy Murphey to design a brochure and marketing information for library services in support of Student Accessibility Services. External to the library, Dancel contributed to the marketing of Lynda.com – a Tech Fee funded initiative out of the Office of the President, provided digital signs for textbook affordability meetings in the John C. Hitt Library, and created marketing materials for a Libraries/UCF Women's Studies collaboration. This list is by no means a complete detailing of all the projects that Dancel worked on last year; it is provided mainly to illustrate that she serves all library departments, units, and personnel.

Cindy Dancel
Art Specialist
Research, Education & Engagement

Water Bottle Label for Teaching & Engagement

Staffing Changes

Division units include the Curriculum Materials Center, Research and Information Services, Scholarly Communication, and Teaching and Engagement (as well as the Art Specialist position). A search for a Scholarly Communication Librarian concluded toward the end of the last reporting year and Sarah Norris was welcomed as the successful candidate. Cindy Dancel continued as Art Specialist, Yolanda Hood as head of the Curriculum Materials Center, Rachel Mulvihill as head of Teaching and Engagement, and Barbara Tierney as head of Research and Information Services, thus completing the leadership roster for the division.

Report on Departmental Goals: 2015-2016

Seven goals were identified for 2015-2016. Goals and accomplishments are reported here, but division goals are often carried out at the department, workgroup, or individual level, and so may be mentioned elsewhere in the Annual Report.

- **Lead efforts and work with pertinent librarians, campus units, and Foundations of Excellence officers to identify, develop and market library services for transfer students.** *Status: On-going. Data collected on the Value of Libraries assessment project are being analyzed by transfer student status and will be reported to FoE leadership. Other library goals were identified and are being implemented by the Transfer Student Engagement Librarian under leadership of the Teaching and Engagement department head.*

- **Seek ways the library can support the new SACS Quality Enhancement Plan and advocate for resources to support library involvement.** *Status: Implemented, with limited success. The author served on the QEP Advisory Board and Planning and Development Committee, attended all meetings, and provided input into the process and selection of the QEP topic. Also, a topic proposal was drafted and submitted with Kim Schneider from Undergraduate Research (some of which appeared in the final topic); a librarian position to support QEP implementation was presented (the QEP Office is not pursuing that model this cycle); attended a Digital Storytelling Conference at QEP request (where library services and resources were presented to support DST at UCF); and possible topics for QEP funding were suggested to Subject Librarians (one of which was funded by the QEP Office).*

- **Lead efforts and work with pertinent librarians, instructional designers, and program faculty to adopt affordable alternatives to publisher textbooks, in turn reducing the cost of education and supporting student retention efforts.** *Status: Implemented and on-going. Over the course of the reporting year monthly meetings of the CDL/Libraries textbook affordability workgroup were held, input was provided on the new bookstore contract, and meetings were held with representatives from Barnes and Noble, Business Services, and General Counsel regarding activities and compliance. Presentations on OER to program faculty, librarians, and instructional designers were conducted at multiple venues, and several projects*

whereby course materials were transitioned to OER were successful. As suggested by the Vice-President for IT&R, the group is now setting long-term goals, seeking to provide input into compliance reporting for a state legislative mandate, and working to "institutionalize" textbook affordability at UCF.

- **Facilitate the creation of a student and a faculty library brochure.** *Status: Implemented and on-going. The student brochure was completed and the faculty brochure is in development.*

- **Work with head of CMC, Education librarian and Art Specialist to create a brochure of library services and contributions to the COEHP for incoming Dean and others.** *Status: Implemented.*

- **Lead library public services involvement in a Value of Libraries assessment project that involves data collection within the library; serve as liaison with Statistician.** *Status: Implemented and on-going. Fall 2014 and three semesters of library interactions from 2015 have been collected and are being analyzed by statisticians. Initial findings indicate that students who interacted with one or more of the five library service points included in the study had better end-of-semester course grades and GPA than students who did not use library services.*

- **Transition third floor office suite to a public-facing research support center.** *Status: Implemented. Furniture was found from surplus and repurposed for the suite, space was identified for faculty offices (with one Cataloging Librarian moving to accommodate the transition – thank you!), and computing infrastructure was requested and provided by IT. The Scholarly Communication librarian is using the space for meetings with faculty researchers and collaborators.*

Departmental Goals: 2016-2017

- Continue to lead library public services involvement in a Value of Libraries assessment project that involves data collection within the library; serve as liaison with Statistician; seek support to expand and/or continue project on an on-going basis. Disseminate results to pertinent audiences and stakeholders to provide evidence of how the library impacts student success and roll library services into the University's student success initiatives.

- Continue to collaborate with librarians, instructional designers, and program faculty to adopt affordable alternatives to publisher textbooks, in turn reducing the cost of education and supporting student retention efforts. Communicate at the University administration level to involve all stakeholders, with the goals of creating a public-facing Web presence that illustrates student savings, becoming part of the compliance reporting process, and acquiring the booklist to run against library holdings.

- Based on faculty requests for productivity measures related to institutional awards and promotion and tenure applications, accreditation and program reviews, and grants proposals, as well as interest from Faculty Excellence, work with administrators and vendors to pilot a platform that provides a variety of

metrics that serve faculty from various disciplines equally well.

- ■ Related to the above three goals, seek to present results of pilot projects to University administration and advocate for financial support, incentives, and/or positions.
- ■ Review strategic plan and outreach program to high priority student groups and campus units; refine based upon institutional priorities, on-going library projects, and staffing levels.

Performance Enhancement Recommendations

Most public services librarians at the John C. Hitt Library are assigned to academic programs and colleges, where they provide outreach and assistance for faculty and students, select materials to support teaching and research, and contribute information for new program reports and program reviews. Many librarians also coordinate service units and serve as primary contact for those services (e.g., Government Information, Patents and Trademarks, and in-person and online reference services and instruction), while others have responsibility for marketing library services, working with relevant campus units, and providing programming and outreach to identified student groups (eg, FYE students; graduate students; undergraduate Honors, HIM, and research; and international students).

Comparable to program faculty at the University, librarians are expected to participate in service to the profession, the institution, and the community, and be active in research and scholarly endeavors. Librarians serve on the Faculty Senate and other University committees and support institutional initiatives like Foundations of Excellence, Reimagining the First Year, and the Quality Enhancement Plan. Librarians sit on dissertation committees and serve on search committees within and external to the library. Librarians provide assistance and programming for grants seekers and faculty and student researchers. Librarians support and further implement the President's Five Goals.

As the institution has changed, librarian responsibilities have changed, too. With increasing enrollments (from 45,090 to 63,016 over the ten year period covered in the following chart), the emphasis placed on online education, and adoption of the previous Quality Enhancement Plan, Information Fluency, the library started offering more options for online reference and instruction. Librarians began creating instructional videos, online tutorials, information literacy modules, an online library course that resides in the Learning Management System (LMS), and research guides, along with virtual reference options that include phone, chat, IM, email, and texting. The following chart (see Figure 3.) illustrates the growth trend in online reference and instruction from 2005/2007 to 2013/2015, as well as the relatively stable inperson usage statistics. While substantial growth in online service options is seen, we cannot let go of our "high touch," legacy services. Note that the online statistics only include Ask A Librarian virtual reference services, IL modules, and the Canvas course; it does not include videos, research guides, and other online instruction.

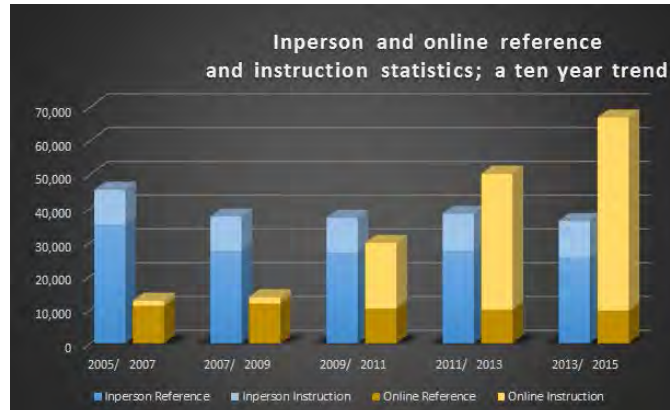Over the same time period, the number of student enrollments has grown over 50% and the number of

Figure 3. Ten-year trend line of in person and online reference and instruction statistics

faculty has increased by 65%, while the number of librarians who serve this population has actually declined (see Figure 4.)

	2005	2015	% Change
UG enrollment	35,385	52,121	+50%
Graduate enrollments	7,452	7,700	+3%
Faculty	1,186	1,961	+65%
UG programs	86	92	+7%
Graduate programs	169	194	+15%
Librarians	39	38	-2.5%

Figure 4. Growth of student enrollments, faculty, and programs,

In addition to responding to increasing student enrollments and instruction modalities, academic libraries are offering more specialized services, many of them tailored to supporting faculty research. One such service is Scholarly Communication, and the Libraries recently repurposed an existing vacancy to hire a librarian in this area. The SC librarian assists faculty with copyright questions related to course materials, publishing and author agreements, and compliance with research funding mandates. Percentages of existing library positions have been carved out as student Engagement Librarians, with the primary responsibility of providing outreach and programming to identified student populations and working with pertinent campus units.

We have scaled services in an effort to reach a growing body of students, many of them online, and have parsed existing positions to provide new services while still maintaining traditional ones. At this point no additional services can be offered or responsibilities assumed without adding new positions or cutting existing services. Based on success of several pilot projects, burgeoning requests from students and faculty to provide additional specialized services, and positive results from the Value of Libraries assessment, three positions are needed to further grow library services. These positions are (1) a Student Success librarian, who would have responsibility for outreach and

support – including curriculum mapping of library instruction and services – to General Education Program (GEP) faculty, students, and campus units and continue to implement open educational resources across the GEP curriculum; (2) a Geographic Information System (GIS) and Data Services Librarian, who would support GIS and data assistance requests from across the institution, with a focus on faculty researchers and graduate students; and (3) a dual-purposed Online Instruction/Transfer Student Engagement Librarian who would work with faculty and librarians to create program-specific online instruction options and provide support and programming for entering transfer students.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

- One of the most visible projects of the reporting year was the effort to bring textbook affordability to the institutional mainstream. Teaming up with CDL instructional designers, librarians worked with several program faculty to adopt affordable alternatives to publisher textbooks, in turn reducing the cost of education and supporting student retention efforts. Three pilot projects were successfully implemented and serve as proof of concept that promoting affordable course materials was a viable initiative with potential long-term – and large scale – impact. Additionally, the group provided input into the new bookstore contract, met with representatives from the campus bookstore, Business Services, and General Counsel regarding activities and compliance, surveyed students in courses that have transitioned to OER (with excellent results), and presented on OER to program faculty, librarians, and instructional designers at multiple venues.

- Another noteworthy project was the Value of Libraries assessment, wherein five library service points collected student interactions. Student interactions from Fall 2014 and three semesters from 2015 have been collected and are being analyzed by statisticians. Initial findings indicate that students who interacted with one or more of the five library service points included in the study had better end-of-semester course grades and GPA than students who did not use library services. Data are further being analyzed by STEM and transfer student status and will be reported to Foundations of Excellence leadership and relevant STEM programs and funded projects.

- Surveys conducted by the Libraries in the past have shown that many students are not aware of the services and resources offered by the library. As such, a student brochure was created, the Libraries collaborated with SDES on the Knights Academic Resources and Services initiative (designed to pull together into one place all student support services), and worked with other campus units to secure library information on their websites and/or to alert other student support service providers about the library for informed referral. Similarly, the Libraries will continue to partner with the University Writing Center and Student Academic Resource Center through library-provided meeting space, distributing information about library services and resources to various units, and leading tours of the library upon request. The Libraries worked closely with Student Accessibility Services on a variety of points, including access to information, video compliance, and open and accessible textbooks. Finally, the Libraries has a representative on the Foundations of Success and Reimagining the First Year initiatives and will continue to explore how the library can further contribute to academic success.

- To support online learning and provide asynchronous access to library instruction and information, a Video Taskforce was charged with developing guidelines, procedures, and workflows for library-created videos. The concluding document guides the creation, publication, and maintenance of videos and was based on federal ADA regulations, institutional standards, and accepted best practices to ensure that library videos are ADA compliant, of high quality, and reflect current information.

- Library representatives served on the QEP Advisory Board and Planning and Development Committee and provided input into the process and selection of the QEP topic. The author also drafted and submitted a topic proposal with Kim Schneider from Undergraduate Research, some of which was included in the final topic, integrative learning. Library services and resources in support of various aspects of the QEP were presented to the SACS onsite review committee. It is expected that the library will continue to play a role in supporting high-impact learning opportunities in conjunction with the QEP.

Achieve international prominence in key programs of graduate study and research

- Graduate student use of the library also is being captured in the Value of Libraries study and results will be used to plan for graduate space in the library renovation and the provision of services in the meantime.

- A faculty and graduate-facing space on the third floor of the John C. Hitt Library is being used as a meeting space to discuss copyright, OER, Open Access, author rights, and publishing options. A brochure for faculty is being created to market library services and resources available for teaching and learning as well as research.

Penny M. Beile
Associate Director
Research, Education, and Engagement

Curriculum Materials Center

Highlights of the Year in Retrospect

In the 2015-2016 academic year the CMC is running smoothly as we continue to carry out our mission:

> The Curriculum Materials Center is a library that provides representative PreK-12th grade materials for preview, analysis, and circulation to the students, faculty, and staff of UCF and the Florida community at large. The CMC plays a unique role in empowering learners with information literacy skills, providing an open space for creativity and collaboration, and shaping superior future educators.

We have noted through anecdotal data that our students are very happy with the technology upgrades that were provided through the Student Technology Fee Award provided in 2014-2015 . The point and shoot cameras have been very popular and are checked out with enough regularity that we are considering purchasing more. Twenty-five of our 30 iPad Air 2s were for seven-day circulation and five for in-CMC two-hour use. The iPads are checked out so much that we decided to move three of the in-CMC two-hour use iPads to seven-day circulation to provide more access to our students. The KIK scanner and 3D printer are also very popular with students.

In order to provide better service to our students and faculty, we made changes in our orientation/instruction model. Instead of the general introductory tour and lecture orientation to the CMC, we have begun a gaming orientation for students. Students watch a brief video about the CMC and then conduct a scavenger hunt afterwards, competing in teams against their classmates. The scavenger hunt method allows students the opportunity to see the resources more closely and encourages them to be hands-on while learning how to use the tools and technology in the CMC. We are assessing this instruction method to ensure that students are learning more deeply about the CMC and that they are retaining what they learn.

We continued our outreach and partnership efforts with College of Education & Human Performance (CEHP). We coordinated and hosted five well-attended Happy Hour Workshops. One of our most well-attended workshops was a collaboration with the Orlando Museum of Art. Ross Quesnell, Associate Curator of Education and Outreach, presented on the OMA's traveling trunks and the many curriculum uses for them for all ages. This collaboration included updated and revamped OMA marketing materials for the CMC. The OMA also removed their shared resources from CMC reserves and into full CMC circulation, providing improved access to students, faculty, and staff. We continued our outreach to the Creative School, providing them with story time and delivery service. The CEHP Dean, Dr. Sissi Carroll chose not to host the UCF Book Festival this year. So, the CMC did not coordinate a Book to Life event. We did, however, coordinate a mini book (Harry Potter) to life for the Seminole County 5th grade classes that visit UCF during the Spring Semester. We also participated in the Welcome Expo and Campus Connexions.
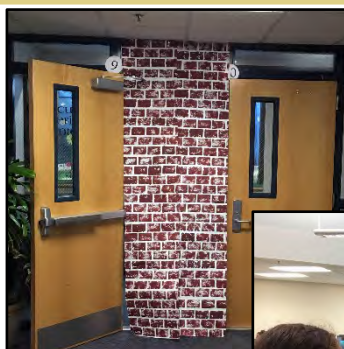
Harry Potter Mini Book to Life. The door is Platform 9¾.

Sr. LTA Emma Gisclair "sorting" Seminole County 5th graders with the sorting hat

Staffing Changes

Josette Kubicki, a graduate student from the University of South Florida library studies program, interned with the CMC during the Spring Semester 2016.

Report on Departmental Goals: 2015-2016

- **Increase the CMC's social media presence.** *Completed and Ongoing.*
  The number of Facebook posts and likes increased this year.

- **Complete Weeding Project—Picture Books.** *Ongoing.*

- **Re-establish partnership with Orlando Museum of Art and seek other community partnership opportunities.** *Completed and Ongoing.*
  Partnership has been re-established with discussions, planning, and programming each semester.

- **Continue focused outreach to populations to increase use of CMC materials and services.** *Ongoing.*
  - *Increased number of deliveries to the Creative School, continued story time, and will provide a professional development workshop in Fall 2016 for the teachers*
  - *Established a contact with UCP of Central Florida-East Orlando/Bailes Campus and will discuss collaborations in Fall 2016*

- **Investigate ways to improve and/or support current CMC library instruction.** *Ongoing*
  - *Created and implemented a new orientation method.*
  - *Currently assessing the new orientation method.*

Departmental Goals: 2016-2017

- Continue to follow through on fresh face approach (libguides).
- Complete Weeding Project (Picture Books).
- Focus outreach to populations to increase use of CMC materials and space.
- Coordinate 2017 Book Camp for Community Youth in partnership with College of Education & Human Performance.
- Complete assessment of new CMC orientation.
- Increase Facebook presence.
- Experiment with a CMC Instagram account in Fall 2016.

Performance Enhancement Recommendations

- Increase the social media presence of the CMC in order to build awareness of the services and resources.
- Weeding projects throughout the CMC will continue in order to maximize space and ensure that the best materials are available to our students.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

- The CMC provided services and resources for over 61,813 patrons during the 2015-2016 academic year. The CMC has continued to promote the newly re-instated face-to-face library instructions and orientations in order to better serve our students.
- We provided 26 library instructions and orientations, reaching 691 students.

Achieve international prominence in key programs of graduate study and research

- Provided consultations and instruction sessions for graduate students and faculty in CEHP.

2016 Day of Action: Yolanda Hood with kids at the UCP East Orange/Bailles Campus
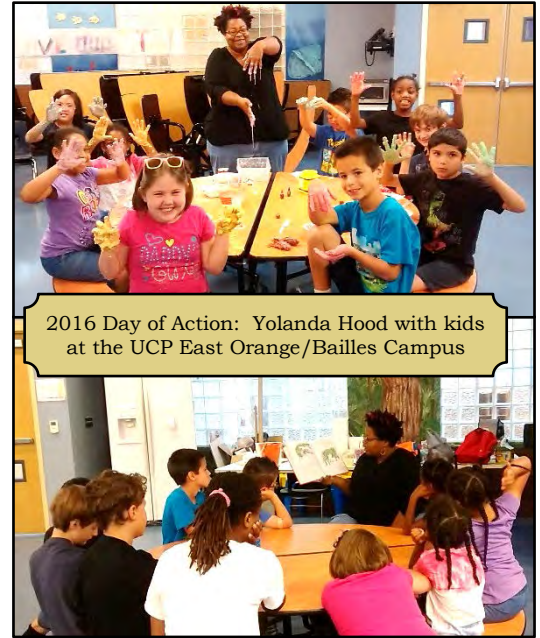
Become more inclusive and diverse

- The CMC reviews and selects materials that are diverse and inclusive on a regular basis.
- The CMC creates displays of materials that are diverse and inclusive to help keep students, faculty, and staff aware of our collections.

Be America's leading partnership university

- Collaborated with the Orlando Museum of Art to provide students with more resources and professional development opportunities.
- The CMC provided programming for the UCF Creative School and Seminole County Schools. The CMC collaborated with Orange County, Osceola County, and Seminole County Schools and educators and the University of South Florida educators to coordinate professional development workshops for CEHP students.

STATISTICS

Curriculum Materials Center
Table 1
Five-Year Comparison

	2015/2016	2014/2015	2013/2014	2012/2013	2011/2012
Foot Count	61,813	56,873	63,062	64,378	79,547
Number of Classes Taught	26	30	21	13	17
Number of Students Taught	961	1,031	488	350	405
Reference Questions Answered	1,211	8,913	3,413*	0	0
Consultations	4	9	5	0	0

*The CMC initiated the recording of reference desk statistics in January 2014.

Yolanda Hood, Ph.D.
Head, Curriculum Materials Center

Office of Scholarly Communication

Highlights of the Year in Retrospect

In its fourth year, the Office of Scholarly Communication (OSC), growth and transition are two key themes that perhaps best represent the state of Scholarly Communication and the Office of Scholarly Communication at UCF Libraries. The year has seen tremendous growth and a further solidification of the Office of Scholarly Communication as an established unit in the UCF Libraries, particularly with the hiring of a dedicated Scholarly Communication Librarian in August 2015. In addition, it has seen a transition of the third floor office suite to a more public-facing research support center, and is currently being used for internal workgroup and consultation meetings, prompting further collaboration, as well as a space where faculty can consult with the OSC on a variety of projects and initiatives or for specific research needs. This solidification of the space certainly serves the unit well in its ability to establish itself both in the library and on campus. Virtually, the OSC looks to update and enhance its online presence with robust public-facing Web pages to further establish itself on and off campus. The OSC and the Scholarly Communication Working Advisory Group members continue to be engaged in external Scholarly Communication activities; the OSC participated in the planning committee for the Florida Scholarly Communication Interest Group Unconference held at Rollins College in June 2016. UCF Libraries had the highest participation of institutions in attendance, and this aptly reflects the commitment and dedication to Scholarly Communication amongst the UCF Libraries faculty and staff.

Critical to the success and solidification of this unit is the continued efforts of the interdepartmental Scholarly Communication Working Advisory Group comprised of people across the library (see the Staffing section below) who have been instrumental since the beginning of the inception of the OSC and continue to be engaged in initiatives and projects – all working together to implement goals. Without this advisory group, the growth of the unit, its services, and outreach would not be possible.

With new staffing changes, the hiring of a Scholarly Communication adjunct, and the commitment from the Scholarly Communication Working Advisory Group, the OSC has been able to expand services and provide increased outreach, all of which have prompted increased use and recognition, both on and off campus. There has been an increase in research-related workshops and presentations for students, faculty, and staff. The "Publishing in the Academy" workshops (reframed as "Graduate Workshops" in 2016) offered in conjunction with the College of Graduate Studies is an on-going workshop series which had had 269 attendees at 86 sessions on an average of 10 distinct Scholarly Communication topics. New to this series was a workshop on Patents & Trademarks led by Missy Murphey, which has been well-received. Presentations on copyright and author rights have been presented in a variety of venues beyond the "Publishing in the

Academy" series, most notably for the College of Nursing and the Rosen College of Hospitality Management.

The OSC also re-visited the Scholarly Communication Brown Bag series, which offered Scholarly Communication training and workshop opportunities for the library faculty and staff. Led primarily by the Scholarly Communication Adjunct, Lily Flick, this series began in May 2016 and was held at the monthly Library Faculty Meeting on "Using SHERPA/RoMEO: Finding Policies for Self-Archiving Articles." This series, which will take place throughout Summer 2016, may lead into another summer workshop series in 2017, as it has proved a successful endeavor, with an average of 15 librarians and staff attending each session in person and virtually.
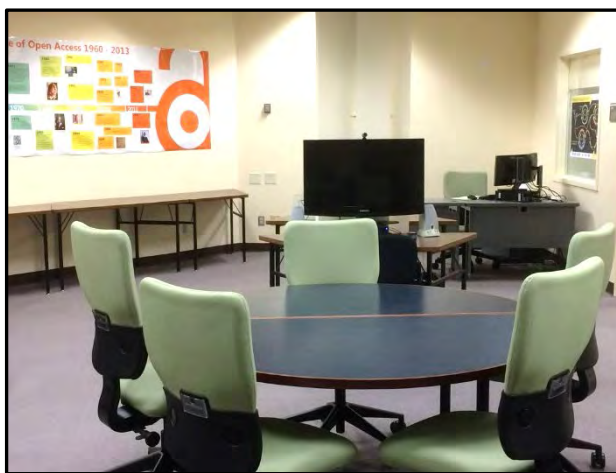
Transformed third floor suite (Library 321) into a more public-facing space with table and chairs and IT

This year proved to be a productive year for STARS, UCF's first institutional repository; the OSC and Scholarly Communication Working Advisory Group members played critical roles in the promotion of STARS and research services associated with it (related to copyright, author rights, metadata, etc.). Working closely with Digital Initiatives (who are also active Scholarly Communication Working Advisory Group members and blue button experts), the Scholarly Communication Librarian, Scholarly Communication Working Advisory Group members, and subject librarians presented on STARS in a variety of settings and also met with faculty members to discuss STARS, specific projects, and initiatives. Of note, Richard Harrison, Rich Gause, and John Venecek worked with the Digital Initiatives Librarian, Scholarly Communication Librarian (and, in some cases, the Head of Special Collections and University Archives) to set up meetings with History, Philosophy, The School of Communication, Theatre, English, and Texts & Technology. Each of these meetings have led to various projects and initiatives related to STARS. Lee Dotson and Sarah Norris presented on STARS at a Faculty Senate meeting in September 2016; Kerri Bottorff, Lee Dotson, and Sarah Norris presented, "

STARS, Faculty Profiles, and Author Rights," at the Rosen Research Colloquium in April 2016.

Beyond STARS, the OSC, and Scholarly Communication Working Advisory Group members have presented on a variety of Scholarly Communication efforts at state and national venues including:

- "Grow Your Own Academic Library Scholarly Communication Program," with Ven Basco, Lee Dotson, Barbara Tierney, John Venecek, Florida Library Association Conference, March 2016
- "The Research Lifecycle at UCF: Supporting Digital Humanities Efforts throughout the Research Process," with Sai Deng, Lee Dotson, Athena Hoeppner, Carrie Moran, THATCamp Florida Unconference, February 2016

OSC in collaboration with the broader unit of Research, Education, and Engagement are actively engaged in textbook affordability, working with other campus constituents, in particular, the Center for Distributed Learning) to leverage up the work being done at the micro level. Of particular note, a small working group composed of Penny Beile, Aimee Denoyelles (Center for Distributed Learning), Rich Gause, Sarah Norris, and John Raible (Center for Distributed Learning), have been engaged in a variety of efforts that range from working with subject librarians and faculty to vet and create Open Educational Resource content for online and face-to-face courses to organizing meetings with key campus constituents and participating in discussions for the forthcoming updated bookstore contract. OSC works primarily in the realm of copyright with regards to many of the textbook affordability efforts; the Scholarly Communication Adjunct and Librarian have worked extensively with subject librarian, John Venecek, and John Raible from the Center for Distributed Learning on the creation of open education resources for an instructor's Summer 2016 course in English literature. This collaborative process was time-intensive and resulted in several hundreds of hours of work amongst the group.

The unit continues to receive questions from faculty – and those from other institutions – about Open Access publishing, identifying credible publishers, and retention of author rights. The OSC collaborated with the Circulation Department, Digital Initiatives, Special Collections & University Archives, and other UCF Libraries units to coordinate consistent efforts with regards to institutional resources for copyright and consistency in copyright-related UCF Libraries policies. With these efforts in mind, OSC has maintained continued collaboration with the Office of General Counsel in an effort to provide current and accurate information for faculty and students with regards to copyright, in particular. OSC acts as the UCF Libraries liaison to the Office of General Counsel for copyright and intellectual property related topics and communicates with them on a regular basis for policy changes and development, as well as mediating copyright questions and scenarios for UCF faculty.

With so many activities, projects, and initiatives, the OSC looks to Scholarly Communication Working Advisory Group members, library administration, and UCF teaching faculty to guide and shape current and future endeavors. The Scholarly Communication Faculty Advisory Board, composed of 11 UCF teaching faculty members from various disciplines on campus, met for its inaugural meeting in Fall 2016. All 11 members attended the inaugural meeting – a strong indication of their interest in Scholarly Communication activities at UCF to be sure. The Faculty Advisory Board meets twice a year; members provide feedback on current activities, trends, and issues in Scholarly Communication and are actively participating in projects related to open access publishing and STARS policies among others. Projects and initiatives are based on faculty interest and feedback, in conjunction with current and forthcoming activities from the OSC.

The Office of Scholarly Communication looks to long-term goals related to the ways in which we disseminate research and measure its value at the institution. With so much growth and transition in 2015-2016, the OSC has many opportunities to do just that with a strong library-wide working group and actively engaged faculty advisory board to help create and disseminate such goals. If 2015-2016 is any indication, the next few years in the Office of Scholarly Communication will be both productive and exciting.
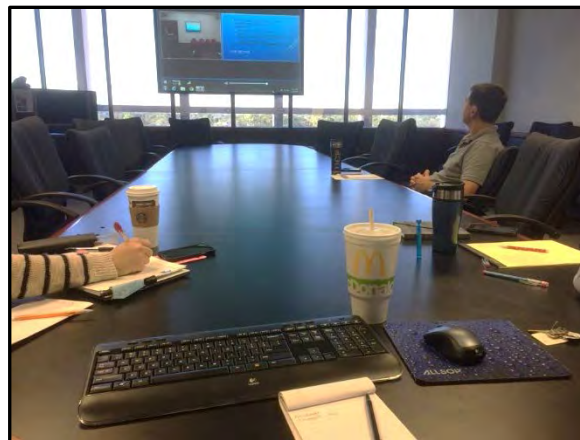

Graduate Outreach Librarian Corinne Bishop at the Libraries' Scholarly Communication table during one of the graduate student orientations.

Changes in Staffing

■ OSC continues and thrives with a unique model of volunteers from across the library. Though noted as an advisory group, the Scholarly Communication Working Advisory Group members certainly work beyond a consulting capacity and are actively engaged in projects, initiatives, and activities related to Scholarly Communication. Many of the working group members do have Scholarly Communication responsibilities noted in their position descriptions; however, many simply have an interest in Scholarly Communication topics. Those who have particular interests and/or expertise are identified as "blue button" experts and have maintained these roles as they relate to their current positions or as they relate to the Research Lifecycle. These frontline experts go above and beyond by not only being the expert in particular areas, but also engaging in workshops on these topics and one-on-one consultations with students and faculty.

■ The current number of people on the Scholarly Communication distribution list and/or actively participating by attending meetings or serving as Scholarly Communication Working Advisory Group members includes 25 library members. Ryan Otto, former Scholarly Communication Adjunct, left the institution; new members included David Benjamin, Lily Flick (Scholarly Communication Adjunct), Richard Harrison, CJ Ivory, and Karli Mair (returning). On-going members include Ven Basco, Penny Beile, Corinne Bishop, Kerri Bottorff, Tim Bottorff, Cindy Dancel, Sai Deng, Lee Dotson, Michael Furlong, Rich Gause, Athena Hoeppner, Selma Jaskowski, Patti McCall, Renee Montgomery, Carrie Moran, Rachel Mulvihill, Mary Rubin, Barbara Tierney, Andy Todd, and John Venecek. This list, though, is certainly not comprehensive and does not necessarily reflect some of the broader participation and interest from other faculty and staff on an ad-hoc basis and is worth noting.

■ In addition to the Scholarly Communication Working Advisory Group, the OSC also saw the addition of full-time Scholarly Communication Librarian, Sarah Norris, in August 2015. Additionally, Scholarly Communication Adjunct, Lily Flick, joined the OSC in January 2016.

Report on Departmental Goals: 2015-2016

■ **Physical Space: Transition third floor office suite to a public-facing research support center.** *Accomplished: Beginning in August 2015, the OSC began actively working on transitioning the third floor office suite into a public-facing space. Simple additions, such as a conference table and chairs*

Burak Ogreten (pictured above), Senior Archivist in Special Collections & University Archives: one of the attendees for one of the many webinars offered through Scholarly Communication in 2015-2016.

(reclaimed from unused furniture in the library and on-campus) allowed for meeting space to accommodate a small group or one-on-one meetings. Penny Beile and Sarah Norris coordinated with IT to add a computer, large monitor, webcam, and speakers which would facilitate computer and Internet use during meetings, as well as the ability to utilize online meeting tools for those regional, on-campus, or off-campus constituents to attend meetings virtually.

■ **Virtual Space: Assess existing Scholarly Communication website and explore opportunities for expansion, including informational and instructional videos, LibGuides on specifics topics (e.g., Copyright), blog posts, and other appropriate tools that promote researching and scholarly publishing services in the library.** _Ongoing_: *A working group composed of Lily Flick, Carrie Moran, and Sarah Norris conducted a card sort activity for students and faculty on the existing Scholarly Communication website. With this feedback, along with feedback from the Scholarly Communication Working Advisory Group members, subject librarians, and other library constituents, the group began to explore opportunities to update the Scholarly Communication website. The expansion of videos was discussed with the video working group composed of Cindy Dancel, Lily Flick, Carrie Moran, Rachel Mulvihill, and Sarah Norris; at this time, several Scholarly Communication-related videos will be produced as a part of the Teaching & Engagement Department's video series currently in production. Additionally, a video on the Research Lifecycle is being updated and prepared for dissemination for feedback to the Scholarly Communication Working Advisory Group members. The OSC began writing blog posts and has currently contributed five blog posts on Scholarly Communication topics and events, primarily written by Lily Flick.*

■ **Internal training: Continue to identify training resources and opportunities across the UCF Libraries for subject librarians.** *Ongoing:* The OSC consistently shares blog posts, journal articles, and other scholarly resources related to Scholarly Communication. In addition, the OSC routinely shares webinar opportunities, as well as offers a centralized viewing place for such webinars (allowing for feedback and discussion). Beginning in May 2016, the OSC began offering a six-part summer series of Scholarly Communication Brown Bag sessions, open to any UCF Libraries faculty and staff interested. The OSC regularly works with Research & Information Services to provide updated Scholarly Communication information along with training resources and other related opportunities; the OSC regularly reports at the monthly Research & Information Services meeting and provides Scholarly Communication summaries on topics of interest, services, and resources for subject libraries to use in their subject librarian newsletters.

■ **Workshops for targeted audiences: Assess "Publishing in the Academy" workshops delivered at the Graduate Student Center and evaluate program. Explore opportunities to create a series of workshops for faculty and students beyond the "Publishing in the Academy" workshops.** *Ongoing:* The OSC worked with Corinne Bishop to begin exploring more formalized assessment options for the "Publishing in the Academy" workshops (now titled, "Graduate Workshops"). With this in mind, Corinne Bishop and Sarah Norris began working on creating online versions of two graduate workshops ("Literature Reviews" and "Author Rights") and are looking at assessment options for these online versions. Additionally, a workgroup composed of Corinne Bishop, Richard Harrison, Patti McCall, Carrie Moran, Rachel Mulvihill, and Sarah Norris is examining the potential opportunity to create undergraduate workshops. After discussing this with the Office of Undergraduate Research, it was determined that two workshops would be offered in Fall 2016 as a pilot based on their feedback. These include "Citation Management" and "Where to Publish & Author Rights."

■ **Outreach: Host programming for Open Access Week. Assess faculty bibliography project to determine most effective way to develop a comprehensive and useful tool to disseminate UCF research. Work to cultivate strategic alliances across the university community by partnering and collaborating with various campus constituents.** *Ongoing:* The OSC has been deeply engaged in Open Access activities and participates yearly in Open Access Week, which has proved a successful event each year. Open Access Week 2015, led by workgroup members Ven Basco, Kerri Bottorff, Cindy Dancel, Lee Dotson, Carrie Moran, Rachel Mulvihill, Mary Rubin, and numerous other library faculty and staff who volunteered during the event, this student-centric Open Access Week utilized the a "carnival" theme to promote open access to students in

an informative, yet fun and approachable way. This event saw an increase of 200 students from the previous year. A working group composed of Cindy Dancel, Lily Flick, Athena Hoeppner, Carrie Moran, Rachel Mulvihill, and Sarah Norris have been working on Open Access Week 2016, with a full week of activities already planned. A working group composed of Kerri Bottorff, Sai Deng, Lee Dotson, Lily Flick, Athena Hoeppner, and Sarah Norris has been working to assess the faculty bibliography project managed and maintained previously by Penny Beile and various Scholarly Communication Adjuncts – most recently, Ryan Otto. With nearly 20,000 bibliographic records in an Access database culled from the Web of Science, the working group determined that this content was a high candidate for STARS. Currently, the working group has undertaken a test load into STARS of these records and are assessing discoverability (including the use of Open URLs and DOI links), as well as standardizing metadata. Partnerships and collaborations are key in the success of Scholarly Communication efforts at UCF. The OSC has leveraged existing partnerships and is working to expand these partnerships and collaborations while exploring opportunities for new collaborations and partnerships, as well. Key partners include: Center for Distributed Learning, College of Graduate Studies, Office of General Counsel, Office of Research & Commercialization, Office of Technology Transfer, and Office of Undergraduate Research. The OSC also partnered extensively with Texts & Technology, as well as the Center for Humanities & Digital Research.

Sarah Norris and Regional Campus Librarian Andy Todd, carnival-themed Open Access Week Desk, John C. Hitt Library, October 21, 2015

Office of Scholarly Communication (cont'd)

Departmental Goals: 2016-2017

Virtual Space: Assess existing Scholarly Communication website and explore opportunities for expansion, including informational and instructional videos, LibGuides on specifics topics (e.g., Copyright), blog posts, and other appropriate tools that promote researching and scholarly publishing services in the library.

■ Internal training: Continue to identify training resources and opportunities across the UCF Libraries for subject librarians.

■ Workshops for targeted audiences: Explore opportunities to create a series of workshops for faculty and students beyond the currently offered "Publishing in the Academy" workshops.

■ Outreach: Host programming for Open Access Week. Promote and facilitate discussions of open access across campus community. Assess faculty bibliography project to determine most effective way to develop a comprehensive and useful tool to disseminate UCF research. Work to cultivate strategic alliances across the university community by partnering and collaborating with various campus constituents.

STATISTICS

Scholarly Communication
Chart 1
UCF Libraries
July 1, 2015 – June 30, 2016

Graduate Workshops

Chart showing Topics, Sessions Offered, and Attendance:
- Summer 2015: 6, 11, 6
- Fall 2015: 10, 31, 122
- Spring 2016: 10, 34, 102
- Summer 2016: 5, 10, 39

Legend: ▨ Topics ■ Sessions Offered ▨ Attendance

Advancement Toward the President's Five Goals

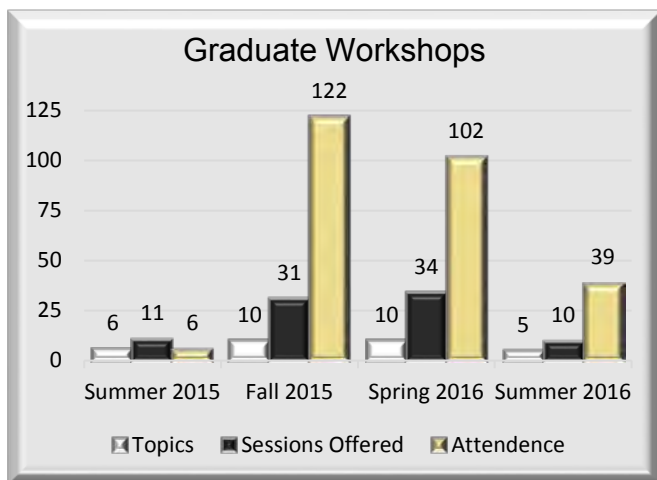*Offer the best undergraduate education available in Florida.*

■ Knowledge of ownership and rights associated with intellectual outputs is key to understanding the limitations and affordances of materials created by the student as well as how they can use items created by others for academic, professional, and personal needs. Two projects directly align to this goal: First is the undergraduate workshops (including a session on author rights and where to publish), the second is programming for the planned 2016 Open Access Week, specific days of which are targeted to undergraduate students.

Achieve international prominence in key programs of graduate study and research

■ The work of the Office most directly impacts this goal through support of faculty and graduate research. Specific projects that relate to this goal include providing external training to graduate students and faculty on emerging issues related to research and publication; creating a bibliography of UCF faculty work in STARS; and a faculty advisory board to further refine unit goals and projects and cultivate a group of faculty supporters.

Performance Enhancement Recommendations

This year, as noted, has seen tremendous growth and opportunity. As the OSC transitions into an established unit at UCF Libraries, there are likely to be changing needs with regards to space and technology – particularly the need for mobile technology, as OSC staff are often not in the library but meeting with faculty and other units at their respective locations. In addition, as the unit grows, so too will the need additional staff (adjuncts and/or permanent staff), and the OSC will need to closely assess these needs in the next few years.

Sarah Norris
Scholarly Communication Librarian
Office of Scholarly Communication

Highlights of the Year in Retrospect

"Exceeded my expectations!" Watch below for what they are saying about us!

- Subject Librarians proactively collaborated on:
  - OER (Open Educational Resource) projects
  - STARS Institutional Repository projects
  - Subject Video production
  - Scholarly presentations at home and abroad
  - Enhanced visibility via UCF Web pages & SelectedWorks profiles
- RIS received 2016 QEP Enhancement Award
- Ask A Librarian IM (Instant Messaging) stats reach new high
- Government Document's Barcoding/ Cataloging/ Inventory project proceeding full speed ahead
- Strategic goals adopted for RIS
- RIS Subject Librarian Terrie Sypolt won 2016 Excellence in Librarianship

Terrie Sypolt *(College of Education & Human Performance)* "I wanted to hug and kiss her, she excited me so much, with her wealth of knowledge and her ability to make me feel that my dissertation topic was actually doable! I am truly grateful for her assistance! Thank you very much for letting me borrow Terrie and her invaluable knowledge and skill set!!! (Donna Noll, COEHP Doctoral Student, December 7, 2015)

- RIS welcomed new staff members:
  - Chemera "CJ" Ivory joined RIS as new Business Librarian
  - Corinne Bishop joined RIS as new Social Sciences Librarian
  - Megan Haught joined T&E/RIS as new Office Manager
- LibStaffer software adoption achieves more efficient RIS scheduling

Strengthening the Subject Librarian service model during its third year.[1]

During 2015-2016, RIS (Research & Information Services) continued to strengthen and fine-tune its Subject Librarian program. Subject Librarians proactively worked to increase positive impacts on OER (Open Educational Resource) projects, STARS Institutional Repository projects, Subject Video production, and enhanced visibility via RIS's representation in the new UCF Libraries website and RIS staff SelectedWorks profiles.

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[1] Sample publications, presentations, & partnerships with academic faculty related to the Subject Librarian service model include:

- Barbara Tierney, Carrie Moran, and others. (2016) "Promoting Subject Specialists & Enhancing Visibility of Library Reference." RUSA – MERS Committee Panel, 2016

- **Subject Librarian Outreach to key UCF programs & units:**
  - **Honors in the Major**
    During 2015-2016, Subject Librarians continued to reach out to the Burnett Honors College "Honors in the Major" (HIM) program to offer workshops, orientations, and one-on-one research consultations for students involved with writing theses. Subject Librarians proactively contacted HIM students, program coordinators, and thesis advisors to offer assistance with library resources and services.

Terrie Sypolt *(College of Education & Human Performance)* "Ms. Sypolt brought items I have not considered towards my work. She took the time and was extremely helpful." (Benjamin Gallegos, COEHP Graduate Student, December 12, 2015)

  - **Blackstone Launchpad**
    Subject Librarians proactively reached out to students and staff of the Blackstone Launchpad student entrepreneur program to offer assistance with student patent and marketing ideas.

  - **Career Services, College of Graduate Studies, College of Undergraduate Studies, Honors College, Interdisciplinary Studies, Office of Experiential Learning, Office of Transfer & Transition Services, and Office of Undergraduate Research**
    RIS Librarians Corinne Bishop, Richard Harrison, John Venecek, and Barbara Tierney partnered with the above units on the RIS-QEP Enhancement project entitled "Databases Impacting Students in their Career, Graduate School and Civic Engagement Preparation." RIS is working to improve the user experience by creating online guides that will target particular student populations and lead them to library services, programs and resources that will support their success.

Richard Harrison (Humanities) "Provided me with many secondary sources with greater relevance to my research topic than I initially expected to find." (Industrial Engineering Undergraduate Student, November. 2, 2015).

American Library Association Annual Conference, June, Orlando

- Barbara Tierney, Ven Basco, Lee Dotson, Sarah Norris, and John Venecek.(2016) "Grow Your Own Academic Library Scholarly Communication Program," presentation, 2016 Florida Library Association Conference, March, Daytona Beach

Dr. Anna Jones (Director, QEP; Associate Professor, Teaching and Learning/College of Undergraduate Studies) presenting on UCF's QEP (Quality Enhancement Plan) and ways that UCF Libraries can be involved

- **Scholarly Communication Office**
  Subject Librarians worked closely with the Scholarly Communication Librarian to promote Scholarly Communication initiatives such as promoting the use of OERs (Open Educational Resources) by UCF faculty, presenting together at conferences and workshops, creating a Scholarly Communication Faculty Advisory Board, participating in the creation of an Undergraduate Scholarly Communication workshop series, and participating in Scholarly Communication training.

- **STARS Institutional Repository**
  Subject Librarians worked closely with the Digital Initiatives Librarian to assist with outreach and marketing on behalf of STARS, the new UCF Institutional Repository. Subject Librarians completed "environmental scans" of their assigned academic departments to identify important academic department resources that might be housed in STARS. For example, partly due to Subject Librarian Richard Harrison's efforts, Dr. Robert Cassanello (UCF History) began adding his "History of Central Florida" podcast collection to STARS. Also, 800+ UCF patents were added to STARS, partly due to the efforts of Subject Librarians Hal Mendelsohn and Missy Murphey.

> Richard Harrison:
> Humanities
> "The search strategy will help obtain external grant funding."
> (Dr. Tim Sellnow, Communication Sciences & Disorders, December 8, 2015)

Subject Librarian Training
- **Planned and implemented annual RIS retreat on May 5, 2016.**
  The 2016 retreat was an "unconference" that encouraged creative thinking on a number of reference issues such as best practices for handling collection analyses for new interdisciplinary programs; handling interdisciplinary research consultations and reference questions; augmenting subject

specialization expertise; improving outreach strategies that target Graduate and Undergraduate students; improving strategies to promote embedded librarians, OER marketing, and RIS/ Teaching & Engagement (T&E)/ Scholarly Communication collaborations; improving the user experience. All UCF Librarians were invited to participate in this all-day training activity.

- **Planned and implemented monthly RIS meetings that offered training elements.**
  At most of the monthly meetings, RIS hosts guest speakers who make presentations about UCF programs or services that are highly relevant to RIS initiatives. RIS also plans monthly meetings that have "21st Century Reference" discussion topics such as: the pros and cons of creating a single service point within the Knowledge Commons, best practices for conducting reference interviews with Millennial Students, and top 2016 trends in academic libraries.

- **Subject Librarian toolkit**
  Continued to revise and update this online internal training guide.

> "Terrie Sypolt *(College of Education & Human Performance)* This was a great consultation! I feel confident that I have enough to prepare me for an excellent literature review. Great consultation; Terrie is awesome!" (Irenea Walker, Social Science Education Graduate Student, October 22, 2015

Strengthening the Research & Information Desk (RAID) Service Model
In the past 3.5 years, RIS successfully hired and trained several select part-time Reference Librarians to help staff the Research & Information Desk (RAID) on evenings, weekends, and busy weekday afternoons. Scheduling highly trained OPS librarians at the RAID allows the Subject Librarians more hours away from the Desk to concentrate on Subject Librarian outreach to their assigned academic programs, one-on-one research consultations, collection development, and instruction. Note, in addition to part-time librarians at the RAID, each RIS Subject Librarian continues to have a 10-15% RAID assignment and several Subject Librarians also have a 5% Ask A Librarian assignment.

During 2015-2016, RIS hired and trained three additional part-time Adjunct Librarians (Karli Mair, Ross Martin, and Michael Schau) to assist at the RAID.

Other RIS Projects:
- Ask A Librarian IM (Instant Messaging) statistics reached a new high. (Please see "RIS Statistics" section.)
- Government Documents' Barcoding/ Cataloging/ Inventory project proceeded full

- speed ahead to meet UCF Libraries' ARC (Automated Retrieval Center project) deadlines. (Please see "RIS Statistics" section.)
- Discussed, selected and drafted RIS strategic goals to be included in the Research, Education, and Engagement: University of Central Florida Libraries, Strategic Plan 2015-2020.
- Created new RIS (and joint) Web pages within the UCF Libraries website.
- Implemented "Lib-staffer" (Springshare scheduling software) that has led to increased efficiency in scheduling the Research and Information Desk.

■ **RIS Librarian received recognition for excellence**

Subject Librarian Terrie Sypolt won the 2016 Excellence in Librarianship Award.

> **Terrie Sypolt** *(College of Education & Human Performance)* "Dr. Sypolt was able to help me locate articles and information I have been struggling to find on my own. Dr. Sypolt's wealth of information and knowledge on the resources and databases at UCF is invaluable." (Education Graduate Student, March 23, 2016)

■ **Changes in RIS Staffing**

- New RIS part-time librarians hired and trained to staff the RAID include Karli Mair, Ross Martin, and Michael Schau.
- New Business Librarian Chemera "CJ" Ivory joined RIS on August 30, 2015.
- New Social Sciences Librarian Corinne Bishop joined RIS on January 1, 2016.
- New Office Manager Megan Haught joined RIS/T&E on March 25, 2016.

CJ Ivory, Business Librarian, at the Libraries table, College of Business Fall Welcome event

- Subject Librarian Hal Mendelsohn retired on July 31, 2015.
- Subject Librarian Linda Colding resigned her UCF position on September 4, 2015 to accept the position as "Head of Reference, Research, & Instruction" at Florida Gulf Coast University Library.
- Office Manager Terri Gotschall left RIS / T&E on January 1. 2016.

Report on Departmental Goals: 2015-2016

The following are RIS 2015-2016 strategic goals that support the Information Services Division's 2015-2020 Strategic Plan, along with examples of how RIS is working to fulfill those goals.

■ **Subject Librarians will collaborate with Teaching & Engagement (T&E), Center for Distributed Learning (CDL), and other departments to develop online tools (such as subject-oriented videos, Research Guides, etc.) to support research and instruction in their assigned academic programs.**

- *RIS was selected to receive a QEP Enhancement Award in the amount of $3,500 to conduct a project entitled "Databases Impacting Students in their Career, Graduate School and Civic Engagement Preparation." RIS Librarians Corinne Bishop, John Venecek, Richard Harrison, and Barbara Tierney worked with CDL and eight UCF partners to create eight short videos that can be embedded in each partner's website, Canvas courseware, and online Research Guides.*
- *"CJ" Ivory (Subject Librarian: Business) worked with adjunct librarian Karli Mair (Teaching & Engagement) and Lonny Butcher (Director of Professional Development & Placement, College of Business) to design business research tutorials for the Career Research & Planning course (GEB 3003). Their video "How to Research an Employer" is available on the Vimeo UCF Business Libraries channel.*

> **Rich Gause** *(Government Documents)* "Very helpful. Rich is great, very knowledgeable." (Public Administration Graduate student, November 24, 2015)

> **Rich Gause** *(Government Documents)* "My research was expanded and I learned how to conduct online research in a more effective manner." (English Graduate Student, October 29, 2016)

■ **Subject Librarians will collaborate with faculty to help identify OERs (Open Educational Resources) and electronic content owned by UCF Libraries that could serve as alternatives to traditional textbooks in their assigned academic programs.**

- *John Venecek (Subject Librarian: English) worked with Dr. Christian Beck (UCF English) and the OER committee to create an OA edition of Dr. Beck's reading list for his ENL 2012 summer class; Venecek also reviewed Dr. Mark Kamrath's (UCF English) reading list for OER*

> **Terrie Sypolt** *(College of Education & Human Performance)* "Ms. Sypolt really helped me to search different databases for a particular topic. She went out of her way to make sure that I was able to find more than enough information on my topic." (Monique Badal, COEHP Graduate Student. March 16, 2016)

possibilities, although Dr. Kamrath decided not to participate in the pilot.

- *After talking with Dr. Beck about Venecek's assistance to English faculty who are interested in OER alternatives, Dr. Kathleen Hohenleitner (UCF English) worked to incorporate six 18th Century novels (not covered by copyright) into an online anthology for a Fall 2016 course.*

- *Rich Gause (Subject Librarian: Government Documents, Theater) worked with the UCF OER Committee. Gause co-presented with Dr. Penny Beile a program entitled "Exploring Open and Low-Cost Alternatives to the Traditional Textbook" at the 2016 FCTL Summer Conference.*

- *CJ Ivory (Subject Librarian: Business) and Missy Murphey (Subject Librarian: Anthropology, Sociology, Patents & Trademarks) assisted the new Integrated Business program with OER alternatives.*

■ **Subject Librarians will collaborate with faculty and departments such as CDL (Center for Distributed Learning) and SARC (Student Academic Resource Center) about relevant outreach strategies to support student success in their assigned academic programs.**

- *John Venecek worked with librarians Rachel Mulvihill and Rosie Flowers (Teaching & Engagement), Writing and Rhetoric Instructor Matt Bryan, and CDL to revise the introductory video for the Canvas course which will be used inside all future sections of course ENC1102.*

- *CJ Ivory worked with adjunct librarian Karli Mair (Teaching & Engagement) and Lonny Butcher (College of Business) to design business research tutorials for a GEB 3003 Career Research & Planning course. Their video "*How to Research an Employer*" is available on the Vimeo UCF Business Libraries channel.*

■ **Subject Librarians will work to improve the user experience by assisting with the creation or enhancement of online portals that will target particular student populations and lead them to library services, programs, and resources that will support their success.**

- *RIS Librarians Corinne Bishop, Richard Harrison, John Venecek, and Barbara Tierney partnered with Career Services, College of Graduate Studies, College of Undergraduate Studies, Honors College, Interdisciplinary Studies, Office of Experiential Learning, Office of Transfer & Transition Services, and Office of Undergraduate Research on the RIS-QEP Enhancement project entitled "Databases Impacting Students in their Career, Graduate School and Civic Engagement Preparation." RIS worked to improve the user experience by creating* online guides *that will target particular student populations and lead them to library services, programs, and resources that will support their success.*

- *Rich Gause and CJ Ivory served on Web Working Group committees to improve UCF Libraries' online portals.*

■ **RIS will continue to assess the experiences of clients of RIS services (such as Subject Librarian research consultations, Research Guides, etc.) via assessment feedback completed by the client and other means, to measure the effectiveness and value of these services and strive for their improvement.**
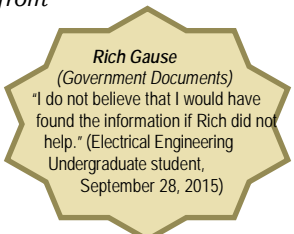
- *Subject Librarians such as Corinne Bishop, Rich Gause, CJ Ivory, Terrie Sypolt, and others received outstanding Research Consultation assessments from Graduate and Undergraduate students. (Please see excerpts taken from client feedback.)*

■ **Subject Librarians will work with the Scholarly Communication Librarian to enhance their education and training regarding Scholarly Communication issues.**
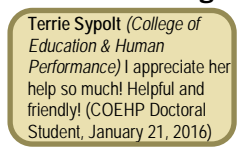
> **Rich Gause**
> *(Government Documents)*
> "I do not believe that I would have found the information if Rich did not help." (Electrical Engineering Undergraduate student, September 28, 2015)

- *Subject Librarians worked with Scholarly Communication Librarian Sarah Norris to identify topics for a Summer 2016 series of Scholarly Communication workshops. The Subject Librarians participated in these workshops throughout summer 2016.*

■ **Subject Librarians will assist in marketing UCF's STARS Institutional Repository to UCF faculty in order to enhance the impact of UCF-created knowledge and scholarship.**

> **Terrie Sypolt** *(College of Education & Human Performance)* I appreciate her help so much! Helpful and friendly! (COEHP Doctoral Student, January 21, 2016)

- *On March 24, 2016, bepress Digital Commons informed UCF Libraries that UCF was among the most popular institutions in the "Arts and Humanities Commons" and the "Life Sciences Commons sections" of their Digital Commons. This recognition is due, in large part, to Subject Librarian Richard Harrison's proactive outreach to his assigned academic departments to foster partnerships between these departments and UCF Libraries' STARS IR. Partly due to Harrison's efforts, Dr. Robert Cassanello (UCF History) began adding his "A History of Central Florida" podcast collection to UCF Libraries' STARS IR.*

- *Also, 800+ UCF patents were added to UCF Libraries' STARS Institutional Repository partly due to the efforts of Subject Librarians Hal Mendelsohn and Missy Murphey. Other schools have added patents to their IRs, but not nearly on the scale that UCF has. Further, our categorizing the patents by college or research center provides added value not available in any other repository containing UCF patents.*

> **Corinne Bishop**
> *(Public Admin/Poli Sci/Criminal Justice/ Interdisciplinary Studies)* "It helped me to stay on track and be confident." (Machavely Ferrante, Undergraduate Student, Interdisciplinary Studies, March 16, 2016)

■ **Subject Librarians will create specialized instruction strategies and online tools to support academic programs that have international or diversity issues**.

- *Rich Gause and other Subject Librarians created and maintained* online Research Guides *on a number of international topics.*
- *For the past several years UCF Libraries has participated in the ASERL Centers for Excellence program through which the Libraries strives to collect all National Aeronautics & Space Administration (NASA), Department of Energy (DOE), Atomic Energy Commission (AEC), and Nuclear Regulatory Commission (NRC) documents. RIS will continue to build collections in these areas and market these resources to the community.*

> **Rich Gause**
> *(Government Documents)*
> "Excellent overview of resources and thorough answers to all specific questions. Entire session was helpful. " (Eric Merriam, Legal Studies Faculty, January 20, 2016)

- *Barbara Tierney, Head, RIS, made professional presentations on the Learning Commons and Subject Librarian service models at the University of Tokyo and Kobe University, January 29 and February 2, 2016.*

Barbara Tierney with the JANUL (Japan Association of National University Libraries) Team, JANUL Symposium January 2016

Departmental Goals: 2016-2017

RIS's 2016-2017 strategic goals support the Information Services Division's 2015-2020 Strategic Plan. In 2016-2017, RIS will continue to focus upon the same strategic goals as in 2015-2016.

■ Subject Librarians will collaborate with Teaching & Engagement (T&E), Center for Distributed Learning (CDL), and other departments to develop online tools (such as subject-oriented videos, research guides, etc.) to support research and instruction in their assigned academic programs.

■ Subject Librarians will collaborate with faculty to help identify Open Educational Resources (OERs) and electronic content owned by UCF Libraries that could serve as alternatives to traditional textbooks in their assigned academic programs.

■ Subject Librarians will collaborate with faculty and departments such as CDL and Student Academic Resource Center (SARC) about relevant outreach strategies to support student success in their assigned academic programs.

■ Subject Librarians will work to improve the user experience by assisting with the creation or enhancement of online portals that will target particular student populations and lead them to library services, programs and resources that will support their success.

■ RIS will continue to assess the experiences of clients of RIS services (such as Subject Librarian research consultations, Research Guides, etc.) via assessment feedback completed by the client and other means, to measure the effectiveness and value of these services and strive for their improvement.

> **Terrie Sypolt**
> *(College of Education & Human Performance)*
> "Assisted me in furthering my research and identifying sources. Awesome experience. Terrie is very, very well informed and incredibly helpful." (Alexandra Garney, COEHP Graduate Student, November 2, 2015)

■ Subject Librarians will work with the Scholarly Communication Librarian to enhance their education and training regarding Scholarly Communication issues.

■ Subject Librarians will assist in marketing UCF's STARS Institutional Repository to UCF faculty in order to enhance the impact of UCF-created knowledge and scholarship.
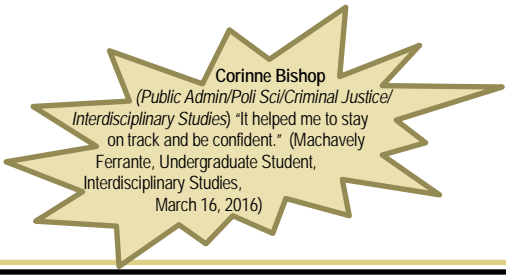
■ Subject Librarians will create specialized instruction strategies and online tools to support academic programs that have international or diversity issues.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

■ RIS was selected to receive a QEP Enhancement Award in the amount of $3,500 to conduct a project entitled "Databases Impacting Students in their Career, Graduate School and Civic Engagement Preparation."

> **Richard Harrison**: (Humanities)
> "Most of the sources that were brought up didn't actually pertain to my research topic, but the efforts to help me were very thorough and very much appreciated. I am encouraged when I receive courteous help from a desk on the UCF campus. Most people who are working those jobs are inconsiderate and a little rude. Richard Harrison was not so at all. He is a well-trained expert in his field as well as in people interactions." (Art Undergraduate Student, November 30, 2015)

UCF

> **Terrie Sypolt** *(College of Education & Human Performance)* "Ms. Sypolt exceeded my expectations in the amount of research she was able to help me find pertaining to my Honors in the Major thesis proposal. I felt overwhelmed and she was able to find the EXACT type of articles, etc. I was looking for. The process now seems much easier." (HIM Undergraduate Student, June 2, 2015)

- The UCF Subject Librarian program provided positive impacts on undergraduate student success. Examples: Subject Librarians reach out to undergraduate students in the...
  - Burnett Honors College "Honors in the Major" program by offering library orientations, workshops, and one-on-one research consultations for HIM students engaged in writing theses.
  - Blackstone Launchpad entrepreneur program by offering assistance with patent and marketing ideas.
  - College of Undergraduate Studies, the Office of Experiential Learning, the Office of Transfer and Transition Services, the Office of Undergraduate Research, Interdisciplinary Studies, and Career Services to connect them with library resources and services that will support their academic success.
- The John C. Hitt Library Research & Information Desk was open seven days a week to provide drop-in, face-to-face, reference and research assistance for students
- Students may request one-on-one research consultations with Subject Librarians assigned to their academic programs via an online request form.
- Students had 24/7 access to online Research Guides that are customized for either a particular course or a particular academic program.
- Faculty members may request a customized library research instruction class with Subject Librarians for their students.
- The Ask A Librarian service was available seven days a week to respond to student research and reference questions via chat, email, texting, and telephone
- The "Mobile Librarian" outreach service at the John C. Hitt Library that involved roving library staff members assisting students at point-of-need on various floors of the library during weekday hours.
- The LibAnswers Knowledge Base offers students FAQ information.

> **Corinne Bishop**
> *(Public Admin/Poli Sci/Criminal Justice/Interdisciplinary Studies)*
> "Helped me figure out ways to locate research info. for my research paper." (Damion Thompson, Undergraduate Student, Interdisciplinary Studies, April 4, 2016)

> **Dawn Tripp**
> *(Senior Library Technical Assistant/ Ask A Librarian)*
> "Amazing help from a Librarian." Hey I was just helped by a Dawn-T. Just wanted to say that Dawn was an amazing help (Dylan, February 10, 2016).

Achieve international prominence in key programs of graduate study and research

- RIS Librarians conducted 487 in-depth, one-on-one research consultations during this review period. These research consultations were available to all students, but were heavily used by graduate students.
- RIS Librarians created (or updated) a wide range of online Research Guides to support graduate courses.
- RIS Librarians provided a wide range of library research workshops for graduate students in all disciplines.

Provide international focus to our curricula and research programs.

- Rich Gause and other Subject Librarians created online Research Guides on a number of international topics.
- Barbara Tierney, Head, RIS, presented the keynote address "The Learning Commons Service Model in North America" at the Japan Association of National University Libraries (JANUL) Symposium at the University of Tokyo on January 29, 2016.

Barbara Tierney at University of Tokyo's Red Gate for the JANUL (Japan Association of National University Libraries) Symposium January 2016

- Barbara Tierney, Head, RIS, presented the following two talks at Kobe University (Kobe, Japan) on February 2, 2016: "The Subject Librarian Service Model in the United States" and "The Learning Commons Service Model in North America."

Become more inclusive and diverse

■ The RIS Liaison to Accessibility Services, Missy Murphey, worked closely with Accessibility Services and Library Administration to monitor and serve as an advocate for library facilities, resources, and services to support the needs of UCF students. Patrons with print disabilities who require an electronic version of a book or journal owned by UCF may request it via Hathitrust.

> **Richard Harrison**: (Humanities)
> "I have no words to express my gratitude for what Richard Harrison has done for my students over the years. He has always gone out of his way to prepare and deliver exceptional training sessions for my History and Historians course. He always tailors the class to the students' needs and the subjects that they are working on. I could not help but notice the smiles of excitement painted on my students as the walked out of Mr. Harrison's class." (Dr. Luis Martinez-Fernandez, Professor of History, March 3, 2016)

Be America's leading partnership university

■ RIS Librarians worked with the UCF Center for Entrepreneurial Research (College of Business Administration) to provide library research workshops showcasing patents & trademarks, government documents, and marketing resources for UCF's Blackstone Launchpad unit.

■ RIS's Ask-A-Librarian virtual reference service, which belongs to the 135-member Tampa Bay Library Consortium, collaborated with other Florida libraries to provide a statewide chat service.

■ RIS's Government Documents – a member of the Federal Depository Library Program) – received documents in nearly every subject area and strived to make this information accessible to the public.

> **Rich Gause** (Government Documents) "It helped to get my research on the right path, because he is very helpful. Rich is fantastic." (Political Science Undergraduate, November 17, 2015).

■ For the past several years UCF Libraries has participated in the ASERL Centers for Excellence program through which we strive to collect all National Aeronautics & Space Administration (NASA), Department of Energy (DOE), Atomic Energy Commission (AEC), and Nuclear Regulatory Commission (NRC) documents.

> **Terrie Sypolt** (College of Education & Human Performance) "Ms. Sypolt created accounts and saved searches that will be helpful for my dissertation. Just watching her approach to the search was helpful and made me feel more confident with what we've found."

> **Terrie Sypolt** (College of Education & Human Performance) "Terrie was able to dig so deep into the literature and find things I never dreamed of." (Jade Laderwarg, COEHP Graduate Student, April 19, 2016).

Perfomance Enhancement Recommendations

With the recent addition of Biomedical Graduate and Undergraduate programs at UCF, there is now a need for a Biomedical Subject Librarian (either within the College of Medicine or within RIS) to support students and faculty that are engaged in these programs.

> **CJ Ivory** (Business Administration) "CJ was very nice and friendly. She showed me some incredible resources and how to use them. Soon I will be doing the research she showed me how to do. (Cole Holland, Business Administration Undergraduate Student, February 22, 2016)

With the addition of GIS and Research Data Management components to UCF courses and research projects, there is a need for GIS and Research Data Management expertise within RIS. In Fall 2016, Subject Librarian Missy Murphey will enroll in the UCF GIS Graduate Certificate program to receive training to assist with research instruction and consultations that have GIS components.

> **Corinne Bishop** (Public Admin/Poli Sci/ Criminal Justice/Interdisciplinary Studies) "Ms. Bishop was wonderful! I feel much more prepared for my research study and found some really good sources to start with...and I learned about tools such as reworks that I didn't know about. I just wish I had known about this service earlier than my last semester! Such a big help! (Rebecca Williams, Undergraduate Student, Interdisciplinary Studies, April 4, 2016)

To prepare for the transfer of Government Document resources into the proposed Automated Retrieval Center (a key element of UCF Libraries' 21st Century Library project) the Government Documents collection is currently is inventoried, cataloged, and barcoded with additional RIS staffing provided by special funding.

STATISTICS

Statistics

Research and Information Services usage statistics serve as an important measure of departmental performance. The department offers a variety of ways to assist patrons with their information needs including the Research and Information Desk (RAID), the Ask A Librarian service, one-on-one Research Consultations, and the Mobile Librarian service. The following tables summarize the number of people and hours devoted to each service and the total interactions for the 2015-2016 reporting period and a comparison with last fiscal year.

(Additional statistics and five-year comparisons are located at the end of this report.

Research & Information Services
Table 1
Selected Statistics for Research and Information Services in 2015-16 & 2014-2015

Service	# of People*		# of Hours		# of Interactions	
	2015/16	2014/15	2015/16	2014/15	2015/16	2014/15
RAID (Research & Info. Desk)	28	27	4,954.5	4,944	20,393	22,584
Ask A Librarian	16	13	3,716	3,807	8,863	9,201
Info Kiosk‡	Now in Circ	28		25		519
Research Consultations†	17	16	974	1,030	487	515
Mobile Questions	15	12	228	136	242	222
		TOTALS	9,942	9,942	33,041	33,041

To complement the staffed service points noted above, the library also offers Research Guides and a LibAnswers Knowledge Base which provide asynchronous access to answers from UCF librarians. In August 2014 the Research Guides/LibAnswers system transitioned to a new platform which calculates usage differently, making year-to-year comparisons within this system difficult to calculate prior to 2014/15.

The forthcoming revisions to the library website increased usage of Research Guides. In 2014/15 Research Guides had 272,820 views which increased by 221% to 601,905 in 2015/16. A significant portion of this increase was due to staff movement of databases into research guides (accounting for just over a third of the traffic).

In 2015/16 the Total Public FAQ views was 32,070, a 19% increase from the total 2014/15 count of 26, 968. The new version of LibGuides does not yet include the previously available functionality of easily embedding LibAnswers FAQs in the guides, making the LibAnswers Knowledge Base less easily discoverable.

Corinne Bishop *(Public Admin/ Poli Sci/Criminal Justice/Interdisciplinary Studies)* This was truly an amazing experience! Ms. Bishop and Mr. Rich know exactly what they are talking about and are very personable people! If I didn't know about this research consultation I would be going about my research question in the wrong way. Very helpful! Amazing friendly people who know their stuff! (Vanessa Singh, Undergraduate Political Science Student, April 4, 2016)

CJ Ivory (Business Administration) *"The overall procedure was fabulous. Although we were not able to find the exact data information on the topic, I did learn a lot of resources and techniques about researching which I found to be brilliant and useful. I really appreciate the efforts that were made and I felt very enlightened that I went through the process. The overall experience was extremely helpful and insightful and I would recommend any other student to take up this great experience. CJ Ivory is very upbeat and made the whole procedure to be a delight."* (Brandon Hok, Marketing Graduate Student, March 3, 2016)

Research & Information Services
Table 2

Five-Year Comparison: Desk, Info Kiosk, Research Consultations & Mobile Questions Statistics

	2015-2016	2014/15	2013/14	2012/13	2011/12
RAID (Research & Info. Desk)	20,393	22,584	28,056	25,269	29,743
Research Consultations	487	515	489	490	502
Mobile Questions*	242	222	324	292	330

[Note: Possible reasons for changes in Research and Information Desk (RAID) statistics in the past five years:
- In Fall 2015, LibTech asked that all requests for guest passwords and all NID problems be referred to the 3rd Floor Desk.
- In Spring 2016 (when the 2nd Floor Printing Office closed), LibTech requested that all printing questions be referred to the 3rd Floor Desk.

- In Fall 2014, the 3rd Floor LibTech Desk opened, handling many of the software and tech questions previously dealt with at RAID.
- In 2013-2014, NID log-ins were required for the Libraries' public computers for the first time causing a surge in questions during Fall 2013.
- In the past five years, many databases have become more user-friendly and patrons are able

to search these databases without librarian mediation or assistance.
- The Libraries' "Knowledge Base FAQs" may have successfully answered a considerable portion of patron questions that would have otherwise been directed to RAID.]

Ask A Librarian
Meredith Semones, Coordinator

Sixteen staff members (including librarians not in RIS, adjunct librarians, and OPS staff) contributed a total of 3,716 hours to staff Ask A Librarian (AAL) virtual reference service this past year. UCF-AAL staff answered 6,539 chat questions (which included 5,231 IMs, 532 Florida AAL commercial chats[1], and 776 UCF commercial chats*[2]). In addition UCF-AAL staff answered 1,910 phone calls, 371 emails, and 43 text messages, for a total of 8,863 total interactions.

Patricia Hall (far left) and Joanie Reynolds (third from left) show their dedication as part of the Live United team at the Beta Center
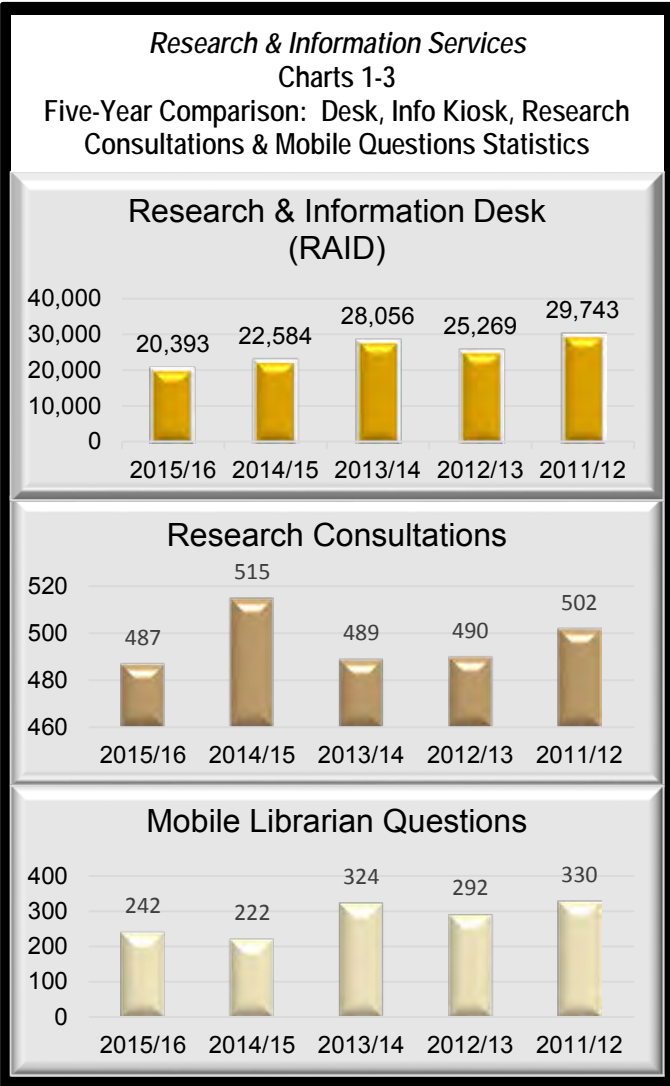
CJ Ivory
(Business Administration) "Ms. CJ Ivory helped me become more familiar with using Social Explorer and Simply Map. Now I can use two different databases to do my assignments and projects. Very sweet and patient. Enjoyed having her explain to me how to use the two databases and will be coming to her for her expertise in the future. She exceeded my expectations and helped me until I felt comfortable with the two databases." (Tiffany Lim A Po, Business Admin., Undergraduate Student, March 3, 2016

The implementation of the Springshare chat software for Florida AAL chat has not made a significant difference in terms of commercial chat numbers, in fact these numbers continue to drop, with the exception of a slight increase in the number of chats that UCF-AAL staff members answered for other Florida academic libraries.

On the other hand, Instant Messaging chats, using LibraryH3lp software, continue to increase each year, with last year's service totaling 400 more chats from the previous fiscal year. Reasons for this increase may be due to the 'LibraryH3lp' software being easy to use for both the patron and the operator. Also, the presence of the "Ask Us chat icon" on the library homepage and the "IM widget" on QuickSearch may account for the increasing popularity of the Instant Messaging service. UCF-AAL service will continue to "double staff" for IM during peak weekday hours (10 am-5pm) for the fall & spring semesters.

Terrie Sypolt (College of Education & Human Performance) "Terrie was fantastic! She helped me find databases and searches that I would not have been able to find otherwise. She took extra time with me to help me find what I needed. Thank you so much! This is a wonderful service. Thank you." (Andrea Rediske, COEHP Graduate Student, November 7, 2015)

Research & Information Services
Charts 1-3
Five-Year Comparison: Desk, Info Kiosk, Research Consultations & Mobile Questions Statistics

Research & Information Desk (RAID)

Year	Value
2015/16	20,393
2014/15	22,584
2013/14	28,056
2012/13	25,269
2011/12	29,743

Research Consultations

Year	Value
2015/16	487
2014/15	515
2013/14	489
2012/13	490
2011/12	502

Mobile Librarian Questions

Year	Value
2015/16	242
2014/15	222
2013/14	324
2012/13	292
2011/12	330

[1] chats UCF-AAL staff answered for other Florida academic libraries

[2] chats UCF-AAL answered for UCF students, staff and faculty

Research & Information Services
Table 3
Ask A Librarian Statistics: Five-Year Comparison

Service	2015/16	2014/15	2013/14	2012/13	2011/12
Telephone calls	1,910	2,162	2,613	3,434	3,647
Email	371	526	674	866	841
Text Messaging	43	150	163	196	122
Total Chats (including IM)	**6,539**	**6,363**	**6,804**	**6,093**	**5,030**
UCF Commercial Chats*	776	1,113	1,268	1,491	2,192
Instant Messaging Chats	5,231	5,187	4,117	2,762	2,055
Florida AAL Chats*	532	504	512	654	694
TOTAL INTERACTIONS	**8,863**	**10,254**	**10,393**	**9,517**	**9,959**

* Chat stats include:
  UCF commercial (chats answered for UCF students, staff and faculty)
  IM (instant messaging chats)
  Florida AAL commercial (chats answered for other Florida academic libraries)

Government Documents (first floor) Veterans Display

Ask A Librarian Transactions

Text Messages, 43, 0%
Total Chat Questions, 6,539, 74%
Emails, 371, 4%
Phone Calls, 1,910, 22%

Break Out of Chats

Commercial Chats, 776, 12%
IMs, 5,231, 80%
Florida AAL Chats, 532, 8%
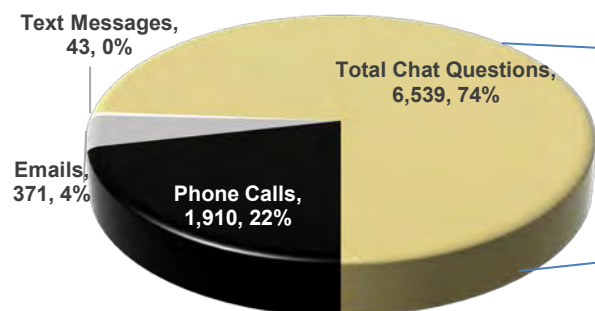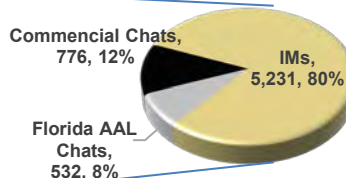
Rich Gause (Government Documents)
"Rich, I just wanted to formally write and thank you again for the impact you've had on my academic career. As you saw in the news article this evening, I'll be recognized as the youngest PhD candidate in UCF history and I have you and many talented advisors to thank for it. From my first day on campus to the final hours of my candidacy exams, you provided incredible resources, patience, and insight that permitted my continued success in this program. I will be eternally grateful for your selflessness and talent now and well after graduation. Thank you again for your hard work, I wish you the brightest future in your endeavors as well." Jason Christensen (UCF-- Ph.D. candidate, National Security & Political Science, April 7, 2016)

2016 Day of Action: Yolanda Hood (CMC) and Patricia Hall (RIS) (second and third from the left).

Government Documents
Rich Gause, Documents Librarian

As a member of the Federal Depository Library Program, UCF Libraries receives documents in nearly every subject area and strives to make this information accessible to the public. This year, 6,235 print volumes, 7,550 microfiche, and 101 electronic products were added to the collection and guides to many of the subject areas were created or updated.

Government Documents also continued participating in the ASERL Centers of Excellence initiative, whereby UCF Libraries proactively works to increase collection holdings and strengths in UCF's identified areas of excellence: the National Aeronautics & Space Administration (NASA), the Department of Energy (DOE), the Atomic Energy Commission (AEC), and the Nuclear Regulatory Commission (NRC).

The other major concentration has been on various activities to inventory, barcode, and catalog the entire Government Documents collection in preparation for storage of document materials in the proposed automated retrieval center (ARC). During this review period, Rich Gause hired and trained three part-time employees (Lily Flick, Josette Kubicki, and Jeremy Lucas) to assist with these efforts and has made significant progress with this project. The first floor Government Documents Collection also absorbed most of the remaining government publications from the General Collection to ease crowding there.

Rich Gause
(Government Documents) "Rich helped me with navigating the UCF library database and showed me methods of finding research for my upcoming paper. He also forwarded me some more information after I left which I greatly appreciate. Corinne Bishop sat in and she helped keep me organized and posed questions for research I didn't think about prior. " (Kyle Wojewoda, Undergraduate student, Political Science, November 3, 2015).

CJ Ivory hobnobbing with school mascot Knightro at the College of Business Fall Welcome

CJ Ivory (Business Administration) "CJ was so unbelievably helpful showing me information that pertained exactly to the project I was working on, as well as showing me databases that will help on assignments in other classes. I never knew all of the information and resources were there until CJ showed me. More students need to be made aware of the resources they pay for in their tuition. I feel so much more confident in the assignment I have after my appointment." (Rachel Baltz, Marketing Undergraduate Student, February. 22, 2016).

Research & Information Services
Table 4
Government Documents Activity, Four-Year Summary

	2015-2016	2014-2015	2013-2014	2012-2013
U.S. Documents				
U.S. Volumes Received	6,235	9,223	11,398	4,632
U.S. Volumes Deleted	**-715**	**-939**	**-339**	**-395**
Total Volumes as of June 30	**5,520**	**8,284**	**11,059**	**4,237**
Microfiche Received	7,550	8,515	6,496	5,341
Microfiche Deleted	0	0	0	0
Total Microfiche as of June 30	**7,550**	**8,515**	**6,496**	**5,341**
Electronic Products Received	101	106	158	119
Electronic Products Deleted		**0**	**-3**	0
Total Electronic Products as of June 30	**101**	**106**	**155**	**119**
Florida Documents				
Florida Documents Received	69	108	423	204
Florida Documents Deleted	**-13**	**-15**	**-14**	**-9**
Total Florida Documents as of June 30	**56**	**93**	**409**	**195**
Florida Microfiche Received	0	0	0	0
Florida Microfiche Deleted	0	0	0	0
Total Florida Microfiche as of June 30	**0**	**0**	**0**	**0**
FL Electronic Received	1	1	9	11
FL Electronic Deleted	0	0	0	0
Total FL Electronic as of June 30	**1**	**1**	**9**	**11**
Local Documents				
Volumes Received	0	0	0	0
Volumes Deleted	0	0	0	0
Total Volumes as of June 30	**0**	**0**	**0**	**0**
Microfiche Received	0	0	0	0
Microfiche Deleted	0	0	0	0
Total Microfiche as of June 30	**0**	**0**	**0**	**0**
Electronic Products Received	0	0	0	0
Electronic Products Deleted	0	0	0	0
Total Electronic Products as of June 30	**0**	**0**	**0**	**0**
Patents				
Patents CD-ROM Received	0	0	0	0
Patents CD-ROM Deleted	0	0	0	0
Total CD-ROMs as of June 30	**0**	**0**	**0**	**0**
Patents DVDs Received	0	0	0	0
Patents DVDs Deleted	0	0	0	0
Total DVDs as of June 30	**0**	**0**	**0**	**0**
Total Patents Microfilm Received	0	0	0	0
Total Patents Microfilm Deleted	0	0	0	0
Total Microfilm as of June 30	**0**	**0**	**0**	**0**
Maps				
Maps Received	0	1	12	12
Maps Deleted	0	0	0	0
Total Maps as of June 30	**0**	**1**	**12**	**12**
Growth in U.S. Documents Collection (Approx. in ft)	**19.04**	**14.94**	**25.78**	**24.04**

Barbara Tierney
Head, Research & Information Services

Highlights of the Year in Retrospect

The former Information Literacy & Outreach department officially became Teaching & Engagement (T&E) in January 2016. The name change was intended to reflect a shift in the focus of the department, and to reduce some of the semantic barriers to understanding the function of the department. It was also a year of flux with staffing. Most notably, Renee Montgomery was on parental leave for most of the year, RIS/T&E Office Manager Terri Gotschall left for another position in December, and Corinne Bishop transitioned to a new role with the Research & Information Services (RIS) department in January, leaving T&E with a vacant position. All T&E librarians, some RIS librarians, and the new Office Manager pitched in to assist with many duties during times of reduced staffing. The OPS budget was increased to account for this staff shortage, and adjunct librarians were crucial to our continued operations.

Despite these challenges, Teaching & Engagement still managed to have a productive and successful year. Highlights include drafting the Video Guidelines Taskforce report, updating the majority of our instructional videos to reflect the new UCF Libraries website, holding the inaugural Dissertation Forum, and hosting several events to engage students with fun and stress-relieving activities.

Library Instruction & Information Literacy

The total number of library instruction sessions at the main campus increased (404), but those sessions only reached 8,912 students which is notably less than in previous years. The Canvas course had a total of 3,425 assessments completed in 2015-2016, remaining even with the previous year.

Use of the Information Literacy Modules remained steady, despite retiring two modules in Fall 2015. In 2015-2016, 12,529 unique students completed one or more modules. The number of assessments completed is up slightly to 56,310. 167 instructors created 1,863 new instances of the modules this year.

A major library-wide project that impacted the department was the Web redesign taken on by the Web Redesign and Policy Taskforce (WRAPT). The department worked diligently to assess the content of the videos during this project, in anticipation of the many changes that would need to be made. The majority of the Libraries' 30 publicly available videos were updated during the two-month period following the August 2015 debut of the new website. Some updates were cosmetic, but several required much more extensive editing.

In 2015-2016 the instructional videos on *YouTube* were viewed 52,716 times, for a total of 148,299 minutes watched. This is a 174% increase in minutes watched over 2014-2015. Total video views for the year increased by 108% (up from 24,278 views in 14/15). The average view duration was 2 minutes 48 seconds, up 40 seconds from the previous year. Some of this use can be attributed to two very popular videos, "How to Search for Patents" and "The Information Cycle" both of which have a large audience beyond UCF; however the rest of the videos still have a very respectable local viewership.

The Video Guidelines Taskforce was charged in fall 2015 with developing a set of guidelines, recommending a video platform, and creating a system for ongoing review of videos. Comprised of representatives from around the Libraries, the Taskforce made many recommendations and finalized a set of guidelines in Spring 2016. A Video Advisory Team will move forward with implementing the suggested changes and review process.

The Libraries' YouTube video channel will be decommissioned in 2016. Vimeo was chosen as the new video hosting platform by the Video Guidelines Taskforce. At the end of the reporting year, videos were being transferred to Vimeo and a transition plan is in place. It is expected that statistics for video views will be drastically down next year, as links and embeds for our YouTube videos will break, but the Video Advisory Team is making an effort to redirect users to the new collection of videos on Vimeo. We hope the trend of increasing views resumes in the 17-18 reporting year.

Teaching & Engagement, August 2016:
Karli Mair, Megan Haught, Rachel Mulvihill, Renee Montgomery, Rosalie Flowers, Carrie Moran

The introductory video in the Canvas Course *Introduction to Library Research Strategies* was

Writing & Rhetoric department assisted with recruiting a student volunteer and drafting the script. Subject Librarian John Venecek and Adjunct Librarian Rosie Flowers worked with student Madeline Halvey to prepare her for filming the project. The Center for Distributed Learning recorded and edited the interview, which was ready to embed in the course in Summer B Semester.

In August 2015 the department hosted "ILO Expo," a half-day professional development event for instruction librarians from all campuses. Guest speakers from the University of South Florida and the Center for Distributed Learning contributed to the success of the event. Monthly instruction meetings also bring together librarians from many departments to discuss changes in the information literacy landscape and share instruction ideas and best practices.

In Fall 2015, the two Information Literacy Modules slated for retirement were removed from the "Community Library" in *Obojobo*. This completed the project to transition the "Maximizing Google Scholar Searches" and "Managing References Using RefWorks" modules to LibGuides. These two LibGuides were viewed 812 and 3,056 times respectively this reporting year, which reaffirms our decision to move the content so that more students could benefit from it.

The Project Information Literacy Lifelong Learning Study wrapped up in 2015, and the final report, "How Today's Graduates Continue to Learn Once They Complete College," was released in January 2016. The findings specific to UCF graduates were also shared with partners on campus in the QEP and FCTL offices.

The Teaching & Engagement department continued to collect student data for the Value of Libraries Assessment Project, including student participation in face-to-face library instruction and workshops, Information Literacy Modules, and the Libraries' Canvas Course. The move to collecting the UCF ID number and the transition to a new Office Manager made the data collection more challenging this year. The promise of forthcoming results has motivated everyone involved to dutifully continue to collect student IDs.

Department head Rachel Mulvihill and User Engagement Librarian Carrie Moran initiated a project with CDL staff in Fall 2015 to investigate the implementation of the LibGuides Learning Tools Interoperability (LTI) in the campus Learning Management System (LMS), Canvas. The project has been ongoing, with pilot testing in several courses and programs, and will hopefully be implemented on a larger scale in the coming year.

For the ninth and final year, the UCF Libraries in partnership with the Burnett Honors College presented the Information Fluency Student Award. Honors student Rebecca Fate was awarded $500 for her research process essay and paper on the Indian Child Welfare Act. This paper was submitted in Dr.

updated in Spring 2016. Dr. Kevin Roozen and Matthew Bryan of the

Michael Strawser's Honors Ethics course. The award was presented on April 28, 2016 in the Burnett Honors College Reading Room.

Outreach & Engagement

Outreach assignments were adjusted slightly this year to accommodate the need for a Transfer student outreach librarian. With the majority of incoming students entering as transfer students, and the spotlight that the Foundations of Excellence Transfer Initiative puts on transfers, creating a dedicated outreach assignment seemed prudent. Renee Montgomery is the Transfer student librarian, and maintains relationships with Transfer & Transition Services, among other campus partners.

Local film critic Jay Boyar, Women's & Gender Studies professor Dr. Leandra Preston-Sidler, and regional campus librarian Michael Furlong, panelists at the Wonder Women film screening event in March 2016, co-hosted by the UCF Libraries and the Department of Women's & Gender Studies.

The department continues to attend orientations and welcome events across the campus to represent the UCF Libraries. Events include New Student Orientations, Knights Knowledge Expo, Welcome Expo, SARC Learning Expo, KARS welcome event, Bagels with TTS, Graduate Student Orientation, and the New Faculty Orientation and "One Stop Shop."

The Libraries hosted a "Dissertation Forum" in January 2016. This day-long event was planned by co-chairs Corinne Bishop and Richard Harrison, who put together a committee comprised of faculty

Information Fluency Awards, April 2016:
Barry Baker, Rebecca Fate, and Dr. Alvin Wang

and staff from the College of Graduate Studies and several academic departments. The program was attended by 19 doctoral students and included a panel of new faculty members, breakout sessions, and several presentations. The College of Graduate Studies provided breakfast, and lunch was sponsored by ProQuest. It was a very well-received event, and there are plans to host a similar program in the coming year.

Several fun events were held throughout the year to engage students and other library users, including "Color Your Stress Away" during final exams, "Create a Poem" during National Poetry Month, and the "Wonder Women" film screening and panel discussion hosted by the Women & Gender Studies department and Subject Librarian Carrie Moran.

Changes in Staffing

- Renee Montgomery was on parental leave for most of the year (full-time leave from mid-May through mid-August, part-time August-October, full leave from October-January, half-time from January-early May).
- Adjunct Librarian Jyoti Deo left for a permanent position in July 2015.
- Following Jyoti's departure, former Adjunct Librarian Rosie Flowers was re-hired.
- In December, Adjunct Kerri Bottorff was brought on board to help with Library Instruction sessions and orientations.
- Office Manager Terri Gotschall left the Libraries for a position with the Office of Technology Transfer at the end of December.
- In January, Information Literacy Librarian Corinne Bishop transitioned to a position with Research & Information Services.
- Karli Mair also returned as an Adjunct in February 2016.
- Office Manager Megan Haught (shared with Research & Information Services) was hired in March 2016.

Report on Departmental Goals: 2015-2016

- **Expand targeted outreach groups to include transfer students and other appropriate categories as staffing allows.** *Complete – Renee Montgomery became the Transfer student librarian. A vacancy in the department necessitates that Montgomery also serve as the FYE outreach librarian, but we plan to fill the librarian position in the coming year.*
- **Begin planning for fun, active, welcome-back event for students in the Fall 2016 Semester (possibly targeted to Transfer or FYE students).** *Complete – Fall Welcome Event "Discover Your Superpowers at the Library" will be held in August 2016.*
- **Plan and hold Dissertation Forum in conjunction with College of Graduate Studies.** *Complete – Dissertation Forum was held in January 2016.*
- **Develop robust library-wide guidelines for creating and maintaining video content for instructional and promotional purposes. Identify core group of videos and keep those videos current and up-to-date, with**

additional videos created as possible. *Complete – Video Guidelines Taskforce report was submitted in Spring 2016.*
- **Establish pilot for assessing student learning outcomes in face-to-face instruction. Develop and begin distributing instructor satisfaction/ feedback survey following face-to-face library instruction.** *Postponed due to staffing shortage and priority of Value of Libraries Assessment Project.*

Departmental Goals: 2016-2017

- Fill vacant librarian position and establish model working relationship between digital learning librarian and subject librarians.
- Expand suite of services for FYE and Transfer students, making contacts in appropriate departments and developing outreach materials and instruction for these targeted populations.
- Develop plan for the future of the Information Literacy Modules, including updates, maintenance, and sharing or licensing in the context of continued commercialization of *Obojobo* by the Center for Distributed Learning.

Carrie Moran, presenting at NEFLIN Hot Topics Conference, St. Augustine, FL, May 20, 2016

- Debut new video series "Shortcuts" and work to incorporate instructional videos into Libraries' website at point-of need.
- Continue to host informative and engaging events in the library and around campus, beginning with the Fall Welcome Event in August 2016.
- Maintain operations during year of construction by being prepared for classroom disruptions and being flexible with instruction scheduling.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

- The majority of Library Instruction sessions are for Undergraduate students. Instruction librarians reached 6,657 students in 223 undergraduate classes on the main Orlando campus.

- The Libraries' Canvas Course, *Introduction to Library Research Strategies,* was also aimed at Undergraduate students. 3,425 undergraduate students completed the Final Library Quiz in the course.
- The Information Literacy Modules continue to be used primarily in undergraduate courses. Of the 1,863 new instances created in 2015-2016, 1,503 were used in undergraduate classes.
- Two librarians have assignments to target outreach to undergraduate students, Renee Montgomery's assignment for Outreach to Transfer students, FYE Undergraduate Students and Other Populations, and Richard Harrison's assignment for Outreach to Honors and Undergraduate Research Students.

Achieve international prominence in key programs of graduate study and research

- Instruction was provided for 1,769 graduate students in 152 classes on the main Orlando campus.
- 298 instances of the Information Literacy Modules were assigned to graduate classes.
- Corinne Bishop serves as the Graduate Outreach librarian, and is the Libraries' liaison with the College of Graduate Studies.
- The *Publishing in the Academy* workshop series is coordinated by Corinne Bishop. Over three semesters (Fall 2015, Spring 2016, Summer 2016), librarians presented at 67 individual sessions, and had 270 attendees. These were advertised and offered in collaboration with the College of Graduate Studies.
- The Dissertation Forum was a full-day event doctoral students held in January 2016, also with the College of Graduate Studies.

Provide international focus to our curricula and research programs.

- Renee Montgomery serves as the outreach librarian for International Students and liaison to Global UCF.

Become more inclusive and diverse

- Teaching & Engagement continues to offer support and outreach to international students on campus by offering tours to intensive language students and attending Welcome Events and Orientations through the International Services Center.

Be America's leading partnership university

Teaching & Engagement has a history of collaborating with partners both within the library and around campus. Some of our notable partnerships include:

- Working with colleagues in the Center for Distributed Learning on projects ranging from the Information Literacy Modules, to the LibGuides LTI.
- Collaborating with faculty in the Department of Writing & Rhetoric to provide appropriate library instruction to students in ENC1102 through the Canvas course, *Information Literacy Modules*, and face-to-face instruction sessions.
- Offering the Information Fluency Student Award in partnership with The Burnett Honors College.
- Providing workshops and library instruction to students involved in various programs through the Office of Undergraduate Research.
- Participating in activities related to the Common Reading Program with Student Development and Enrollment Services.
- Offering sessions at New Faculty Orientation, and Winter and Summer Faculty Development Conferences through the Faculty Center for Teaching and Learning.
- Accommodating local middle and high school classes, arranging for visits to the John C. Hitt Library and offering library instruction to the students.

Performance Enhancement Recommendations

An exercise in estimating the number of hours librarians devote to being embedded in webcourses made it clear that this is not a scalable means of providing library instruction to online students. With over one third of student credit hours generated by online and mixed-mode classes, the Teaching & Engagement librarians are challenged to pursue new and inventive ways to provide meaningful library instruction to UCF's large student population. The Information Literacy Modules and Canvas Course have proven successful models, but require ongoing maintenance. We continue to investigate innovative ways to reach students at every level, but our resources are stretched thin. The 21st Century Library Project will bring an exciting year of change and new challenges.

Teaching & Engagement
Table 1
Five Year Summary: Information Literacy Modules

	2015-2016	2014-2015	2013-2014	2012-2013	2011-2012
Assessment Completions	56,310	55,078	52,759	42,046	38,423
Students	12,529	12,694	9,758	7,860	8,082
Faculty Members	167	184	151	164	160
Instances Created	1,863	1,750	1,551	1,317	1,275
No. of Modules	13*	15	15	14	13
Average Score	83.41%	83.07%	82.64%	85.71%	85.19%

Teaching & Engagement
Chart 1
Breakdown of Information Literacy Modules

Instances Created

- Undergraduate, 1,404, 80%
- Graduate, 200, 12%
- Other, 146, 8%
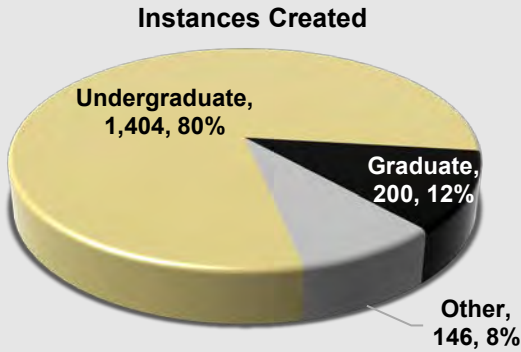
Teaching & Engagement
Chart 2
Library Instruction Classes
Five-Year Comparison

Total Classes

2015-2016	2014-2015	2013-2014	2012-2013	2011-2012
404	373	275	384	394
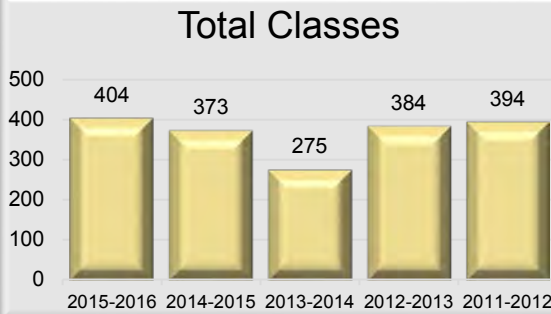
Teaching & Engagement
Chart 3
Library Instruction Students
Five-Year Comparison

Total Students

2015-2016	2014-2015	2013-2014	2012-2013	2011-2012
8,912	11,298	10,541	10,203	11,419
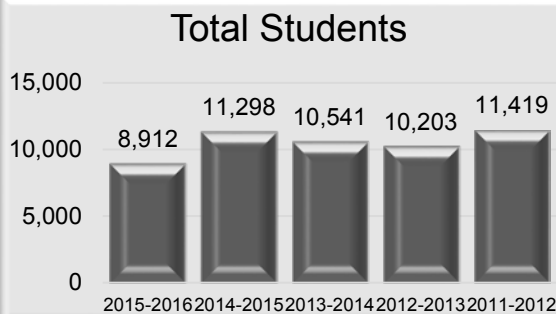
* Two modules were retired in August, 2015.

Teaching & Engagement
Chart 4
Breakdown of Library Instruction Sessions
2015-2016

Library Instruction Sessions

- Graduate, 152, 38%
- Undergraduate, 223, 55%
- Other/Mixed, 29, 7%
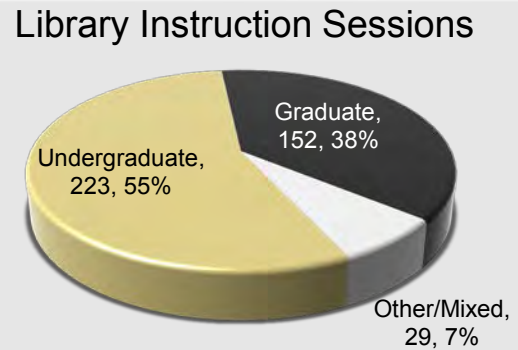
Teaching & Engagement
Chart 5
Breakdown of Library Instruction Students
2015-2016

Breakdown of Students 2015-2016

- Graduate Students, 1,769, 20%
- Undergraduate Students, 6,657, 75%
- Other/Mixed, 486, 5%
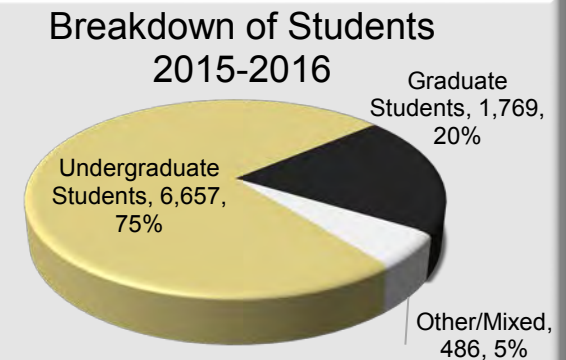
Clowning around for Halloween 2015: Carrie Moran, Rachel Mulvihill, and Cindy Dancel (Research, Education & Engagement)

Rachel Mulvihill
Head, Teaching & Engagement

Information Technology & Digital Initiatives ⬢UCF

Highlights of the Year in Retrospect

It has been a bittersweet year for IT&DI. Productivity has been better than ever. The growth of STARS reflects the hard work of library staff members and the excitement faculty, staff, and students feel at finally having a digital repository. Faculty, staff, and students submitted new material, and some existing digital collections were migrated into STARS. (See the statistics following this report for the impressive numbers of submissions and downloads for this first year.) Work continued with St. Luke's Lutheran Church and a new project with Rollins College added material to *Central Florida Memory*. The LibTech desk is an extremely popular destination for tech help, equipment checkout, and staff training. The Web Working Group has come together with renewed energy since the redesign of the Libraries' website, creation of administrative and design manuals to ensure consistency, participation of WWG members on working groups to keep the content fresh and accurate, and the direction of the Steering Committee. The IT team has finished two tech fee project implementations, has started on two more, transferred pay-for-print to PaperCut, initiated a new inventory system, increased tech security as well as supporting the 656 desktops, 293 mobile devices, 43 printers, and assorted scanners used by the Libraries.

Construction on the new automated retrieval center (ARC) has begun and IT&DI will be heavily involved in coordinating and implementing the interface between the ARC, the campus network, and a new integrated library system (Sierra). Seven UCF Libraries staff members are participating on statewide working groups to implement Sierra, including Joel Lavoie, the Libraries' IT Manager. Selma Jaskowski is serving as ILS Coordinator for the Libraries. The anticipated go live date for Sierra is July 2017. The anticipated completion date for the ARC is October 2017. The coordination of both projects will be priority tasks for 2016-2017.

IT&DI has always been proud of their production numbers and their ability to immediately respond to tech emergencies, ensuring that this building, open more hours than any other on campus, provides robust and reliable access to resources. IT has been an integral part of the Libraries' culture for decades with a lean, but efficient, staff committed to serving UCF Libraries and the UCF community. The unit was organized to be on-site, on-call, and ready to respond at a moment's notice to emergencies.

It was learned this year that the Libraries' IT staff would become part of UCF IT, a centralized campus IT operation, sometime in the next couple of years. The consolidation of IT operations has been characterized as necessary "to achieve the potential of the IT2020 vision ('reduce IT resource duplication and redundancy and focus resources to achieve improved service levels and increased information security at lower overall cost'),

implement a shared services IT service delivery model, and afford university IT workers a deeper career path."[1] It is unclear what the structure of support will be but the Libraries' IT staff continue to serve on campus committees and will monitor the transition to this new model.

🜨 *Digital Initiatives*

Content Management Systems

■ *Islandora*: Lee Dotson continued to serve on the Islandora subgroup of the Digital Initiatives and Services Committee that is working with the Florida Virtual Campus to enhance FL-Islandora. All FLVC DigiTool collections were fully migrated to FL-Islandora. Dotson led the PALMMM subgroup responsible for gathering feedback on a new site design and display.

Digital Collections

■ Focused on current uploads to both the digital collections and the Florida Digital Archive.
■ Central Florida Memory
  ● The UCF team continued to provide ongoing training and support to St. Luke's Lutheran Church for their contributions to Central Florida Memory. In an effort to streamline the addition of their materials, Page Curry worked directly with Judy Duda of St. Luke's to upload materials to CFM that would then be reviewed for metadata enhancement. Over 400 items were added this year.
  ● Curry and her student team completed a year-long project in seven months to digitize and process the Rollins College *Sandspur* Series. They processed 14,000+ images and loaded 53 volumes into *Central Florida Memory*.
  ● *CFM* welcomed a new contributor, Orlando Health. Orlando Health added a total of 28 items including nursing yearbooks and ephemera.
■ Theses and Dissertations
  ● Continued to provide support for graduate electronic theses & dissertations and electronic honors theses by liaising with the College of Graduate Studies, Honors College, Florida Virtual Campus, and Cataloging.
■ Maintained a guide that pulls together information and access to resources available to assist students with the ETD process to also focus on searching for and finding all formats of theses and dissertations.
■ Retrospective Theses and Dissertations
  ● Maintained a guide that focuses on how to find UCF theses and dissertations.
  ● Continued to identify theses and dissertations in the public domain as well as seek copyright permissions from authors.
  ● Received more unsolicited permissions from alumni than in previous years because of higher visibility of works in STARS.

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[1] http://itr.ucf.edu/IT2020/faq.asp

■ Honors in the Major Theses
  ● Students began submitting their final version into STARS beginning with Spring 2016.
  ● Worked with John Aedo to design a new process to create xml packages for FLVC to load into the catalog and preserve in the Florida Digital Archive.
  ● Digitized works as students submitted copyright permissions.
■ UCF Community Veterans History Project
  ● This project is a collaborative effort between the UCF Libraries and the Regional Initiative for Collecting the History Experiences and Stories (RICHES) of Central Florida program. The oral histories are conducted by the History Department as assignments through classes or community outreach projects of the RICHES program. Files are submitted on media (CD or DVD) to the UCF Libraries' Special Collections & University Archives at the end of each semester. Digital Services is responsible for copying files to the server and converting any files not in appropriate formats.
  ● This year we transitioned to using STARS for the primary interface with the streaming media on YouTube and customized metadata records in CONTENTdm. Curry was responsible for adding 421 videos to YouTube as unlisted and then creating their access points in STARS. This involved generating a basic record, uploading the original audio or video file to make it available for download, providing the embed information for the *YouTube* video, and linking the STARS and CONTENTdm records together.
■ University Archives Digital Collection
  ● This year's focus for the University Archives digital collection was on digitizing issues for the *Central Florida Future* and the *UCF Report* as well as testing all of the materials in STARS. Over 9,000 images and 536 issues were loaded into STARS.

STARS
Showcase of Text, Archives, Research & Scholarship

We completed our first year of the technology fee funded three-year license to use Digital Commons as a digital repository platform for UCF. STARS, UCF's Showcase of Text, Archives, Research & Scholarship, exists to publicize, disseminate, and provide ready access to works by, for, and about the University of Central Florida. Administered by the UCF Libraries, STARS is available to host and promote research, creative activity, and institutional outputs to ensure persistent access to works; increase discovery of UCF scholarship and creative endeavors; foster scholarly collaborations with colleagues; document and record UCF's history and progress; discover open access materials and projects created by UCF authors; and allow authors to share their work while retaining their copyright.

The STARS team includes Digital Initiatives, Scholarly Communication, Cataloging Services, and Subject Librarians and works closely with library departments as well as external partners in various offices and departments campuswide to host their materials. A STARS email account was established at STARS@ucf.edu to give a single point of contact for students, faculty, and staff to contact us with any comments, questions, or suggestions. A Qualtrics form was created at http://bit.ly/stars-project to allow users to submit new project ideas and requests. The submitted information helps us understand their needs so we can connect them with the appropriate staff and resources. After receiving the request, we follow up to discuss a more detailed project plan and timeline.

STARS went live in July 2015. The first project was to transfer library website hosted files such as PDFs and images to STARS. The items are now linked from the website directly to the item in STARS. In Fall 2015, the repository began accepting submissions by all faculty, staff, students, and affiliates of UCF wishing to share their work with a worldwide audience. For all of the collections listed below, we met with the stakeholders, worked with Digital Commons on specific set up customizations and requirements, created documentation and procedures, and populated the collections.

■ Library documents and newsletters – The University Libraries collection in STARS allows Web editors to link to collections of similar materials or to single items from the website. Collections of materials available at http://stars.library.ucf.edu/libraries/ include:
  ● Acquisitions & Collection Services: Collection Development Policies
  ● INsTALLmenTs newsletter organized by year
  ● *Journal of Health Occupations Education* – Our first journal in STARS! This was originally hosted on our Library website. It is a great example of how journals can have a different design from the STARS theme. 15 volumes were migrated.
  ● Library Administration University Libraries' Annual Reports – current reports migrated; additional reports scanned and added.
  ● Open Access Week (event) – information added for 2014 and 2015.
    ○ Rosen Library
      ▪ *Check It Out Newsletter* Archive – 7 volumes migrated
      ▪ Documents
      ▪ Exhibits
    ○ Scholarly Communication
      ▪ Publishing in the Academy Graduate Workshops
      ▪ Research Lifecycle Toolkit
    ○ Special Collections & University Archives Exhibits– 11 exhibits migrated
    ○ The Subject Librarian Newsletter
      ▪ By Librarian
      ▪ By Subject

■ Migrated several existing Digital Collections from CONTENTdm into STARS. These were moved because of the better discoverability of items in STARS.
- Dick Pope Sr. Institute for Tourism Studies
- Institute for Simulation & Training
- Harrison "Buzz" Price Papers

■ Theses and Dissertations:
- Migrated all digital items and records for print works for ETDs, RTDs, and Honors.
- Created collections showcasing student works completed at Regional Campuses and Rosen College.

■ Worked with Mary Rubin, University Archivist, to prioritize adding some of the University Archives digital collections from CONTENTdm into STARS at http://stars.library.ucf.edu/univarchives/.
- Central Florida Future
- Pegasus Yearbooks
- Research Activities & Annual Reports
- Self-Studies
- UCF Catalogs
- UCF Report
- University Photograph Collection

■ Academic Advancement Programs
- McNair Promising Practices - This website is designed to provide the McNair community with a venue to share stories about program and scholar success. The site also provides information on McNair conferences, funding opportunities and Graduate School visitation programs for scholars, and resources for McNair staff.

■ A History of Central Florida Podcast – Partnered with Richard Harrison to assist Dr. Cassanello in creating the collection in STARS and customizing the look of his podcast series including embedded Google map thumbnails and links to related images that were not previously available outside of the podcasts.

■ College of Arts & Humanities

■ History Department: Public History: On Sport and Society - Submitted Dr. Crepeau's On Sport and Society materials to STARS . Materials came from his personal thumb drive, online discussion list, and his old floppy disks. Partnered with Richard Harrison for project communication, Sarah Norris for copyright consideration, and David Benjamin for archives implications.

■ Judaic Studies: Treasures in Time – Worked with Amy Giroux (CHDR) and Dr. Ken Hanson to use STARS to host *Treasures in Time* videos currently available on Vimeo and YouTube. Created a community for multiple series of videos (Ancient Israel, Judaism and Jesus, and The Holocaust Video Project), added HTML pages with additional resources and information and included his Twitter feed with the goal of increasing subscribers and driving traffic to the videos. MP4 versions to make available for download via STARS.

■ School of Performing Arts: Music - Created a demo collection for music performances. We are currently submitting these items to the Florida Digital Archive and are excited about the future possibility of hosting them in STARS.

■ School of Visual Arts and Design: Art History: Southern Folk Arts: Southern Folk Arts Digital Storytelling Project – Providing a host home for the digital storytelling project Keri Watson implemented as part of her course "What's Next: Integrative Learning for Professional and Civic Preparation" initiative that helps students make connections between their coursework and life by focusing on integrative learning.

■ College of Sciences
- Department of Biology: Biology Facilities: CEELAB - Began uploading Dr. Linda Walters' children's books and outreach materials to STARS for the Coastal and Estuary Ecology Lab (CEELAB) collections.

■ Communications and Marketing
- *News & Information*: *UCF Today*: *UCF Forum* – Hosting all retrospective columns and new weekly columns as they are published.

■ Digital Repository: Showcase of Undergraduate Research Excellence – Worked with Richard Harrison, Kim Schneider, and Aubrey Kuperman to create a digital repository in STARS for the posters from the Showcase of Undergraduate Research Excellence (SURE) event. SURE is working with students and their faculty mentors to populate the repository.

■ Faculty Scholarship and Creative Works – General collection for all UCF faculty works. Faculty may submit on their own or contact us for batch uploads of their materials.

■ Florida Statewide Symposium – Engagement in Undergraduate Research - worked with Richard Harrison and Kim Schneider to create a custom design and put the event information in STARS. All program information from previous years was added and presenters were invited to add their presentations.

■ Office of Research and Commercialization
- Technology Transfer: Patents - Worked with Hal Mendelsohn, Missy Murphey, and John Miner (Technology Transfer office) to repurpose the information Technology Transfer currently tracks in a database for uploading to STARS. The 807 records were added with links out to patent websites, Google Patent PDFs, and/or full-text patents when available. Patent PDFs were retrieved from USPTO and Digital Initiatives performed OCR before adding them to STARS.

■ Rosen College of Hospitality Management
- Dick Pope Sr. Institute for Tourism Studies – Collection migrated from CONTENTdm to allow increased access and ease of uploading new items by the institute.
- Rosen Faculty Scholarship and Creative Works – Migrated the faculty bibliography from their Web page. At this time, this collection only contains the

citation information about each item. Links or PDFs for each article will be added later.

- Rosen Student Scholarship and Creative Works
- Upcoming conferences/events in STARS: 4th International Conference on Events and Women's Hospitality Leadership Forum.

■ Veterans Oral Histories - We are using STARS as the primary access point for the streamed content stored as unlisted videos on YouTube. The STARS record contains brief metadata, but is linked to the full metadata record in CONTENTdm to retain the enhanced search features for multiple custom fields.

■ Items of note:

- STARS was featured in the IT&R newsletter.
- Digital Commons/bepress took an interest in Dr. Cassanello's podcasts in STARS and featured them in a webinar about faculty projects.
- Bobby Ciullo embedded the STARS readership map on the library website.
- Selected Works – Began rolling out the SelectedWorks profiles service which allows faculty, staff, and students to create UCF branded digital portfolios.
- Digital Commons Network News - In March 2015, University of Central Florida was among the most popular institutions in the Arts and Humanities Commons. Works from STARS ranked highly in 3 out of 207 disciplines: Oral History, Public History, and Social History. For the Public History and Oral History categories in the Digital Commons Network, four images from the podcasts made the list of most popular articles/items for the month of March based on downloads. University of Central Florida was among the most popular institutions in the Life

Sciences Commons: Life Sciences and Food Processing.

Digital Preservation

■ Coordinated Florida Digital Archive efforts for the following digital collections:

- Harrison "Buzz" Price
- Central Florida Memory
- Digital Open Stacks
- Florida Historical Quarterly
- Retrospective Theses and Dissertations
- Special Collections
- UCF Community Veterans History Project (Veterans Oral Histories)
- University Archives

Digital Scholarship

■ Notable accomplishments included:

- Co-led the Open Access Week workgroup with Cindy Dancel
- Provided UCF editors with support for the Open Journal System hosted at FLVC

■ Data Management:

- Collaborated with the Office of Research & Commercialization to provide the researchers assistance and workshop presentations with understanding the requirements of the plans.
- Presented on the Libraries' support for data management at UCF's Grants Day in October 2015.
- Acted as the contact point for UCF's information for the DMPTool at https://dmptool.org/
- Provided online support via a campus guide on data management plans at http://guides.ucf.edu/data.

Readership distribution

■ Open Access Week:
- Co-led the Open Access (OA) Week planning workgroup.
  The 2015 OA Week festivities consisted of a Carnival of Open Access to celebrate the world of Open Access knowledge. A Carnival of Open Access was held in October to share OA information via a variety of booths:
  - Fortune teller - 120 participants
  - One fish, two fish, green fish, gold fish game – 264 participants
  - Open Sesame! game - 205 participants
  - Open Access Cornhole game – 325 participants
  - Go OA! Photobooth – 96 participants
  - Information booth - 182 participants

  Information about the event is available in STARS at http://stars.library.ucf.edu/oaweek/2015/

■ Open Journal System:
- Supported open access journal hosting via the Florida Virtual Campus' Florida Open Journals service. This service runs the Public Knowledge Project's Open Journal System to provide online journal publication and hosting services for Florida's State University Libraries.

Information Technology

Infrastructure

■ Overhauled library file shares
- Temporarily shared files are now removed by PowerShell script after 180 days.
- Administrative files are consolidated under a new share.

■ Implemented new Pay-for-Print solution.
- ITC was removed and PaperCut was installed for the Fall 2015 Semester.

■ SnipeIT was implemented for inventory control
- All Library IT inventory being tagged and scanned into SnipeIT.

■ Increased security measures
- Implemented encryption for all SQL connections.
- Implemented new SHA2 SSL certificates.

■ Implemented a new Application server
- All new applications are built on this server.
- Long-term replacement for outdated Library intranet server

■ EZproxy server
- Server upgraded to the latest version. License had to be renewed and reviewed by UCF General Counsel.
- Increased security on the Library EZProxy server by limiting groups to UCF faculty and staff only. Current list of allowed roles:
  - CF_Staff = All active staff
  - CF_Active = student active in the past three semesters
  - CF_Current = all currently enrolled students
  - CF_Faculty = all current faculty members
  - FX_RI_employee = another way to capture faculty and staff
  - FX_RI_J_School = j scholars
  - FX_RI_Life _Students = all current life students

Technical Support

■ The tech team continued to support the computing needs of staff, students, and faculty who use the Libraries' 656 desktops, 293 mobile devices, 43 printers, and assorted scanners.

■ Completed implementation of technology fee-funded project, CMC – A Library, Learning Lab, and Production Center.

■ Completed implementation of technology fee-funded project, Enhancing Study Rooms with Technology.

■ Began implementation of technology fee-funded project, A Digital Studio for the John C. Hitt Library.

■ Began implementation of technology fee-funded project, Equipment Enhancement & Replacement.

■ All Library meeting rooms were converted from a legacy reservation system to Outlook Exchange.

LibTech Desk

■ Several staff training series offered:
- Lync training
- Skype for Business training for use with online-enabled meetings
- Outlook calendar training

■ Created a new start page to assist students and LTAs with assisting patrons https://ucflibraries.start.me/p/VRM7ke/libtech-desk

■ Furniture was rearranged to allow for larger study groups.

■ Jason Delaney was hired to replace Caitlin McMahon.

Web Services & Design

Library Web

■ Worked with Rachel Mulvihill, Carrie Moran, and Center for Distributed Learning (CDL) to remove the UCF header and our library header from LibGuides pages that are included on a page using iframes. Now those pages can be inserted into iframes with no headers. This prevents people in webcourses from opening webcourses inside an iframe that is already inside of webcourses.

■ Integrated CMC and Rosen computer availabilities onto the website.

■ Worked with Web Redesign and Policy Taskforce (WRAPT) to create and finalize the new Web Working Group (WWG) Admin and Style manuals for the website.

■ Launched new Job Application for student workers. Also added functionality to show when and where jobs are available on the website.

■ Worked with Strategy, Marketing, Communications & Admissions (SMCA) and Aaron Keyser to fix caching issue with the WordPress site and new content. We added a new plug-in that clears the cache when new content or updates are made in WordPress.

- Worked with WWG Database subgroup on a new subjects tab box for new Databases page.
- Worked with Matt DeSalvo to overhaul the My Account page on the website. Implemented a new layout and page structure.
- Created new website search using a custom Google search.
- Created Acquisitions 2.0 app to replace the previous app. Worked extensively with Ying Zhang to add new features and quality of life improvements over the old app.
- Created new "Today's Hours" sign for the front entrance sign. Converted from PHP to JavaScript so sign no longer needs to be hosted online.
- Bug fixes and improvements made for Financials 2.0, Acquisitions 2.0, Student Job App.
- Added custom thumbnails for news/blog entries.
- Presented at and attended *Designing 4 Digital* conference in Austin, Texas.
- Began work on designs and prototypes for Digital Projects 2.0 app.
- Prototype of the new Digital Requests form delivered to Digital Initiatives for feedback.
- Worked with Raynette Kibbee and Tim Bottorff to transition from intranet to Y: drive for all library information, including repackaging historical content such as the *unbound* newsletter into an archive-ready format.
- Migrated Veterans Oral History PURLs from CONTENTdm to STARS.
- Completed prototype of replacement PURLs system for Digital Projects.
- Created XML Generator for Honors ETD cataloging.
- Created Prototype of Digital Projects 2.0.
- Compiled Broken Links Reports for Web Working Group quarterly meetings.
- Created Prototype of apps.library landing page.
- Created Technology Lending custom post type and custom taxonomies.
- New Website quality of life improvements:
  - Sortable tables
  - Grid and List view for custom posts like staff directory and Tech Lending
  - Sticky sidebars on long pages
  - Image rotators to cycle images in one spot on the page
  - Format adjustments for staff directory and Computer Availability
- Working with Meg Scharf on creating pages for our 21st Century Library project. These pages will show designs for the project as well as keep track of posts made to our blog.
- Worked with Keyser on the initial design stages for a Group Policy knowledge base application for all UCF campus system administrators.
- Provided Keyser with risk assessment and final sign-off on security updates for PHP, which undergirds key internal Web systems.

Digital Signs and Posters
- Updated visual aesthetics of the elevator signs to match the current design of our website.

- Created new signs and templates for upcoming construction in the library as a part of the 21st Century Library project.
- Worked with Scharf on furniture testing marketing campaign, and created and printed signs for the event.
- Managed digital sign system and new sign requests.
- Created and printed several large posters used by librarians for presentations at different conferences throughout the year.

Changes in Staff
Caitlin McMahon resigned and Jason Delaney joined the IT&DI department as Sr. LTA for the LibTech desk.

Departmental Goals: 2015-2016

- **Submit a technology fee proposal to fund a digital studio near the LibTech desk.** Awarded $76,994.54 for the Technology Fee Project, "A Digital Studio for the John C. Hitt Library."
- Submit a technology fee proposal to fund expanding the equipment offerings for check out at the LibTech desk and to replace old equipment. *Awarded $66,651.20 for the Technology Fee Project, "Equipment Enhancement & Replacement."*
- **Complete the migration of Intranet services to new platforms**. Most services have been migrated. Work is ongoing to move the ones remaining.
- **Continue participation in efforts to define and implement policies for website editing and support.** The newly reorganized Web Working Group began in January 2016 under the direction of a Steering Committee and working with the design and administrative manuals put together by WRAPT. During this first year, additional tweaks will be applied to the new policies to assure efficient editing and support.
- Implement and promote STARS, the digital institutional repository for UCF, collaborating with library colleagues for faculty outreach. *First year of Technology Fee project completed. Marketing and outreach underway. See above STARS section for details.*
- Investigate grant opportunities that support institutional repository (STARS) contributions based on faculty partnerships or collaborations. *Notification of QEP Enhancement Funded Award (Lee Dotson with Richard Harrison) – "SelectedWorks for Undergraduate Students: Creating Professional and Scholarly Online Identities and Portfolio" – SelectedWorks is part of the three-year technology-fee-funded digital institutional repository STARS, the Showcase of Text, Archives, Research & Scholarship. It can be used by any student in any discipline to tell the story of their education and experiences to potential employers or prospective universities. This project will provide funding for staffing and outreach to assist students with creating and populating online profiles using SelectedWorks. Staffing will include an OPS adjunct librarian and a*

student assistant to provide consultations and group training sessions for creating and maintaining SelectedWorks profiles. The project will also assist in the creation of how-to handouts and on-demand tutorials to support student use of SelectedWorks. The Enhancement Awards funds one year's work for $3,500.

- Implement an inventory system for all equipment not covered by the campus inventory policy. *Completed.*
- Complete the installation of equipment in the study rooms, a project funded by technology fee. *Completed.*
- Complete the installation of equipment in the CMC, a project funded by technology fee. *Completed.*
- Examine existing services across the unit. Evaluate their effectiveness, develop a plan for expanding and redefining responsibilities, and cross-train staff to ensure the availability of support in times of emergency. *The establishment of UCFIT and its future absorption of most of the Libraries' IT staff has frozen this effort.*

Departmental Goals: 2016/2017

- Migrate from the Ex Libris Aleph ILS to the Innovative Interfaces Sierra ILS system along with the 39 other colleges and universities in Florida.
- Implement the interfaces between Sierra, the new ARC, and campus network that will make the ARC operational.
- Continue to build STARS, working with librarians, faculty, staff, and students to increase its size, advertise its use, and demonstrate its value to the UCF community.
- Continue participation on committees and in activities related to the development of research computing, data storage, date curation, and repository services on campus.
- Explore developing technologies, consult with appropriate faculty and staff on their interests and needs, and visit sites using new innovations; consider opportunities afforded by building expansion and renovation.
- Develop a technology fee proposal for equipment to expand the digital media/visualization space in the LibTech Desk area.
- Develop a technology fee proposal for PCs for the 5th floor renovation project.
- Pursue partnerships with other campus IT units on projects of mutual interest that might include shared software licensing, hardware purchases, and service collaboration. The move to UCF IT may provide a natural migration to campuswide collaboration on technology development and services.

Performance Enhancement Recommendations

Continuing challenges include funding for staff and for equipment. Building STARS requires the efforts of Digital Initiatives, subject librarians, Scholarly Communications, and Cataloging Services under the direction of Lee Dotson, Digital Initiatives Librarian. With one adjunct librarian and one Federal Work Study student, Dotson oversees the growth and function of STARS, working with the aforementioned departments, bepress (which produces Digital Commons, the STARS platform), faculty, staff, and students interested in contributing to STARS. Digital Services staff have been enlisted to load materials but another adjunct librarian for liaison work with contributors would help with initial contact, follow-up, and assistance with being set up in STARS.

Lack of funding for staff PCs over the last couple of years has eliminated the phased replacement structure for staff equipment. All staff PCs are now out of warranty and some are beginning to fail. Every task in the library requires a PC with sufficient power to perform the duties required in each department. That is becoming increasingly difficult. A budget for IT equipment is needed to ensure that the computing needs of staff are met.

Advancement Toward the President's Five Goals

Be America's leading partnership university
- Partnering with more colleges and departments than ever before due to STARS.
- The collaboration with the Regional Initiative for Collecting the History Experiences and Stories (RICHES) of Central Florida program continues.
- Partnerships with new participants in *Central Florida Memory* (CFM): St. Luke's Lutheran Church and Orlando Health continue.
- Information Technology & Digital Initiatives continues to participate in partnerships with the other state university libraries to maintain PALMM (Publication of Archival Library & Museum Materials) and the Florida Heritage Collection; with the Orange County Library System, Orange County Regional History Center, Rollins College, and the Museum of Seminole County History, Bethune-Cookman University, and Stetson University on *Central Florida Memory*; and the Digital Library of the Caribbean (dLOC) with state university and Caribbean university participants.

STATISTICS

Information Technology & Digital Initiatives
Table 1
Digital Services Statistics: Three-Year Summary

Project	2015-2016	2014-2015	2013-2014
	Images Created		
Administration	1,082		
Berman Negatives and Contact Sheets	85		
African American Legacy: The Carol Mundy Collection	-	4	-
Bob Kealing Collection	-	-	-
Central Florida Future	9,153	6,518	3,585
Central Florida Memory	14,928	896	479
Commencement	61	51	-
Dick Pope Sr. Institute for Tourism Studies	-	-	654
Digital Library of the Caribbean(dLOC)	12	76	-
FDA Only	1,506	7	-
Harrison Price Papers	105	7	550
Honors Theses	543	146	158
Polasek Collection	55		
Retrospective Theses & Dissertations	8,666	8,817	27,099
Special Collections	29	566	536
STARS	156		
UCF Arboretum Collection	47		
The UCF Report	4,192		
University Archives	16	3,423	5,997
Project	**Audio/Video**		
H. Trevor Colbourn Oral History Collection	127	110	-
UCF Catalogs	14		
UCF Community Veterans History Project	190	293	57
Total Audio/Video	**331**	**403**	**57**
Total Images	**40,636**	**20,436**	**38,900**
Total Digital	**40,967**	**20,839**	**38,957**

Information Technology & Digital Initiatives
Table 2
STARS Statistics
2015-2016

Printer	2015/16
Works posted	20,162
Metadata Page Hits	20,661
Total downloads	82,347
Top 10 collections by download:	
ETDs	33,227
Honors in the Major, 1990-2015	13,187
Libraries' Documents	8,557
RTDs	4,601
University Photograph Collection	2,984
History of Central Florida Podcast: Museum Images	2,931
Journal of Health Occupations Education	2,412
UCF Catalogs	1,891
Central Florida Future	1,596
Women - African American Legacy	904

Information Technology & Digital Initiatives
Table 3
Florida Digital Archive Statistics (2015-2016)

Project	No. of pkgs	No. of files	Size
Harrison "Buzz" Price	2	85	3.91 GB
Central Florida Memory	1,476	13,895	1.06 TB
Digital Open Stacks	172	2,158	46.05 GB
University Archives	1,631	23,438	1.64 TB
Retrospective Theses & Dissertations	87	7,905	490.01 GB
Special Collections	90	572	40.54 GB
Veterans Oral Histories	95	285	44.23 GB

Information Technology & Digital Initiatives
Table 4
Network Printing Statistics (No. of Page): Three-Year Summary

Printer	2015/16	2014/15	2013/14
2nd Floor Main - BW1	37,388	25,495	28,043
2nd Floor Main - BW2	26,902	42,555	43,152
2nd Floor Main - BW3	207,324	126,618	132,030
2nd Floor Main - BW4	117,768	172,325	190,250
3rd Floor Main - BW5	51,056	31,143	23,212
Lobby	97,329	76,420	70,040
Main (Color)	25,311	23,122	10,958
CMC (BW)	81,888	83,623	86,096
CMC (Color)	8,125	7,420	4,945
Rosen 1	67,958	44,309	45,604
Rosen 2	8,261*	39,356	39,625
Total	**729,310**	**672,386**	**673,955**

Information Technology & Digital Initiatives
Table 5
Logon Statistics
Two-Year Summary

	2015-2016	2014-2015
Total Logons	396,259	338,368
Average per day	1,390	1,187
Average time logged in (minutes)	84	96

Recognizing Years of Services - Director of Libraries Barry Baker at the 2015 Annual UCF Libraries Award with…

Computer Support Analyst Davina Hovanec (15 years)

Assistant Director, Information Technology & Digital Initiatives Selma Jaskowski (20 years)

Information Technology & Digital Initiatives
Chart 1
Total Patrons Served at LibTech Desk
2015-2016

Summer (through 06/30) 10,114 13%
Spring Intersession 268 0%
Spring 31,675 39%
Fall 38,188 48%
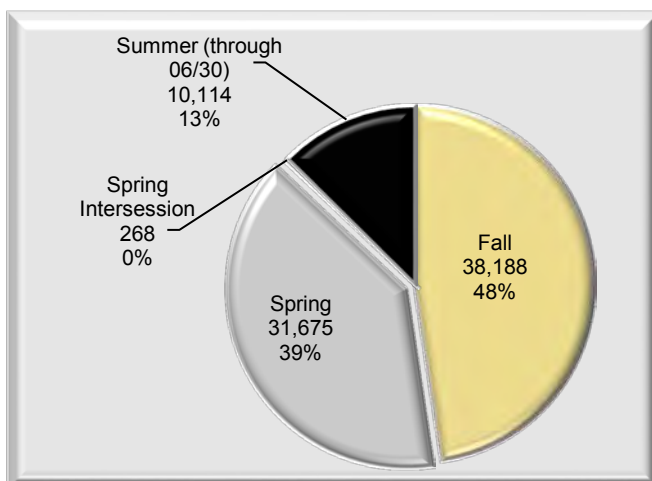
Information Technology & Digital Initiatives
Chart 2
LibTech Year-to-Year Comparison

	Fall	Spring	Spring Intersession	Summer (through 06/30)
2015-2016	38,188	31,675	268	10,114
2014-2015	11,249	27,292	303	5,935
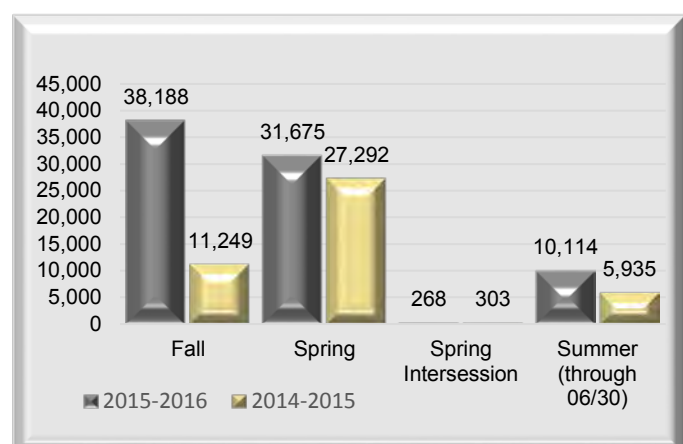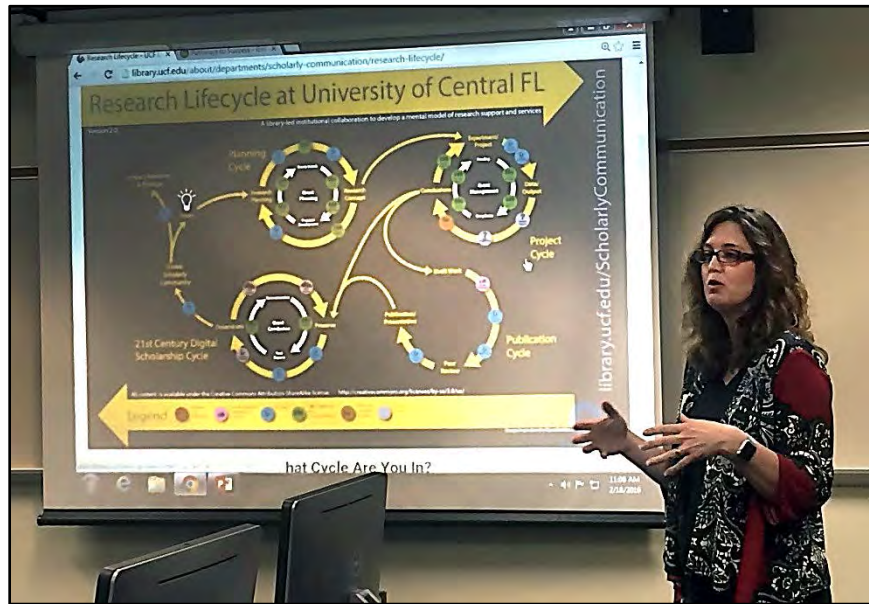
Lee Dotson, Digital Services Librarian, discussing the *Research Lifecycle at UCF* at THATCamp (The Humanities and Technology Camp), February 2016, John C. Hitt Library. THATCamp is an informal and free unconference where digital projects, learn skills, and brainstorm Digital Humanities can be discussed initiatives.

Information Technology & Digital Initiatives
Table 6
Technical Support Statistics (Main, CMC, Rosen)
Three-Year Summary

	2015/16	2014/15	2013/14
Work Orders			
Logged*	1,889	1,917	1,910
Completed (by techs)	866	1,032	893
PCs	**656**	**559**	**592**
Public	435	399	402
Main	*325*	*293*	*299*
CMC	*28*	*28*	*26*
Rosen	*40*	*36*	*36*
Classrooms	*42*	*42*	*41*
Service	55		
Staff	166	160	190
Laptops	**167**	**161**	**37**
Public	143	137	15
Staff	24	24	22
Printers	**43**	**46**	**48**
Public	12	12	11
Staff	31	34	37
Tablets	**126**	**111**	**124**
Public iPad	103	93	109
Staff Tablets	23	18	15
Servers			
Windows	11	11	11
Virtual	10	10	10
Physical	1	1	1

Information Technology & Digital Initiatives
Table 7
Statistics for Libraries' Website (using Google Analytics)

	2015-2016	2014-2015	2013-2014
Total Page Views	**2,347,620**	**3,460,714**	**4,390,796**
Average Page Views per Visit	1.52	2	2
Visitors	1,495,240	2,698,135	2,013,722
Unique IPs	738,611	926,041	1,439,786
Mobile Devices	145,583	144,589	81,923
Tablets	28,567	41,473	32,718
Visits from Social Referrers (Facebook, Blogger, Reddit, etc.)	2,619	1,665	1,701
Visits from Organic Search (Google, Bing, Yahoo, etc.)	559,399	659,029	--
Searches			
QuickSearch	351,305	--	--
Article	50,268	--	--
Catalog	48,407	--	--
Video	4.562	--	--
Website	12,301	--	--
Stats for CFM			
Total Page Views	**27,563**	**33,613**	**62,594**
Average Page Views per visit	2.6	3	4
Visitors	10,618	12,184	15,293
Unique IPs	8,433	9,817	10,986
Mobile Devices	1,592	1,665	1,495
Tablets	850	1,039	1,215
Visits from Social Referrers (Facebook, Blogger, Reddit, etc.)	84	126	570
Stats for Digital Collections			
Total Page Views	**172,010**	**158,940**	**102,099**
Average Page Views per visit	3.56	4	3.87
Visitors	48,282	40,320	26,387
Unique IPs	38,227	30,893	19,913
Mobile Devices	7,121	4,873	2,680
Tablets	2,488	2,102	1,462
Visits from Social Referrers (Facebook, Blogger, Reddit, etc.)	725	560	347
Stats for LibGuides			
Total Page Views	**849,768**	**268,440**	**549,412**
Average Page Views per visit	2.58	4	2.83
Visitors	328,758	76,026	194,399
Unique IPs	145,089	49,228	156,192
Mobile Devices	20,274	8,014	16,925
Tablets	8,124	4,211	9,294
Visits from Social Referrers (Facebook, Blogger, Reddit, etc.)	369	238	382
Stats for STARS			
Total Page Views	**93,683**		
Average Page Views per visit	4.20		
Visitors	22,290		
Unique IPs	15,151		
Mobile Devices	2,619		
Tablets	820		
Visits from Social Referrers (Facebook, Blogger, Reddit, etc.)	400		

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

Highlights of the Year in Retrospect

Special Collections & University Archives collects and makes available primary resources and published (printed) materials, most of which are unique, chiefly in support of the teaching, research, and scholarly mission of University of Central Florida. Special Collections includes over 18,000 loose and bound prints of unique and rare books ranging in date from thirteenth century to the present and more than 70 manuscript collections which contain original personal and organizational papers, correspondence, family papers, maps, photographs, oral histories, ephemera, and artwork. Special Collections has five defined collecting areas: African Americana, Book Arts & Typography, Caribbean West Indies, Floridiana, and Travel & Tourism. In addition to these five areas, Special Collections also acquires materials around several specific subjects including artist's papers, botany, politics/political papers, and the space program. University Archives is the official repository of materials documenting all aspects of life at the University of Central Florida. University Archives' holdings includes over 1,000 linear feet of records consisting of university publications and records of university offices and organizations as well as manuscript collections, audio/visual materials, published materials and ephemera relating to the history of the University of Central Florida.

During the 2015-2016 fiscal year, Special Collections & University Archives worked on acquiring materials, through both purchase and donation, enhancing and augmenting our collecting and subject areas.

Special Collections: Donations and Gifts

Several state and national organizations donated materials to existing Special Collections manuscript collections including:

- The **Children's Home Society of Florida**, a foster and adoptive placement agency founded in 1902, donated 7.75 linear feet of materials to the "Children's Home Society of Florida Collection, 1862-2012." The donations included annual reports, flyers, newspaper clippings, newsletters, photographs, monographs, and audio visual materials documenting the organization and its work in foster care, adoption services, counseling,

and advocacy for children and families in Florida. *(Accession numbers: CFM2015_06 and CFM2016_03)*

- The **Democratic Women's Club of Florida, Inc.**, a statewide group organized in 1956 to encourage participation in local, state, and national politics, donated materials to the "Democratic Women's Club of Florida, Inc. Collection, 1945-2015." Included in the this fiscal year's donations were scrapbooks, photographs, convention programs, budget reports, newsletters, and regional reports documenting their work on legislative advocacy, training, and education throughout the state. Several members of the organization visited Special Collections & University Archives to help process portions of their collection, providing much appreciated expertise about the organization and their work in Florida. *(Accession numbers: CFM2015_07 and CFM2016_08)*

- The **Bromeliad Society International**, a worldwide organization dedicated to promoting and maintaining interest in research, development, and preservation of bromeliads, donated 1.0 linear feet of material to the "Bromeliad Society International (BSI) Archive, 1942-2012." Additions to the collection include reports, newsletters, journals, manuscripts, bromeliad cultivar registrations applications, photographs, bromeliad judges and exhibitor handbooks, and newspaper clippings. This fiscal year saw the donation of several unique artifacts from the organization including a tablecloth from one of the first meetings of the Society signed by meeting participants and copper printing plates. *(Accession numbers: CFM2015_08 and CFM2016_06)*

- The **UCF Community Veterans History Project**, a joint project involving the UCF History Department, UCF Special Collections & University Archives, and the Library of Congress, added 71 new oral histories to the collection, bringing the total number of oral histories available to researchers to over 450 interviews. *(Accession numbers: CFM2015_04 and CFM2016_05)*
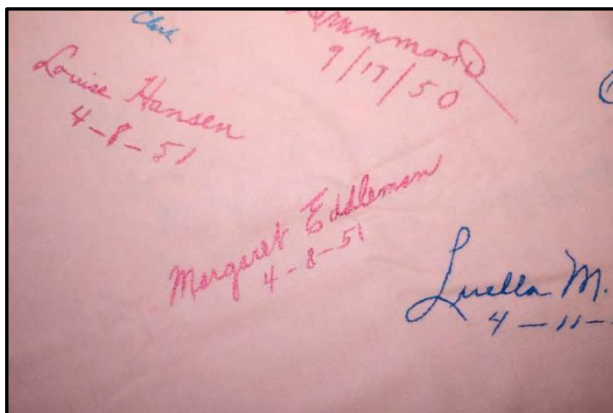
Tablecloth embroidered with names from the "Bromeliad Society International (BSI) Archive, 1942-2012"

The department also received donations from individuals in a variety of collecting areas and subject matter.

- Several donors gave materials related to artist and writer Joy Postle who is best known in Florida for her depictions of Florida wildlife in her artwork.

  - **H. Douglas Wesson** made several donations to the "Joy Postle Papers, 1910-2015" including newspaper and magazine articles about Postle; lithographs and paintings; flyers for her performance/educational work "Glamour Birds;" memorials; and poetry written by Postle. Additionally, Mr. Wesson generously donated a diary kept by Joy Postle in the 1930s, providing much needed documentation about her day-to-day life and work. (Accession numbers: *CFM2015_09 and CFM2016_04*)

Cover and pages from the dairy of artist Joy Postle, circa 1930s, from the "Joy Postle Papers, 1910-2015"

  - **Pam Bennett** donated a large painting done by Joy Postle for her father, **Dr. Thomas Bennett**. Dr. Bennett was Postle's dentist in Orlando and helped in her recovery after she was severely injured in the fire that killed her husband. The work depicts the Arizona Sonoran Desert landscape. *(Accession number: CFM2015_10)*

  - **Robert Glasser** donated a number of Walt Disney Company annual reports and Walt Disney Productions quarterly reports in the Fall 2015. Mr. Glasser's donation helps to fill gaps in the department's holdings of these Disney reports.

Several new collections were also added to the department during this fiscal year including:

- The "Home Movie Archive," donated by the **University of Central Florida School of Visual Arts & Design**, is a collection of home movies acquired between 2008 and 2013 in conjunction with UCF's local Home Movie Day events. Home Movie Day is an annual, worldwide event celebrating amateur films and film making. The collection, which includes 8mm, Super 8 and 16mm gauge film, consists of footage from more than 50 donors and has more than 900 segments

of film spliced onto 306 reels. The films showcase the rich history of Central Florida and Floridians. There is also a small amount of manuscript materials about UCF's Home Movie Day events. The films have been digitized and transferred to DVD. *(Accession number: CFM2015_05)*

8mm and Super 8 film cans, part of the "Home Movie Archive"

- **Grant Groves** donated materials by and about artist, horticulturist, and bromeliad expert Mulford B. Foster, establishing the "Grant Groves Collection on Mulford B. Foster." Included in the donation were numerous paintings, sketches, photographs, blue prints, and printed materials

Small painting by Mulford Foster from the "Grant Groves Collection on Mulford B. Foster"

related to Foster. Of note is a large, three-panel screen built and painted by Foster for the Latch String tea room, part of the Tropical Arts Nursery business he operated in Orlando, Florida. *(Accession number: CFM2016_07)*

Special Collections: Purchases

Several new titles were added to the **Book Arts & Typography Collection** this past year.

- Of particular note was the acquisition of William Morris' novel, **The Wood Beyond the World,** published in 1894 by Kelmscott Press. The book, the story of Golden Walter's voyage through worlds inhabited by maidens, enchantresses, and mini-giants, is considered an early precursor to present-day fantasy literature, inspiring authors such as C.S. Lewis and J.R.R. Tolkien. The book itself shows the exquisite printing and book design of the Kelmscott Press, a historical printing house in England regarded as the one of the most influential fine presses. Kelmscott Press did not number their editions.

- Also added was **Stockholm Reflections** by Leslie Gerry, a beautiful book about Stockholm, Sweden. The book combines letterpress text with giclée digital images, a striking combination of traditional and modern printing techniques. The zigzag construction allows the book to open flat so the images can be viewed across multiple pages. The Libraries' copy is number 50 out of an edition of 95.

The Wood Beyond the World, by William Morris, [Hammersmith: Kelmscott Press, 1894]

- In January 2016, Tatana Kellner and Ann Kalmbach from the **Women's Studio Workshop** brought a selection of their books to the department. Carrie Moran, User Engagement Librarian, joined departmental staff looking at the books available from the Workshop. We acquired five new titles from Women's Studio Workshop including:

Stockholm Reflections, by Leslie Gerry, Bath, U.K.: The Old School Press, 2013

- **Two By Two: A Noah's Ark** includes engravings by 49 members of the Society of Wood Engravers, published to mark the Millennium. The book consists of 22 sets of engravings, presented two-by-two, bound in two groupings with one set bound on the left and one set on the right. When opened, four engravings (two sets of two) show and can be displayed in different combinations. Additionally, two larger engravings fold out above and below the individual leaves. The Libraries' copy is number 103 out of an edition of 185.

- **Orbital Debris Simulator** by Heidi Neilson, about the "phenomena of 'space junk,' " is printed in 3D utilizing both screen and letterpress printing techniques. Ms. Neilson uses images of space toys and replicas of actual spacecraft to represent the orbital debris now found in space between the Earth and the Moon. The book includes anaglyph glasses with which to view the 3D effect. The Libraries' copy is number 24 out of an edition of 70.
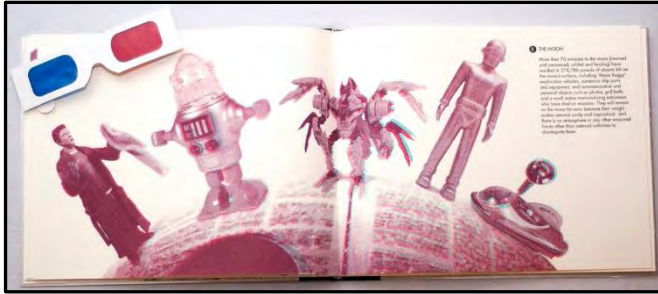
Orbital Debris Simulator, by Heidi Neilson, Rosendale, N.Y.: Women's Studio Workshop, [2010]

- ***Shared Memories****,* by Lori Spencer, is a series of childhood memories of both Spencer and her sister. Each double page spread is an event as remembered by each sister, written on a square that pops out of the middle of the book, while additional information makes up the rest of the pages. The book is screen-printed and includes an image of the sisters revealed through the die cut, pop up page. The structure of the book reflects the relationship of the two sisters who "spring from the same environment" **1** but remember events differently. The Libraries' copy is 51 number out of an edition of 90.

Alphabet Tricks, by Diane Jacobs, [Portland, Oregon?]: Scantron Press, 2000

- ***Alphabet Tricks****,* by artist Diane Jacobs, is a powerful work exploring language and its derogatory use in relation to women. The book, consisting of fifteen pockets sewn together in an accordion structure, holds fifteen cards each with a letter of the alphabet
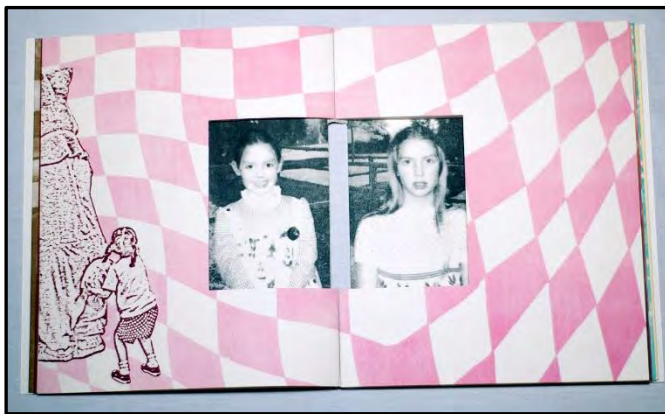
Shared Memories, by Lori Spencer, [Rosendale, N.Y.]: Women's Studio Workshop, c. 1998

- ***Atlas of Punctuation****,* also by Heidi Neilson, is a fun book that appropriates the punctuation from fourteen classic literary works. Neilson takes the end-of-sentence punctuation from each book, keeping them in their original order, and consolidates it onto one page. The Libraries' copy is number 33 out of an edition of 100.
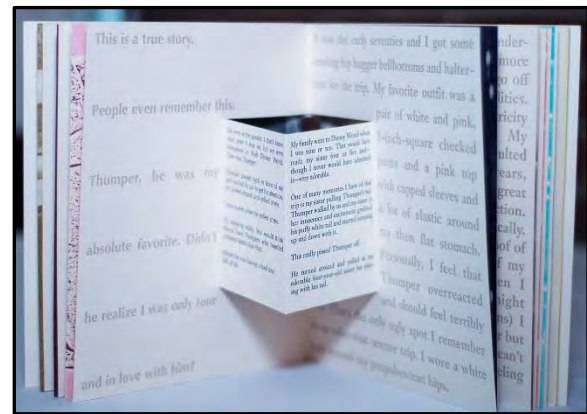
and a made up definition that bridges "the gap between the tame dictionary version of the word and the derogatory meaning." **2** The Libraries' copy is number 60 out of an edition of 120.

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1 *Shared Memories* (1998). Women's Studio workshop website. Retrieved August 15, 2016, from http://www.wsworkshop.org/?s=shared+memories

2 *Alphabet Tricks* (n.d.). Women's Studio Workshop website. Retrieved August 15, 2016, from http://www.wsworkshop.org/?s=alphabet+tricks

■ From Vamp and Tramp Booksellers, the department acquired several books for the Book Arts & Typography Collection.

• **Maneater,** by Hannah Batsel, tells the story of a family's greed and colonialist past across several generations. Comprised of four hand-printed artist books, the books nest within each other like a set of Russian nesting dolls. As the story unfolds and a new character is introduced, a new book begins telling that character's story. The books can be read as one story or as four separate stories. The Libraries' copy is number 26 of an edition of 50.

Maneater, by Hannah Batsel, Chicago, Illinois: Spudnik Press, 2015

• *In the Event of Moon Disaster*, by Milwaukee artist Melissa Wagner-Lawler and New York writer William Safire, combines portions of a speech written by Safire for President Richard Nixon to give if the Apollo 11 mission failed with maps from lunar landing sites and night sky star patterns from July 1969. The subject also relates to the University of Central Florida's ties with the space program. Wagner-Lawler uses screen-printing, letterpress, and laser cutting in this double-sided accordion book. The Libraries' copy is number 13 of a very limited edition of 20.

■ We also acquired several titles from Scripps College Press this past year, two of which were created by students at Scripps College.

• *Flecks of Light* was written and produced by students in the college's Typography and Book Arts Program. Based on research into the process and history of medieval color pigments and inspiration from origami-folded book structures, this work explores the difficulties of color printing by letterpress. The Libraries' copy is number 52 of an edition of 92.

In the Event of Moon Disaster, by Melissa Wagner-Lawler and William Safire, [Milwaukee, Wisconsin: Melissa Wagner-Lawler, 2014]

- ***Amongst the Shelves*** examines the idea of the book as an icon by looking at significant developments in the history of printing. The work, housed in a bamboo box, is composed of nine small books printed on either Somerset Satin or Rives Heavyweight paper and bound either with book cloth, leather, or paper. The Libraries' copy is number 42 in an edition of 105.
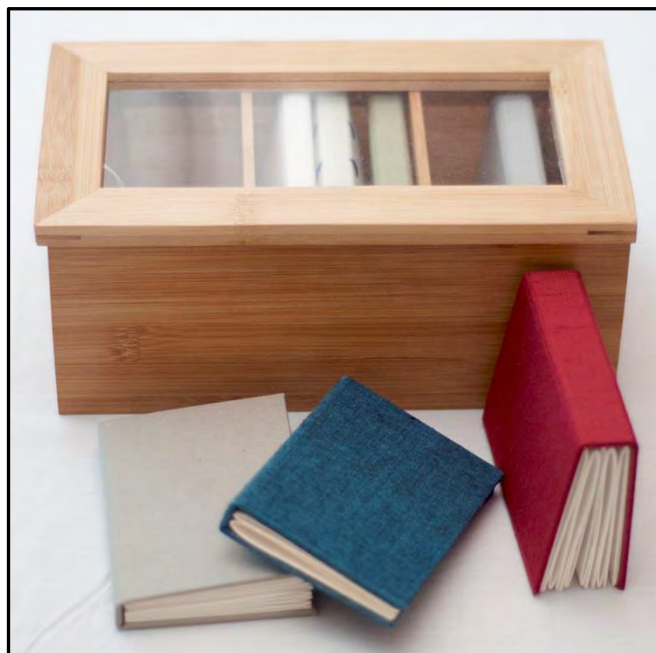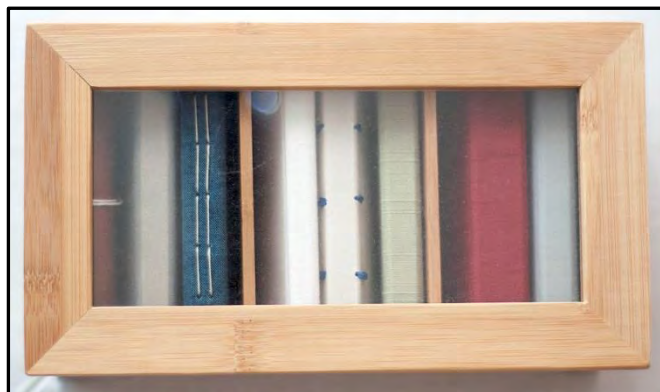
Amongst the Shelves, by Kitty Maryatt and Scripps College Press, [Claremont, Calif.]: Scripps College Press, 2016

- A third volume, ***Sixty Over Thirty, 1986-2016***, documents the college's program of creating collaborative student books over the past thirty years. This beautifully illustrated book tells the story of the press and includes information about each of the sixty books published since 1986.

Special Collections & University Archives again sponsored the **UCF Student Book Arts Competition** with the winner receiving a cash prize and their work added to the department's Book Arts & Typography Collection. This year's competition included fourteen entries from UCF students. The winning entry, ***Stitched***, by Nikki Navaille, was chosen by Miriam Schaer, Lecturer at Columbia College Chicago, and David Benjamin, Head of UCF Libraries Special Collections & University Archives. Ms. Navaille's book is made of patterns pieces, fabric, thread, and sewing notions from sewing projects throughout her life. Even the text was sewn. From the artist's statement, "I've been sewing for about as long as I can remember. My mom taught me to sew, and her mom before her. I was inspired by the act of sewing books together, and connected it to my own experiences with sewing clothing and costumes." The Libraries' copy is a unique edition.
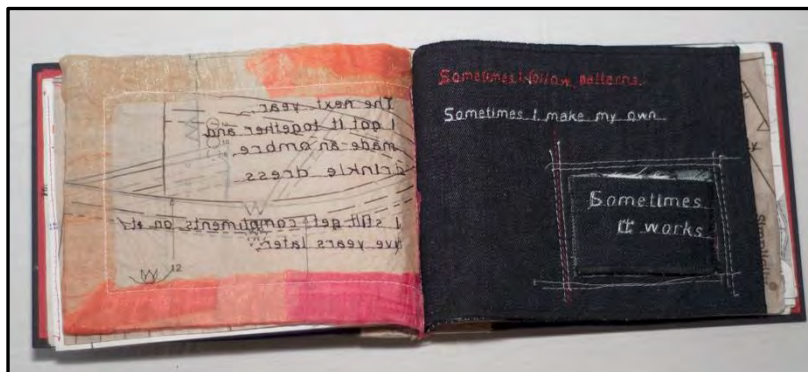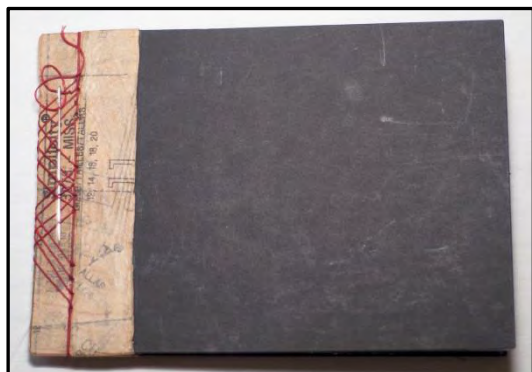
Stitched, by Nikki Navaille, [Orlando, Florida]: Nikki Navaille, 2015

We added several new titles to the **Caribbean West Indies Collection**.

- ■ ***Report on the Census of Cuba, 1899,*** published by the United States War Department Cuban Census Office, Washington, 1900.

- ■ ***Colonial Office Report on the Cayman Islands (Dependency of Jamaica) for the years 1953 & 1954***, published by Her Majesty's Stationery Office, London, 1955.

Sharp Objects Can Stab You, Kelly Turner Evans, [Orlando, Florida]: Kelly Turner Evans, 2015

- ■ ***These Are the Virgin Islands***, by Hamilton Cochran, published by Prentice-Hall, Inc., New York, 1937.

- ■ ***Falmouth, Jamaica: Architecture as History***, edited Louis P. Nelson and Edward A Chappell with Brian L. Cofrancesco, and Emilie Johnson, documenting the architectural history of the port town Falmouth on Jamaica's north coast.

This past year saw the addition of several items to the **Floridiana Collection**.

- ■ ***East Coast of Florida: General Information***, published in 1923 by the Florida East Coast Railway, is a promotional brochure covering the east coast of Florida with suggestions of places to visit, eat, and stay. The brochure was intended to promote the Florida East Coast Railway Corporation and the Flagler system of the Florida East Coast Hotel System.

- ■ ***"Lake Apopka Line"*** is a small, multi-panel train schedule and information brochure for the Orange Belt Railway Company which includes descriptions of towns along the railroad's route. The Orange Belt Railway was a three-foot narrow gauge railroad, established in 1885 by Peter Demens, running from Sanford to St. Petersburg in Florida. Designed to carry citrus, produce, and passengers, the railroad only lasted until

1895. Florida towns described in this publication include Oakland, Altamonte, Forest City, Toronto, Lakeville, Clarkona, Millers, Crown Point, Monroe, Sylvan Lake, Paola, Island Lake, Glen Ethel, and Longwood Junction.

East Coast of Florida: General Information, promotional brochure, Florida East Coast Railway, 1923

- ■ ***Sandy Dann's Oldlando: The Legacies of the Dann and Lawson Families as Early Settlers of Orlando and Central Florida***, by Casey Tennyson Swann (Contributor), are the stories recalled by Dr. Carl "Sandy" Dann, Orlando native, of his family and the history of Orlando and Florida.
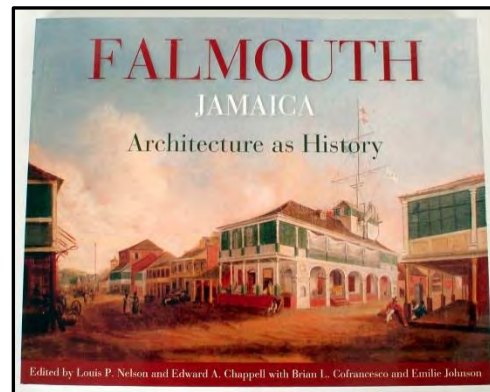
Falmouth, Jamaica: Architecture As History, Louise P. Nelson, Edward A Chappell, Brian L Confrancesco, and Emilie Johnson, Kingston, Jamaica: University of West Indies Press, 2014

Also acquired was Glenn M. Stein's ***Discovering the North-West Passage: The Four-Year Artic Odyssey of H.M.S. Investigator and the McClure Expedition***. Stein, a Florida native whose editorial cartoon collection was already a part of Special Collection & University Archives, put down his pen and brush in 2006 to focus on maritime research and writing about the Artic and Antarctica.

University Archives: Donations and Gifts

On June 12, 2016, tragedy struck Orlando, Florida, when a gunman opened fire inside Pulse nightclub killing 49 people and wounding 53 others. In the days following the tragedy, memorials and remembrances appeared at the UCF Student Union and vigils were held throughout the week to remember the victims. Special Collections & University Archives' staff has undertaken the responsibility of documenting the memorials and events from the UCF campus. Departmental staff carefully removed the written remembrances from three white boards in the Union, interleaving them between sheets of acid-free paper, while items placed on the floor of the Union atrium, including stuffed animals, bracelets, cards, and other artifacts, were gathered and carefully housed in archival boxes. Archivists also reached out to participants of the June 14, 2016, UCF Candlelight Vigil for transcripts of each speaker's comments. The materials gathered by staff, both physical and digital, will be part of a University Archives collection documenting how UCF students, faculty, and staff reacted to and remembered this event.

Memorials for Pulse victims from the UCF Student Union

UCF alumnus **Michael Berman** donated a collection of negatives and contact sheets he made while attending the university. Mr. Berman, who was involved with the Theater Department, not only photographed theater department productions and events, but also documented everyday life on the UCF campus. His photographs provide rich visual documentation of the University as it was developing during the 1970s.

UCF Theater Department Production, cast of *Beaux Stratagem*. Photo by Michael Berman.

Two other UCF alumni, **Richard Belcher** and **Richard Eberle**, also donated materials about the Theater Department. Included in these materials are posters, flyers, photographs, slides, design drawings, and newspaper clippings for and about theater productions produced on campus.

Additional gifts to University Archives this past fiscal year include a UCF Knight costume, the donation of which was facilitated by the University of Central Florida Foundation, Inc.; much sought after Knightro bobbleheads donated by the UCF Athletics Department and UCF Libraries Director Barry Baker; and several Spirit Splash Ducks adding to the department's growing collection of rubber ducks commemorating the annual UCF Homecoming celebration Spirit Splash.

2015 Spirit Splash Rubber Ducks

Knightro Bobblehead

Helmet from Knight's Costume

University Archives: Records Transfers

Documenting the history of UCF and acquiring official university records is an important part of Special Collections & University Archives' mission. Over the past year, staff worked with a number of University offices, departments, and student organizations acquiring additional materials for records series already housed in University

President Richard Nixon at FTU (UCF) Commencement, 1973. Photo by Michael Berman.
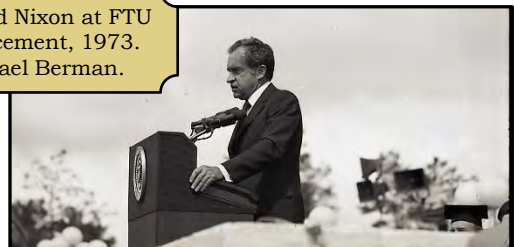
Archives. Additions were acquired from the Office of the President; News & Information; the Arboretum; Office of Fraternity and Sorority Life; School of Nursing; Alumni Association; Campus Advisory Board; UCF Women's Club; Athletics; Women's Studies Department; Office of Diversity Initiatives; Constituent Relations; Office of Student Involvement; Office of Technology Transfer; and Housing and Residence Life.

Staff members also reached out to and acquired materials from departments and faculty whose records are new to University Archives. New records were acquired from the Nicholson School of Communications; University Audit; Community Relations; Center for Distributed Learning; History Department; and Sociology Department; and from Professor James Wright (Sociology); and Professor Ayako Yonetni (Music).

Outreach

■ **Exhibits**

Special Collections & University Archives staff members curated seven exhibits this past year in both the department's exhibit space and the Libraries main exhibit area.

- ***"Book Conservation of the William L. Bryant West Indies Collection,"*** July 6 – September 30, 2015, looked at conservation work performed on rare books in the Bryant West Indies Collection. Utilizing books from the collection and photographic documentation of conservation processes, the exhibit highlighted the meticulous craft of conservation done by the department's conservator. Curated by Chris Saclolo, Conservator.

- ***"UCF Through the Decades,"*** October 1, 2015 – January 29, 2016, included memorabilia, photographs, and publications documenting UCF's expansion from its beginnings as Florida Technical University to its current status as one of the nation's leading metropolitan research universities. The exhibition highlighted University "firsts," various departments, faculty, staff, and student contributions, and looked at where the University is headed in the near future. Curated by Mary Rubin, Senior Archivist for University Archives

- ***"Joy Postle: Inspired by Nature,"*** November 1 – 30, 2015. This exhibit, one of two mounted this fiscal year about Joy Postle, celebrated the life and works of this unique artist. Postle, known for her depiction of Florida wildlife, worked in numerous media including oils, watercolors, pencil, pen and ink, and various printing processes. This exhibit highlighted Postle's larger works, mostly oils and watercolors, as well as books she published, poetry she wrote, and her work educating the public on Florida wildlife and conservation. The exhibit was co-curated by Nadeen Kiwan, Archives Assistant, and David Benjamin, Department Head, with guest curator Denise Hall, a Special Collections & University Archives donor and expert on Joy Postle.

- ***"UCF Student Book Arts Competition,"*** February 1 – April 8, 2016. This exhibit showcased the entries in Special Collections & University Archives' annual UCF Student Book Arts Competition. Featured were all the entries in this year's competition as well as past winners. Curated by Chris Saclolo, Conservator.

- ***"Joy Postle: Artist Without Limits,"*** April 11 – June 10, 2016. This second exhibit on artist Joy Postle took a broader look at the artist's various creative outlets documenting her talent for capturing the world around her through a multitude of mediums including pencil, pen and ink, watercolor, and several printing processes. In addition to fine art, Postle was a published poet and author and the exhibit highlighted some of her poetry, which she also illustrated, as well as her unpublished manuscript for the book "Glamour Birds." Co-curated by Nadeen Kiwan, Archives Assistant, and David Benjamin, Department Head.
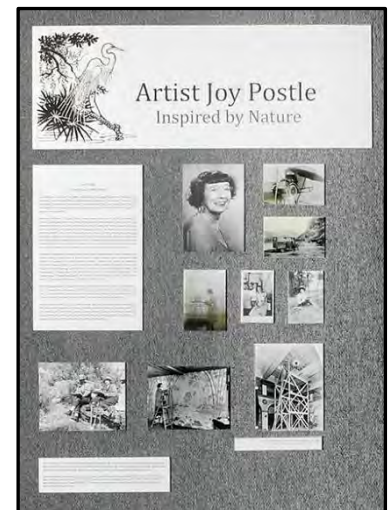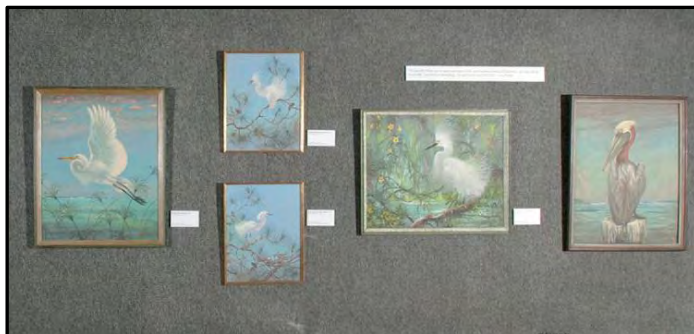
"Joy Postle: Inspired by Nature"

- ***"Kennedy Space Center: Through the Years of Space Exploration,"*** June 13 – September 2, 2016. This exhibit of materials featured items from the NASA Photograph Collection, NASA Ephemera Collection, Wagar Space Collection, Scott H. Simpkinson Papers, and University Archives. The exhibit emphasized the importance of learning from the past and documented the local history of the space agency and Kennedy Space Center and their missions from the 1950s to present day. Co-curated by Burak Ogreten, Senior Archivist for Special Collections and Mary Rubin, Senior Archivist for University Archives.

- **"The Art of Collecting: Artwork from UCF Libraries Special Collections & University Archives,"** June 17 – July 29, 2016, showcased paintings, carvings, renderings, drawings, artists' books, and three-dimensional objects from the department's print, manuscript, and archival holdings. The exhibit highlighted works from several collecting areas including the Anne Marie Allison Latin American Art Collection, the Bryant West Indies Collection, and the Books Arts and Typography Collection. Co-curated by David Benjamin, Department Head, Chris Saclolo, Conservator, and Nadeen Kiwan, Archives Assistant.

■ **Social Media**

Angie Villafane, Sr. LTA in Cataloging, has been volunteering in the department this past year helping Mary Rubin and Chris Saclolo with the department's social media accounts. Over the past year, they have added news and events to Facebook including regular posts about the Artists Books & Typography Collection and images and fun facts for Throw Back Thursdays from University Archives. They also posted to the department's Twitter account and established a departmental presence on Tumblr. The most popular Facebook post this past year was a 1980 photograph of two students in their caps and gowns at graduation.

This image, which was shared by the official UCF Facebook page, reached over 9,600 people.
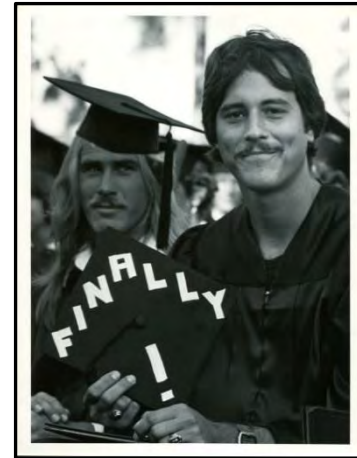
Commencement ceremony,
June 13, 1980

Several notable social media accounts that engaged with our accounts this past year include the Miss America Organization, Reading

Judith Ford, Miss America
1969, visiting FTU (UCF)
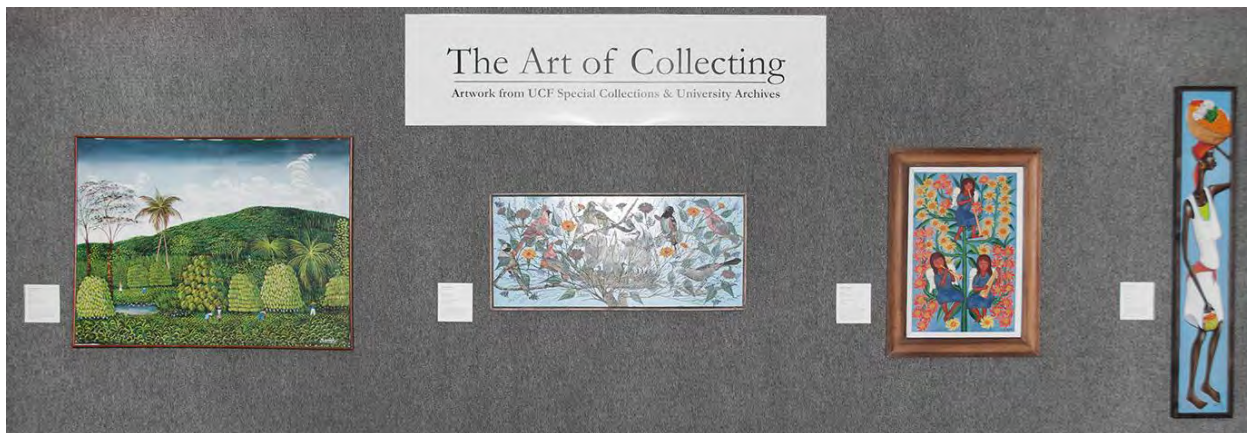
"The Art of Collecting: Artwork from UCF Libraries Special Collections & University Archives," June 17 – July 29, 2016

Rainbow, and Orlando veteran news anchor and UCF alum Bob Opsahl, who retweeted a photo from his early days at UCF.

Bob Opsahl [right] and Dr. Mike Meeske speaking to UCF Students, c. 1984

The most liked Instagram photograph from this past year was an image of students on the 1st floor of the library in the 1970s.

■ Volunteers

Special Collections & University Archives is fortunate to have a number of volunteers helping with projects in the department. Joe Bizon, Kristen Fortenberry, Megan Humphries, Angie Villafane, John Settle, and Kelly Young worked on a variety of projects including unbinding periodicals for digitization, selecting materials and uploading to social media, artwork condition reporting, and collection processing.

Changes in Staffing

In late September, I started as Head of Special Collections & University Archives. While it has now been almost a year, there is still much to learn about the amazing collections housed in the department. I want to thank Rebecca Hammond, Burak Ogreten, Mary Rubin, and Chris Saclolo not only for helping me this past year (and I am sure for years to come!) getting to know the ins and outs of the department, the Libraries, and UCF but also for doing such a great job keeping the department running in the absence of a department head.

■ Nadeen Kiwan [OPS], a library school graduate student who joined the department in 2014 to work on the Joy Postle Papers, left in June. We also said goodbye and good luck to work study students Alisa Zhang and Brianna Ordenes upon their graduation from UCF and Braneisha Smith on her acceptance into nursing school. Congratulations to our awesome students!

Report on Departmental Goals: 2015-2016

■ **Continue to strengthen collections through new acquisitions and gifts to build high-quality, in-depth collections as per our collection development policy.** _Accomplished and ongoing._

- Acquired new print materials for the Book Arts & Typography, Floridiana, and the Caribbean West Indies collecting areas.
- Acquired new manuscript collections for the Botany and Floridiana collecting areas.
- Acquired a moving image collection documenting Florida and Floridians.
- Acquired and added new materials to existing manuscript collections from statewide and national organizations.

Library 1st floor, 1970

■ **Provide access to print collections, manuscripts, and University Archives by creating item and collection level bibliographic records; implementing EAD for finding-aids; eliminating backlog; and immediately cataloging/processing new acquisitions and gifts.** _Accomplished and ongoing:_

- Processed 45.6 linear feet of manuscript material from the backlog providing better access to materials for both in-house and off-site patrons.
- Divided departmental vertical files into two collections: "University of Central Florida Special Collections Vertical Files, 1872-2016" and "University Archives Vertical Files." Rehoused collections and created finding aids facilitating access to their contents.
- Accessioned and processed 51.5 linear feet of new manuscript collections, providing access to materials insuring immediate access.

- Accessioned 67.75 linear feet of University records.
- Partnered with Cataloging Services to barcode 1,760 items in the UCF Thesis and Dissertation Collection in preparation for storage in the Libraries' Automated Retrieval Center (ARC).

■ **Broaden access to print collections, manuscript collections, and University archives by building digital collections; initiating, developing, and implementing a number of projects to enhance Internet access to department's resources; adopting new innovative services to advance public services both on-site and off-site; and creating virtual exhibits.** _Accomplished and ongoing_:

- Added additional issues of the student newspaper The Central Florida Future, volumes 22 – 30, to our digitized collections.
- Added all 22 volumes of the UCF Report to our digitized collections.
- Added Pegasus Yearbooks into STARS, the Libraries' digital repository.
- Added Research Activities and Annual Reports into STARS, the Libraries' digital repository.
- Added Self-Studies into STARS, the Libraries' digital repository.
- Added the UCF Catalog into STARS, the Libraries' digital repository.
- Added digitized images from the "University Photograph Collection" into STARS, the Libraries' digital repository.
- Facilitated the ingestion of the Libraries' annual reports into STARS, the Libraries' digital repository.
- Facilitated the addition of UCF Community Veterans History Project oral histories to UCF Digital Collections Veterans History website.

■ **Develop and implement strategies for public service outreach cultivation through exhibits, partnerships, and public relations.** _Accomplished:_

- Taught 21 classes attended by 374 students across a variety of disciplines.
- Curated and installed seven exhibitions highlighting departmental collections and materials.
- Produced new brochure "Artist Joy Postle: Inspired by Nature" promoting the "Joy Postle Papers."
- Organized and sponsored the 2015 UCF Student Book Arts Competition.
- Contributed news items and photographs promoting departmental events and resources in various campus newsletters, digital signs, and publications.
- Published an article about the history of the University of Central Florida in Reflections of Central Florida, the quarterly magazine of the Historical Society of Central Florida.

- Participated in the film screening event "Wonder Woman! The Untold Story of American Superheroines" sponsored by the UCF Libraries and the UCF Women's and Gender Studies Department celebrating Women's History Month.
- Loaned materials from the "Albin Polasek Collection" to the Orange County Regional History Center for their exhibit "Art Legends – Albin Polasek."
- Wrote posts for the Libraries' blog and digital signage as well as producing content for the newsletter INSTALLMENTS.
- Selected images and facilitated digitization of "Snowy Egret" by Florida artist John Costin for the cover of the May 2016 issue of the College and Research Libraries Newsletter.
- Participated in the Libraries Information Exchange.

■ **Collect and ensure longevity of University Records by initiating contacts and working with University offices and student organizations.** _Accomplished and ongoing:_

- Presented at UCF Human Resources liaisons group about University Archives and the importance of collecting and keeping vital university records that help tell the history of UCF.
- Accessioned 11 new collections into the department.
- Loaned materials for and spoke with alumni at a UCF School of Nursing reunion.
- Worked with UCF Theater Department alumni on a reunion event digitizing photographs of theater productions, cast, and crew.

■ **Continue identifying new potential library donors, as well as cultivating and stewarding current donors**. _Accomplished and ongoing:_

- Collaborated with several donors on an exhibit documenting artist Joy Postle and her work.
- Contacted existing donors, updating them on work being done on their collections.

■ **Explore opportunities to partner and collaborate with university units and external organizations to further Libraries' and university's goals.** _Accomplished and ongoing:_

- Partnered with the UCF History Department on the UCF Community Veterans History Project facilitating the cataloging of veteran's oral histories into the Libraries online catalog and contributing materials to the Veterans History Project at the Library of Congress.
- Worked with staff members from several UCF campus departments and colleges looking at the feasibility of doing a campuswide oral history project.
- Participated in campuswide committee about public art on the UCF campus.

Departmental Goals: 2016-2017

Ongoing:

- Strengthen collections through new acquisitions and augmenting existing holdings.
- Broaden and enhance access to print collections, manuscripts, and University Archives.
- Broaden and enhance access to digital collections.
- Partner/collaborate with university units and external organizations.
- Continue to increase public service outreach.

New:

- Explore new ways to engage the UCF community with department holdings/resources.
- Plan for collections move in Phase 1 of 21st Century Library project.
- Review policies and procedures for registering departmental patrons.

Performance Enhancement Recommendations

Special Collections & University Archives staff members have done a remarkable job keeping up with their work as materials are added to the department. However, efforts to collect vital and important university records are hindered by the vacant University Archivist position. Filling this position would enable staff to work with additional departments, colleges, faculty, and student organization gatherings materials for University Archives. Electronic records also bring about challenges. As more and more materials are either born digital or converted to analog (both before and after they are accessioned into the department), efforts to collect and preserve electronic records requires additional resources in staffing and software to manage this material.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

- Provided instruction, at the request of UCF faculty, for 21 classes reaching a total of 374 students helping to integrate historical, rare, and unique print, manuscript, and archival resources into UCF classes.
- Assisted 686 undergraduate students using Special Collections & University Archives'

resources seeking information and embarking on research projects.

- Worked with faculty who teach online courses to encourage students to use primary source materials in their research.
- Organized, sponsored, and promoted the 2015 UCF Student Book Arts Competition for student produced artists' books.
- Contributed resources and collection descriptions/ finding aides to Libraries' online resources encouraging and enabling online (remote) access to Special Collections & University Archives' collections and materials.
- Participated in university events promoting departmental holdings and encouraging use of Special Collections & University Archives in class assignments.
- The Book Arts & Typography Collection was the most heavily used Special Collections collection with 661 items pulled for individual research and class instruction.
- University publications saw the greatest usage for University Archives' materials, with a total of 417 items pulled for reference, research, and/or digitization.

Achieve international prominence in key programs of graduate study and research

- Provided research help with and facilitated access to collections, both on- and off-site, for graduate students working on a wide variety of research projects.
- Assisted 33 graduate students using our collections researching various topics in a variety of collecting areas including Floridiana, the Space Program, and African Americana as well as numerous University Archives collections.

Provide international focus to our curricula and research

- Facilitated the use of collections with international focus including the Van Sickle Leftist Pamphlet Collection and the Caribbean West Indies Collection.

Become more inclusive and diverse

- Collected, preserved, and made available records documenting UCF's continuing dedication to diversity, international curricula, and research including materials from the Office of Diversity Initiatives.

Be America's leading partnership university

- **UCF Internal partnerships**

  - Partnered with several campus offices and departments looking at conducting oral histories from UCF faculty, staff, students, and alumni.

  - Assisted with an NEH grant proposal for cataloging news film that involves partnering with the UCF History Department, UCF

School of Visual Arts and Design, and the Orange County Regional History Center.

- **External Partnerships**:

  - Partnered with UCF History Department and Library of Congress Veterans' History Project to facilitate the sharing of oral histories for Florida veterans both locally and nationally.

  - Loaned materials for exhibit at Orange County Regional History Center.

STATISTICS

Special Collections & University Archives
Chart 1
Patron Counts
10-Year Summary

No. of Classes Taught

FY06-07	FY07-08	FY08-09	FY09-10	FY10-11	FY11-12	FY12-13	FY13-14	FY14-15	FY15-16
5	13	8	8	4	19	18	38	17	21

Students Taught

FY06-07	FY07-08	FY08-09	FY09-10	FY10-11	FY11-12	FY12-13	FY13-14	FY14-15	FY15-16
81	194	110	159	58	190	344	537	266	374

Gate Count

FY06-07	FY07-08	FY08-09	FY09-10	FY10-11	FY11-12	FY12-13	FY13-14	FY14-15	FY15-16
1,859	1,964	1,425	1,562	1,664	1,435	1,749	2,197	2,160	1,854
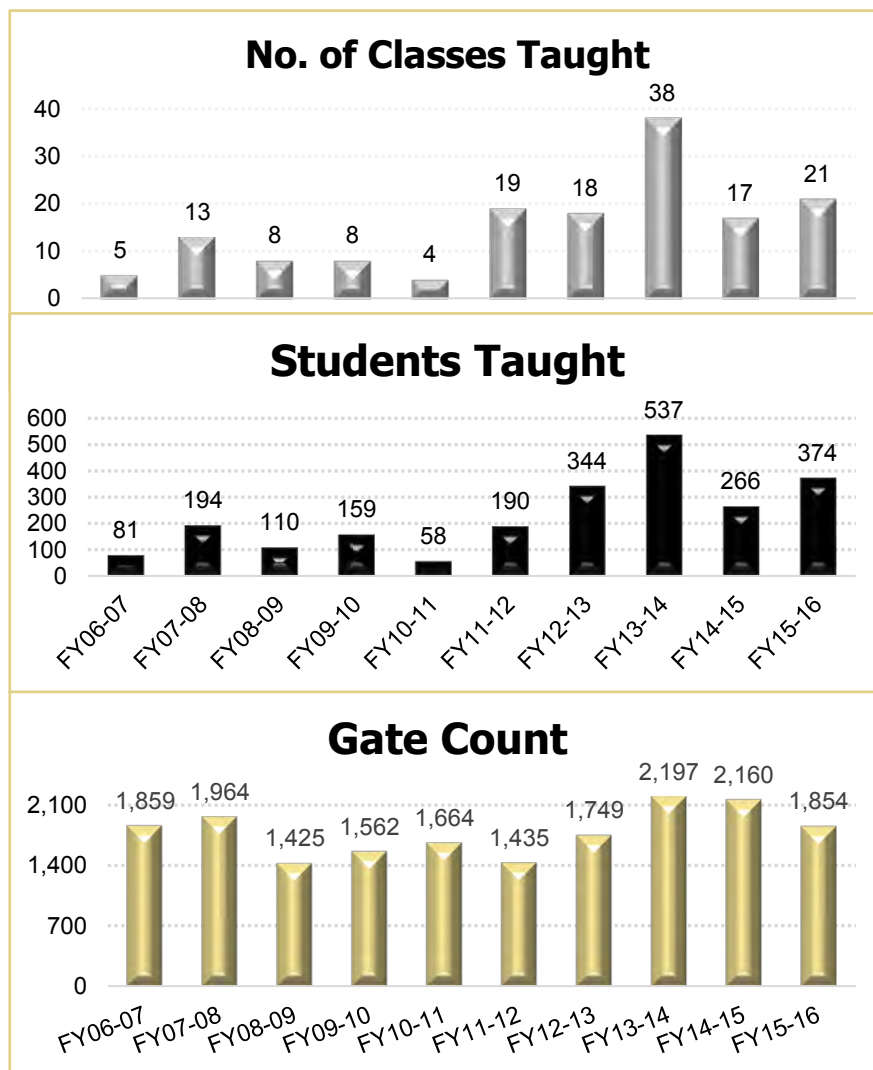
Special Collections & University Archives
Table 1
Volumes in the Catalog, Listed by Collections

	2014/15 TOTAL	2015/16 Adds	2015/16 TOTAL
Manuscripts/cataloged	73	13	86
Reference Collection	171	1	172
General Collection + Oversize	17,985	696	18,681
University Archives – Print	10,291	172	10,463
University Archives – Records	66	2	68
TOTAL VOLUME	**28,586**	884	**29,470**
TOTAL CATALOGED MATERIALS 14/15			28,586
MATERIALS ADDED			869
MANUSCRIPTS ADDED			15
TOTAL CATALOGED MATERIALS 15/16			29,470

Special Collections & University Archives
Chart 2
Conservation Statistics, FY 2015/2016

Total Conservation Work = 1,024

- 540, 53% — Repair/Rebinding
- 378, 37% — Mylar/Dust Jackets
- 58, 5% — Paper mending
- 48, 5% — Clamshell boxes (custom enclosures)
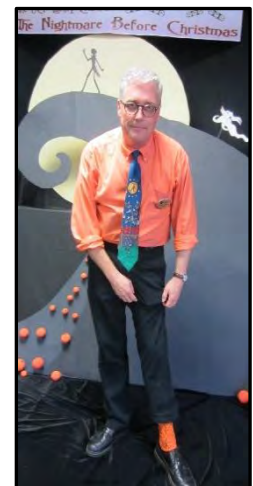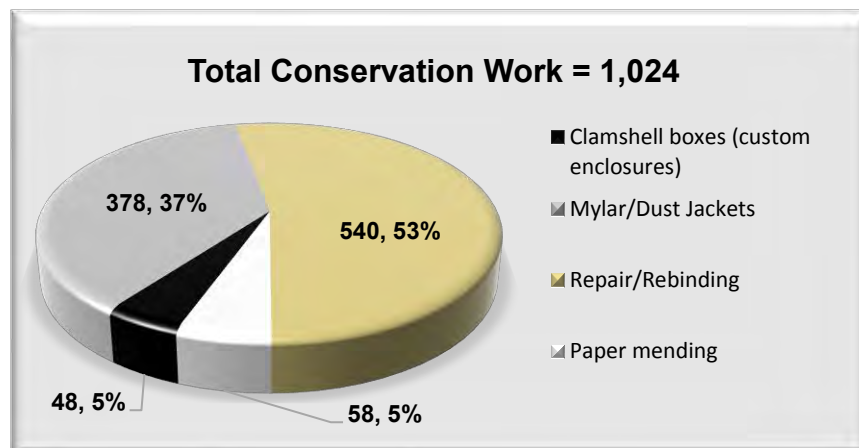
Halloween 2015: The Nightmare before Christmas: Sr. Archivist Mary Rubin with Halloween artistic director Alice Crist; and department head, David Benjamin

Special Collections & University Archives
Table 2
Special Collections 2015-2016 Processing Statistics

Total Collections = 1051.975 linear feet* (1046.825)
Processed Collections = 869.325
- Additions to collections processed in FY 2015/2016 = 109.5
- Backlog collections processed in 2015/2016 = 56 linear feet
Unprocessed Collections 175 linear feet

Note: The table below does not list all manuscript collections housed in Special Collections but only lists collections where the linear foot count of the collection has changed since the previous year.

Processed Linear Feet	Artist's Papers	Linear Feet
+2.25	Joy Postle Papers, 1910-2015	8.25
2.75	**Rose Feinman Papers, 1938-2002**	**2.75**
2.00	**Vincent J. Fonelli Collection, 1906-1985**	**2.00**
+1.00	Zines Collection, 1996 – 2004	2.00
	Botany	
+1.00	The Bromeliad Society International (BSI) Archive, 1942-2009	4.00
1.50	**Paul O. Schallert Collection, 1935-1964**	**1.50**
	Florida History Collections	
+7.75	Children's Home Society of Florida Collection, 1886-2000	61.75
1.00	**Florida Maps Collection, 1837-2007**	**1.00**
+.75	John L. Ducker Collection	6.25
2.75	**League of Women Voters of Volusia County, 1958-2012**	**2.75**
2.50	**S. F. Travis Company Collection, 1921-1939**	**2.50**
6.50	**University of Central Florida Special Collections Vertical Files, 1872-2016**	**6.50**
+1.00	UCF Community Veterans History Project, 2011-Present	5.25
4.50	**Otto Frohlich Collection, 1897, 1956-1969**	**4.50**
1.00	**Volusia County Music Teachers Association, 1955-2015**	**1.00**
	Literary Collections	
25.25	**John W. Senders Working Collection, 1880-2014**	**25.25**
	Political Papers	
2.25	**Dr. A. Val Bradley, National Labor Relations Board Collection, 1950s-1980s**	**2.25**
+16.00	Democratic Women's Club of Florida Inc. Collection, 1945-2015	27.50
+1.00	Archimedes L. A. Patti Research Papers, 1922-1993	20.25
	Travel & Tourism	
4.00	**Disney World Land Purchase/RCID Collection, 1958-2009**	**4.00**
+1.00	George and Anne Millay Collection, 1959-2006	21.25
+13.50	Harris Rosen Collection, 1896-Present (Note: Collection name changed)	28.75
+64.25	Harrison "Buzz" Price Papers, 1952-2006 (Series 1 through 8)	136.25
	Unprocessed Collections	
	UCF Home Movie Archives	22.00
	Bromeliad Society International (BSI) Archive	2.00
	Grant Groves Collection on Mulford B. Foster	2.50

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

Special Collections & University Archives
Table 3
UCF University Archives 2015-2016: Total 1,024.84 Linear Feet

The formatting was reorganized in the 2014-2015 annual report to more accurately portray the processed and unprocessed portions of each collection. The formatting was reorganized again this year to reflect only the collections that changed since the previous year.

Unprocessed additions to collections received this fiscal year are listed in parentheses, next to the total of unprocessed additions for each collection. Once publications are processed and catalogued they are no longer included in the linear footage of the collections.

Total Collections = 1024.84 linear feet
Processed Collections = 471.25 linear feet
Unprocessed Collections (390.22) + Unprocessed Additions to Processed Collections (163.37) = 553.59 linear feet
Accessions this Fiscal Year = 67.75 linear feet and 631.18 GB of Digital Materials
Unprocessed Digital Collections = 3.17 TB

	Processed	Unprocessed
University Administration		
Office of the President, 1968-2008	81.75	7.50 (2.5)
Photographs, Audio, and Visual Materials		
Music Department Graduate Recital Collection, 2008-2014	1.00	0.00
University History		
News and Information Collection, 1968-2003	6.00	3.00 (3.00)
University Office Records		
Arboretum Scrapbook Collection, 1984-2011	3.00	0.50 (0.50)
Fraternity & Sorority Lifestyle Collection, 1969-2008	3.00	0.00 (2.0)
Department of Nursing Records, 1968-2006	1.50	2.75 (2.75)
Political Science Department: Roger Handberg Papers, 1972-1999	**NEW!** 5.00	0.00
Student Development and Enrollment Services Records, 1968-2002	6.50	0.00
Village Center Activity Board: Michael Crumpton Records, 1974-1979	**NEW!** 1.00	0.00
University Organizations Records		
Alumni Association Records, 1964-2000	2.30	22.75 (14.25)
Campus Advisory Board Collection, 1993-2006	0.20	1.50 (1.00)
Retirement Association Collection, 1989-2004	1.00	0.00
University of Central Florida Women's Club, 1968-2007	13.50	4.00 (0.50)
University Sports		
Athletics Collection, 1968-2009	23.25	14.26 (0.50)
Digital Material - Unprocessed		
Office of the President, Commencement		69.81 GB (69.81 GB)
Office of the President, Hitt		6.04 GB (6.04 GB)
Fraternity and Sorority Life		2.92 GB (2.92 GB)
Office of Student Involvement, Knight Camp		3.46 GB (3.46 GB)
Constitution Relations		95.30 GB (95.30 GB)
Center for Distributed Learning		447.36 GB (447.36 GB)
Alumni		5.92 GB (4.19 GB)
Oral Interviews, Boyd Lindsley		685 MB (685 MB)
School of Nursing		469 MB (469 MB)
Community Relations		794 MB (794 MB)
History Department		188 MB (188 MB)
Women's Club		40 MB (15.5 MB)
Unprocessed Records		
50th Anniversary		42.50
Center for Distributed Learning		12.50 (12.50)
Community Relations		1.00 (1.00)
Office of Constituent Relations		10.50 (1.75)
Office of Diversity Initiatives		3.25 (0.25)
History Department		0.25 (0.25)
Housing & Residence		9.00 (1.75)
Nicholson School of Communication		0.50 (0.50)
Sociology Department		0.25 (0.25)
Office of Student Involvement		5.25 (1.25)
Office of Technology Transfer		3.25 (2.00)
Women's Studies Department		4.00 (2.00)
University Audit		2.50 (2.50)
Professor James Wright		4.00 (4.00)
Richard Belcher		1.00 (1.00)
Michael Berman		3.75 (3.75)
Richard Eberle		1.00 (1.00)
Ayako Yonetani		4.00 (4.00)
Pulse Remembrance		1.00 (1.00)

David Benjamin
Head, Special Collections & University Archives

Statistical Summary 2015-2016

VOLUMES HELD	OWN 6/30/15	ADDED	DELETED	OWN 6/30/16
John C. Hitt Library	1,291,409	15,620	1,037	1,305,992
Eastern Florida (formerly Brevard)	21,031	106	39	21,098
Daytona	39,466	49	2,868	36,647
South Lake, Leesburg, Sumter	2,083	11	-	2,094
Universal Orlando Foundation Library at Rosen College	10,832	358	267	10,923
Curriculum Materials Center (CMC)	39,163	1,781	2,003	38,941
Orlando West, Osceola	982	29	-	1,011
Ocala	469	20	-	489
Sanford, Lake Mary, Altamonte	926	29	-	955
Offsite Storage	120,088	-	-	120,088
Subtotal print volumes	*1,526,449*	*18,003*	*6,214*	*1,538,238*
Electronic books[1]	149,176	7,706	692	156,190
TOTAL	**1,675,625**	**25,709**	**6,906**	**1,694,428**
CATALOGED TITLES ALL LOCATIONS & FORMATS	**1,640,291**	**38,155**	**6,996**	**1,671,450**
MICROFORM UNITS				
Microfilm				
John C. Hitt Library	64,783		-	64,783
Microfiche - General				
John C. Hitt Library	1,240,349		-	1,240,349
FSEC	56,522	-	-	56,522
Documents Microfiche (ASI, CFR, CIS, IIS, SRI)	1,019,082	7,550	-	1,026,632
Microfiche Government Documents	894,392	-	-	894,392
U.S. Patents (Microfilm)	8,906	-	-	8,906
TOTAL (print volumes plus e-books)	**3,284,034**	**7,550**	**-**	**3,291,584**
GOVERNMENT DOCUMENTS				
Print:				
U.S.Government	305,473	6,235	715	310,993
Florida Government	37,513	69	13	37,569
Subtotal Print Gov't Documents	*342,986*	*6,304*	*728*	*348,562*
(Total holdings incl.Gov Docs and e-books)	*2,018,611*	*32,013*	*7,634*	*2,042,990*
Non-Print:				
U.S. Electronic (CD-ROM, DVD, floppy)	5,298	101	-	5,399
Florida Electronic (CD-ROM, DVD, floppy)	83	-	-	83
U.S.Patents (CD-ROM, DVD)	2,035	-	-	2,035
Maps	3,957	-	-	3,957
TOTAL	**354,359**	**6,405**	**728**	**360,036**
SERIALS SUBSCRIPTIONS				-
Periodicals all locations:				
Print Journals	1,079	-	241	838
E-Journals (Dual format + e-only)[2]	52,337	-	-	52,337
Newspapers	4	-	-	4
E-Databases	481	-	116	365
TOTAL ACTIVE SERIAL SUBSCRIPTIONS	**53,901**	**-**	**357**	**53,544**
MEDIA VOLUMES				
John C. Hitt Library	49,896	991	-	50,887
Curriculum Materials Center	5,446	113	-	5,559
Regional Campuses and Rosen	1,846	2	-	1,848
Total	**57,188**	**1,106**	**-**	**58,294**

Current as of 17 October 2016

[1] E-books include a) electronic theses and dissertations; b) firm orders purchased with perpetual ownership; c) DDA purchase (UCF and SUS); d) standing orders and package orders from digital platforms.

[2] E-journal subscriptions no longer being tallied. The count of 52,337 will continue to be reported for FY 15/16.

MEDIA VOLUMES	OWN 6/30/15	Added	Deleted	OWN 6/30/16
Main				
Cassettes/AudioTapes	899	-	-	963
CD/ROMs	2,497	18	83	2,460
Compact Discs (music)	5,480	6	-	5,434
Compact Discs (other)	14	-	-	14
E-sound Recordings	2,930	-	-	2,930
DVDs	7,360	285	1	7,265
Filmstrips	500	-	-	500
Laser Discs12"	203	-	-	203
Other	20	-	-	2
Phonograph Records	2,326	-	-	2,326
Pictures	11	-	-	11
Video Recordings/ Streaming Videos	25,240	1,379	1	20,065
Total Main	**49,896**	**1,688**	**85**	**42,173**
Curriculum Materials Center				
Cassettes/Audiotapes	355	-	-	355
CD-ROMs	334	9	-	343
Compact Discs	413	10	-	423
DVD	439	44	-	483
Filmstrips	398	-	-	398
Games	240	12	-	252
Kits	495	8	-	503
Laser Discs12"	60	-	-	60
Maps	16	-	-	16
Media Kits	41	-	-	41
Models	60	1		61
Pictures	215	-	-	215
Multi-media	156	-	-	156
Other	119	11	-	130
Phonograph Records	961	-	-	961
Realia	155	18	-	173
Software	724	-	-	724
Transparencies	15	-	-	15
Video Recordings	250	-	-	250
Total-CMC	**5,446**	**113**	**0**	**5,559**
Regional Campuses and Rosen				
Compact Discs (music)	97	-	-	97
Cassettes/Audiotapes	17	-	-	17
CD/DVD	1,278	2	-	1,280
CD-ROMS	148	-	-	148
Other	39	-	-	39
Video Recordings	270	-	-	270
Total-Branches	**1,846**	**2**	**-**	**1,848**
TOTAL MEDIA VOLUMES	**57,188**	**1,106**	**-**	**58,294**

Financial Profile (Expenditures)

	Salaries - Full-time (1)	Part-time Personnel (2)	Operating Expense (3)	Capitalized Furniture and Equipment (4)	Library Materials (5)	Library Total Expenditures (E&G)
2015-2016	$6,566,565	604,602	831,781	59,925	6,917,395	14,980,268
2014-2015	6,152,803	556,908	924,567	-	6,750,605	14,384,883
2013-2014	5,974,882	607,747	701,267	169,341	6,515,608	13,968,845
2012-2013	5,368,929	523,346	598,373	464,591	6,161,328	13,116,567
2011-2012	5,295,212	544,902	519,007	-	6,451,724	12,810,845
2010-2011 (6)	5,741,719	504,038	673,498	501,657	6,040,179	13,461,091
2009-2010	5,297,513	517,565	466,140	632,672	5,482,546	12,396,436
2008-2009	5,474,755	458,727	408,650	308,758	5,912,347	12,563,237
2007-2008	5,615,037	537,698	641,580	346,366	5,550,139	12,690,820
2006-2007	5,757,430	615,997	912,573	326,322	6,156,952	13,769,274
2005-2006	$5,384,859	579478	643,044	309,754	5,959,938	12,877,073

(1) Includes fringe benefits.
(2) Includes students and part-time staff and faculty wages. Includes Federal Work Study wages.
(3) Includes small equipment, document delivery, bibliographic utilities, alterations & improvements, general expenses.
(4) Includes furniture, computer hardware and software > $1,000. Includes equipment purchases funded through Tech Fee.
(5) Includes Tech Fee funded purchases
(6) Higher salary totals reflect one-time bonuses and retroactive pay

All figures include encumbrances as of fiscal year end.

Sources & Uses of Materials Budget

Year	(1) Base E&G Recurring Funding	(2) Funds from Other Sources (see Notes following)	(3) Total Materials Budget (1 + 2)	(4) Disbursed for Serials (a) (Print & Electronic)	(5) Disbursed for Monographs (c) (Print & Electronic)	(6) Electronic Resources (b) (Databases)	(7) Other Library Materials (Microfilms, A/V, other)	(8) Contract Binding	(9) Total Expenses (4+5+6+7+8)
2015/2016	5,166,786	1,750,609	6,917,395	4,104,079	809,821	1,968,357	20,584	14,554	6,917,395
2014-2015	5,077,621	1,672,984	6,750,605	3,433,328	833,071	2,426,912	40,673	16,621	6,750,605
2013/2014	4,842,286	1,673,322	6,515,608	3,583,229	1,018,427	1,851,315	41,410	21,227	6,515,608
2012/2013	5,037,244	1,124,084	6,161,328	3,149,923	1,189,146	1,764,395	42,210	15,654	6,161,328
2011/2012	5,079,778	1,371,946	6,451,724	3,204,601	1,775,875	1,390,162	50,867	30,219	6,451,724
2010/2011	4,987,600	1,052,579	6,040,179	3,465,881	1,631,746	858,670	47,557	36,325	6,040,179
2009/2010	4,987,597	494,949	5,482,546	3,365,690	1,111,686	890,406	75,390	39,374	5,482,546
2008/2009	4,987,597	924,750	5,912,347	3,690,900	999,299	952,530	204,837	64,781	5,912,347
2007/2008	5,156,000	394,139	5,550,139	2,042,154	795,648	2,552,731	69,482	90,124	5,550,139
2006/2007	5,117,519	1,039,433	6,156,952	1,656,816	1,638,870	2,545,859	183,630	131,777	6,156,952
2005/2006	5,221,715	738,223	5,959,938	1,546,789	1,817,561	2,267,460	188,986	139,142	5,959,938
2004/2005	5,119,744	504,241	5,623,985	1,755,693	1,771,959	1,902,793	64,622	128,918	5,623,985
2003/2004	4,657,717	381,111	5,038,828	2,198,148	1,481,547	1,057,110	113,018	189,005	5,038,828
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
1999/2000	4,435,521	737,836	5,173,357	1,992,461	2,314,228	437,290	243,303	186,075	5,173,357
1998/1999	4,240,673	475,209	4,715,882	1,876,814	1,810,244	584,049	322,392	122,383	4,715,882

Note (a): Effective 2008/09 "Serials" includes print and electronic formats. Prior to 2008/09 serials was defined as "print serials."
Note (b): Effective 2008/09 "Electronic resources" excludes serials. Prior to 2008/09 e-resources includes e-serials.
Note (c): Effective 2009/10 "Disbursed for monographs includes print and electronic monographs. For previous years this included print only.

Sources & Uses of Materials Budget

Notes to Materials Budget

FY 2015/16	$		
		62,000	Biomedical
		10,000	Research and Contracts
		74,388	Medical College - Wiley and Endnote
		11,426	Regionals
		1,134,360	ITR mid year non-recurring funding
		458,435	Tech Fee Awards
	$ 1,750,609		**Total**
FY 2014/15	$	62,000	Biomedical
		10,000	Research and Contracts
		20,000	Writing & Rhetoric, Nanotechnology, Psychology and College of Sciences
		85,582	Medical College - Wiley and Endnote
		20,000	Regionals
		610,059	ITR mid year non-recurring funding
		449,973	Pay down EBSCO Credit
		415,370	Tech Fee Awards
	$ 1,672,984		**Total**
FY 2013/14	$	459,795	Tech Fee Awards
		30,000	Latin American Studies
		116,823	Political Science
		62,000	Biomedical
		10,000	Research and Contracts
		3,000	College of Nursing
		449,973	Pay down EBSCO Credit
		422,699	ITR mid year rescue funding
		10,000	Replacements
		20,000	Regionals
		89,032	Medical College - Wiley and Endnote
	$ 1,673,322		**Total**
FY 2012/13	$	307,523	Tech Fee Awards
		30,000	Latin American Studies
		62,000	Biomedical
		10,000	Research and Contracts
		12,341	College of Nursing
		583,918	Transfer from Operations
		10,000	Replacements
		20,000	Regionals
		78,302	Medical College - Wiley and Endnote
		10,000	Hospitality Management
	$ 1,124,084		**Total**
FY 2011/12		455,263	Tech Fee Awards: Cambridge Books Online; Sage Deep Backfile; EBSCO's Discovery Service
		57,040	Biomolecular funds
		10,000	Research and Contracts
		558,586	Transfer from Operations
		100,000	Transfer from ITR - Advance against next year
		30,000	Latin American Studies
		87,975	Planning Monies
		11,494	UCF Foundation – Hospitality Management
		18,436	EBSCO Credit Liquidated
		20,000	Regional Campuses
		14,152	Replacements
		9,000	Medical College Endnote

	$ 1,371,946	**Total**
FY 2010/11	$ 10,000	Research and Contracts
	370,000	Transfer from Operations
	57,024	Biomolecular funds
	424,490	Student Tech Fee Awards: Springer Online, Oxford, e-book Cambridge
	28,900	ITR Planning Money
	123,338	Knowledge Commons Owner Savings
	3,600	College of Education - Bib of Asian Studies database
	20,000	Regional Campuses
	10,993	Book replacements
	4,234	Thesis and dissertation
	$ 1,052,579	**Total**
FY 2009/10	$ 71,000	Strategic Purchase Award
	34,066	Planning money
	92,024	Operations conversion
	10,000	Research and Contracts
	62,000	Biomolecular
	20,000	Regionals money
	2,910	Rosen Horowitz gift
	150,299	Springer Tech Fee Award
	18,181	Thesis and book replacements
	34,469	Miscellaneous
	$ 494,949	**Total**
FY 2008/09	$ 10,000	Research and Contracts
	160,000	Planning money conversion
	62,000	Biomolecular
	21,561	Internal revenue
	80,310	Fines Money for Mundy and King Collections
	125,414	Internal conversions
	445,465	Carry forward from 08
	20,000	Regional Campuses
	$ 924,750	**Total**
FY 2007/08	$ 3,000	History Department
	18,000	Film Department
	10,000	Research and Contracts
	160,000	Planning money conversion
	30,000	Music Department
	62,000	Biomolecular
	111,139	Internal conversions
	$ 394,139	**Total**
FY 2006/07	$ 131,542	Departmental program funds loaded into base budget
	65,890	Flood Expenditures - Materials
	14,178	Sociology, Statistics, anthropology program funding
	261,937	Library internal operating conversions
	524,586	Temporary loan from renovation funds
	31,300	Lost Book Fees
	10,000	Office of Research
	$ 1,039,433	**Total**

Faculty & Staff Accomplishments

Leticia "Letty" Abulencia
Sr. LTA
Cataloging Services
■ *Training/Professional Development:*
- UCF Library Web Orientation, presented by Meg Scharf, August 2015
- Information Exchange, August 2015:
  - Information Technology & Digital Initiatives; Communication, Assessment & Public Relations; Special Collections & University Archives; Scholarly Communication; Health Sciences Library; Acquisitions & Collections Services; Regional Campus Libraries; and Rosen Library
- "RDA for Copy Catalogers – The Basics," September 2015
- "Fun with RDA Authorities, A very special Sci-Fi Edition," October 2015
- "Fun with RDA Authorities, Parts 2 & 3," November 2015, December 2015
- "RDA Authorities Review," January 2016
- "I Reject Your Reality and Substitute My Own: Imaginary Stuff in LC, MARC and Beyond," February 2016
- Active Shooter Program, May 2016
■ *Attended:* American Library Association Annual Conference, Orlando, June 2016

Letty Abulencia

John Aedo
Applications Systems Analyst/Programmer
Information Technology & Digital Initiatives
■ *Service:*
- *Florida Virtual Campus*: Data Warehouse Users' Group
- *University:* UCF Campus Development Group
- Libraries:
  - Web Working Group
  - Web Redesign and Policy Taskforce (WRAPT)

Barbara Alderman
Regional Campus Librarian
Palm Bay/Cocoa
■ *Creative Works: Presentation:* "The mHealth[care] Team: Beyond Doctors and Patients," with Dr. Donna Malvey & Dr. Varadraj Gurupur (UCF Health Management & Informatics), and Dr. Donna Slovensky (University of Alabama Birmingham) at the annual meeting of the Society for Design and Process Science, Ft. Worth, Texas, November 2015
■ *Service:*
- *Local*:
  - Debate Judge for the 6th Knights Parli Joust held in Cocoa, February 2016
  - Participated as one of the four judges for the Patrick Smith Literary Medal committee at the Brevard Public Library Foundation, May 2016
  - Participated (as a past-president) in a committee to restructure the Library Association of Brevard.
- *Libraries:* Search Committee, Head, Acquisitions & Collection Services

Frank Allen
Senior Associate Director
Administrative Services
■ Creative Works:
- At press, co-author, book chapter: "Making Decisions about Print Materials," in *Creating the High Functioning Library Space: Expert Advice from Librarians, Architects and Designers.* Expected November 2016, ABC Clio/Libraries Unlimited.
- Manuscript reviewer:
  - *College & Research Libraries.*
  - *Journal of Academic Librarianship*
■ Service: *National:*
- Co-Chair, ACRL/LLAMA Interdivisional Committee on Library Building Resources. This joint committee with ACRL oversees a website on library design entitled "Academic Library Building Design: Resources for Planning."
- LLAMA Leadership Development Committee, 2015-2016
- ASERL:
  - New Metrics Committee – 2016+
  - Scholars Trust Steering Committee, 2016+

Jeff Alvarado
Accountant
Administrative Services
■ *Training/Professional Development:*
- Finance & Accounting Meet and Greet, July 2015
- Library Exchange: Curriculum Materials Center and Special Collections & University Archives, August 2015
- UCF Business Services Retail Show, October 2015
- Card info Security 2016, online course, February 2016
- Active Shooter, May 2016

Joseph Ayoub
Sr. LTA
Circulation Services
■ *Kudos:* Earned Doctorate of Education from the College of Education & Human Performance
■ *Awards:* Received Annual UCF Libraries Award for 15 years of service to the Libraries, August 2015
■ *Service: Libraries:*
- Information Kiosk
- New Student Orientation, ILO Training/ Professional Development:
- *UCF HR*: "Motivating your staff and improving morale"
- Libraries:
  - Outlook Calendar
  - Attended ILO and Reference meetings and activities to add to experience in public services and assisting library patrons
- Worked with librarians in Research & Information Services and Teaching & Engagement during the past year as part of doctoral degree program in Education

Joseph Ayoub

Barry Baker
Director of Libraries

■ *Creative Works: Editor, "Technical Services Report" in Technical Services Quarterly*
■ *Service:*
- *International*:
  - ACURIL:
    - Academic Libraries Special Interest Group, chair
    - Finance committee, chair
  - Digital Library of the Caribbean (dLOC) Executive Committee, chair
- *National*:
  - American Library Association: Library Leadership & Management Association: Building and Equipment Section: Interior Design Award Committee, 2013-
  - Association of Southeastern Research Libraries, Membership Committee
  - EBSCO Publishing Academic Advisory Board
- *State*:
  - Florida Academic Library Services Cooperative (FALSC), Library Services Members Council
  - Council of State University Libraries
  - Florida State Library Council
  - University of West Florida/Florida Virtual Campus IT Strategic Planning Working Group, 2015

Debbie Barnes
Facilities Specialist
Library Administration

■ Service: Libraries:
- Evacuation Team
- Maintains the Libraries birthday board in the Staff Lounge

Buenaventura (Ven) Basco
Librarian
Research & Information Services

■ *Awards & Honors: Recipient of the International Federation of Library Associations & Institutions (IFLA) 2016 National Committee Fellowship Grant*
■ *Creative Works:*
- *Presentations*:
  - "Grow Your Own Academic Library Scholarly Communication Program," with Barbara Tierney, Lee Dotson, Sarah Norris, and John Venecek at the Florida Library Association Annual Conference, Daytona Beach, March 2016
  - "Optimizing Your Online Presence: Citation Metrics & Measuring Impact," with Andy Todd, UCF Library Graduate Workshop
  - "Conducting a Comprehensive Literature Review," National Science Foundation (NSF) Career Workshop Series, Office of Research & Commercialization
  - "Beyond Books: Making Libraries Fun," with Yolanda Hood, Science, Technology, Engineering, & Mathematics (STEM) Day at UCF, November 2015
- *Poster Session*: "Outreach to the Unreachable: Making Connections with Elusive Scientists and Engineers," with Patti McCall, Science, Technology & Engineering Library Leaders in Action (STELLA) Unconference, University of North Carolina, Chapel Hill, May 2016

■ *Service:*
- *National*:
  - American Library Association (ALA):
    - International Relations Round Table (IRRT)
    - Reception Committee and ALA Presidential Citation for Innovative International Library Projects, co-chair
  - Asian/Pacific American Librarians Association (APALA):
    - Executive Director
    - Asian/Pacific American Award for Literature, co-chair
    - Strategic Planning Task Force
  - American Society for Engineering Education (ASEE), Engineering Libraries Division, Awards Committee
- *University*: Faculty Senate Parking Advisory Committee, ex officio
- *Libraries*:
  - Faculty Affairs Committee (FAC)
  - Search Committee, Business Librarian

STELLA Unconference, University of North Carolina, Chapel Hill, May 2016: Ven Basco, poster session with Patti McCall, "Outreach to the Unreachable: Making Connections with Elusive Scientists and Engineers

■ *Training/Professional Development*
- Florida Scholarly Communication Interest Group Unconference, Rollins College, Winter Park, June 2016
- Science, Technology & Engineering Library Leaders in Action (STELLA) Unconference, UNC Chapel Hill, May 2016

Dr. Penny Beile
Associate Director
Research, Education & Engagement

Penny Beile

■ *Creative Works:*
- *Publication*: "The trending academic library job market: An analysis of library position announcements from 2011 with comparisons to 1996 and 1988," with Therese F. Triumph (University of North Carolina, Chapel Hill), *C&RL*, 76(6), 716-739; DOI: 10.5860/crl.76.6.716. Retrieved from http://crl.acrl.org/content/76/6/716.full.pdf+html

- *Presentation*: "Exploring open and low-cost alternatives to the traditional textbook," with Aimee DeNoyelles (CDL), John Raible (CDL), and Rich Gause, FCTL Summer Faculty Development Conference, May 2016
- *Service:*
  - *National*:
    - American Library Association, ACRL division:
      - Leadership Council, 2013-2017
      - Academic/Research Librarian of the Year Award committee, chair, 2014-2015
      - University Libraries Section
        - ◦ Education & Behavioral Sciences Section
        - ◦ Library Research Round Table
      - Editorial Board, *College & Research Libraries*, 2014-2017
      - ASERL Scholarly Communication Unconference (SCUNC)
      - Local Arrangements Committee, chair
      - Session facilitator
  - *University*:
    - College of Education & Human Performance Lifelong Learning Program, Advisory Board
    - UCF SACS Quality Enhancement:
      - Planning and Development Committee
      - Advisory Board
    - UCF Digital Storytelling Conference attendee to provide library support for DST-related QEP projects.
    - Jousef Ayoub dissertation committee, College of Education & Human Performance
    - UCF John Gardner Institute's Foundations of Excellence, Academic Success Committee
    - UCF Reimaging the First Year, Faculty/Student Committee
    - Search Committee, Associate Vice-Provost for Teaching and Learning
  - *Libraries*:
    - Library Renovation Committee
    - Taught Scholarly Communication workshops on "Where to publish" and "Author rights," UCF Graduate Student Center
    - "Where to publish" and "Author rights" sessions at 2016 MLIS Information Day and provided closing remarks.
  - *Other*: Invited reviewer, *College & Research Libraries*

David Benjamin
Department Head
Special Collections & University Archives
- *Creative Works*
  - *Panel*: Discussant, "Guiding the Course of History: Archival Outreach and Advocacy," Fall 2016 Florida Conference of Historians Annual Meeting
  - *Exhibits*
    - Co-curator, "Joy Postle: Inspired by Nature," UCF Libraries, November 2015
    - Co-curator, "The Art of Collecting: Artwork in UCF Special Collections & University Archives," June – July 2016
- *Service*
  - *University*:
    - UCF Public Art Master Plan Oversight Committee, 2015-2016
    - UCF Stories Group, 2015-2016

- *Libraries*:
  - Search Committee, Head, Acquisition & Collection Services, 2016
  - Employee of the Year Committee, chair, 2016-2017
- *Training and Professional Development:*
  - *Training*:
    - "V3: Leading Through Voice, Visions, & Vibrancy," Leadership Enhancement Program (LEP) Institute, UCF Office of Diversity & Inclusion, February 2016
    - Document Accessibility, UCF, February 2016
    - Active Shooter Program, UCF Libraries and UCF Police Department, May 2016
    - Diversity Training, UCF Office of Diversity & Inclusion, June 2016
  - *Workshops*
    - "Building Collections: Acquiring Materials and Working with Antiquarian Book Trade," Rare Book and Manuscript Conference, June 2016
    - "Managing Electronic Records [Digital Archives Specialist Course]," Society of American Archivists workshop, May 2016
  - *Webinars*
    - "Reframing the Problem: Caring for Framed Objects in Small Institutions," American Institute for Conservation of Historic and Artistic Works, February 2016
    - Institute on Copyright in Higher Education, FSU, February 2016
    - "Caring for Artifacts Found in Archives Collections," Connecting to Collections Care, April 2016
    - "From Cassette to Cloud," ALCTS, June 2016
- *Memberships*
  - American Library Association
    - Association of College & Research Libraries
    - Rare Books and Manuscript Section
  - Association of Moving Image Archivists
  - Florida Library Association
  - Society of American Archivists
  - Society of Florida Archivists
- *Attended:*
  - Florida Library Association Annual Conference, Daytona Beach, March 2016
  - Rare Books and Manuscript Conference, June 2016

Elena Beredo
Sr. LTA
Acquisitions & Collection Services
- *Attended: Florida Academic Library Services Cooperative (FALSC) Regional Users Meeting on Sierra, April 2016*

Corinne Bishop
Graduate Outreach Librarian
Teaching & Engagement/
Research Information Services
- Accepted a new assignment as Social Sciences Librarian in January 2016 and serves as subject liaison for Criminal Justice, Interdisciplinary Studies, Political Science, and Public Administration programs.

■ *Creative Works:*
- *Presentation:* "The Impact of an Online Library Skills Course on a Face-to-Face Instruction Program," with Rachel Mulvihill & Carrie Moran, Georgia International Conference on Information Literacy, Savannah, October 2015

■ *Service:*
- *National:* Association of College & Research Libraries (ACRL) Education and Behavioral Sciences (EBSS) Research Committee
- *State:* Elected to the Florida Association of College & Research Libraries (FACRL) Board; serve as secretary
- *University:* University's Undergraduate Policy and Curriculum Committee (UPCC)

■ *Attended: Florida Association of College & Research Libraries Annual Conference, Gainesville, October 2015*

Joe Bizon
LTA Supervisor
Acquisitions & Collection Services

■ *Creative Works: Poster session: "A 21st Century Inventory for a 21st Century Library," with Jeanne Piascik, Lindsey Ritzert, Kristine Shrauger, and Peter Spyers-Duran, American Library Association Annual Conference, Orlando, June 2016*

■ *Service: Libraries:*
- Library Employee of the Year Committee
- Search Committee, Head, Acquisitions & Collection Services
- Started working four hours each week in Special Collections & University Archives

Parri Bolinger
Accountant
Library Administration

■ *Training/Professional Development:*
- UCF Financials Budgeting Tools, Online Course, July 2015
- Finance & Accounting Meet and Greet, July 2015
- Library Exchange 2015 Sessions: Curriculum Materials Center, Special Collections & University Archives; Communication, Assessment & Public Relations, August 2015
- UCF Business Services Retail Show, October 2016
- Card Info Security 2016, Credit Card Refresher Online Course, February 2016
- Active Shooter Program, May 2016

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

■ *Creative Works:*
- *Invited speaker:* "Changes in Latitudes, Changes in Attitudes: Travel and Hospitality Landscape and Library Resources," with Fiona O'Donnell (Mintel), RUSA-BRASS program, American Library Association Annual Conference, Orlando, June 2016
- Panelist:
  - "Building a UX Army at Your Library," with Carrie Moran & Bobby Ciullo, *Designing for Digital Conference*, Austin, TX, April 2016

- "Career 411," with several librarians from other institutions, Florida Library Association Annual Conference, Daytona Beach, March 2016
- Book review: Hotel Life: The Story of a Place Where Anything Can Happen, published September 2015

■ *Service:*
- *National:*
  - North American Scrabble Players Association (NASPA), Dictionary Committee
  - Reviewer, College & Research Libraries
  - Manager, Hospitality-Lib listserv
- *State:* Florida Library Association Membership Committee
- *Local:*
  - Judge for the 2016 *Orlando Sentinel* District Spelling Bee
- *University:* Faculty Judge for the 2016 Graduate Research Forum
- Libraries:
  - Public Services Group (PSG)
  - Web Redesign and Policy Taskforce (WRAPT), chair
  - Web Working Group (WWG), co-chair

■ *Training and Professional Development:*
- *Conferences:*
  - American Library Association Annual Conference, Orlando, June 2016
  - Designing for Digital Conference, Austin, TX, April 2016
  - Florida Library Association Annual Conference, Daytona Beach, March 2016
- *Training:*
  - Active Shooter
  - OneNote
  - QPR Suicide Prevention
  - Shots Fired
  - Skype for Business
- *Webinars:*
  - "Finding, Downloading, and Editing Digital Photos for Free," March 2016
  - "TLDR: How to Write Effectively for Websites and Mobile," March 2016
  - "Mitigating Risk at the Front Lines: The Library Copyright First Responders Program," February 2016

■ *Memberships:*
- American Library Association:
  - Association of College & Research Libraries
  - Library Administration & Management Association
  - Reference & User Services Association (RUSA)
- Florida Library Association
  - Academic Libraries section

Faculty & Staff Accomplishments (cont'd)

Tina Buck
Electronic Resources Librarian
Acquisitions & Collection Services
- *Creative Works:* *Presentations:*
  - "A DDA Program Four Years Later: Evaluation and Sustainability," co-presented with Sara Hills (St. Edward's University, Austin), AMIGOS online conference *E-Books in Libraries: An Update*, November 2015
  - "Size Does(n't) Matter: Growing Your Career in a Wildly Different Organization," co-presented with Betsy Appleton (St. Edward's University, Austin), Electronic Resources & Libraries Conference, Austin TX, April 2016
  - "A Tale of Two DDA Programs: The Large Consortia and the Small Independent," co-presented with Sara Hills (St. Edward's University, Austin), Stephanie J. Spratt (University of Colorado Colorado Springs), Gabrielle Wiersma (University of Colorado Boulder), Denise Pan (University of Colorado Denver), and Rhonda Glazier (University of Colorado Colorado Springs), Electronic Resources & Libraries Conference, Austin TX, April 2016
  - Copy editor, *NASIG Newsletter*, 2015-
- *Service:*
  - *National*: Association for Library Collections & Technical Services (ALCTS) Continuing Resources Section, 2016-2019, Elected Member-At-Large
  - *State*: Volunteer, Florida Library Association Annual Conference in Daytona Beach, March 2016 (both at the registration desk and as a room monitor for the technical services section meeting)
  - *University*: Elected to Faculty Senate for 2016-2018
  - *Libraries*
    - Search committee, Head, Acquisitions & Collection Services
    - Public Services Group: Technical Services representative, October 2015 -
    - Volunteered as a "carnie" at the Libraries' Carnival of Open Access, October 2015
- *Attended:*
  - Florida Library Association, March 2016
  - Electronic Resources & Libraries, April 2016
  - American Library Association Annual Conference, Orlando, June 2016

Tina Buck

Deirdre Campbell
Human Resources Sr. LTA
Library Administration
- *Awards:*
  - Recipient of USPS 25 years of service award, October 2015
  - Received Annual UCF Libraries Award for 25 years of service to the Libraries, August 2015
- *Service:* *Libraries:*
  - Managed Information Exchange, August 2015

Deirdre Campbell & Knightro

- Managed Library Information Kiosk, August 2015
- *Training/Development:*
  - UCF Human Resources:
    - One Note, January 2016
    - HR Meeting via Conference Call, September 2015
    - HR Conference Call Meeting, February 2016
    - HR Liaison Meeting, April 2016
  - *Libraries:* One Note, January 2016

Robin Chan
Sr. LTA, Government Documents
Research & Information Services
- *Awards:* Received Annual UCF Libraries Award for 10 years of service to the Libraries
- *Service:* *Libraries:*
  - Director's Advisory Group
  - Catalogued 15,000+ items in Government Documents collection

Robin Chan

Bobby Ciullo
Web Applications Developer Assistant
Information Technology &
Digital Initiatives
- *Service:*
  - Central Florida Memory, Web Design & Server Support
  - University:
    - UCF Developers Group
    - UCF Fourwinds Interactive (FWi) User Group
  - Libraries
    - Web Working Group
    - Web Redesign and Policy Taskforce (WRAPT)

Bobby Ciullo "testing" possible furniture for the 5th Floor Quiet Study Area

Martha Cloutier
LTA Specialist
Circulation Services
- *Service:* *Libraries:*
  - Information Kiosk
  - DAG fundraiser: Chili Spudtacular, October 2015
  - Winter Holiday Party Committee
  - Summer Knights Reading Challenge
- *Training/Professional Development:*
  - Lynx
  - Outlook Calendar

Eda Correa
Monographs Librarian
Cataloging Services

■ *Creative Works:*
- Journals indexed on HAPI Online (Latin American journal articles database):
  - Comunicación y sociedad, no. 21 (2014: January)
  - *Frontera Norte,* v. 26, special issue and v. 26: no. 51 (2014)
  - *Política y gobierno,* v. 19: no. 1 (2012: January) - v. 21: no. 2 (2014: July)
  - Revista de ciencias sociales (Costa Rica), no.137 (2012) – no. 143 (2014)

■ *Service:*
- American Library Association, International Relations Round Table (IRRT), Chair's Program Committee
- Indexer for the Hispanic American Periodical Index
- *Libraries*:
  - Information Exchange, August 2015
  - Collection inventory/maintenance project

■ *Training / Professional Development:*
- Webinars:
  - "Mitigating Risk at the Front Lines: The Library of Congress First Responders Program," February 2016
  - "Fostering research community through library spacers and services," March 2016
  - "GMD or No GMD: One Library's Approach to RDA Conversion," June 2016
  - "Making Connections - Creating Linked Open Library Data," June 2016
- Name Authority Cooperative (NACO) Online training workshop, March 2016
- "Global changes and Loading Records - Used for Multiple OCLC Bib Updates," July 2015

■ *Memberships:* American Library Association
■ *Attended:* American Library Association Annual Conference, Orlando, June 2016

Page Curry
Digital Imaging Technician
Information Technology & Digital Initiatives

■ *Service:*
- *Libraries:* Digital Collections Interest Group
- Digital Services Support
  - Central Florida Memory
  - STARS
  - Rollins *Sandspur*

Cindy Dancel
Art Specialist
Research, Education & Engagement

■ *Service:*
- *University*:
  - UCF Social Media Managers Council
  - UCF Communications Council
- *Libraries*:
  - Scholarly Communication Advisory Group
    - Video Working Group, co-chair
    - OA Week Working Group, co-chair

- Research Lifecycle, co-chair
  - Participated in the Mobile Librarian initiative
  - Holiday Party Committee
- National Library Week Scavenger Hunt Event
- Public Services Group
- Color Your Stress Away event
- Summer Knights Reading Challenge
- Wonder Woman Film Event
- STARS Institutional Repository Communications

Sai Deng
Metadata Librarian
Cataloging Services

■ *Awards:* Received 2016 Chinese-American Librarians Association (CALA) President's Recognition Award for Teamwork (as a member of the Local Arrangement Committee for CALA Awards Banquet, 2015-2016)

■ *Creative Works:*
- *Presentations*:
  - "Preparing for linked data in digital repositories," ACRL Technical Services Interest Group Meeting, American Library Association Midwinter Meeting, Boston, MA, January 2016 [Acknowledged Lee Dotson, Peter Spyers-Duran, Jeanne Piascik, and Mary Page for their support of the project in the slides].
  - "The Research Lifecycle at UCF: Supporting Digital Humanities Efforts Throughout the Research Process," with Sarah Norris, Lee Dotson, Athena Hoeppner, Carrie Moran, THATCamp Florida Unconference, February 2016
- *Poster Sessions*:
  - "Social media for librarians and users, a global perspective," with Ying Zhang and Jing Xu, American Librarian Association Annual Conference, Orlando, June 2016
  - "A history and analysis of CALA's social media" with Xiao Hu (University of Hong Kong), Chinese American Librarians Association Annual Meeting, American Library Association Annual Conference, Orlando, June 2016
  - "Metadata services in the context of digital humanities," THATCamp (The Humanities and Technology Camp) Florida, Orlando, February 2016
- *Book Chapter*: "Redefining scholarly services in a research lifecycle," with Lee Dotson. *Creating Research Infrastructures in the 21st-Century Academic Library*, Vol. 4. Edited by Brad Eden. Rowman and Littlefield, pp. 77-92. [Acknowledged the UCF Research Lifecycle Committee and the UCF Scholarly Communication Advisory Group in the chapter.]
- *Publications*:
  - "Bridging the gap between library services in academic libraries worldwide: a visiting librarian model," with Jing Xu and Ying

Faculty & Staff Accomplishments (cont'd)

Zhang, *International Information & Library Review*, 48(4) 2016 (forthcoming)

- "A review and analysis of CALA membership," with W. L. Liu (University of Louisville), *Chinese American Librarians Association 2013-2015 directory.* Chinese American Librarians Association, September 2015, pp. 4-9
- *Video Work*: CALA 2016 Awards Banquet (Shot and edited by Brant DeBoer (Farmer King Productions), I helped with design and captions), on YouTube:
  - Memories
  - Part 1, Awards
  - Entertainment Part 1
  - Entertainment Part 2

■ *Metadata Work:*
- Metadata Creation and Enhancement
  - Central Florida Future
  - The UCF Report
  - Carol Mundy Collection
  - UCF Community Veterans History Project
  - Showcase of Text, Archives, Research & Scholarship (STARS)
    - History of Central Florida Podcast Collection; All Museum Images Collection; Faculty Scholarship and Creative Works
    - Collection templates review
- Metadata Review (prior to transfer)
  - Institute for Simulation and Training collection; Harrison Price Papers; University of Central Florida Research Activities and Reports collection; *Central Florida Future* collection
- Authority Control and Standards Compliance
  - Test applying linked data (LCNAF, VIAF) to CONTENTdm and Digital Commons
  - Implement Resource Description and Access (RDA) standards (besides DC, MODS, VRA etc.)
- Metadata Documentation
  - Metadata guide for STARS, with Peter Spyers-Duran, STARS documentation, Book 3, 2016
  - Metadata FAQ
- Metadata Workshop and Services
  - Provided metadata services to UCF graduate students and faculty members.
  - Delivered updated Data Documentation and Metadata workshop in the Graduate Student Center.

■ *Service:*
- *National*:
  - American Library Association:
    - Century Scholarship Jury
    - ALCTS Cataloging Norms Interest Group, co-vice chair
  - Chinese American Librarians Association (CALA):
    - Board of Directors
    - Academic Resources and Repository System (CALASYS) Taskforce
    - Best Book Award Committee, 2015-2016
    - Local Arrangement Committee, 2015-2016

- Southeast Chapter Vice-President, 2015-2016
- Publications Committee, Member
- CALA Newsletter, co-editor
- CALA Facebook, co-admin
- *Libraries*:
  - Director's Advisory Group
  - UCF Libraries Digital Collections Interest Group
  - Scholarly Communication Advisory Group
  - Faculty Bibliography Project
- *Other*:
  - Autumn Concert @ UCF Music Department (*Helped with registration, sign design and video work for Professor Qiuyu Zhou's Autumn Concert)
  - UCF "I Believe" Campaign
  - Orange County Heritage Center Lighting Ceremony (*as member of a choir led by Prof. Zhou)
  - Orlando Chinese Professional Association New Year Party (*Performed Chinese folk dances with the dance group from Orlando Chinese Evangelical Christian Church)

■ *Training/Professional Development:*
- *Webinars*:
  - "Connecting Librarians to Researchers," NVivo, March 2016
  - NACO Training Online Workshop, March 2016
- "Let's Talk... Big Data," UCF Grants Day, October 2015

■ *Memberships:*
- American Library Association
  - Association for Library Collections & Technical Services (ALCTS)
- Chinese American Librarians Association

■ *Attended:*
- THATCamp (The Humanities and Technology Camp) Florida, Orlando, February 2016
- American Librarian Association Midwinter Meeting, Boston, January 2016
- American Library Association Annual Conference, Orlando, June 2016

Matt DeSalvo
End-User Computer Specialist
Information Technology & Digital Initiatives
■ *Service:*
- *University*: Classrooms and Labs Standards Committee
- Libraries:
  - Web Working Group
  - Public Services Group

Gerald Dillon
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
■ *Service:*
- *University*:
  - B.L.A.C.K. (Building Leaders and Connecting Knights) Institute
  - M.A.S.S. (Multicultural Academic & Support Services)

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- _College_: Represented the Rosen Library at Rosen College summer orientation sessions
- ■ _Training/Professional Development_
  - "ABCs of Diversity"
  - Enneagrams personality exercise
  - New Employee Orientation
  - NEO Online Web training
  - "PS SA/HR Basic Navigation"
  - "SR FERPA"
  - Libraries:
    - OneNote
    - Skype for Business
- ■ _Attended:_
  - Diversity Week Kickoff Breakfast, October 2015
  - Joseph C. Andrews Mentoring Breakfast, February 2016
  - John T. Washington Luncheon, February 2016
  - American Library Association Annual Conference, Orlando, June 2016

![UCF icon] **Lee Dotson**
Digital Services Librarian
Information Technology & Digital Initiatives
- ■ _Awards:_
  - HARRASSOWITZ Charleston Conference Scholarship, Charleston, SC, November 2015
  - 2016 Quality Enhancement Award recipient, with Richard Harrison and Kerri Bottorff, April 2016
- ■ _Creative Works:_
  - _Publication_: "Scholarly Communication at UCF: A Primer for New Faculty," with John Venecek, _Illuminations_, Spring 2016
  - _Presentations_:
    - "Making Institutional Repositories Work: From the Frontlines to the Future," with Burton Callicott (College of Charleston), David Scherer (Carnegie Mellon University), Barbara Tierney, and Andrew Wesolek (Clemson University), Charleston Conference, Charleston, SC, November 2015
    - "More than Metadata: Where the rubber meets the road in DLS migration," with Jamie Rogers (Florida International University), Lydia Motyka (Florida Virtual Campus), Joanne Parandjuk (Florida Atlantic University), and Melissa VandeBurgt (Florida Gulf Coast University), Digital Library Federation Forum, Vancouver, BC, October 2015
    - "Why Not....Grow Your Own Academic Library Scholarly Communication Program?," with Barbara Tierney, John Venecek, Buenaventura Basco, and Sarah Norris, Florida Library Association Annual Conference, Daytona Beach, FL, March 2016
    - "The Research Lifecycle at UCF: Supporting Digital Humanities Efforts Throughout the Research Process," with Sarah Norris, Sai Deng, Athena Hoeppner, Carrie Moran, THATCamp Florida Unconference, February 2016
    - STARS:
      - "STARS, Faculty Profiles, and Author Rights," with Sarah Norris, April 2016

- "STARS for Rosen College Faculty," February 2016
- "STARS for Undergraduate Research Council," UCF Undergraduate Research Council meeting, Orlando, January 2016
- "STARS for Faculty Senate," with Sarah Norris, UCF Faculty Senate, Orlando, September 2015
- Workshops:
  - "Crafting the Data Management Plan," NSF CAREERS, hosted by UCF's Office of Research & Commercialization, Orlando, April 2016
  - "Digital Stewardship," Publishing in the Academy workshop series, Orlando, September, October, & November 2015
  - "Florida's Primary Resources and Copyright," Teaching with Primary Sources, September 2015
  - "Data Management Planning & Support: The Libraries Perspective," with Joel Lavoie, UCF Grants Day Big Data, Orlando, October 2015
- ■ _Service:_
  - _National_: Library Publishing Coalition Advisory Committee
  - _Regional_: Association of Southeastern Research Libraries: Information Technology/ Digital Initiatives Interest Group
  - _State_:
    - FLVC Committee Assignments:
      - Digital Initiatives subcommittee (DISC)
      - DISC Islandora subgroup
      - PALMM subgroup
    - Florida Scholarly Communication Interest Group
    - Florida Statewide Digital Action Plan, Content Creation working group
    - Florida DPLA State Hub discussion group
  - _Local:_ Central Florida Memory:
    - Digital Services Support
    - Grant Writing Committee
  - Libraries:
    - Technology Advisory Group
    - Scholarly Communication Advisory Group
      - Open Access Week work group
      - Outreach and Marketing work group
    - Digital Collections Interest Group
- ■ _Digital Project Management:_
  - Central Florida Memory
  - Dick Pope Sr. Institute for Tourism Studies
  - Digital Library of the Caribbean (dLOC)
  - Electronic Theses and Dissertations
  - Florida Heritage
  - Florida Historical Quarterly
  - Library Image and Document Repository
  - PRISM: Political & Rights Issues & Social Movements
  - Institute for Simulation & Training
  - Retrospective conversion of print theses and dissertations
  - UCF Community Veterans Oral Histories
  - University Archives
  - STARS

■ *Training/Professional Development:*
- Conferences/Workshops:
  - Digital Library Federation Forum, Vancouver, BC, Canada, October 2015
  - Charleston Conference, Charleston, SC, November 2015
  - Florida Library Association Annual Conference, Daytona Beach, FL, March 2016
- Advanced Digital Stewardship, online sessions, September 2015

Anna Dvorecky
LTA Specialist
Cataloging Services
■ *Service:* <u>Libraries</u>:
- Mobile Librarian
- Evacuation Team

■ *Training/Professional Development:*
- UCF Library Web Orientation, August 2015
- Information Exchange, August 2015:
  - IT & DI, CA & PR, SCUA, Scholarly Communication, Health Sciences Library, Acquisitions & Collections Services, Regional Campuses, Rosen Library
- "RDA for Copy Catalogers – The Basics," September 2015
- "Fun with RDA Authorities, A very special Sci-Fi Edition," October 2015
- "Fun with RDA Authorities, Parts 2 & 3," November 2015, December 2015
- OneNote, January 2016
- Skype for Business, January 2016
- "RDA Authorities Review," January 2016
- "I Reject Your Reality and Substitute My Own: Imaginary Stuff in LC, MARC and Beyond," February 2016
- Active Shooter Program, May 2016

Seth Dwyer
LTA Supervisor
Circulation Services
■ *Service:* <u>Libraries</u>:
- Web Working Group
- Evacuation Team

■ *Training/Professional Development:*
- WordPress
- Skype for Business
- OneNote

Michael Furlong
Regional Campus Librarian
Daytona State
■ *Creative Works:*
- *Presentation*: "Censorship and Comics: Why Not?" Florida Library Association Annual Conference, Daytona Beach, March 2016
- *Panel Discussions*:
  - "Wonder Women. The Untold Story of American Superheroines," with film critic Jay Boyar and Professor Leandra Preston-Sidler, UCF Women's History Event, March 2016
  - "Riding, Chipping and Steaming the TARDIS on the Telly and Beyond," panel chair, International Association for the Fantastic in the Arts Conference, Orlando, March 2016.

- "Capital Punishment, Materialism, and Stuff," panel chair, International Association for the Fantastic in the Arts Conference, Orlando, March 2016
- "Dr. Wonderful, or: How I Learned to Stop Worrying about the Tenure Track and Love the Cape," Staged Play Reading, Adlib Theater, Orlando, April 2016

■ *Service:* ALA Intellectual Freedom Round Table, Immroth Awards Committee, July 1, 2014 to June 30, 2016

Rich Gause
Government Documents Librarian
Research & Information Services
■ *Creative Works:*
- *Presentations*:
  - "FDLP Coordinator Certificate Program: Pilot Results," with Scott Matheson (Yale Law Library), Depository Library Council Meeting and Federal Depository Library Conference, Washington, DC, October 2015
  - "Hot Topics in Higher Education: Textbook Affordability," with Aimee deNoyelles (Instructional Designer, UCF Center for Distributed Learning), UCF Winter Faculty Development Conference, December 2015

■ *Service:* <u>National</u>:
- U.S. Government Publishing Office (GPO), Depository Library Council (DLC), 2014-2017
- American Library Association, Government Documents Round Table (GODORT): Hosted the:
  - GODORT/MAGIRT pre-conference "Making Sense of Data through Visualization," June 2016, John C. Hitt Library
  - GODORT awards reception on June 2016, UCF Rosen campus

Corinne Girr
Sr. LTA
Interlibrary Loan /
Document Delivery Services
■ *Service:* <u>Libraries</u>:
- Web Redesign and Policy Taskforce (WRAPT)
- Web Working Group

Emma Gisclair
Sr. LTA
Curriculum Materials Center
■ *Creative Works:* <u>Presentations</u>: *Happy Hour Workshops, UCF, CMC*
- "3-D Printing in the Classroom," October 2015
- "Robot Wars: Teaching Programming Through Robotics Competitions," February 2016

■ *Service:* Director's Advisory Group

Emma Gisclair

Mary Lee Gladding
Sr. LTA
Circulation Services
■ *Service:*
- <u>University</u>: New Student Orientation

- _Libraries_:
  - Director's Advisory Group
    - Indoor Picnic Potluck, chair
    - Pi Day Fundraiser Committee
  - Evacuation Team
  - Information Kiosk

Mary Lee Gladding

Andrew Hackler
LTA Supervisor
Circulation Services
■ _Service:_ _Libraries:_
- Sign Committee
- Shifting Committee
- General Collection Shift
- Conduct regular rounds in building to assess General Collection and identify building issues

■ _Training/Professional Development:_ Took graduate-level education classes in English LCT MA program

Patrick Hadlock
Sr. LTA
Cataloging Services
■ _Training/Professional Development:_
- UCF Library Web Orientation, presented by Meg Scharf – August 2015
- "RDA for Copy Catalogers – The Basics," September 2015
- "Fun with RDA Authorities, A very special Sci-Fi Edition," October 2015
- "Fun with RDA Authorities, Part 3," December 2015
- "RDA Authorities Review," January 2016
- "I Reject Your Reality and Substitute My Own: Imaginary Stuff in LC, MARC and Beyond," February 2016

Patricia Hall
Sr. LTA, Government Documents
Research & Information Services
■ _Awards:_

Patricia Hall

- 2015 United Way Campaign Certificate of Appreciation in Recognition of Service and Dedication as a member of the 2015 UCF Advocate Team
- Certificate of Completion of the Red Cross Adult CPR/AED, Child CPR and First Aid, HR
- Mentioned in the _Veterans Academic Resource Center's Newsletter_ (May 2016) for Government Documents Display, "Celebrate our Freedoms & Thank a Veteran."

■ _Creative Works:_ _Exhibits:_ John C. Hitt Library, 1st Floor, Government Documents…
- "Fresh From Florida: Foods for nutrition, fun and healing," (August-September 2015)
- "Respect: Understanding Race & Accepting Different Cultures," (October 2015 – January 2016) [Helping to highlight the "Respect UCF" Campaign started by Office of Diversity & Inclusion.]
- "Getting the Right to Vote and Equal Rights, too!" (February – April 2016) [Common theme

for both Black History month (February), and Women's History month (March)]
- "Celebrate our Freedoms and Thank a Veteran," (May – July 2016) [Collaborated with Joshua Johnson, from Veterans Academic Resource Center (VARC) and Tiffany Rivera, who works with the UCF Community Veterans History Project to help bring attention to our Veterans.]

■ _Service:_
- _Libraries_:
  - Evacuation Team
  - Library's 2015 Live United Advocate Committee
  - Photographer for the Librarian of the Year Award to Terrie Sypolt, Annual Halloween party, Live United campaign in October
  - Volunteered to help with Open Access Carnival to help run a game, Summer Orientations, Information Kiosk, SARC Learning Fair (table), back-up for Campus Connections.

■ _Training/Professional Development:_
- "Power of Symbols; when hate visits our community," April 2016
- "Islamophobia on campus," Diversity & Inclusion meeting/webinar, February 2016
- The UCF "Be You Storytelling Project," Civil Rights Movement, by Dr. Carolyn Walker Hopp
- "Digital Media Accessibility – HR," July 2015
- "Respectful Communication – HR," April 2016
- Participated in the Fast-A-Thon (UCF Muslim Student Association) for one day and had a dinner event with them that evening at UCF, October 2015
- Annual Knights-Give-Back (I signed-up to work at the Greenwood Cemetery), October 2015
- Live United Expert Panel Discussion on how help stop abuse (NO MORE..), October 2015
- Days of Caring – Boys and Girls Club visit & tour of UCF – Helped serve lunch & clean-up
- Days of Caring - joined the UCF Live United team for a visit to BETA Center (Oct. 2015)
- United Way Day of Action to read and distribute books to kids at UCP Bailes Campus (2016)

■ _Attended:_
- Asian American Heritage Week opening Ceremony, March 2016
- Stopped by to Celebrate Islam Awareness Month (Islam around the World), April 2016
- Hispanic Heritage Month Celebration (Latin American Student Association) October 2015
- Sagam's Gaba & Raas Indian Dance night (Indian Student Association) October 2015
- Eternal Knights Ceremony, April 2016
- Veterans Commemoration Ceremony, November 2015
- International Student Fair

Rebecca "Becky" Hammond
Sr. LTA
Special Collections & University Archives
■ *Training/Professional Development:* "Active Shooter on Campus," UCF Police and Office of Emergency Management, May 2016
■ *Projects:*
- Completed Florida Solar Energy Center (FSEC) Library Publications Project Excel Spreadsheets
- Completed Guide to Florida Archives & Manuscripts Repositories Update/Upgrade
- Researched William L. Bryant collection materials related to exhibitions requirements and obligations
- Researched Albin Polasek Collection for information as to the original Deed of Gift
- Completed title and Subject Indices for 2012 and 2013 News and Information Releases

Jonathan Hanie
Sr. LTA
Circulation Services
■ *Service: Libraries:*
- Evacuation Team
- Staffed RAID twice a week
■ *Training/Professional Development:*
- Fraud Awareness
- Skype for Business
- Community Service Officer Introduction
- Active Shooter Training

Jon Hanie

Richard Harrison
Librarian
Research & Information Services
■ *Awards:* Co-PI with Lee Dotson and Kerri Bottorff on successful $3,500 QEP Enhancement Award for "SelectedWorks for Undergraduate Students: Creating Professional and Scholarly Online Identities and Portfolios"
- Project will provide funding for staffing and outreach to assist students with creating and populating online profiles using SelectedWorks. Staffing will include an OPS adjunct librarian and a student assistant to provide consultations and group training sessions for creating and maintaining SelectedWorks profiles. The project will also assist in the creation of how-to handouts and on-demand tutorials to support student use of SelectedWorks.
■ *Creative Works: Programming:*
- Co-Planner with Corinne Bishop, inaugural [Dissertation Forum](#), February 2016
  - Helped plan a one-day event sponsored by the UCF Libraries and the UCF College of Graduate Studies designed to foster knowledge sharing and provide information about resources and services for doctoral students related to their research
  - Forum programming included brief presentations, concurrent sessions that attendees can from which participants could choose, a presentation on time and stress management, and a lunch-and-learn panel discussion presented by recently hired UCF professors to provide doctoral students with

insights about planning, project management, and expectations
■ *Service:*
- *State:* [Seventh Annual Florida Statewide Symposium: Engagement in Undergraduate Research](#):
  - Planning Committee, and Concurrent Session Moderator, October 2015
  - Charter Member, 2007-present
- *University:*
  - UCF Employee of the Month Committee, 2011-present
  - UCF Faculty Senate, 2013-present
    - Steering Committee, 2014-present
    - Personnel Committee, 2011-present
    - Ad Hoc Senate Committee for TIPs, RIAs, and SoTLs, March 2016
    - University Honors Committee, 2015-present
    - University Master Planning Committee, 2015-present
  - Undergraduate Research Council, Charter Member, 2003-present
  - Showcase of Undergraduate Research Excellence, General Factotum, April 2016
- *Libraries*:
  - Search Committee, Head, Acquisitions & Collection Services, February-June 2016
  - Assisted Barbara Tierney in organizing 2016 RIS Retreat, May 2016
    - Secured space for event in Burnett Honors College
    - Asked Eric Main, Associate Director of FCTL, to lead interactive session on "What is College For?"

Megan Haught
Office Manager
Research & Information Services / Teaching & Engagement
■ *Service: University: Facilitator, LGBTQ+ 101*
- Libraries:
  - UCF Libraries Tumblr page administrator
  - Web Working Group
  - RIS 2016 Retreat committee, May 2016
■ *Training/Professional Development:* "ABCs of Diversity," Diversity & Inclusion, May 2016
■ *Attended:*
- "The Power of Symbols: When Hate Visits Our Community," April 2016
- "Lifelong Learning Lectures: Saving Lives with Science," April 2016

David Healy
Sr. LTA
Cataloging Services
■ *Training/Professional Development:*
- UCF Library Web Orientation, presented by Meg Scharf – August 2015
- "Fun with RDA Authorities, A very special Sci-Fi Edition," October 2015
- "Fun with RDA Authorities, Part 3," December 2015
- "RDA Authorities Review," January 2016
- "I Reject Your Reality and Substitute My Own: Imaginary Stuff in LC, MARC and Beyond," February 2016

Athena Hoeppner
Electronic Resources Librarian
Acquisitions & Collection Services

■ *Awards:* Received Annual UCF Libraries Award for 20 years of service to the Libraries

■ *Creative Works:*
- *Guest Lecturer:* "Whirlwind Lecture on Discovery Services," Online Lecture for SLT 9413, Management of Electronic Resources, Chris LeBeau, University of Missouri, Kansas City, November 2015
- *Workshops*:
  - "Hacking Discovery for Better UX," pre-conference:
    - with Eric Frierson (EBSCO Information Services) and Edward Corrado (University of Alabama Libraries), *Computers in Libraries* 2016, Washington, D.C., March 2016
    - with Eric Frierson (EBSCO Information Services) and Joe Marquez (Reed College), *Internet Librarian*, Monterey, CA. October 2015
  - "User Experience in the Discovery Ecosystem," morning pre-conference Workshop, with Rebecca Blakiston (University of Arizona Libraries) and Eric Frierson (EBSCO Information Services), *Internet Librarian*, Monterey, CA, October 2015
- *Presentations*:
  - "E-Resources Pain Management," Electronic Resource Management System (ERMS) Panel with Oliver Pesch (EBSCO Information Services) and Roen Janyk (Okanagan College). Given at three conferences:
    - EBSCO User Group Meeting, Boston, MA. May 2016
    - *ER&L* 2016, Austin, TX. April 2016
    - Charleston Conference, Charleston, SC. November 2015
  - "Dr. Shibblelove: How I Learned to Stop Worrying and Implement Single-Sign On," with Adam Traub (University of Rochester), LITA Forum, Minneapolis, MN, November 2015
  - "Variations on Embedding Discovery," with Adam Traub (University of Rochester), *Internet Librarian*, Monterey, CA, October 2015
  - "The Research Lifecycle at UCF: Supporting Digital Humanities Efforts Throughout the Research Process," with Sarah Norris, Sai Deng, Lee Dotson, Carrie Moran, THATCamp Florida Unconference, February 2016

■ *Service:*
- *State*:
  - Florida Virtual Campus
    - User Interfaces FLVC, 2014 -, chair, 2015-
    - Electronic Resources Licensing Committee, 2013-
- *University:* IT Resource Advisory Committee, Faculty Senate subcommittee. 2011 -
- *Libraries*:
  - Scholarly Communications Task Force, 2011 –
  - Search Committee, Electronic Resources Librarian

■ *Attended:*
- EBSCO User Group Meeting, Boston, MA, May 2016
- *ER&L* 2016, Austin, TX, April 2016
- *Computers in Libraries* 2016, Washington, D.C., March 2016
- LITA Forum, Minneapolis, MN. November 2015
- Charleston Conference, Charleston, SC, November 2015
- *Internet Librarian*, Monterey, CA, October 2015
- NISO Forum: Future of Library Resource Discovery, Baltimore, MD, October 2015

Yolanda Hood
Department Head
Curriculum Materials Center

■ *Creative Works:*
- *Publications* [Peer Reviewed]:
  - "Fostering Authentic Inquiry and Investigation Through Middle Grade Mystery and Suspense Novels," with Vassiliki Zygrouris Coe (CoEHB), *Voices from the Middle*, Vol. 23, Issue 3, 2016
  - "Multicultural Inclusion of LGBTQ Literature in Elementary Classrooms," with Stephanie Logan, Dwight Watson, and Terri Lasswell (University of Northern Iowa), *Equity and Excellence in Education*. Vol. 49, Issue 3, 2016
- *Presentations*:
  - "Bringing Books to Life: Live Action Gaming for Teens Through Collaborative Library Efforts," with Nardia Cumberbatch, Pamela Jaggernauth, Justin McGill, and Mary Rubin, American Library Association Annual Conference, Orlando, June 2016 [National, Peer Reviewed]
  - "Book Banning, Young Adult Literature, and Diversity Suppression," Banned Books Week, Valencia College, Orlando, September 2015 [Invited]
  - "A Brave New World: Multicultural Literature in Secondary STEAM Classrooms," with Ola Kalu (Ph.D. graduate student mentee), 18th Annual UCF College of Education and Human Performance Literacy Symposium, Orlando, April 2016 [Regional, Peer Reviewed]
  - Guest Reviewer, *Literacy Research and Instruction* (peer-reviewed literacy education journal); reviewed two submissions
■ *Service:*
- *National*:
  - American Library Association/ Young Adult Library Services Association (YALSA):
    - Local Arrangements Committee, 2015-2016; chair, Teen Programming, 2015-2016 (Coordinated 54 teens and chaperones from local libraries to provide

review presentation of nominated books to the Best Fiction for Young Adults Committee)

- Amazing Audiobooks for Young Adults Awards List Committee (charged with listening to and selecting the best audiobooks for teens in 2017)
- ACRL/EBSS Distinguished Librarian Award Committee 2015-2017
- African American Read In 2016 Program Planning Committee (a National Council of Teachers of English program collaboration between Orange County Public Library and Sisters Across America)
- *University*:
  - College of Education and Human Performance:
    - Happy Hour Workshop Committee, 2014 -
    - Instructional Resources Committee, 2013 –
    - Lifelong Learning in Education Advisory Board
  - Faculty Senate, Budget and Administration Subcommittee 2015-2016
  - Honors College Thesis committees member for David Foresman and Jessica Van Westering
  - Applied for and was granted Graduate Faculty status

Davina Hovanec
Computer Analyst
Information Technology & Digital Initiatives

- *Awards:* Received Annual UCF Libraries Award for 15 years of service to the Libraries
- *Service:*
  - Gender Spectrum Support Group, moderator
  - IT&R Social Committee, Photographer

Megan Humphries
Sr. LTA
Circulation Services

- *Service: Libraries:*
  - Information Kiosk, organizer
  - Mobile Librarian
- *Training/Development:*
  - Volunteer in Special Collections

Chemera "CJ" Ivory
Business Librarian
Research & Information Services

- *Creative Works: Presentation:* "Do not miss your one shot: Using the jigsaw strategy to engage students in library instruction sessions," with Rebecca "Missy" Murphey, BRASS Academic Forum: Lightning Talks on Innovation and Risk Taking in Business Libraries, American Library Association Annual Conference, Orlando, June 2016
- *Service:*
  - State:
    - FLA Marketing Committee
    - NEFLIN Technology Interest Group, co-chair
  - Libraries:
    - Databases Working Group
    - LibGuides Working Group

Pam Jaggernauth
LTA Supervisor
Curriculum Materials Center

- *Creative Works: Presentations:*
  - "Bringing Books to Life: Live Action Gaming for Teens Through Collaborative Library Efforts," with Nardia Cumberbatch, Yolanda Hood, Justin McGill, and Mary Rubin, American Library Association Annual Conference, Orlando, June 2016 [National, Peer Reviewed]
  - "Interactive Whiteboards: A Promethean and SmartBoard How-To," Happy Hour Workshop, UCF, CMC, March 2016
  - "Book Banning, Young Adult Literature, and Diversity Suppression," Banned Books Week, Valencia College, Orlando, September 2015 [Invited]
- *Service: Libraries:*
  - Completed term on DAG
  - Reserves Work Group (now defunct)

Selma K. Jaskowski
Assistant Director
Information Technology & Digital Initiatives

Selma Jaskowski

- *Awards:* Received Annual UCF Libraries Award for 20 years of service to the Libraries
- *Creative Works:*
  - Awarded $76,994.54 for the Technology Fee Project, "A Digital Studio for the John C. Hitt Library"
  - Awarded $66,651.20 for the Technology Fee Project, "Equipment Enhancement & Replacement"
- *Service:*
  - *National*:
    - Association of Research Libraries SHared Access Research Ecosystem (SHARE) Joint Working Group
    - Coalition for Networked Information
  - *State*:
    - Florida Academic Library Services Cooperative (FALSC) / Florida Virtual Campus Committee Assignments:
      - Local ILS Implementation Coordinator for the Next Gen ILS
      - ILS ITN documents and vendor presentations, reviewer
    - UCF Libraries, Florida Digital Archive, Florida Heritage Project, and ETDs, Project Manager
  - *University*:
    - Data Storage & Management Group
    - Downtown Campus Planning Group
  - *Libraries*:
    - 21st Century Library Planning Group
      - Visit to University of Missouri Kansas City ARC, Kansas City, MO, March 2016
      - Furniture Test - Online form, signs, and placement of furniture done by IT, January 2016
    - Digital Collections Interest Group
    - Library Advisory Committee

- Student Advisory Committee
- Central Florida Memory
  - Operations Committee
  - Digital Services and Server Support
- Search Committee, Head, Special Collections & University Archives, chair
- Web Working Group, chair
  - Steering Committee, chair
- *Other*: Hosted Knowledge Commons visit by Swedish IT professionals, November 2015

■ *Digital Project Development:*
- Institutional Repository
- Data Management and Storage

■ *Attended:*
- Coalition of Networked Information Fall Meeting, Washington, DC, December 2015
- Innovative User Group Meeting, San Francisco, CA, March 2016
- FALSC Region 3 User Meeting, Valencia West, Orlando, April 2016
- Coalition of Networked Information Spring Meeting, San Antonio, TX, April 2016

Michael "Mike" Jimenez
Office/Payroll Manager
Library Administration
■ *Service:*
- *University*: IT & R Social Planning Committee (PowerPoint presentation & flyer)

■ *Training/Professional Development:*
- HR Liaison quarterly meeting

Jacqui Johnson
Sr. LTA
Cataloging Services
■ *Creative Works:* Hidden Artist Exhibition and Reception, August-September 2015

■ *Training/Professional Development:*
- UCF Library Web Orientation, presented by Meg Scharf – August 2015
- Information Exchange, August 2015:
  - IT & DI
  - Health Sciences Library
- "RDA for Copy Catalogers – The Basics," September 2015
- "Fun with RDA Authorities, A very special Sci-Fi Edition," October 2015
- "Fun with RDA Authorities, Parts 2 & 3," November 2015, December 2015
- OneNote, January 2016
- Skype for Business, January 2016
- Active Shooter Program, May 2016

Schuyler Kerby
Sr. LTA
Universal Orlando Foundation Library at the Rosen College of Hospitality Management
■ *Creative Works: Exhibits, Rosen Library:*
- "Loca-Motion: The Farm to Table Movement," with Allison Matos, May-August 2015
- "Get Connected at Rosen," August-September 2015
- "New Year, New You," with Katrina Phillips, January-February 2016
- "Summer Book Vacation," May-August 2016

■ *Service: Libraries: Director's Advisory Group*
■ *Training/Professional Development:*
- Enneagrams personality exercise
- P-Card Training for Cardholders
- QPR Suicide Prevention training
- SR Inquiry One 9.0 class
- SR Inquiry Two 9.0 class
- Supervisor Skills Series

■ *Attended:* American Library Association Annual Conference, Orlando, June 2016

Aaron Keyser
Systems Administrator
Information Technology & Digital Initiatives
■ *Service:*
- University:
  - Classrooms and Labs Standards Committee
  - NET Domain Committee
  - System Center Configuration Manager (SCCM) User Group
  - Systems Administrators Subcommittee
- *Libraries*: Evacuation Team

Raynette Kibbee
Sr. Administrative Assistant
Library Administration
■ *Awards:* Received Annual UCF Libraries Award for 30 years of service to the Libraries

■ *Service: Libraries:*
- Web Working Group:
  - Intranet subcommittee
  - Web Editor for Library Administration
- Director's Advisory Group (ex-officio)

■ *Training/Professional Development:*
- "Building PDFs with Acrobat XI," Lynda.com
- "Adobe Bridge," Lynda.com
- Budgeting Workshop
- "How to Write Effectively for Websites and Mobile," NEFLIN Webinar, March 2016

■ *Attended:*
- Technology Advisory Group meetings

Katie Kirwan
Sr. LTA
Acquisitions & Collection Services
■ *Service:*
- *Libraries*
  - Director's Advisory Group; 2016 Libraries Years of Service Awards Committee, chair
  - Florida Academic Library Services Cooperative (FALSC); Sierra/Encore Duet ERM Discussion Group member

■ *Attended:*
- FALSC Region 3 User Meeting
- American Library Association Annual Conference, Orlando, June 2016

Cynthia Kisby
Department Head
Regional Campus Libraries
■ *Creative Works:*
- *Presentation:* "Match.com for Resumes," invited with Keila Zayas-Ruiz (University of Tennessee Knoxville) and Terri Gotschall (Office of Technology Transfer),

American Library Association Placement Center, Annual Conference, Orlando, June 2016

- *Publication*: "A Change-Management Case Study: Initiating a Technology Lending Program across Multiple Campuses," *Library Leadership and Management,* accepted March 2016 [pending peer review]

■ *Service:*
- United Way, Library Team Captain
- Supported the Promotion Coordinating Committee interactions with CDL and Office of Faculty Excellence to develop division-wide promotion guideline

Leah Kriebel
Regional Campus Librarian
UCF - Valencia Osceola

■ Creative Works: <u>Workshop</u>: "Company Research," with Min Tong, 2nd Annual Central Region Career Day at Valencia Osceola

■ *Service:*
- Video Guidelines Task Force
- LibGuides working group to clean up existing LibGuides
- Web Working Group
- FLA Marketing Committee, helped to develop a video to be shown at Library day.
- FLA Scholarship Committee, helped to facilitate the President's Reception Dinner and Silent Auction

Leah Kriebel

Jamie LaMoreaux
LTA Specialist
Acquisitions & Collection Services

■ *Service:*
- *Local*:
  - Orlando Curling Team, vice president
  - Library Heart Walk Team, captain
- *University*:
  - Staff Council Representative
    - Charter Committee
    - Election Committee
    - Scholarship Committee
  - UCF Traffic and Parking Committee, co-chair
  - UCF Benefits Committee
- *Libraries*:
  - Assisted in circulation head count
  - Evacuation Team, co-chair
  - eResources Team
  - Mobile Librarian
  - Information Kiosk, Student Orientation
  - Library Diversity committee
  - Annual UCF Libraries Awards, co-chair
  - Hospitality chair of the Weavers of Orlando

Joel Lavoie
Library IT Manager
Information Technology & Digital Initiatives

■ *Service:*
- University:
  - Digital Signage Committee
    - Digital Signage Governance Subcommittee

- Information Technology & Resources Coordinating Council
- ITR Shared Services Group
  - System Center Configuration Manager shared service work group UCF Departmental Security Coordinator
- NET Domain Committee
- Pay for Print User Group
- College/Division IT Managers Group
- UCF Departmental Security Coordinator
- Libraries:
  - Technology Advisory Group, chair
  - Web Working Group
  - Central Florida Memory Web Design and Server Support Committee
  - Sierra Encore Duet Systems Working Group

Susan MacDuffee
Sr. LTA
Acquisitions & Collection Services

■ *Service:*
- *Divisional:* IT & R Awards Committee
- Libraries:
  - eResources Access Team
  - FLARE Project Team
  - Mobile Librarian
  - UCF "I Believe" Faculty/Staff Campaign

■ *Training/Professional Development:* EBSCOnet renewal training webinars

■ *Attended:*
- FALSC Region 3 User Meeting
- American Library Association Annual Conference, Orlando, June 2016

Kate Malahina
LTA Supervisor
Acquisitions & Collection Services

■ *Service:*
- Served on two rounds of committees for Sr. LTA positions
- Contributed to the launch of the new acquisitions order app, which replaced the old Acquisitions Order Form on the Intranet

■ *Attended:*
- FALSC Region 3 User Meeting on Sierra Implementation, April 2016
- American Library Association Annual Conference, Orlando, June 2016, and meeting with the monograph vendors

Jim Mauk
Sr. LTA
Circulation Services

■ *Training/Professional Development:* Trained Seth Dwyer on course reserves

Patti McCall
Physical & Life Sciences Librarian
Research & Information Services

■ *Creative Works:*
- *Poster Session:* "Reaching the Unreachable. Outreach for Science and Engineering Librarians," with Ven Basco, Science, Technology, Engineering Library Leaders in

Action (STELLA!) unconference 2016, Raleigh, NC

- *Presentation:* "Try, Try Again: Better Faculty Outreach Through Trial and Error," with Michael A. Arthur and Sarah Schulman (Springer), Charleston Conference, November 2015

■ *Service:*
- National:
  - American Chemical Society, Chemical Information Division: webmaster, conference programmer
  - ACRL Science & Technology Section (STS) American Chemical Society liaison, ALA Chapter Relations Committee
- University:
  - Fee Appeals Committee
  - University Master Plan Committee
  - UCF/UFF Senate
- *Libraries*: Director's Advisory Group

■ *Attended:*
- Charleston Conference
- American Library Association Annual Conference, Orlando, June 2016
- American Chemical Society Spring Meeting, San Diego
- Florida Scholarly Communications Interest Group unconference

Edmund McClam
Sr. LTA
Circulation Services

■ *Training/Professional Development:*
- Skype for Business
- Outlook Calendar
- Active Shooter
- Took writing classes at Full Sail

Kim Montgomery
Librarian
Cataloging Services

■ *Creative Work: Presentation:* "Using $9 to Protect Bib Data," Cataloging Services, June 2016. Distributed PowerPoint. When $9 was later changed to $5 KEEPXX, revised PowerPoint and distributed it locally and statewide.

■ *Service:*
- SUL Groups and Activities
  - Bibliographic Control and Discovery (BCD) Subcommittee, continuing member, co-chair through December 2015
    - BCD liaison to the Technical Services Standing Committee (TSSC) meetings, through December 2015
    - BCD Batchloading Best Practices Task Group, chair, July 2015-February 2016
  - Working Group for CSUL Cleanup Projects, continuing project
- *Libraries*: Search Committee, Electronic Resources Librarian, 2015

■ *Training/Professional Development: Webinars:*
- "Implementing Linked Data in Low-Resource Conditions," ASIS&T, September 2015

- "Introduction to Text-Mining Research Papers," United Kingdom Serials Group (UKSG), September 2015
- "Full-Text Finder and Holdings and Link Management," EBSCO, September 2015
- "Full-Text Finder: A Future Forward Publication Discovery Experience," EBSCO, September 2015
- "OCLC Research TAI CHI "How You Can Make the Transition from MARC to Linked Data Easier," OCLC Research, November 2015
- "Schema.org in Two Parts: From Use to Extension (Part 1)," ASIS&T, November 2015
- "Schema.org in Two Parts: From Use to Extension (Part 2)," ASIS&T, December 2015
- "ALCTS virtual preconference, We Can Do It, You Can Too! Metadata Automation for Everyone, Session 1, Automating Descriptive Metadata Creation: Tools and Workflows," June 2016. Included two presentations: Migrating ETDs from Dublin Core to MODS: Automated Processes for Metadata Enhancement presented by Annie Glerum (Florida State University) and Dominique Bortmas (University of South Florida) and Finding a New Metadata M.O.: Metadata Automation on a Budget at a Medium-Sized Institution presented by Joseph R. Nicholson (University of North Carolina-Charlotte).
- "ALCTS virtual preconference, We Can Do It, You Can Too! Metadata Automation for Everyone, Session 2, Automating Legacy Data Cleanup Projects," June 2016. Included two presentations: Editing Legacy Metadata for ETDs: Description of a Best Practice Using the MARCEdit Plug-In Tool presented by Marielle Veve (University of North Florida) and Looking Back, Moving Forward: A Large-Scale Metadata Remediation Effort presented by Maggie Dickson (Duke University).
- "A Shared Responsibility: Year-Round Cybersecurity Resources," FDLP Academy (GPO), June 2016
- NACO Training Online Workshop, March 2016. Consisted of 7 live webinar sessions (14 hours) plus viewing of 18 recorded webinar sessions (about 18 hours) plus homework (2-4 hours per recorded session).

■ *Attended:*
- Florida Academic Library Services Cooperative Region 3 Meeting, April 2016
- American Library Association Annual Conference, Orlando, June 2016

■ *Membership:* American Library Association

Renee Montgomery
Outreach Librarian
Teaching & Engagement

■ *Service:*
- *State*:
  - FLA Scholarship Committee, 2014-2016 co-chair for Marketing
  - FACRL Board Member, Communications Manager, 2014-2016

- *University*:
  - Foundations of Excellence (FoE) "Leaning Dimension" Committee
  - Common Reader Committee
  - Knights Academic Resource Services (KARS) Committee (Networking Academic Support Units)
  - Mobile/eTextbook Focus Group
  - Faculty Travel Committee
  - Honors College Information Fluency Student Award Committee

Carrie Moran
User Engagement Librarian
Teaching & Engagement

■ *Creative Works:*

- *Publication*: "Taking UX data offline," *Strategic Library*, 27, 11-15
- *Presentations*:
  - "UX Crash Course," Florida Library Association Mini-Conference, Panama City, FL, September 2015
  - "The impact of an online library skills course on a face-to-face instruction program," with Rachel Mulvihill and Corinne Bishop, Georgia International Conference on Information Literacy, Savannah, GA, September 2015
  - "Building a UX Army at Your Library," NEFLIN Hot Topics Conference, St. Augustine, FL, May 2016
  - "Keep it Green: Leading Sustainable and Successful Online Teams," with Beth Filar-Williams (Oregon State University), Heidi Steiner Burkhardt (Norwich University), and John Jackson (Whittier College), Association of College and Research Libraries Conference, Portland, OR, March 2015
  - "The Research Lifecycle at UCF: Supporting Digital Humanities Efforts Throughout the Research Process," with Sarah Norris, Sai Deng, Athena Hoeppner, Lee Dotson, THATCamp Florida Unconference, February 2016
- *Panel Discussion*s:
  - "Librarianship After Detours: The Path of Second Career Librarians," Erica England and Jenna Settles (Valencia College), Georgia International Conference on Information Literacy, Savannah, GA, September 2015
  - "If Students Were Cats: Understanding The Different Breeds At Your Institution," with Kyle Stewart (Gale Cengage Learning), at the Charleston Conference, Charleston, SC, November 2015
  - "The User Experience: Online and IRL," with Dave Comeaux (Louisiana State University), Designing For Digital Conference, Austin, TX, April 2016
  - "Building a UX Army at Your Library," with Tim Bottorff and Bobby Ciullo, Designing For Digital Conference, Austin, TX, April 2016
  - "Finding the Balance in Online Library Instruction: Sustainable and Personal," contributed paper, with Rachel Mulvihill,

17th Distance Library Services Conference, Pittsburgh, PA, April 2016
  - "The Road Untravelled: Alternative Outreach for Instruction," with Rachel Mulvihill, Library Instruction West, June 2016
  - "Promoting Subject Specialists and Enhancing Visibility of Library Reference," with Jennifer Friedman (University of South Florida), Nora Wood (University of South Florida), Barbara Tierney & Sha Towers (Baylor University), American Library Association Annual Conference, Orlando, June 2016
- *Webinars:*
  - "Redesigning and Migrating Your Library Website Using Card Sorting," with Jennifer Jones (Georgia State University), Association of Southeastern Research Libraries, December 2015
  - "Keep it Green: Leading Sustainable and Successful Online Teams," with Beth Filar-Williams (Oregon State University), John Jackson (Whittier College), Rachel Mulvihill, and Heidi Steiner Burkhardt (Norwich University), Library Leadership and Management Association, February 2016

■ *Service:*

- *National:*
  - ACRL
    - 2017 Innovations Committee, 2013 -, team leader
    - IS Communication Committee
    - ULS Communications Committee
      - Editor, ULS Newsletter
  - Journal of Collaborative Librarianship, Social Media Editor
  - Journal of Library and Information Services in Distance Learning, Reviews Editor
- *State:* Florida Library Association Continuing Education Committee
- *University*:
  - UCF Pride Faculty and Staff Association
    - President
    - Alliance Mentoring Program Mentor
  - Mobile/eTextbook Focus Group
  - Undergraduate Course Review Committee, Fall 2015
  - Social Media Managers Group
- *Libraries*:
  - Video Guidelines Task Force
  - Website Redesign and Policy Task Force
  - Web Working Group Steering Committee
  - Scholarly Communications Work Group
  - Social Media Administrator for the UCF Libraries
  - Editor, Illuminations
  - 2015 Holiday Party Committee
  - 21st Century Library Communications Committee

Rachel Mulvihill
Department Head
Teaching & Engagement

■ *Creative Works:*
- *Publication:* "LIRT Top Twenty for 2015," with Sherry Tinerella (Arkansas Tech University Library), Steve Brantley (Eastern Illinois University), Eveline Houtman (University of Toronto Libraries), Paula Johnson (New Mexico State University), Amy Pass (Sage Colleges Libraries), and AnneMarie Smeraldi (Cleveland State University). *Library Instruction Round Table News*, 38(4), 2016
- *Presentation:* "The impact of an online library skills course on a face-to-face instruction program," with Carrie Moran and Corinne Bishop, Georgia International Conference on Information Literacy, Savannah, GA, September 2015
- *Panel Discussions:*
  - "Finding the Balance in Online Library Instruction: Sustainable and Personal," contributed paper, with Carrie Moran, 17th Distance Library Services Conference, Pittsburgh, PA, April 2016
  - "The Road Untravelled: Alternative Outreach for Instruction," with Carrie Moran, Library Instruction West, June 2016

■ *Service:*
- *National:*
  - ACRL Distance Learning Section Program Planning Committee
  - Library Instruction Round Table Top 20 Committee
- *University:*
  - Common Program Oversight Committee
  - 2016 Knights Write Showcase, student poster judge
- *Libraries:*
  - Video Guidelines Taskforce, chair
  - Director's Advisory Group, 2013-2015

Rebecca "Missy" Murphey
Reference/Instruction Librarian
Research & Information Services

■ *Awards:* Received Annual UCF Libraries Award for 5 years of service to the Libraries

■ *Creative Works:*
- *Presentation:* "Do not miss your one shot: Using the jigsaw strategy to engage students in library instruction sessions," with Chemera "CJ" Ivory, BRASS Academic Forum: Lightning Talks on Innovation and Risk Taking in Business Libraries. American Library Association Annual Conference, Orlando, June 2016

Missy Murphey

- *Exhibit:* In conjunction with Scholarly Communication and the Office of Technology Transfer, organized and staffed an "Ask an Expert" table in the library in honor of World Intellectual Property Day

■ *Service:*
- *National:* Patent Trademark Resource Center Association (PTRCA), 2015-
- *University:*
  - Faculty Senate; Library Advisory Committee, AY 2015-2018
- *Libraries:*
  - Faculty Affairs Committee (FAC), CY 2014-16
    - Vice-chair, July-August 2015
    - Chair, September 2015-present
  - Evacuation Team
  - Research & Information Services Blog, coordinator
  - Student Accessibilities Services/Library Liaison
  - New Book Display, coordinator

■ *Training/Professional Development:*
- Completed Patent and Trademark Resource Center Program (PTRCP) Annual Training Seminar, Alexandria, VA, March 2016
- *Webinars:*
  - PTRCP (2-parts), July 2015:
    - "¿¡Punctuation Marks?: Trademark Searching Troublemakers – How to Search for Punctuation Marks & Symbols! ;•"
    - "Patent Models – A Distinctively American Approach to Specifying Inventions"
  - PTRC: "U.S. Patent Related Publications – Basics that every patent librarian should know," August 2015
  - "How to Create New Revenue Streams for your Library," November 2015
  - "Adding Patent Records to Clemson's IR – Highlighting the University's Output," ASERL, January 2016
  - "Ditch the Mouse: Assistive Technology is Here!," Florida Library, February 2016
  - "TLDR (Too Long, Didn't Read)," March 2016

■ *Attended:* American Library Association Annual Conference, Orlando June 2016

Adriana Neese
LTA Supervisor
Circulation Services

■ *Service: Libraries:*
- Evacuation Team
- WRAPT Committee
- Web Working Group

■ *Training/Professional Development:*
- Performance Appraisals- PER067
- Community Service Officer Introduction
- OneNote
- Skype for Business
- Outlook Calendar

Sarah Norris
Scholarly Communication Librarian
Research, Education & Engagement

■ *Award:* UCF Libraries Professional Development Research Award, 2016

■ *Creative Works:*
- *Publication:* "Trends in Open Access," *Illuminations: Newsletter for New Faculty,* Spring 2016
- *Presentations*:
  - "Mentoring Demystified: Partners in Success," with Kathryn Deiss (Kathryn Deiss Consulting), Janice Flug (American University), Heylicken Moreno (University of Houston), Deborah Tenofsky (University of Cincinnati), and Regina Gong (Lansing Community College), American Library Association Annual Conference, Orlando, June 2016
  - "STARS, Faculty Profiles, and Author Rights," with Kerri Bottorff and Lee Dotson, *Rosen College Research Colloquium,* April 2016
  - "Grow Your Own Academic Library Scholarly Communication Program," with Ven Basco, Lee Dotson, Barbara Tierney, and John Venecek, Florida Library Association Annual Conference, March 2016
  - "The Research Lifecycle at UCF: Supporting Digital Humanities Efforts Throughout the Research Process," with Sai Deng, Lee Dotson, Athena Hoeppner, and Carrie Moran, THATCamp Florida Unconference, February 2016
  - "Copyright Considerations for Undergraduate Research," Florida Statewide Symposium: Engagement in Undergraduate Research Conference, October 2015
  - "STARS," with Lee Dotson, Faculty Senate Meeting, September 2015
- *Poster Session*: "To Embargo or Not to Embargo?: The Impact of Updating Embargo Options for Undergraduate Theses," USETDA Conference, September 2015

■ *Service:*
- *National*: Humanities, Arts, Science, and Technology Alliance and Collaboratory (HASTAC) 2017, Planning Committee
- *State*:
  - Florida Scholarly Communication Interest Group
    - Unconference, Planning Committee
  - Florida Digital Humanities Consortium, Communications Administrator
- *University*:
  - Search Committee, Texts & Technology Faculty Position
  - Planning Committee, THATCamp Florida
- *Libraries:*
  - Social Media Group
  - Web Working Group

Peggy Nuhn
Regional Campus Librarian
Sanford/Lake Mary

■ *Creative Works: Publication:* "Do You Know What They Don't Know: How Students Approach Research," *UCF Libraries Illuminations: A Newsletter for New Faculty,* Spring 2016

■ *Service:*
- *State*: Florida Library Association, secretary, May 2015 - May 2017; Successfully solicited Daytona Speedway for a scholarship donation and the display of a NASCAR vehicle at the FLA conference hotel, March 2016
- *University*: "Foundations of Excellence Transfer Student Initiative," appointed to Philosophy Action Team
- *Libraries*: Faculty Affairs Committee, Mentoring Coordinator, 2016-2018

Burak Ogreten
Senior Archivist
Special Collections & University Archives

■ *Creative Works:*
- *Exhibits*:
  - "Joy Postle: Artist Without Limits," with David Benjamin, October 2015
  - Assisted Orange County Regional History Center exhibit "Art Legends of Orange County: Albin Polasek," March-May 2016
  - Displayed items from Zora Neale Hurston Collection for "Zora! Festival of the Arts and Humanities," John C. Hitt Library, January 2016
  - Curated "Kennedy Space Center: Through the Years of Space Exploration," with Mary Rubin, displayed from June 13-September 2016
- *Processed New Collections*:
  - Dr. A. Val Bradley, National Labor Relations Board Collection, 1950-1980
  - Florida Maps Collection, 1837-2007
  - John Senders Collection, 1880-2014
  - League of Women Voters of Volusia County Collection, 1958-2012
  - Otto Frohlich Collection, 1897-1969
  - Paul O. Schallert Collection, 1935-1964
  - Rose Feinman Papers, 1938-2002
  - S. F. Travis Company Collection, 1921-1939
  - University of Central Florida Special Collections Vertical Files, 1872-2016
  - Vincent J. Fonelli Collection, 1906-1985

Jamie Lee Curtis and Peggy Nuhn at 2016 American Library Association Annual Conference, Orlando

- Volusia County Music Teachers Association, 1955-2015
- Materials Added to the Existing Collections:
  - Archimedes L. A. Patti Research Papers, 1922-1993 (Added 1 Linear Feet)
  - Bromeliad Society International (BSI) Archive, 1942-2009 (Added 1 Linear Feet)
  - Children's Home Society of Florida, 1862-2012 (Added 7.75 Linear Feet)
  - Democratic Women's Club of Florida, 1945-2015 (Added 16 Linear Feet)
  - Florida State Music Teachers Association Collection, 1934-2013 (Added 1.1 Linear Feet)
  - George and Anne Millay Collection, 1959-2006 (Added 1 Linear Feet)
  - Harris Rosen Collection, 1896-Present (Added 13.5 Linear Feet)
  - Joy Postle Papers, 1910-2015 (Added 2.25 Linear Feet)
  - UCF Community Veterans History Project, 2011-Present (Added 1 Linear Feet)
  - Zines Collection, 1996-2011 (Added 1 Linear Feet)

■ *Service:*
- *University*: UCF Community Veterans History Project, 2012 -
- *Libraries*:
  - Digital Collections Interest Group, 2013 -
  - Web Working Group, 2015 -
  - Evacuation Team, 2015 -
  - Diversity Week Group, October 2015
  - Technology Advisory Group
  - Information Exchange Presentation – 2 sessions, August 2015
  - Volunteer, Information Kiosk desk, August 2015
  - Volunteer, Carnival of Open Access Event, October 2015

■ *Training/Professional Development:*
- *Webinars*:
  - "RDA for Copy Catalogers: The Basics," ALCTS, September 2015
  - "Reframing the Problem: Caring for Framed Objects in Small Institutions," American Institute for Conservation of Historic and Artistic Works, February 2016
  - "Fair Use: Past, Present, and Future of a Critical Legal Right," Kyle K. Courtney (Harvard University), Florida State University Institute Copyright in Higher Education, February 2016
  - "Institutional Copyright Support in Higher Education," Abby Queale (Florida State University)
  - "Fair Use and Educational Copyright Exceptions: From Theory to Practice," Barbara Kaplan (Florida State University, College of Law Research Center) and Christine Fruin (University of Florida, George A. Smathers Libraries)
  - "TLDR (Too Long, Didn't Read)," Nicole Hennig, March 2016

- "Caring for Artifacts found in Archives Collections," Connecting to Collections Care, April 2016
- THATCamp Florida 2016, February 2016
  - "Curating across the Curriculum," with Barry Mauer (UCF English Department) and John Venecek
  - "Voyant Hands on (Text Analysis)," Abby Scheel (Florida State University)
- Outlook Calendar, June 2016
- UCF Human Resources Identity Theft Prevention Assessment Course, February 2016

■ *Attended:*
- Information Exchange sessions," August 2015:
  - Information Literacy & Outreach
  - Research & Information Services
- Annual UCF Libraries Awards, August 2015
- President Hitt's State of the University Address, September 2015
- United Way Mystery Event, October 2015
- USPS Service Awards, October 2015
- Faculty and Staff Campaign Kick-Off Breakfast, February 2016
- John T. Washington Luncheon, February 2016
- Celebrating Excellence, Founders Day Honors Convocation, April 2015
- CONTENTdm Migration meeting, March 2016

![UCF] ***Mary Page***
Associate Director
Collections & Technical Services
■ *Service:*
- *National*:
  - Association for Library Collections & Technical Services (ALCTS)
    - Nominating Committee, chair, 2016 – 2017.
    - President – Elect, President, Past – President, 2013 – 2016
  - Oxford University Press, Library Advisory Council, 2014 –
  - National Academy of Sciences. *Proceedings of the National Academy of Sciences (PNAS)*, Library Advisory Board, 2006 –
- *State*:
  - State University System of Florida. Negotiating Team for the Springer Publishing Package, 2016
  - FLVC (Florida Virtual Campus) Collection Management and E-resources Standing Committee, 2015
- University: University Athletic Advisory Committee, 2015 –

![UCF] ***Reynaldo "Rey" Parulan***
Office Assistant
Cataloging Services
■ *Service: Libraries:* Information Kiosk
■ *Training/Professional Development:*
- UCF Library Web Orientation, August 2015
- Information Exchange 2015, IT & DI, August 2015

Rey Parulan

- "RDA for Copy Catalogers – The Basics," September 2015
- "Fun with RDA Authorities, A very special Sci-Fi Edition," October 2015
- "Fun with RDA Authorities, Parts 2 & 3," November 2015, December 2015
- "RDA Authorities Review," January 2016
- "Active Shooter Program," May 2016
- Outlook Calendar Training, June 2016

Lisa Perez
Sr. LTA
Circulation Services
■ *Training/Professional Development:*
- "ABCs of Diversity"
- "UCF Actions to Prevent and Correct Discrimination"
- "Red Flags - ID Theft Prevention"
- PS SA/HR Basic Navigation
- SR Inquiry One 9.0
- SR Inquiry Two 9.0
- SR FERPA
- Outlook Calendar
- Took classes at Florida State College at Jacksonville

Jeanne Piascik
Principal Cataloger Librarian
Cataloging Services
■ *Creative Works:*
- *Publication:* "CaMMS Forum: BIBFRAME Experimentation and Development," *ALCTS Forum Reports*, 2015 Annual Conference
- *Presentations:* Cataloging Services Meetings
  - "Fun with RDA Authorities, parts 1-3," October 2015, November 2015, December 2015
  - "RDA Authorities Review," January 2016
  - "I Reject Your Reality and Substitute My Own: Imaginary Stuff in LC, MARC, and Beyond," February 2016
- *Poster Session:* "A 21st Century Inventory for a 21st Century Library," with Joe Bizon, Lindsey Ritzert, Kristine Shrauger, and Peter Spyers-Duran, American Library Association Annual Conference, June 2016
■ *Service:*
- *State*:
  - SUL Cataloging, Authorities, and Metadata (CAM) Committee, co-chair, January 2015 -
    - CAM Authorities Subcommittee
  - Cataloging/Authorities Working Group for the Sierra and Encore Duet Implementation, April 2016 -
- *Libraries*:
  - Web Working Group (WWG), January 2015 -
  - ARC Materials Committee
■ *Training/Professional Development:*
- Webinars:
  - FLVC:
    - "Shared Bib Global Change," July 2015
    - "Sierra/Encore Duet Implementation Working Group Orientation," May 2016

- ALCTS:
  - "RDA for Copy Catalogers," September 2015
  - "The Data Life Cycle and the Landscape of Library Led Services," January 2016
  - "Research Data Management Services: Assessing the Needs of Your Environment and Building a Sustainable Program," January 2016
  - "Finding, Downloading, and Editing Digital Photos for Free," Florida Libraries, March 2016
- Library:
  - "Information Exchange" sessions (various), August 2015
  - OneNote, January 2016
  - Skype for Business, January 2016
  - Active Shooter Program, May 2016
  - Outlook Calendar, June 2016
- NACO training (online), March 2016
■ *Memberships:*
- American Library Association (ALA)
  - Association for Library Collections and Technical Services (ALCTS)
  - Cataloging and Metadata Management Section (CMMS)
- Florida Library Association (FLA)
- Online Audiovisual Catalogers (OLAC)
■ *Attended:*
- FALSC Region 3 Meeting, April 2016
- American Library Association Annual Conference, Orlando, June 2016

Joanie Reynolds
Sr. LTA
Interlibrary Loan /
Document Delivery Services
■ *Service:*
- University:
  - Raised money for, and participated in the 2015 Greater Orlando Heart Walk
  - Volunteer:
    - BETA Center, Day of Caring
    - Greenwood Cemetery, Knights Give Back
    - It Takes Courage Volunteer Door-Hanging Event
■ *Libraries:*
- 2015 Employee of the Year Award Selection Committee, chair
- Holiday Party Planning Committee
- Mobile Librarian Fall 2015 & Spring 2016
- Carnival of Open Access, volunteer

Lindsey Ritzert
Department Head
Circulation Services
■ *Creative Works: Poster Session:* "A 21st Century Inventory for a 21st Century Library," with Joe Bizon, Jeanne Piascik, Kristine Shrauger, and Peter Spyers-Duran, American Library Association Annual Conference, June 2016

■ *Service:*
- *University*:
  - New Student Orientation
  - Commencement, Convocation, and Recognitions Committee
- *Libraries*:
  - Collection Shift Committee
  - Library Planning Committee
  - Public Services Group
  - DAG Soup-er Salad Bar Committee
  - Library Statistics/Analytics Task Force
  - 21st Century Library Communications Committee
  - Carnival of Open Access, volunteer
  - Annual UCF Libraries Awards Committee
  - Sierra Implementation FALSC Circulation Working Group
  - Summer Knights Reading Challenge
  - Personal Development Research Award Committee

■ *Training/Development:*
- Research and Information Services Retreat
- Performance Appraisal Training
- Skype training
- "ABCs of Diversity"
- FSC 111 Credit Info Security 2016
- Outlook Calendar

Yvonne Rivera
Sr. LTA
Cataloging Services

■ *Training/Professional Development:*
- UCF Library Web Orientation, presented by Meg Scharf – August 5, 2015
- Information Exchange, August 2015:
  - IT & DI
  - CA & PR
  - SCUA
  - Scholarly Communication
  - Health Sciences Library
  - Acquisitions & Collection Services
  - Regional Campuses Library
- "RDA for Copy Catalogers – The Basics," September 2015
- "Fun with RDA Authorities, A very special Sci-Fi Edition," October 2015
- "Fun with RDA Authorities, Parts 2-3," November 2015, December 2015
- "RDA Authorities Review," January 2016
- "I Reject Your Reality and Substitute My Own: Imaginary Stuff in LC, MARC and Beyond," February 2016
- Active Shooter Program, May 2016

■ *Attended:* American Library Association Annual Conference, Orlando, June 2016

Shane Roopnarine
Public Services Librarian
Universal Orlando Foundation Library at the Rosen College of Hospitality Management

■ *Service:*
- *State*:
  - Florida Library Association
    - Executive Board, Leadership Intern
    - Intellectual Freedom Committee, vice chair
    - Conference Committee
    - Co-organized, with Renaine Julian (Florida State University Libraries), FLA Annual program, "Bringing Everyone to the Table: Supporting Inclusion and Diversity in Our Communities"
- *University*: University Travel Awards Committee
- Libraries:
  - Web Working Group
    - Guides Task Force
    - Video Guidelines Task Force

■ *Training/Development:*
- Completed three courses toward M.A. in Instructional Design and Technology
- Enneagrams personality exercise
- QPR Suicide Prevention training

■ *Memberships:*
- American Library Association
  - Association of College & Research Libraries
  - Intellectual Freedom Roundtable
- Florida Library Association

■ *Attended:*
- American Library Association Annual Conference, Orlando, June 2016
- Florida Library Association Annual Conference, Daytona Beach, March 2016

Mary Rubin
Senior Archivist, University Archives
Special Collections & University Archives

■ *Creative Works:*
- *Publication*: "Reaching for the Stars in the Seventies," *Reflections from Central Florida*, v. 14, no. 3 (Summer 2016) p. 17-19
- *Presentations*:
  - "All Politics Aside: Archivists Collaborating for Advocacy," with Barbara Teague (recently retired Kentucky State Archivist), moderator Jim Corridan (Indiana State Archives), Kathleen Roe (New York State Education Department), Christine Garrett (Georgia Archives), Pari Swift (Ohio Attorney General's Office), Val Wood (Department of Executive Services, King County, Washington), Kayla Harris (Records & Archives, Clinton County, Ohio), Erin Lawrimore (Jackson Library, University of North Carolina, Greensboro), Tanya Zanish-Belcher (ZSR Library, Wake Forest University), and Wendy Hagenmaier (Georgia Institute of Technology), Council of State Archivists (CoSA) Member Webinar, March 2016
  - "Bringing Books to Life: Live Action Gaming for Teens Through Collaborative Library Efforts," with Dr. Yolanda Hood, Nardia Cumberbatch (Valencia College), Pamela

Jaggernauth, and Justin McGill, Young Adult Literacy Services Association (YALSA), American Library Association Annual Conference, Orlando, June 2016

- *Exhibits*:
  - "UCF through the Decades," October 2015 – January 2016
  - "Kennedy Space Center: Through the Years of Space Exploration," with Suphi "Burak" Ogreten, June 2016 – September 2016

■ *Service:*

- *National*:
  - Society of American Archivists, 2014 –
  - Regional Archival Associations Consortium, 2015 –
    - ▪ Advocacy Subcommittee, 2015 -
- *State*:
  - Society of Florida Archivists, 2014 – 2015
    - ▪ Director, 2015 – 2017
    - ▪ Florida Archives Month Committee, 2015
    - ▪ Membership Committee, 2015
- *University*:
  - American Red Cross Club at UCF, Advisor, 2014 -
    - ▪ Advisor, 2014 –
  - UCF Stories Group, 2015 –
  - UCF Social Media Managers Group, 2015 –
  - UCF Pride Faculty & Staff, 2016 –
- *Libraries*:
  - Digital Collections Group, 2014 –
  - Director's Advisory Group, 2014-2016
    - ▪ Holiday Party Committee, 2015
  - Scholarly Communications Advisory Group, 2014 –
    - ▪ Open Access Week Group
  - Web Working Group, 2015 –

■ *Training/Professional Development:*

- Webinars:
  - "Tips & Tricks for Successful OA Week Programming," ASERL, September 2015
  - "RDA for Copy Catalogers: The Basics," ALCTS, September 2015
  - "Reframing the Problem: Caring for Framed Objects in Small Institutions," American Institute for Conservation of Historic and Artistic Works, February 2016
  - "Institute on Copyright in Higher Education," FSU, February 2016
  - "TLDR (Too Long, Didn't Read)," NEFLIN, March 2016
  - "Organizing Your Data," NEFLIN, March 2016
  - "Caring for Artifacts Found in Archives Collections, Connecting To Collections," April 2016
  - "Research Impact Metrics for Librarians," Elsevier, May 2016
  - "Virtual Project Management," UCF, June 2016
- Information Exchange for Communication, Assessment and Public Relations, Meg Scharf, August 2015
- Skype for Business, January 2016
- Safe Zone: LGBTQ+ 101, January 2016

- Document Accessibility 101, February 2016
- Red Flags: ID Theft Prevention, February 2016
- Safe Zone: Advocate, February 2016

■ *Attended:*

- The Humanities and Technology Camp (THATCamp), UCF, February 2016
- Leadership Institute, UCF, March 2016
- "Privacy and Confidentiality [Digital Archives Specialist Course]," Society of American Archivists, May 2016
- "Managing Electronic Records [Digital Archives Specialist Course]," Society of American Archivists, May 2016
- American Library Association Annual Conference, Orlando, June 2016

Timothy Ryan
Sr. Clerk
Library Administration

■ *Awards:* Received Annual UCF Libraries Award for 15 years of service to the Libraries

■ Assisted in the transport of microfiche cabinets from Barry Law School to John C. Hitt Library, December 2015

Tim Ryan

Jorge Santiago
Sr. LTA
Cataloging Services

■ *Service: University & Libraries:* 2016 "I Believe" Faculty & Staff Campaign

■ *Training/Professional Development:*

- UCF Library Web Orientation, August 2015
- "RDA for Copy Catalogers – The Basics," September 2015
- "Fun with RDA Authorities, A very special Sci-Fi Edition," October 2015
- "Fun with RDA Authorities, Part 2," November 2015
- "RDA Authorities Review," January 2016
- "I Reject Your Reality and Substitute My Own: Imaginary Stuff in LC, MARC and Beyond," February 2016
- Active Shooter Program, May 13, 2016

Meg Scharf
Associate Director
Communications, Assessment,
& Public Relations

Meg Scharf

■ *Creative Works:*

- *Publication*: "The Role of Student Advisory Boards in Assessment," with Ameet Doshi (Georgia Tech) and Bob Fox (University of Louisville), *Evidence Based Library and Information Practice* (accepted for publication in Summer 2016); Proceeding of the 2014 Library Assessment Conference, pp. 146-148. It will appear in a special issue of the ACRL publication, *Students Lead the Library*, edited by Martha Kyrillidou, who invited our submission.
- *Presentations*:
  - "Battling survey fatigue," Southeastern Library Assessment Conference, Atlanta,

Georgia, November 2015. Well-received; scored 4.8 out of 5 on attendee evaluations
- Wrote and submitted a proposal with Kristine Shrauger for the 2016 ARL Library Assessment Conference. Accepted for presentation in October 2016.
- Wrote and submitted a proposal with Kristine Shrauger on assessment of Interlibrary Loan units for ACRL 2017 (accepted).
- Wrote and submitted a proposal for a presentation on furniture testing for ACRL 2017 (rejected).
- *Journal of Academic Librarianship*, peer reviewer

■ *Service:*
- *National*:
  - ALA LLAMA:
    - MAES Communications Committee, chair; led the effort to produce items promoting MAES membership and programming including quick conference schedule and MAES tape measure/level
    - ITHAKA Survey User Group, invited member
- *University*:
  - Graduate Appeals Committee
  - Graduate Policy Committee
  - Faculty Center for Teaching and Learning
    - Advisory Board
    - University Teaching Excellence awards, reviewer
    - Learning spaces discussion group
  - Communications and Marketing Group
  - Campus Social Media Group
  - Mass Email Task Force
  - Collaborative Marketing Task Force
- *Libraries*:
  - Website Redesign and Policy Task Force
  - Web Working Group
  - Quality Enhancement Plan Advisory Committee

![icon] ***Meredith Semones***
Ask A Librarian
Research & Information Services
■ *Service:*
- *State*: UCF Libraries Site Coordinator for TBLC Florida Ask A Librarian Collaborative Chat
- *Libraries*:
  - Faculty Affairs Committee (FAC) (Secretary)
  - Director's Advisory Group (DAG)
  - Presented overview of Ask A Librarian for the Information Exchange Program
  - Fall transfer students orientation
  - John C. Hitt Library's Information Kiosk
  - Knowledge Expo

■ *Training/Professional Development:*
- Site Coordinator training for Springshare Florida Ask A Librarian new chat software
- Attended Scholarly Communication & Health Sciences Information Exchange
- LibStaffer software
- OneNote
- Participated in RIS retreat

![icon] ***Kristine J. Shrauger***
Department Head
Interlibrary Loan /
Document Delivery Services
■ *Award:* DIVerse Families: Growth in Family Diversity. A Comprehensive Bibliography PK-12, with Yolanda Hood, Anne Bubriski-McKenzie (Women Studies) and Liz Grauerholz (Sociology). Carnegie Whitney Award. $5000.00.
■ *Creative Works:*
- *Publication*: "ILL data drives Technical Services Projects," with Cara Mia Calabrese and Peter Spyers-Duran, *Technical Services Quarterly*, 33.1 14-22, 2016
- Presentation:
  - "Change, Collaborate, Communicate, Conform: Why not? What's stopping US from making some customer service policies and procedures uniformed among all 40 institutions?" with Peggy Glatthaar (Florida Gulf Coast University), Wendy Dover (Gulf Coast State College), Wendy Ellis (FALSC), Rita Dickey (Tallahassee State College), and Brenda Rutten (FALSC), Florida Library Association. Annual Conference, Daytona Beach, March 2016
  - "Make your Development Officer your BFF," with Dwain Teague (University of North Carolina - Chapel Hill), Library Leadership & Management Association (LLAMA), American Library Association Annual Conference, Orlando, June 2016
- *Poster Session*: "A 21st Century Inventory for a 21st Century Library," with Joe Bizon, Lindsey Ritzert, Jeanne Piascik, and Peter Spyers-Duran, American Library Association Annual Conference, June 2016

■ *Service:*
- *State*:
  - FLVC
    - Resource Sharing Standing Interest Group
    - Technical Services Standing Committee
    - Next-Gen ILS Negotiation Working Group, 2015-2016
  - CSUL Resource Sharing Standing Committee, chair
- *University*:
  - UCF Strategic Planning Committee
  - UCF Center for Success of Women Faculty. Faculty Mentoring Community. Mentor. 2015-2016
- *Libraries*: Promotion Coordinating Committee, till October 2015

![icon] ***Peter Spyers-Duran***
Serials Coordinator Librarian
Cataloging Services
■ *Kudos:* Elected Treasurer of Asian Pacific American Librarians Association, 2016-2018.
■ *Creative Works:*
- *Publication*: "ILL data drives Technical Services Projects," with Cara Mia Calabrese and Kristine J. Shrauger, *Technical Services Quarterly*, 33.1 14-22, 2016

- *Presentations*:
  - "Managing microfilm acidification workflow from technical services perspective," facilitated roundtable discussion, ALCTS Technical Services Managers in Academic Libraries Interest Group, 2016 ALA Midwinter Meeting, Boston, MA, January 2016
  - "Project Management Tools and Techniques for Technical Services Managers," co-facilitated roundtable discussion with Scott Phinney (University of South Carolina), ALCTS Technical Services Managers in Academic Libraries Interest Group, American Library Association Annual Conference, Orlando, June 2016
- *Poster Session*: "A 21st Century Inventory for a 21st Century Library," with Joe Bizon, Lindsey Ritzert, Kristine Shrauger, and Jeanne Piascik, American Library Association Annual Conference, June 2016

■ *Service*
- *National*:
  - ALCTS Technical Services Managers in Academic Libraries Interest Group Committee, 2015-2017
  - APALA
    - Treasurer, 2016-2018
    - Executive Board, 2016-2018
    - Local Planning Committee, 2015-2016
    - Programming Planning Committee, 2014-2016
- *University*: Faculty Senate, UCF Faculty and Staff Benefits Committee
- *Libraries*:
  - Search Committee, Head, Special Collections & University Archives
  - UCF Libraries Promotion Coordinating Committee, secretary
  - Live United Key Worker

■ *Training/Professional Development:*
- "Trends in Academic Learning Spaces, UCF library," October 2014
- NACO Training: March 2016
  - Recordings 1-18 (approximately 30 hours)
  - Live webinars 1-5 (approximately 10 hours)

■ *Memberships:*
- American Library Association
  - Association of College and Research Libraries (ACRL)
  - Association for Library Collections & Technical Services (ALCTS)
  - Asian Pacific American Librarian Association (APALA)

■ *Attended:*
- Research & Information Services Retreat, UCF Honors College, May 2016
- FALSC User Meeting Region 3, Valencia C-West, April 2016
- American Library Association Midwinter Meeting, Boston, January 2016
- American Library Association Annual Conference, Orlando, June 2016

Terrie Sypolt
Librarian
Research & Information Services

■ *Awards:* Received the 2016 Excellence in Librarianship Award, Founders Day, April 2016

■ *Creative Works:*
- *Presentations:* "Teaching, Leading, and Research Support from Libraries," 2015 FATE conference, Gainesville, October 2015
- "Identifying Graduate Student Informational and Research Needs," 2013 Southeastern Regional Association of Teacher Educators (SRATE) Conference, Sarasota, FL, October 9, 2013
- *Panel*: Taylor & Francis Educational Workshop, panel, UCF Subject Librarian, John C. Hitt Library, February 25, 2014

■ *Service:*
- *Regional*: SELA (Southeastern Library Association)
  - Reviewed some authors identified by the SELA Outstanding Authors Committee for inclusion on the Outstanding Author list of the Southeastern Library Association
  - Library Education Committee, secretary
- *State*:
  - Florida Association of Teacher Educators (FATE), Board of Directors
    - College & University, At Large Director, October 2007-October 2015
    - Advisor and Program Planner, 2015-2016
- *University*:
  - University Graduate Curriculum Committee, Libraries representative
  - Graduate Research Forum, judge
  - National Association of School Psychologist (NASP) accreditation report for the School Psychology program, completed the library portion; passed with flying colors
  - Assisted Jay Hoffman (UCF Educational and Human Sciences) in his Doctoral Program Evaluation from the National Association of Kineosiology. UCF's program was ranked 6th in the nation.
- *Libraries*: Faculty Advisory Committee, secretary

Susan Terrill
Office Assistant
Library Administration

■ *Awards:* UCF USPS Employee of the Month, June 2016

■ *Creative Works:* Designed the program for the 2015 June Stillman Scholarship Ceremony

■ *Service:*
- Committees:
  - Hal Mendelsohn's Retirement Party Planning, July/Aug 2015
  - 21st Century Library Communications, assisting Meg Scharf with elevator signage for patrons
- Represented Library Administration during the Info Exchange 2015 week, August 2015
- Organized and cleaned Staff Lounge Quiet Room. All items not adopted were donated to Knight's Pantry, February 2016

- Judged pie entries during Director's Advisory Group fundraiser: Pi Day (3/14), March 2016
- Assisted with voting procedures for the June Stillman Scholarship, April 2016
- Attended WWG meeting in Kibbee's absence, June 2016

■ *Training/Professional Development:*
- Springshare LibCal Training, part of the WRAPT meetings to prepare for changes to the new website design, which went live in July 2015 along with new John C. Hitt Library website
- OneNote, March 2016
- Active Shooter Awareness Follow Up Program, May 2016
- Outlook Calendar, June 2016

Patricia Tiberii
Sr. LTA
Interlibrary Loan/
Document Delivery Services
■ *Awards:* Received Annual UCF Libraries Award for 25 years of service to the Libraries
■ *Service: Libraries:* Evacuation Team

Barbara Tierney
Department Head
Research & Information Services
■ *Creative Works:*
- Publications:
  - "ATG Interviews Don Beagle (Library Director, Belmont Abbey College)," *Against the Grain* (2016)
  - "Open Access Champions at University of Central Florida," *Academic Library Marketing* [blog], October 2015
- Presentations:
  - "Making Institutional Repositories Work: From the Frontlines to the Future," with Burton Callicott (College of Charleston), Lee Dotson, David Scherer (Carnegie Mellon University), and Andrew Wesolek (Clemson University), Charleston Conference, Charleston, SC, November 2015
  - "The Learning Commons service model in North America," [Invited Speaker] Japan Association of National University Libraries (JANUL) Symposium, University of Tokyo (Tokyo, Japan), January 2016
  - "LSU Subject Liaisons' Workshop," [Invited Speaker], Louisiana State University Libraries, Baton Rouge, LA, January 2016
  - "The Subject Librarian service model at UCF," [Invited Speaker] University of Kobe (Kobe, Japan), February 2016
  - "Grow Your Own Scholarly Communication Program," with Lee Dotson, Sarah Norris, Ven Basco, and John Venecek, Florida Library Association Annual Conference, March 2016
- *Panel Presentation:* "Promoting Subject Specialists and Enhancing Visibility of Library Reference," with Jennifer Friedman (University of South Florida), Nora Wood (University of South Florida), and Sha Towers (Baylor University), American Library Association Annual Conference, Orlando, June 2016

■ *Service:*
- *University:*
  - UCF Honors Committee, Libraries representative, August 2014 -August 2015
  - UCF Faculty Center for Teaching & Learning Advisory Board, Libraries representative, Fall 2014 -
- *Libraries:*
  - Faculty Advisory Committee (FAC), January 2015-December 2018
  - Public Services Group, coordinator
  - Scholarly Communication Subcommittee, IR Marketing/Outreach, which helped to create the Scholarly Communication Faculty Advisory Board
  - Web Working Group
■ *Attended:*
- 2015 Charleston Conference, Charleston, SC
- Florida Library Association Annual Conference, Daytona Beach, FL, March 2016
- 2016 American Library Association Annual Conference, Orlando

Andy Todd
Regional Campus Librarian
Cocoa
■ *Awards:* Received Annual UCF Libraries Award for 10 years of service to the Libraries
■ *Creative Works:*
- "Utilizing Library Resources to Improve the Quality of Nurse Practitioner Education," armchair discussion panel with UCF College of Nursing's Christopher Blackwell, Joanne Weiss, and Angela Ritten, National Organization of Nurse Practitioner Faculties (NONPF) Annual Conference, Seattle, WA, April 2016
- "Scholarly Communication at UCF: A Primer for New Faculty," with Lee Dotson and John Venecek, *Illuminations*, Spring 2016
■ *Service:*
- *State:*
  - Florida Library Association Scholarship Committee, chair, raised over $5,600
  - Florida Statewide Ask-A-Librarian Service Quality Assurance Workgroup Committee, co-chair, October 2006 –

Florida Library Association 2016 Scholarship Recipients, left to right: Erik Rivers, Minority Graduate Scholarship; Nadine Nance, FSU Scholarship; Gene Coppola, FLA President; Christopher Brackett, Bernadette Stork USF Scholarship; Andrew Todd, FLA Scholarship Committee chair.

Faculty & Staff Accomplishments (cont'd)

- *University*: UCF Academic Calendar Committee, 2014-2015
- *Libraries*: Promotion Coordinating Committee, chair

■ *Attended:*
- Florida Library Association (FLA) Annual Conference, Daytona Beach, February-March 2016

Min Tong
Regional Campus Librarian
Valencia West

■ *Creative Works:*
- "Transfer students are lagging behind native counterparts in information literacy proficiency – myth or truth?," poster session, 14th Annual Conference of the National Institute for the Study of Transfer Students, Atlanta, GA, February 2016
- "Transfer Students and Students in Transition," *Reference Services Review*," article proposal, special theme issue, accepted. Publication date scheduled in January 2017
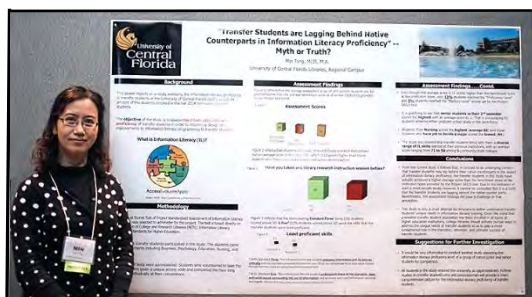
Min Tong at the 14th Annual Conference of the National Institute for the Study of Transfer Students

■ *Service:*
- *National*: Chinese American Librarians Association (CALA) Board of Directors, 2014-2017
- *Libraries*:
  - Faculty Affairs Committee, mentoring coordinator, 2012- 2015
  - Web Working Group, 2008 -

■ *Attended:* American Library Association Annual Conference, Orlando, June 2016

Dawn Tripp
Sr. LTA
Research & Information Services/ Ask A Librarian

■ *Service*
- *University*: Library Orientation Table, Transfer Student, July 2015
- *Libraries*:
  - Info Kiosk, August 2015
  - Interim Office Manager January 2016-March 2016. [Added RIS office manager responsibilities which included statistics, timesheets, ordering supplies, supervision of Student Assistants, approving Research Consultation room requests, and Web editor for RIS pages]

■ *Training/Professional Development: Webinars:*
- "Data for the Non Data Librarian," Sagepub Webinar, August 2015
- "Testing and Education Reference Center training," Gale Cengage Learning, October 2015
- "Mad on Arrival (M.O.A)," Florida Library Webinars, September 2015
- "The User-Centered Online Library," Florida Library Webinars, October 2015

John Venecek
Librarian
Research & Information Services

■ *Creative Works:*
- Fall 2015 Digital Humanities Annual Conference, peer reviewer
- Proposals:
  - "Curating Across the Curriculum," A What's Next? QEP Award proposal submitted with Dr. Barry Mauer (English/Texts & Technology)
  - "Databases Impacting Students in their Professional and Civic Preparation," A What's Next? QEP Award proposal. A collaboration between representatives from Research & Information Services and Jason Dodge (Director of Transfer & Transition Services)
- *Grant*: "Citizen Curator Project," successful grant, co-principal investigator with Dr. Barry Mauer (English), College of Arts & Humanities Research Incentive Seed Funding Program (2014) $12,500. Provided seed money to help launch the Citizen Curator Project, which began in spring 2015
- Publication:
  - "Scholarly Communication at UCF: A Primer for New Faculty," with Lee Dotson, *Illuminations*, Spring, 2016
  - "There's Going to be an Evolution: The Subject Librarian Initiative in Review," panel, with Linda Colding, *The Reference Librarian*, 56:2, 133 – 145, 2015
- *Presentations:*
  - "The Citizen Curator Project," with Dr. Barry Mauer (UCF English), Florida ThatCamp, February 2016
  - "Grow Your Own Academic Library Scholarly Communication Program," with Ven Basco, Lee Dotson, Barbara Tierney, Sarah Norris, Florida Library Association Annual Conference, Daytona Beach, Florida, March 2016

■ *Service:*
- *University:*
  - Undergraduate Course Review Committee, fall 2011 -
  - Showcase of Undergraduate Research Excellence, Humanities judge, Spring 2016
  - Undergraduate Research Council, Fall 2008 -
- *Libraries*: Promotion Coordination Committee, vice chair

Angiemarie Villafane
Sr. LTA
Acquisitions & Collection Services

■ *Service:* _Libraries:_
- Assisted Special Collections & University Archives with their social media channels on their "Throwback Thursdays (TBT)" series
- Collaborated in a subcommittee on research for the Libraries' social media campaign, and on the compilation of a social media guide

■ *Training/Professional Development:*
- Information Exchange, August 2015:
  - CMC
  - ILO
  - RIS
  - IT & DI
  - SCUA
  - ILL
  - CAPR
  - Scholarly Communication
  - Administration
  - Circulation
  - Acquisitions & Collection Services
  - Regional Campus Libraries
  - Rosen Library
  - Health & Sciences Library
- UCF Library Web Orientation, August 2015
- "RDA for Copy Catalogers: The Basics Webinar," September 2015
- "Fun with RDA Authorities, A very special Sci-Fi Edition," October 2015
- "Fun with RDA Authorities, Parts 2 & 3," November 2015," December 2015
- OneNote, December 2015
- Skype for Business, January 2016
- "RDA Authorities Review," January 2016
- "I Reject Your Reality and Substitute My Own: Imaginary Stuff in LC, MARC and Beyond," February 2016
- Active Shooter Program, May 2016
- Outlook Calendar, June 2016
- Completed four courses towards MLIS degree from San José State University:
  - Information Technology Tools and Applications
  - Digitization and Digital Preservation
  - Preservation Management
  - Archives & Manuscripts

■ *Attended:*
- Judy Kaplan collection presentation, September 2015
- John T. Washington Community Service Awards & Scholarship Luncheon, February 2016
- American Library Association Annual Conference, Orlando, June 2016

Ying Zhang
Interim Department Head
Acquisitions & Collection Services

■ *Creative Works:*
- Publications:
  - "A frontline leader to a manager, transitions and lessons learned," *Library, Leadership & Management* (accepted)
  - "Bridging the gap between library services in academic libraries worldwide: a visiting librarian model," with Jing Xu, *International Information & Library Review*, 48(4) 2016 (forthcoming).
- Presentations:
  - "Social media for librarians and users, a global perspective," with Sai Deng and Jing Xu, American Librarian Association Annual Conference, Orlando, June 2016
  - "Ebook acquisitions models and comparisons: one library's experience," 2016 Taylor & Francis Digital Collections Advisory Board Meeting, Austin, TX, April 2016
  - "Slimming Down: why not feed your need to weed," with Valerie Boulos (Florida International University), Judy Born (State College of Florida, Manatee-Sarasota), and Alicia Long (State College of Florida, Manatee-Sarasota) , Florida Library Association Annual Conference, Daytona Beach, FL, March 2016

■ *Service:*
- National:
  - Chinese American Librarians Association (CALA), one of the largest ethnic caucuses in the library science profession
    - Board Member at Large
    - Incoming Vice President/President Elect
- _Regional_: Association of Southeastern Research Libraries (ASERL), *JRNL* Oversight Committee (to create guidelines and provide advice to the *JRNL* project, a collaborative shared print database among academic libraries in the southeastern states)
- State:
  - CSUL Collection Advisory Committee (CAC)
  - Acquisitions Working Group, one of the nine implementation working groups for the implementation and migration of the library integrated system (ILS) to Sierra, appointed member
- Libraries:
  - Public Services Group
  - Professional Development and Research Award (PDRA) Committee, chair

Kerri Bottorff
Adjunct
Information Technology & Digital Initiatives
- ■ *Awards*: Co-PI with Lee Dotson and Richard Harrison on successful $3,500 QEP Enhancement Award for "SelectedWorks for Undergraduate Students: Creating Professional and Scholarly Online Identities and Portfolios"
- ■ *Creative Works*:
  - *Presentations*:
    - "STARS," Dick Pope Sr. Institute for Tourism Studies, September 2015
    - "STARS, Faculty Profiles, and Author Rights," with Kerri Bottorff, Lee Dotson, *Rosen College Research Colloquium*, April 2016
    - "STARS for Rosen College Faculty," February 2016
    - "Honors in the Major Formatting Workshops," Spring 2016
- ■ *Digital Project Management*:
  - Graduate Theses and Dissertations
  - Honors in the Major Theses
  - Dick Pope Sr. Institute for Tourism Studies
  - Rosen College Faculty Scholarship and Creative Works
- ■ *Attended*: American Library Association Annual Conference, Orlando, June 2016

Lily Flick
Adjunct
Scholarly Communication
- ■ *Creative Works: Presentations:*
  - "Using SHERPA/ RoMEO: Finding Policies for self-archiving articles," UCF Libraries Faculty Meeting, June 2016
  - "What is Scholarly Communication?," Scholarly Communication Brown Bag, UCF Libraries, June 2016
- ■ *Projects:*
  - Conducted content audit for current Scholarly Communication website and other Scholarly Communication websites; conducted card sort to help inform potential updates to Scholarly Communication website; began creating mock designs for Scholarly Communication website, as well as added textual content for new pages.
  - Investigated journals in which UCF faculty have published and compiled self-archiving information for approximately 390 journals using SHERPA/RoMEO as a part of a several faculty bibliography projects for STARS.
  - Researched and located legally accessible and free sources of online content for two UCF course readings lists for an open educational resource project for a summer 2016 course.
  - Wrote blog posts for UCF Libraries blog, Scholarly Communication content for subject librarian newsletters, contributed Scholarly Communication content for Faculty Brochure.
- ■ *Service: Libraries:*
  - Scholarly Communication Advisory Group
    - Open Access Week 2016 Workgroup, co-chair
    - Faculty Bibliography Workgroup
    - Video Workgroup

  - Website Workgroup
  - Social Media Group
- ■ *Attended:*
  - American Library Association Annual Conference, Orlando, Florida, June 2016
  - Florida Scholarly Communication Interest Group Unconference, Winter Park, Florida, June 2016
  - Assisted in Book Arts Class Visits and Reading Room support
  - Organizing/Displaying Artist Books

Christopher Saclolo
Conservator, OPS
Special Collections & University Archives
- ■ *Creative Works: Exhibits:* John C. Hitt Library*:*
  - "UCF Student Book Arts Competition," curated and installed, 5th Floor
  - "The Art of Collecting: Artwork in UCF Special Collections & University Archives," curated book arts section, 2nd Floor
- ■ *Projects*:
  - Fabricated custom clamshell box for rare books
  - Worked on conservation of Special Collections materials
  - Documented detailed conservation treatment
  - Recorded monthly conservation statistics
  - Art Inventory Condition Report
    - established reports
    - co-created forms
    - evaluated artwork in John C. Hitt Library and Special Collections & University Archives closed stacks
  - Organized 2015 Student Book Arts Competition
  - STARS:
    - Digital Repository for UCF Student Book Arts Competition
    - Uploaded Student Book Arts Gallery 2011-2015 with assistance of Lee Dotson
- ■ *Service*:
  - *Community*: American Library Association Annual Conference, Orlando, June 2016
    - Volunteered for the "Zine Pavilion" booth
    - Presented to ALA Attendees about zines
  - *Libraries:*
    - Served as liaison to UCF Beginning Bookbinding class
    - Hosted class visits
    - Presented information about Special Collection resources
    - Hosted Geneva High School Art Students at Special Collections & University Archives
    - Presented on examples of artist's books
    - Promoted the Book Arts collection through Facebook, Twitter, Instagram, and Tumblr pages
    - Photographed artist's books for social media posts
- ■ *Training/Professional Development*:
  - *Webinars*: American Institute for Conservation of Historic and Artistic Works
    - "Caring for Artifacts in Archives Collections"
    - "Caring for Frames"
  - Active Shooter Program
  - Red Flags-ID Theft Prevention

Abulencia, Leticia (05/94) .... Cataloging Services
Aedo, John (08/13) .... Info Tech & Digital Initiatives
Alderman, Barbara (10/02) ...Regional Campus Libraries
Allen, Frank (05/98).................... Administrative Services
Alvarado, Jeff (03/15)................. Administrative Services
Ayoub, Joe (07/99).......................... Circulation Services
Baker, Barry B. (04/97).............. Administrative Services
Barnes, Debbie (07/07) .... Administrative Services
Basco, Ven (06/98)................... Research & Info Services
Beile, Penny (06/98).. Research, Education, & Engagement
Benjamin, David (08/15)......... Special Collections / Archives
Beredo, Elena (04/98) ....Acquisitions & Collection Services
Bishop, Corinne (09/01) ....Research & Info Services
Bizon, Joe (09/98)..........Acquisitions & Collection Services
Bolinger, Parri (04/03) .... Administrative Services
Bottorff, Tim (01/04) ....UOF Library at Rosen
Buck, Tina (08/15)..... Acquisitions & Collection Services
Campbell, Deirdre (11/89).......... Administrative Services
Chan, Robin (06/05) .... Research & Info Services
Ciullo, Bobby (06/12) .... Info Tech & Digital Initiatives
Cloutier, Martha (10/06) .... Circulation Services
Correa, Eda (04/99) .... Cataloging Services
Curry, Page (09/02)........... Info Tech & Digital Initiatives
Dancel, Cindy (02/02) ..Research, Education, & Engagement
Delaney, Jason (09/15) ..... Info Tech & Digital Initiatives
Deng, Sai (08/12) .... Cataloging Services
DeSalvo, Matt (06/13) .... Info Tech & Digital Initiatives
Dillon, Gerald (06/15) ....UOF Library at Rosen
Dotson, Lee (01/07)........... Info Tech & Digital Initiatives
Dvorecky, Anna (11/02) .... Cataloging Services
Dwyer, Seth (09/12) .... Circulation Services
Furlong, Michael (04/12).......Regional Campus Libraries
Garcia, David (10/14) ....Info Tech & Digital Initiatives
Gause, Rich (04/98) .... Research & Info Services
Girr, Corinne (09/13) ......Interlibrary Loan/Doc Delivery
Gisclair, Emma (02/15) ......Curriculum Materials Center
Gladding, Mary Lee (10/95)............. Circulation Services
Hackler, Andrew (01/12) .... Circulation Services
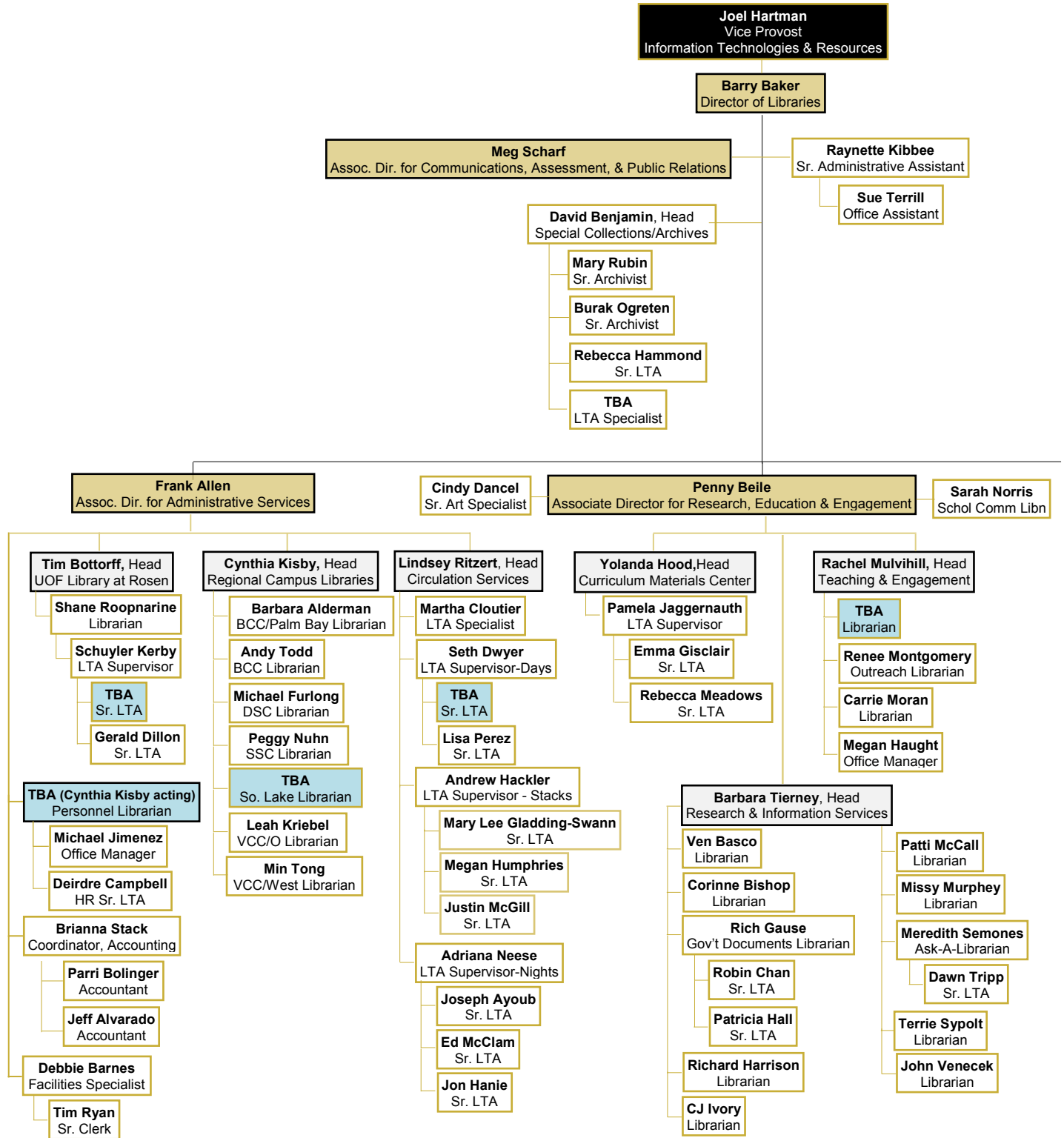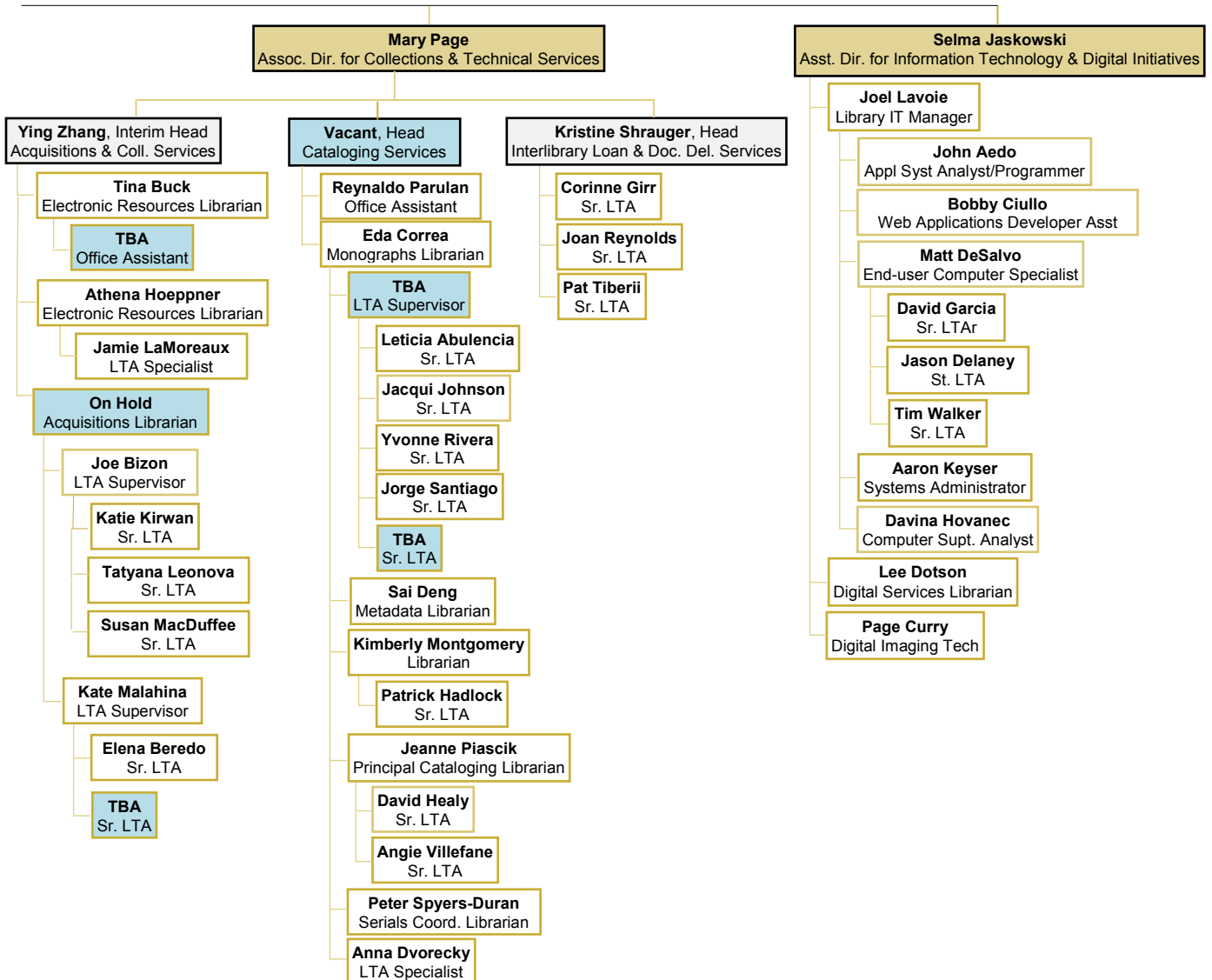Hadlock, Patrick (04/03) .... Cataloging Services
Hall, Patricia (09/83)................ Research & Info Services
Hammond, Rebecca (12/00) Special Collections/Archives
Hanie, Jon (09/00) .... Circulation Services
Harrison, Richard (04/01) .... Research & Info Services
Haught, Megan (03/16) ....Teaching & Engagement
Healy, David (08/92) .... Cataloging Services
Hoeppner, Athena (06/95).Acquisitions & Collection Services
Hood, Yolanda (08/13) ....Curriculum Materials Center
Hovanec, Davina (02/00)... Info Tech & Digital Initiatives
Humphries, Megan (06/01) .... Circulation Services
Ivory, Chemera "CJ" (08/15)..... Research & Info Services
Jaggernauth, Pamela (09/98) ..Curriculum Materials Center
Jaskowski, Selma (08/94) . Info Tech & Digital Initiatives
Jimenez, Michael (01/13) .... Administrative Services

Johnson, Jacqui (09/97)................... Cataloging Services
Kerby, Schuyler (02/13)................ UOF Library at Rosen
Keyser, Aaron (10/08)........Info Tech & Digital Initiatives
Kibbee, Raynette (06/85) ....Administrative Services
Kirwan, Katie (04/99) .Acquisitions & Collection Services
Kisby, Cynthia (06/96).......... Regional Campus Libraries
Kriebel, Leah (03/15) .... Regional Campus Libraries
LaMoreaux, Jamie (09/93) Acquisitions & Collection Services
Lavoie, Joel (12/95) ....Info Tech & Digital Initiatives
Leonova, Tatyana (11/00).Acquisitions & Collection Services
MacDuffee, Susan (03/96) Acquisitions & Collection Services
Malahina, Kate (04/15)..... Acquisitions & Collection Services
McCall, Patti (05/12)................. Research & Info Services
McClam, Ed (11/13) .... Circulation Services
McGill, Justin (08/14) .... Circulation Services
Meadows, Rebecca (05/15). Curriculum Materials Center
Montgomery, Kimberly (11/88) .... Cataloging Services
Montgomery, Renee (09/03)........ Teaching & Engagement
Moran, Carrie (05/13)................... Teaching & Engagement
Mulvihill, Rachel (01/02) .... Teaching & Engagement
Murphey, Missy (06/10) .... Research & Info Services
Neese, Adriana (02/15) ....Circulation Services
Norris, Sarah (08/15) ... Research, Education, & Engagement
Nuhn, Peggy (03/12) .... Regional Campus Libraries
Ogreten, Burak (01/03) ......Special Collections/Archives
Page, Mary (08/10) .... Collections & Technical Services
Parulan, Reynaldo (02/01) ....Cataloging Services
Perez, Lisa (02/16)........................... Circulation Services
Piascik, Jeanne (09/95) .... Cataloging Services
Reynolds, Joan (12/86).......Interlibrary Loan/Doc Delivery
Ritzert, Lindsey (03/15) .... Circulation Services
Rivera, Yvonne (09/06) .... Cataloging Services
Roopnarine, Shane (02/15) .... UOF Library at Rosen
Rubin, Mary (03/13) .... Special Collections/Archives
Ryan, Tim (02/00) ....Administrative Services
Santiago, Jorge (09/00) .... Cataloging Services
Scharf, Meg (06/84) .... Communications, Assessment & PR
Semones, Meredith (06/95).......Research & Info Services
Shrauger, Kristine (01/04)...Interlibrary Loan/Doc Delivery
Spyers-Duran, Peter (08/96) ....Cataloging Services
Stack, Brianna (04/16) ....Administrative Services
Sypolt, Terrie (04/01)................Research & Info Services
Terrill, Susan (03/07) ....Administrative Services
Tiberii, Patricia (08/89).......Interlibrary Loan/Doc Delivery
Tierney, Barbara ((01/13) .... Research & Info Services
Todd, Andrew (12/04) .... Regional Campus Libraries
Tong, Min (06/07)............... Regional Campus Libraries
Tripp, Dawn (07/13) ....Research & Info Services
Venecek, John (01/07)..............Research & Info Services
Villafane, Angiemarie (05/15)............Cataloging Services
Walker, Tim (11/14)...........Info Tech & Digital Initiatives
Zhang, Ying (08/96) .... Acquisitions & Collection Services

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

Organization Chart

UCF

Joel Hartman
Vice Provost
Information Technologies & Resources

Barry Baker
Director of Libraries

Meg Scharf
Assoc. Dir. for Communications, Assessment, & Public Relations

Raynette Kibbee
Sr. Administrative Assistant

Sue Terrill
Office Assistant

David Benjamin, Head
Special Collections/Archives

Mary Rubin
Sr. Archivist

Burak Ogreten
Sr. Archivist

Rebecca Hammond
Sr. LTA

TBA
LTA Specialist

Frank Allen
Assoc. Dir. for Administrative Services

Cindy Dancel
Sr. Art Specialist

Penny Beile
Associate Director for Research, Education & Engagement

Sarah Norris
Schol Comm Libn

Tim Bottorff, Head
UOF Library at Rosen

Shane Roopnarine
Librarian

Schuyler Kerby
LTA Supervisor

TBA
Sr. LTA

Gerald Dillon
Sr. LTA

TBA (Cynthia Kisby acting)
Personnel Librarian

Michael Jimenez
Office Manager

Deirdre Campbell
HR Sr. LTA

Brianna Stack
Coordinator, Accounting

Parri Bolinger
Accountant

Jeff Alvarado
Accountant

Debbie Barnes
Facilities Specialist

Tim Ryan
Sr. Clerk

Cynthia Kisby, Head
Regional Campus Libraries

Barbara Alderman
BCC/Palm Bay Librarian

Andy Todd
BCC Librarian

Michael Furlong
DSC Librarian

Peggy Nuhn
SSC Librarian

TBA
So. Lake Librarian

Leah Kriebel
VCC/O Librarian

Min Tong
VCC/West Librarian

Lindsey Ritzert, Head
Circulation Services

Martha Cloutier
LTA Specialist

Seth Dwyer
LTA Supervisor-Days

TBA
Sr. LTA

Lisa Perez
Sr. LTA

Andrew Hackler
LTA Supervisor - Stacks

Mary Lee Gladding-Swann
Sr. LTA

Megan Humphries
Sr. LTA

Justin McGill
Sr. LTA

Adriana Neese
LTA Supervisor-Nights

Joseph Ayoub
Sr. LTA

Ed McClam
Sr. LTA

Jon Hanie
Sr. LTA

Yolanda Hood, Head
Curriculum Materials Center

Pamela Jaggernauth
LTA Supervisor

Emma Gisclair
Sr. LTA

Rebecca Meadows
Sr. LTA

Rachel Mulvihill, Head
Teaching & Engagement

TBA
Librarian

Renee Montgomery
Outreach Librarian

Carrie Moran
Librarian

Megan Haught
Office Manager

Barbara Tierney, Head
Research & Information Services

Ven Basco
Librarian

Corinne Bishop
Librarian

Rich Gause
Gov't Documents Librarian

Robin Chan
Sr. LTA

Patricia Hall
Sr. LTA

Richard Harrison
Librarian

CJ Ivory
Librarian

Patti McCall
Librarian

Missy Murphey
Librarian

Meredith Semones
Ask-A-Librarian

Dawn Tripp
Sr. LTA

Terrie Sypolt
Librarian

John Venecek
Librarian

Mary Page
Assoc. Dir. for Collections & Technical Services

Selma Jaskowski
Asst. Dir. for Information Technology & Digital Initiatives

Ying Zhang, Interim Head
Acquisitions & Coll. Services

Vacant, Head
Cataloging Services

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

Joel Lavoie
Library IT Manager

Tina Buck
Electronic Resources Librarian

Reynaldo Parulan
Office Assistant

Corinne Girr
Sr. LTA

John Aedo
Appl Syst Analyst/Programmer

TBA
Office Assistant

Eda Correa
Monographs Librarian

Joan Reynolds
Sr. LTA

Bobby Ciullo
Web Applications Developer Asst

Athena Hoeppner
Electronic Resources Librarian

TBA
LTA Supervisor

Pat Tiberii
Sr. LTA

Matt DeSalvo
End-user Computer Specialist

Jamie LaMoreaux
LTA Specialist

Leticia Abulencia
Sr. LTA

David Garcia
Sr. LTAr

On Hold
Acquisitions Librarian

Jacqui Johnson
Sr. LTA

Jason Delaney
St. LTA

Joe Bizon
LTA Supervisor

Yvonne Rivera
Sr. LTA

Tim Walker
Sr. LTA

Katie Kirwan
Sr. LTA

Jorge Santiago
Sr. LTA

Aaron Keyser
Systems Administrator

Tatyana Leonova
Sr. LTA

TBA
Sr. LTA

Davina Hovanec
Computer Supt. Analyst

Susan MacDuffee
Sr. LTA

Sai Deng
Metadata Librarian

Lee Dotson
Digital Services Librarian

Kate Malahina
LTA Supervisor

Kimberly Montgomery
Librarian

Page Curry
Digital Imaging Tech

Elena Beredo
Sr. LTA

Patrick Hadlock
Sr. LTA

TBA
Sr. LTA

Jeanne Piascik
Principal Cataloging Librarian

David Healy
Sr. LTA

Angie Villefane
Sr. LTA

Peter Spyers-Duran
Serials Coord. Librarian

Anna Dvorecky
LTA Specialist

UNIVERSITY OF CENTRAL FLORIDA

LIBRARIES

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407-823-2529 (fax)
http://library.ucf.edu

Cover Image: The entrance to the John C. Hitt Library.